

# Can not send test e-mail

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[larryralph](#) 39 posts since

Oct 7, 2008

We are running Clearspace 1.10.7.

I am trying to send a test email via the admin. console.

When I click on Sent Test email, the following appears in the from box:

admin%40my.server.com

When I press Send, the following appears in the From box:

admin%2540my.server.com

As well as a message saying the Domain does not exist for [admin@40my.server.com](mailto:admin@40my.server.com).

(which of course it does not, now)

We have an installation of 1.10.5 and it seems to work.

Any ideas what may be going on?

Thanks.

Tags: email, smtp

Can not send test e-mail



Vinh 12,343 posts since

Apr 1, 2008 1. Re: Can not send test e-mail Dec 3, 2008 8:54 AM

Can you show a screenshot of this page in the Admin Console for both 1.10.7 and 1.10.5?



Vinh 12,343 posts since

Apr 1, 2008 2. Re: Can not send test e-mail Dec 10, 2008 5:38 PM

Hey Larry,

Are you still having issues with this?

Thanks,

Vinh



larryralph 39 posts since

Oct 7, 2008 3. Re: Can not send test e-mail Dec 11, 2008 7:39 AM

Yes, it still exists.

On the **System > EMail Server page**, I see:

Server Admin Email: [admin@server.com](mailto:admin@server.com)

I then click *Send Test Email...*

On the next pane (**EMail Settings**) I see in the *To:* field: **admin%40server.com**

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I then click *Send Email* and the page is re-displaled with this value in the *To:* field: **admin%2540server.com**

As well as a message at the top that says:

Sending the message failed. Please verify that your host and port settings are correct. (Message: 501 5.1.8 Domain of sender address admin@40server.com does not exist )

which is now true because the '40' has become part of the domain name.

Since '%40' is the escaped '@' and the '%25' is the escaped '%' it appears there was a problem escaping/unescaping the email address.

As I mentioned I am on 1.10.7. Another system at 1.10.5 works fine.



[Vinh](#) 12,343 posts since

Apr 1, 2008 4. **Re: Can not send test e-mail** Dec 22, 2008 7:59 AM

Are you changing **admin%40server.com** back to [admin@server.com](#) or are you sending it like that? There's an issue in some versions of Clearspace with how that email address is initially loaded into the UI when you're trying to send a test email and you have to change the escaped @ characters back to @.



[larryralph](#) 39 posts since

Oct 7, 2008 5. **Re: Can not send test e-mail** Dec 22, 2008 10:40 AM

If I change the %40 to @, then I get an error saying [admin@40server.com](#) has in invalid domain.



[Rob Simmons](#) 203 posts since

Nov 24, 2008 6. **Re: Can not send test e-mail** Feb 25, 2009 8:22 AM

Can not send test e-mail

Vinh,

I am seeing a very similar error in version 1.10.13 running on my desktop. Here is the error from the app server:

SEVERE: 501 <cs-admin%40collegeboard.org>: sender address must contain a domain  
com.sun.mail.smtp.SMTPSendFailedException: 501 <cs-admin%40collegeboard.org>:  
sender address must contain a domain

I have also attached a screen shot of the admin page...

Note that the error is with the sender address which i cannot change from the test email page. (See attached.) It does not seem to matter what i set the TO address to be.

**Attachments:**

- [clearspace-screen-shot.doc](#) (78.5 K)



[Vinh](#) 12,343 posts since

Apr 1, 2008 7. **Re: Can not send test e-mail** Feb 25, 2009 8:33 AM

If you change it to [cs-admin@collegeboard.org](mailto:cs-admin@collegeboard.org), will you receive the test email?



[Rob Simmons](#) 203 posts since

Nov 24, 2008 8. **Re: Can not send test e-mail** Feb 25, 2009 8:45 AM

If I change "TO:" to mailto:[cs-admin@collegeboard.org](mailto:cs-admin@collegeboard.org)

I get the following error:

Can not send test e-mail

Feb 25, 2009 11:35:49 AM com.jivesoftware.base.Log error

SEVERE: Illegal route-addr

javax.mail.internet.AddressException: Illegal route-addr in string ``mailto:[cs-admin@collegeboard.org](mailto:cs-admin@collegeboard.org)``

If I change "TO:" to [cs-admin@collegeboard.org](mailto:cs-admin@collegeboard.org)

I get the same error as before

Feb 25, 2009 11:41:31 AM com.jivesoftware.base.Log error

SEVERE: 501 <[cs-admin%40collegeboard.org](mailto:cs-admin%40collegeboard.org)>: sender address must contain a domain

com.sun.mail.smtp.SMTPSendFailedException: 501 <[cs-admin%40collegeboard.org](mailto:cs-admin%40collegeboard.org)>: sender address must contain a domain

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[Vinh](#) 12,343 posts since

Apr 1, 2008 9. **Re: Can not send test e-mail** Feb 25, 2009 11:05 AM

What character encoding is the application server and Clearspace using?

Is this affecting any other emails (i.e. notifications) or just the test email?



[Rob Simmons](#) 203 posts since

Nov 24, 2008 10. **Re: Can not send test e-mail** Feb 27, 2009 10:42 AM

I believe we are using UTF-8 but is there somewhere in the console I can check to make sure?

Also, email notifications are currently not working. Is there a document someplace on setting up email I can refer to? I did look around on my own for such a document but did not find anything.

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[Rob Simmons](#) 203 posts since

Nov 24, 2008 11. **Re: Can not send test e-mail** Feb 27, 2009 10:55 AM

Problem Solved. My mailhost name was incorrect. Once that was fixed all email worked just fine. The error is VERY misleading.

Rob Simmons

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