Knowledge Base Article: Article 207

Error Sending e-Mail 80020009 Can't connect to server?

Date: September 24th, 2010

Problem:

When running a Scheduled Task or a VBScript supposed to send a e-mail with the attached result file, the result file is created but not sent to the e-mail recipient.

Error in the Event Viewer:

 Action execution error (Send Mail with Attached Document) on undefined resource in rule group Main rules group, rule id 9 nelrf   : <?xml version="1.0" encoding="ISO-8859-1"?><nelrf><a n="_type" v1="Click and Decide Alert"/><a n="_ip" v1="127.0.0.1"/><a n="_time" v1="2010-09-23 12:25:02.000000"/><a n="Attached" v1="C:\Program Files (x86)\Click and DECiDE\BAI\DemoWeb\Shared Folder\ResultFile.PDF"/><a n="Title" v1="test mail 20100923"/><a n="Mail__To" v1="recipient@domain.com"/><a n="Mail__From" v1="sender@domain.com"/><a n="Action" v1="eMail"/><a n="Description" v1="my test mail"/></nelrf> RuleGroup   : Main rules group RuleId   : 9 ErrDescription: Script Error:

Source: NRSMTPX.NRSMTPXO.1
Error: 80020009
Description: using Open(), can't connect to server -
Line: 10 Column: 4
Code:
<no source line text available> ErrMessage   : Exception occurred.

Reason:

The **first problem** could be that when running the Configuration Wizard, to change for example the SMTP Server, you did not go until the end of the process.
It is now <u>mandatory</u> to click <u>Next</u> and <u>Next</u> and <u>Finish until the end</u> of the process.If you click Cancel, thinking that the new SMTP Server name is now registered, it doesn't work as the NRFILTER.XML file will keep the previous SMPT Server name.
This is valid for any change such as:
- License certificate.
- SMTP Server Name.
- Authentication Mode.
-
The **second problem could be** that the SMTP Server sometimes doesn't accept all domain names in the "From" box, so make sure you have entered a valid email address accepted by the SMTP Server Name. (example username@gmail.com was not accepted but username@domain.com will be accepted) and in case of problem you don't see any event in the Event Viewer, probably you can see error on the SMTP Server only…

Solution:

- Run again the Configuration Wizard, check the SMTP Server Name with the Test button and click Next until the end of the process (do not click Cancel)
- Check the sender e-mail address to be sure it will be accepted by the SMTP Server.

Contact us: E-mail: sales@clickndecide.com **Tel:** +33 (0)6 71 99 86 60
Sales Office: 98, route de la Reine - 92100 Boulogne-Bt, France.
To contact your neares Click&DECiDE partner, click here.
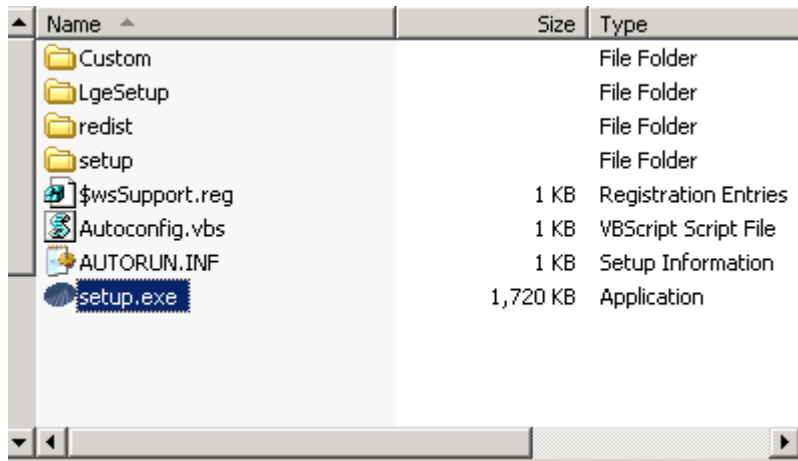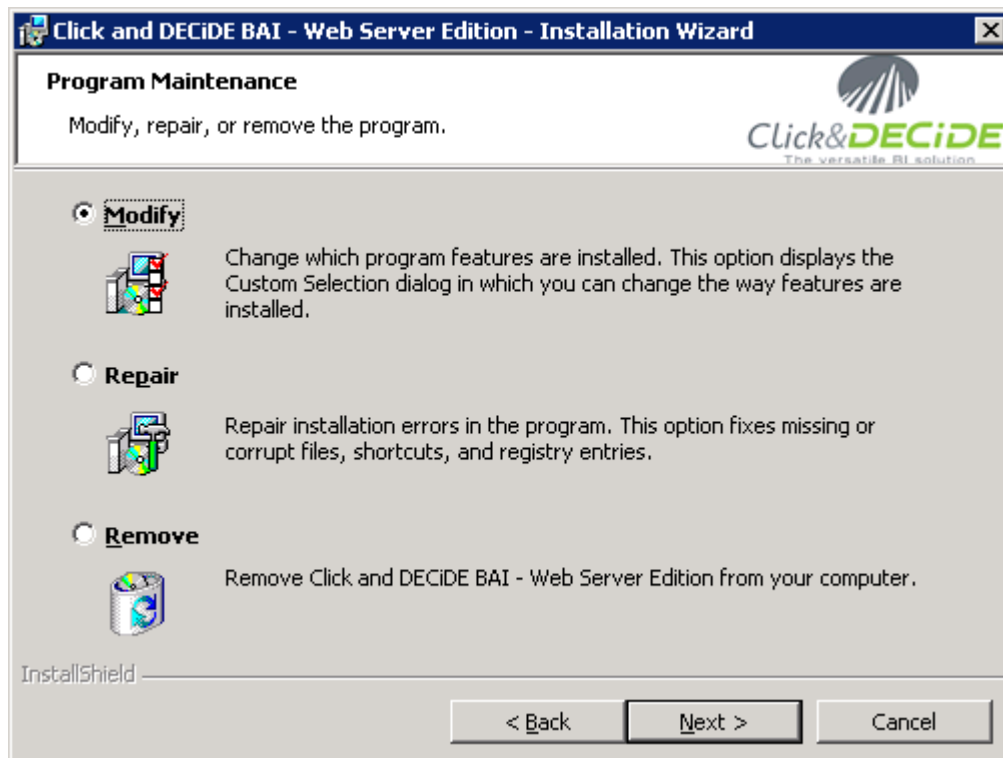
www.clickndecide.com

Tip (optional):

if you install the Management Console (not installed by default), you can thus run it to see the content of the NRFILTER.XML and check the SMTP Server name.

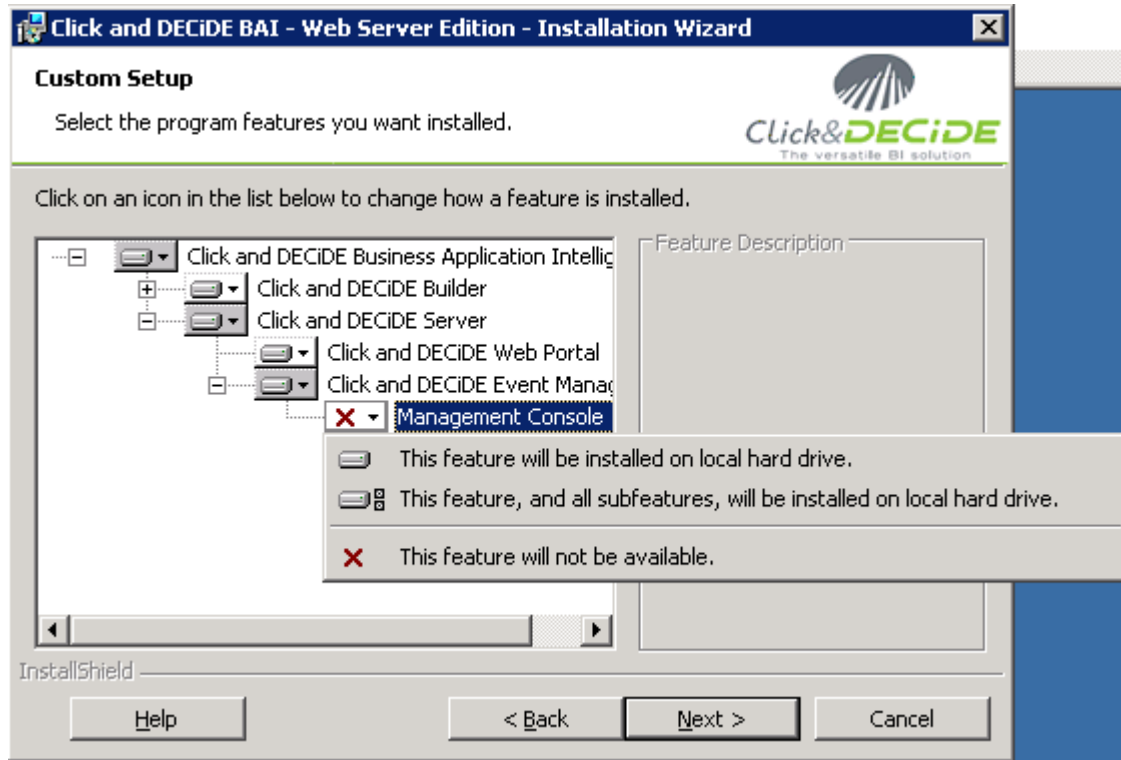To do it, follow the following steps:
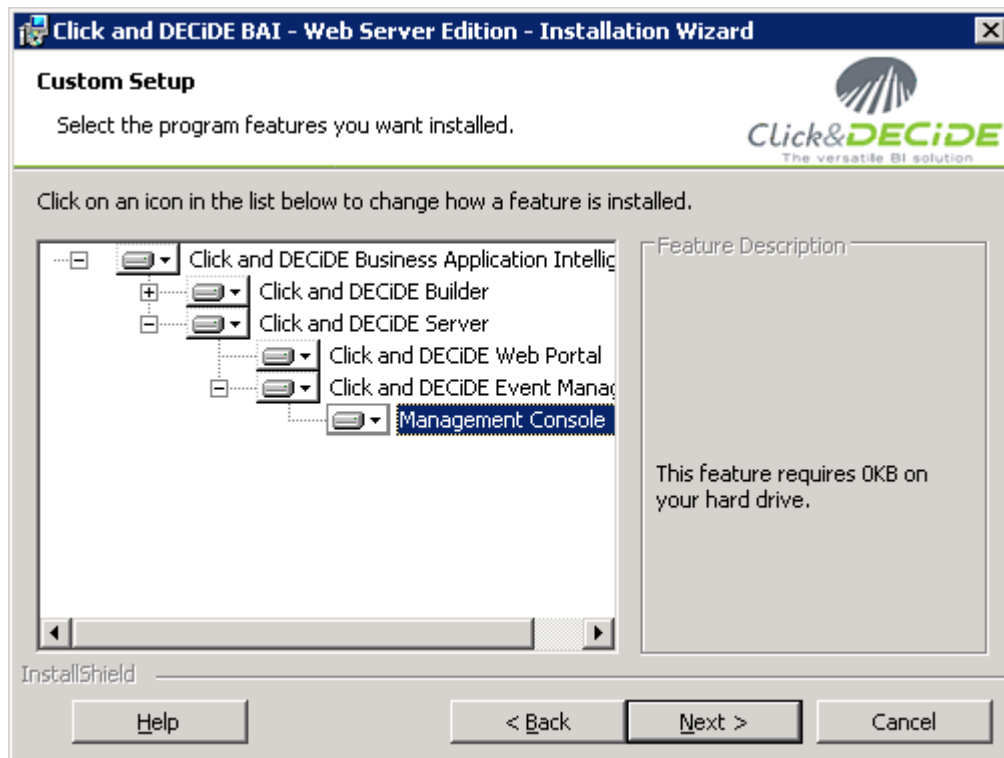
1- run again the Click&DECiDE **SETUP.EXE** program

2- Click **Next** then **Modify**

3- Click **Next** and Select the Click and DECiDE Server branch, then the Click and DECiDE Event Manager sub-level

Contact us: E-mail: sales@clickndecide.com **Tel:** +33 (0)6 71 99 86 60
Sales Offices: 98, route de la Reine - 92100 Boulogne-Bt, France.
To contact your nearest Click&DECiDE partner, click here.

www.clickndecide.com

2

4- Ask the Management Console component to be installed

5- Click **Next**
6- Click **Install**

www.clickndecide.com

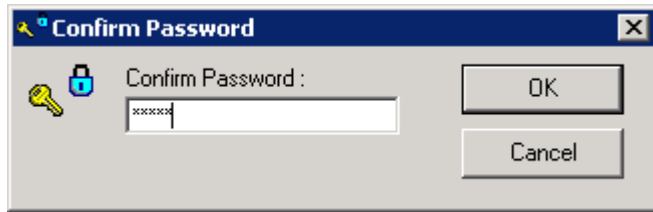7- Once this component has been installed, start the Management Console:
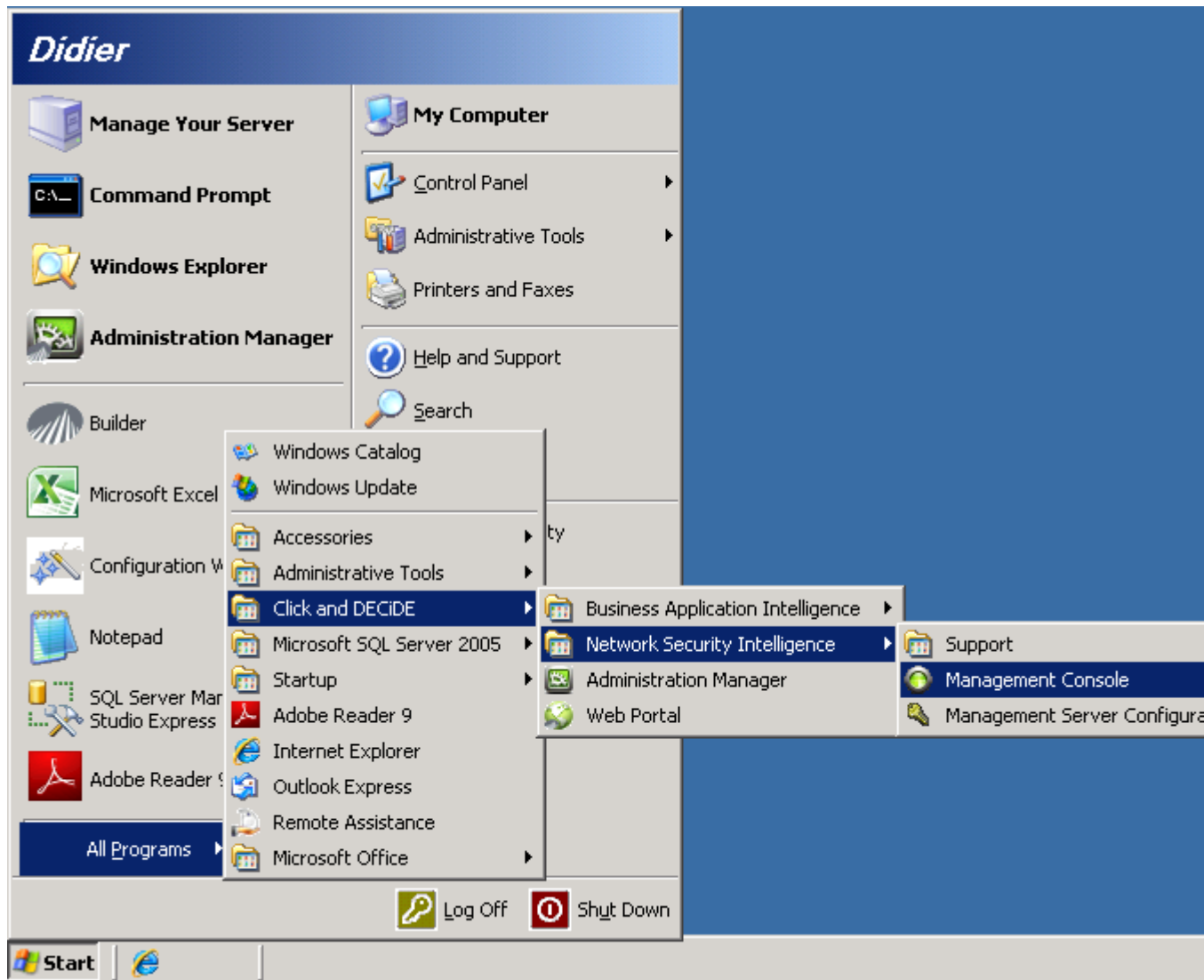
8- The default login is admin, admin (lowercase characters) then click **OK**:
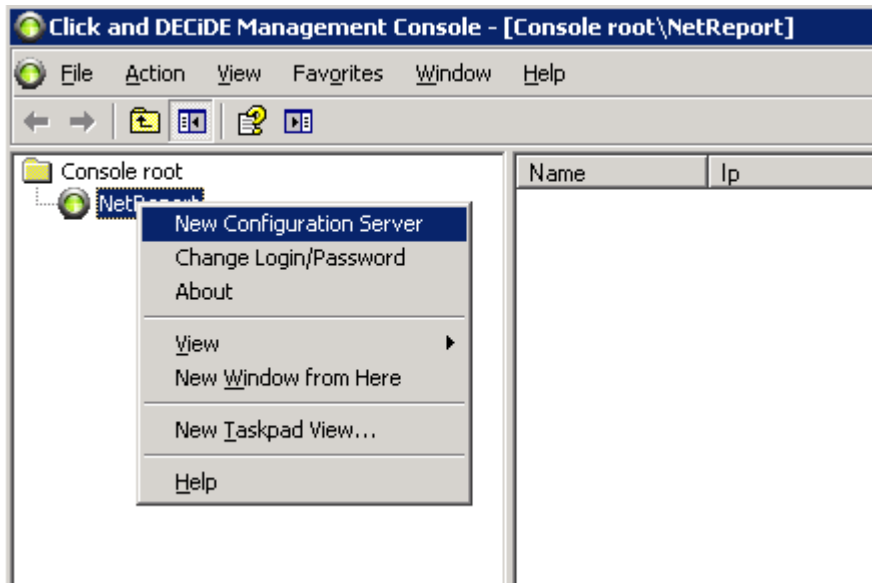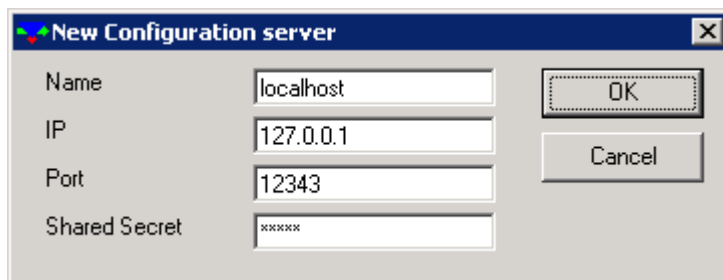
www.clickndecide.com
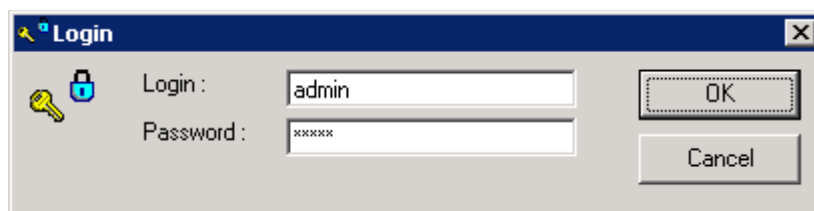
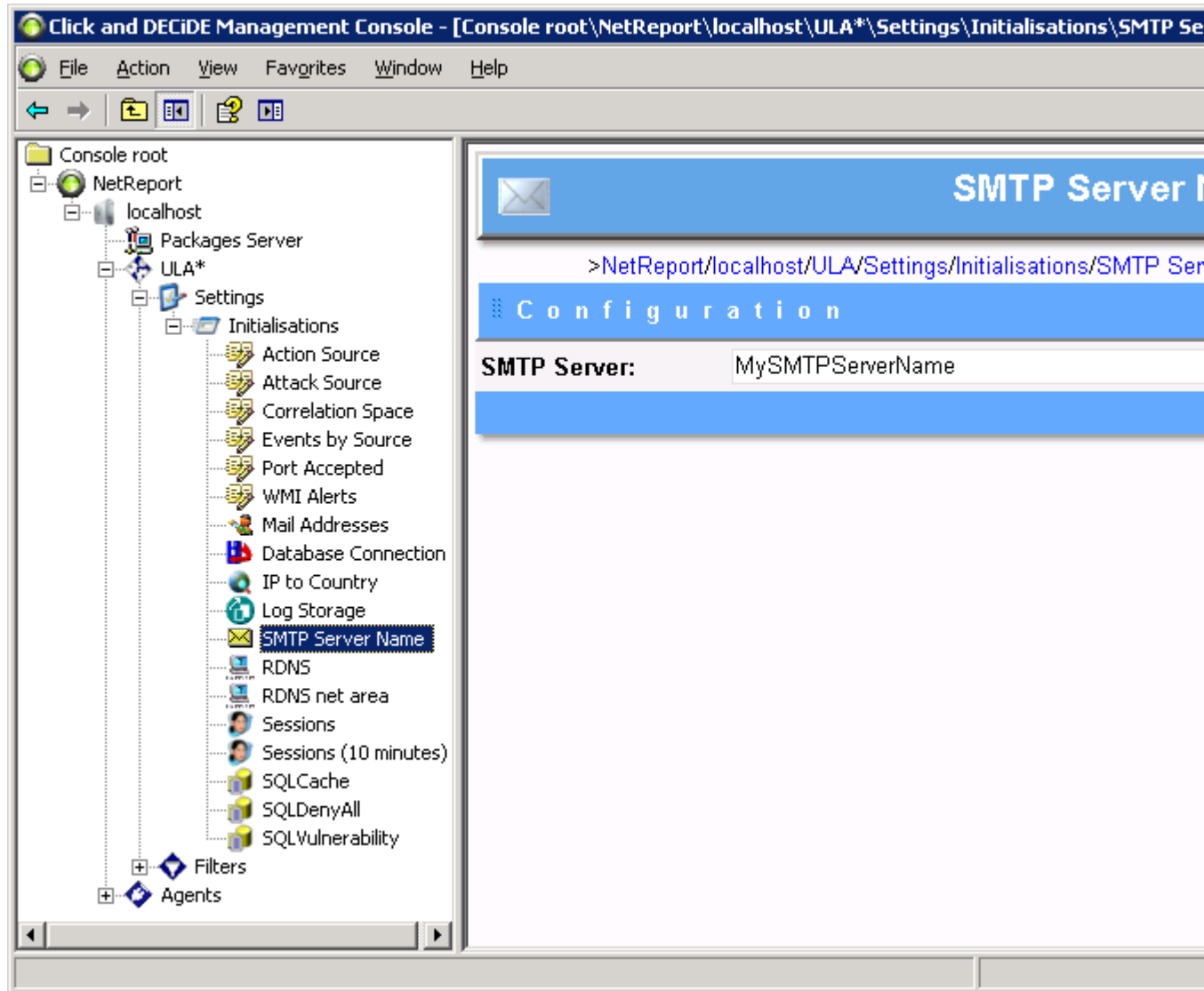9- Confirm the password (if it is the first time) then click **OK**

10- Make a right mouse Click on the NetReport branch and select **New Configuration Server**

11- Enter the **Name** (localhost) and **IP address** (127.0.0.1), keep the default Port 12343 and enter **admin** (lowercase) as Shared Secret, then click **OK**
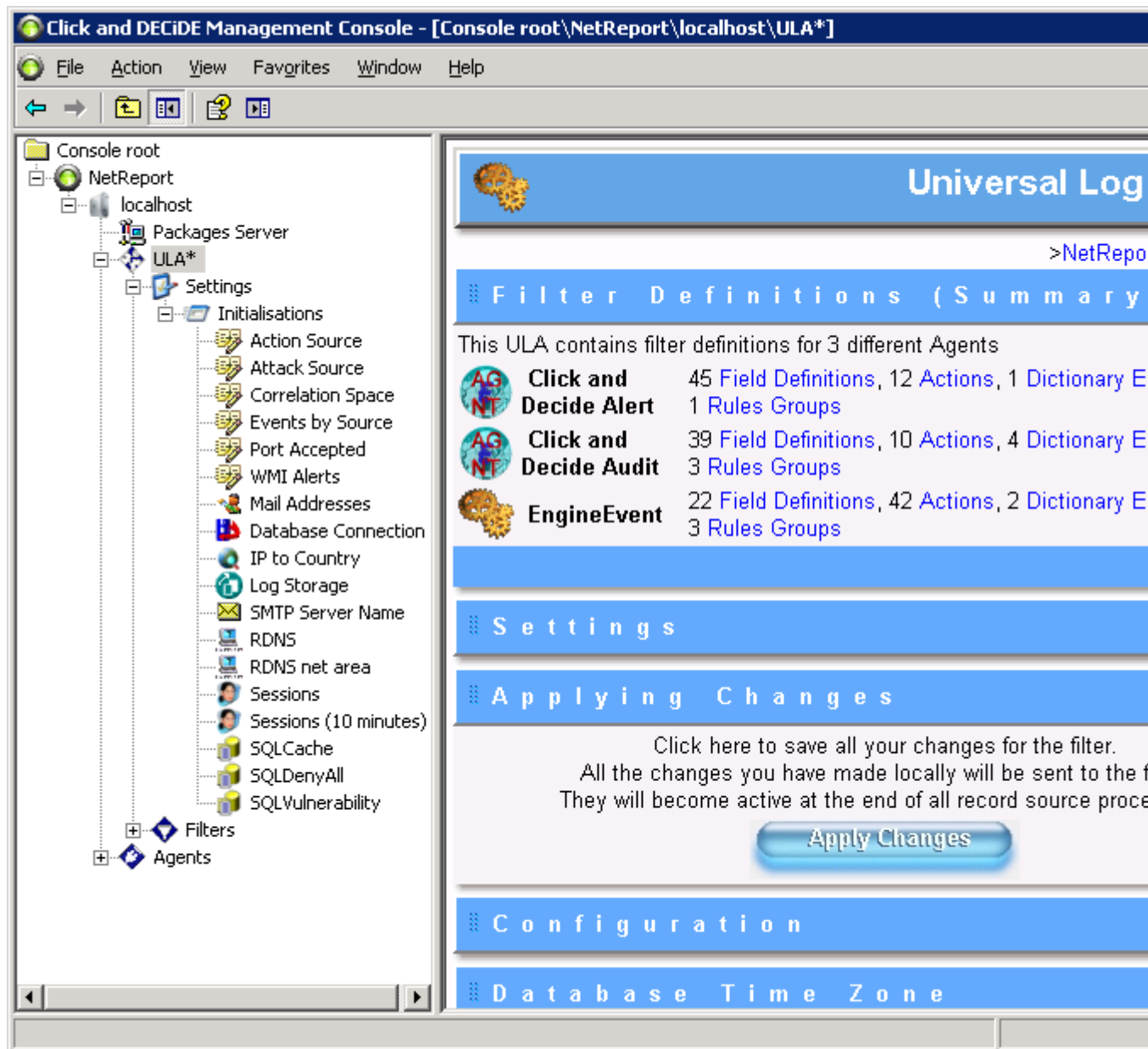

12- Check the **SMTP Server Name** in the following branch

www.clickndecide.com

13- Modifying the SMTP Server Name here: (optional): if you want to modify the SMTP Server in the above box, make sure then to validate this change as follow:
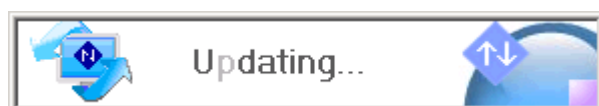
www.clickndecide.com

14- Select the ULA* branch (the Star indicates a modification has been done)

15- Click the **Apply Change** button
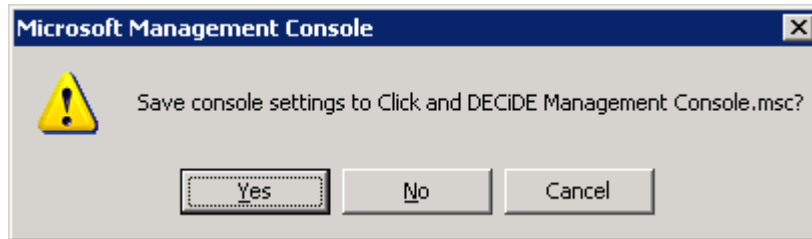
16- Wait until the next message has disappear

And the Star near the ULA branch also should disappear.

17- **Close** the Management Console

www.clickndecide.com

18- Click **Yes** if you want to save console Settings to Click and DECiDE Management Console.msc, otherwise click **No**.

Didier Chavanne

Click&DECiDE Support

www.clickndecide.com