

## Agent cannot send e-mails, or sending takes a long time

<b>Problem Summary</b>	Agent cannot send e-mail using the Agent E-Mail feature, or sending an e-mail takes a long time.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Possible causes include connectivity errors, or anti-virus programs, firewalls, or other security software is interfering with the process. SMTP is a very common protocol for malware to use, so anti-virus software is very suspicious about programs that use it.
<b>Recommended Action</b>	<p>Some actions to take include:</p> <ul style="list-style-type: none"> <li>• Verify that the agent's PC has connectivity to the SMTP server using telnet</li> <li>• Check to see if anti-virus software, a firewall, or other security software is preventing e-mail from being sent. Try turning it off momentarily to diagnose the problem.</li> </ul>
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.