

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

Problem Summary	Agent cannot send e-mail using the Agent E-Mail feature, or sending an e-mail takes a long time.
Error Message	None.
Possible Cause	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.
Recommended Action	<p>Some actions to take include:</p> <ul style="list-style-type: none"> • Verify that the agent's PC has connectivity to the SMTP server using telnet • 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.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.