Could not send “On Error” email for AWE action; default mail server not defined

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server, version 6 - 6.3

  (This issue was fixed in v6.4)

SYMPTOM

No emails are sent from AWE actions.

RESOLUTION

Add the following entries to the Windows Registry, depending on your EFT Server version and operating system. Edit the entries to correspond with your domain and user information. (If you use the attached .txt file, be sure to edit the file with your values, then change the file extension **.reg** before executing it. Don't double-click the link; right-click it, then save the file on your desktop.)

Registry Location:

For EFT Server v6.3 on a 32-bit OS:

[HKEY_LOCAL_MACHINE\SOFTWARE\Network Automation\Automate 8\TaskService]

For EFT Server 6.3 on a 64-bit OS:

[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Network Automation\Automate 8\TaskService]

For EFT Server v6.2 on a 32-bit OS:

[HKEY_LOCAL_MACHINE\SOFTWARE\Network Automation\Automate 7\TaskService]

For EFT Server 6.2 on a 64-bit OS:

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[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Network Automation\Automate 7\TaskService]

For EFT Server 6.0.x and 6.1.x on a 32-bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Network Automation\BPA Agent\TaskService]

For EFT Server 6.0.x and 6.1.x on a 64-bit OS:

[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Network Automation\BPA Agent\TaskService]

Values:

Name	Type	Data
SMTPServer	REG_SZ	email server name
SMTPPort	REG_DWORD	port number (e.g., 0X00000019 (25); 25 is the port number)
SMTPUser	REG_SZ	username
SMTPPassword	REG_SZ	password

MORE INFORMATION

The SMTP configuration within EFT Server is not visible from the AWE module; therefore, you must add the registry values as described above to tell the AWE module which SMTP server and port to use.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10594/Could-not-send-“On-Error”-em...