caArray 045 - User registration is unable to send the user an email to confirm registration

Question: User registration is unable to send the user an email to confirm registration. What do we do?

Topic: caArray Usage

Release: Up to caArray 2.x

Date entered: 01/13/2010

Details about the Question

The User Registration page shows the following error message at the top of the page: "Unable to send the confirmation email". The user found the following relevant error in the log file:

```
2009-12-09 13:48:45,765 ERROR [gov.nih.nci.caarray.web.action.registration.RegistrationAction] Failed to send
an email com.sun.mail.smtp.SMTPSendFailedException: 530 5.7.0 Must issue a STARTTLS command first. 23sm72910qyk.
3
```

Answer

This problem was due to incorrect mail parameter settings. The following two parameters were incorrectly set to be:

mail.smtp.auth=Yes
mail.smtp.starttls.enable=Yes

The correct value should be "True" or "False".

Parameter	GUI Installer Text	Description	Permissible Value
mail.smtp.auth	"Mail Server Authentication"	Whether or not the mail server should be authenticated against.	"true" / "false"
mail.smtp.starttls. enable	"Mail Server starttls"	Whether or not the mail server should be communicated with using Transport Layer Security (TLS).	"true" / "false"

For more information on what are the permissible values for caArray Installation, check out: caArray 2.3.0 install.properties

Have a comment?

Please leave your comment in the caArray End User Forum.