



Emails

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Administrators and Users Are Not Receiving Emails

Problem Emails are not being received by administrators and users.

Possible Cause Your SMTP hostname might be incorrectly configured.

Possible Cause Your SMTP server might be down.

Possible Cause SMTP server email requests might be blocked.

Solution Make sure your SMTP hostname is correctly configured. If it is not configured correct, put your system in maintenance mode and correct the SMTP information, save your changes and turn off maintenance mode. After your system restarts, the status should be UP. See the *Administration Guide for Cisco Webex Meetings Server* for more information about how to configure an SMTP server.

Solution Check your logs to determine if SMTP server email requests are being blocked. Fix your SMTP server issue or specify a different SMTP server.

Solution You can test email by selecting **Users > Email Users** and then sending an email to a host.

SMTP Email Server Issues on a System with TLS-Based Authentication

Problem My SMTP email server is not working.

Possible Cause TLS is enabled and your self-signed certificate is not accepted as valid by your system.

Solution This is a known limitation. You cannot configure your mail server to use a self-signed certificate with TLS enabled.

Administrators Do Not Receive the Notification Emails for Reports

Problem An administrator selects **Customize Reports** to request system logs, but the administrator does not receive email notification after the logs are collected

Possible Cause The NTP server may be down or unreachable.

Solution Make sure that there is an NTP server configured properly on the ESXI hosts of your Cisco Webex Meetings Server with your virtual machines. Verify that the NTP server is operational and reachable. If your NTP server is operational, contact Cisco Technical Assistance Center (TAC) for further assistance.