

MAIL Messages

This chapter explains the causes of messages issued by the MAIL facilities in Cisco IOS for S/390 and suggests appropriate responses. It includes these sections:

- **SNDDMSG Messages**
Lists and describes all SNDDMSG messages.
- **SSMTP Messages**
SSMTP Receiver messages that start with the program ID SSMTP.

SNDDMSG Messages

This section describes the SNDDMSG messages.

Access to Include File Denied file Unable to Find Data Set in Catalog

Explanation SNDDMSG is unable to find the file specified in a .f= statement in the catalog. The parameter file represents the file name from the .f= statement.

Recommended Action Verify that the file name is correct. Ensure that the file name is in the catalog.

Access to Include File Denied . code reason:

Explanation The local security system denies read access to the file specified on a .f= statement. *code* is one of these reason codes from PACCESS: 0 is successful, 5 is failed, 8 is no memory, reason is a *reason* from the security system.

Recommended Action Verify that the file name is correct. Ensure that you have read authority for the specified file.

File Error reason in File file

Explanation A file error was encountered while processing a .f= statement. *reason* is the reason returned from the file system; *file* is the file name

Recommended Action Repair or rebuild the file according to the reason given in the message.

Recursion Error in File *FFFF*

Explanation While processing a file (file) specified in a .f= statement, SNDMSG finds a line containing another .f= statement. This recursion is not supported.

Recommended Action Remove the .f= statement from the file. Manipulate the files separately and include them with multiple .f= statements to SNDMSG. Alternatively, edit and concatenate the files into a single file to be processed by a single .f= statement.

Unable to Open File *file* Reason *reason*

Explanation SNDMSG cannot process a .f= statement in a mail file because it cannot open the file. *file* is the file name from the .f= statement; *reason* is the reason returned from the file system

Recommended Action Verify that the file name exists and is in the catalog. Then use the reason information to determine the reason for the problem.

SSMTP Messages

This section includes the SSMTP Receiver messages. All SSMTP Receiver messages start with program ID SSMTP.

SSMTP MAIL FROM: *from* TO: *to*

Explanation Message to inform the accounting log about a mail message from *from* to *to*. The message is written to the accounting log.

SSMTP 214 -SAVE current session log

Explanation Message indicates the current log is to be saved. The message is written to the error log.

Recommended Action This message normally follows other major error messages and indicates that the log data sets should be saved for later analysis.

SSMTP 221 -QUIT: OK; operand ignored

Explanation SSMTP receives an RSET command with an operand that is ignored. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Contact software support for the host software.

SSMTP 250 NOOP: operand ignored

Explanation SSMTP receives a NOOP command with an operand that is ignored. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Contact software support for the host software.

SSMTP 354 Operand ignored; enter message

Explanation SSMTP receives a DATA command, but the message contains an operand that is ignored. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Contact software support for the host software.

SSMTP 421 -Connection error: reason

Explanation SSMTP loses the connection with a foreign host. The reason (reason) for the failure is given. For more detailed information, read Chapter – "" in this document. The message is written to the error log.

Recommended Action Check if the foreign host is down.

SSMTP 421 -Premature end-of file

Explanation SSMTP learns that it has lost its connection without receiving all data for the mail message. The message is written to the error log.

Recommended Action Check if the foreign host is down. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Contact Customer Support for the host software.

SSMTP 451 DATA aborted: CANNOT ALLOC MAIL FILE

Explanation SSMTP receives a DATA command, but SMTP is unable to allocate the mail file. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Dynamic allocation has failed. Check the volume that is in APPCFGxx's SMTP VOLUME= parameter. If there is no more room on the volume, reassemble APPCFGxx with a new volume specified on SMTP VOLUME= parameter. Retry the operation. If the error recurs or if there is plenty of space on the volume, contact local Customer Support.

SSMTP 451 DATA aborted: CANNOT ALLOC TEMP FILE

Explanation SSMTP receives a DATA command, but SMTP is unable to allocate a temporary file for data. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Dynamic allocation has failed. Check the volume that is in the APPCFGxx SMTP VOLUME= parameter. If there is no more room on the volume, reassemble APPCFGxx with a new volume specified on SMTP VOLUME= parameter. Retry the operation. If the error recurs or if there is plenty of space on the volume, contact Customer Support.

SSMTP 451 I/O error; transaction aborted

Explanation SSMTP receives a DATA command with an I/O error. The mail message is discarded. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software or hardware is misbehaving. Contact Customer Support or hardware support for the failing component.

SSMTP 451 Mailer error; transaction aborted

Explanation SSMTP receives a DATA command, but an error is received during the data transfer and the operation is aborted. Transaction is aborted, no message is recorded. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Contact Customer Support for the host software.

SSMTP 451 VRFY Cannot load user table

Explanation SSMTP receives a VRFY command, but the SMTPUSR table is not loaded. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. C The SMTPUSR csect cannot be located. Check the STEPLIB load libraries for module SMTPUSR. The *Cisco IOS for S/390 Customization Guide* describes how to create the module. Retry the operation. Bring Cisco IOS for S/390 down and back up again. If the error recurs, contact Customer Support.

SSMTP 452 MAIL rejected: ran out of storage

Explanation SSMTP receives a MAIL command, but a shortage of storage is detected. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. If there is a proliferation of the same kind of storage, a PTASK may be allocating storage in a loop. Retry the operation first on the current version of Cisco IOS for S/390. If it fails again, bring Cisco IOS for S/390 down and back up again. Raise the region size on the Cisco IOS for S/390 job. Retry the operation again. If the error recurs, contact Customer Support.

SSMTP 500 Blank/empty input line: ignored

Explanation SSMTP receives a blank or empty reply line. The command is ignored. The message is written to the error log.

SSMTP 500 command rejected: command line too long

Explanation SSMTP receives a bad reply; the rejected command (command) is given. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Contact Customer Support for the host software.

SSMTP 500 command rejected: no such command

Explanation SSMTP receives an invalid command (command). The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Contact Customer Support for the host software.

SSMTP 501 HELO rejected: domain too long

Explanation SSMTP receives a HELO command, but Domain name is larger than 65 bytes. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Examine the HELO command sent across the connection. Contact Customer Support for the host software.

SSMTP 501 HELO rejected: invalid domain

Explanation SSMTP receives a HELO command, but the Domain name is invalid. The command is ignored. The message is written to the error log.

Recommended Action Verify Domain name from remote host. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Examine the HELO command sent across the connection. Contact software support for the host software.

SSMTP 501 HELO rejected: no domain given

Explanation SSMTP receives a HELO command, but no Domain name is found in the X-FROM field. The command is ignored. The message is written to the error log.

Recommended Action The remote host transmitted a HELO command without any arguments. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Examine the HELO command sent across the connection. Contact Customer Support for the host software.

SSMTP 501 MAIL rejected: FROM: missing

Explanation SSMTP receives a MAIL command, but the FROM keyword is not found. The command is ignored. The message is written to the error log.

Recommended Action The remote host may be transmitting an invalid command. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Examine the MAIL command sent across the connection. Contact Customer Support for the host software.

SSMTP 501 MAIL rejected: invalid path

Explanation SSMTP receives a MAIL command with an invalid path. The command is ignored. The message is written to the error log.

Recommended Action The remote host may be transmitting an invalid path. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Examine the MAIL command sent across the connection. Contact Customer Support for the host software.

SSMTP 501 MAIL rejected: no path given

Explanation SSMTP receives a MAIL command, but no path or operands are found. The command is ignored. The message is written to the error log.

Recommended Action The remote host may be transmitting an invalid command. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Examine the MAIL command sent across the connection. Contact Customer Support for the host software.

SSMTP 501 MAIL rejected: path too long

Explanation SSMTP receives a MAIL command, but the path is larger than 256. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Examine the MAIL command sent across the connection. Contact Customer Support for the host software.

SSMTP 501 RCPT rejected: invalid path

Explanation SSMTP receives an RCPT command, but the path is invalid. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. Examine the RCPT TO command sent across the connection. If the error recurs, try to determine from the trace which host software is misbehaving. Check that the RCPT TO command is in the correct format. Contact Customer Support for the host software.

SSMTP 501 RCPT rejected: no path given

Explanation SSMTP receives an RCPT command, but no path or operand is found. The command is ignored. The message is written to the error log.

Recommended Action The remote host transmitted a RCPT command without any path specified. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. Examine the RCPT TO command sent across the connection. If the error recurs, try to determine from the trace which host software is misbehaving. Check that the RCPT TO command is in the correct format. Contact Customer Support for the host software.

SSMTP 501 RCPT rejected: path can't be '<>'

Explanation SSMTP receives an RCPT command with an invalid path name of '<>'. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. Examine the RCPT TO command sent across the connection. If the error recurs, try to determine from the trace which host software is misbehaving. Check that the RCPT TO command is in the correct format. Contact Customer Support for the host software.

SSMTP 501 RCPT rejected: path name too long

Explanation SSMTP receives an RCPT command, but the path name is greater than 256. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. Examine the RCPT TO command sent across the connection. If the error recurs, try to determine from the trace which host software is misbehaving. Check that the RCPT TO command is in the correct format. Contact Customer Support for the host software.

SSMTP 501 RCPT rejected: TO: missing

Explanation SSMTP receives an RCPT command, but no TO: field is found. The command is ignored. The message is written to the error log.

Recommended Action Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. Examine the RCPT TO command sent across the connection. If the error recurs, try to determine from the trace which host software is misbehaving. Check that the RCPT TO command is in the correct format. Contact Customer Support for the host software.

SSMTP 501 RCPT rejected: user too long or missing

Explanation SSMTP receives an RCPT command with an invalid mailbox ID. The command is ignored. The message is written to the error log.

Recommended Action The remote host transmitted an invalid user ID. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. Examine the RCPT TO command sent across the connection. If the error recurs, try to determine from the trace which host software is misbehaving. Check that the RCPT TO command is in the correct format. Contact Customer Support for the host software.

SSMTP 501 RFY rejected: no user given

Explanation SSMTP receives a VRFY command, but no User operand is received. The command is ignored. The message is written to the error log.

Recommended Action The remote host transmitted a command without any arguments. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Examine the VRFY command sent across the connection. Contact Customer Support for the host software.

SSMTP 502 command rejected: command not implemented

Explanation SSMTP receives an unimplemented command (SEND, SOML, SAML, EXPN, or TURN). The command is ignored. The message is written to the error log.

Recommended Action Save output from the Cisco IOS for S/390 job. The remote host may be transmitting an unsupported SMTP command. Contact Customer Support.

SSMTP 503 DATA rejected: must give recipient(s) first

Explanation SSMTP receives a DATA command, but no RCPT command preceded the DATA command. The command is ignored. The message is written to the error log.

Recommended Action The remote host transmitted a command out of sequence or the previous command was invalid. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Determine from the trace if the RCPT command was sent. Contact Customer Support for the host software.

SSMTP 503 DATA rejected: no transaction in progress

Explanation SSMTP receives a DATA command, but no transaction is in progress. The command is ignored. The message is written to the error log.

Recommended Action The remote host transmitted a command out of sequence or the previous command was invalid. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Contact Customer Support for the host software.

SSMTP 503 RCPT rejected: no transaction in progress

Recommended Action SSMTP receives an RCPT command, but no MAIL command preceded the RCPT. The command is ignored. The message is written to the error log.

Recommended Action The remote host transmitted a command out of sequence. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET,

DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Determine if a MAIL command was sent before the RCPT command. Contact Customer Support for the host software.

SSMTP 550 User name unknown/invalid

Explanation SSMTP receives a VRFY command, but the User is invalid or not in correct form for a TSO user ID. The command is ignored. The message is written to the error log.

Recommended Action Save output from the Cisco IOS for S/390 job. The remote host transmitted an invalid user ID. If the user does not exist, ignore this message. If this is a valid user, check your SMTPUSR exit code. Retry the operation. If the problem persists, contact Customer Support.

SSMTP 554 Message was empty; transaction aborted

Explanation SSMTP receives a DATA command, but no data is received. No message is recorded. The message is written to the error log.

Recommended Action The local host received no data for the current mail transaction. Save all output from the Cisco IOS for S/390 job. Check the WTO and JOB logs for related messages. Get the list of commands entered by the user that generated this error. Start a TCPEEP trace using the TELNET, DEBUG, and SYSOUT options. Retry the operation. If the error recurs, try to determine from the trace which host software is misbehaving. Contact Customer Support for the host software.