



IP Office Technical Tip

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SMTP Logging with Voicemail Pro & SMTP Error Codes

This document explains how to enable SMTP logging in Voicemail Pro in order to troubleshoot SMTP problems.

Important:

To enable SMTP Logging you have to modify the Windows registry.

It is advisable to back up the registry before you modify it.
Make sure that you know how to restore the registry if a problem occurs.

Details on how to back up, edit and restore the registry can be found on the Microsoft Website

<http://support.microsoft.com/kb/322756>

To enable SMTP logging on Voicemail Pro 3.2 systems, follow these steps to create a new registry key:

1. **Stop the Voicemail Pro Service**
2. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
3. Expand **HKEY_LOCAL_MACHINE**.
4. Expand **SOFTWARE**.
5. Expand **Network Alchemy**.
6. Expand **Voicemail**.
7. Click **Directories**
8. On the **Edit** menu, point to **New**, and then click **String Value**.
9. Type **SMTPLogging**, and then press ENTER.
10. Right-click the **SMTPLogging** STRING Value, and then click **Modify**.
11. Type **1**, and then click **OK**.
12. **Start the Voicemail Pro Service**

To enable SMTP logging on Voicemail Pro 4.0 and higher systems, follow these steps to create a new registry key:

1. **Stop the Voicemail Pro Service**
2. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
3. Expand **HKEY_LOCAL_MACHINE**.
4. Expand **SOFTWARE**.
5. Expand **Avaya**.
6. Expand **Media Services**.
7. Click **Directories**
8. On the **Edit** menu, point to **New**, and then click **String Value**.
9. Type **SMTPLogging**, and then press ENTER.
10. Right-click the **SMTPLogging** STRING Value, and then click **Modify**.
11. Type **1**, and then click **OK**.
12. **Start the Voicemail Pro Service**

SMTP log file location

Once enabled, the Voicemail Pro will generate a log file of the SMTP activity in the Voicemail Pro Logs Folder assuming a default installation on Drive C:

C:\Program Files\Avaya\IP Office\Voicemail Pro\VMLogs

The file name is generated as SMTP-DDMMYY.log. For example, the log file for the 27th March 2007 will be called SMTP-27032007.log

SMTP Error Codes

When investigating SMTP issues you may see various error codes generated in the SMTP Log and even in the DbgView.txt Log on the Voicemail Server

The following list of codes will assist in determining what the error is:

Code	Description
1	An exception has occurred.
3	The process has run out of memory.
4	An error has occurred due to a problem with the message body or attachments.
5	There was a problem initiating the conversation with the mail server. Ensure the setting of the Domain property is correct.
6	There was an error terminating the conversation with the SMTP mail server.
7	The "from" address was not formatted correctly or was rejected by the SMTP mail server. Some SMTP mail servers will only accept mail from particular addresses or domains. SMTP mail servers may also reject "from" address if the server cannot successfully do a reverse lookup on the "from" address.
8	An error was reported in response to a recipient address. The SMTP server may refuse to handle mail for unknown recipients.
9	There was an error connecting to the SMTP mail server.
10	There was an error opening a file. If you have specified file attachments, ensure that they exist and that you have access to them.

- 11 There was an error reading a file. If you have specified file attachments, ensure that they exist and you have access to them.
- 15 No mail server specified.
- 16 There was a problem with the connection and a socket error occurred.
- 17 Could not resolve host.
- 18 Connected but server sent back bad response.
- 19 Could not create thread.
- 20 Cancelled as a result of calling the Cancel() method.
- 21 The operation timed-out while the host was being resolved.
- 22 The operation timed-out while connecting.
- 24 ESMTP Authentication failed.
- 25 The selected ESMTP Authentication mode is not supported by the server.
- 26 ESMTP Authentication protocol error.
- 27 Socket Timeout Error.
- 105 Invalid license key.

Issued by:
Avaya IOC Engineering Field Support
Contact details:-
EMEA/APAC
Tel: +44 1707 392200
Fax: +44 (0) 1707 376933
Email: gsstier4@avaya.com

NA/CALA
Tel: +1 732 852 1955
Fax: +1 732 852 1943
Email: JPONACALAT4@Avaya.com

Internet: <http://www.avaya.com>
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