Emails sent through the Global Output Server never arrive

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Symptom

Emails sent through the Global Output Server never arrive.

- If sending manually from Alarm Monitoring, it might appear that the email was successfully sent, but the recipient never gets it.
- **C:\ProgramData\Lnl\logs\GOSEmailAgent.log** registers:

TIME: [03/09/2019 13:09:13]

SEVERITY: Error

ERROR CODE: 0x20010001

PROGRAM: GOSServer

FILE: gosEmailAgent.cpp (LINE 275)

DETAILS: Internal logic error.: Failed to connect to SMTP server! Server's response: 221 2.0.0 Service closing transmission channel

Resolution

Check the authentication methods supported by the SMTP server by establishing a telnet session. In a command prompt, enter:

telnet

The server will greet with code **220**, to which you should respond **ehlo** to make the authentication mechanisms available. In the example below, the telnet session was started with **telnet EXCH2013.rk01k.local 587**:

```
Telnet EXCH2013.rk01k.local
220 EXCH2013.rk01k.local Microsoft ESMTP MAIL Service ready at Sat, 9 Mar 2019 13:45:50 -0500
ehlo
250-EXCH2013.rk01k.local Hello [192.168.1.24]
250-SIZE 36700160
250-PIPELINING
250-DSN
250-ENHANCEDSTATUSCODES
250-STARTTLS
250-AUTH GSSAPI NTLM
250-8BITMIME
250-BINARYMIME
250 CHUNKING
```

The authentication methods are found after the **AUTH** command: **GSSAPI** and **NTML**. **PLAIN** is not listed, therefore the GOS service cannot log in.

NOTE: If **AUTH** is not listed, then the server is configured to use no authentication. In this case, supplying any value in GOS email settings for username/password will also fail authentication.

Browse the SMTP server logs to verify the failed exchange. Microsoft Exchange 2013 stores the relevant log in **C:\Program Files\Microsoft\Exchange Server\V15\TransportRoles\Logs\FrontEnd\ProtocolLog\SmtpReceive**. It shows that the server closes the transmission:

2019-03-09T18:00:56.684Z,EXCH2013\Default Frontend
EXCH2013,08D6A4AD158BE2FF,27,127.0.0.1:25,127.0.0.1:57056,
2019-03-09T18:00:56.684Z,EXCH2013\Default Frontend
EXCH2013,08D6A4AD158BE2FF,28,127.0.0.1:25,127.0.0.1:57056,>,221 2.0.0 Service closing
transmission channel

Implementing the solution is specific to each SMTP server. In Microsoft Exchange 2013, this is accomplished by unchecking **Offer basic authentication only after starting TLS** in the **Exchange Admin Center > Mail flow > Receive connectors > Client Frontend > Edit > Security**:

After submitting the change, wait approximately 5 minutes for the change to take effect, then verify it by retrieving the authentication methods again. This time **LOGIN** should be listed in the server's response to **ehlo**:

```
 Telnet EXCH2013.rk01k.local
220 EXCH2013.rk01k.local Microsoft ESMTP MAIL Service ready at Sat, 9 Mar 2019 13:34:57 -0500
ehlo
250-EXCH2013.rk01k.local Hello [192.168.1.24]
250-SIZE 36700160
250-PIPELINING
250-DSN
250-ENHANCEDSTATUSCODES
250-STARTTLS
250-AUTH GSSAPI NTLM LOGIN
250-8BITMIME
250-BINARYMIME
250 CHUNKING
```

The GOS service should now be able to send email successfully.

Applies To

 Global Output Service

Additional Information