

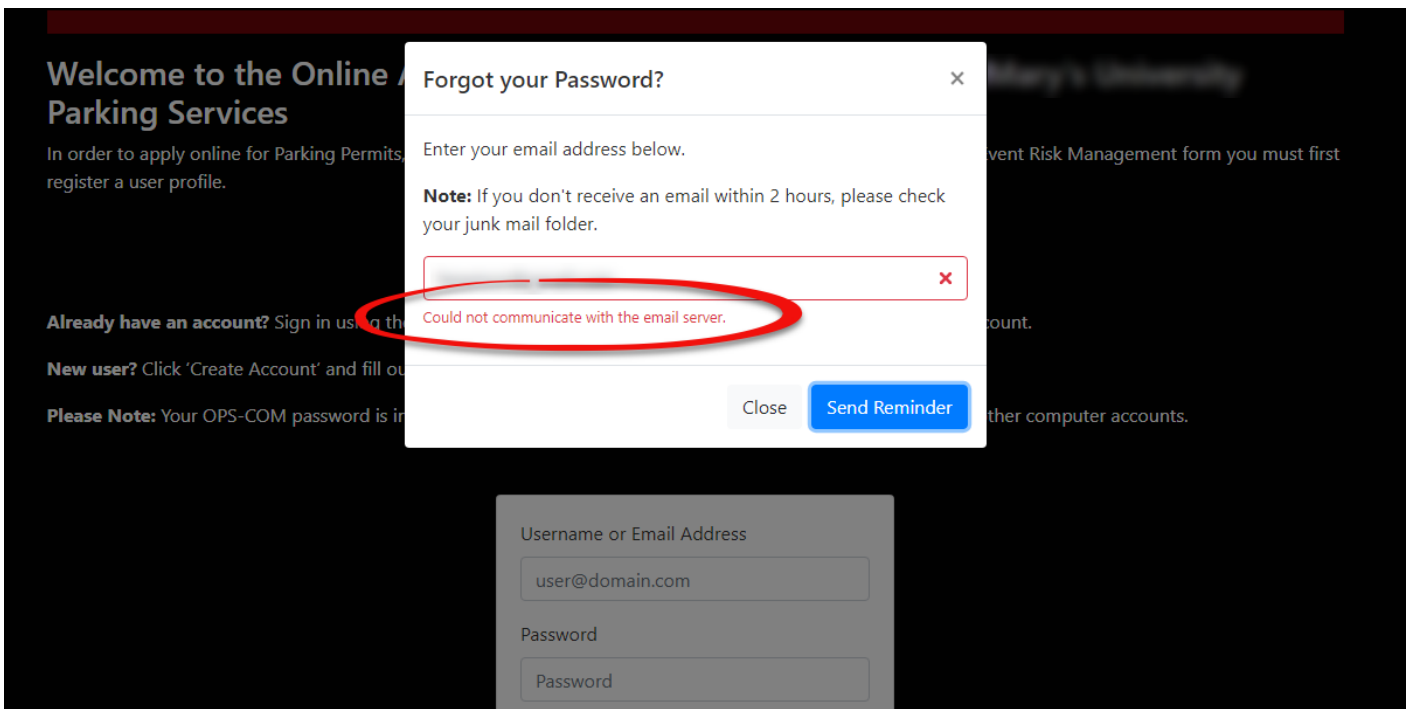
# Troubleshooting - Email Server Communication Errors

Communication errors in OPS-COM, often manifested as "Communication Error" messages to users, typically occur when essential email "From" or "Reply-to" addresses are not correctly configured in the system settings. This article helps OPS-COM administrators identify and resolve such errors, ensuring that system-generated emails (like password reset confirmations) are sent successfully.

## Identifying a Communication Error

Communication errors are usually a symptom of missing or incorrect email configurations within the system settings.

A common example of a communication error occurs when a user attempts to submit the **Forgot Password** form on the user-side login page. An error message similar to the following may be displayed:



This error indicates that the system is attempting to send an email but lacks a defined "From" or "Reply-to" address from which to send it.

## Fixing Communication Errors

1. Click **System Configuration**, then **System Settings**.
2. On the **General System Settings** tab, locate the **Reply-to Admin Email Address** field.
3. Enter a valid and active email address into this field. This address will serve as the system's "From" address for various automated communications.
4. **Save** your changes.

Once you have updated the email address, this communication issue should be resolved. You can test by re-attempting the action that previously triggered the error (e.g., submitting the **Forgot Password** form).

## Best Practices & Considerations

- **Crucial Email Fields:** The **Reply-to Admin Email Address** (and other "From Email" settings found in **System Settings**) are critical for all system-generated email communications. Ensure they are always populated with a valid, monitored email address.
- **Troubleshooting:** If the issue persists after updating the **Reply-to Admin Email Address**, it may indicate a more complex underlying problem.
  - **Contact Support:** If the issue is still not resolved after completing these fields, please contact [support@ops-com.com](mailto:support@ops-com.com) for further assistance. Provide details of the error message and the steps you have already taken.

- **Monitoring System Notifications:** Regularly check the email address configured as the "Default Notification Email" in **System Settings** to catch any internal system alerts about failed communications.
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