Cannot Connect in Email Listener Setup

Last Modified on 11/28/2017 8:27 am EST

Description

When you click on Test Command Settings during Email Listener Activity configuration, you receive the error message: Cannot connect to the specified mail account using the specified connection information. The error displays in the PANAM event log.

> Rebex.Net.ImapException exception was thrown.
> Description: AUTHENTICATE failed (NO).
> Source: Rebex.Imap
> StackTrace: at Rebex.Net.Imap.AU(String A, ImapResponse B, Boolean C)
>   at Rebex.Net.Imap.XU(String A, String B)
>   at Rebex.Net.Imap.TU(String A, String B, ImapAuthentication C, GssApiProvider D)
>   at Rebex.Net.Imap.AP(String A, String B, ImapAuthentication C)
>   at PNMsoft.Sequence.Jobs.Listeners.Email.Design.Services.EmailAccountManagementService.Validate(EmailProtocol protocol, String emailServer, Int32 port, String credentialName, SslMode sslMode)

Cause

There are two possible causes.

- The email account is incorrect.
- The password is longer than 15 characters.

Affected Versions

7.9 and later.

Solution

Verify the following information.

- The email account follows the convention: *john@domain.com*, not *domain\john*.
- The password for the email account is 15 characters or less.
- The email service is configured to connect to third-party applications. For example, in Gmail, make sure you enable Gmail to connect to less secure apps.