

Email delivery issues

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Description

Reasons for email delivery failure go beyond product configuration. Email delivery failure can be caused by corporate IT policies or security tools' restrictions. To solve these issues during product implementation, you need to work with the relevant IT department team.

Issues and recommendations

Issues	Recommendations
Emails are sent to the Junk/Spam folder	<ul style="list-style-type: none">• If the issue happens only to a few users, make sure that the users set the specific emails as "not spam."• If the issue is generic, consult the Email System Administrator, and make sure that the email address is defined as a "safe sender" in the organization's system.
Large email messages are not delivered	<ol style="list-style-type: none">1. Check the organization's corporate email size limitations.2. If there are no limitations, contact Cora SeQUENCE Support to further investigate the issue.

Affected Versions

All