

KB23692: Reports distribution - email timing out when attempting to email several reports at a time

PROBLEM

Reports are not sent out when emailing 20 reports at once. SMTP service seems to time out.

CAUSE

Likely cause is the SMTP service fails to close properly, and eventually times out.

WORKAROUND

Send a few reports at a time instead of several more at once.

RESOLUTION

Apply this hotfix from link below, in which we Set the MaxIdleTime value to 1 in the Reporting Service config file. This may help to alleviate the SMTP connection issues.

HOW TO APPLY THE HOTFIX

This hotfix must be installed on your Enterprise Server and you must be running version 5.5 SP1

Download the hotfix to your server from here: [KB23692](#)

Double click the .exe file and follow instructions

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<http://micc.mitel.com/kb/KnowledgebaseArticle50345.aspx>

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