

## ALM0129 - emails in outbox with exceeded max retries

### DESCRIPTION

Emails have exceeded their max retries in storage. This can happen for a number of reasons including an improper configuration or problems like SMTP server is down.

### SEVERITY

Major

### IMPACT

These email messages will not be routed.

### TROUBLESHOOTING STEPS

This alarm indicates that at least one email is in the outbox folder having retries exceeded on the mail server. This could either mean there is something wrong with the email that isn't being handled properly or it could be a problem with the server (eg. Out of hard drive space; permission issue).

1. If new emails are being processed after this alarm was triggered, it was probably an issue with the email specifically. Contact support if there is an issue with a specific email.
2. If there are no emails being processed then the system is experiencing more serious problems. Check for hard disk errors, and lack of free space. Once any system errors are corrected, you'll have to reset the retries for emails from Ignite. This will set the retries to zero to start processing again.

### APPLIES TO

7.1

**Keywords:** ALM0129 emails email outbounx exceed sxcceeded max maximum retries

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