SMTP Error 550 5.7.1 Unable to relay

When reviewing the uptime.log file or running an alert profile test function, you may occasionally see an error indicating that Uptime Infrastructure Monitor was unable to send email to a specific email address. For example:

class com.sun.mail.smtp.SMTPAddressFailedException: 550 5.7.1 Unable to relay for bob.finn@ths.com.

This indicates that your SMTP server has refused to relay email from the Uptime Infrastructure Monitor monitoring station to the indicated email address. To resolve this issue, ensure that the user account specified for use by Uptime Infrastructure Monitor is entitled to send email messages to outside domains. This option is disabled by default for security reasons on some email servers.

More information on this SMTP error can be found in Document ID 1593HQ on the Eudora website.