

# Email Not Working After Upgrading to Uptime Infrastructure Monitor 7.4 and later

In some cases, after upgrading to Uptime Infrastructure Monitor 7.4 and later, the emailed alerts and reports fail to send. Usually, this is because the new Mail Server field, SMTP Configuration, is not set. The following steps should resolve this issue.

1. Click on the Config button in the Uptime Infrastructure Monitor Toolbar at the top of the Uptime Infrastructure Monitor UI.
2. Click Mail Servers in the menu on the left.
3. Click the Edit Configuration button in the top right corner.
4. Click the drop-down field for SMTP Configuration and choose None (alternately, you can choose TLS or SSL and enter the appropriate credentials in the fields above).
5. Click Save.

To verify that the emails are working after the change, browse to an Alert Profile (Services -> Alert Profiles) and click the Test Alert Profile button.