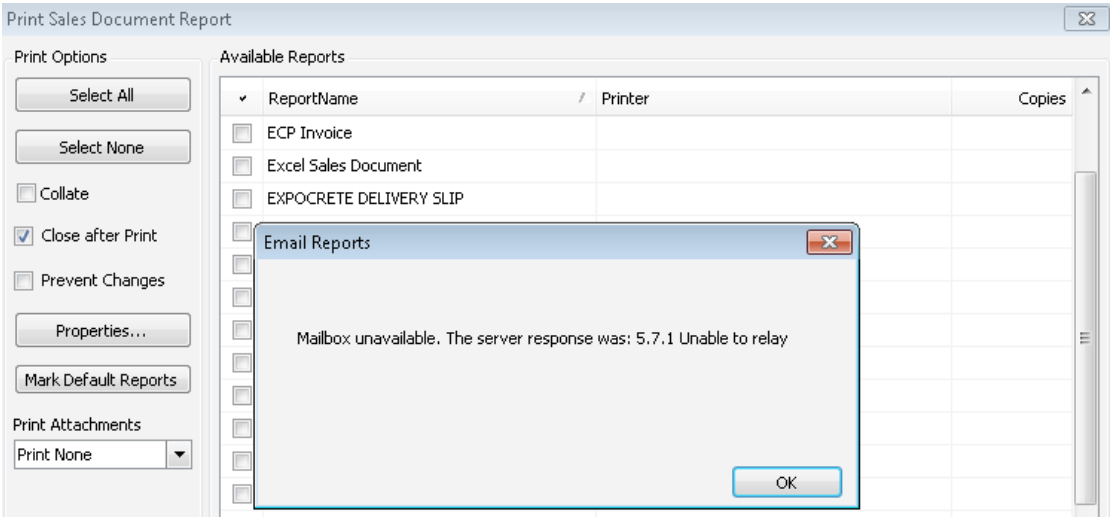
Error When Emailing in SalesPad

Cavallo Support - 2024-11-22 - Troubleshooting

Error

When emailing within SalesPad, you may encounter the following error:

Mailbox unavailable. The server response was: 5.7.1 Unable to relay



Solution

The error occurs when a user is trying to authenticate using a different "From" address than the global address set up in the Sales Email Confirmation settings in the Settings module. For example, If the global address is support@cavallo.com, the user cannot send emails with a From address of johndoe@cavallo.com.

To change the From address used, the person responsible for the company's email server must change the necessary settings on the server.