



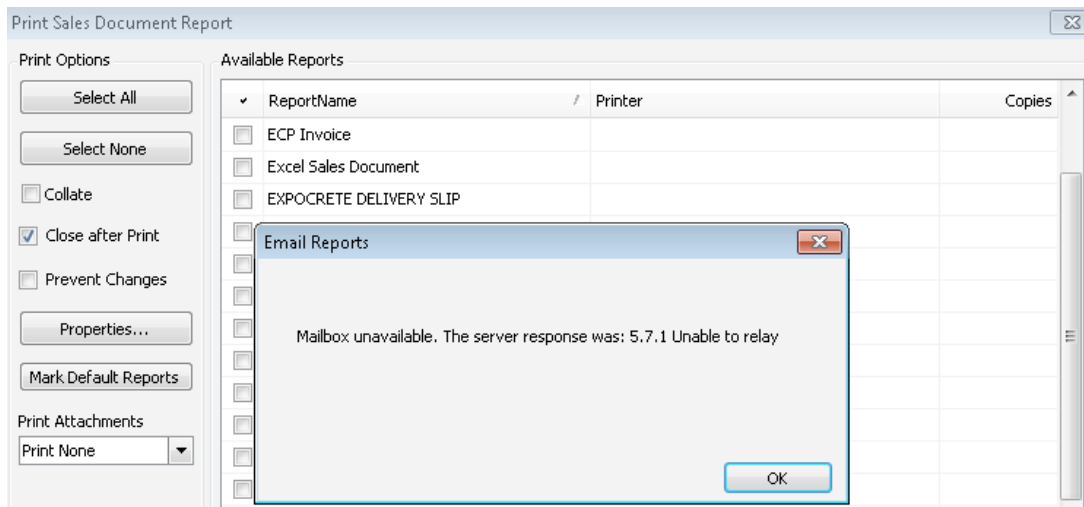
## Error When Emailing in SalesPad

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### 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](mailto:support@cavallo.com), the user cannot send emails with a From address of [johndoe@cavallo.com](mailto: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.