Print daemon won't send emails; log shows: "Unable to connect to server"

- **Article Type:** General
- **Product:** Aleph
- **Product Version:** 18.01

**Description:**
I use the p_cir_52 (overdue-sum-single-0) to send Email to patrons for overdue items.

Is it possible to send automatically Email to patron? We use the job_list function to generate the report overdue-sum-single-0 (cir-52).

The same is true of the cir-51 output.

Other GUI emails work, and these p_cir’s work OK when the Print is done manually in the Task Manager. It’s just when doing it through the print daemon it doesn't work. The print daemon log says "Unable to connect to server".

[Note: To see the Print Daemon log:
bring up the Task Manager,
click on the Print Daemon tab,
select the appropriate Print ID, and then
click on "View Log" (on the right-hand side).]

**Resolution:**
In order to have this happen automatically the print daemon needs to be active. Nothing will happen automatically unless the print daemon is active.

The site found that port 25 was open only for some programs. printd.exe, which is the print job for Print Daemon, was not allowed. They modified this to allow printd.exe.

DocPortal > How To from Support > GUI Email and installation > "How to Enable the anti virus to send mail in ALEPH GUI.doc" suggests that the following line must not be checked, under the anti-virus configuration "Access protection":

Prevent mass mailing worms from sending mail ports 25

(This site had Mcafee Anti-Virus.)

But at this site, after enabling the mailserver port 25 for printd.exe, the sending of emails from the print daemon worked -- even with the above mass-mailing-worms line still checked.

**Keywords:** p_cir_52 p-cir-51 cir_52 p_cir_51 p-cir-51 cir_51

**Additional Information**
p_cir_52, p_cir_51