Handling rejected RBA e-mail messages 1

If RBA e-mail messages are rejected, configure RBA to send e-mail messages that include authentication information or from a different e-mail address.

- If the mail server rejects messages because it requires authentication, configure RBA to send the required authentication information in each message. Some mail servers—especially those provided by a third party, such as an Internet Service Provider (ISP)—require authentication to reduce e-mail spam.
- If the mail server rejects messages because it does not have an account for the default RBA user, automation@Prinergy.com, you can change the e-mail address from which RBA messages are sent. Change it to the address of an authenticated user, such as the system administrator. You can do this in either of the following ways:
    - Change the default address of all RBA e-mail messages by setting the **'From' Parameter Default** box in the Configure RBA dialog box.
    - Set the **From** parameter of each **Email** action in all RBA rules.