



## EMAIL ISSUES

### --Users not receiving emails sent within the application (i.e. Lead-Xpress notifications, Lead Nurturing, Bulk Email...)

**Background:** Emails triggered within the application are sent via the Leadmaster mail servers. Some companies will block an email if it is being sent to an email address within their domain yet it originated from outside their own mail system. For example, user jane@company.com sends a copy of a lead Profile from within the application to her colleague john@company.com – the profile is sent as a n email showing the from address as Jane’s email. The email itself is sent successfully from our email server to theirs – so an entry in the mail log on our side records it as a successful transmission. But when the company.com email system looks at the email to be delivered from john and sees that it is from one of its own email addresses, yet it is coming from outside their own email system and therefore considers it suspicious and does not deliver it.

Please have your IT staff add the following IP addresses to the “white list” for your mail system to ensure that all messages triggered by the application (including those sent from and to email addresses at your domain) are delivered.

64.132.240.2 and 64.132.240.3  
204.50.103.2 and 204.50.103.3

### --Email bounces –

Please see 2 attached bounces we have received for [workgroup name] user with username = [username]

Reason given for bounce: [reason]

#### **Actions needed:**

- Please ensure that the user's logon (and account manager or partner rep record if applicable) record have a valid email address
- Please update the "from" address in the Daily and Express Email Notifications in this workgroup (as well as any other workgroups related to this client) with a client address.

### --Email notifications being sent from a non-client address (and replies received by LeadMaster) –



Please see the attached email message. We received this message because the user replied to the lead notification and the “from address” set up for the Daily and/or Express Email Notification for [workgroup name] is still set to the default address of [leads@crmtool.net](mailto:leads@crmtool.net) which forwards to our support team.

**Action needed:** Please update the "from" address in both the Daily and Express Email Notifications in this workgroup (as well as any other workgroups you manage) with a valid email address that directs any responses or bounces to the appropriate administrator on your team. To update the “from” address for the daily notification, click on Administration on any page and then click on the Daily Email Notification Content link. Update the “From Address” field with a valid email address and then click GO. Then repeat these steps for the express email by clicking on the link for Express Email Notification Content on the main Administration page.

**-- User not receiving emails (daily or express emails, emailed reports etc.), although logon and workgroups settings are set to ON and there is a valid from address in the daily/express email setting or user logon --**

Spam control software is designed to block "junk" email or email from unknown or unwanted senders. When configured properly, these tools can be a great help in limiting the amount of junk mail received. However, these blocking techniques may also cause the unintended consequence of blocking messages that you really want to receive.

#### **You may not receive e-mails from us if:**

- *You have purchased software for your personal computer* that requires the sender to first respond to a return email in order to be added to an approved sender list
- *You have manually created* an approved sender list and email addresses from our system are not included on that list
- *Your internet service provider offers a spam blocking* feature that requires the sender to first respond to a return email in order to be added to a "white list" or approved sender list.
- Other spam blocking techniques are employed by you, your company's IT department or your internet service provider

#### **Tips**

- The email address in your account in the online database may be incorrect. Log into the system and click on User Settings on any page. Verify that your email address is entered correctly.
- If you have an approved sender list, ensure that any emails from addresses containing **@crmtool.net** or **@leadmaster.com** are allowed (if relevant) and/or check the “from address” being used in the particular workgroup for daily or express emails or for sending the report. One common problem is that a corporate



mail server may consider an email “spoofed” if the sender address is from its own domain but the mail has been routed via another service (i.e. LeadMaster)

- If you use a filter to screen incoming email and you only accept mail from authorized addresses, the filter may have blocked our message from getting to your Inbox. Check your bulk mail or spam folder to see if it is there. If applicable mark the message and the sender as “not junk mail.”
- Check the level of spam control set in any local anti-spam applications you have installed and in the case of personal email addresses, in the mail account settings with your ISP.
- In the case of corporate email addresses, contact your company’s IT Department or IT helpdesk to determine whether the corporate mail system is blocking emails from **@crmtool.net** and/or **@leadmaster.com** email addresses and/or mail from the “from address” being used in the particular workgroup for daily or express emails or for sending the report.
- Your IT department may be blocking all emails that have from addresses with your domain but which originate from outside your mail system. They should be able to add an exception that will allow all emails from within the application to pass through. Please have your IT staff whitelist 64.132.240.2 64.132.240.3 204.50.103.2 and 204.50.103.3