

CSM FAQ: Why does the "invalid IP address" message display when you add a SMTP server in CSM?

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Introduction

This document describes a workaround for when users cannot add or modify a Simple Mail Transfer Protocol (SMTP) server value in Cisco Security Manager (CSM).

Q. Why does the "invalid IP address" message display when you add a SMTP server in CSM?

A. The problem can be resolved if you manually clear the current SMTP server settings from the CSM server and then add them back in to the server.

Problem Details

In CSM Release 4.2sp1, an administrator is unable to modify the SMTP server setting under: **Common Services > Server > Admin > System Preferences.**

If you attempt to change the setting, you might encounter this error:

```
Invalid IP address or server name for mail server.  
Please enter a valid SMTP server name or leave the  
"SMTP Server" field blank.
```

In order to solve this problem, complete these steps from the CLI of the CSM server:

1. Stop the Daemon Manager.

```
net stop crmdmgt
```

2. Enter this command from the **C:\CSCOpX\MDC\bin** directory in order to clear the SMTP server settings in the CSM server:

```
ccraccess.exe -removeResource Core Custom Custom "" "" SMTPServerName
```

3. Enter this command from the **CSCOp\MDC\bin** directory in order to clear the SMTP email settings in the CSM server:

```
ccraccess.exe -removeResource Core Custom Custom "" "" CW_Email_ID
```

4. Start the Daemon Manager again.

```
net start crmdmgtd
```

5. Enter the SMTP information from the **CSM User Interface** and save the settings.