

Email problems

Troubleshooting

Documentation version 1.0
Published 17 November 2026
https://www.hesabuerp.co.ke/documentation/

Troubleshooting

Email problems

Find out why emails are not arriving or not sending from your workspace.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Problem

An email you sent from Hesabu ERP, such as an invoice or notification, does not arrive.

Symptoms

- The customer says nothing was received
- A *Sending failed* message appears
- The email shows **Error** in the queue

Possible causes

- The customer's email address on the record is wrong
- The email went to spam or a filtered folder
- Your outgoing email account's password or settings are wrong
- Your mail provider limits how many emails can be sent

Diagnosis and resolution

1. Search for **Email Queue** and find the email. Check its **Status**: - **Sent**: it left our system. Ask the recipient to check spam and promotions, and add your address to their safe list. - **Error**: open it and read the **Error** text. - **Not Sent** or **Sending**: wait a few minutes, as emails are sent in batches.
2. **Check the recipient's address** on the customer record, for typing errors.
3. **Check your outgoing account.** Open **Email Account**, and confirm **Enable Outgoing**, the SMTP server and the password are right. See Email and regional settings.
4. Send a **test email** to yourself.
5. If you use a personal mail provider (Gmail, Yahoo), you may need an **app password**.

Prevention

- Use a business email on your own domain, with proper authentication records (SPF and DKIM), so messages are trusted.
- Send invoices as PDF from the document, not from your personal mailbox.

When to contact support

If the queue shows *Sent* for every message but recipients never get them, or after a change of mail provider.

Related documentation

- Email and regional settings
- Backups, logs and security