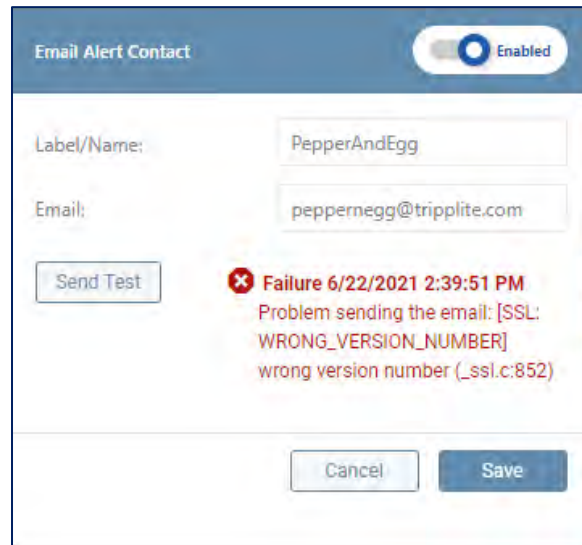


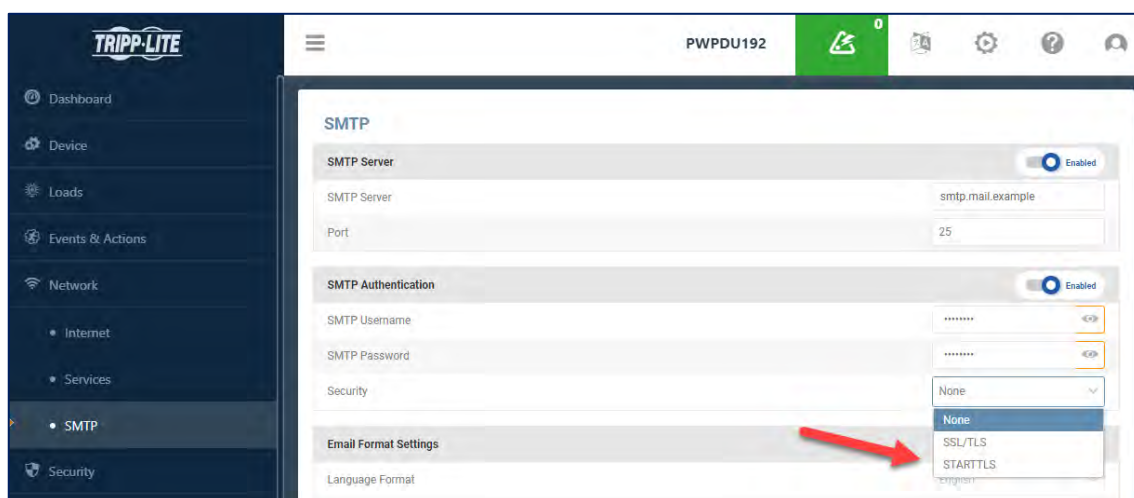
## How do I resolve "Problem sending the email: [SSL: WRONG\_VERSION\_NUMBER] wrong version number (\_ssl.c:852)" in PowerAlert Device Manager?

When performing the "Send Test" function related to an Alert Contact entry in PowerAlert Device Manager (PADM), the following error message may appear:



This error indicates that the application sending the email is using a version of SSL or TLS that the SMTP server does not support.

This can usually be resolved by modifying the SMTP "Security" settings to use the correct version. In PADM, go to the **Network > SMTP** menu item, **SMTP Authentication** section, and make the right selection in the **Security** pulldown menu (see image below).



For example, users of many popular SMTP servers (e.g. Office 365 or Yahoo! Mail) may experience this error if **Security** is set to **SSL/TLS**. Switching to **STARTTLS** typically resolves the error.