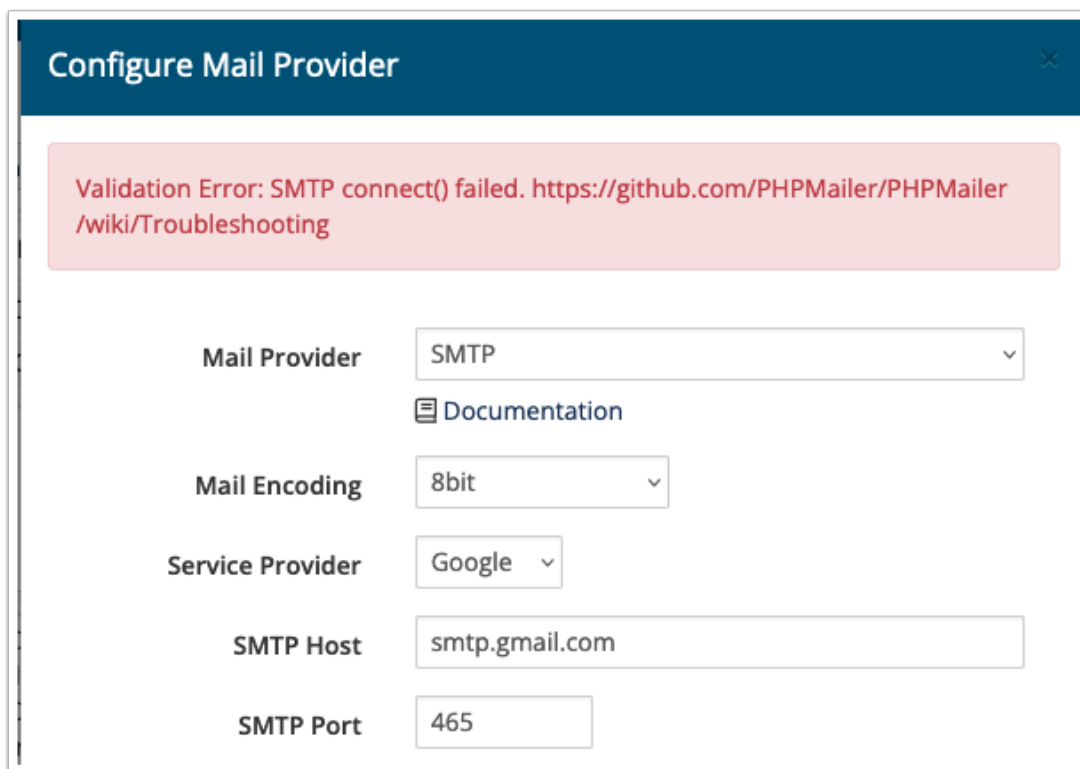


SMTP connect() failed Error with External SMTP Mail Providers

Symptom

When sending emails using an external SMTP mail provider (including Gmail™), a **SMTP connect() failed** error displays in WHMCS and appears in the **Configuration > System Log**:

```
SMTP connect() failed. https://github.com/PHPMailer/PHPMailer/wiki/Troubleshooting
```



Configure Mail Provider

Validation Error: SMTP connect() failed. <https://github.com/PHPMailer/PHPMailer/wiki/Troubleshooting>

Mail Provider: [Documentation](#)

Mail Encoding:

Service Provider:

SMTP Host:

SMTP Port:

If you have enabled **SMTP Debug** for your mail provider in the **Mail** tab at **Configuration > System Settings > General Settings**, the log entry will also include the following details:

```
SMTP Debug: Connection: opening to ssl://smtp.gmail.com:465, timeout=300, options=array()
```

```
SMTP Debug: Connection failed. Error #2: stream_socket_client(): SSL operation failed with code 1. OpenSSL Error messages: error:1416F086:SSL routines:tls_process_server_certificate:certificate verify failed [/path/to/whmcs/vendor/phpmailer/phpmailer/src/SMTP.php line 375]
```

```
SMTP Debug: Connection failed. Error #2: stream_socket_client(): Failed to enable
```

```
crypto [/path/to/whmcs/vendor/phpmailer/phpmailer/src/SMTP.php line 375]
```

```
SMTP Debug: Connection failed. Error #2: stream_socket_client(): unable to connect to  
ssl://smtp.gmail.com:465 (Unknown error) [/path/to/whmcs/vendor/phpmailer/phpmailer/  
src/SMTP.php line 375]
```

```
SMTP Debug: SMTP ERROR: Failed to connect to server: (0)
```

```
SMTP Debug: SMTP connect() failed. https://github.com/PHPMailer/PHPMailer/wiki/  
Troubleshooting
```



For more information about enabling **SMTP Debug**, see [Email Sending Issues](#).

Cause

The server that hosts your WHMCS installation is blocking connections to the external SMTP server.

Solution

Adjust your mail server configuration to allow connections to external SMTP servers.

For steps to resolve this issue on the cPanel and Plesk control panels, see:

- [How to Disable SMTP Restrictions](#)
- [Configuring Server-Wide Mail Settings](#)



For help making this change, contact your hosting provider or system administrator.