

How to Resolve "Cannot send message without a sender address" Error

Download the PDF of this article.

In this Article

Related Articles Overview

If you are receiving a connector error that reads "Error Sending Email With Message-ID" or "Cannot send message without a sender address", you'll need to double check your email address has been entered in the support email field within the Admin Dashboard.

Requirements

Enterprise

Compliance Cloud

For information on upgrading, please contact our Sales Department at sales@formassembly.com.

Error Resolution

Go to your **admin dashboard** → **settings** → **general** and make sure that you have your email address entered in the "**support email**" field.

After adding in your email, make sure to apply the changes at the bottom of the settings page.
