# Emails not being sent. No error log message

Last updated by | Ricardo Marques | Mar 24, 2023 at 2:51 AM PDT

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### Issue

Customer reports that emails stopped being sent. No error message are apparently being logged.

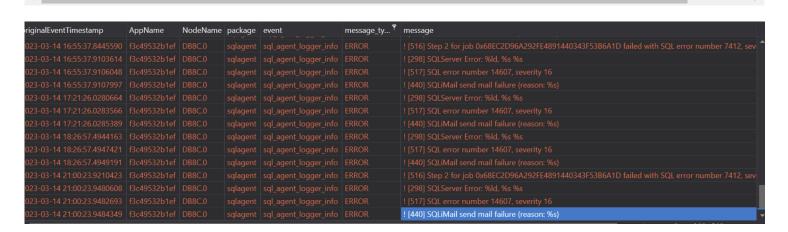
```
select * from msdb..sysmail event log
```

## Investigation\Analysis

Look for error 14607 and 7412:

```
MonSqlAgent
```

```
where LogicalServerName =~ "server_name" where originalEventTimestamp >= ago(3d) // or more, depends when agent stopped working where resource_id !in (152, 177, 184, 248, 249) extend startup_common_msg = iff(message_type == 'STARTUP_MSG' and resource_id in (73, 125, 474, 260, 375, 39 where startup_common_msg == 1 project originalEventTimestamp, AppName, NodeName, package, event, message_type, message order by originalEventTimestamp desc
```



Error 14607 - %s name is not valid

Error 7412 - OLE DB provider "%ls" for linked server "%ls" returned message "%ls".

DBMail is stuck on a network call.

# Mitigation

Ddatabasemail.exe process. Open ICM for PG.

## Internal reference

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