

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
```

originalEventTimestamp	AppName	NodeName	package	event	message_ty...	message
023-03-14 16:55:37.8445590	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [516] Step 2 for job 0x68EC2D96A292FE4891440343F53B6A1D failed with SQL error number 7412, sev
023-03-14 16:55:37.9103614	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [298] SQLServer Error: %ld, %s %s
023-03-14 16:55:37.9106048	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [517] SQL error number 14607, severity 16
023-03-14 16:55:37.9107997	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [440] SQLiMail send mail failure (reason: %s)
023-03-14 17:21:26.0280664	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [298] SQLServer Error: %ld, %s %s
023-03-14 17:21:26.0283566	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [517] SQL error number 14607, severity 16
023-03-14 17:21:26.0285389	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [440] SQLiMail send mail failure (reason: %s)
023-03-14 18:26:57.4944163	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [298] SQLServer Error: %ld, %s %s
023-03-14 18:26:57.4947421	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [517] SQL error number 14607, severity 16
023-03-14 18:26:57.4949191	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [440] SQLiMail send mail failure (reason: %s)
023-03-14 21:00:23.9210423	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [516] Step 2 for job 0x68EC2D96A292FE4891440343F53B6A1D failed with SQL error number 7412, sev
023-03-14 21:00:23.9480608	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [298] SQLServer Error: %ld, %s %s
023-03-14 21:00:23.9482693	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [517] SQL error number 14607, severity 16
023-03-14 21:00:23.9484349	f3c49532b1ef	DB8C.0	sqlagent	sql_agent_logger_info	ERROR	! [440] SQLiMail send mail failure (reason: %s)

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

[374806734](#) 