Summary

This article provides the information about the working installer of SmarterMail 13x with MachPanel.

Applies To

This article applies to MachPanel build v5.1.11

Symptoms

Error MSG:Operation Failed. Details: Server was unable to process the request. --> User not found

Home × Service Director × Web Hosting × Hosting Accounts × Service Management × Email Accounts						
🔇 Operation failed. Detail: Server was unable to process request> User not found.						
% Operations I Add Email Account						
Using 1 of Unlimited						
	Display name	Email	Size (MB)	ActiveSync	Options	
🖻 🐀 🖉	Postmaster	postmaster@sscp.loal	Unlimited	×	X Remove	
Displaying: 1 - 1 of 1 Displaying per page: 80 🗸 <u>Chance</u>						
4 Go back to service management						

Download Information

Please download SmarterMail 13x from the following link and the above error will automatically disappear.

http://www.smartertools.com/Downloads/SmarterMail/CustomBuilds/13.0.5422.18038/SmarterMail13

Reference

We posted a thread on SmarterMail forum and got response from there:

http://portal.smartertools.com/community/a788/server-was-unable-to-process-request -user-not-fou

Download working SmarterMail 13x Installer

MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/53463/Download-working-SmarterMail-13x...