

PHPMailer - Troubleshooting Using Debug Logging

Article Number: 820 | Rating: 1/5 from 1 votes | Last Updated: Fri, Apr 26, 2019 at 9:28 AM

Overview

This KB article explains how you can enable debug logging with the PHPMailer to troubleshoot SMTP mail sending problems.

The PHPMailer is used in **Nagios Fusion** and **Nagios XI** for sending emails using SMTP. If your system is configured for Sendmail then this KB article does not apply to you.

Enable Debug Logging

To enable debug logging you need to edit the `class.phpmailer.php` file and define the following:

```
public $SMTPDebug = 4;
```

By default the value is set to 0.

The following commands will make that change for you:

Nagios Fusion

```
cd /usr/local/nagiosfusion/html/includes/utils/phpmailer/  
sed -i 's/public $SMTPDebug.*public $SMTPDebug = 4;/g' class.phpmailer.php
```

Nagios XI

```
cd /usr/local/nagiosxi/html/includes/phpmailer/  
sed -i 's/public $SMTPDebug.*public $SMTPDebug = 4;/g' class.phpmailer.php
```

Proceed to the next section to view the debug output.

View Debug Output

To view the debug output you need to send a test email.

Nagios Fusion

Open the Nagios Fusion web interface and navigate to **Admin > System Configuration > Email Settings**.

Click the **Send a Test Email** button which will then take you to the **Test Email Settings** page.

Here you need to click the **Sent Test Email** button.

Nagios XI

Open the Nagios XI web interface and navigate to **Admin > System Config > Manage Email Settings**.

Click the **Send a Test Email** button which will then take you to the **Test Email Settings** page.

Here you need to click the **Sent Test Email** button.

The output generated from the test will be placed as raw text at the top of the page, here is an example:

The screenshot shows the Nagios XI web interface. The top navigation bar includes Home, Views, Dashboards, Reports, Configure, Tools, Help, and Admin. The left sidebar has a menu with System Information, Users, System Config, Monitoring Config, Check Transfers, System Extensions, and System Backups. The main content area is titled "Test Email Settings". A red error message box displays the following text: "A test email was sent to [redacted] ----- Mailer said: [08-15-2018 11:08:14] SMTP connect() failed. https://github.com/PHPMailer/PHPMailer/wiki/Troubleshooting (method=smtphost=10.25.8.11;port=25;smtpauth=true;security=none), Referer: admin/testemail.php An error occurred sending a test email!". Below the error message, there is a text input field for "An email will be sent to:" and a "Change your email address" link. At the bottom, there are two buttons: "Back" and "Send Test Email".

You can see in the screenshot above that there was an authentication issue. The output you see on your screen will be different and you can use that output to further troubleshoot you. Please refer to the following link for troubleshooting resources:

[Troubleshooting PHPMailer Problems](#)

Disable Debug Logging

When you no longer require the debug logging you will need to disable it by editing the `class.phpmailer.php` file and define the following:

```
public $SMTPDebug = 0;
```

The following commands will make that change for you:

Nagios Fusion

```
cd /usr/local/nagiosfusion/html/includes/utils/phpmailer/  
sed -i 's/public \\\$SMTPDebug.*/public \\\$SMTPDebug = 0;/g' class.phpmailer.php
```

Nagios XI

```
cd /usr/local/nagiosxi/html/includes/phpmailer/  
sed -i 's/public \\\$SMTPDebug.*/public \\\$SMTPDebug = 0;/g' class.phpmailer.php
```

Final Thoughts

For any support related questions please visit the [Nagios Support Forums](#) at:

<http://support.nagios.com/forum/>

Posted by: **tlea** - Tue, Aug 14, 2018 at 5:02 PM. This article has been viewed 3255 times.

Online URL: <https://support.nagios.com/kb/article/phpmailer-troubleshooting-using-debug-logging-820.html>