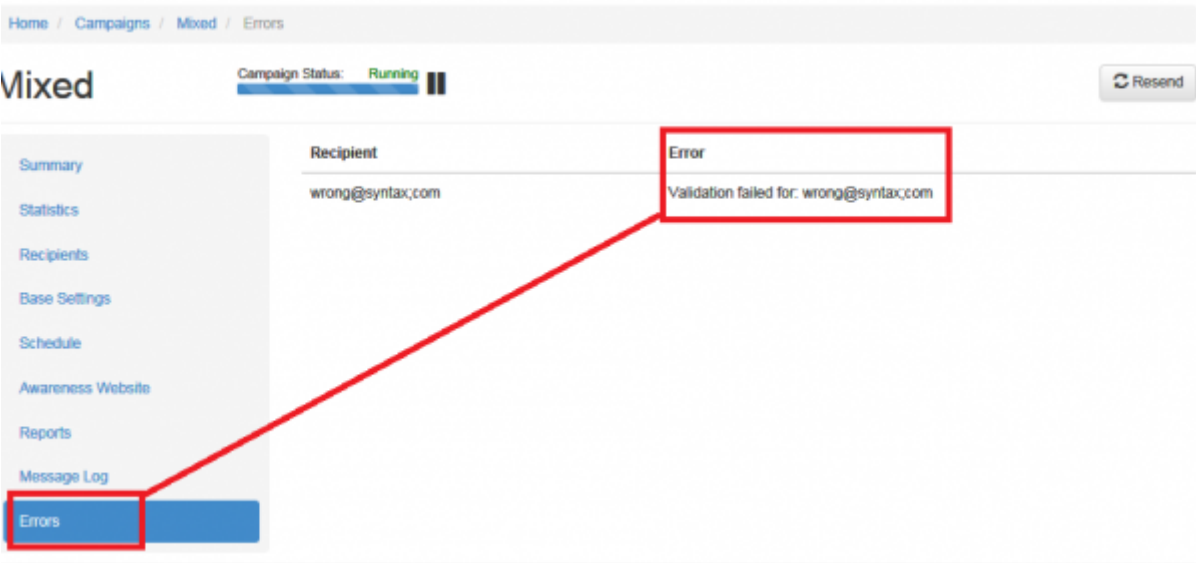
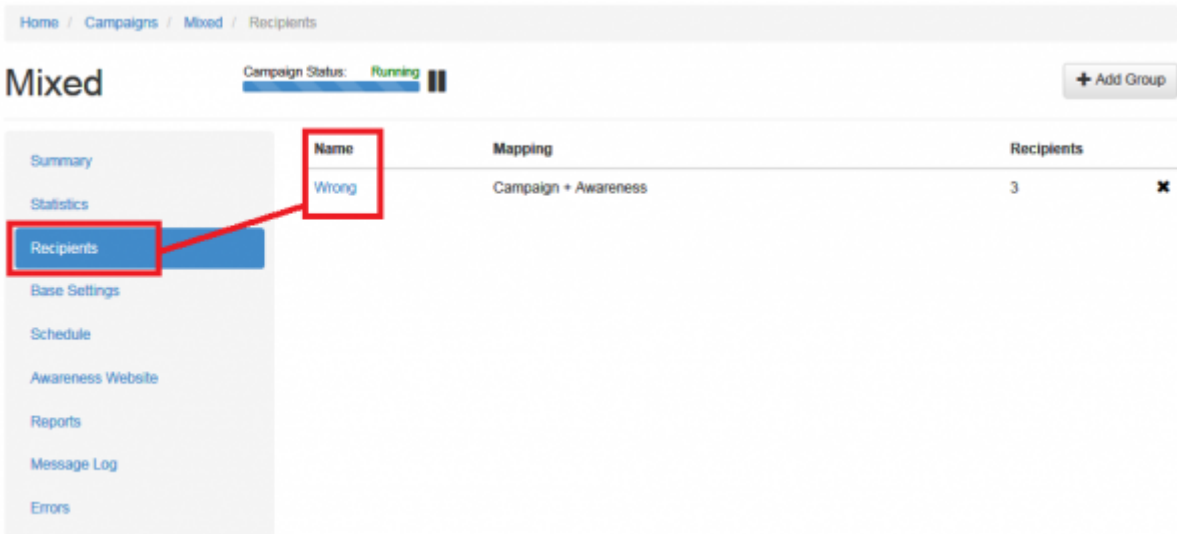


Your recipients lists must follow a certain syntax. If there is a obvious error in the syntax (e.g. a missing character) LUCY will import the mail, but the campaign log will display an error and the mail server might stop sending mails at the position where the error happened. Here is an example of such an error:



To resolve this click on the recipient link in your campaign



and then delete the recipient(s) that caused the error:



In order for LUCY to start the mailing service again and continue sending mails within the campaign

Last  
update: 2019/07/25 12:50 recipient\_import\_and\_syntax\_issues [https://wiki.lucysecurity.com/doku.php?id=recipient\\_import\\_and\\_syntax\\_issues&rev=1488388205](https://wiki.lucysecurity.com/doku.php?id=recipient_import_and_syntax_issues&rev=1488388205)

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you need to **STOP** the campaign and then immediately **START** it again. LUCY will start sending mails again (but it won't send mails, which have already been sent). Attention: **DO NOT press "RESTART"**. This will delete all your statistics and resend mails to all users again.

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