

# Contact Ancestris Support Team

This feature helps you **contact the Ancestris support team by email**, describing your problem and automatically sending your system configuration items, as well as the Ancestris log file.

**Contact the Ancestris support team**

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You need to contact us for a question or a problem? Please check first in the [documentation \(docs.ancestris.org\)](https://docs.ancestris.org) or on the [forum \(forum.ancestris.org\)](https://forum.ancestris.org).  
Use this message panel below to send us an email if you cannot use the forum or if you need to send us some private information not appropriate in a forum. We will assist you.

[Docs](#) [Forum](#)

**Subject** Error when using the merge tool

**Your name** Peter Blake

**Description of the problem**

I have been using the Merge tool intensively but for some reason I now get an error.

The error is in the attached log file.

The error does not happen when I use the Demo Kennedy genealogy, so it must be related to my Gedcom data.  
This is the reason why I also attach a sample Gedcom file where the error occurs.  
When I run the search for duplicates on individuals, the error happens immediately.

Many thanks in advance.

Best regards.

**Technical information**

Ancestris: 13.0.12862 (en)  
Java: Eclipse Adoptium 17 - /usr/java/jdk-17+35  
OS : Linux 6.10...  
User directory: ...

**Log file** .../ancestris.log

**Configuration file** .../ancestris.conf

**Attachment (optional):** /Documents/genealogyblake/sample.ged

[Send Mailto](#) [Send Email](#) [Copy Email to Clipboard](#) [Cancel](#)

## Description

The window that opens looks like an email ready to be sent with some instructions at the top.

- A message at the top indicates that you can use the documentation and the forum prior to writing to the support.
- A Documentation and a Forum buttons lead you to these pages for quick access.

The message structure includes your name, a subject and the body of the message, with some files to attach at the bottom.

Technical information is already filled in, as well as your log file path and your configuration file path.

If you have already used the window before, it will also be filled-in with your previous message.

A couple of buttons for each file let you copy the file paths and let you display the files on your computer.

At the bottom, the first 3 buttons are 3 different ways to send us the email, depending on the way your email is set-up.

## Usage

To contact us, simply complete the subject of your message and complete the message.

Provide your name, a precise subject and a clear description of the problem you would like us to solve. The more you tell us about HOW you used Ancestris when it occurs, the better.

Attach a file or a screen capture if possible, that is always useful to show us what part of Ancestris you are using when the problem occurs.

To send us the email, you have 3 possible methods.

### Send MailTo

This method of sending emails is using your desktop email client program.

If you do not have any, for instance when you use gmail online only, this method will not work.

Use this method if you have an email program on your desktop and if the other method below does not work or is too complex to set-up.

When using this method, Ancestris will open up an email with the content of this message, with the exception of the attachment of files which Ancestris is not able to do with such method. So you will have to attach the files yourself. Use the paths provided to find the right ones.

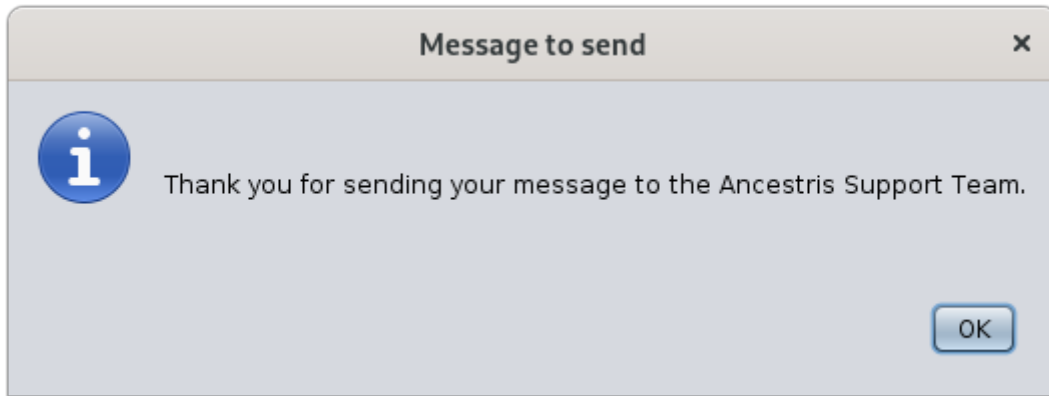
### Send Email

This method tells Ancestris to send us the message directly using your sending SMTP email server.

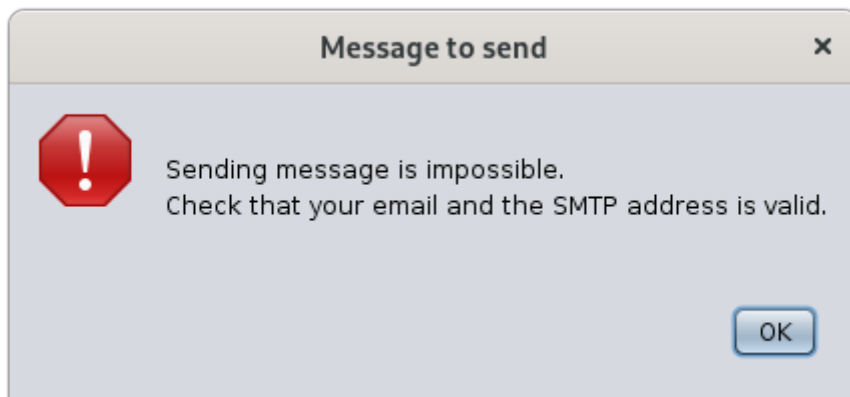
It requires you to set-up the SMTP mail connection settings and credentials first, because it will use your SMTP mail server to send us the message.

Please refer to the [Customisation section](#) below to set it up. An example is given for GMAIL.

If the message could be sent correctly, you should see this message



If Ancestris fails to send the email, you will get a message like this for instance, where we have here an unsuccessful connection to the smtp server.



If the mail does not reach its destination, you should receive an mail in your inbox a few minutes later telling you something like: Undelivered Mail Returned to Sender.

## Copy Email to Clipboard

If both methods above do not work, we offer you to copy and paste the information into a new email from where you usually send emails.

In this case, you will have to create the email yourself and attach the files.

## Customization

Prior to sending emails to us, the outgoing mail configuration corresponding to your internet service provider must be defined in Ancestris preferences.

You are asked for these settings the first time you try to contact us, or by going to the **preferences, Extensions panel, Support** tab.

The screenshot shows the 'Preferences' window with the 'Extensions' tab selected. Within this tab, the 'Support' sub-tab is active. The 'Outgoing mail server' field is highlighted with a blue border and contains the text 'smtp.mail.com'. Other visible fields include 'Your Name' (Frederic Lapeyre), 'Your e-mail' (frederic@ancestris.org), 'SMTP Port' (25), and 'Encryption' (None selected). The 'Server require an authentication' checkbox is unchecked. The 'Login name' field is empty. At the bottom, there are buttons for 'Export...', 'Import...', 'OK', 'Apply', and 'Cancel'.

You define the outgoing email parameters in the fields provided.

The **SMTP server** of your Internet Service Provider is the one you put in your email client software to send messages, not to receive them.

In case your SMTP provider requires authentication, you will most generally need to choose the SSL option, port 465, to select the "Server require an authentication" box, and to indicate your login to your provider mailbox.

## Case of GMAIL

In the specific case of 'gmail', if you get an error asking for a second factor authentication, you will have to generate an application password on your Google account and use the generated 16-letter-long password instead of yours when Ancestris will ask for your password.

1. Make sure your Google account has activated the two-factor authentication
2. Create an application login. You can create and delete as many as you like. It will generate a 16-digit password
3. Set-up your SMTP settings as shown i the picture below

4. Type the 16-digit password when Ancestris asks you

The screenshot shows the 'Preferences' dialog box with the 'Extensions' tab selected. The dialog has a title bar with a close button. Below the title bar is a toolbar with icons for Appearance, Data, Files, Editing, Extensions (highlighted), Keymap, and Proxy. To the right of the toolbar is a search bar labeled 'Filter (Ctrl+F)'. Below the toolbar is a row of tabs: Support, Geo, Genealogy Compare, Registers records, Validation, Family groups, and Web Site. The 'Support' tab is selected. The main area contains the following fields and options:

- Your name: My Name
- Your e-mail: xxxxxxxx@gmail.com
- Outgoing mail server: smtp.gmail.com
- Encryption: ☐ None ☐ TLS Support ☒ SSL
- SMTP Port: 465
- ☒ Server require an authentication
- Login name: xxxxxxxx@gmail.com

At the bottom, there are buttons for 'Export...', 'Import...', 'OK', 'Apply', and 'Cancel'.

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