

## How do I enable SMTP Authentication for my email accoun...

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Our shared mail servers require these applications to authenticate with the mail server before email can be sent. This is done to ensure that the person attempting to send email through our mail servers is a legitimate customer. The steps involved will differ based on the application being used. Below are steps for a few of the more common mail applications.

### Microsoft Outlook® Express (PC)

1. From the Tools menu, choose "Accounts."
2. Select the "Mail" tab.
3. Double-click the your E-Mail account (e.g. mail.domain.com)
4. Select the "Servers" tab.
5. Check the box next to "My Server Requires Authentication."
6. Select the "Advanced" tab.
7. In the Server Port Numbers section, modify "Outgoing mail (SMTP):" to "25".
8. Click "OK"

### Windows® Mail (PC)

1. From the Tools menu, select "Accounts"
2. Under Mail highlight your E-mail account and click "Properties".
3. Click the Servers tab and make sure that "My outgoing server (SMTP) requires authentication" is checked.
4. Click the "Advanced" tab, change the outgoing server port to 25. Do not select "This server requires a secure connection (SSL)" under the incoming (POP3) or outgoing (SMTP) port settings.

### Microsoft Outlook® 2010 (PC)

1. From the File menu, select "Info" and choose "Account Settings"
2. Select your Email account and click the "Change" button above. Click the "More Settings..." button in the bottom-right corner of the E-Mail Accounts window. In the Internet Email Settings window, click the "Outgoing Server" tab.
3. Ensure that the box next to "My outgoing server (SMTP) requires authentication" is checked and "use same settings as my incoming mail server" is selected.
4. Click the "Advanced" tab and make sure that "Use the following type of encrypted connection" is set to "None" for the outgoing (SMTP) port settings.

5. Change the outgoing server port to 25.

#### Microsoft Outlook® 2007 (PC)

1. From the Tools menu, select "Account Settings"
2. Select your Email account and click the "Change" button above..
3. Click the "More Settings" button in the bottom-right corner of the E-Mail Accounts window.
4. In the Internet Email Settings window, click the "Outgoing Server" tab. Ensure that the box next to "My outgoing server (SMTP) requires authentication" is checked and "use same settings as my incoming mail server" is selected.
5. Click the "Advanced" tab and make sure that "Use the following type of encrypted connection" is set to "None" for the incoming (POP3) and the outgoing (SMTP) port settings. Change the outgoing server port to 25.

#### Microsoft Outlook® 2003 and 2002/XP (PC)

1. From the Tools menu, select "Email Accounts."
2. Select "View or change existing email accounts" and click "Next."
3. Select your Email account and click the "Change" button on the right.
4. Click the "More Settings" button in the bottom-right corner of the E-Mail Accounts window.
5. In the Internet Email Settings window, click the "Outgoing Server" tab.
6. Ensure that the box next to "My outgoing server (SMTP) requires authentication" is checked.
7. Click the "Advanced" tab and make sure that you have not selected "This server requires a secure connection (SSL)" under the incoming (POP3) and outgoing (SMTP) port settings. Outgoing server port is 25

#### Mail for OS X (Mac)

1. Open the Mail program
2. From the MAIL menu, choose PREFERENCES
3. Click the "Accounts" icon.
4. Click on the appropriate account, and then click the "Edit" button.
5. Click "Options"
6. Select "Password" from the "Authentication" setting.
7. Enter your email address as the username.

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Without SMTP authentication enabled you may receive some of the following related errors:

550 rejected RCPT â€“ yourdomain.com [xxx.xxx.xxx.xxx] is currently not permitted to relay through this server.

SMTP error from remote server after RCPT command:host yourdomain.com [xxx.xxx.xxx.xxx]:  
530 Relaying not allowed (enable smtp authentication on your email client)

503 valid RCPT command must precede DATA

JunkMail rejected “ yourdomain.com (hostname) [xxx.xxx.xxx.xxx] is in an RBL, see  
<http://www.spamhaus.org/query/bl?ip=xxx.xxx.xxx.xxx> “ This error is caused by the IP being in the  
Policy Block List (PBL), an example is here: <http://www.spamhaus.org/pbl/query/PBL174229>.