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Resolving Error Messages When Sending Mail in Microsoft Outlook, Outlook Express, Entourage, Eudora or Similar Email Software

Web Studio Seattle support document: sending-mail-pop3-client
Revised: June 22, 2005
Time required to complete: 3-6 minutes (approximate)

These instructions describe enabling Outgoing Mail Server SMTP Authentication, which is often required to send email from software such as Microsoft Outlook, Outlook Express, Entourage, Eudora or similar software.

- 1) Select the **Tools** menu > **Accounts**
- 2) Highlight the email account in question
- 3) Click the **Properties** button
- 4) Click on the **Servers** tab
- 5) Under Outgoing Mail Server (at the bottom), check 'My Server Requires Authentication' (use the same settings as your incoming mail server)
- 6) Click 'Apply' and 'OK' to save these settings
- 7) Send a test message to ensure that you're able to send email

Background: Web Studio Seattle takes security seriously. A major part of providing secure hosting services involves our ability to consistently provide effective e-mail communications for thousands of users. For the past several months, we've been implementing improved security to aid in the ongoing internet battle against unwanted, unsolicited e-mail (also known as SPAM). We must ensure that no one can successfully relay through any of our virtual mail servers. To that end, each user who utilizes e-mail software such as MS Outlook, Outlook Express or Eudora must have the 'My server requires authentication' (or its equivalent) selected in the SMTP settings.

Please see page 2.

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Note: Email Software

Please be aware that the outgoing mail authentication is a relatively new requirement. As such, some email software does not support outgoing authentication. Please check the software manufacturer's web site to be certain that you are using the current version of your software.

Note: Authentication requirements

Some Internet Service Providers (ISPs), such as Comcast Cable Internet, do NOT require authentication. If you're using your ISP's outgoing mail server, please be sure to check with your ISP to determine if Outgoing Mail Authentication is required or not, and adjust the setting accordingly.

If you require assistance, please contact Web Studio Seattle:

Email: support@webstudioseattle.com [24/7/365]

Thank you for choosing Web Studio Seattle | LLC as your web host.

■ END