

SMTP Relay Errors

SYMPTOM

When you send e-mail messages you may receive an error message that your e-mail cannot be sent due to SMTP Relay Blocking. The exact error message may vary, depending on your Internet Service Provider (ISP); however, it will be similar to the following error message:

The message could not be sent because one of the recipients was rejected by the server. The rejected e-mail address was '<someone@domain.com>'. Subject: '<Test>', Account: '<Test>', Server: '<smtp.domain.com>', Protocol: SMTP, Server Response: '550 <someone@domain.com>... Relaying Denied', Port: 25, Secure (SSL): No, Server Error: 550, Error Number: 0x800CCC79

CAUSE

This problem can occur with the following configurations:

You are logged in to a Local Area Network that has an Internet gateway and attempt to send e-mail through an Internet Service Provider's SMTP gateway.

You are dialed into an Internet Service Provider and attempt to send e-mail through another Internet Service Provider's SMTP gateway.

You are using a cable modem or ADSL to get to another Internet Service Provider and attempt to send e-mail through that ISP's SMTP gateway.

RESOLUTION

In Outlook or Outlook Express navigate to the properties of your email account. Look for the settings for your **Outgoing Mail Server** and do the following:

Change the server to **smtp.satnow.net**

Under the **more settings** section look for the settings of **Outgoing Server**

Change the setting to log on using the username **smtpuser** with the password of **smtpmail**

Save your settings and exit out of Outlook. You must exit in order for the changes to take effect.

External Email Errors

SYMPTOM

When connected with SatDirect Plus you can receive emails but cannot send any emails.

RESOLUTION

In Outlook or Outlook Express navigate to the properties of your email account. Look for the settings for your **Outgoing Mail Server** and do the following:

Change the server to **smtp.satnow.net**

Under the **more settings** section look for the settings of **Outgoing Server**

Change the setting to log on using the username **smtpuser** with the password of **smtpmail**

Save your settings and exit out of Outlook. You must exit in order for the changes to take effect.