

# Re: How Do I Correct a 550 relay error in Outlook 2007

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- *From:* Bayouceff <[Bayouceff@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Bayouceff@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 1 Jul 2007 13:58:50 -0700
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No.. At work I run off of a shared sat system at home I'm connected to to ISP but I have the same problem in both places. I've seen the same problem on a seperate system also. The IT tech saidhe would have to change to cert on the system he was trying to access. I found out later that he deleted the 2007 and went back to the office 2000 to keep from having to update all the rest of the computers to 2007. I took it that the certs were not an effective choice. In any case I use the bellsouth.net ISP – I'm not sure what it is here at work.

Tommy

"F. H. Muffman" wrote:

"Bayouceff" <[Bayouceff@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Bayouceff@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:BBA7EBE6-6855-48AE-8FB5-7954D157AD6D@xxxxxxxxxxxxxxxxxxxxx](mailto:news:BBA7EBE6-6855-48AE-8FB5-7954D157AD6D@xxxxxxxxxxxxxxxxxxxxx)

I have done everything that my ISP has suggested. I can send e-mail thru my web site but outlook will not accept / send mail

Tools – Account Settings – select account and click Change – More Settings – Outgoing Server, check My outgoing server (SMTP) requires authentication and select Log on to incoming mail server before sending mail.

If that doesn't work, give us some info about what having 'done everything' actually entails.

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"Everything" is all patches for Outlook 98, 2000, 2003, XP, XPsp2 and what little data I could find on Outlook 2007. I have run seven changes to the address with all boxes checked and unchecked. SMTP checked and unchecked.

Deleted and reset the address both manually and automatically about four times each. Running it automatically with manual change and installing manually and trying to install a new version automatically. Stayed on the phone with a BellSouth tech for two hours this morning going through all of the procedures—Twice... I've tried uninstalling the program and reinstalling three times.

I've run the office diagnostic on it twice. Shut down all firewalls on Norton and Windows. Reset all permits and restrictions on all outgoing communication and internet services. Checked certifications, and safe contact

restrictions. I finally got it to where I can receive mail through my ISP, and I

can send an e-mail to myself through my ISP address, but if I use any other .com

I get the 550. I just thought there might be a solution besides the trash can for this rather expensive piece of non-working fluff. I still have the

2000 version that I can reinstall and make work. Please let me know if I still haven't covered "everything".

Thank you for your time.

Bayoueff

What is the address of your SMTP server and does it belong to the ISP you are using to connect to the Internet? Looking at that list of things, I can tell that half of them were your support person's idea of busy work since they wouldn't affect anything, especially removing and reinstalling Outlook.

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f.h.