

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

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2007-07/msg00035.html>

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 - *Date:* Sun, 1 Jul 2007 17:03:59 -0700
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"Bayouceff" <Bayouceff@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:F24364F8-0587-4678-98CF-640E9722323F@xxxxxxxxxxxxxxxxxxxx

>>> 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.
>>>
>>>
>>> "Everything" is all patches fo 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 allboxes checked and unchecked. SMTP checked and
>>> unchecked.
>>> Deleted and reset he 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 thru all of the
>>> procedures
>>> -Twice... I've tried uninstalling the program and reinstalling three
>>> times.

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>>> 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 thru my >>>
ISP,
>>> nd
>>> I
>>> can send an e-mail to myself thru my ISP address, but i 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.
>>> Bayouceff
>>
>> 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 persons idea of busy work >>
since
>> they wouldn't affect anything, especially removing and reinstalling
>> Outlook.
>
> 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 said he 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.

Ok, let me rephrase the question:

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The smtp server – who does it belong to? What service provider actually controls it? That's why I asked for the address of it, so that I'd know.

Also, the IT Tech's that you've talked to, are they at that service provider who runs the server?

SMTP is BellSouth running on 25 port POP3 is defaulted to 110. I don't know the IP address but you can get there @mail.bellsouth.net
Bayouceff

If you go to Start – Run – telnet mail.bellsouth.net 25, what happens? You should likely get a black screen with some text, I'm curious what the text is.

Also, at home where you connect directly to bellsouth's network, have you tried any other POP3 clients? Get the connection working where you are directly connected to the ISP, that's the first step. Getting it to work from a different ISP might be more difficult.

—
f.h.

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