

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/msg00040.html>

- *From:* Bayouceff <Bayouceff@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 1 Jul 2007 21:46:15 -0700
-

"F. H. Muffman" wrote:

"Bayouceff" <Bayouceff@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:0DBF360A-00FE-48B0-9F6B-08A9EA7F6B71@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

-

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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
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.

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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.
I've
run
the
office
diagonstic

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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

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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

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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

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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

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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:

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?

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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.

Well lets see here.. You get the following readout:
220 ibm68aec.bellsouth.net ESMTP server ready Sun 1, July 2007 20:23:09
–
0400
Now what that means is beyond me, but at least it's different

Ok, that sounds right.

Let's try this, just to make sure things are perfect:

First, copy the stuff below the === to notepad.

===

```
helo test.com  
mail from:<sall2872@xxxxxxxxxxxxxx>  
rcpt to:<ninjaneer01@xxxxxxxxxx>
```

Replace xyz with your bellsouth email address.

Replace abc with an email address that you can't send to.

Now, select that and copy it to the clipboard.

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Go back to Start – Run – telnet mail.bellsouth.com 25

Paste in the information from above (you should be able to right click in the window and paste) and hit enter.

Do you get '550 relaying email to (whatever domain) is not allowed'?

Also, in your profile, "My outgoing server (SMTP) requires authentication" and "Use same settings as my incoming mail server" must be selected as per bellsouth.net's website and Log on using Secure Password Authentication must *not* be selected.

And, just out of curiosity, what version of Outlook are you running, since you said you installed patches for multiple versions, which doesn't make much sense unless you've removed and installed all those versions.

—

f.h.

Still trying to run 2007.. OK got this message back:

helo test.com

mail from:<sall2872@xxxxxxxxxxxxxx>

rcpt to: <ninjaneer01@xxxxxxxxxx>250 ibm56aec.bellsouth.net

250 Sender <sall2872@xxxxxxxxxxxxxx> ok

Didn't get a 550 but I don't see where I received it on the other end either.

The patches I received were for windows and components.. probably for the rest of the office that I've downloaded and XP sp2.

Bayoueff

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