

Re: E-mail connection Problems

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-06/1

From: Benny (*anonymous_at_discussions.microsoft.com*)

Date: 06/07/04

Date: Sun, 6 Jun 2004 21:17:35 -0700

Kim,

Thanks for the response, however, I think it was pretty clear that we covered everything you mention when the accounts were checked, double checked and sending mail failed, then new accounts were setup on a different computer and all was fine. This problem only persists on the win 98 box with outlook, even accounts in outlook express on this machine fail.

Any other suggestions?

>-----Original Message-----

>Benny wrote:

>> *Originally Posted in win98 General, and Win 98*

>> *Networking. Responses recommended I try*

>> *here.*

>>

>> *First, I do not know if this is the correct forum, but*

I

>> *will post here and move or repost as necessary.*

>>

>> *I have a small network comprised of 5 systems as follows.*

>>

>> *1 windows 98 machine with Office XP installed*

>> *1 Mac OS 9.2 machine*

>> *1 Mac OS 8.x machine*

>> *1 Linux file server for Mac/Windows file sharing only*

>> *(does not provide ANY other function on the network)*

>>

>> *All are connected through a 16 port linksys 10/100 switch*

>> *with a Linksys single port router providing internet*

>> *access via DSL.*

>>

>> *The entire system was working fine until 4 days after*

>> *installing the Linux Box(I think this is coincidental,
>> but including the info just in case) when we began
having
>> trouble sending e-mails. We could share files, surf the
>> web and receive e-mail just fine from any machine. We
>> started getting error 553(Windows) 5553 (Mac) at all
>> machines when attempting to send mail.
>>
>> Exact message from the mac is:
>>
>> "sorry, that domain isn't allowed to be relayed thru
this
>> MTA (#5.7.1)
>>
>> Error: 5553"
>>
>> With an almost identical message from the Windows box.
>>
>> Our web host told us to check our advanced
>> server settings for mail clients (Outlook and Outlook
>> express) to make sure that we had our accounts set to
>> authenticate for sending mail. This was set and
working
>> before this and verified correct afterward.
>>
>> The long and short of this is that after trying many
>> different things to find the problem we reinstalled OE
on
>> the Macs and everything is working fine on them.
>> Reinstalling Outlook on the 98 box did nothing, it
still
>> indicates the 553 error when trying to send e-mail. We
>> even connected a completely different computer, setting
>> up an OE account matching an account on the other
>> machines and were able to send and receive with no
>> problem, this seems to eliminate a problem with the
>> router or linux box.
>>
>> After all of this we are convinced that we had some
>> strange event that coincidentally borked things on all
>> machines at once.
>>
>> On the 98 machine, in addition to reinstalling Outlook,
>> Upgrading to SP3, installing Outlook Express,
completely
>> removing all networking items (adapters, protocols,
etc.)
>> and re-installing, checking for viruses, trojans,
spyware
>> and the like, we even deleted the .pwl file and
verified*

>> *that there was not a setting anywhere that was retaining*
>> *a password; we are still unable to get that machine to*
>> *connect to the mail server and authenticate.*
>>
>> *If anyone has any idea where I can look for the possible*
>> *problem with this, I would appreciate it.*
>>
>> *Thanks*
>
>*Sounds like a response to a relaying error, which could mean you are*
>*running*
>*into a port 25 blocking, i.e., you are attempting to send via an ISP you*
>*have not been authenticated with.*
>
>*This happens when you try to send mail through a SMTP server, but your*
>*return address is not an authorized one with the ISP you are attempting*
>*to*
>*send it through. This procedure is referred to as port 25 blocking and*
>*is*
>*part of all major ISP's attempts to reduce the amount of spam by not*
>*allowing a user to relay a message through them without being an*
>*authorized*
>*user of their networks. To avoid this problem, you should always sign*
>*on to*
>*your ISP by checking your mail which requires you to submit an*
>*authorized*
>*user name and password to the ISP. They will then allow the sending of*
>*mail*
>*using their SMTP server. If you persist in this problem, make certain*
>*that*
>*your user name and password and email address in the Tools/Accounts/Mail*
>*section of the program are correct for the ISP you are attempting to*
>*send*
>*mail through.*
>
>

microsoft.public.windows.inetexplorer.ie6_outlookexpress: Re: E-mail connection Problems

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>*Kath Adams*

>*MS MVP – Windows (IE/OE)*

>

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