

I have setup SMTP Authentication on my MS Outlook, but I still cannot send an email

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Please be advised that MS Outlook is a CLIENT tool, i.e. this tool is installed on the client side. We have no control whatsoever on the settings you set on your Outlook. We can only show you the steps-by-steps to configure your Outlook so that your Outlook can communicate with our mail server.

Obviously, if you cannot send email via Outlook, there are further things to check on your end. The issue may not be from your PC only. Your network, firewall, or even your local ISP may block the standard SMTP port. This is something you need to check carefully.

Please kindly follow the guidelines below:

1. Please try to PING mail.yourDomain.com and observe the result. Did you see an IP address that matches the email IP Address that is shown on your activation email? If it is not the same, then you have to check your domain DNS setting. In a simple sentence, if you cannot even get the correct mail server IP Address, you will not be able to send emails via our mail server
2. If you PING mail.yourDomain.com and it shows the correct mail server IP address, the next thing you need to check is the SMTP port (port 25). This is important to ensure that your local SMTP port is not blocked. To check it, please open your Command Prompt window and please try to TELNET mail.yourDomain.com 25. If you see an error message, this means that there is something blocking the communication between your PC and our mail server. It can be your local firewall, router settings, antivirus software or even your local Internet Service Provider (ISP) may have blocked port 25 to prevent spamming activities.
3. If you find out that your local ISP is blocking port 25, you need to contact them to find out the opened SMTP port. Usually, they open an alternative port 587, but this is something you need to check with them directly. Once you have confirmed it, please raise a ticket via our [Help Desk System](#) and our Support Team will open an alternative SMTP port for you.