

Email

Troubleshooting Email

Can't Receive Mail

- **On Line?** - Check to be sure you are on-line by opening a web browser and visiting a web site you have not visited lately such as Google or Yahoo.
- **Settings?** - Check the [settings](#) in your mail client software. If the Login box pops up, your username or password may not be correct. Be sure you used boxname@yourdomain.com for the username regardless of what you use for your actual return address. If are unsure of whether you have the correct username and password combination, you can test your settings [here](#).
- **Reset Password?** - If the tool above reports that your password is not correct and you can't figure it out, you can contact [support](#) to have it reset.
- **Username Format?** - If you still have trouble connecting, you may try changing your username to either boxname/yourdomain.com or boxname%yourdomain.com.
- **More Username Formats?** - If you have a non-standard mail program such as Eudora Light for Windows 3.1 or Claris Works for the Mac, use the following for your POP account:
boxname%yourdomain.com@mail.yourdomain.com
- **IP Address Blocked?** - If you have tried to enter an incorrect password and it has failed more than three times, it is possible your IP address got blocked by our mail servers as a hack prevention precaution. If you don't know what it is, you can check it out displayed on [this page](#). Then just call our customer service guys and get yourself un-blocked.

Can't Send Mail

- **SMTP Problems?** - If you can receive mail but can't send it or you get an "RCPT hosts" error when sending it, check the lost connection or ISP disallowing SMTP fixes below.
- **IP Address Blocked?** - If you have tried to enter an incorrect password and it has failed more than three times, it is possible your IP address got blocked by our mail servers as a hack prevention precaution. If you don't know what it is, you can check it out displayed on [this page](#). Then just call our customer service guys and get yourself un-blocked.
- **RCPT Hosts Error:** An rcpt hosts file error occurs most often when your mail client has lost its connection to the Internet. Typically this can occur between the time you last checked mail and the time you try to send again. To correct the error, simply check mail again and then send your message.
Explanation of the error: In order to avoid allowing our mail server to be used as an open relay, we have a mechanism in place that essentially says you can't send mail unless you have logged onto the system as a valid user. The normal way to do this is by checking mail. This action sends your username and password to the server and logs you on. Then when you send mail, you are able to do so. However, if your connection breaks between the time you check and the time you send, you will not be recognized as a valid user and will receive the rcpt hosts error.
- **ISP Disallows SMTP:** Your ISP may not allow you to use our SMTP server to

Email

send mail. If this is the case, simply use theirs. For example, Comcast users might use smtp.comcast.net rather than mail.yourdomain.com in their SMTP mail settings.

- **Limit on Number of Messages:** Many ISPs do their part to help control spam by limiting the number of email messages their clients send at one time. They can only successfully do this if they make sure you can only send mail through their servers, so they turn off access to anyone else's SMTP servers except their own.
- If you find it necessary to send legitimate messages to large numbers of people and your ISP does not allow you to do so, you can use our [eBlast111](#) email marketing system to do so.

Unique solution ID: #1027

Author: Jack Massari

Last update: 2017-02-28 10:21