

# Troubleshooting

## 553 sorry, that domain isn't in my list of allowed rcpthosts

This error signifies that you aren't authenticating when sending emails.

### Cause:

Your email client attempts to send the email to our server without providing a password, hence the server replies that you are not allowed to relay without proper authentication.

### Resolution:

To resolve this issue check the checkbox next to "My Server Requires Authentication"

### Instructions:

Outlook Express:

Open Outlook Express > Click Tools > Accounts > Click the 'Mail' Tab > Click Properties > Click The 'Server' Tab  
check the checkbox next to "My Server Requires Authentication"  
Click Ok > Click Close

Outlook 2003 and up:

Open Outlook 2003 > Click Tools > E-Mail Accounts > View or change existing e-mail accounts  
Select the email account > Click Change > Click 'More Settings' > Click the 'Outgoing Server' Tab  
Check the checkbox "My outgoing server (SMTP) requires authentication"  
Click OK > Next > Finish

Unique solution ID: #1037

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