

SMTP Authentication Troubleshooting

This document will outline how to troubleshoot SMTP Authentication once you have configured your Outbound SMTP settings and confirmed that everything is correct. If you have not done so, please refer to the SMTP Authentication setup instructions.

Q: When I try to send outbound mail through the Reflexion, I receive the following error: Your server has unexpectedly terminated the connection. Possible causes for this include server problems, network problems, or a long period of inactivity. Server: 'asp-x.reflexion.net', Protocol: SMTP, Port: 2525, Secure (SSL): Yes, Error Number: 0x800CCC0F. Can you help?

A: This error means that there is a problem connecting outbound through your ISP. Please try the following:

- 1) Go to Start -> Run and type in cmd. This will bring up a command window. Please type, "telnet asp-x.reflexion.net 25". You should receive a confirmation "220 asp-x.reflexion.net ESMTP". Any other response or lack of response could mean your ISP is blocking traffic on Port 25.

Q: If my ISP is blocking Port 25 traffic, are there any other options?

A: Yes, expect for Outlook Express. Since Outlook Express can only handle SSL traffic on Port 25, there is no other option other than using a different mail client. If you are using Outlook, Thunderbird, Eudora, etc., please try the following:

- 1) Go to Start -> Run and type in cmd. This will bring up a command window. Please type, "telnet asp-x.reflexion.net 2525". You should receive a confirmation "220 asp-x.reflexion.net ESMTP". Any other response or lack of response could mean your ISP is blocking traffic on Port 2525.

Q: If my ISP blocks both Port 25 and Port 2525, what can I do?

A: Reflexion only handles outbound SMTP traffic on Port 25 and Port 2525, if your ISP blocks both of these ports; please contact your Reflexion technical contact.

Q: I received the "220 asp-x.reflexion.net confirmation, so my ISP is not blocking these ports, what can I do next?"

A: Please verify the following:

- 1) Confirm the password is correct.
- 2) If you are using AV, please configure to communicate outbound on Port 25 using SSL, or to test to see if this is the problem, turn off your AV for a single outbound test.
- 3) Ensure that SMTP Authentication setting is on for your Enterprise on Reflexion.

Please visit the following link (if you are using Outlook Express:

<http://ca.huji.ac.il/services/internet/mail/isp/expresspc.shtml>