

I still can't send, and I get errors about "Relaying denied - proper authentication required"?

(Mail Hosting: NTT Communications (Thailand) Co., Ltd.)

In your email client,

Make sure any authentication settings for outgoing server is set to password, and that the outgoing server is set to require authentication.

For example, in Outlook it would be in the **more settings** section under **Outgoing server**.

"My Outgoing server requires authentication" should be checked, as well as

"Use same settings as my incoming mail server."

Other email clients will have similar settings that ask for **"Authentication"** type, which should be set to password.

Also, ensure that you have the proper username format:

Site manager clients

- If you have a shared IP, username should be in the format "**username@domain.com**"
- If you have a dedicated IP, username should be in the format "**username**" (without @domain.com).

If you have any questions or concern ...

Please take note of any error messages and contact support-mail team as soon as possible.

Credit: westhost

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