Problems Sending Mail BUT Receiving is Fine

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

If you are unable to send email, you should first verify that you have your email client configured properly.

Port 25 blocking

If you cannot send mail, the problem is likely a restriction by your ISP (Internet Service Provider) as many block the normal send mail port 25, due to their own security concerns.

Checking if Port 25 is blocked

To test if port 25 is blocked, open your command line on your local computer.

For **windows** users, you can access this via **start** > **run** > **cmd**.

Mac users can use the "Terminal" application.

Once on the command line, type: **telnet example.com 25**

> **ⓘ *Note***
>
> *Telnet is disabled on newer versions of Microsoft Windows. If you receive an error similar to, **"Windows cannot find 'telnet'"**, you may need to enable telnet.*

If you get no response or a failure, port 25 blocking is the likely issue.

It is NOT port 25 blocking if you receive a response similar to this:

220-servername.example.com 220-We do not authorize the use of this system to transport unsolicited, 220 and/or bulk e-mail.

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The Preferred Solution

As your ISP is blocking port 25, the preferred solution is to use the outgoing mail server provided by your ISP. As each Internet Service Provider has different settings you will need to use (such as username and password, smtp server...), you will need to contact your ISP for the correct settings. We do have alternate solutions to this which **involve going over port 465 or 587 instead of 25**, however if your ISP begins to block 465 or 587 in the future, you will once again be unable to send email.

We are updating many of our servers to run SMTP over port 587 as well as port 25. If your ISP is blocking port 25, simply change your SMTP port number to 587. This setting is usually found in the advanced settings of your email client.

Use the secure, or SSL, port for outgoing mail. This will involve selecting the setting **"this server requires a secure connection (SSL)"** in your mail program. You only need to make this change for the outgoing mail server. Once you check that box, then **change the port listing from 25 to 465** and save the changes. These settings are usually found in the advanced settings of your email client.