

Outlook is unable to connect to the proxy server

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

An error message is triggered when you are trying to send or receive emails from Outlook, through a proxy server.

The regular reasons are:

Your Windows root certificates are outdated

Open Windows Update and look for updates to the Root Certificates list. Mark these updates and install them.

You are using a self-signed certificate

By default, a self-signed certificate is added to the Intermediate Certification Authorities.

You have remove it from there, then import it to the Trusted Authorities list.

If you have any questions or concern ...

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

Credit: outlook-apps

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