

Typical Email Error Messages

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

Included with your account, you have the ability to set up and manage multiple email accounts. Email can be managed using many different email clients such as Thunderbird, Outlook, Mac Mail, and more. You may receive an email message when first configuring your email client or when you check your email.

Here are a few of the most common messages:

Authentication Errors

Incorrect Password

Please make sure you are using the email account password and not the cPanel password.

Invalid Username

Your username should be your **full email address**. If your domain is example.com and you have an email account for sales, the username would be sales@example.com. Do not use your cPanel username as this will cause an error.

Unsecure Connection (or SSL Error)

All of our clients on a shared hosting package have access to a shared SSL certificate. You can configure your email client to use that SSL certificate when checking your email. To use the SSL, you will need to change a few settings.

You will need to use "**secure**" instead of mail.example.com. If you have the email client to use the SSL but are not using the current mail server such as "secure108.ntt.co.th" it will cause a warning "**Unsecure Connection**" error.

If you are still getting an error message and you're not sure about how to resolve the issue, please contact support-mail team. We will be happy to assist you further.

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

Credit: inmotionhosting

Last update: 24/02/2017

