

Can't send email

If you can send to others within your building but not outside the building:

You don't have SMTP authentication on and set to password in your email client.

Email sitting in outbox:

Check outgoing mail. Is there an email with a large attachment? Delete it. Open all in outgoing and resend.

Is there more than one email account setup on this computer? If so, check and make sure other account is working. Usually an old email account with incorrect setting can cause problems.

Do you have internet? Open a web browser and check. If not, check if others have internet in your building. If it is building wide, check with ISP for outage. If there isn't an outage, then place a ticket with CNHI IT.

Authentication is on and set to password but still can't send:

- Turn off SSL.
- ISP maybe blocking port. Try port 587 if port 25 is not working or contact your ISP.

If no one can send email from within the building and email is sitting in outbox or seems to stop sending periodically:

- Check internet service
- Your location may have temporarily been placed on our SMTP control access list due to numerous failed attempts to authenticate to an account. This is either a user who continues to type in wrong password or a virus.

Receiving bounces: Read bounceback message

- #553 or #554 means your location is blacklisted. To check, follow instructions here: <http://support.cnhi.com/?q=blacklisting>
- #552, message exceeds size limit: Email attachment is too large.Reduce the file size.
- Delivery failed attempts. Either means their server is down or email address is not valid.
- #550 Invalid recipient, Unknown user, User Known, Mailbox unavailable, Is not a valid mailbox or User not found: Not a valid email address. Check email address.
- #550 Permission denied, #550 Connection refused - means your location is blacklisted. To check, follow instructions here: <http://support.cnhi.com/?q=blacklisting>
- Full mailbox, Mailbox is full, Exceeded storage allocation or Mailbox limit exceeded.: Means mailbox is full. If it is hosted by cnhi, then email client settings are not correct. Follow these instructions: http://support.cnhi.com/?q=Full_mailbox
- Domain not found or Host not found: Check email address for typos, but may also indicate blacklisting.

Connection Timed Out / Connection Refused: Check email client settings. - Your location may have temporarily been placed on our SMTP control access list due to numerous failed attempts to authenticate to an account. This is either a user who continues to type in wrong password or a virus.