

## Email: My ISP blocks port 25

Last Updated Tuesday, 19 June 2007

My ISP blocks port 25 so I can not send email out using your services. How can I fix this?

While we would prefer that everyone uses our Dialup or DSL services, sometimes that just isn't the case for what ever reason. Many of the large ISPs have begun blocking port 25 in an effort to stop spam from their networks. While it certainly prevents some spam coming from their networks, it also creates headaches for those people who have their own websites and need to send mail out using those services for whatever reason.

WebNexus/SCR Mail servers have port 426 enabled to also accept mail via authenticated users. To use this you must tell your mail client that you will be using a different port. In Outlook Express this is done by the following steps.

- Click Tools
- Click Accounts
- Click the Mail tab
- Click on the account you have with WebNexus/SCR (usually your domain name)
- Click on Properties
- Click the Advanced tab
- Change port 25 to 426
- Click OK
- Click Close

You should be able to send email to our server from then on.

Other mail clients will have a similar process. You'll look under SMTP and change the port number to 426.