E-mail Send Issue (Local ISP Block)

Version 1.0.0

This guide includes a workaround to outgoing emails getting blocked when connected to an Internet Service Provider.

Description

Internet Service Providers (ISP) routinely block users connected to the Internet through their service from sending emails as anyone but an ISP customer. For instance, someone connected to the Internet through Comcast may be restricted to sending emails only as mycustomerid@comcast.net whereas you may want to send emails as myemail@mydomain.com.

Sending email using someone else's infrastructure is generally referred to as "relaying" and ISPs try to prevent relaying from happening so that their systems are not used by spammers attempting to send email illegitimately, thereby clogging up their bandwidth and becoming part of the spamming problem.

Users that have POP/POP3 email accounts set up are particularly vulnerable to this issue/problem. Because outgoing POP/POP3 emails are sent out over a very specific "port" on your computer to servers (i.e., port 25), ISPs block any traffic going out over this port but can't block every port that your computer communicates over since there are thousands available.

Outsource IT has created a workaround for clients attempting to send emails out through our OSITMAIL.COM server – port 26. Our server "listens" for incoming emails on this non-traditional port in addition to port 25.

If you have a POP/POP3 account that is having trouble sending email, you can change the outgoing port from 25 to **26** to avoid your emails getting blocked by an ISP. Depending on your particular device or email client, you will need to change this setting (usually in something called "Advanced Settings" in your email account profile.

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