

Thunderbird

Jenny Internet Email Application Tutorial for using secure port 587 for outgoing mail.

This tutorial will assist customers to configure their Thunderbird mail client to use port 587 for sending mail.

If your e-mail account is not with Jenny Internet, please ask your mail provider to support the more secure SMTP port 587 with authentication.

Jenny Internet can supply you with a relay SMTP account for sending out mail, however, this is not ideal. It is preferred for your mail provider to provide you with the SMTP service as well as the E-mail address for receiving mail as a package.

A Little Information


As a result of the growing spam epidemic, Internet Service Providers are forced to take steps to minimise the risk of their systems being used and exploited for the use of sending spam. The default SMTP port that most systems / spam bots exploit is port 25. This port does not require authentication and therefore opens itself up to exploitation. Bearing this in mind, Jenny Internet has made the decision to entirely block port 25 on our Wireless Networks and Email servers. Exceptions will be made where sufficient motivation is given.

Definition of SPAM: Electronic spamming is the use of electronic messaging systems to send unsolicited messages (spam), especially advertising, as well as sending messages repeatedly on the same site. <http://en.wikipedia.org/wiki/Spamming>

Customers using Mozilla Thunderbird can follow the following steps to check and change their settings.



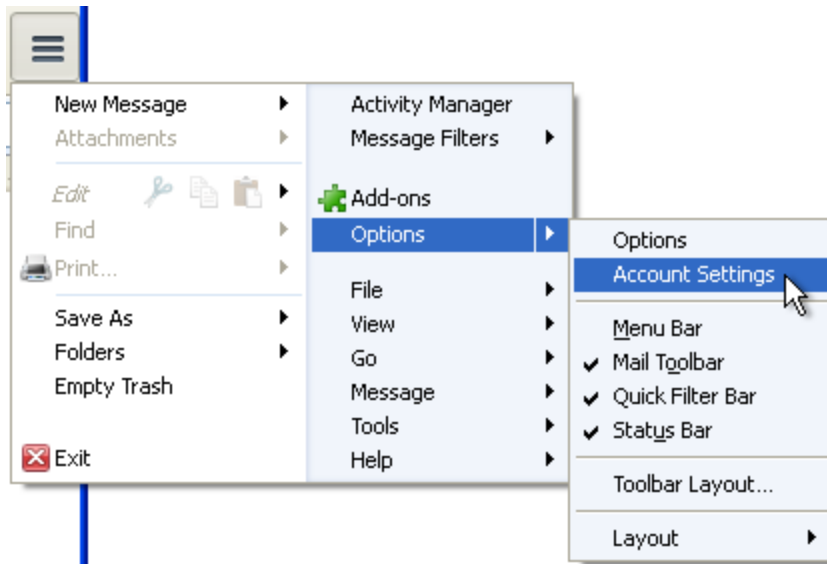
Mozilla Thunderbird:

1. While you are in the Thunderbird program, click on the  icon, go to Options then click on Account Settings:



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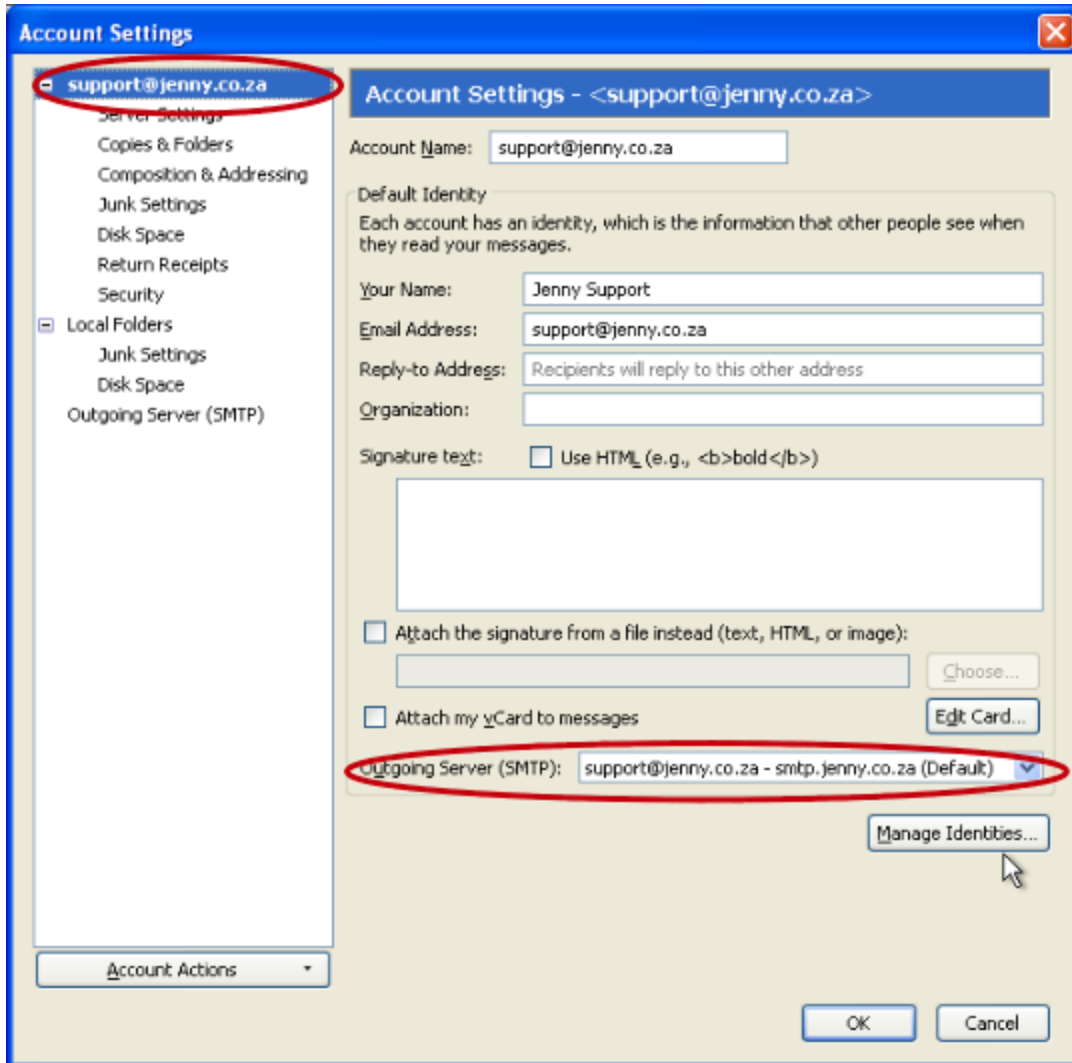
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2. Select the mail account you wish to check from the list on the left.
3. Check what the Outgoing Server (SMTP) setting is and remember this:

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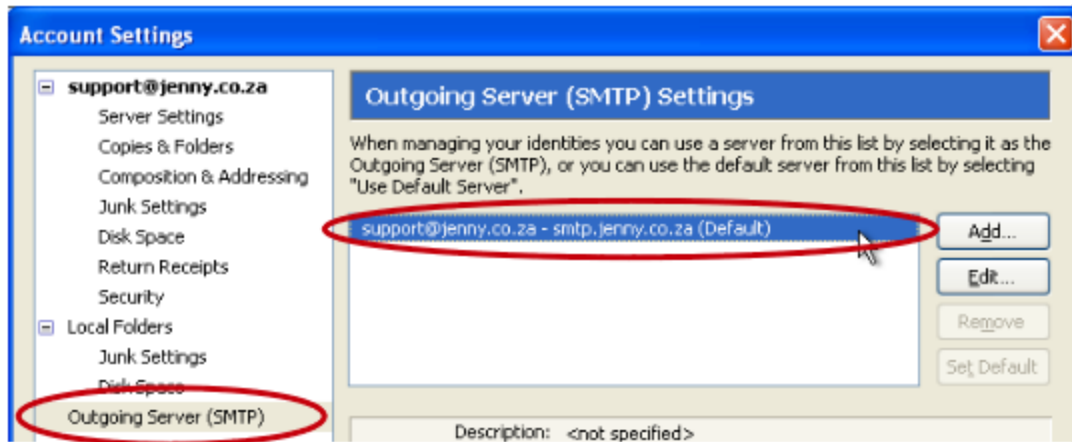
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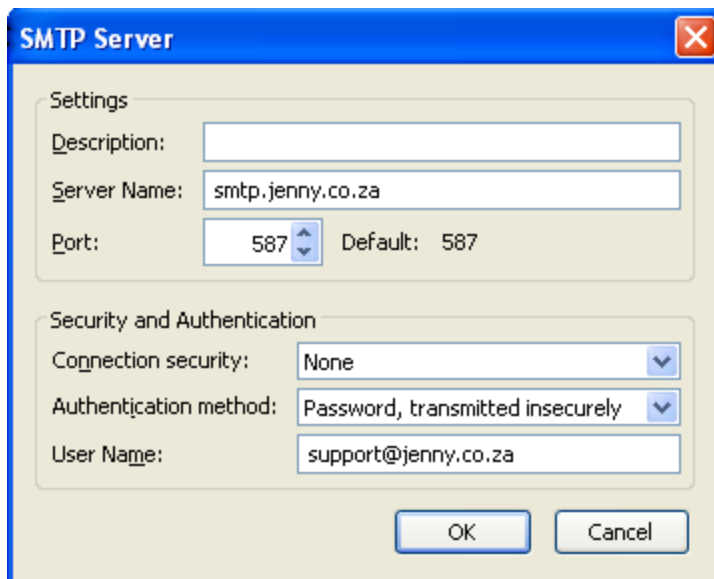
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- Click on Outgoing Servers (SMTP) at the bottom of the list on the left hand side, select mail account you wish to check and click the “EDIT” button:



- Ensure your Server Name is correct, the Port is set to 587 and the Username is the correct username for the email account you will be using to send mail. The other fields must match the image below:



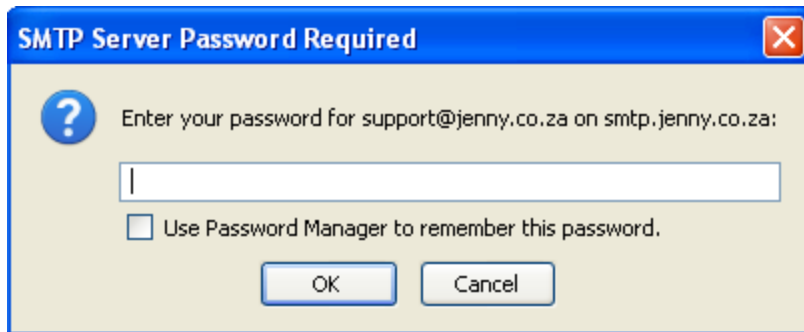
The Outgoing mail setting is different for various domains. If you have registered your own domain with Jenny Internet, this setting will be smtp.[domain], eg. if your email address is piet@testdomain.co.za, the Outgoing server will be smtp.testdomain.co.za.

- Passwords are stored elsewhere in Thunderbird but you need not worry about changing or inserting a password at this point. Click OK, then OK again.
- Click the “Get Mail” button, this will contact the server. If the server requires a password or there is a password mismatch, Thunderbird will open another window where you can insert the password or change the password. Don't forget to tick the

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“Use Password Manager to remember this password.” box or else Thunderbird will ask this every time you send an email:



8. Should you receive an error while sending, please double check your username and password with the call centre, then recheck your settings in your mail program.
9. If you still receive errors, please ensure your Internet is working and download the Jenny Teamviewer Quick Support app from <http://get.teamviewer.com/x6e3qzz>. Once you have this running, call the call centre for further assistance.