

## Why do I get a "550 Relaying Not Allowed" error message...

Author:  
**Webservio Inc.**

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Two main reasons why this error message occurs:

1. Your Internet Service provider (ISP) has blocked the SMTP server by blocking port 25. This means that you can no longer use the SMTP server as provided by us to you to send email out from your domain. Your ISP blocks this port to prevent fraud and spam, and hence they have you use their SMTP server to monitor the activity. Call your ISP and ask them to open port 25 (most of them may not do this, but you can give it a try). If they refuse to do this, then the other option is to use your ISP's SMTP server for sending out email and use your domain's POP3 server for receiving email.
2. The other reason for this message is if the "My outgoing server (SMTP) requires authentication" option is not checked in your email client (such as Microsoft Outlook). Please make sure this option is checked.