



## Error Messages Setting Up Email in Internet Publishing

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### Overview

Here are some error messages you might encounter while setting up your email in Internet Publishing.

[Mailbox name not allowed](#)

[Mailbox unavailable](#)

[Invalid send only email is empty](#)

[Server does not support secure connection](#)

[Syntax Error Command Unrecognized](#)

[The SMTP server requires a secure connection or the client was not authenticated](#)

### Mailbox name not allowed.

This means you have used the wrong password.

Publishing Manager 6 2018.1 Build 1

### Email Settings

Server Quota Document

#### Outgoing Email Server Settings

SMTP Server  (e.g. smtp.myisp.com)

Port Number

Email Account

SMTP Username

Enable SSL/TLS

SMTP Authorization

Mailbox name not allowed. The server response was: 5.7.1 [promascentral@gmail.com](#): Sender address rejected

## Mailbox unavailable.

This means you have used the wrong email address.

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### Email Settings

Server | Quota | Document

#### Outgoing Email Server Settings

SMTP Server  (e.g. smtp.myisp.com)

Port Number

Email Account

SMTP Username

Enable SSL/TLS

SMTP Authorization

Mailbox unavailable. The server response was 5.1.0  
<yutingwu16811@aol.com: Sender address rejected: aol.com

**The server response was 5.1.1 – maybe an incorrect email address or password – check your email password.**

## Server does not support secure connection.

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### Email Settings

Server | Quota | Document

#### Outgoing Email Server Settings

SMTP Server  (e.g. smtp.myisp.com)

Port Number

Email Account

SMTP Username

Enable SSL/TLS

SMTP Authorization

Could be one of several things:

1. Check the combination of the Port Number and whether Enable SSL/TSL is marked.
2. Verify the User name and Password are correct.

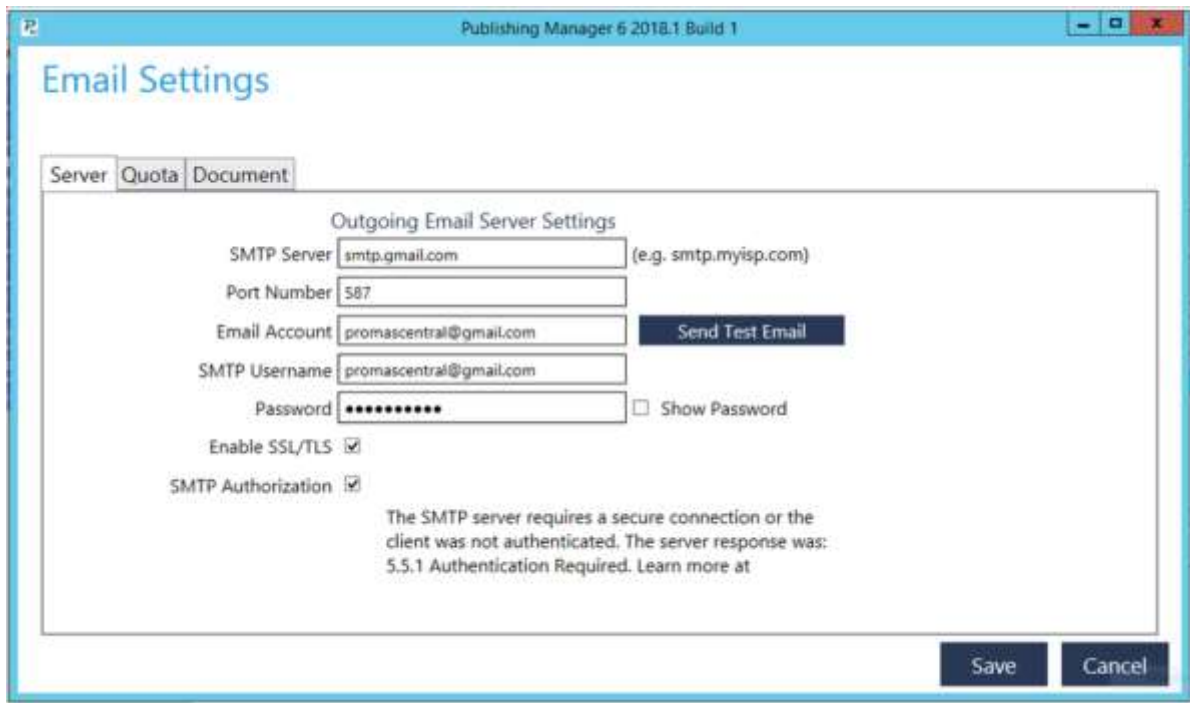
### Syntax Error Command Unrecognized

This is an issue with the security on the computer - turn it off - or set up email for imap not pop - or second level verification enabled on email (google – see next page). It could be the webserver is not whitelisted on the SMTP server or the SMTP permissions are incorrect.

### Syntax Error, Command Unrecognized. The Server Response was

Try turning off security and firewall protections against outgoing emails. You can also try to set up email for imap not pop.

The SMTP server requires a secure connection or the client was not authenticated.



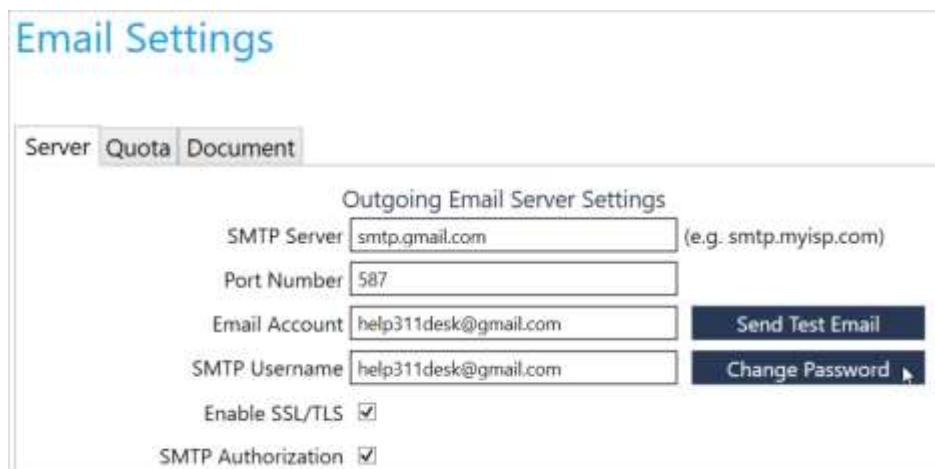
You may need to enable Less Secure Sign-in on your google account.

<https://www.google.com/settings/security/lesssecureapps>

This may be an indication of security measures put in place by Google. You can add an app password if you turn on 2-step authentication on your Gmail account. That will bypass the high security measures Google adds. Use this link to learn about app passwords.

<https://support.google.com/accounts/answer/185833?hl=en>

See below for instructions on creating an app password. The app password may need to be entered into Promas as the password for your email.



## Create & use app passwords

**Important:** To create an app password, you need 2-Step Verification on your Google Account.

If you use 2-Step-Verification and get a "password incorrect" error when you sign in, you can try to use an app password.

1. Go to your [Google Account](#) [🔗](#).
2. Select **Security**.
3. Under "Signing in to Google," select **2-Step Verification**.
4. At the bottom of the page, select **App passwords**.
5. Enter a name that helps you remember where you'll use the app password.
6. Select **Generate**.
7. To enter the app password, follow the instructions on your screen. The app password is the 16-character code that generates on your device.
8. Select **Done**.

If you've set up 2-Step Verification but can't find the option to add an app password, it might be because:


- Your Google Account has 2-Step Verification [set up only for security keys](#).
- You're logged into a work, school, or another organization account.
- Your Google Account has [Advanced Protection](#).

**Tip:** Usually, you'll need to enter an app password once per app or device.

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Some Email service tracks users' IP address to prevent spamming. For example: Gmail has a policy like that. If the user is logging from a new place, the user may need to verify himself to use this email service. With Gmail for example, you need to go the your service activity to verify the yourself. Here is the link: <https://security.google.com/settings/security/activity>. Once you click "Yes, THAT WAS ME", you can start sending email from this location.

Google blocked a less secure app from accessing your account. [Learn more](#)



### Unknown device

Time: Just now  
Location: Tysons Corner, VA, USA  
IP address: 98.175.25.10 ?



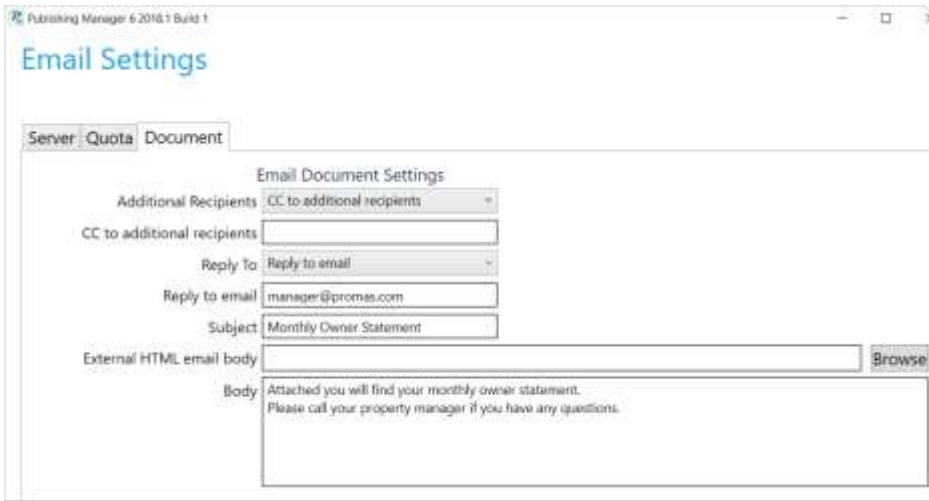
Approximate location (may include nearby towns)

**Getting errors when you try to get into your account from an app on one of your devices?**  
The app may not be secure.

## Invalid send only email is empty

Check IP, Advance tab, Email Settings, Document tab.

Field Additional Recipients – if it says "send only to additional recipients" but nothing is in the additional recipients box it will give this error. Change to "CC Additional Recipients".



The screenshot shows the 'Email Settings' window for 'Publishing Manager 6.2018.1 Build 1'. The 'Document' tab is selected. The 'Email Document Settings' section includes the following fields:

- Additional Recipients:** A dropdown menu set to 'CC to additional recipients'.
- CC to additional recipients:** An empty text input field.
- Reply To:** A dropdown menu set to 'Reply to email'.
- Reply to email:** A text input field containing 'manager@promas.com'.
- Subject:** A text input field containing 'Monthly Owner Statement'.
- External HTML email body:** An empty text input field with a 'Browse' button to its right.
- Body:** A text area containing the text: 'Attached you will find your monthly owner statement. Please call your property manager if you have any questions.'