

## 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](#)

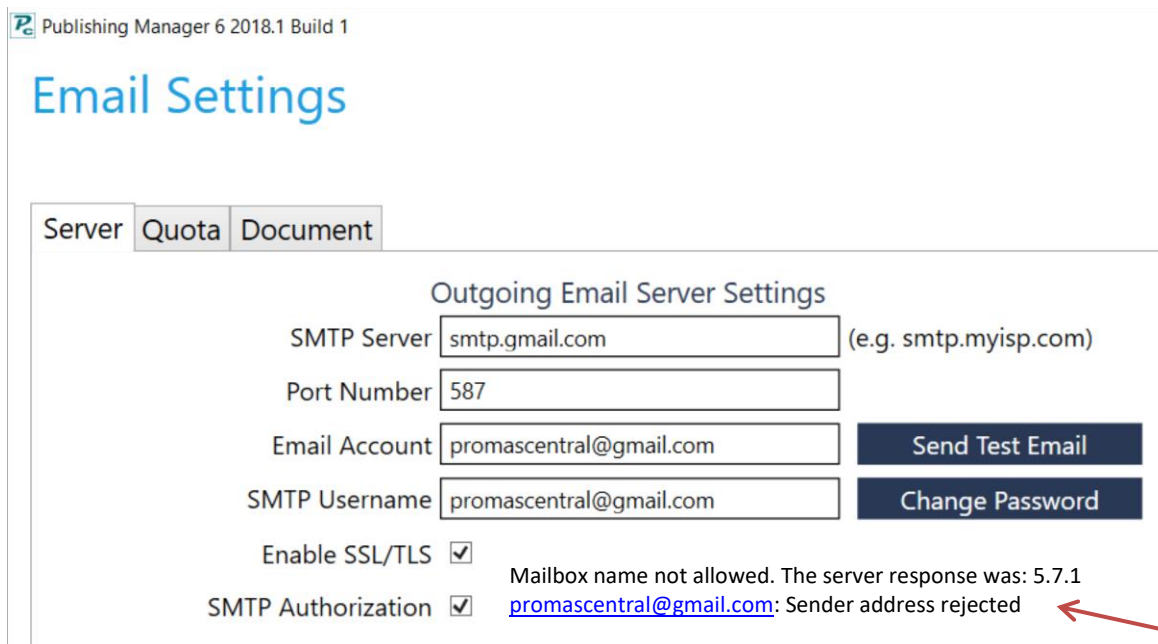
[Server does not support secure connection](#)

[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.



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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 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

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#### 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)

### 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.**

There 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>

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### Email Settings

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#### Outgoing Email Server Settings

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

Port Number:

Email Account:

SMTP Username:

Password:   Show Password

Enable SSL/TLS


SMTP Authorization

The SMTP server requires a secure connection or the client was not authenticated. The server response was: 5.5.1 Authentication Required. Learn more at

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](#)

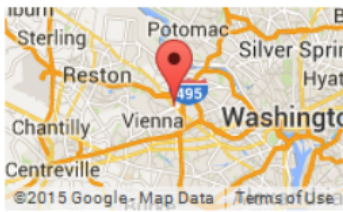


### Unknown device

Time: Just now

Location: Tysons Corner, VA, USA

IP address: 98.175.25.10 ?



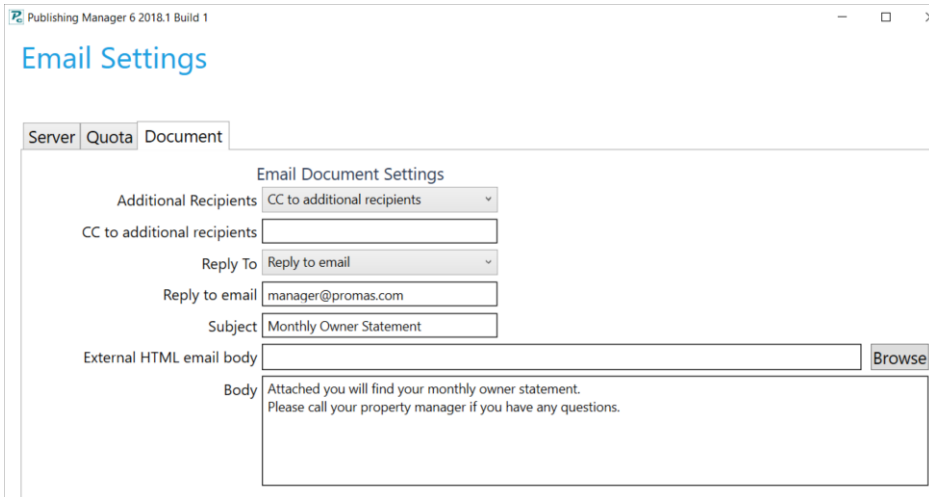
Approximate location (may include nearby towns)

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".



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### Email Settings

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Email Document Settings

Additional Recipients: CC to additional recipients

CC to additional recipients:

Reply To: Reply to email

Reply to email: manager@promas.com

Subject: Monthly Owner Statement

External HTML email body:

Body: Attached you will find your monthly owner statement.  
Please call your property manager if you have any questions.