SMTP Authentication Email Setup (POP/IMAP)

In order to account for dynamic IP addresses and remote users, AVG AntiSpam has developed an SMTP Authentication feature to enable users to send directly to the AVG Cloud server. This document describes the implementation of the SMTP Authentication using SSL.

**Changing Outbound SMTP Server on Microsoft Outlook**

**Changing Outbound SMTP Server on Mozilla Thunderbird**

**Microsoft Outlook Instructions for SMTP Authentication**

**Step 1:** Change the Outgoing mail server (SMTP): to outbound.avgcloud.net

![Microsoft Outlook Instructions for SMTP Authentication](image)

Then click on “More Settings …”

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![Diagram of Microsoft Outlook Instructions for SMTP Authentication](image)
Step 2: Once you click on “More Settings …” click on the Outgoing Server tab, and check “My outgoing server (SMTP) requires authentication. Then select “Log on using” and enter in your complete email address and the AVG AntiSpam password that was assigned to you.

Once this is complete, go to the “Advanced” tab.
Step 3: Within the Advanced tab, under “Outgoing server (SMTP):” set the Outgoing server (SMTP) port to 587 and check “This server requires an SSL-secured connection” (Outlook 2003) or select “TLS” next to “Use the following type of encrypted connection:” (Outlook 2007/2010)

Hit OK, then Finish and run a test message.
Changing Outbound SMTP Server on Mozilla Thunderbird

Step 1: Tools → Account Settings:

Step 2: Under Account Settings, select the server labeled "(Default)" on the right and click "Edit..."
Step 3: In the SMTP Server box, change the server name to outbound.avgcloud.net. Set the port to 587. Check “Use name and password,” Enter in your email address and select TLS. Click OK.

![SMTP Server Settings](image)

The next time you check your email, you will be prompted for a password. Enter the password that was sent to you in your welcome message by the AVG AntiSpam server. Once complete, send a test message to ensure that the setup is correct.

If there are any problems or errors, contact your AVG AntiSpam technical representative for more information.
SMTP Authentication Troubleshooting

This document will outlines ways to troubleshoot SMTP Authentication once you have configured your Outbound SMTP settings and confirmed that everything is correct. If you have not done so, please refer to the SMTP Authentication setup instructions.

Q: When I try to send outbound mail through the Reflexion, I receive the following error:
Your server has unexpectedly terminated the connection. Possible causes for this include server problems, network problems, or a long period of inactivity. Server: 'antispam.avgcloud.net', Protocol: SMTP, Port: 2525, Secure (SSL): Yes, Error Number: 0x800CCC0F. Can you help?

A: This error means that there is a problem connecting outbound through your ISP. Please try the following:

1) Go to Start -> Run and type in cmd. This will bring up a command window. Please type, "telnet antispam.avgcloud.net 25". You should receive a confirmation "220 antispam.avgcloud.net ESMTP". Any other response or lack of response could mean your ISP is blocking traffic on Port 25.

Q: If my ISP is blocking Port 25 traffic, are there any other options?

A: Yes, expect for Outlook Express. Since Outlook Express can only handle SSL traffic on Port 25, there is no other option other than using a different mail client. If you are using Outlook, Thunderbird, Eudora, etc., please try the following:

1) Go to Start -> Run and type in cmd. This will bring up a command window. Please type, "telnet antispam.avgcloud.net 2525". You should receive a confirmation "220 antispam.avgcloud.net ESMTP". Any other response or lack of response could mean your ISP is blocking traffic on Port 2525.

Q: If my ISP blocks both Port 25 and Port 2525, what can I do?

A: AVG AntiSpam only handles outbound SMTP traffic on Port 25, Port 2525 and Port 587, if your ISP blocks these ports; please contact your AVG Cloud technical contact.

Q: I received the 220 antispam.avgcloud.net confirmation, so my ISP is not blocking these ports, what can I do next?

A: Please verify the following:
1) Confirm the password is correct.
2) If you are using AV, please configure to communicate outbound on Port 25 using SSL, or to test to see if this is the problem, turn off your AV for a single outbound test.