RESOLVE RECEIVING ERROR MESSAGE WHEN TRYING TO SEND EMAIL

If your email settings in Outlook are correct but you cannot send email you need to address this with your Internet Service Provider. In most cases the IP address of your ISP is blacklisted!

This is not a PNGconnect issue. **We are not your Internet Service Provider (ISP).** We are your domain host.

Example error message 1:

The following recipient(s) cannot be reached:
'Name of recipient' on 5/06/2013 3:28 PM
"1370409484|SpamBot"

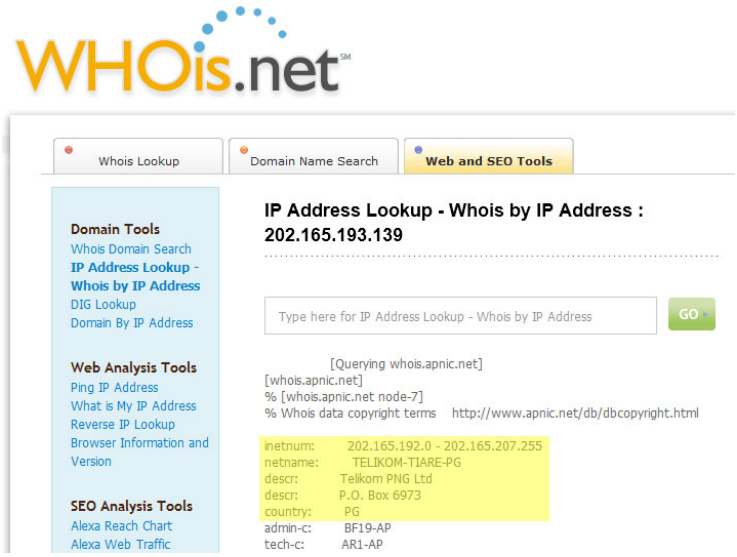
This means that your computers are infected by a SpamBot program.
For more information read this: http://www.turnstep.com/Spambot/

Example error message 2:
The following recipient(s) cannot be reached:
'address@gmail.com' on 6/6/2013 9:02 AM
"http://www.spamhaus.org/query/bl?ip=202.165.193.139"

This means that the IP address of your Internet service provider is blacklisted. Click on the highlighted link to find out more.

To identify the owner of the IP address click here: http://whois.net/ip-address-lookup/

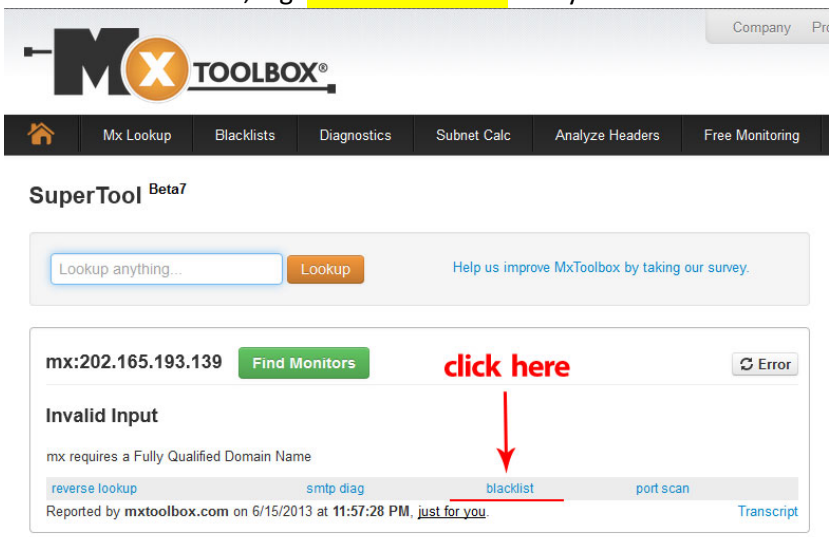
You will see this:



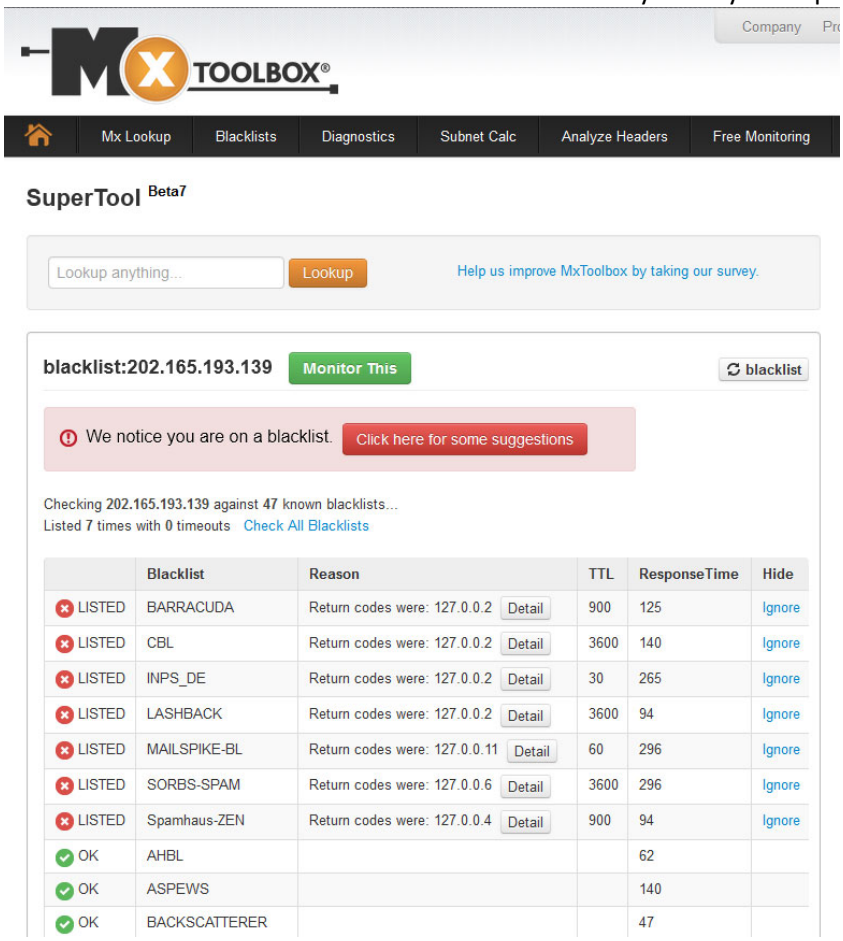
Now you know the IP address owner!

You can also use this tool: http://www.mxtoolbox.com/ to see where the IP address is blacklisted.

Enter the IP address, e.g. 202.165.193.139 and you will see this:



Click on "blacklist" and if the IP address is blacklisted you may end up with this:



Please contact your ISP and ask them to have the blacklist removed from the IP address.

We recommend that you ensure your anti-virus and anti-malware programs are installed and up to date.

Download and install a FREE anti-virus program like AVAST from http://www.avast.com and a FREE malware program as advise before or alternatively this program "Advanced System Care" from http://download.cnet.com/Advanced-SystemCare/3000-2086_4-10407614.html and then confirm that all desktops are clean and are running anti-virus/malware programs.

You can always check that your mailbox is up and running:

1. Ping mailbox:
   - Click the start button
   - Type cmd in the box that says “search programs and files”
   - In the black window that pops up type in “ping mail.yourdomainname and click enter.

   You will see the IP address of your mailbox and the time it takes to connect.
2. PNGconnect web mail feature
   - Open a browser window and type in mail.yourdomainname and click enter
   - In the next window where it says “Welcome to Horde” enter your FULL email address as the user name
   - Enter your email password
   - You are then taken to your mailbox on our servers
   - There you can read your mail, reply, forward, delete etc

For further assistance please forward a copy of your error message to support@pngconnect.com