



## 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.

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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.

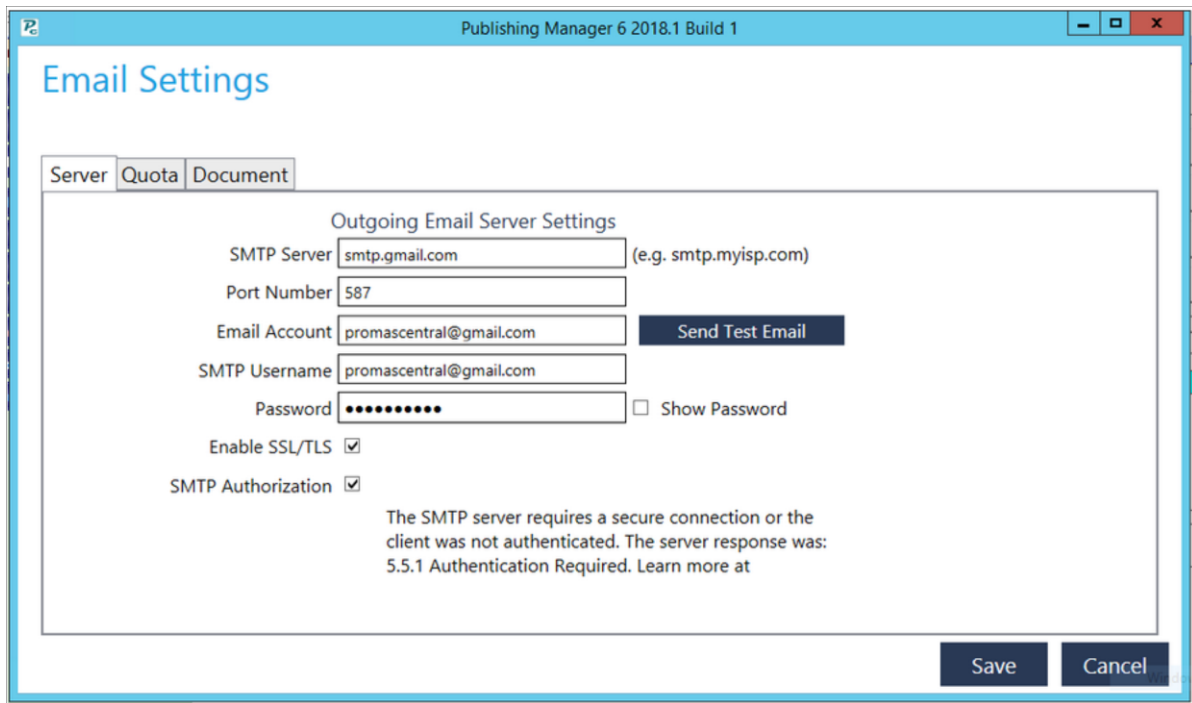
### Syntax Error Command Unrecognized

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). 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.

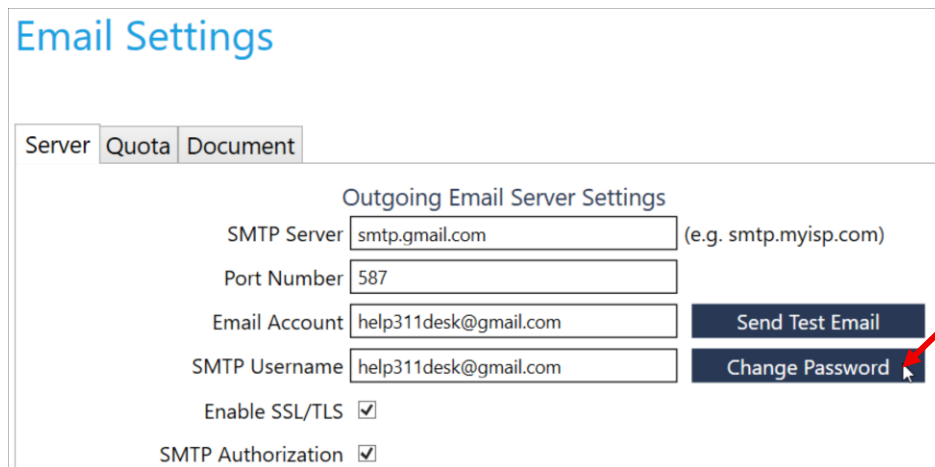


You may need to enable Less Secure Sign-in on your google account.

<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.

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



## **Create and Use an App Password.**

You must first set up 2-Step Verification on your Google account.

After setting up 2-Step Verification:

Go to <https://myaccount.google.com/apppasswords>.

Enter a name that helps you remember what the password is for (e.g. MailPromas) and click Create.


You will now see your app password – copy it and save it somewhere.

Copy that password into the email settings in Promas as shown above.

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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 ?



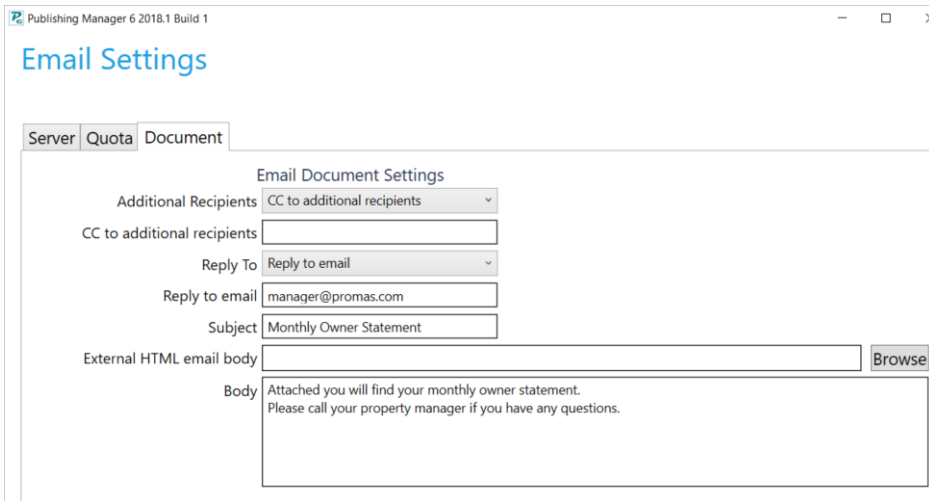
Approximate location (may include nearby towns)

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".



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### Email Settings

Server Quota Document

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.