



Date: **January 2011**

Subject: **Communicate Email Service - Spam Control**

Detail: **Replace SMTP Port 25 with Port 587**

Action: **Immediate**

We are making a small change in how email is sent onto the internet over our Communicate email service. The change should reduce spam traffic and consequently improve mail transmission speeds.

The change will only affect a small number of users who use our service in a particular way. You will NOT be affected if you:

- Use only Webmail.
- Use IMAP (If you do not know what IMAP means then you are very probably not using it).
- Send all outgoing email through our Reflexion pre-filtering and scanning service.
- Use your broadband provider's SMTP server to send email.

Only those clients that use programmes like Outlook, Thunderbird or Eudora to send email from their PC's/Laptops and who don't fit into any of the above categories will be affected.

The change is that we are deprecating port 25 for outgoing SMTP traffic and replacing it with port 587.

This means that if you are affected, then all you have to do is to change the outgoing SMTP mail server port setting from 25 to 587.

For Outlook go to:

Tools >> Account Settings >> Email >> Change >> More Settings >> Advanced >> Outgoing server (SMTP)

For Thunderbird go to:

Tools >> Account Settings >> Outgoing server (SMTP) >> Edit >> Port

For Eudora go to:

Tools >> Personalities >> Properties >> Use submission port 587

More information on setting/changing an SMTP port is available here:

http://www.nsimail.co.uk/PDF/email_client_config.pdf (see page 26).

For help please raise an enquiry ticket at:

<http://www.nsiSupport.co.uk>