



How to Troubleshoot Qwest.net™ E-mail Issues

Email Client: Windows Live Mail

Email Type: @yourdomainname.com (Custom Domain)

Many things can cause your email not to work properly. This document will discuss some of the basic problems that can happen when sending email, receiving email, or both. Make sure you are at the computer that is having the problem.

This document is broken up into 3 different sections:

- Section 1: Unable to send or receive email (page 2)
- Section 2: Can receive email but unable to send email (page 7)
- Section 3: Can send email but unable to receive email (page 10)

Unsure if you are a Qwest.net customer?

There are 2 Qwest offerings that support vanity domains and email (e.g. designer@pagedesigner.com), Qwest.net and Qwestoffice.net. This document is for Qwest.net customers only. If you are a Qwestoffice.net customer go to <http://qwestoffice.com/newemailtutorials> for more help.

If you are not sure if Qwest.net is your e-mail provider:

1. Go to whois.net
2. Enter your domain name in the 'WHOIS Lookup' field
3. Click Go
4. Scroll down toward the bottom of the page. Locate the 'Name Servers' section
5. If you see the following in the 'Name Servers' Section, this document applies to you:

AUTHNS1.MPLS.QWEST.NET
AUTHNS2.DNVR.QWEST.NET
AUTHNS3.STTL.QWEST.NET

If you see the following go to <http://qwestoffice.com/newemailtutorials> for help:

a.dns.qwestoffice.com
b.dns.qwestoffice.com

If any other server name is listed, your domain is pointed to someone other than Qwest. You will need to contact your email provider who is hosting your custom domain for further assistance.

Section 1: Unable to Send and Receive E-mail

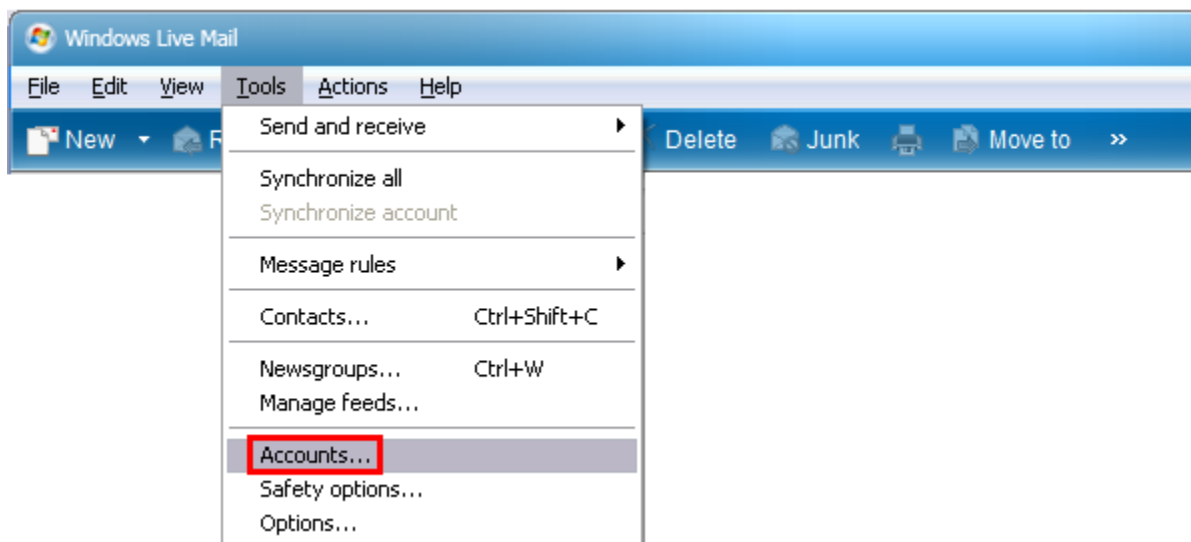
1. No Internet Connection

In order to send or receive email you have to have an active internet connection. If you are unable to connect to the internet, you are also unable to send and receive email. The easiest way to test your internet connection is to pull up your internet browser and try to navigate to various Web pages. Make sure after you pull up the Web page to press (CTRL + F5). This will perform a hard refresh of the page to ensure you are not viewing a stored version of the page. If you are not able to see the Web page after doing a hard refresh, then you are probably not connected to the internet.

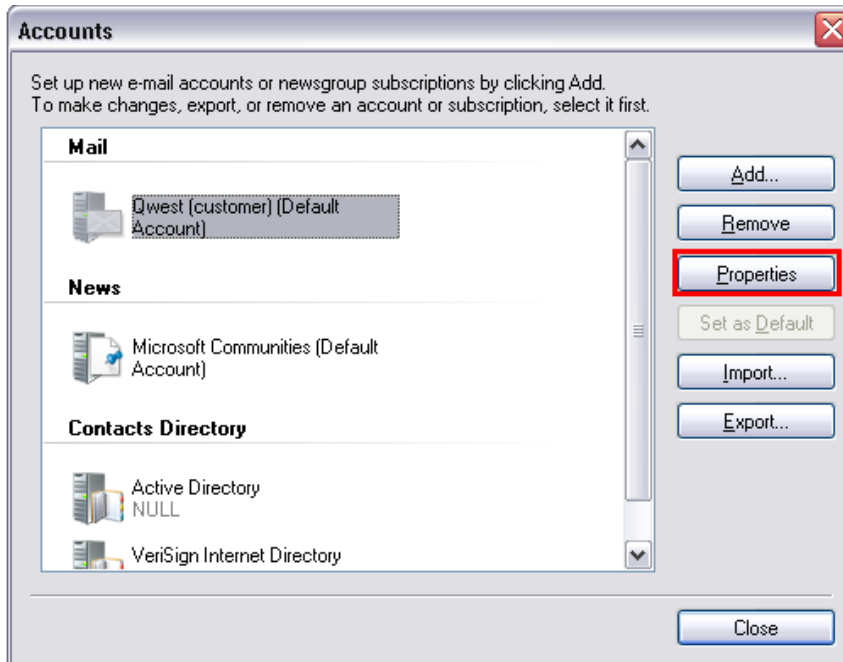
2. Incorrect Client Configuration

Here are some of the common errors made when configuring Windows Live Mail:

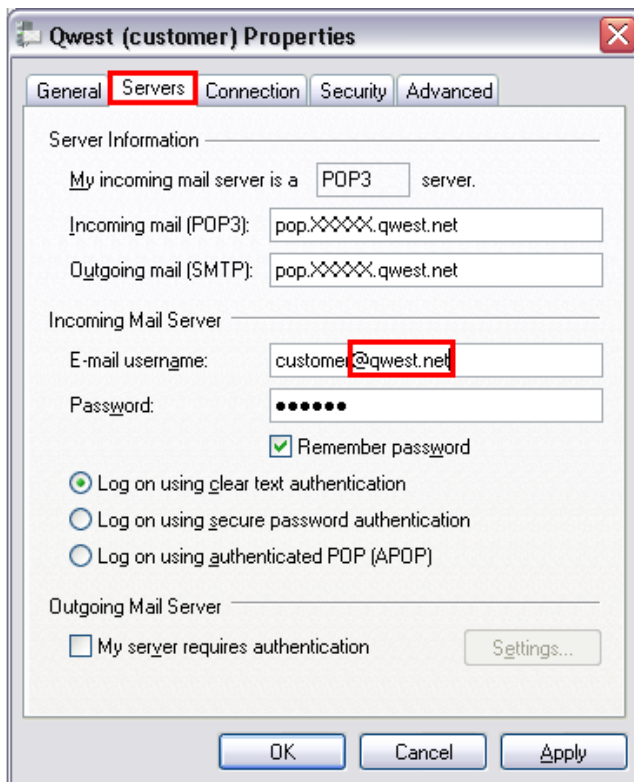
- Make sure the user name that Windows Live Mail is logging in with is your Qwest.net account User Name. You should not be using your custom domain name in the User Name field. If the custom domain is used in this field then Windows Live Mail will not be able to authenticate correctly. To see what you currently have entered as your User Name, select **Tools** in the menu bar at the top. Then, select **Accounts**.



Then, select the account you want to check and click the **Properties** button.

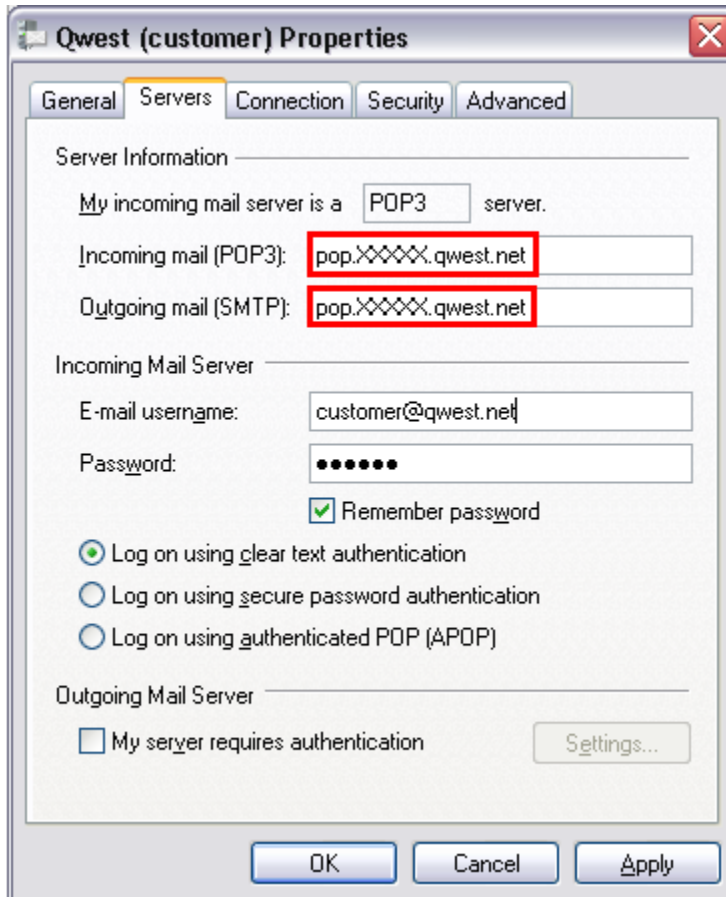


Select the **Servers** tab and make sure the E-mail username ends with @qwest.net.



- **Inbound and Outbound Server Settings**

On the same 'Properties' window, make sure your incoming server and outgoing server is set to **pop.XXXXX.qwest.net** (for XXXXX see next page for closest city code on server list). See below for example.



- Something else you can try if you suspect Windows Live Mail is configured incorrectly is to remove the account from Windows Live Mail and re-add the account using our [email help](#) information.



Qwest Mail Servers

Arizona

- Tucson- pop.tcsn.qwest.net
- Phoenix- pop.phnx.qwest.net

Colorado

- Colorado Springs- pop.clsp.qwest.net
- Denver- pop.dnvr.qwest.net

Idaho

- Boise- pop.bois.qwest.net

Iowa

- Des Moines- pop.desm.qwest.net
- Cedar Rapids- pop.cdrr.qwest.net
- Davenport- pop.dvnp.qwest.net

Minnesota

- Duluth- pop.dlth.qwest.net
- Minneapolis/St. Paul- pop.mpls.qwest.net
- Rochester- pop.roch.qwest.net
- Saint Cloud- pop.stcd.qwest.net

Montana

- Billings- pop.blng.qwest.net
- Missoula- pop.mssl.qwest.net

Nebraska

- Omaha- pop.omah.qwest.net

New Mexico

- Albuquerque- pop.albq.qwest.net

North Dakota

- Bismarck- pop.bsmr.qwest.net
- Fargo- pop.farg.qwest.net

Oregon

- Eugene- pop.eugn.qwest.net
- Portland- pop.ptld.qwest.net

South Dakota

- Sioux Falls- pop.sxfl.qwest.net

Utah

- Salt Lake City- pop.slkc.qwest.net

Washington

- Seattle- pop.sttl.qwest.net
- Spokane- pop.spkn.qwest.net

Wyoming

- Cheyenne- pop.chyn.qwest.net



3. Incorrect Password

If you continue to get a pop up asking for your password, the password is probably being entered incorrectly or the password has been changed. Remember, passwords are CaSe sEnSiTiVe. To check to make sure you are entering the correct password, try logging into your web-based email at www.mail2web.com. If you also are not able to login at mail2web.com, [contact Qwest](#).

4. Firewall and Anti-virus Conflicts

While Firewalls and Anti-virus products are designed to protect you, they also can impair your emailing ability. A good way to test this is temporarily disabling your firewall or anti-virus software (*note: Make sure you re-enable it after you are done testing. Otherwise, your computer will be at risk!!!*). If you are able to send and receive email after disabling, then you may need to adjust your firewall/anti-virus settings or download an update for the software. For more information on temporarily disabling your protection software, contact the manufacturer of the software.

5. Corrupted Email in your Inbox

Sometimes, you may receive an email that is corrupted. When Windows Live Mail tries to download a corrupted email it may get hung up and freeze preventing all other receiving of email. Unless this corrupted email is deleted, Windows Live Mail will continue to freeze up every time it encounters this corrupted email.

To fix this, access your email through www.mail2web.com, login with your email address and password, then find the email that is corrupted and delete it.

6. Domain Records

Make sure your Domain records are pointing to the correct name servers. Otherwise, your email traffic will be directed to an incorrect destination and you won't receive it. To check if your domain records are correct, click [here](#) and enter your domain name in the 'WHOIS Lookup' field. Then, select Go! Look towards the bottom of the page under 'Domain servers in listed order'. Make sure you see AUTHNS1.MPLS.QWEST.NET, AUTHNS2.DNVR.QWEST.NET, and AUTHNS3.STTL.QWEST.NET. If any other server name is listed, your domain is pointed to someone other than Qwest.

Section 2: Can Receive E-mail but Unable to Send E-mail

1. Unable to send email to 1 person

If you are unable to send email to only 1 individual, this is usually because the email address is being typed incorrectly. Double check to make sure you are entering the correct email address. Lots of times people change their email address or internet provider and forget to tell others their new email address. Contact the person you are trying to send the email to and confirm the email is correct and working.

The receiving party may have you on a blacklist. This means the person you are trying to send the email to has advertently or inadvertently put you on a block list. Whenever their email sees an incoming message from anyone on the blacklist, it rejects the message. Contact the person you are trying to send the email to and have them check their blacklist.

Also, try having the receiver of the email check their spam/junk folder.

2. Firewall and Anti-virus Conflicts

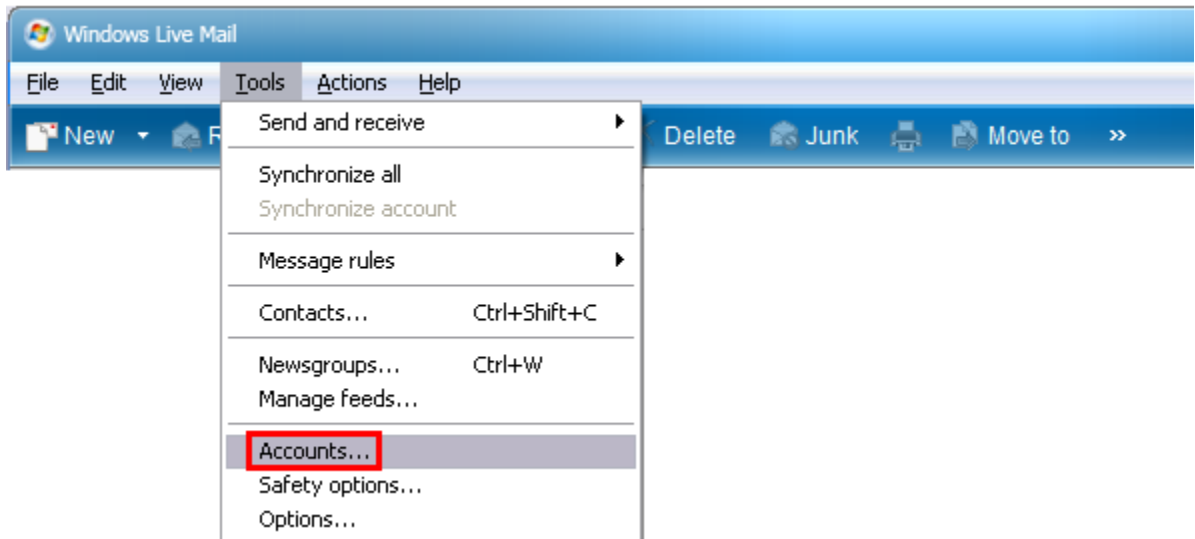
While Firewalls and Anti-virus products are designed to protect you, they also can impair your emailing ability. A good way to test this is temporarily disable your firewall or anti-virus software (*note: Make sure you re-enable it after you are done testing. Otherwise, your computer will be at risk!!!*). If you are able to send email after disabling, then you may need to adjust your firewall/anti-virus settings or download an update for the software. For more information on temporarily disabling your protection software, contact the manufacturer of the software.

3. Large Attachments

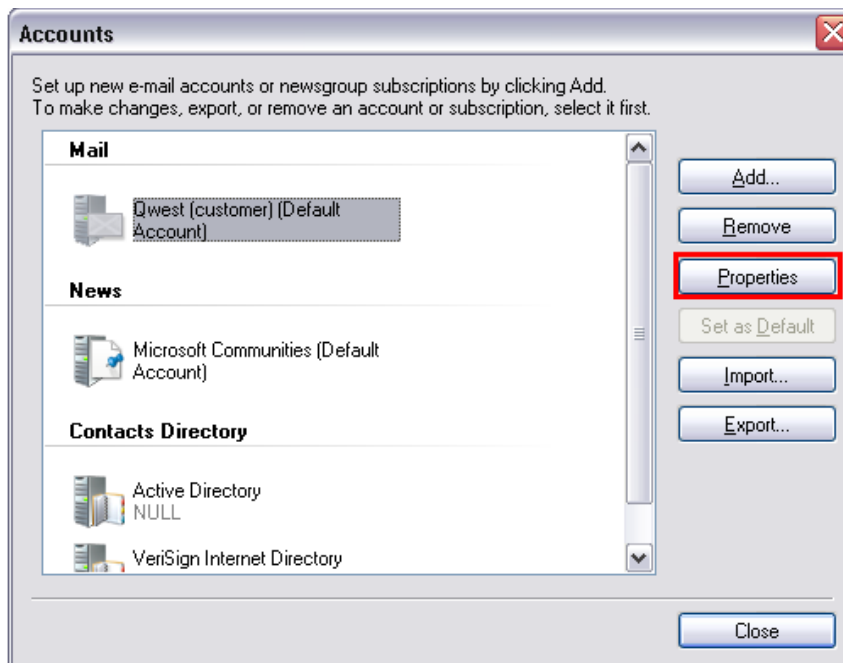
Qwest does not recommend that you send an attachment larger than 10MB. Anything higher than this can cause your mail box to meet capacity and the message will be rejected. If sending a large attachment, make sure to compress the file or break it up into smaller parts in multiple sent emails.

4. Outbound Server Settings

To check your outgoing server settings, select **Tools** in the menu bar at the top. Then, select **Accounts**.



Then, select the account you want to check and click the **Properties** button.



Make sure your SMTP server is set to **pop.XXXXXX.qwest.net** (for XXXXXX see page 5 for closest city code on server list).

The screenshot shows the "Qwest (customer) Properties" dialog box with the "Servers" tab selected. The "Server Information" section indicates the incoming mail server is a POP3 server. The "Incoming mail (POP3)" field contains "pop.XXXXXX.qwest.net" and the "Outgoing mail (SMTP)" field also contains "pop.XXXXXX.qwest.net", which is highlighted with a red rectangle. The "Incoming Mail Server" section shows the "E-mail username" as "customer@qwest.net" and the "Password" field with masked characters. The "Remember password" checkbox is checked. Three radio buttons are present for authentication: "Log on using clear text authentication" (selected), "Log on using secure password authentication", and "Log on using authenticated POP (APOP)". The "Outgoing Mail Server" section has a checkbox for "My server requires authentication" which is unchecked, and a "Settings..." button. At the bottom are "OK", "Cancel", and "Apply" buttons.

Section 3: Can Send E-mail but Unable to Receive E-mail

1. Inbox Quota

Currently, the maximum space available for your inbox on the server is 25 MB. If you reach this limit, you will be unable to receive all other future email. Make sure you are deleting all unwanted emails in your inbox to make sure you have available space for additional emails.

Log in at www.mail2web.com to see all current email stored in your inbox on the mail server.

2. Firewall and Anti-virus Conflicts

While Firewalls and Anti-virus products are designed to protect you, they also can impair your emailing ability. A good way to test this is temporarily disable your firewall or anti-virus software (*note: Make sure you re-enable it after you are done testing. Otherwise, your computer will be at risk!!!*). If you are able to receive email after disabling, then you may need to adjust your firewall/anti-virus settings or download an update for the software. For more information on temporarily disabling your protection software, contact the manufacturer of the software.

3. Corrupted Email in your Inbox

Sometimes, you may receive an email that is corrupted. When Windows Live Mail tries to download a corrupted email it may get hung up and freeze preventing all other receiving of email. Unless this corrupted email is deleted, Windows Live Mail will continue to freeze up every time it encounters this corrupted email.

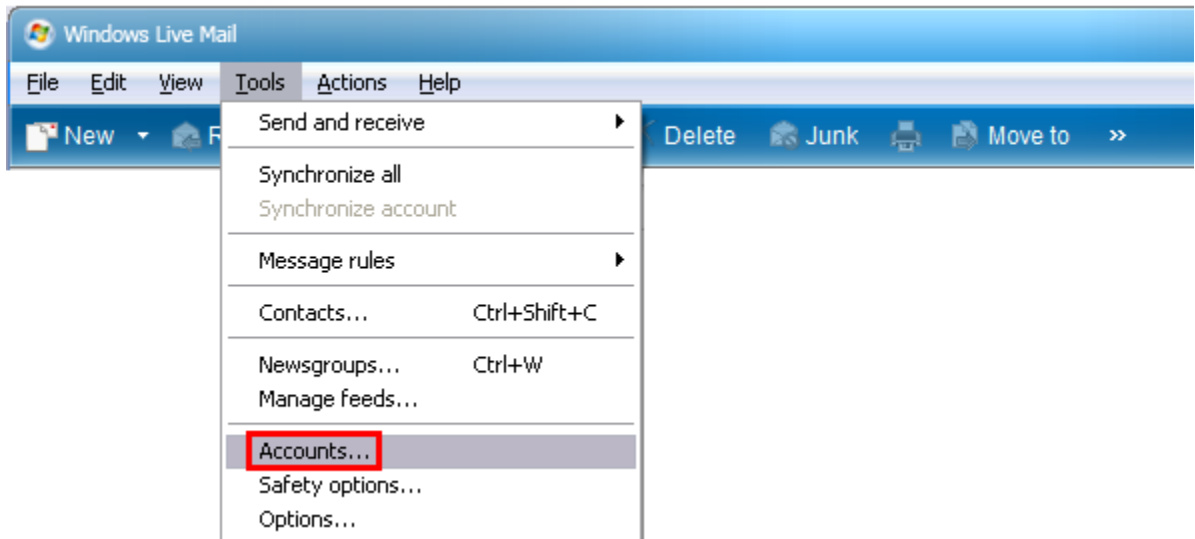
To fix this, access your email through www.mail2web.com, login with your email address and password, then find the email that is corrupted and delete it.

4. Check your Junk Mail Folder.

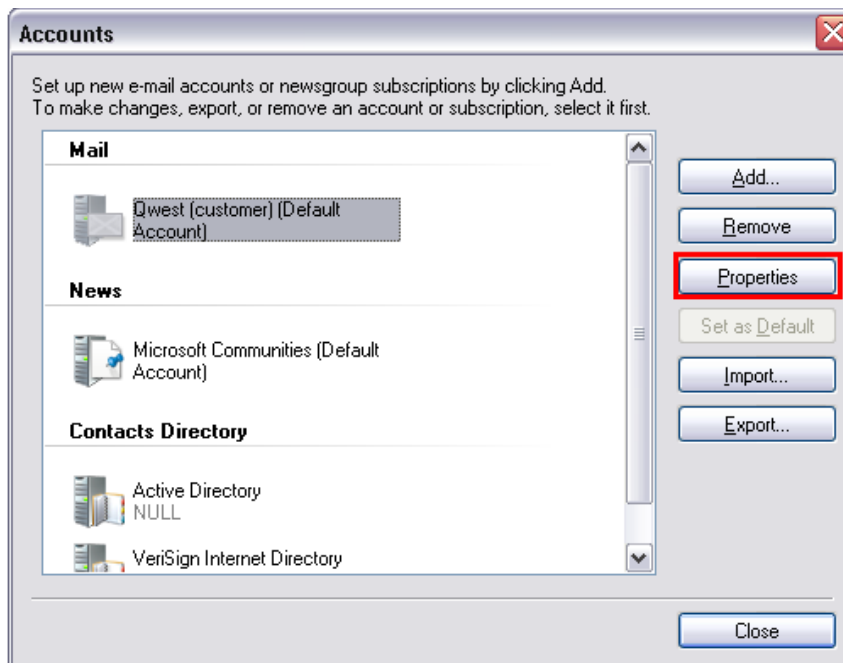
Depending on your junk/spam filter settings, some of your incoming mail may be in your junk/spam folder. Make sure to check this folder to see if the email you are missing is located there.

5. Inbound Server Settings

To check your incoming server settings, select **Tools** in the menu bar at the top. Then, select **Accounts**.



Then, select the account you want to check and click the **Properties** button.



Make sure your Incoming server is set to **pop.XXXXXX.qwest.net** (for XXXXXX see page 5 for closest city code on server list).

The screenshot shows the "Qwest (customer) Properties" dialog box with the "Servers" tab selected. The "Server Information" section indicates the incoming mail server is a POP3 server. The "Incoming mail (POP3)" field is highlighted with a red box and contains "pop.XXXXXX.qwest.net". The "Outgoing mail (SMTP)" field contains "pop.XXXXXX.qwest.net". The "Incoming Mail Server" section shows the "E-mail username" as "customer@qwest.net" and the "Password" field is masked with dots. The "Remember password" checkbox is checked. Three radio buttons are present: "Log on using clear text authentication" (selected), "Log on using secure password authentication", and "Log on using authenticated POP (APOP)". The "Outgoing Mail Server" section has a "My server requires authentication" checkbox which is unchecked, and a "Settings..." button. At the bottom are "OK", "Cancel", and "Apply" buttons.

If you are still not able to resolve problems with your email after reviewing this document, please [Contact Qwest](#) for further assistance.