



# *Using Old Dominion University Authenticated SMTP (Updated 5-7-04)*

## **OVERVIEW**

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Old Dominion University is disabling the ability to send mail through our **Outgoing Mail Server**, unless the user configures their third-party client for authenticated SMTP or is using the Lotus Notes e-mail Service.

This change is necessary because:

- Recent Congressional legislation placed stringent restrictions on relaying e-mail (an effort to cut down on spam mail).
- The server that has been offering unauthenticated outgoing mail service for third-party clients is being retired.
- Authenticated outgoing mail service offers more security by verifying the identity of individuals sending mail through the outgoing mail server.
- Authenticated SMTP will permit individuals to send mail from a third-party ISP through the University's outgoing mail server (if allowed by the third-party ISP).

## **PURPOSE**

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Old Dominion University staff, faculty, and students typically send e-mail via the University's Lotus Notes e-mail system using an *odu.edu* address. There are however, situations in which individuals need to send e-mail using their Internet Service Provider (ISP) and/or a third-party client. Relaying that e-mail through the University's outgoing mail server allows the sender information to reflect the sender's University identity.

Due to the potential for worms and viruses to be transmitted via e-mail, use of the University mail server for relaying of outside messages has previously been denied in most cases. With the implementation of the authenticated SMTP gateway, individuals may configure their third-party e-mail clients to use the University's outgoing mail server to relay messages.

## **CONFIGURING YOUR E-MAIL CLIENT FOR SMTP-AUTH**

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### **Set up information**

To configure a third-party e-mail client to use the University's outgoing mail server, use your Lotus Notes Browser user name and password as your authentication information; set smtp-auth.odu.edu as your default **Outgoing Mail Server** (host or SMTP gateway); and enable SSL or TLS. After you complete the setup, it is recommended that you send yourself an e-mail to confirm that you can successfully send out an e-mail message.

## **TROUBLESHOOTING**

1. If you are unable to retrieve or send e-mail from your e-mail client, you should confirm that you have Internet connectivity via your ISP, and that your mail settings are correct (check for any misspellings).
2. If you are unable to send out e-mail and you are using *smtp-auth.odu.edu* as your **Outgoing Mail Server**, make sure you have SSL or TLS enabled for Outgoing (SMTP) mail.

### ***What Is Not Supported***

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1. OCCS will not provide support with establishing or troubleshooting connectivity to your ISP. Please call your ISP's technical support for assistance.
2. OCCS will not provide general support on usage of your third-party mail client (send/replying to mail, sending attachments, etc.) Please refer to the documentation you received with your e-mail client or to the manufacturer's web site instructions.
3. OCCS will not troubleshoot problems regarding the sending of mail via your ISP's SMTP Gateway. It is your responsibility to make sure your ISP supports the use of their mail gateway to send outgoing Internet mail and to make sure there are no problems with the ISP's SMTP gateway.

**Note:** OCCS is responsible for making sure the University's mail servers and their Internet services (i.e.: HTTP, SMTP, IMAP4, POP3, etc.) are functioning properly. The system and mail administrators have the utilities to confirm that these services are up and functioning properly.