How to Troubleshoot MSN® and Windows Live™ E-mail Issues

Email Client: Mail (for Mac)

Email Type:
@msn.com, @q.com, @live.com, @hotmail.com

This document assumes your MSN® or Windows Live™ email is associated with an active Qwest DSL® account.

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 10)
- Section 3: Can send email but unable to receive email (page 14)

If you are unable to resolve your email problems using this document, please contact Qwest 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 (Command + R). 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 Mail:

    *   Check your User Name. If you the domain is not added to the end of the User Name then Mail will not be able to authenticate correctly. To see what you currently have entered as your User Name, select **Mail** in the menu bar at the top. Then, select **Preferences.**
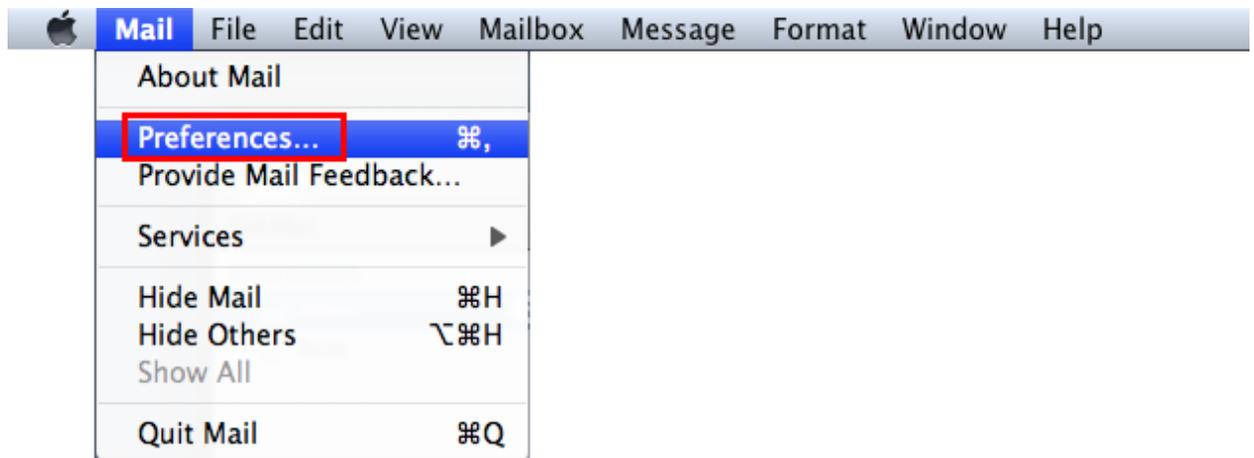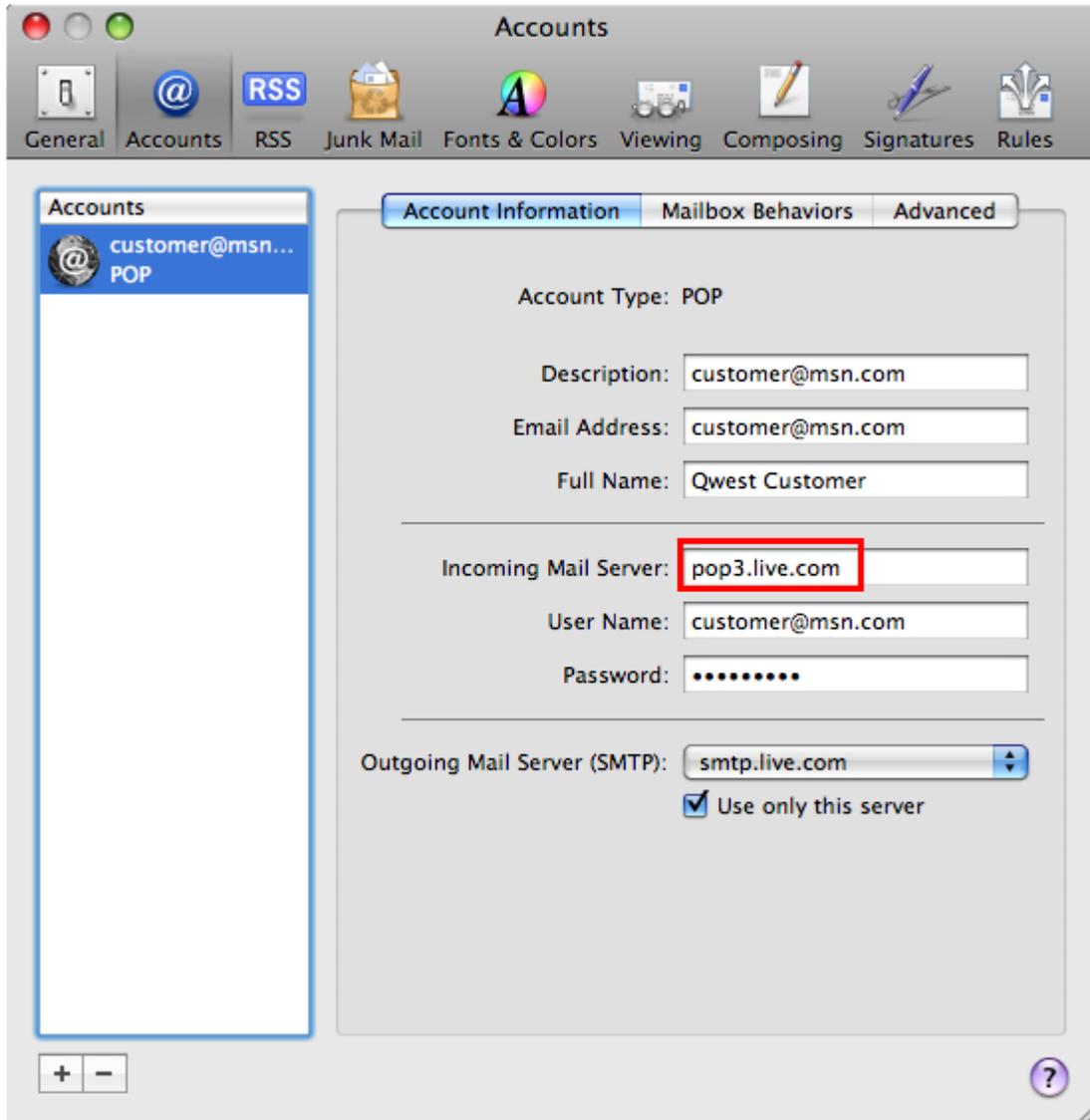
Select the account you are checking in the left column. Then, make sure the User Name that Mail is logging in with ends with (@msn.com, @hotmail.com, @live.com, or @q.com).
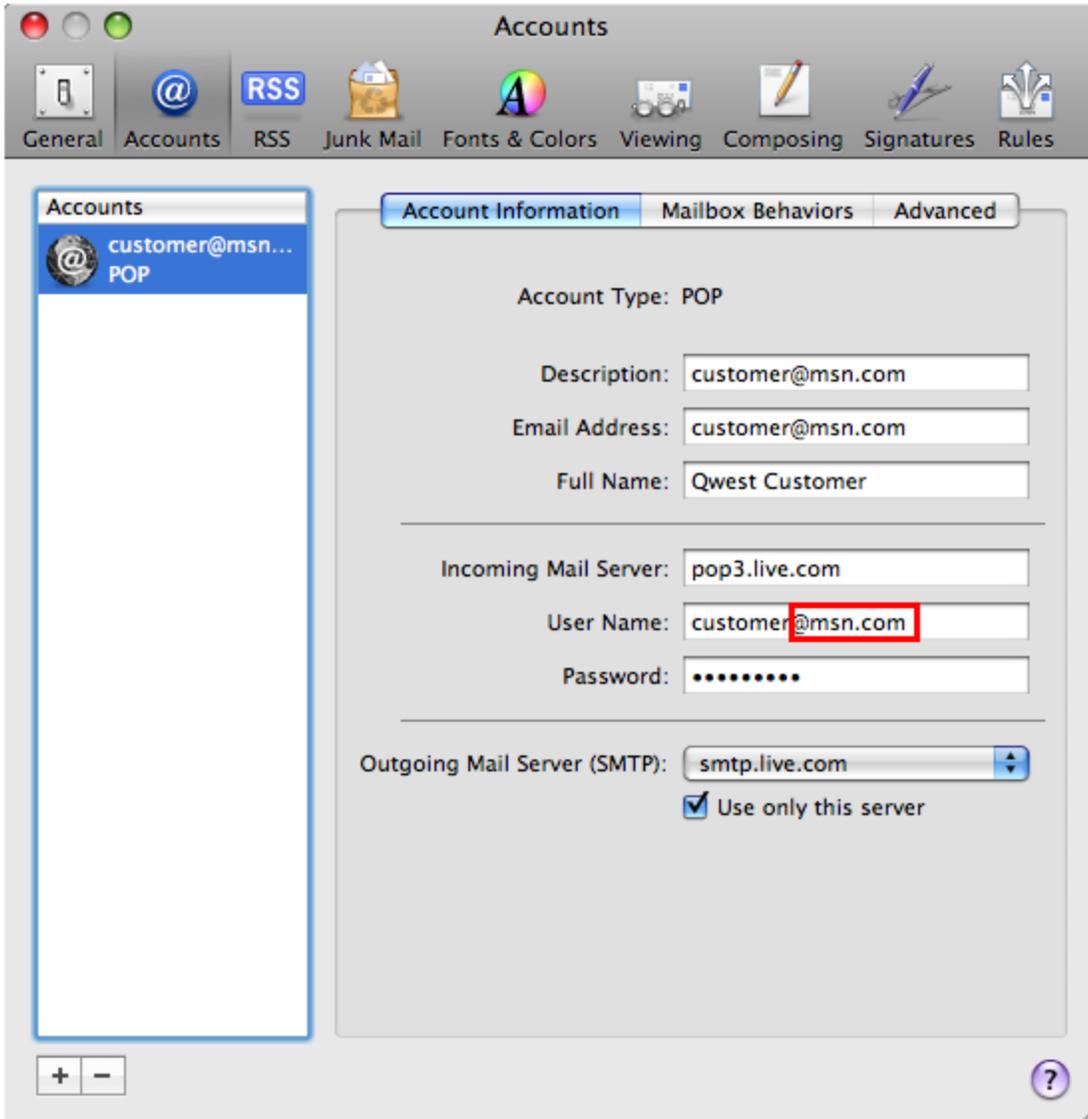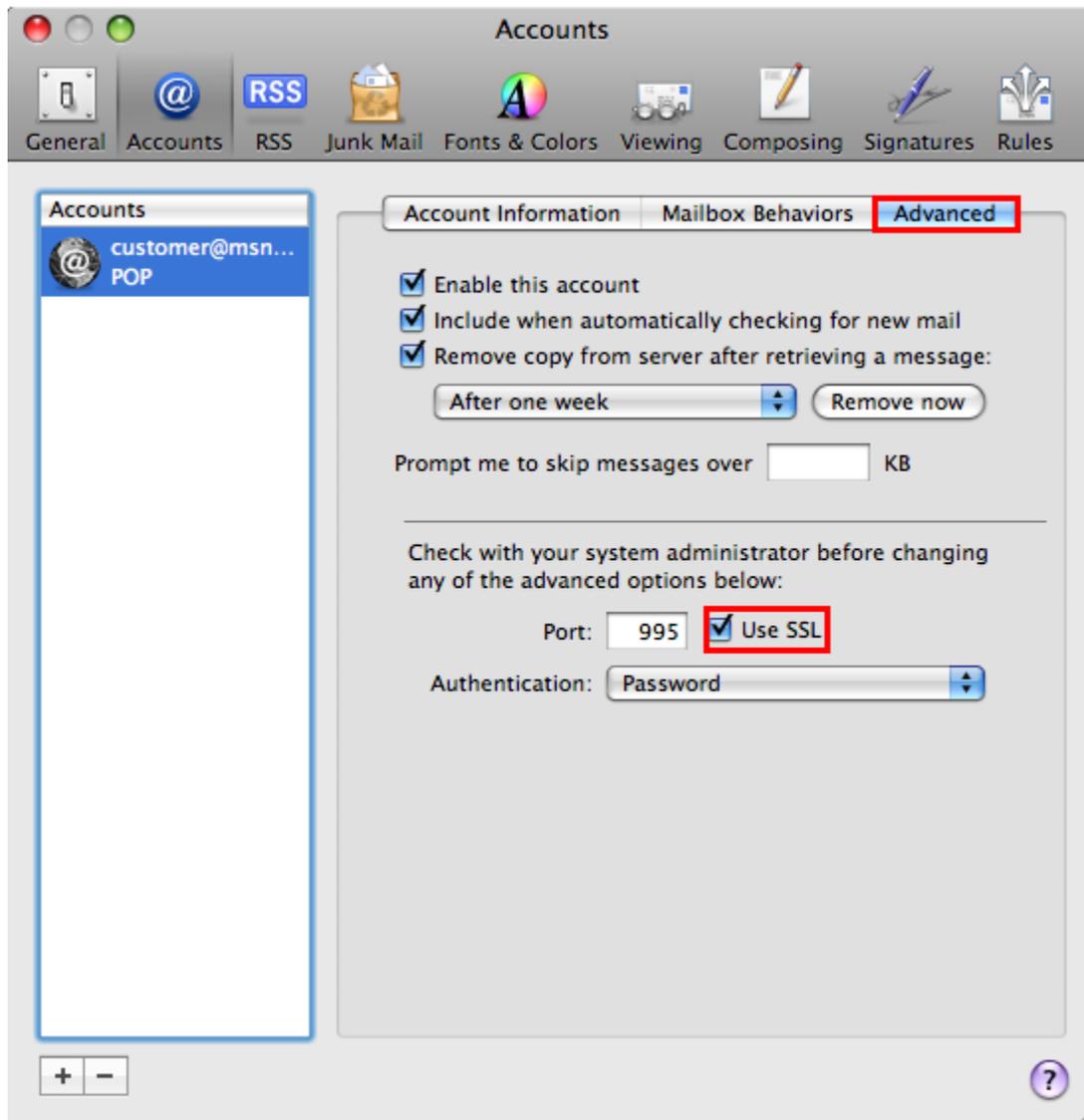
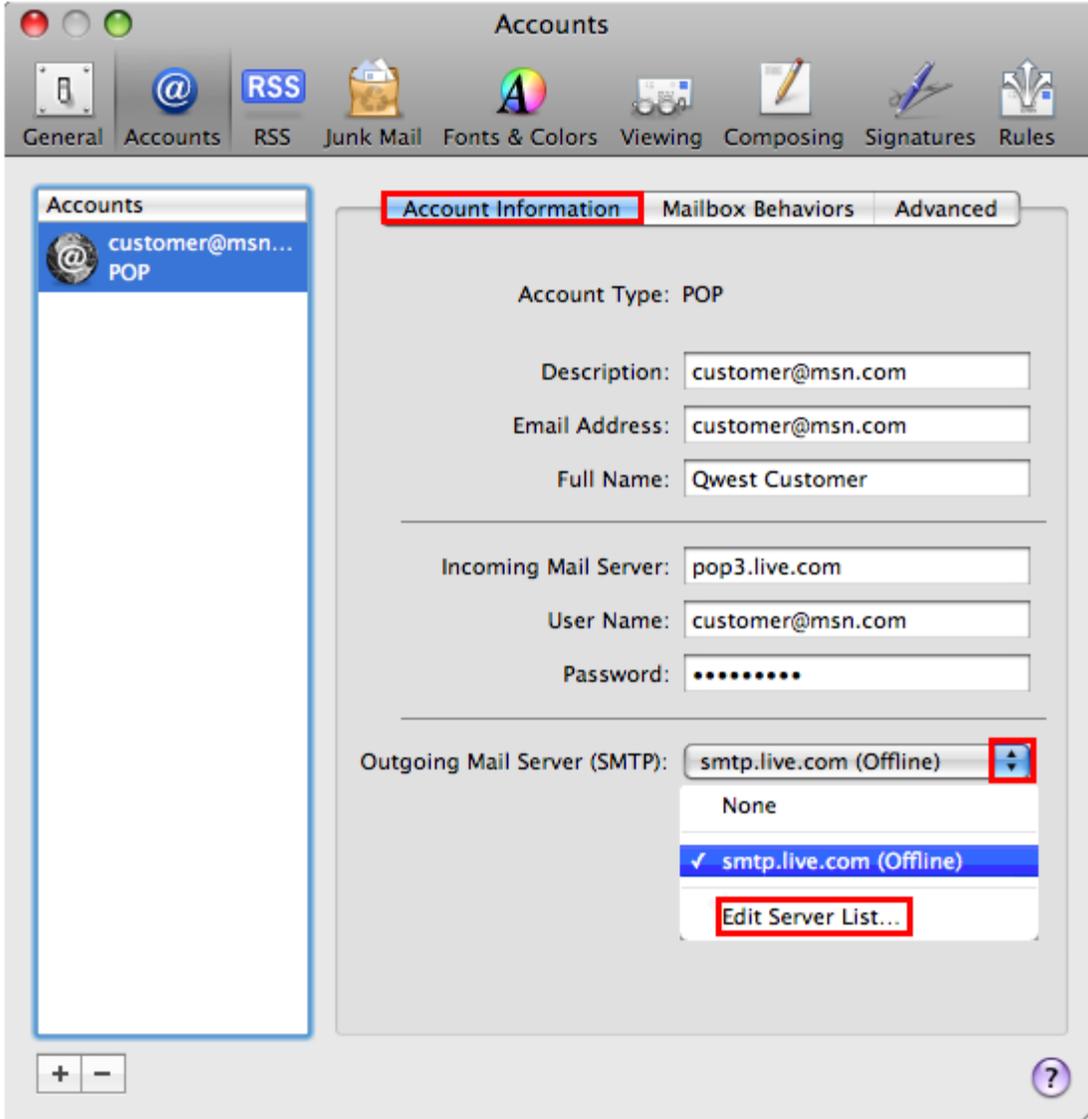- **Inbound and Outbound Server Settings**

  On the same 'Accounts' window, make sure your incoming server is set to **pop3.live.com**.

Select the **Advanced** tab and make sure you have **Use SSL** checked.

Select the **Account Information** tab and select the drop-down next to the outgoing mail server. Then, select **Edit Server List**.

Make sure the server name listed is **smtp.live.com**. Then, select **Advanced**.

On the 'Advanced' page, make sure you are using port **25**, have **Use Secure Sockets Layer (SSL)** checked, and have your User Name and password entered in.

- Something else you can try if you suspect Mail is configured incorrectly is to remove the account from Mail and re-add the account using our email help information.

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.mail.live.com. If you also are not able to login at mail.live.com, select the 'Forgot your password?' link.

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 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, Mail will continue to freeze up every time it encounters this corrupted email.

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

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.

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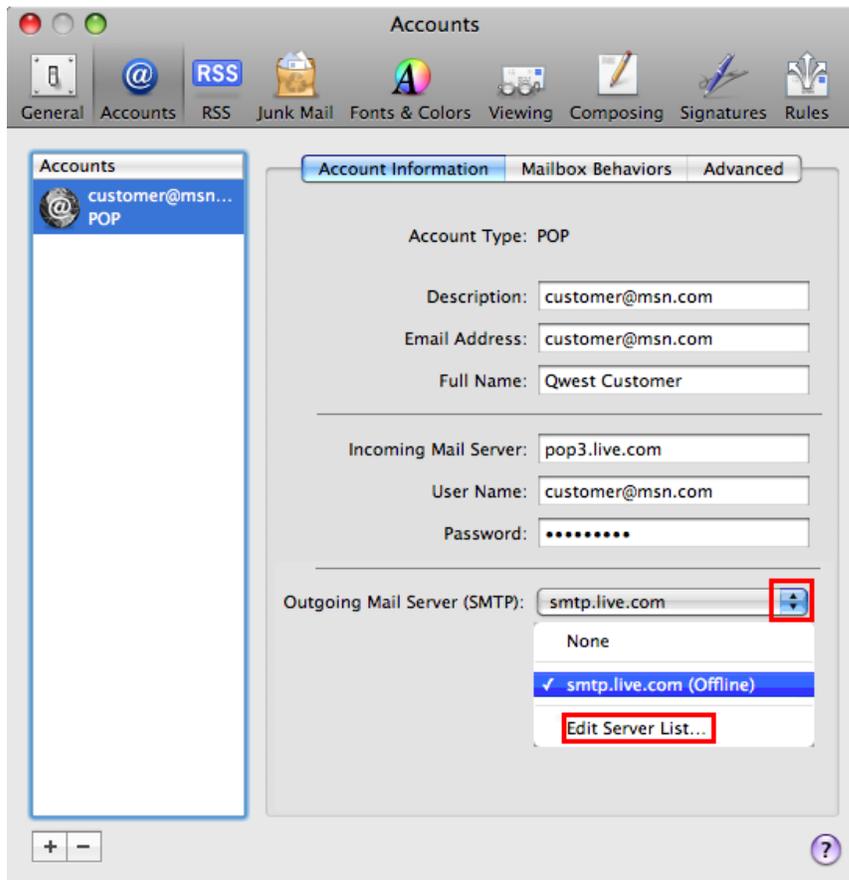
3. **Large Attachments**

   Currently the largest size email you can send is 10MB. If you try sending an email with a large attachment, make sure it does not exceed this limit.

4. **Outbound Server Settings**

   To check your outgoing server settings, select **Mail** in the menu bar at the top. Then, select **Preferences**.
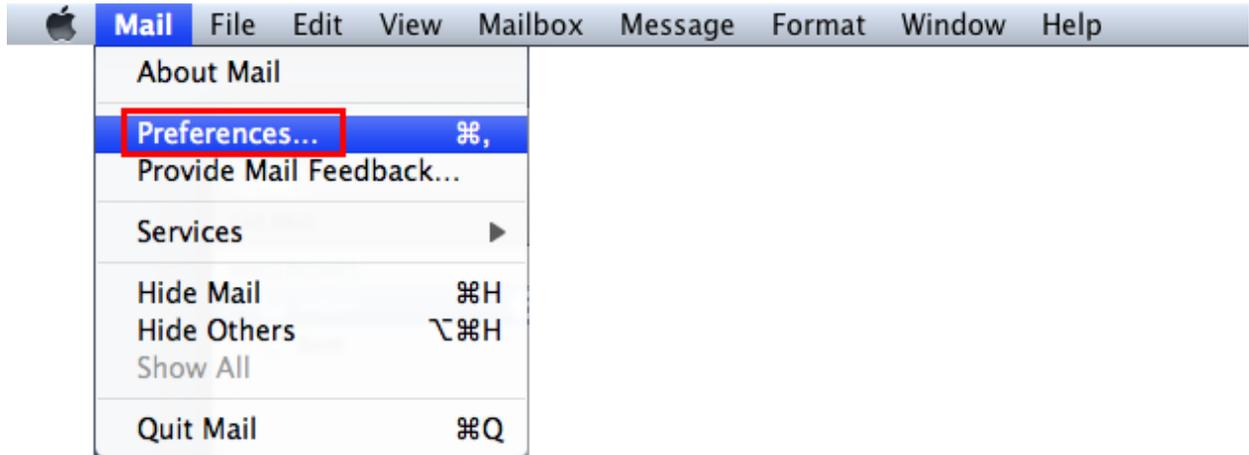
   Select the account you are checking in the left column, and select the drop-down next to the outgoing mail server. Then, select **Edit Server List**.

Make sure your Server Name is set to **smtp.live.com**.

Also, MSN and Windows Live emails require that SSL is used for outgoing servers. Select the **Advanced** tab and make sure you have a check next to **Use Secure Sockets Layer (SSL)**. Your outbound server also requires authentication so make sure you have your user name and password entered in. See below for example.

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

1. **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 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.

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

3. **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.
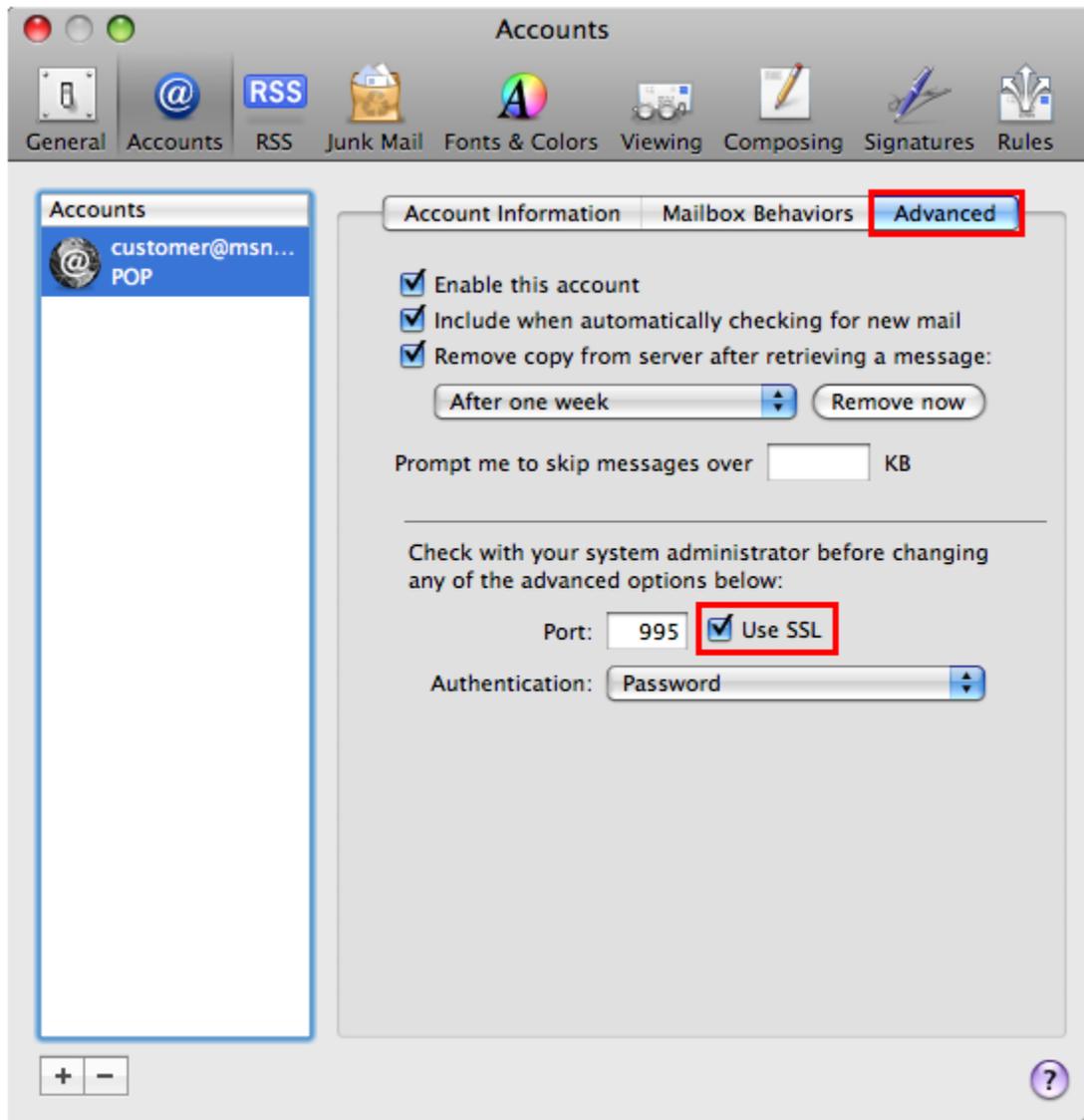
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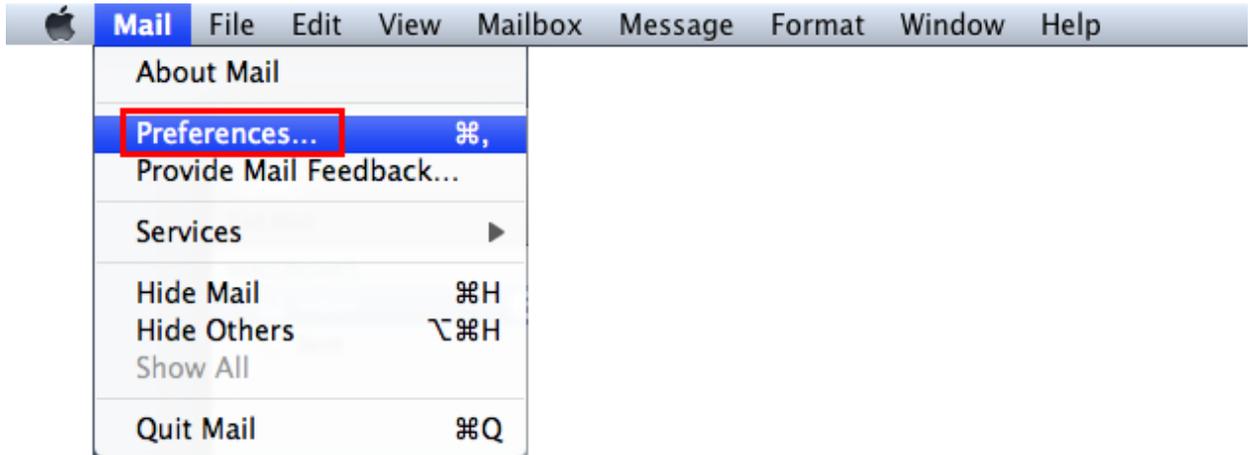
Select the account you are checking in the left column, and make sure your incoming server shows **pop3.live.com**.
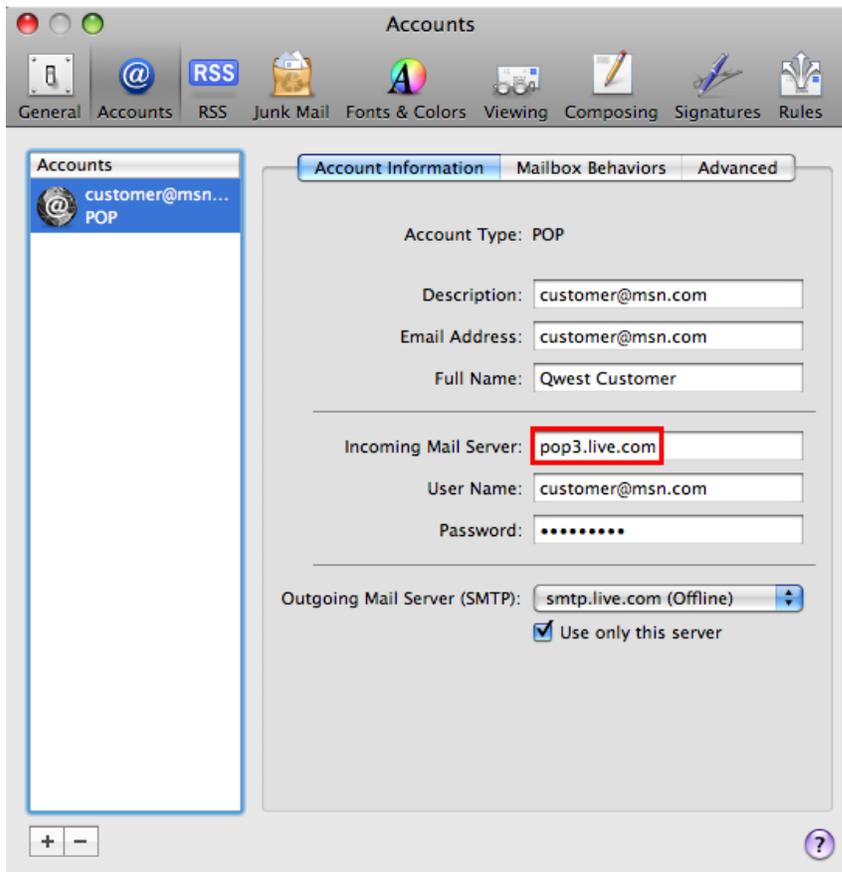
Select the **Advanced** tab and make sure **Use SSL** is checked.

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