

## **Setting up Outlook and Outlook Express For Use with Onsatmail.** [Back to Top](#)

Microsoft Outlook and Outlook Express are widely used mailers, Outlook Express is usually pre-installed on most Windows computers. The configuration process is similar for both and for simplicity we refer to both as "Outlook".

Onsatmail must be installed, configured and running.

Start Outlook. If no accounts are setup the account wizard comes up, otherwise, click '[Tools](#)', then '[Accounts](#)' on the menu bar, select the '[Mail](#)' tab, then click the '[Add](#)' button, then '[Mail](#)'.

You should now be in the first screen of the "[Internet Connection Wizard](#)". Enter your First and Last names how you want them to appear in the "From" line of your email. Click 'Next', enter your full email address (username@yourdomain.org), click 'Next'.

You should now be at the "[E-mail Server Names](#)" screen. Select "[POP3](#)" for the incoming mail server type (do not use IMAP). For both the incoming mail (POP3) server and the outgoing mail (SMTP) [server](#), enter "[localhost](#)". This points Outlook to the Onsatmail mail server running on your computer. Click 'Next'. (Note that "localhost" translates to the IP address of 127.0.0.1, so you can use "localhost" and "127.0.0.1" interchangeably. If you are accessing mail across a LAN to a Onsatmail mail server, you would enter the IP address of that mail server, often "192.168.1.1".)

You are now at the "[Internet Mail Logon](#)" screen. Check "[Log on using POP account name](#)" and enter your [username](#) (this must be the username that was entered in Onsatmail's setup) and [password](#). Do **not** check "Secure Password Authentication". Click 'Next'.

You should now be at the "[Friendly Name](#)" screen. Enter something catchy, like "Onsatmail", in the text box. Click 'Next'.

You should now be at the "[Choose Connection Type](#)" screen. Check "[Connect using my local area network \(LAN\)](#)". Do **not** check "Connect using my phone line". Click 'Next'.

You should be finished so click 'Finish'. You can now click the 'Properties' button and change any of the settings you just entered plus several more.

An important point to remember is that Onsatmail handles the phone connections so be sure you have Outlook connect using a [LAN](#) (even though you may not be connected to a LAN, Onsatmail acts like one) and don't allow it to dial your Onsatmail account with Window's Dial up Networking. Outlook supports multiple accounts so you can configure it

to access LAN accessible mail servers, Dial up Networking (ISP) accounts, and your Onsatmail account.

Assuming there is no need for any trouble-shooting, you can now send and receive your email to and from Onsatmail Personal.

### **Testing.**

To test sending and receiving mail, make sure Onsatmail is running and its log window is displayed. It is also helpful to size Onsatmail and Outlook so you can see Onsatmail' log and Outlook at the same time.

In Outlook, on the main window, click the [\[New Message\]](#) button to create a test message, address it to your Onsatmail address.

When finished with the test message, click [\[Send\]](#).

If the email "disappears", is not listed in Outlook's Outbox, and Onsatmail' log indicates it received and processed a message, then sending works.

On the main Outlook window, on the file menu select [Tools - Send and Receive - Localhost](#) (or the account name for the Onsatmail server).

This should activate a POP session. Any mail in the Onsatmail Personal mailbox (if you sent a message to yourself there should be at least one) should appear in the Outlook Inbox. The process should take less than a second (unless there is a large quantity of mail). If Onsatmail Personal is configured to call on mail check, it might automatically begin calling or request you to make a call. If that happens, it means Outlook is communicating to the POP server. You should also see some activity in Onsatmail' log window.

### **Troubleshooting Outlook.**

If the Windows Dial-up Connection window comes up, requesting to dial a phone number, then Outlook is under the impression that it is supposed to dial somewhere to get your mail. We will need to fix this, so the first thing to try is to configure Windows to never dial.

1. In Windows, open [Start - Settings - Control Panel](#)
2. Find and open [Internet Options](#).
3. On the [Internet Properties](#), select the [Connections](#) tab.
4. Check the box for "[Never dial a connection](#)" and click [\[OK\]](#).
5. Go back into Outlook and click [\[Send and Receive\]](#). If your inbound mail in Onsatmail appears in your Inbox in Outlook, then everything is set.

If the Dial-up Connection window continues to appear, then your Onsatmail account in Outlook may be configured to dial. What you should try is to specify how Outlook is going to connect.

1. On the Outlook menu bar, select [Tools - Accounts](#).
2. Select your Onsatmail account (probably named localhost) and click [Properties](#).
3. Select the [Connection](#) tab.
4. Check the box for "Always connect to this account using" and select "[Local Area Network](#)" from the pull-down box. Click [\[Ok\]](#) when finished. This should turn off the Windows dialer.
5. Go back into Outlook and click [\[Send and Receive\]](#). If the dialer keeps popping up, try disabling your other connections in [Tools - Accounts](#).

When you click the SEND/RECEIVE button and you get the error message:

"The connection to the server has failed. Account: 'localhost', Server: 'localhost', Protocol: POP3, Port: 110, Secure(SSL): No, Socket Error: 10061, Error Number: 0x800CCC0E"

The most likely reason is that port 110, which is used by the mailer and Onsatmail Personal to communicate, is blocked by a email virus scanner. The solution is to change the port being used by Personal and your mailer.

In Onsatmail:

1. In Onsatmail Personal, select [\[Setup\]](#).
2. On the [General](#) tab, find "[Local Mail Server Ports](#)"
3. Change POP from [110](#) to [109](#).
4. Click [\[Done\]](#).
5. Shutdown Personal and restart it.

In Outlook:

1. Open Outlook.
2. On the menu bar, select [Tools - Accounts](#).
3. Select your Onsatmail mail account, probably named localhost, and click [\[Properties\]](#).
4. Select the [\[Advanced\]](#) tab.
5. Change the [Incoming mail \(POP3\)](#) from [110](#) to [109](#).
6. Click [\[OK\]](#) and then [\[Close\]](#).
7. Click [\[Send and Receive\]](#) and see if it now works.

If the "Connecting to Server" window displays but does not appear to be doing anything, the Onsatmail window may be requesting you call now.

If Onsatmail is calling and you get one of the following errors:

"Your POP3 server has not responded in 30 seconds. Would you like to wait another 30 seconds for this sever to respond?"

or:

"A time-out occurred while communicating with the server.  
Account: 'localhost', Server: 'localhost', Protocol: POP3, Port: 110,  
Secure(SSL): No, Error Number: 0x800CCC19

Then you need to change the time-out length, or set Onsatmail not to call on mail check.

To change the timeout in Outlook:

1. Open Outlook.
2. On the menu bar, select [Tools - Accounts](#).
3. Select your Onsatmail mail account (probably named localhost) and click [Properties](#).
4. Select the [Advanced](#) tab.
5. Change the "[Server Timeouts](#)" to its maximum setting (5 minutes).
6. Click [\[OK\]](#) and then [\[Close\]](#).

To change Call on Mail Check:

1. In Onsatmail Personal, select [\[Setup\]](#).
2. On the [General](#) tab, un-check "[Call on Mail Check](#)."
3. Click [\[Done\]](#).

If you continue to have difficulty configuring Outlook or Outlook Express, please contact Onsatmail support.