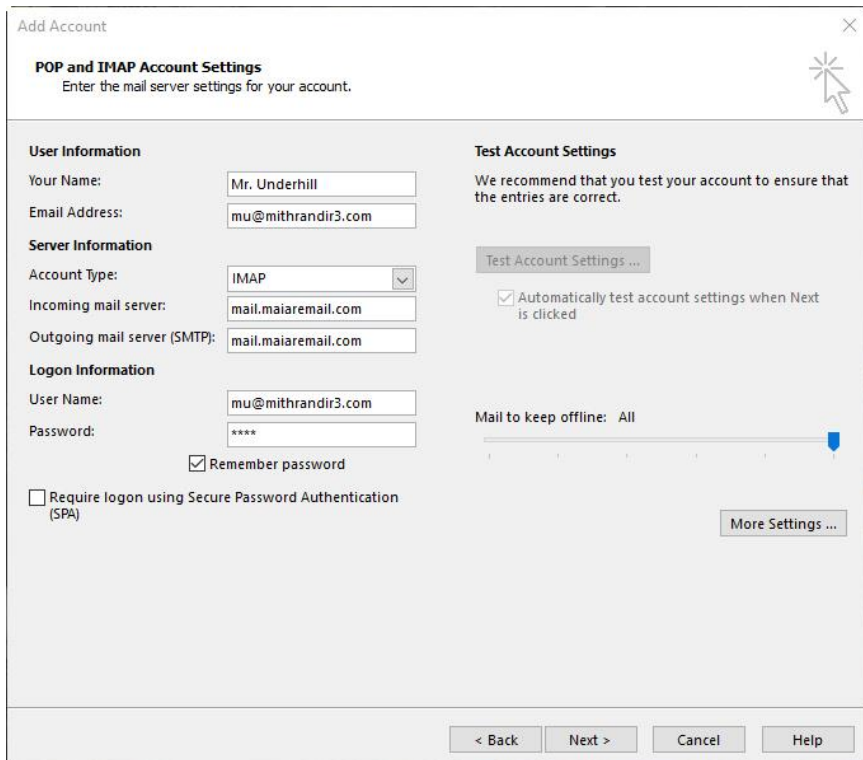


## Real-World Scenario 7-1: E-mail Connectivity and Security

**Scenario:** A user (Mr. Underhill) requires a secure e-mail connection using port 995 for incoming mail and port 465 for outgoing mail. Currently, the user cannot send or receive e-mail and all tests fail. Examine the figure and answer the following questions:

Why can't the user receive e-mail?

What should you do to check why the user can't send e-mail?



The screenshot shows a 'Add Account' window with a close button (X) in the top right corner. Below the title bar, there is a section titled 'POP and IMAP Account Settings' with the instruction 'Enter the mail server settings for your account.' and a mouse cursor icon pointing at a star icon.

The window is divided into two main columns. The left column contains the following sections:

- User Information:**
  - Your Name:
  - Email Address:
- Server Information:**
  - Account Type:
  - Incoming mail server:
  - Outgoing mail server (SMTP):
- Logon Information:**
  - User Name:
  - Password:
  - ☒ Remember password
  - ☐ Require logon using Secure Password Authentication (SPA)

The right column contains the following sections:

- Test Account Settings:**
  - We recommend that you test your account to ensure that the entries are correct.
  - 
  - ☒ Automatically test account settings when Next is clicked
- Mail to keep offline:** All (with a slider bar set to the right end)
- 

At the bottom of the window, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

## Real-World Scenario 7-1 Solution

To fix the incoming mail problem the Account Type setting should be changed from IMAP to POP3 because the user is required to use port 995, which is a commonly used secure port for POP3. You will have to change the port by clicking the More Settings button. Most likely, the mail server name is incorrect as well. Many secure e-mail servers will use a name such as *secure.domainname.com*. The network admin should be contacted to verify all names and ports to be used by the e-mail account. A commonly used secure port for IMAP is 993.

To address the outgoing mail problem you should once again check the server name and then click the More Settings button (and go to Advanced) to check the port number. Secure SMTP connections often use port 465.

**Video Solution:** Watch the video solution "7-1: E-mail Connectivity and Security."