Cannot Send Mail - A copy has been placed in your Outbox By Hewie Poplock, Director APCUG Vice President, Central Florida Computer Society Hewie's Views & Reviews, http://www.hewie.net

I was excited to be able to upgrade my iPad2 to the new iOS5. The upgrade went well, and it was a day or 2 before I realized that I was having email issues. My default account changed to an AT&T address. When I changed it back to my main email account I got the following error message:



"Cannot Send Mail. A copy has been placed in your Outbox. The recipient <a href="https://www.xxxx.com">xxxxx@xxxx.com</a> was rejected by the server"

I did some searching and found that I might have to change some settings. In the end, I discovered that of the 39 email accounts that I check, those that were not Gmail accounts could not send email. All were able to receive mail, however. After searching and checking my settings, I realized that during the iOS upgrade, the accounts were all reinstalled, but the settings either disappeared or changed.

I had to go to the "Mail, Contacts, Calendars" setting and go individually through each of my accounts. I checked the settings, corrected them, and then tested each account. It was time consuming, but once I finished, I changed my default account back to my main account and can was able to send & receive using all 39 accounts.

When I found some suggestions on how to fix the problem, all of the forums left out at least 1 critical step, so it took a while to determine the correct settings and where they were. What I show below may not be true for your accounts, but most of my accounts are on GoDaddy and this worked for me.

First I chose 1 account from the list.

INL. AT&T 3G	1:45 PM	🕴 65 % 🔳
Settings	Mail, Contacts, Calendars	
Airplane Mode	Mail @gmail.com	>
WIFI Not Connected Notifications	Mai com	>
Location Services On	Mail @hewie.net	>
🕅 Cellular Data	Mail	>
🙀 Brightness & Wallpaper	@hewie.net	>
Picture Frame	and a gmail.com	>
General	@hewie.net	>
🔄 iCloud 🖂 Mail, Contacts, Calendars	Man Shewie.net	>
💟 Twitter	@gmail.com	>
S FaceTime	Mail@gmail.com	>
Mafari Safari	Mail @gmail.com	>
O Messages	@gmail.com	>
Music	@hewie.net	>
Video	Mai	

Then I made sure that all of the info was correct on that screen. I then clicked on "Advanced." I do not use SSL and the port 110. I had to make sure that Authentication was set at "Password."

# AT&T 3G	1:46 Pf	N	3 65 % 🔳
Settings		Mail, Contacts, Calendars	
Airplane Mode	To©howie pet	red	>
Wi-Fi Not Con	Advance		
Notifications	Deleted Messages		>
Location Services	Remove	Never >	>
Cellular Data	Incoming Settings		>
Brightness & Wallpaper	Use SSL	OFF	>
Picture Frame	Authentication	Password >	>
General	Delete from server	Never >	
iCloud	Server Port 110		>
Mail, Contacts, Calendar	S/MIME		>
Twitter	S/MIME	OFF	>
FaceTime			>
Safari			>
Messages			,
Music			
Video	Mail		>

Then I went back and clicked on SMTP.

AT&T 3G	1:46 PM	1 65% ■	
Settings	Mail, Contacts, Calendars		
Airplane Mode	ancel Box	>	
Wi-Fi Not Con	POP Account Information		
Notifications	Name Hewie Poplock	ŕ	
Location Services	Address @hewie.net	>	
Cellular Data	Description @hewie.net	>	
Brightness & Wallpaper	Incoming Mail Server	>	
Picture Frame	Host Name pop.secureserver.net	>	
General	User Name @hewie.net	>	
iCloud	Password ••••••		
Mail, Contacts, Calendar	Outgoing Mail Server	-	
💟 Twitter	SMTP smtpout.secureserver.net >	>	
FaceTime		>	
Mafari Safari	Advanced	>	
Messages	Delete Account	>	
💋 Music	response@hewie net		
Wideo	Mai	~	

In some cases, The Primary Server was set "On", but I found out if I set it to "Off" and clicked on it, I got the dialog box that I needed. This was the step left out in descriptions that I found on line. Then I was able to get to the Outgoing Mail Server dialog box.

at AT&T 3G	1:59 PM	3 63% 💷
Settings	cancel smtpout.secureserver.net Done	
🎦 Airplane Mode 🛛 🕥	Outgoing Mail Server	、 、
S WI-FI Not Com	Host Name smtpout.secureserver.net	· · · · · · · · · · · · · · · · · · ·
Notifications	User Name @hewie.net	>
Location Services	Password ••••••	>
Cellular Data	Use SSL OFF	>
🛃 Brightness & Wallpaper	Authentication >	>
Picture Frame	Server Port 25	>
General		>
1 2 3	4 5 6 7 8 9	0 43
- /	: ; ( ) \$ &	@ return
#+= undo		#+=
ABC		ABC

In most cases I had to fill in the User Name and Password, I also had to correct the Server Port. I then clicked on Authentication to make sure that it was set to Password.

nt AT&T 3G	2:07 PM	∦ 62% ■
Settings	mtpout.secureserver.net Authentication	
🎦 Airplane Mode 🛛 🕥		
Wi-Fi Not Com	Password 🗸	,
Notifications	Apple Token	>
Location Services	MD5 Challenge-Response	>
Cellular Data	NTLM	>
Brightness & Wallpaper	HTTP MD5 Digest	>
Picture Frame		>
General		
1 2 3	4 5 6 7 8 9	0 43
- / :	: ; ( ) \$ &	@ return
#+= undo	. , ? !	#+=
ABC		ABC



I then made sure that the Primary Server was turned back on.

INL. AT&T 3G	1:46 PM		* 65% 📼
Settings	Mail, C	Contacts, Calendars	
Airplane Mode	20 brewie net SMTP		>
Wi-Fi Not Con			
Notifications	Primary Server		>
Location Services	smtpout.secureserver.net	On >	>
Cellular Data	Other SMTP Servers		>
Brightness & Wallpaper	smtpout.secureserver.net	Off >	>
Picture Frame	mail.	Off >	
General	smtpout.secureserver.net	Off >	
iCloud	smtpout.secureserver.net	Off >	>
🕎 Mail, Contacts, Calendar	smtp.att.yahoo.com	Off >	>
💟 Twitter	smtp.gmail.com	Off >	>
FaceTime	smtp.gmail.com	Off >	>
Mana Safari	smtp.gmail.com	Off >	>
Messages	smtp.gmail.com	Off >	
💋 Music	smtp.gmail.com	Off >	,
Video Video	Mail		>

Once I clicked on Done, the system wanted to verify my settings and this took from 3 to 9 minutes each time. If it did not verify because I didn't get the setting right, I had to make the changes again and then wait once again for verification.

I double checked all of the settings and then tested by sending a message to one of my Gmail accounts and CC'ed the account I was testing. If I got two messages, one for each of the accounts in the message, I knew that it worked, and I went to the next account. If not I went back to discover which setting I missed.

Once I had all of the accounts working, I changed my default account and all was fine. Two weeks later my new iPhone 4s arrived to replace my original iPhone. As I expected, I had to repeat the above exercise on the new phone. Needless to say, it was time-consuming and tedious, but now both, the iPad2 and the iPhone4s are handling all of my emails.