

# E-mail

## Why can't I send Emails?

If you ordered an EUserV Hosting plan two Email facilities are available:

Facility 1: Authenticated Email delivery via SMTP server

Facility 2: Not authenticated Email delivery via PHP-function 'mail()'

Both facilities have to compliance with certain requirements.

If using authenticated Email delivery via SMTP server, please check the following requirements:

- Did you select/specify the correct SMTP server?
- Did you specify the correct user?
- Did you specify the correct password?

If using not authenticated Email delivery via PHP-function 'mail()', please check the following requirements:

- Does the dispatcher ('FROM:') contain an Email-Alias of your Webospace? If not, please change the dispatcher into an Email-Alias of your Webospace, because only these are permitted.
- Is the Email-Alias assigned to an Email-Account of your Webospace (Wildcard entries are not permitted)? If not, please change Email-Alias accordingly to an Email-Account of your Webospace, because only these are permitted.

For further information regarding eMail-Alias and eMail-Account please have a look at EUserV Wiki:

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[\[http://wiki.euserv.de/index.php/Kundencenter\\\_Email-Accounts/en\]\(http://wiki.euserv.de/index.php/Kundencenter\_Email-Accounts/en\)](http://wiki.euserv.de/index.php/Kundencenter_Email>Weiterleitung Alias/en</a></p></div><div data-bbox=)

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