# Allgemein

# Why do I encounter problems when sending and receiving eMails ?

After you have set up your eMail program according to our [how-tos](#) receiving and sending eMails should be possible without any problems.

**Please note:**

Some locally installed Firewall systems (so called Personal Firewalls) require the activation of eMail services. Without doing so chances are that sending and receiving eMails isn't possible. You may disable the Firewall temporarily for testing purposes.

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