

# **MTNL SMTP Relay User Guide**

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# 1 Introduction

To enhance the security of MTNL Broadband network and make it SPAM free, MTNL is blocking port 25 for all its broadband clients. This guide gives full details on the blockage. While we do not expect most broadband users to be affected by this change, this guide presents some short term alternatives for those affected.

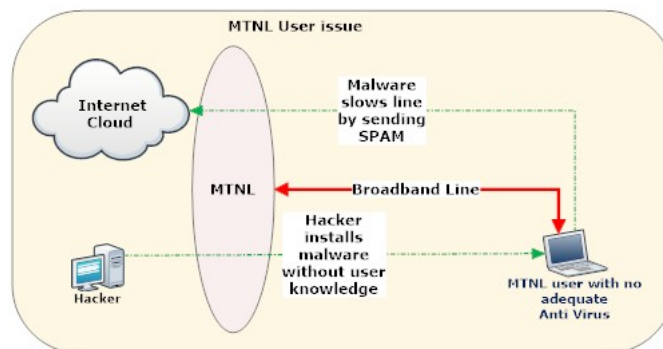
If you are one of the users affected by this change, you will need to make some configuration changes. This document gives details on which MTNL Broadband users need to change configuration and how to change them.

## 1.1 Why

MTNL, Mumbai is one of India's largest Broadband providers with more than 6 lakh clients. Due to its large size, there is always a certain percentage of PC's/users who connect to MTNL network and misuse by sending SPAM. Though the percentage of such users is small, these users send large volume of SPAM emails and affect the service for genuine users.

There are also many PC's which connect to MTNL broadband and which do not have adequate, up-to-date security measures like Anti Virus. Due to this, these PC's get easily hacked and zombie/trojan malware installed. These malware are installed without the knowledge of Broadband user. Once installed, these malware sends huge amount of SPAM through the end user's broadband line.

A schematic of the scenario is given below



Due to this, the end user's line becomes slow and data usage unnecessarily increases.

## 1.2 Poor Reputation

As the amount of SPAM thus sent out increases, MTNL network reputation takes a hit. In a recent check in a blacklist database (check done on 8-7-2016), we find that MTNL is in the top 10 in the blacklist. Screenshot of the same is given below

Current Spammerheavens ;-)				
Position	Spammer		Provider	AS - Test
1.	78054		BSNL-NIB National Internet Backbone	<a href="#">AS9829</a>
2.	51740		keine Namenszuordnung vorhanden	<a href="#">AS45899</a>
3.	36936		PKTELECOM-AS-PK Pakistan Telecom Company Limited	<a href="#">AS45595</a>
4.	30025		AIRTELBROADBAND-AS-AP Bharti Airtel Ltd., Telemedia Services	<a href="#">AS24560</a>
5.	22788		VIETEL-AS-AP Vietel Corporation	<a href="#">AS7552</a>
6.	20912		DCI-AS DCI Autonomous System	<a href="#">AS12880</a>
7.	18043		FPT-AS-AP The Corporation for Financing & Promoting Technology	<a href="#">AS18403</a>
8.	16685		BHARTI-MOBILITY-AS-AP Bharti Airtel Ltd. AS for GPRS Service	<a href="#">AS45609</a>
9.	15792		Telefonica del Peru S.A.A.	<a href="#">AS6147</a>
10.	12139		<b>MTNL-AP Mahanagar Telephone Nigam Ltd.</b>	<a href="#">AS17813</a>

Once a network reputation is poor, all its customers (including those who have secured PC's) take a hit. This affects all broadband clients of MTNL.

## 1.3 Solution

This problem is not specific to MTNL. All reputed ISP's in the world face this issue. The standard solution for this is to block port 25 for broadband clients. This port is reserved for MTA (Mail Transfer Agents) to exchange emails. A normal broadband user does not need to use this port. The table below gives some of the common things done by a broadband client and what ports is being used

Action	Used port(s)
Browsing	80/443
Going to facebook/twitter	80/443
Sending emails using Gmail / Yahoo / Webmail	80 / 443
Sending email using Outlook / Thunderbird	465 / 110 / 143 / 993 / 995 / 587

As one can see, port 25 is not needed for above purpose. To send SPAM, any malware exclusively uses port 25. Therefore by blocking port 25

- Malware is made ineffective.
- Hackers have no incentive to install malware.

Some of the other large ISP's who have followed this method are:

- AT&T

- AOL

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## 1.4 Which users are affected?

As we saw in the previous section, normal users are not affected by this blockage. However, there may be some users who are using port 25 to send emails from Outlook / Thunderbird. These users need to make some changes.

Once the blockage is in place, these users will not be able to send out emails. Then the following should be done

1. Contact the Email Server administrator for your email domain.
2. Get details of an alternative port (say 465 / 587) to send out emails.
3. Incorporate the same into your Email client (Outlook / Thunderbird).
4. Now the emails should go out fine.

If the above process takes time, you can make use of MTNL relay email account to send out emails. If you do want to use MTNL relay accounts to send emails, proceed to the next section.

## 2 Affected MTNL Users

MTNL provides an email account to all its Broadband users. This account can be used to send out emails. You can use the tables below to find out if you will need to reconfigure your Email clients

### 1. Users **who will need** to reconfigure their Email clients

Description	Yes/No
Are you using any of following client to send emails? 1. Microsoft Outlook 2. Microsoft Windows Live / Outlook Express 3. Thunderbird 4. SMTP Email client <b>and</b> Does your Outgoing email port configured as <b>25</b> in your Email client configuration?	
When you send emails, does the email remain in your <b>Outbox</b> and not go out?	

If you answered **Yes** to any of the above, you will need to change the configuration in your Email client. You may proceed to the next sections on how to do the same.

### 2. Users **who do not need** to change their Configuration

Description	Yes/No
Do you send emails only using Internet browser like the following: 1. Internet Explorer 2. Google Chrome 3. Mozilla Firefox 4. Apple Safari	
Do you use your MTNL connection only for browsing?	

You only use a Free Email ID like

- @yahoo.com
- @gmail.com
- @rediffmail.com
- @sify.com
- @mtnl.net.in
- @live.com
- @hotmail.com

and you send emails only using a browser.

If you answered **Yes** to any of the above, this change will not affect you and you do not need to change any configuration. The move by MTNL will not affect you.



## 3 Pre-requisites - Dynamic IP

Prior to changing the configuration, you will need to obtain certain information from MTNL if your plan involves dynamic IP addresses. All MTNL connectivity is classified into two different categories. Those users who get Dynamic IP addresses and those users who get Static IP addresses.

If your connection has a Static IP address, you do not need to do anything further and you can proceed to making changes in actual configuration.

If your connection has a Dynamic IP address, or if you are not sure what category you belong to, please follow the instructions below.

Now you are ready to configure the Email clients.

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### 3.1 Get a Free MTNL Email Id

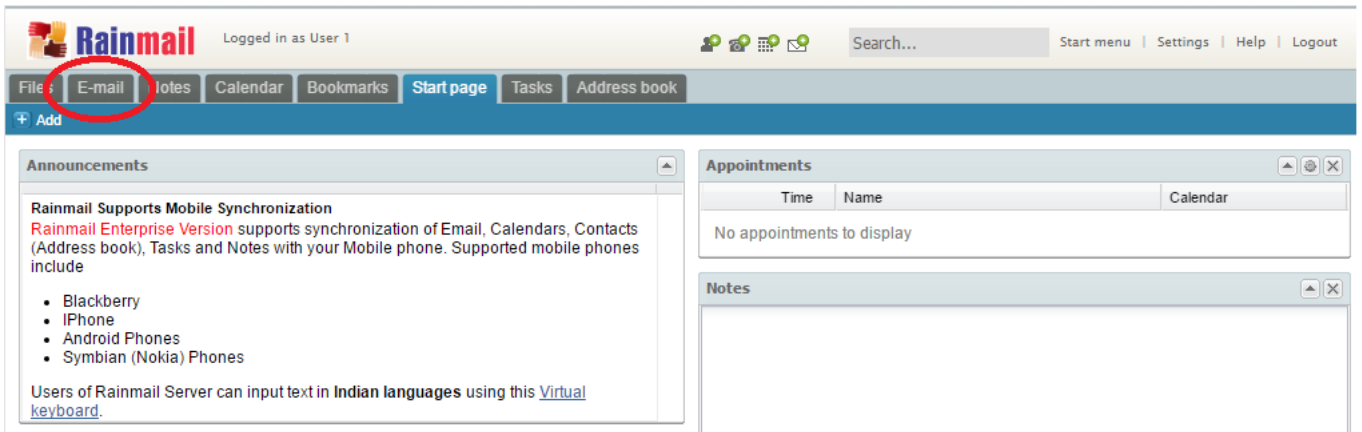
1. If you are a Broadband customer, register for the Free email account provided by MTNL. You will get a [@mtnl.net.in](mailto:@mtnl.net.in) Email address.
2. To create the Free email account, please send mail to [register@mtnl.net.in](mailto:register@mtnl.net.in) with following details
  - Broadband Landline Number
  - CA Number
  - Desired Email address
  - Mobile Number
  - Alternate Email address
3. Once the email address is created, you will be notified over the alternate Email address.
4. Once you have the Email address, confirm that you are able to login by logging into <http://mail.mtnl.net.in>
5. Proceed to the next section

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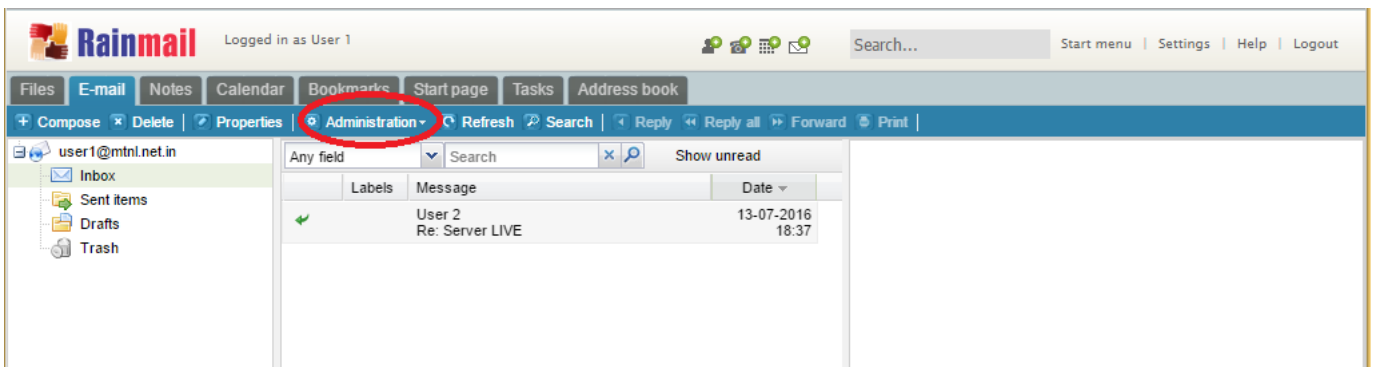
### 3.2 Add Aliases

If you are using any other domain (Corporate or Free email addresses) to send out emails, you will need to add that Email address as a sender Alias. If you are using [@mtnl.net.in](mailto:@mtnl.net.in) to send out emails, you may skip this section.

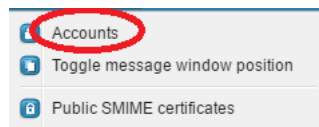
1. Login to <http://mail.mtnl.net.in>
2. Click on **Email** tab as indicated by a Red oval in the below figure



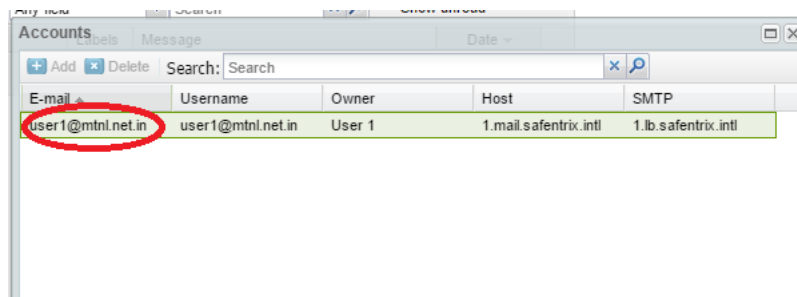
3. That will bring up the following window. Click on Administration menu as indicated by a Red oval in figure below.



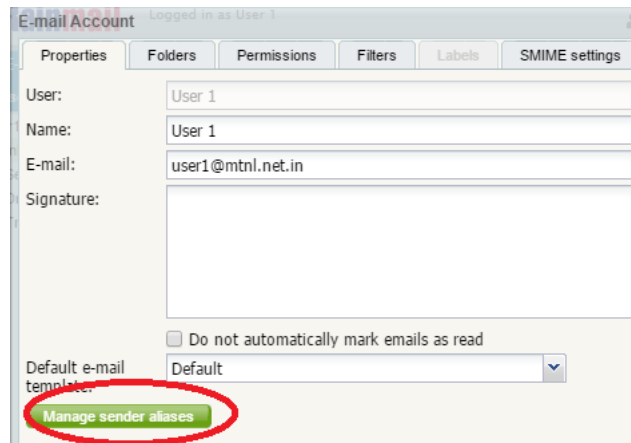
4. That will bring up the following menu. Choose **Accounts** (as indicated by Red Oval)



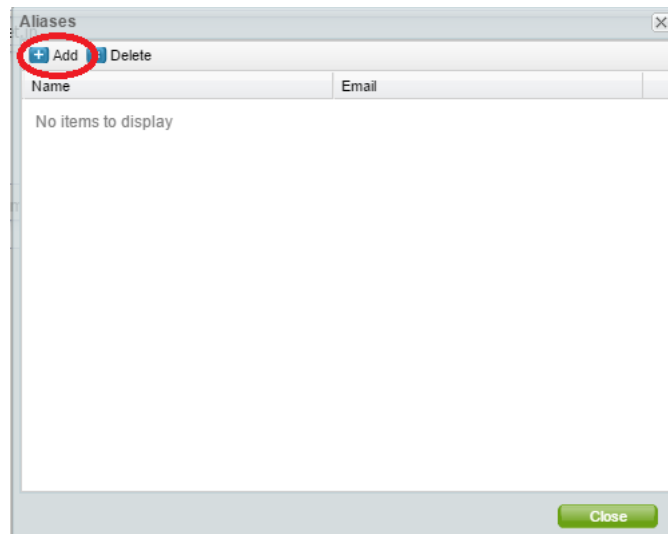
5. That will bring up the following dialog. **Double click** on your account (as indicated by Red oval).



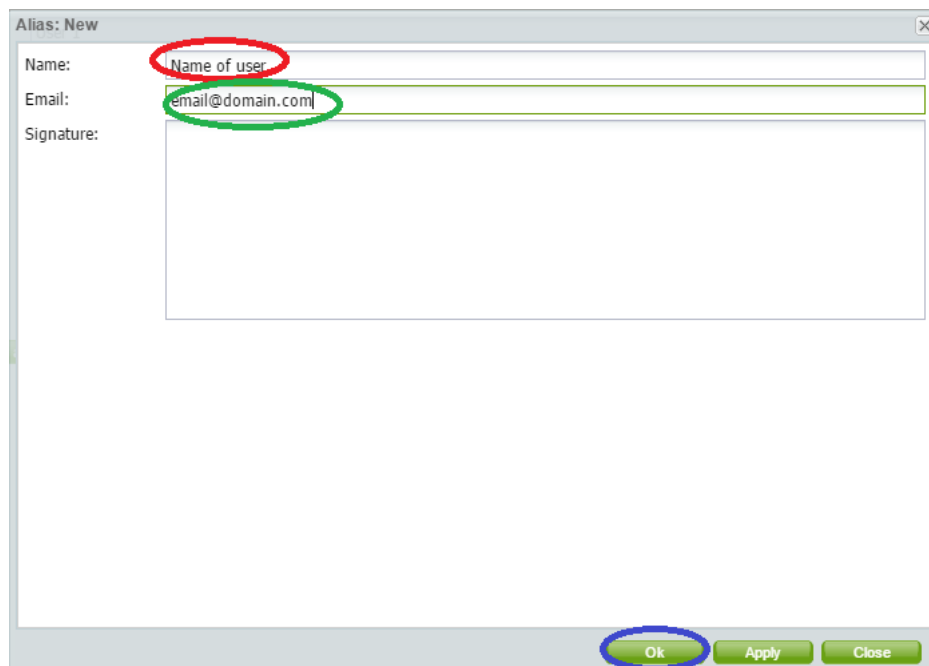
6. That will bring up the following dialog. Click on **Manage sender aliases** as indicated by Red oval.



7. That will bring up the following dialog. In that click on **Add** button as indicated by Red oval.



8. That will bring up the following dialog.



9. In the above dialog, enter
  - Sender full name in **Name** field (indicated by Red oval).
  - Email address you are using to send email from in **Email** field (indicated by Green oval).
  - Click on **OK** button (indicated by Blue Oval).
10. Click on **OK** / **Close** on all the dialogs and **Logout** of Webmail.
11. To confirm that you are the owner of the email ID that is added, Rainmail Server will ask you to confirm by clicking on a link in the email sent to the added Email ID.
12. Open your email client / Webmail to access your email. You should see an email like below. Click on the confirmation link as indicated by Red oval.



13. That will bring you to the following page



14. Now you are ready to use MTNL as a relay email server. You can add up to two Email addresses as Alias per MTNL email ID.
15. Proceed to the next sections for configuration changes.

# 4 Configuration - Concepts

In this document, we will give instructions for some popular email clients. We will also explain the configuration conceptually so that MTNL users can configure other email clients. The concept is to send emails through the MTNL Anti SPAM server. For sending the same, following details should be used

## 1. For users with Static IP connectivity - with IP based mail relay

Parameter	Value
Outgoing SMTP Server / Relay Server	<b>smtp.mtnl.net.in</b>
Outgoing SMTP Port Number	<b>587</b>
Use SSL	<b>No</b>
Outgoing Server requires authentication	<b>No</b>

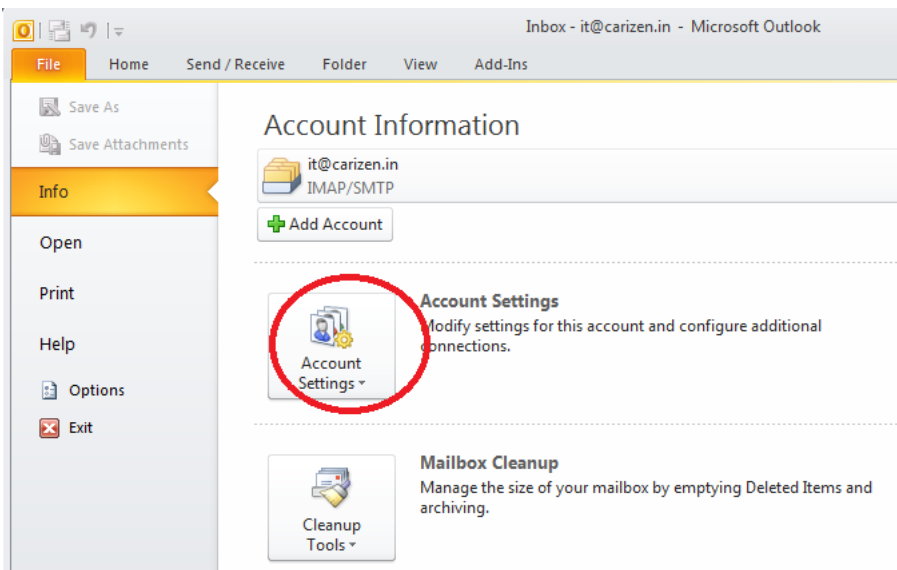
## 2. For users without Static IP connectivity - who have alias based email relay

Parameter	Value
Outgoing SMTP Server / Relay server	<b>smtp.mtnl.net.in</b>
Outgoing SMTP Port Number	<b>587</b>
Use SSL	<b>No</b>
Outgoing Server requires SMTP Authentication	<b>Yes</b>
SMTP Authentication user name	<b>Email ID obtained from MTNL e.g., user@mtnl.net.in</b>
SMTP Authentication password	<b>Password for Email ID obtained from MTNL</b>

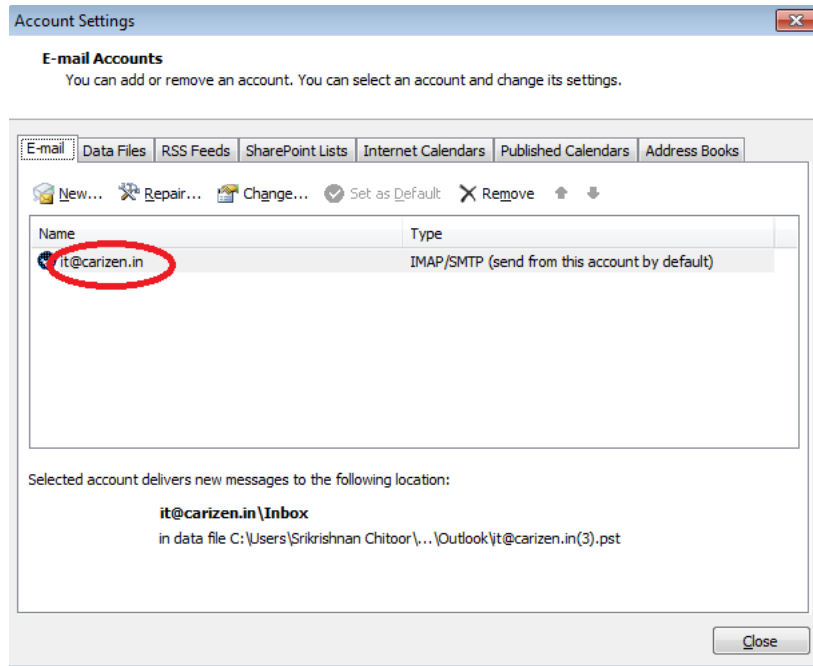
# 5 Configuration - Microsoft Outlook - No Static IP

If you are using MTNL connection without Static IP (using alias based email relay) and Microsoft Outlook to send out emails, you will need to make the following changes to ensure that your emails go out properly. The following instructions will guide you on what is to be done. If you have configured multiple email accounts, you will need to do the below for each account.

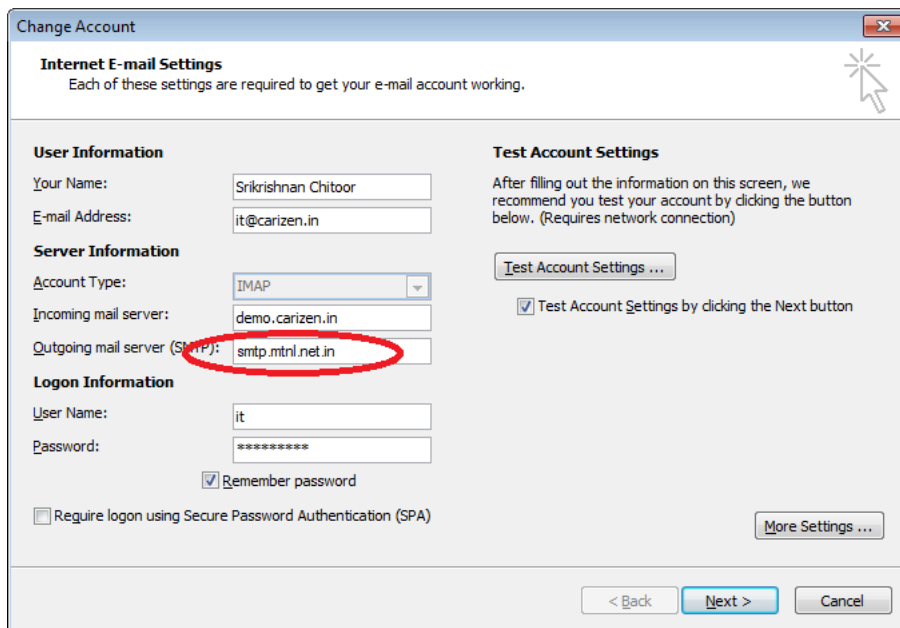
1. Open up Microsoft Outlook and click on **File** menu. That will bring up the following screen.



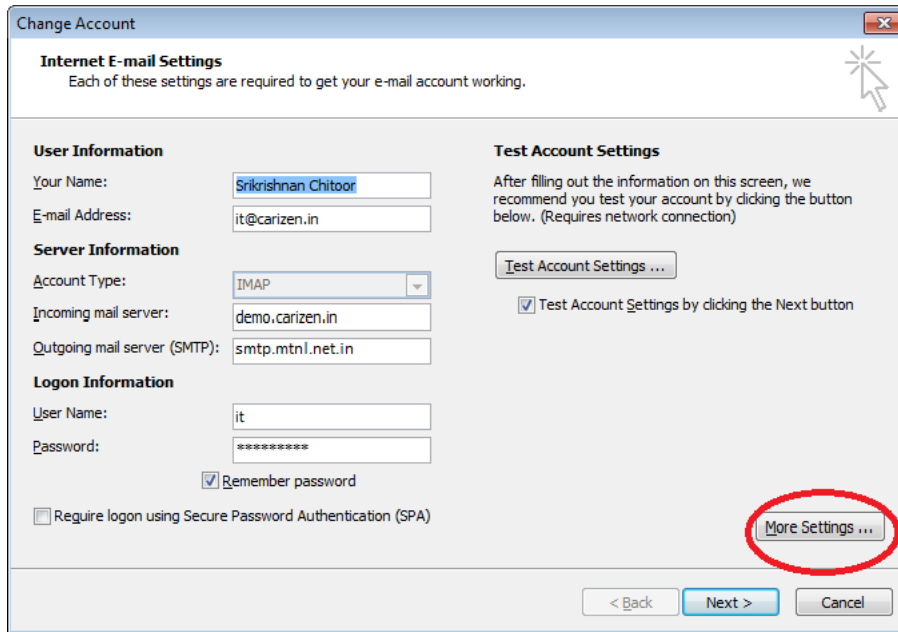
2. Click on **Account Settings** and that will bring up the following dialog



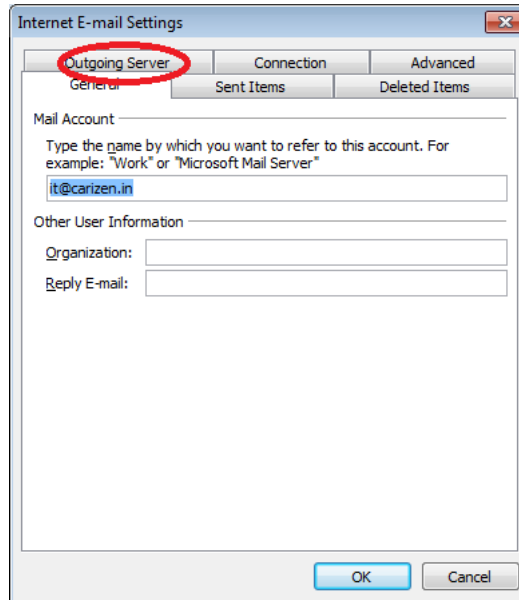
3. In the above dialog, double click on the account (as indicated by Red Oval). That will bring up the following dialog.



4. In the above dialog, in the **Outgoing mail server (SMTP)** edit box (indicated by Red Oval in above page), enter value as **smtp.mtnl.net.in**

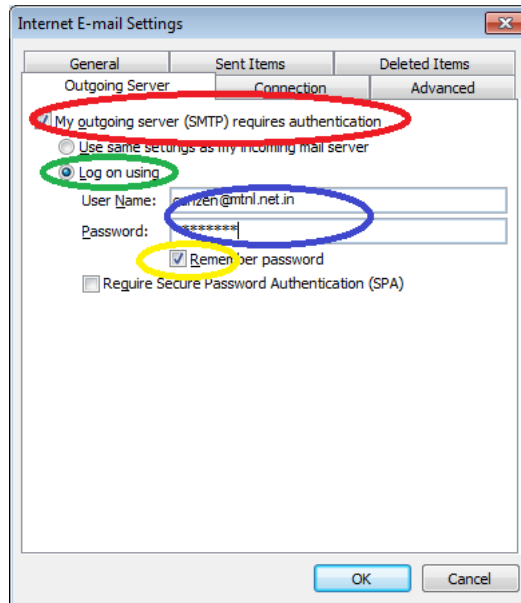


4. Click on the **More Settings** button (indicated by Red Oval above). That will bring up the following dialog.



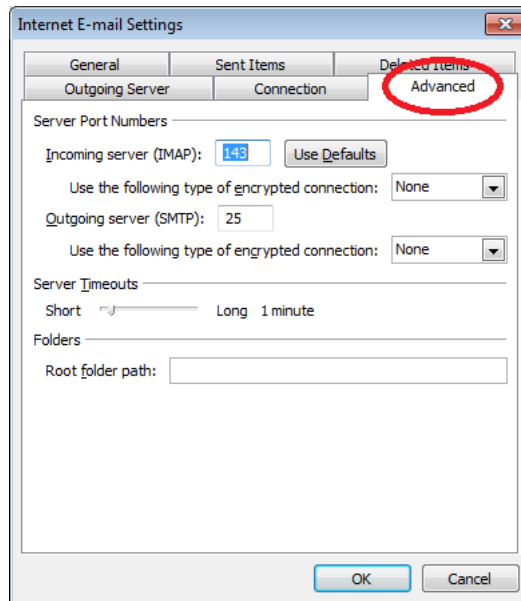
5. In the above dialog, click on **Outgoing Server** tab. That will bring up the following dialog.



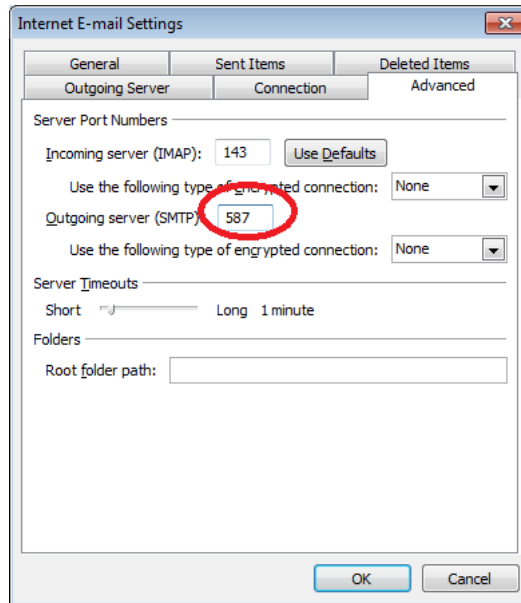


6. In the above dialog

1. Check the **My outgoing server (SMTP) requires authentication** box (as indicated by Red Oval)
2. Click on **Log on using** (indicated by Green Oval)
3. Enter your @mtnl.net.in Email address in **User Name** edit field.
4. Enter the above account's password in **Password** edit field (indicated by Blue Oval)
5. Check the **Remember Password** box (as indicated by Yellow Oval).



7. In the dialog above, click on **Advanced** tab (indicated by Red Oval). That will bring up following dialog.

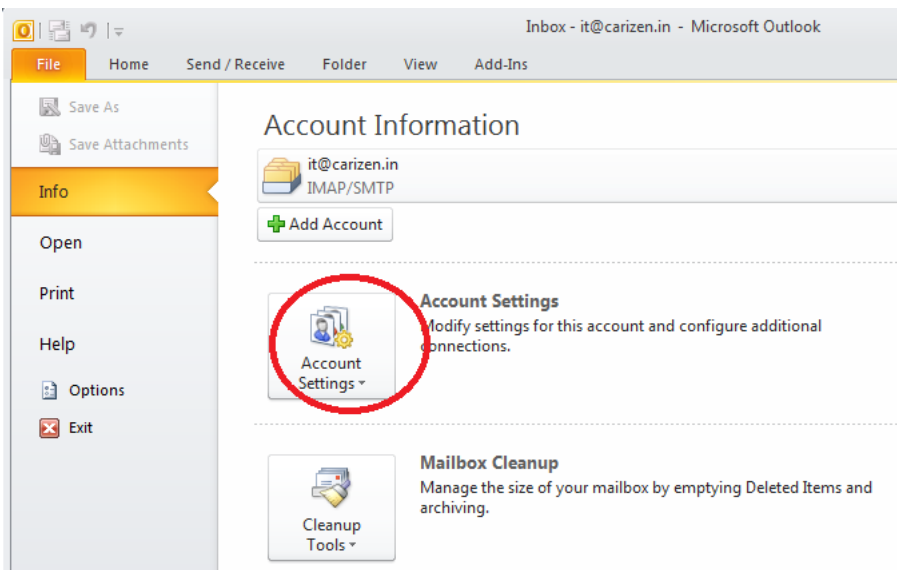


8. In the above dialog in the edit field for **Outgoing server (SMTP)** (indicated by Red Oval), enter **587**.
9. Click on **OK** and close all the dialogs.
10. Now you are all set to send out emails using MTNL network.

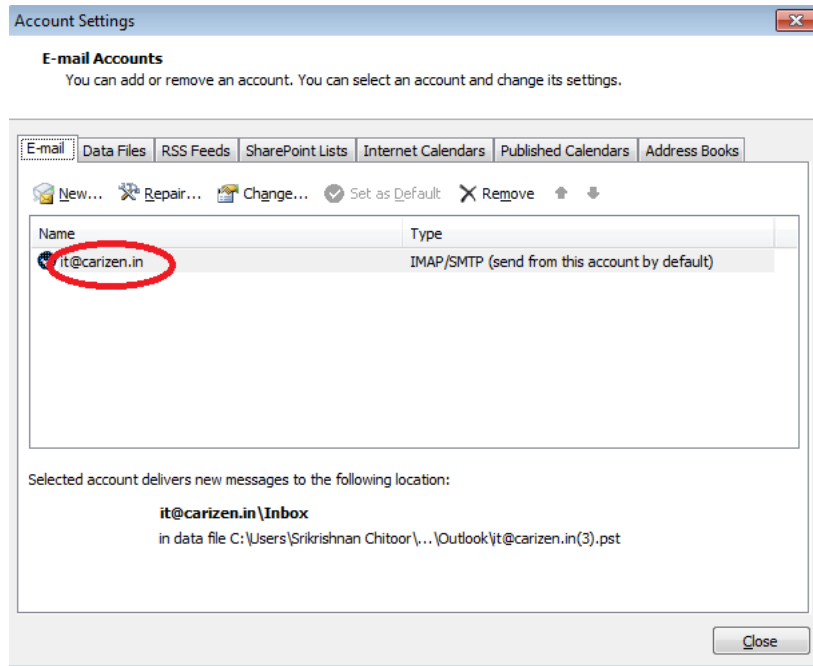
# 6 Configuration - Microsoft Outlook - Static IP

If you are using MTNL connection with Static IP (using IP based email relay) and Microsoft Outlook to send out emails, you will need to make the following changes to ensure that your emails go out properly. The following instructions will guide you on what is to be done. If you have configured multiple email accounts, you will need to do the below for each account.

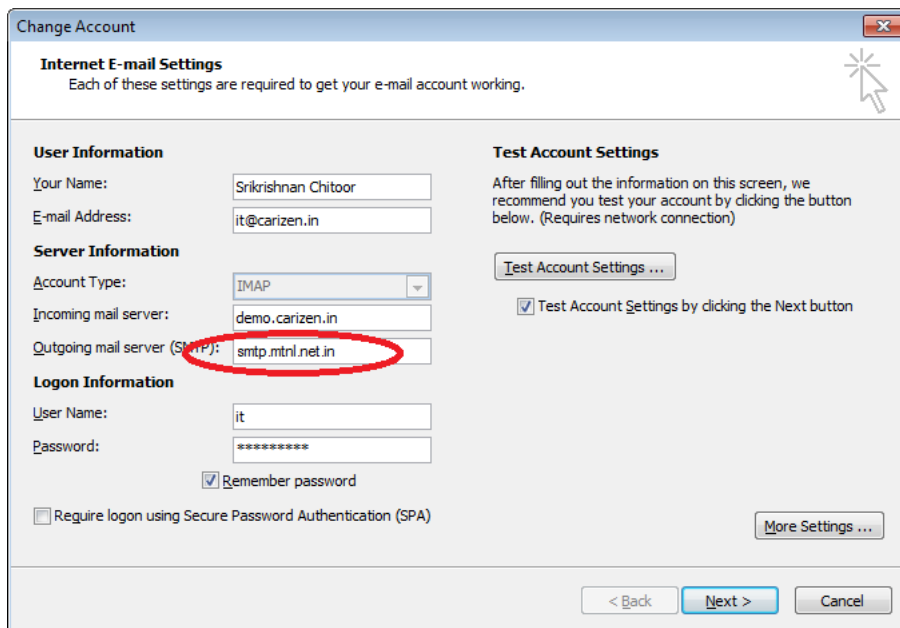
1. Open up Microsoft Outlook and click on **File** menu. That will bring up the following screen.



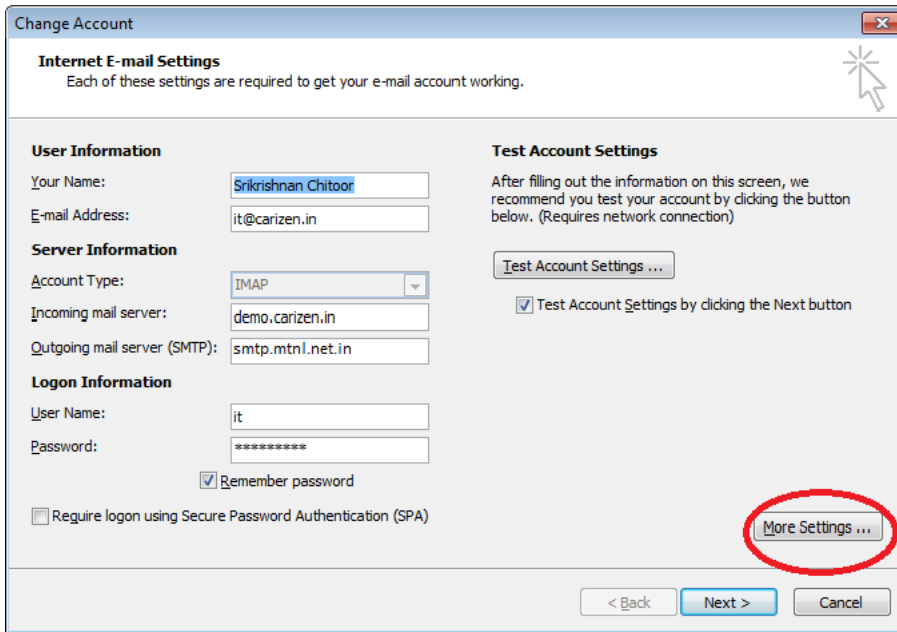
2. Click on **Account Settings** and that will bring up the following dialog



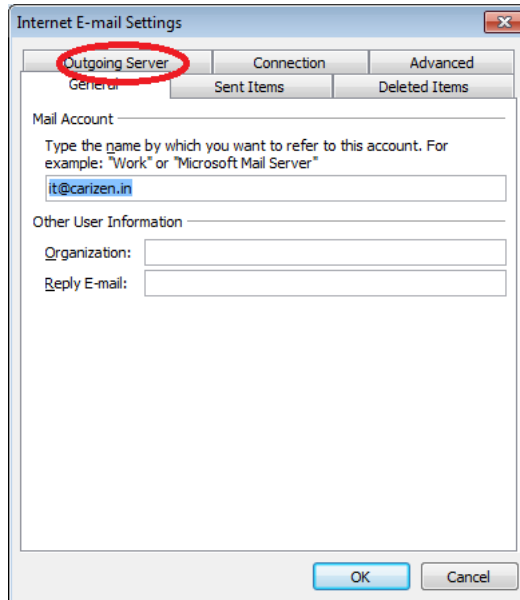
3. In the above dialog, double click on the account (as indicated by Red Oval). That will bring up the following dialog.



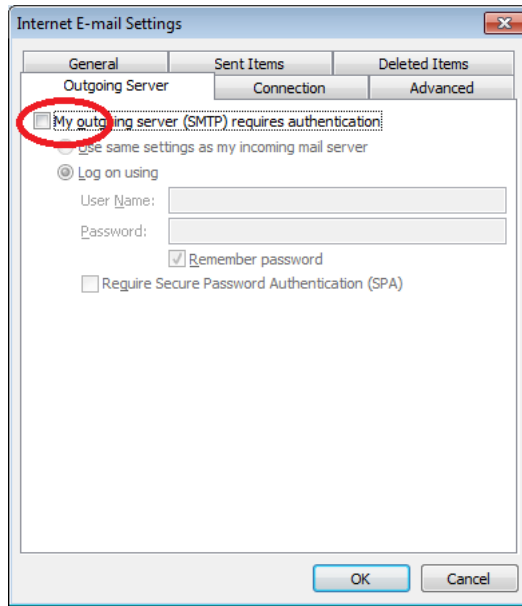
4. In the above dialog, in the **Outgoing mail server (SMTP)** edit box (indicated by Red Oval in above page), enter value as **smtp.mtnl.net.in**



4. Click on the **More Settings** button (indicated by Red Oval above). That will bring up the following dialog.

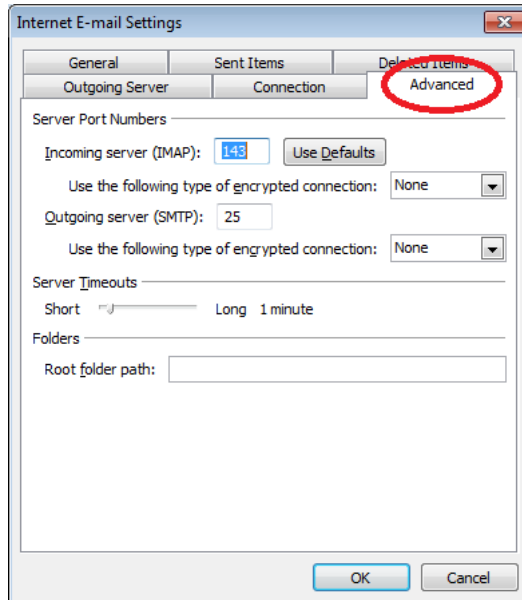


5. In the above dialog, click on **Outgoing Server** tab. That will bring up the following dialog.

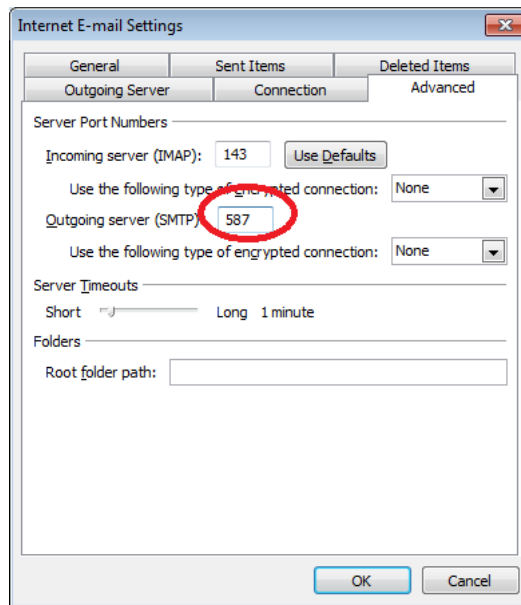


6. In the above dialog

1. Uncheck the **My outgoing server (SMTP) requires authentication** box (as indicated by Red Oval)



7. In the dialog above, click on **Advanced** tab (indicated by Red Oval). That will bring up following dialog.

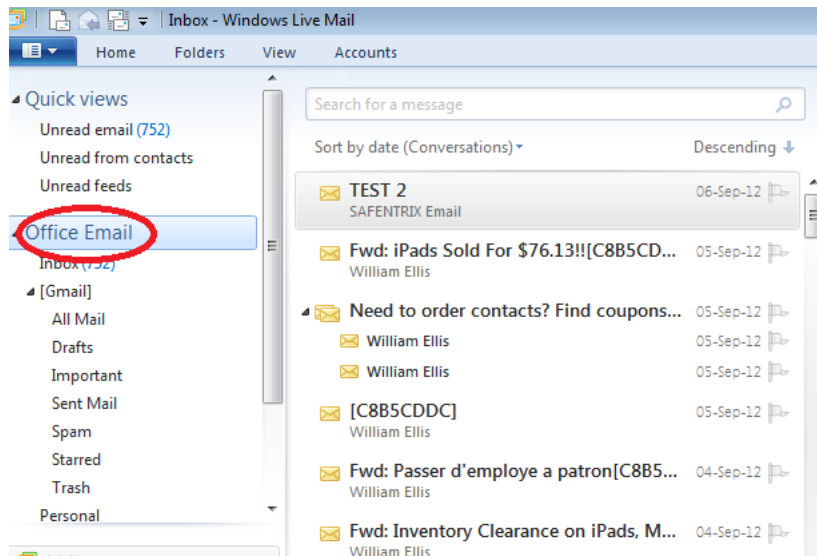


8. In the above dialog in the edit field for **Outgoing server (SMTP)** (indicated by Red Oval), enter **587**.
9. Click on **OK** and close all the dialogs.
10. Now you are all set to send out emails using MTNL network.

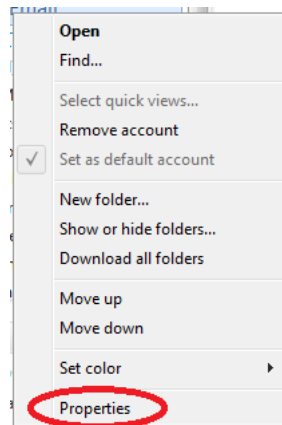
# 7 Configuration - Microsoft Live Mail - No Static IP

If you are using MTNL connection without Static IP (using alias based email relay) and Microsoft Live Mail to send out emails, you will need to make the following changes to ensure that your emails go out properly. The following instructions will guide you on what is to be done. If you have configured multiple email accounts, you will need to do the below for each account.

1. Open up Microsoft Live Mail and right click on configured account (as indicated in Red).

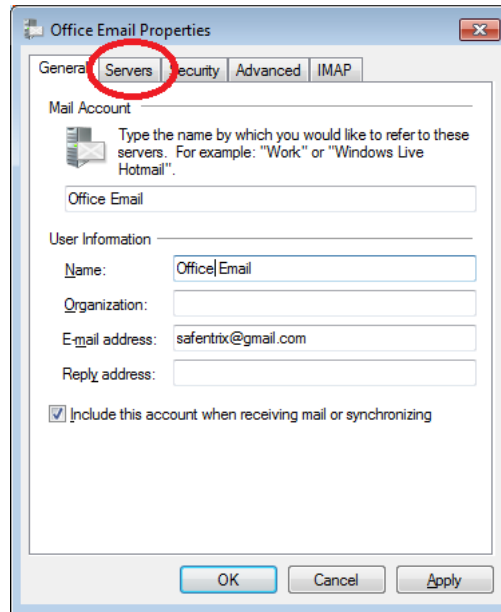


2. That will bring up the following menu.

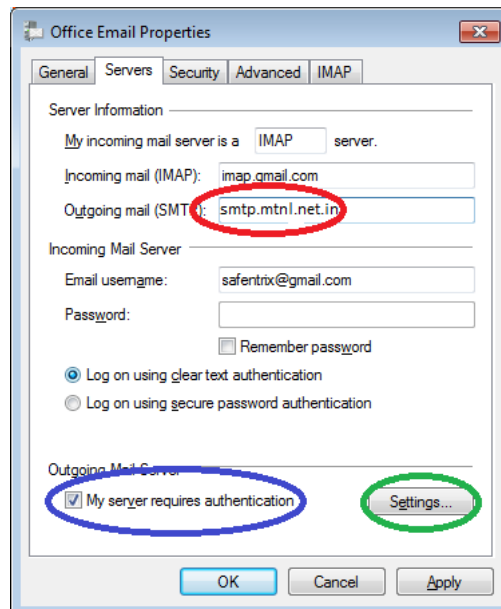


3. Click on **Properties** (as indicated by Red Oval above) and that will bring up the following dialog



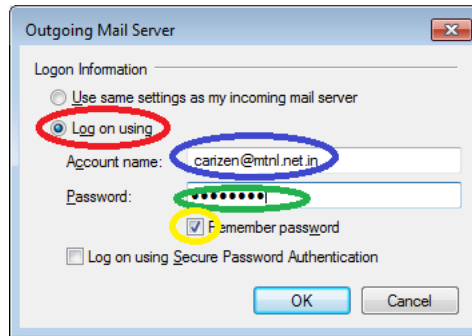


3. In the above dialog, click on **Servers** tab (indicated by Red Oval). That will bring up the following dialog.



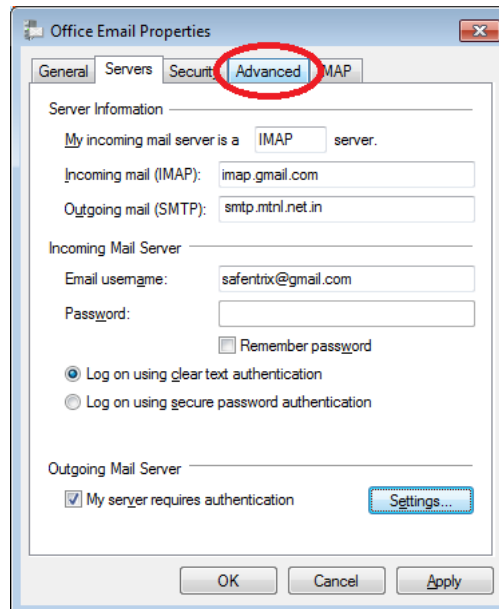
4. In the above dialog,

1. In the **Outgoing mail server (SMTP)** edit box (indicated by Red Oval in above page), enter value as **smtp.mtnl.net.in**
2. Check **My server requires authentication** box (indicated by Blue Oval).
3. Click on **Settings** button (indicated by Green Oval)
4. That will bring up following dialog.

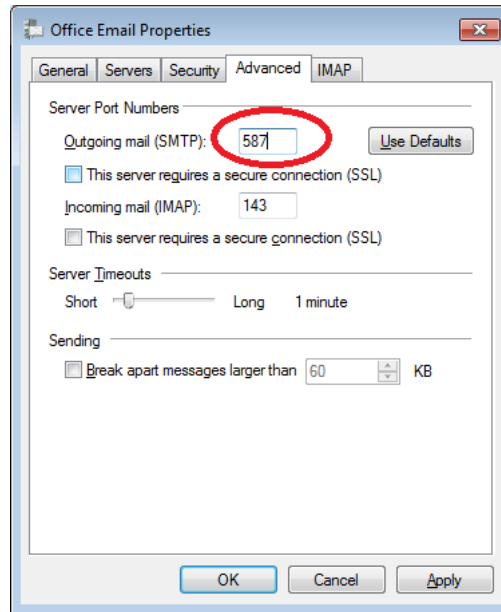


4. In the above dialog:

1. Click on **Log on using** (indicated by Red Oval)
2. Enter your @mtnl.net.in Email address in **Account Name** edit field (indicated by Blue Oval)
3. Enter the above account's password in **Password** edit field (indicated by Green Oval)
4. Check the **Remember Password** box (as indicated by Yellow Oval).
5. Click on **OK** to close the dialog



7. In the dialog above, click on **Advanced** tab (indicated by Red Oval). That will bring up following dialog.

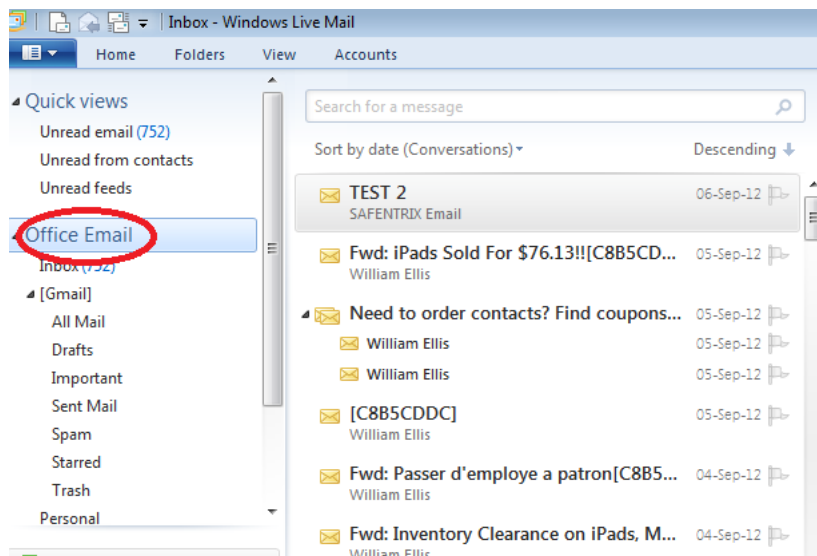


8. In the above dialog in the edit field for **Outgoing mail (SMTP)** (indicated by Red Oval), enter **587**.
9. Click on **OK** and close all the dialogs.
10. Now you are all set to send out emails using MTNL network.

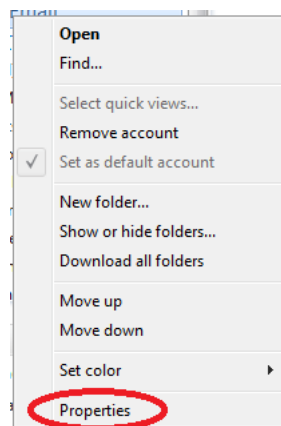
# 8 Configuration - Microsoft Live Mail - Static IP

If you are using MTNL connection with Static IP (using IP based email relay) and Microsoft Live Mail to send out emails, you will need to make the following changes to ensure that your emails go out properly. The following instructions will guide you on what is to be done. If you have configured multiple email accounts, you will need to do the below for each account.

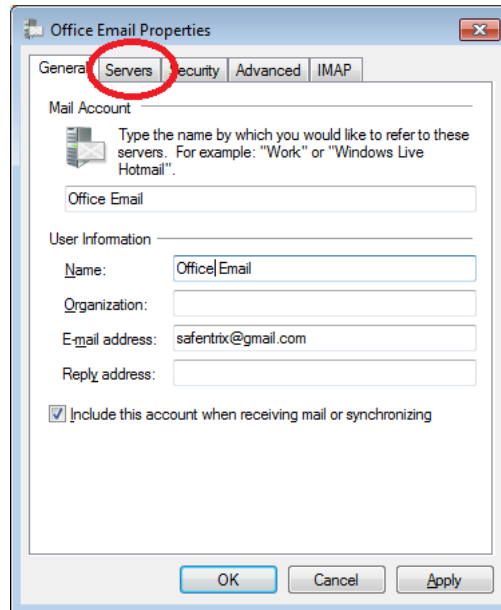
1. Open up Microsoft Live Mail and right click on configured account (as indicated in Red).



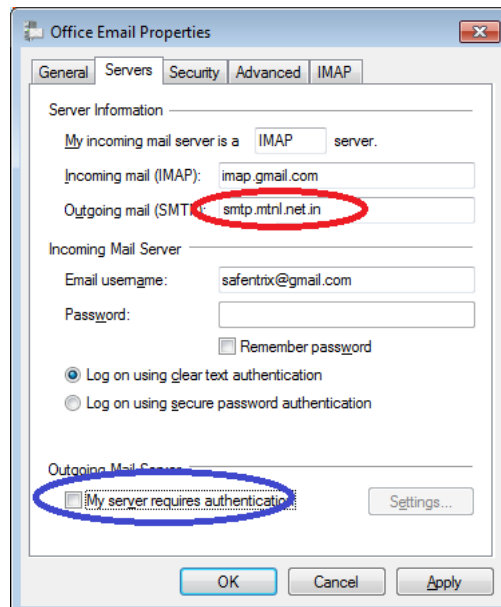
2. That will bring up the following menu.



3. Click on **Properties** (as indicated by Red Oval above) and that will bring up the following dialog

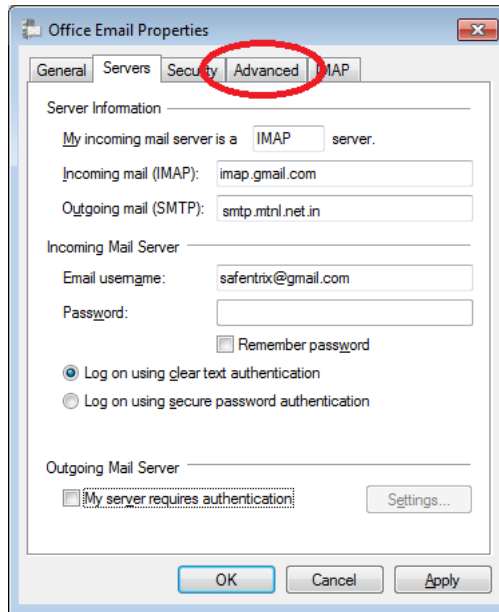


3. In the above dialog, click on **Servers** tab (indicated by Red Oval). That will bring up the following dialog.

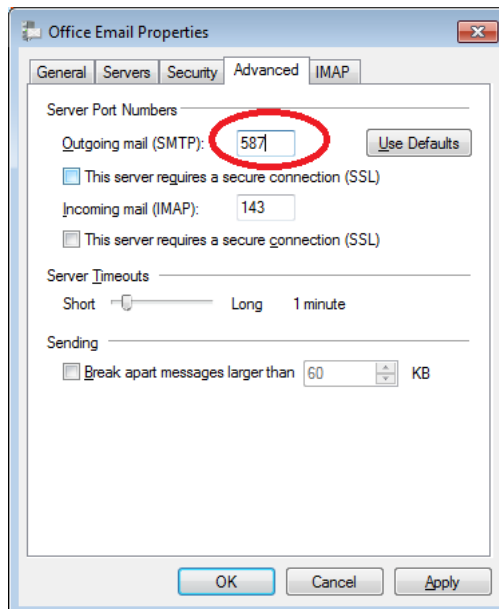


4. In the above dialog,

1. In the **Outgoing mail server (SMTP)** edit box (indicated by Red Oval in above page), enter value as **smtp.mtnl.net.in**
2. Uncheck **My server requires authentication** box (indicated by Blue Oval).



7. In the dialog above, click on **Advanced** tab (indicated by Red Oval). That will bring up following dialog.



8. In the above dialog in the edit field for **Outgoing mail (SMTP)** (indicated by Red Oval), enter **587**.

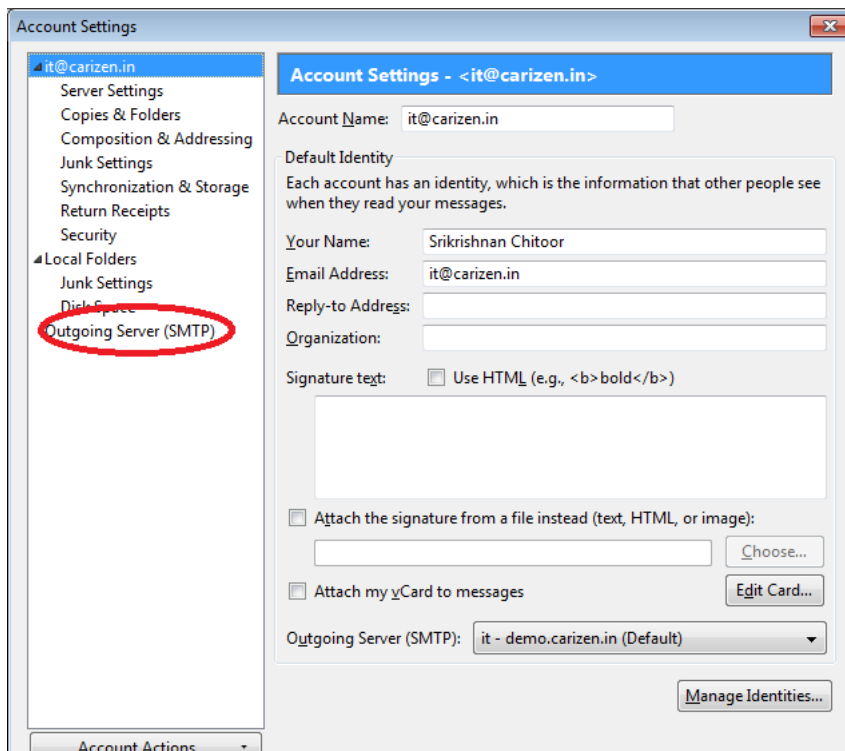
9. Click on **OK** and close all the dialogs.

10. Now you are all set to send out emails using MTNL network.

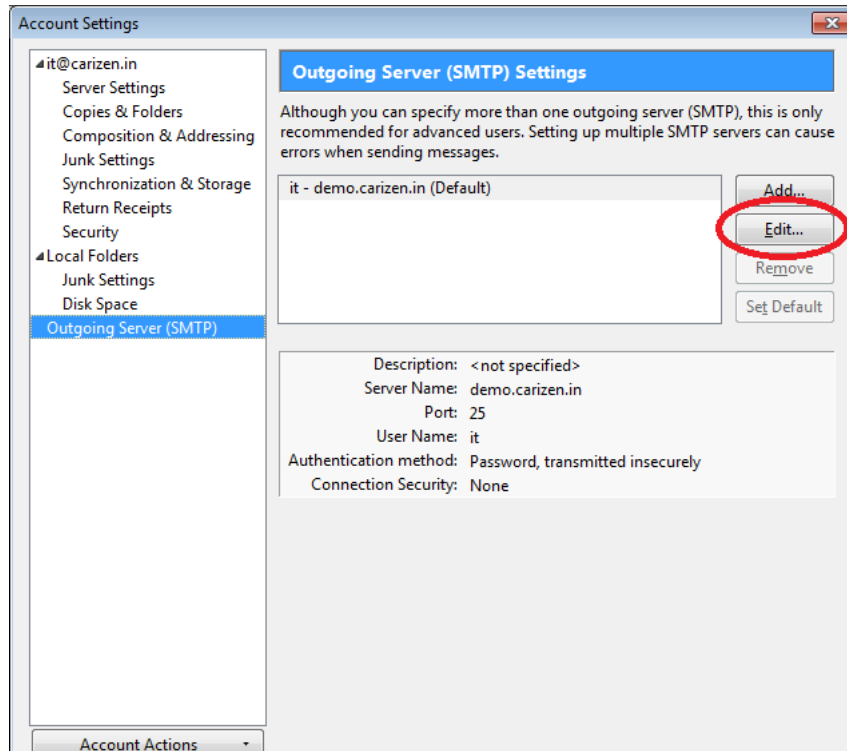
# 9 Configuration - Thunderbird - No Static IP

If you are using MTNL connection without Static IP (using alias based email relay) and Thunderbird to send out emails, you will need to make the following changes to ensure that your emails go out properly. The following instructions will guide you on what is to be done. If you have configured multiple email accounts, you will need to do the below for each account.

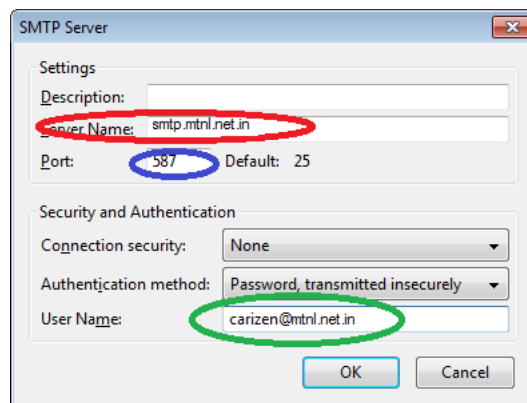
1. Open up Thunderbird, click on **Tools** -> **Account Settings** menu. That will bring up the following dialog.



2. Click on **Outgoing Server (SMTP)** (indicated by Red Oval). That will bring up the following dialog.



3. Click on **Edit** (as indicated by Red Oval above) and that will bring up the following dialog



4. In the above dialog,

1. In the **Server Name** edit box (indicated by Red Oval in above page), enter value as **smtp.mtnl.net.in**
2. In **Port** edit box (indicated by Blue Oval), enter value as **587**.
3. Enter your @mtnl.net.in Email address in **User Name** edit field (indicated by Green Oval)

5. Click on **OK** and close all the dialogs.

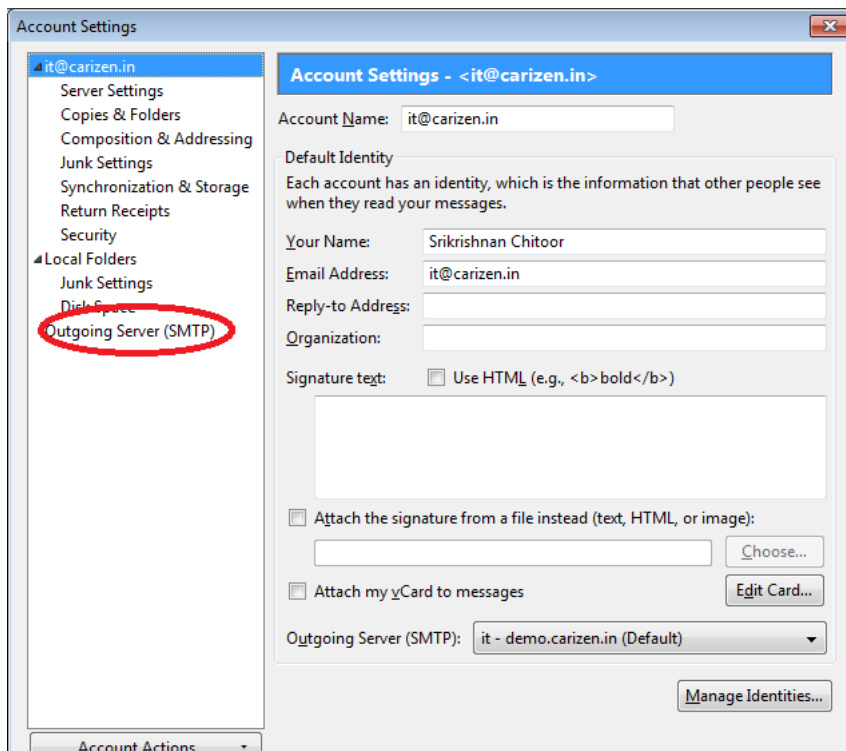
6. Now you are all set to send out emails using MTNL network.



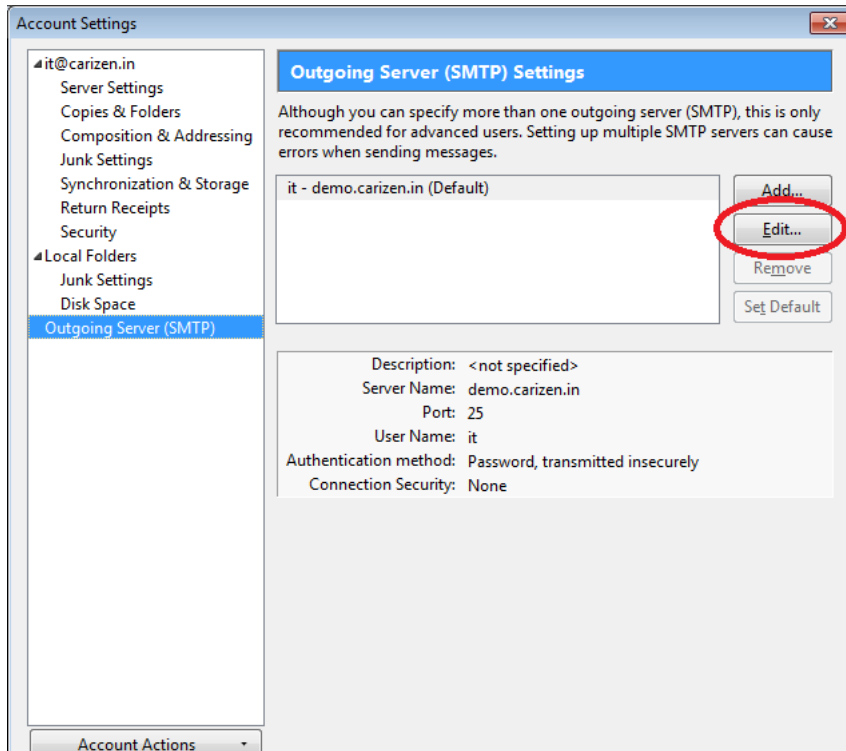
# 10 Configuration - Thunderbird - Static IP

If you are using MTNL connection with Static IP (using IP based email relay) and Thunderbird to send out emails, you will need to make the following changes to ensure that your emails go out properly. The following instructions will guide you on what is to be done. If you have configured multiple email accounts, you will need to do the below for each account.

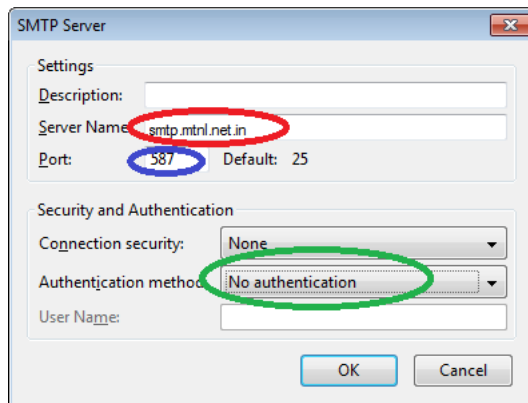
1. Open up Thunderbird, click on **Tools** -> **Account Settings** menu. That will bring up the following dialog.



2. Click on **Outgoing Server (SMTP)** (indicated by Red Oval). That will bring up the following dialog.



3. Click on **Edit** (as indicated by Red Oval above) and that will bring up the following dialog



4. In the above dialog,

1. In the **Server Name** edit box (indicated by Red Oval in above page), enter value as **smtp.mtnl.net.in**
2. In **Port** edit box (indicated by Blue Oval), enter value as **587**.
3. Select **No authentication** in **Authentication method** list box (indicated by Green Oval)

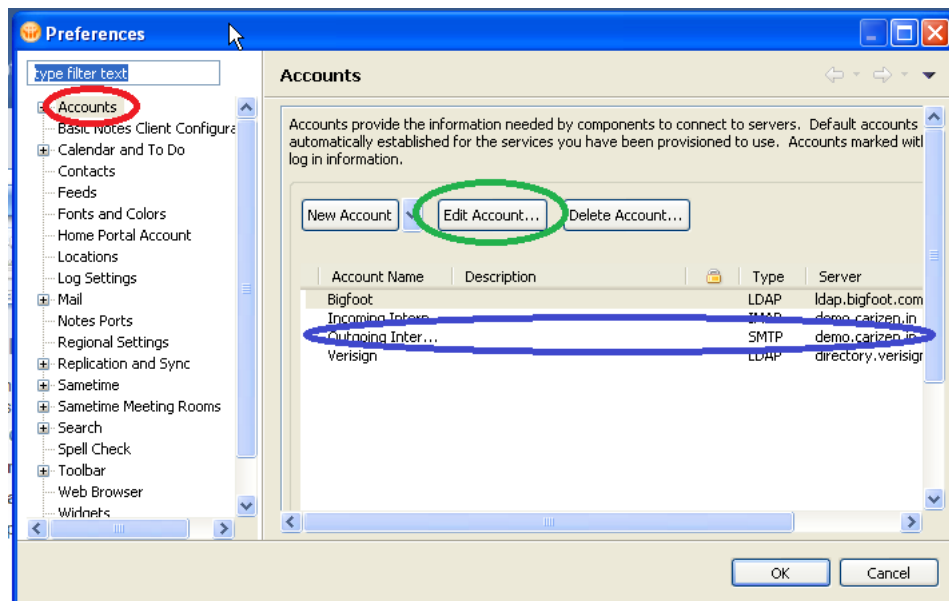
5. Click on **OK** and close all the dialogs.

6. Now you are all set to send out emails using MTNL network.

# 11 Configuration - Lotus Notes Client - No Static IP

If you are using MTNL connection without Static IP (using alias based email relay) and Lotus Notes Client to send out emails, you will need to make the following changes to ensure that your emails go out properly. The following instructions will guide you on what is to be done. If you have configured multiple email accounts, you will need to do the below for each account.

1. Open up Lotus Notes Client, click on **File** -> **Preferences** menu. That will bring up the following dialog.



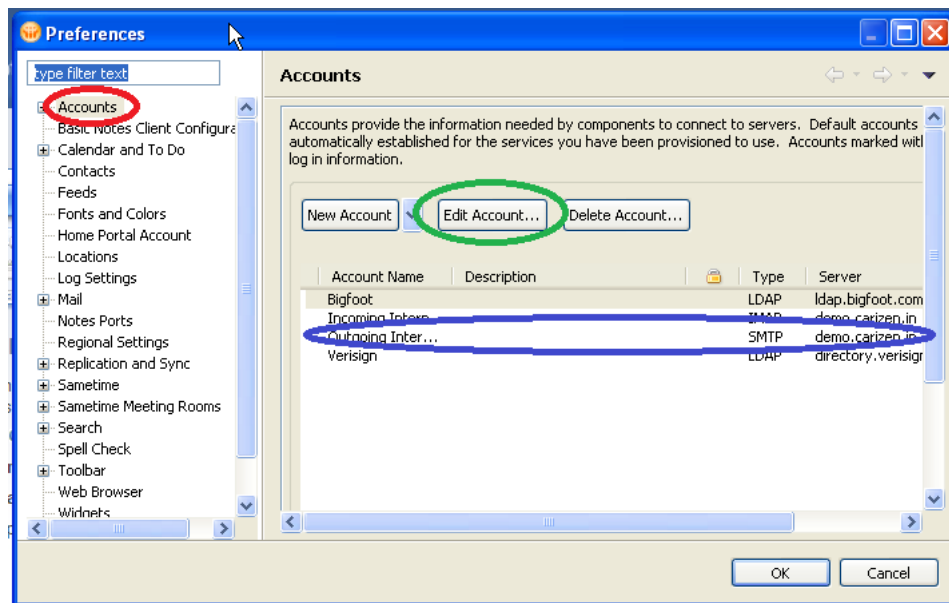
2. In the above dialog
  1. Click on **Accounts** (indicated by Red Oval) and select the pane.
  2. Click on **Outgoing Internet mail** (indicated by Blue Oval) item.
  3. Click on **Edit Account** (indicated by Green Oval) button.
  4. That will bring up the following dialog

3. In the above dialog,
  1. In the **Server** edit field (indicated by Red Oval), enter **smtp.mtnl.net.in**
  2. In the **Name** edit field (indicated by Blue Oval), enter your full MTNL email address.
  3. In the **Password** edit field (indicated by Green Oval), enter MTNL email password.
  4. Click on **Advanced properties** (indicated by Black Oval).
  5. In the **Port number** edit field (indicated by Yellow Oval), enter **587**.
4. Click on **OK** and close all the dialogs.
5. Now you are all set to send out emails using MTNL network.

# 12 Configuration - Lotus Notes Client - Static IP

If you are using MTNL connection with Static IP (using IP based email relay) and Lotus Notes Client to send out emails, you will need to make the following changes to ensure that your emails go out properly. The following instructions will guide you on what is to be done. If you have configured multiple email accounts, you will need to do the below for each account.

1. Open up Lotus Notes Client, click on **File -> Preferences** menu. That will bring up the following dialog.



2. In the above dialog
  1. Click on **Accounts** (indicated by Red Oval) and select the pane.
  2. Click on **Outgoing Internet mail** (indicated by Blue Oval) item.
  3. Click on **Edit Account** (indicated by Green Oval) button.
  4. That will bring up the following dialog

3. In the above dialog,
  1. In the **Server** edit field (indicated by Red Oval), enter **smtp.mtnl.net.in**
  2. Click on **Advanced properties** (indicated by Green Oval).
  3. In the **Port number** edit field (indicated by Blue Oval), enter **587**.
4. Click on **OK** and close all the dialogs.
5. Now you are all set to send out emails using MTNL network.

# 13 Configuration - Email Servers - Static IP

With a static IP from MTNL, it is possible to run email servers. Since port 25 is blocked, MTNL clients will have to change their email server configuration so that emails are relayed out through **smtp.mtnl.net.in** (MTNL Anti SPAM server), using port **587**. In this section, we will present the configuration to be done for popular Email servers.

Email Server	Instructions
Sendmail	<ol style="list-style-type: none"> <li>1. Edit sendmail.mc file (usually present in /etc/mail/sendmail.mc)</li> <li>2. Add the following lines to the file  <pre>define(`SMART_HOST',`relay:smtp.mtnl.net.in')dnl define(`RELAY_MAILER',`esmtplib')dnl define(`RELAY_MAILER_ARGS', `TPC \$h 587')dnl</pre> </li> <li>3. make -C /etc/mail</li> <li>4. Restart sendmail</li> </ol>
Postfix	<ol style="list-style-type: none"> <li>1. Add the following to main.cf (usually present in /etc/postfix/main.cf)  <pre>relayhost = smtp.mtnl.net.in:587</pre> </li> <li>2. Reload postfix</li> </ol>
Qmail	<ol style="list-style-type: none"> <li>1. Add the following line to smtpd.conf (usually in /var/qmail/control/smtpd.conf)  <pre>:smtp.mtnl.net.in:587</pre> </li> <li>2. Restart Qmail</li> </ol>
Lotus Domino Server	<p>See this URL:  <a href="http://www-12.lotus.com/ldd/doc/domino_notes/Rnext/help6_admin.nsf/0/9285c3fdb962498785256c1d00395482?OpenDocument">http://www-12.lotus.com/ldd/doc/domino_notes/Rnext/help6_admin.nsf/0/9285c3fdb962498785256c1d00395482?OpenDocument</a></p>

Microsoft Exchange Server	<ol style="list-style-type: none"><li>1. Open MMC</li><li>2. Go to <b>Servers -&gt; Protocols</b></li><li>3. Select <b>Default SMTP Virtual Server Properties</b></li><li>4. Go to <b>Delivery</b> tab</li><li>5. Click on <b>Advanced</b> Button</li><li>6. Enter <b>smtp.mtnl.net.in</b> in <b>Smart Host</b> edit box.</li><li>7. Close MMC</li><li>8. Open Exchange Management Shell using <b>Start -&gt; Programs -&gt; Microsoft Exchange Server -&gt; Exchange Management Shell</b></li><li>9. By Default the "Send Connector" is called "All Outbound" unless you have changed it or added additional connectors. To determine this you can type the following at the Exchange Management Shell Get-SendConnector</li><li>10. Type the following Set-SendConnector -Identity "All Outbound" -port 587 or the following if your connector is called something else from the default Set-SendConnector -Identity "SENDCONNECTORNAME" -port 587</li><li>11. Restart SMTP Service</li></ol>
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