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## [done] Problems regarding hotmail

Posted by Motion Media - 2008/05/16 15:43

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Hi

I have problems sending out mails to some mail servers. This is Hotmail, Yahoo, Aol and more. I get this notification from Limesurvey. I have no problems sending mails from "gigahost" to Hotmail. But when using Limesurvey, they don't get through. I get this information back:

This is the mail system at host web5.gigahost.dk.  
I'm sorry to have to inform you that your message could not be delivered to one or more recipients. It's attached below.  
For further assistance, please send mail to postmaster.  
If you do so, please include this problem report. You can delete your own text from the attached returned message.

The mail system

: host mx1.hotmail.com said: 550 SC-002 Mail  
rejected by Windows Live Hotmail for policy reasons. The mail server IP  
connecting to Windows Live Hotmail has exhibited namespace mining behavior.  
If you are not an email/network admin please contact your E-mail/Internet  
Service Provider for help. Email/network admins, please visit

Do anyone know what the problem is?

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## Re:Problems regarding hotmail

Posted by Mazi - 2008/05/16 16:10

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Which email method did you set in config.php?

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## Re:Problems regarding hotmail

Posted by Motion Media - 2008/05/16 16:24

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We are using Limesurvey 1.70, and I can't find anything about any email method in the new config.php.  
Is it possible that the problem is with our webhost?

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## Re:Problems regarding hotmail

Posted by Mazi - 2008/05/16 16:38

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1. There are three kinds of email: SMTP, PHP mail() and another one. You can set in config.php which one you want to use. See manual -> installation on how to configure limesurvey.
  2. The problem can be connected to your host but check your settings first.
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## Re:Problems regarding hotmail

Posted by Motion Media - 2008/05/16 16:53

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I think the file that you are referring to is config-defaults.php, and here the mail setting is "email" we are using PHPMailer  
Should we use sendmail, or smtp instead?

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## Re:Problems regarding hotmail

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Posted by Mazi - 2008/05/17 03:02

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Motion Media wrote:  
Should we use sendmail, or smtp instead?  
Just give it a try to see if another email method can solve the problem.

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## Re:Problems regarding hotmail

Posted by Mazi - 2008/05/19 10:27

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Any progress?

Problem solved (how?)?

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## Re:Problems regarding hotmail

Posted by Xantoz - 2008/05/19 16:51

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At the moment we are testing different kinds of options, none of them has been of any succes. At the moment we are trying to set up the SMTP relay, and see if that would work.  
We are not sure, but we assume that hotmail reads the mail header, sees it has been generated by PHPmailer or sendmail, and then rejects it as spam?

We will keep you posted

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## Re:Problems regarding hotmail

Posted by Mazi - 2008/05/20 10:37

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Xantoz wrote:

We are not sure, but we assume that hotmail reads the mail header, sees it has been generated by PHPmailer or sendmail, and then rejects it as spam?

Definately possible.

Maybe changing the email provider will solve the problem. You can use the forum search to see which providers are used successfully by other users.

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## Re:Problems regarding hotmail

Posted by Xantoz - 2008/05/20 13:57

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Finally we found a solution to our problem. I did a new installation at another hosting company, called "Surftown" and here the mail goes right through to hotmail, what a relief. :woohoo:

The hosting company we had trouble with was "Gigahost", and they didn't even bother to answer our mail, so it was impossible for us to debug on the problem.

So the problem was not in Limesurvey 1.7, but the webhoster that we used.

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## Re:Problems regarding hotmail

Posted by Mazi - 2008/05/20 15:40

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Thanks for your feedback. Could you please add the hosting company to this list: <http://docs.limesurvey.org/tiki->

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index.php?page=Installation#Provider

If our hints have been helpful and you enjoy LimeSurvey please consider a donation to the team. We do all this in our free time.

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## Re:[done] Problems regarding hotmail

Posted by Shnoulle - 2008/05/20 16:01

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Hello,

With hotmail, yahoo and some other , it's difficult to send email i you manage your own SMTP server.

You need to manage the SPF:

<http://www.openspf.org/>

<http://www.zytrax.com/books/dns/ch9/spf.html>

But sometimes, for hotmail/msn/ etc ... you had to send a send a message to MicroSoft,

see: <https://support.msn.com/default.aspx?productkey=edfsjmrpp>

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