Disabling of Plaintext Authentication for E-mail

Currently, our Business and Reseller servers allow plaintext authentication for sending and receiving mail. We will be updating the configuration where this is concerned to make e-mail more secure on the server. We will be making the following changes:

- Receiving e-mail

    - The allowing of plaintext authentication for POP3 and IMAP will be disabled.

    - Connections to the server on ports 110 and 143 will not be allowed.

- Sending e-mail

    - E-mail clients will be required to connect with SSL or issue the STARTTLS command before being allowed to authenticate.

With that said, we recommend the following settings for your e-mail clients (Outlook, Thunderbird, etc.)
Secure SSL/TLS Settings (Recommended)

Username: Your full email address.
Password: Use the email account's password.
Incoming Server: **YOUR SERVER HOSTNAME**
IMAP Port: 993
POP3 Port: 995
Outgoing Server: **YOUR SERVER HOSTNAME**
SMTP Port: 465
Authentication is required for IMAP, POP3, and SMTP.

For your convenience, we explain below how to set up a new account with the correct settings and modify an existing account for both Thunderbird and Outlook.

New account setup in Thunderbird

1. Open up Thunderbird.

2. In the left sidebar click **Local Folders**.

3. When the right panel loads, under **Create A New Account** click **Email**. This will bring up the **Mail Account Setup** screen.

4. Enter your name, Email address, and Password in the appropriate fields and click **Continue**.

5. Thunderbird will automatically detect the following recommended settings.

- Incoming: IMAP, server hostname*, STARTTLS

- Outgoing: SMTP, server hostname*, STARTTLS

- Username: Your full e-mail address.

- * "Server hostname" would be something like "dime192.dizinc.com".

6. Click **Done**.
7. If you get the **Add Security Exception** prompt, click **Confirm Security Exception**.

Modify an existing account in Thunderbird.
1. Open Thunderbird.
2. In the left sidebar, click the top level folder for the account you want to modify.
3. In the right panel, click **View settings for this account**.
4. When the **Account Settings** window opens, in the left pane click **Server Settings** under the account you are modifying.
5. If your Server Type is IMAP, make sure the port is 993. If your Server Type is POP3, make sure the port is 995.
6. Change **Connection Security** to **SSL/TLS,** if it is not that already.
7. To update the Outgoing Mail Server, click **Outgoing Server (SMTP)** in the left pane.
8. On the list of SMTP servers, select the server in question and click **Edit**.

9. Make sure the port is 465.
10. Make sure the **Connection security** is **SSL/TLS**.
11. Click OK to close the **SMTP Server** window.
12. Click OK to close the **Account Settings** window.

Add new e-mail account in Outlook.
1. Open Outlook.
2. Click the **File** tab at the top.
3. Click **Account Settings**.
4. On the **Account Settings** screen, click **New.**
5. Enter your name, E-mail Address, and Password in the appropriate fields and click **Next**.
6. Outlook will auto discover the settings. If you are prompted with a security alert, click Yes to proceed.
7. Once the account is successfully added, click **Finish**.

Change existing account in Outlook.
1. Open Outlook.
2. Click the **File** tab at the top.
3. Click **Account Settings**.
4. On the **Account Settings** screen, click **Change**.
5. On the **Change Account** screen, click **More Setings...**
6. On the **Internet E-mail Settings** screen, click the **Advanced** tab.
7. If your incoming server is IMAP, make sure the port is 993. If your incoming server is POP3, make sure the port is 995.
8. For Incoming and Outgoing, set the type of encrypted connection to **TLS** by selecting that option in the drop down menu.
8a. Certain versions of Outlook are not compatible with the TLS encryption protocol, using SSL in this case is an acceptable alternative.