

Scanning to email fails when scanning using a Comcast SMTP server

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Comcast business accounts have been blocking many ports (including 25). This has been ongoing and happening throughout the country primarily to prevent spamming. It also blocks external communication from devices above IP addresses .199. As far as Outgoing scanning to email (SMTP) is concerned, Port 587 or 465 with SSL seems to work in many cases. Be sure to enter appropriate Authentication credentials (valid username/password). If you are still having trouble with this, please contact Comcast to determine which set of settings will work with your imager for Outgoing SMTP.

Introduction

To prevent spam and to ensure the security of our network and customers, Comcast no longer supports the use of port 25 for sending email. If you use an older email client (Outlook Express, Outlook, Mac Mail, etc.), this may impact your ability to send email. To learn more about port 25, please visit our [FAQ](#).

To configure an email client to use Comcast email (@comcast.net), the following settings should be used for sending and receiving email:

```
table{border: 2;padding:3px 3px 3px
3px;}th{background-color:#f3f3f3;border-color:black;}td{border-color:black;}
```

If you use one of the email clients below, you will need to change your email program settings to send email on port 465. Click on the name of your email client to get detailed setup instructions and to change your settings:

- [Outlook Express](#)
- [Outlook 2003](#)
- [Outlook 2007](#)
- [Outlook 2010](#)
- [Mozilla Thunderbird](#)
- [Windows Mail or Windows Live Mail](#)
- [Mac Mail](#)

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If you need instructions on how to setup your Sharp MFP to scan to email, click here: [Configuring Sharp MFPs to Scan to E-mail](#)

If you need instructions on how to setup your HP MFP to scan to email, click here: [Setting Up Scan To Email on HP MFPs](#)

Les Olson Company Knowledge Base

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