

Using SMTP over BGAN

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1 Introduction

1.1 Purpose of this manual

The purpose of this document is to provide the information that you need to configure your email client for use with the SMTP servers provided by Inmarsat for use over the BGAN network. This document only applies if you are using the BGAN APN.

1.2 Scope

This document provided detailed instructions on configuring Microsoft Outlook and Microsoft Outlook Express. If you are using any other email client, this document assumes that you have knowledge of how to configure the client (though some guidance is given on selected clients).

1.3 Who should read this manual

This document is intended for anyone who wants to configure the email client on a computer for use with Inmarsat's SMTP servers.

1.4 Assumptions

You have a good working knowledge of the operating system and email client used on your computer.

2 About the SMTP servers

Note: This document only applies if you are using the BGAN APN.

The SMTP servers provided by Inmarsat for use over the BGAN network are as follows:

Primary SMTP server	smtp.bgan.inmarsat.com
Secondary SMTP server	smtp2.bgan.inmarsat.com

Use the secondary server only when the primary server is not contactable, or emails are not delivered within a given period. This period can be anything from several minutes to hours depending on Internet traffic, server availability and the recipient's availability. You must enter the details of the secondary server manually, when required.

2.1 How to configure the SMTP server settings

If you are using Microsoft Outlook Express, refer to "Configuring Outlook Express" on page 2 for details on changing the SMTP server settings.

If you are using Microsoft Outlook 2003, refer to "Configuring Microsoft Outlook 2003" on page 5 for details on changing the SMTP server settings.

If you are using any other email client, and you want to change your email client to use the SMTP server provided by Inmarsat, do the following:

- a. Locate the email account(s) you are using in your email client.
- b. Make a note of the current SMTP server settings. If you change back to your previous Service Provider, you will need to re-enter these settings.
- c. Change the SMTP server settings to reference the SMTP server provided by Inmarsat. Refer to the documentation provided with your email client for details on how to do this.
- Note: If you are using Netscape Navigator 7.0 or Eudora Lite, some guidance is given on changing SMTP settings in "Configuring other email clients" on page 8.

3 Configuring Outlook Express

This section describes how to set up Outlook Express for use with the SMTP server provided by Inmarsat for use over the BGAN network. These instructions are for use with all Service Providers.

To set up Outlook Express:

a. From the Outlook Express main menu, select **Tools > Accounts**, as shown below:

🗐 Outlook Express	;				
File Edit View	Tools	Message	Help		
	Sen	d and Receiv	e		•
Create Mail Se	n Syn	chronize All chronize Fold	er		
👙 Outlook Ex	(Mari	k for Offline	61		+
Folders	Add	ress Book		Ctrl+Shift+B	
💱 Outlook Express	Add	Sender to A	ddress Book		
🖃 🧐 Local Folders	Mes	sage Rules			•
	Wine	dows Messer	iger		+
	5 My c	Online Status	-		►
	ei Acco Opti	ounts			

The Internet Accounts window is displayed.

b. Click on Add. A sub-menu displays, as shown below:



c. Click on Mail. The Internet Connection Wizard is launched:

ernet Connection Wizard		
Your Name		芯
When you send e-mail, Type your name as you	your name will appear in the From field of the outgoing message would like it to appear.	ge.
Display name:	Abbas Aref	
	For example: John Smith	
	< Back Next > Ca	ancel

d. Enter your name details, and click on Next. You are prompted to enter your E-mail address:

ternet Connection Wizard		
Internet E-mail Address		岺
Your e-mail address is the	address other people use to send e-mail messages to you.	
E-mail address:	a.aref@hotmail.com	
	For example: someone@microsoft.com	
	<back next=""> C</back>	ancel

e. Enter your standard e-mail address from your E-mail Service Provider. Click on **Next**. You are prompted to enter the E-mail Server Names.

Internet Connection Wizard				×
E-mail Server Names				× K
My incoming mail server is a POP3	server.			
Incoming mail (POP3, IMAP or HTTP) server:				
pop3.hotmail.com				
An SMTP server is the server that is used for yo Outgoing mail (SMTP) server:	our outgoing e-r	nail.		
smtp.bgan-r.inmarsat.com				
	< Back	Next >	Ca	ancel

- f. In the box "My incoming mail server is a ... server" drop-down list, select the type of server used by your E-mail Service Provider.
- g. In the "Incoming mail" text box, enter the details of the server used by your E-mail Service Provider.
- h. In the "Outgoing mail" text box, enter the address of Inmarsat's SMTP server, that is **smtp.bgan.inmarsat.com.** Click on **Next**. You are prompted for your user account details.

nternet Mail Logon		Ť
Type the account na	me and password your Internet service provider has given you.	
Account name:	a.aref@hotmail.com	
Password:	жжж	
	Remember password	
If your Internet service (SPA) to access your m Authentication (SPA)' o	provider requires you to use Secure Password Authentication nail account, select the 'Log On Using Secure Password check box.	
	re Password Authentication (SPA)	
🗌 Log on using Secu		
Log on using Secu		

- i. Enter the Account name and Password provided by your E-mail Service Provider, and click on Next. The Wizard's closing screen is displayed.
- j. Click on Finish.

4 Configuring Microsoft Outlook 2003

This section describes how to set up Microsoft Outlook 2003 for use with the SMTP server provided by Inmarsat for use over the BGAN network. These instructions are for use with all Service Providers.

To set up MS Outlook:

a. From the Outlook main menu, select Tools > E-mail Accounts, as shown below:



The E-mail Accounts Wizard is displayed, as shown below:



b. Select **Add a new e-mail account**, and click on **Next**. The E-mail Accounts – Server Type screen is displayed, as shown below:

Server Type You can choose the type of server your new e-mail ac	count will work with.	芯
Microsoft Exchange Server		
Connect to an Exchange server to read e-m	ail, access public folders, and share	
O POP3		
Connect to a POP3 e-mail server to downloa	d your e-mail.	
Connect to an IMAP e-mail server to downlo folders.	ad e-mail and synchronize mailbox	
Онттр		
Connect to an HTTP e-mail server such as H synchronize mailbox folders.	otmail to download e-mail and	
Additional Server Types		
Connect to another workgroup or 3rd-party	mail server.	

c. Select the server type used by your e-mail Service Provider, and click on **Next**. The E-mail Accounts – Internet E-mail Settings screen is displayed, as shown below:

User Informat	ion	Server Information	
Your Name:		Incoming mail server (POP3):	
E-mail Address:		Outgoing mail server (SMTP):	
Logon Informa	ation	Test Settings	
User Name: Password:		After filling out the information on thi recommend you test your account by button below. (Requires network cor	is screen, we / clicking the inection)
	Remember password	Test Account Settings	
Log on using Authenticatio	Secure Password n (SPA)	Tost Heldant Seeings III	More Settings

- d. In the **Your Name** and **E-mail address** text boxes, enter the information provided by your E-mail Service Provider.
- e. In the **Incoming mail server** text box, enter the details of the server used by your E-mail Service Provider.
- f. In the **Outgoing mail server** text box, enter the address of Inmarsat's SMTP server as follows: **smtp.bgan.inmarsat.com.**

- g. Enter the User name and Password provided by your E-mail Service Provider.
- h. Click on More Settings. The Internet E-mail Settings dialog box displays, as shown below:

eneral	Outgoing Server	Connection	Advanced
	Catgoing Scive	Connection	Havancea
Mail Ac	count		
Type acco	the name by whi unt. For example	ich you would lil :: "Work" or "Mi	ke to refer to this crosoft Mail Server"
Ĩ			
Other l	User Information		
Orga	nization:		
Reply	/ E-mail:		

- i. In the General tab, enter a name for the Mail Account in the first text box.
- j. Enter the name of your organization in the **Organization** text box, and the reply e-mail address in the **Reply E-mail** text box.
- k. Select the Outgoing Server tab. The following dialog box is displayed:

ieneral	Outgoing Server	Connection	Advanced
My 🛛	outgoing server (SN	4TP) requires a	uthentication
٥U	lse same settings a:	s my incoming n	nail server
OL	og on using		
L	Jser Name:		
F	Password:		
		Remember p	assword
I	Log on using Sec	ure Password #	Authentication (SPA)
~			
OL	oa on to incomina m	nail server befo	re sending mail
ОĿ	og on to incoming r	nail server befo	re sending mail
OL	og on to incoming n	ail server befo	re sending mail
()L	og on to incoming n	nail server befo	re sending mail
Ou	og on to incoming r	ail server befo	re sending mail
Ou	og on to incoming n	nail server befo	re sending mail
OL	og on to incoming n	nail server befo	re sending mail
OL	og on to incoming n	nail server befo	re sending mail
01	og on to incoming n	nail server befo	re sending mail

I. Check the My outgoing server (SMTP) requires authentication check box.

m. Select the Connection tab. The following dialog box is displayed:

	Outgoing Server	Connection	Advanced
	Please specify the tion Connect using my lo Connect via mode Connect using my pl	cal area netwo more netwo	ection to use for e-mail. ork (LAN) ok is offline
00	onnect using Inter	net Explorer's	or a 3rd party dialer
Moderr Use	the following Dial-U	lp Networking	connection;
122-227	AN LaunchPad Conr	nection	*
BG			
Pro	operties, A	dd	

- n. Select the Connect using my local area network (LAN) radio button, and click on OK to return to the E-mail Accounts screen.
- o. Click on Next, then click on Finish to exit the wizard.

5 Configuring other email clients

This section briefly describes how to change the SMTP server information for some email clients. These examples have not as yet been tested. You can get technical support for specific email clients from your Service Provider's Web site.

5.1 Configuring Netscape Navigator 7.0

To configure Netscape Navigator v7.0:

- a. From the main menu, select Window > Mail & Newsgroups.
- b. In the Mail & Newsgroups window, select any account and click **View settings for this account** in the right-hand pane. "The Mail & Newsgroups Account Settings" window displays.
- c. Enter the following specific Inmarsat SMTP settings: smtp.bgan.inmarsat.com
- d. Select "Outgoing Server (SMTP)" in the left pane.
- e. Click the box next to "User name and password" and enter your e-mail username if not listed. The Advanced Outgoing Server (SMTP) Settings window displays, listing all the SMTP services/servers being used throughout the Netscape mail application.
- f. Close all windows.

Netscape 7 is now configured to use SMTP authentication.

5.2 Configuring Eudora Lite

To configure Eudora Lite:

- a. Select Tools and Options (on earlier versions of Eudora select Special and Configuration)
- b. On "Category", select Getting Started.
- c. Enter your account information, including e-mail address, name and reply details. For the connection choose the PPP option.
- d. On "Category", select Hosts
- e. Under "SMTP" enter smtp.bgan.inmarsat.com (leave other fields blank)
- f. Click on OK.

Eudora Lite is now configured to use SMTP authentication.

6 Troubleshooting

The following provides some guidance should you be encountering problems with your email.

6.1 Cannot send mail

Problem: Email stays in the "outbox" and is not sent.

Try This: Check SMTP server settings. The SMTP "Outgoing" server setting should be set to smtp.bgan.inmarsat.com

If the SMTP server setting is correct, but you still cannot send mail, contact Customer Support.

Try This: You may have needed the SMTP authentication option enabled with previous ISP settings. In case of Outlook 2000, on the servers tab, un-tick the tick box 'My server requires authentication'.

Try This: Check that the APN you are using is authorized to use this service.

6.2 Cannot receive mail

Problem: Username and password dialog box pops up when checking email.

Try This: If email is hosted on Windows 2000, make sure that the username is set to username/yourdomainname.com.

Try This: Double check the account name spelling.

Try This: Check for upper and lower case letters on the password, as this is case sensitive. Should you not remember your password, please contact your Service Provider.

Try This: Check that you are able to browse the internet and send email. If not, check your BGAN settings