Mozout

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Common Outlook errors: 0x800CCC0E, password prompts and more

Outlook, Phones & Apps

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Common Outlook errors: 0x800CCC0E, password prompts and more

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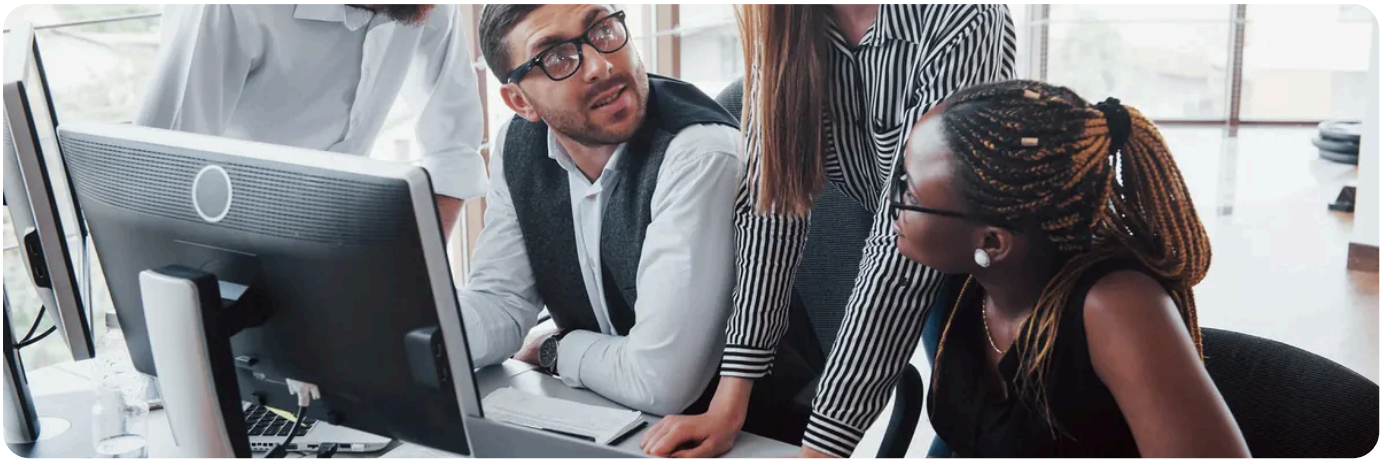

Outlook reports errors with codes that mean nothing to anyone. The good news: nearly all of them come down to three things - **the username is not the full address**, **the port or security type is wrong**, or **outgoing mail is not authenticated**.

First, the 10-second test

Open **webmail** . If it works there, the server is fine and the problem is Outlook - read on. If it fails there too, **the problem is ours** .

The errors that come up most

Code or symptom	Most likely cause
`0x800CCC0E`	Cannot reach the server: server name mistyped, wrong port, or the network blocking it. Corporate networks and some mobile operators block mail ports.
`0x80042109`	Cannot connect to the outgoing (SMTP) server - it never even gets to the password. Almost always port 465 being blocked by the network: many carriers and corporate networks close it. Switch the outgoing server to **port 587 with STARTTLS** and try again.
`0x800CCC92` **or** `0x800CCC90`	Authentication failed. The username must be the **full address**, not just the name.
Keeps asking for the password	Outlook stored an old password. Delete the entry in *Windows Credential Manager* and enter it again.
Cannot send (receiving is fine)	The option **"My outgoing server requires authentication"** is off. This is the number one cause of this symptom.

Code or symptom	Most likely cause
Certificate warning	You are using a server name that does not match the certificate. Use **mail.yourdomain**, not the machine name.
Duplicate messages, or messages vanishing from the phone	The account is set to **POP** instead of **IMAP**. POP downloads and removes from the server; with more than one device, always use IMAP.

The correct settings

Field	Value
Username	The **full address** (name@yourdomain).
Incoming server (IMAP)	mail.yourdomain - port **993**, security **SSL/TLS**.
Outgoing server (SMTP)	mail.yourdomain - port **465**, security **SSL/TLS**.
Outgoing server - alternative	mail.yourdomain - port **587**, security **STARTTLS**. Use this one if 465 does not work: it does exactly the same job and gets through networks that block 465.
Outgoing authentication	On, using the same credentials as incoming.

The step-by-step with screenshots is in **how to set up e-mail in Outlook** .

Careful about removing the account to "start fresh".
If the account is POP, the messages exist only on that computer - removing it can delete them. Take a copy first.

If it broke suddenly and used to work, ask what changed: new password, new computer, or a different network. Switching from Wi-Fi to mobile data (or the reverse) fixes it instantly when the network is to blame.

NEED A HAND?

Send us the error code and a screenshot - we will pin it down.

Open a support ticket →

SEE ALSO

If Outlook is not erroring but hiding messages, the junk filter is the issue:
How to stop spam in Outlook: the filter on your computer and the one on the server

PROFESSIONAL E-MAIL

Your e-mail should carry your company name.

Mailboxes on your own domain, with webmail, antispam and automatic setup on phone and desktop.

See e-mail plans →

Works in Outlook, on your phone and in the browser

Mozout

MozOut International

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