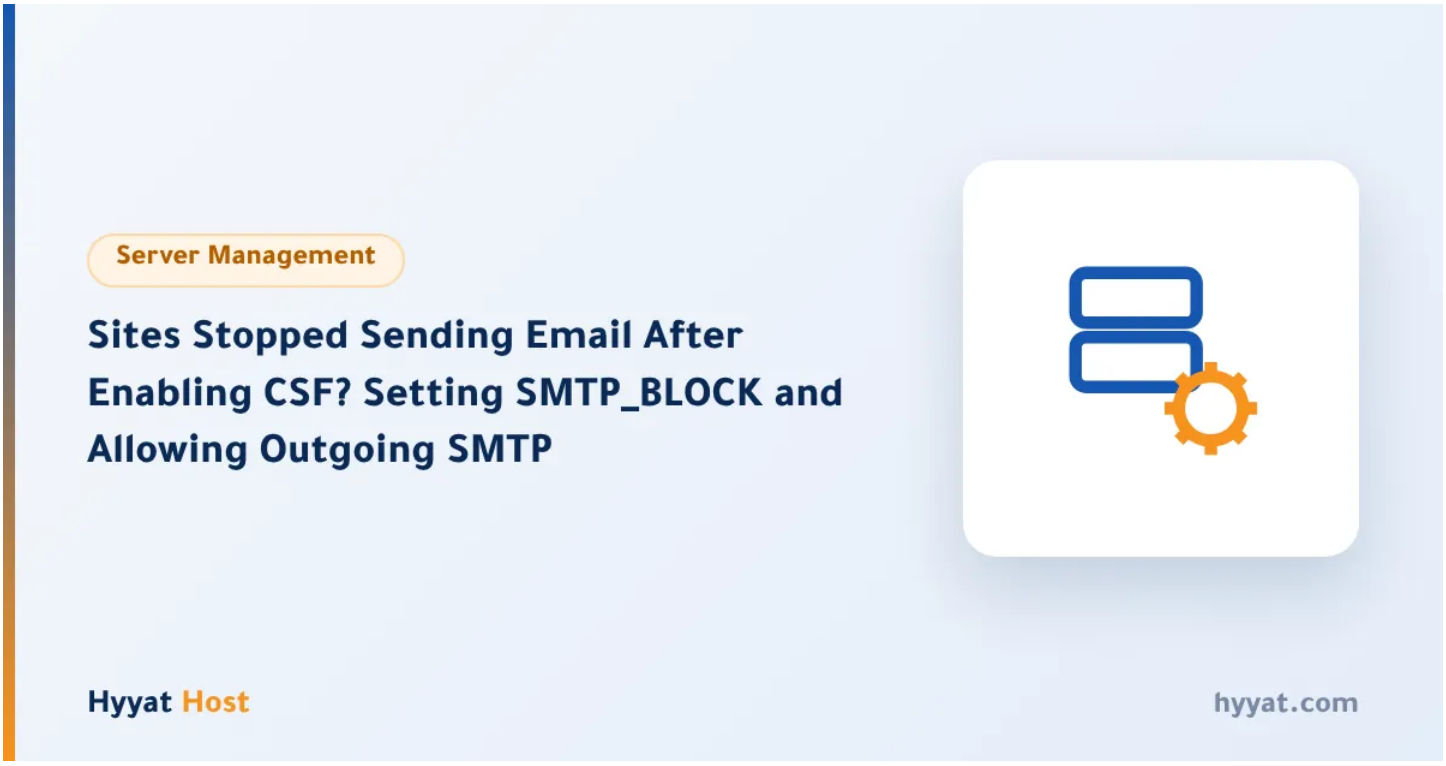
Sites Stopped Sending Email After Enabling CSF? Setting SMTP_BLOCK and Allowing Outgoing SMTP

WHM/cPanel · https://www.hyyat.com/en/knowledgebase/csf-smtp-block-allow-outgoing-smtp/

In short The **SMTP_BLOCK** option in CSF stops programs from connecting directly to external mail servers, so SMTP plugins on sites fail. The better fix: make sites send through the local mail server with authentication. If you need external connections, add the user to **SMTP_ALLOWUSER**, or set **SMTP_BLOCK = 0** in **WHM, Plugins, ConfigServer Security & Firewall, Firewall Configuration** .



This guide is for server owners if you have a VPS or dedicated server with WHM. If you would rather not manage the server yourself, our server management service can do it for you.
After enabling the CSF firewall, some sites may stop sending email, especially those using an SMTP plugin to send through Gmail or another external service. The cause is usually **SMTP_BLOCK**, which

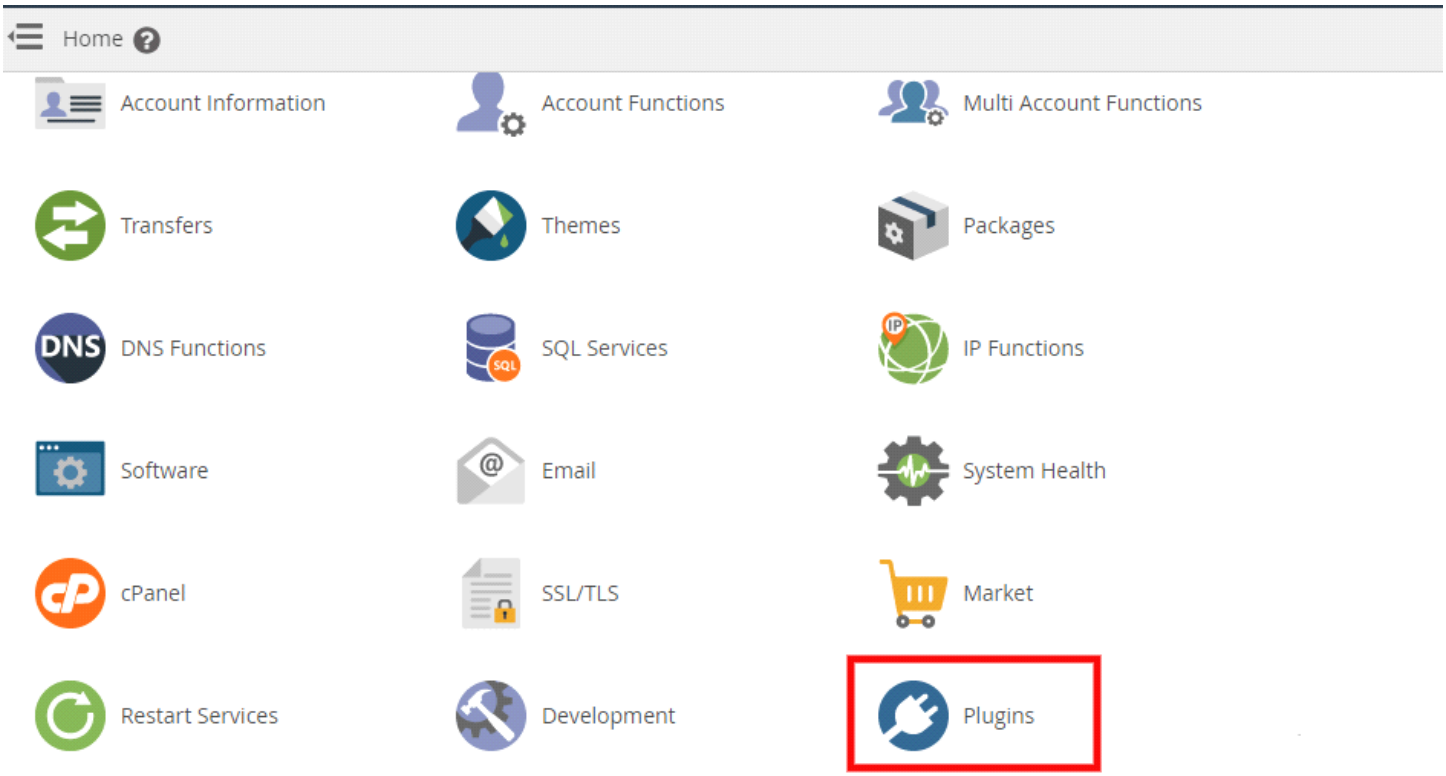
stops anything other than the mail server from connecting to external SMTP ports. The option is useful because it stops hacked scripts from sending spam.

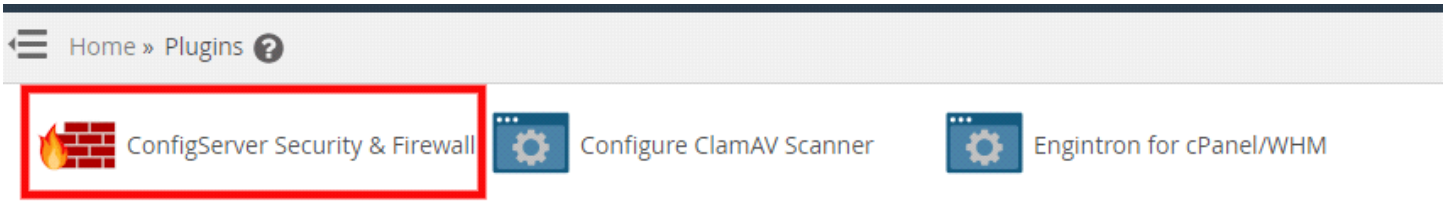
The better fix: keep the protection

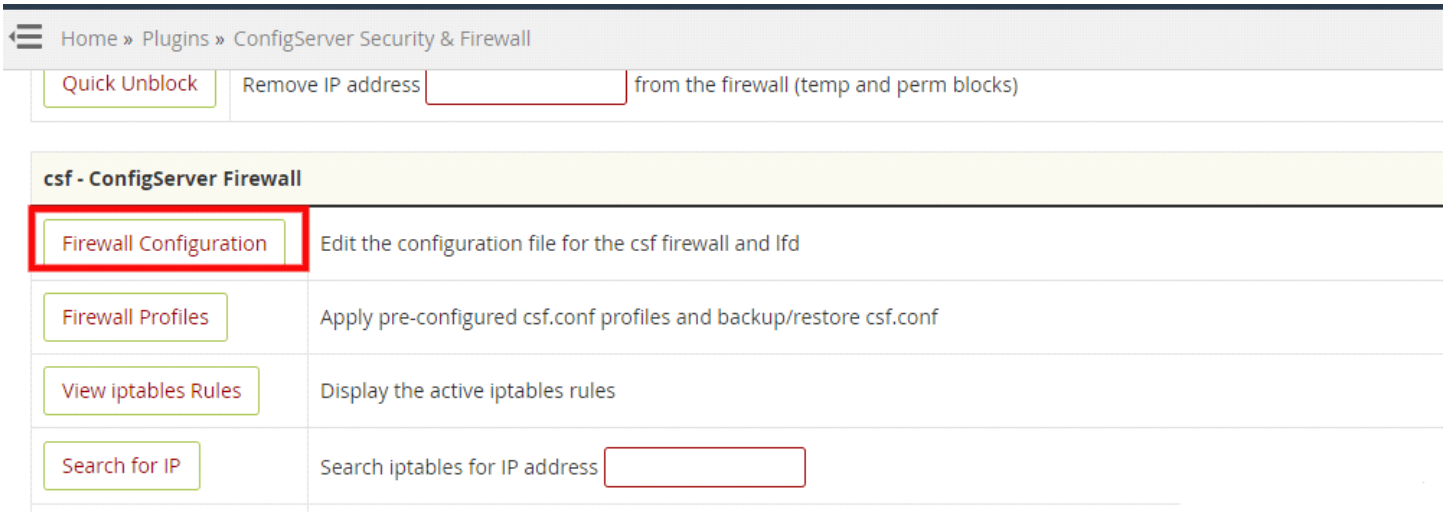
Make sites send through the mail server on the same machine: host `localhost` or `mail.domain`, port 587 or 465, with a real mailbox and password. SMTP_BLOCK stays on, and mail is DKIM-signed for your domain.

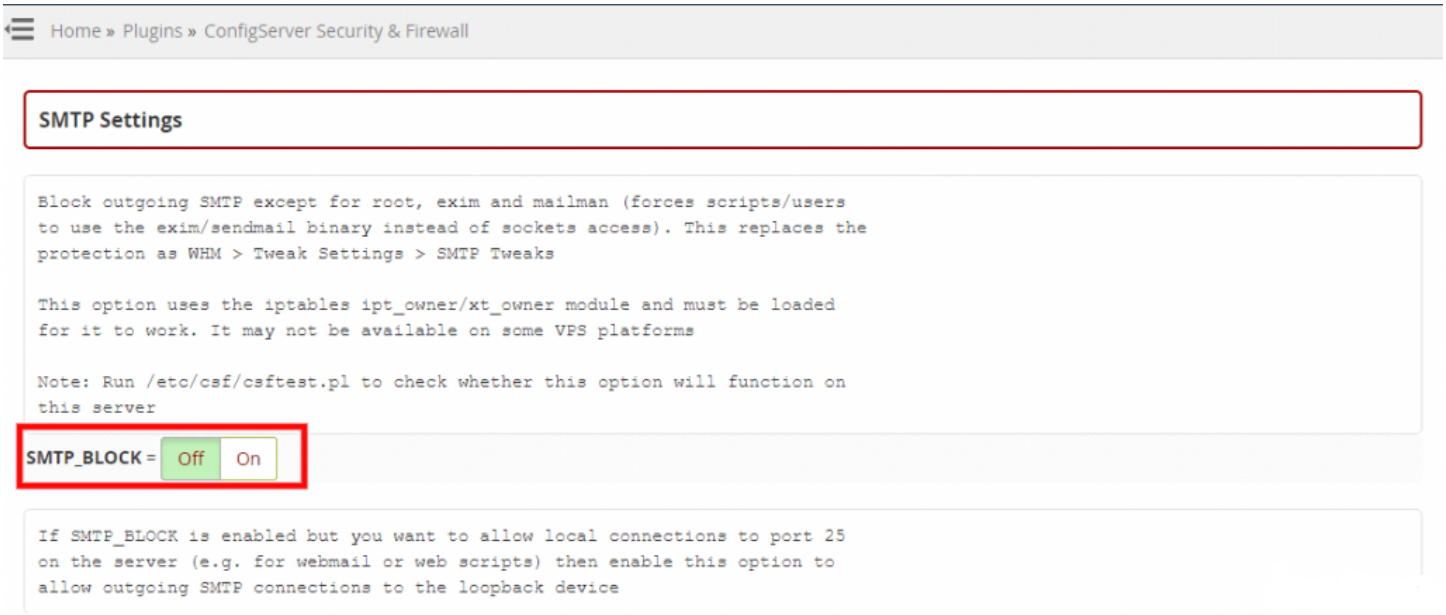
If you need to reach an external server

1. **Log in to WHM** in your browser at `https://server-IP:2087` or `https://server-hostname:2087` as root.
2. **Open Plugins,** then **ConfigServer Security & Firewall**.
3. **Click Firewall Configuration** to open the settings file.
4. **Find SMTP_ALLOWUSER** and add the cPanel username that needs external access. This is better than turning the protection off for everyone.
5. **Or set SMTP_BLOCK = 0** to turn the block off for all accounts, if you accept that.
6. **Save and restart CSF** with **Change**, then **Restart csf+lfd**.









Careful: WHM has a similar option, **SMTP Restrictions** in the Security Center. Do not enable it together with SMTP_BLOCK; use one or the other.

Summary

- SMTP_BLOCK stops direct connections to external mail servers.

- Sending through the local mail server with authentication is better.
- For exceptions, use SMTP_ALLOWUSER instead of turning protection off.

Need a server with cPanel and WHM? See VPS servers and the cPanel and WHM on VPS guide.

Frequently asked questions

Why does my site not send email after enabling CSF?
Usually SMTP_BLOCK is stopping an SMTP plugin from connecting to an external mail server.

Should I turn SMTP_BLOCK off?
Preferably not. Send through the local mail server, or exempt the specific user with SMTP_ALLOWUSER.

Related guides

- VPS Server Security: The Essential Steps After You Get Your Server
- How to Enable SPF and DKIM in cPanel
- cPanel and WHM on a VPS — The Complete 2026 Guide: What They Are, Licensing, and When to Choose Them
- How to Install cPanel and WHM on Your Server

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