Outlook Cannot Send or Receive Email? How to Find the Problem in Minutes and Fix Each Cause

Email · https://www.hyyat.com/en/knowledgebase/outlook-cannot-send-receive-email/

The short version First test: open **Webmail** in the browser. If it works there, the account is fine and the problem is Outlook's setup. The usual causes: a **changed password**, a **wrong port or encryption** (correct is 993 and 465 with SSL/TLS), **outgoing authentication turned off**, or a **full mailbox**.

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-hm-outlookerr-en.mp4?_=1

Outlook's error messages are often generic and say little. So we start with one test that splits the problem in two, then follow the table.

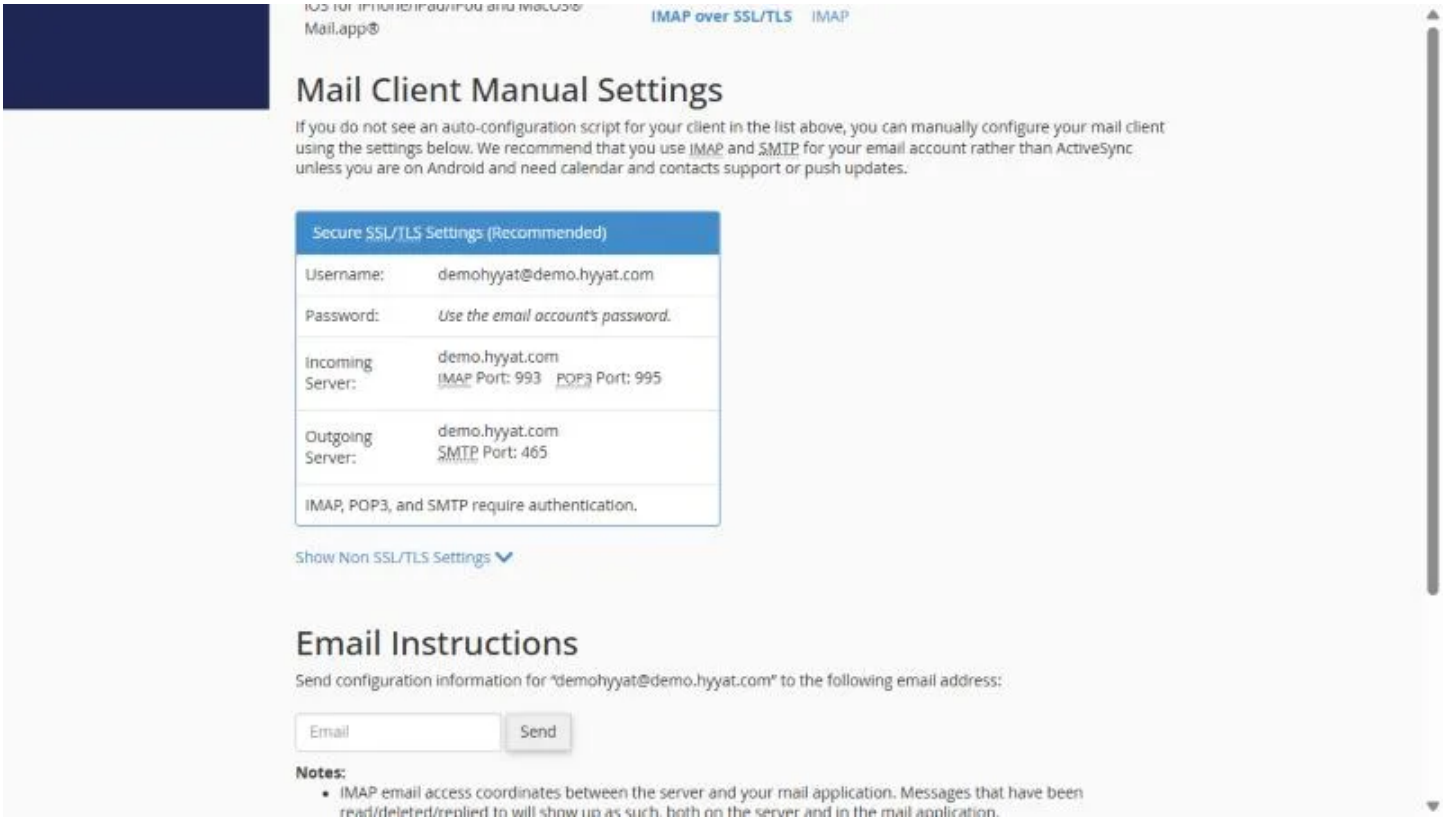
The first test: Webmail

1. **Open Webmail** `yourdomain.com/webmail`: signing in with Roundcube.
2. **Try sending and receiving** send a message to yourself and to an outside address.
3. **Read the result** Works there? The problem is Outlook. Not working? The problem is the account or server.

Causes and fixes

Symptom	Likely cause	Fix
Keeps asking for the password	The password changed or is wrong	Update it in Outlook's account settings
Receives nothing	Wrong incoming server or port	IMAP 993 with SSL/TLS as in Connect Devices

Symptom	Likely cause	Fix
Receives but will not send	Outgoing authentication off or wrong port	Turn on “outgoing server requires authentication”, port 465 with SSL/TLS
Messages bounce as mailbox full	The mailbox is full	cleaning up email disk usage
A certificate warning	Server name does not match the certificate	Use the server name shown in Connect Devices
Stopped suddenly after working for ages	Antivirus or firewall on the computer	Test with it paused, or from another network



Where to change the settings in Outlook

In classic Outlook: File → Account Settings → Account Settings → choose the account → Change. If the setup is old and tangled, it is often quicker to remove the account from Outlook and add it again as in Outlook setup.

When Outlook sends but messages bounce

If you get a bounce message, read its reason; it says a lot: an address that does not exist, a recipient’s full mailbox, or a rejection for spam. For the last: why your email goes to spam

A real-world example: An employee’s Outlook stopped sending one morning while receiving was fine. A colleague had changed the mailbox password in cPanel. Updating it in Outlook brought everything back.
A mistake to avoid: Trying random ports until “something works”. An unencrypted port may work, but your password travels in the clear. Stick to the secure values from Connect Devices.

The summary for quick readers

- Try Webmail first to locate the problem.
- 993 in, 465 out, SSL/TLS, with outgoing authentication on.
- Sending fails = usually the password or authentication.

Frequently asked

What does “The connection to the server was interrupted” mean?
Usually a wrong port or encryption, or security software intercepting the connection.

Is it a server problem?
If Webmail fails too, open a support ticket with the address and the time of the problem.

Should Outlook use IMAP or POP3?
IMAP in most cases: POP3 vs IMAP.

The new Outlook has different menus. What now?
The values are the same; add the account from Settings → Accounts.

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