



# 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	<b>smtp.bgan.inmarsat.com</b>
Secondary SMTP server	<b>smtp2.bgan.inmarsat.com</b>

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:

- Locate the email account(s) you are using in your email client.
- 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.
- 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.

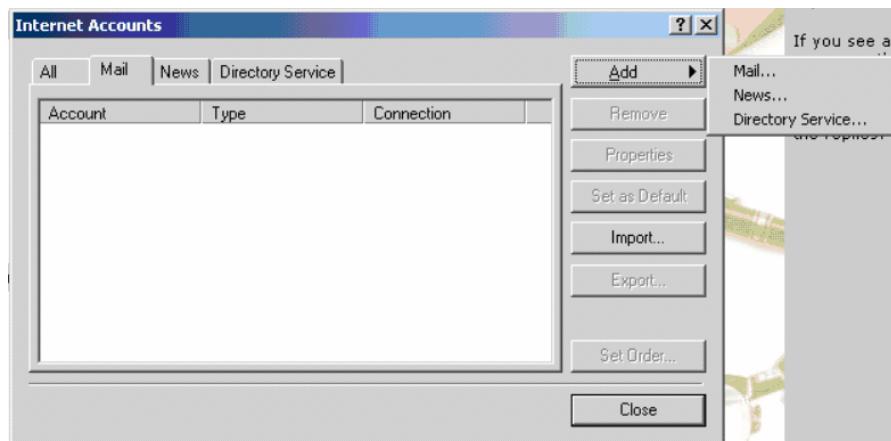
To set up Outlook Express:

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

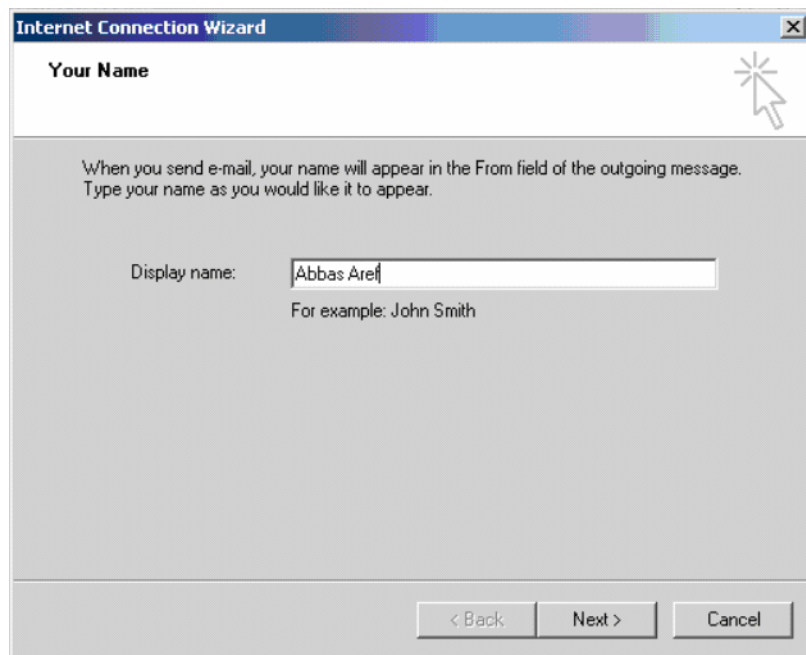


The Internet Accounts window is displayed.

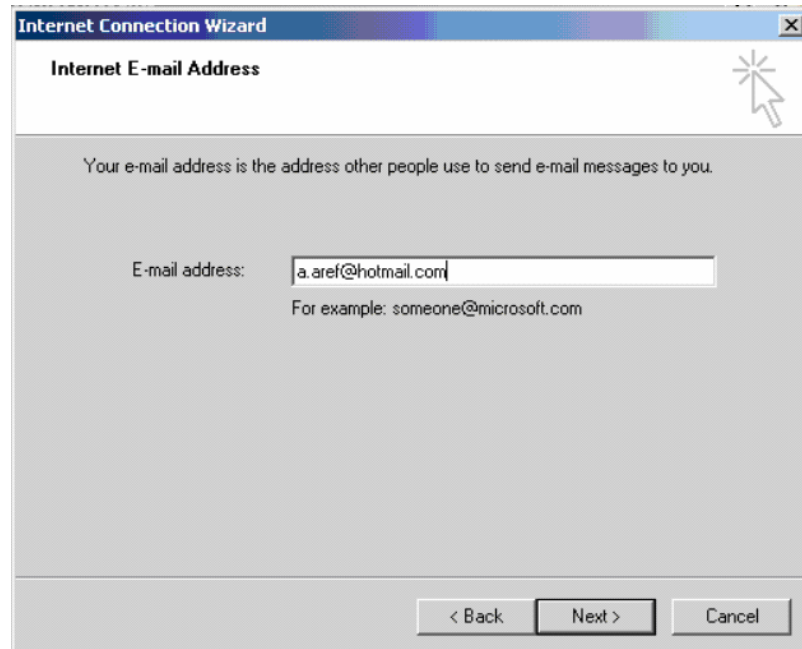
- b. Click on **Add**. A sub-menu displays, as shown below:



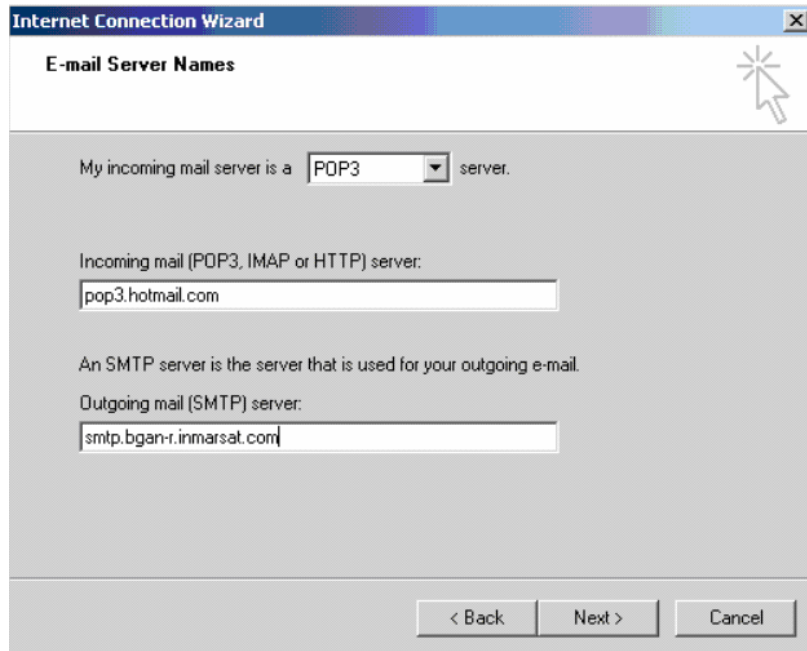
c. Click on **Mail**. The Internet Connection Wizard is launched:



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

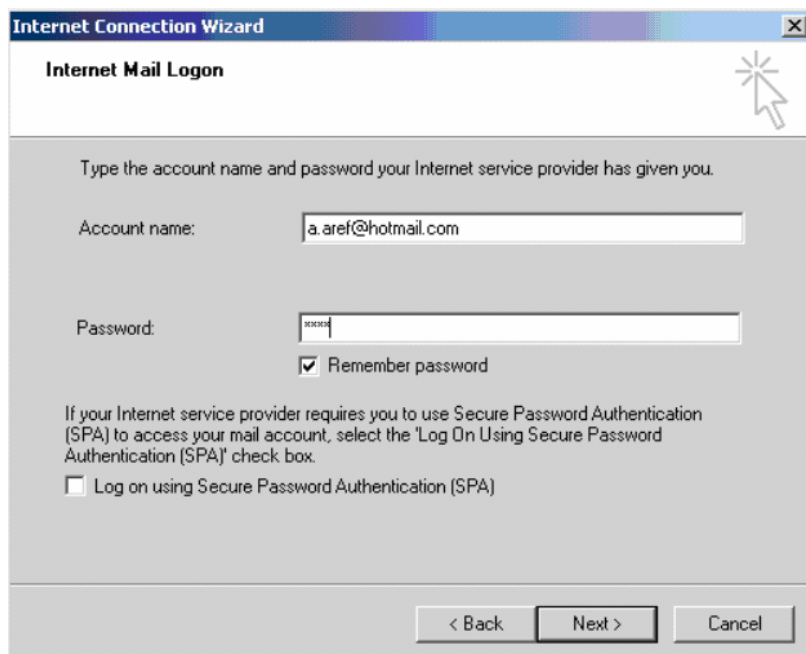


- e. Enter your standard e-mail address from your E-mail Service Provider. Click on **Next**. You are prompted to enter the E-mail Server Names.



The screenshot shows the 'E-mail Server Names' dialog box in the Internet Connection Wizard. It features a title bar with the text 'Internet Connection Wizard' and a close button. The main title is 'E-mail Server Names'. Below the title, there is a text area that says 'My incoming mail server is a  server.' Below this, there is a text box labeled 'Incoming mail (POP3, IMAP or HTTP) server:' containing the text 'pop3.hotmail.com'. Further down, there is another text box labeled 'Outgoing mail (SMTP) server:' containing the text 'smtp.bgan-r.inmarsat.com'. At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- 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.



The screenshot shows the 'Internet Mail Logon' dialog box in the Internet Connection Wizard. It features a title bar with the text 'Internet Connection Wizard' and a close button. The main title is 'Internet Mail Logon'. Below the title, there is a text area that says 'Type the account name and password your Internet service provider has given you.' Below this, there are two text boxes: 'Account name:' containing 'a.aref@hotmail.com' and 'Password:' containing 'xxxxx'. Below the password box, there is a checked checkbox labeled 'Remember password'. At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'. There is also a checkbox labeled 'Log on using Secure Password Authentication (SPA)' which is currently unchecked.

- 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

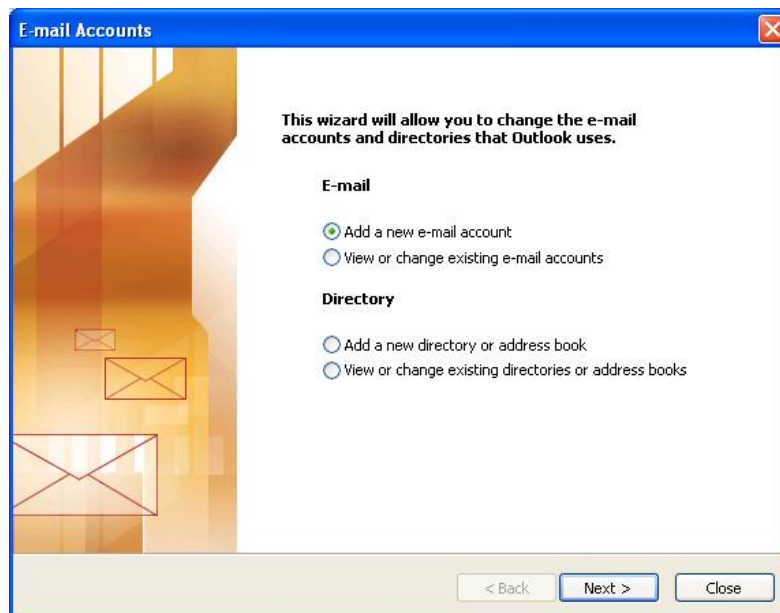
This section describes how to set up Microsoft Outlook 2003 for use with the SMTP server provided by Inmarsat for use over the BGAN network. These instructions are for use with all Service Providers.

To set up MS Outlook:

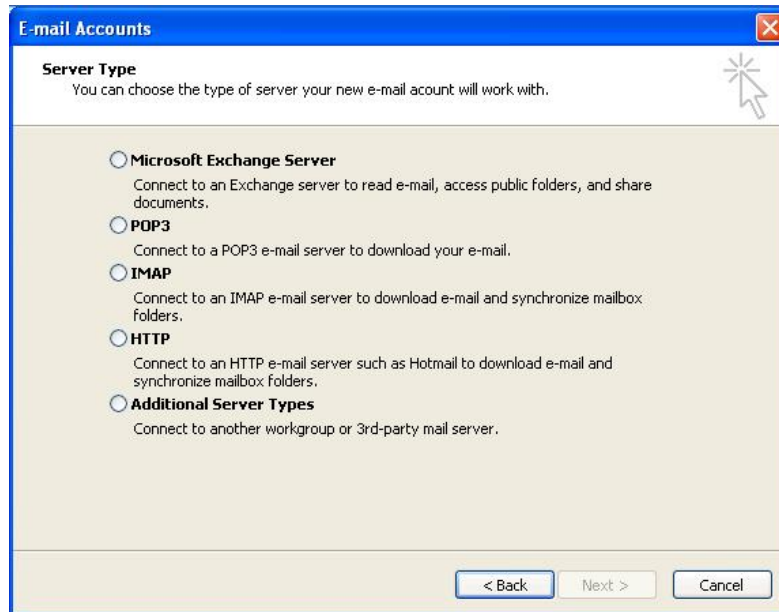
- a. From the Outlook main menu, select **Tools > E-mail Accounts**, as shown below:



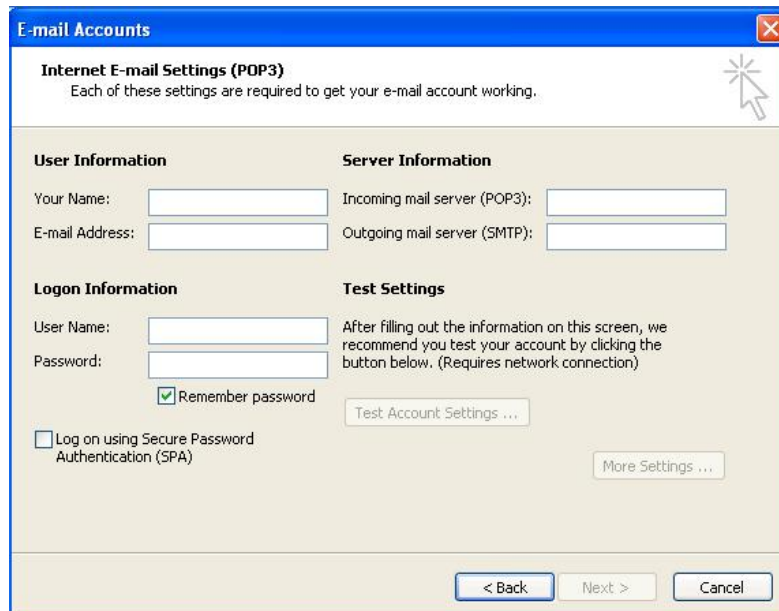
The E-mail Accounts Wizard is displayed, as shown below:



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



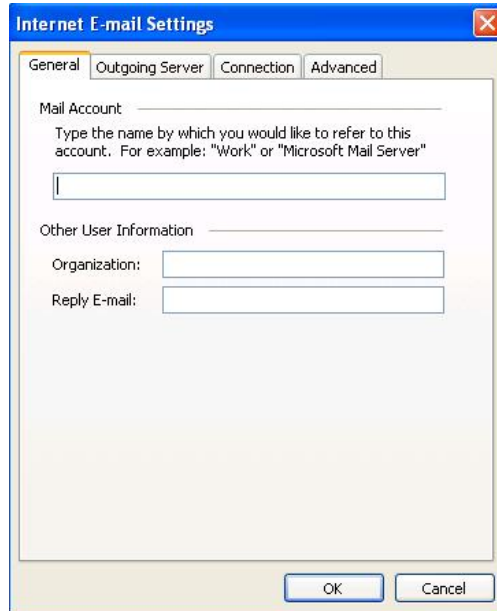
- c. Select the server type used by your e-mail Service Provider, and click on **Next**. The E-mail Accounts – Internet E-mail Settings screen is displayed, as shown below:



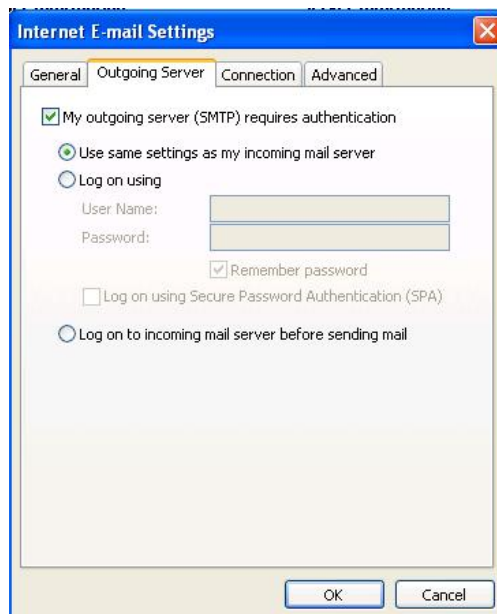
- d. In the **Your Name** and **E-mail address** text boxes, enter the information provided by your E-mail Service Provider.
- e. In the **Incoming mail server** text box, enter the details of the server used by your E-mail Service Provider.
- f. In the **Outgoing mail server** text box, enter the address 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:

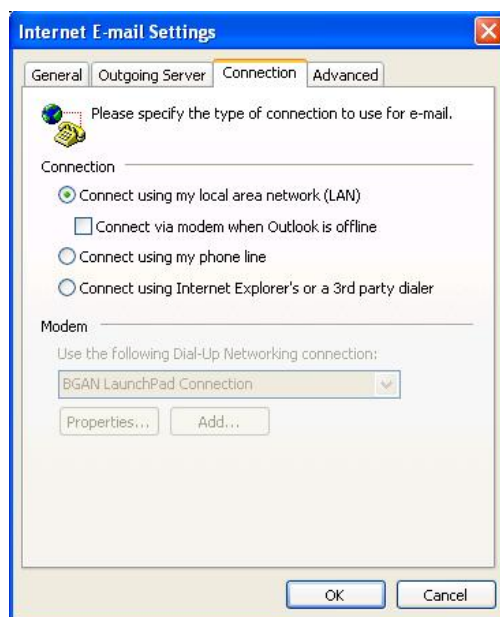


- i. In the **General** tab, enter a name for the Mail Account in the first text box.
- j. Enter the name of your organization in the **Organization** text box, and the reply e-mail address in the **Reply E-mail** text box.
- k. Select the **Outgoing Server** tab. The following dialog box is displayed:



- l. Check the **My outgoing server (SMTP) requires authentication** check box.

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



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:

- From the main menu, select **Window > Mail & Newsgroups**.
- 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.
- Enter the following specific Inmarsat SMTP settings:  
**smtp.bgan.inmarsat.com**
- Select "Outgoing Server (SMTP)" in the left pane.
- 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.
- 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