

# Error In Sending Mail. Details: Mailbox Unavailable. The Server Response Was 5.7.1. Client Does Not Has Permission To Send As This Sender

## Summary

Error In Sending Mail. Details: Mailbox Unavailable. The Server Response Was 5.7.1. Client Does Not Has Permission To Send As This Sender

## Applies To

MachPanel all versions

## Solution

To configure automatic emailing feature in MachPanel you need to provide SMTP information. In Microsoft Exchange based email environment, follow these steps:

1. Create an Exchange mailbox for SMTP authorization. For example, [app.mailing@domain.com](mailto:app.mailing@domain.com)

2. Go to **Home » System Configuration » Emails Configuration » Email Delivery Settings**

1. Enter Internal/external IP of Edge/HUB server in SMTP server field.
2. Enter 25 in port number field. Enter 995 in port number field if it is being protected.
3. Turn on SMTP server requires authentication.
4. Enter [app.mailin@domain.com](mailto:app.mailin@domain.com) in SMTP user name field and provide its password.

Go to **Home » System Configuration » Emails Configuration » Email Templates** and specify the 'to' and 'from' email addresses along with relevant fields.

**IMPORTANT:** You should ensure that [app.mailing@domain.com](mailto:app.mailing@domain.com) can send email as your sales/support account. For example, if your support account is [support@oxyhosting.com](mailto:support@oxyhosting.com) and you want to send emails using [app.mailing@domain.com](mailto:app.mailing@domain.com) then it should have Send As permission on [support@oxyhosting.com](mailto:support@oxyhosting.com) account.

### To set Send As permission:

1. Start the Exchange Management Console.
2. In the console tree, click **Recipient Configuration**.
3. In the result pane, select the mailbox ([support@oxyhosting.com](mailto:support@oxyhosting.com) in our

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- example) for which you want to grant the Send As permission.
4. In the action pane, under the mailbox name, click **Manage Send As Permission**. The Manage Send As Permission wizard opens.
  5. On the **Manage Send As Permission** page, click **Add**.
  6. In **Select User or Group**, select the user ([app.mailing@domain.com](mailto:app.mailing@domain.com) in our example) to which you want to grant the Send As permission, and then click **OK**.
  7. Click **Manage**.
  8. On the **Completion** page, the **Summary** states whether the Send As permission was successfully granted. The summary also displays the Exchange Management Shell command that was used to grant the Send As permission.
  9. Click **Finish**.

After this you need to verify emailing works. To do this, Click Send Test Email button.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50166/Error-In-Sending-Mail.-Details-M...>