

# Zoho

All docs related to Zoho Email Services

- [Zoho Protocols](#)
  - [\[How-To\] Configure Email Server with Zoho SMTP Settings](#)

# Zoho Protocols

All docs related to exposed Zoho Protocols

# [How-To] Configure Email Server with Zoho SMTP Settings

## Purpose

Explain how to configure an email server with Zoho SMTP Settings.

## Prerequisites

List of prerequisites:

- Licensed Email on Zoho (Not shared mailbox)
- Credentials to that Licensed Email

## SMTP Server Configuration - Zoho Mail

### SMTP - Simple Mail Transfer Protocol

SMTP or Simple Mail Transfer Protocol allows you to send emails from an email application through a specific server. For example, if you want to use your [Zoho Mail](#) account to send emails through another email client, you will need to configure the settings in that client with Zoho's SMTP information.

## Zoho Mail SMTP Server details

### SMTP Configuration settings for Zoho Mail - SSL

**Outgoing Server Settings:** (Personal users with an email address as [username@zohomail.com](#) and Free Organization users):

Outgoing Server Name: **smtp.zoho.com**

Port: **465**

Security Type: **SSL**

Require Authentication: **Yes.**

**Outgoing Server Settings:** (Paid Organization users with a domain-based email address, you@yourdomain.com):

Outgoing Server Name: **smtppro.zoho.com**

Port: **465**

Security Type: **SSL**

Require Authentication: **Yes.**

**The email address should match the email address/ [email aliases](#) of the account, for which the authentication details are provided.**

## SMTP Configuration settings for Zoho Mail - TLS

**Outgoing Server Settings:** (Personal users with an email address as [username@zohomail.com](#) and Free Organization users):

Outgoing Server Name: **smtp.zoho.com**

Port: **587**

Security Type: **TLS**

**Outgoing Server Settings:** (Paid Organization users with a domain-based email address, you@yourdomain.com):

Outgoing Server Name: **smtppro.zoho.com**

Port: **587**

Security Type: **TLS**

Require Authentication: **Yes. The email address should match the email address/ email aliases of the account, for which the authentication details are provided.**

You may require an [Application-specific Password](#) to set up the account on other devices if you've enabled Two-Factor Authentication.

## Troubleshooting SMTP Server Settings

### Duplicate Sent Copies - Do not save a copy in Sent folder

When you send an email from other email clients like Outlook or other email clients using smtp.zoho.com, those emails are automatically saved in your Sent folder. However, there are some

email clients who by behavior, save a copy in the local Sent folder. This causes duplicate emails in the Sent folder (one saved by the email client and another by the Zoho Servers). In such cases, the user can choose the option **Do not save a copy in Sent folder** to avoid duplication.

1. Login to [Zoho Mail](#)
2. Go to **Settings**
3. Navigate to **Mail Accounts** and click the respective email address from the left listing.
4. Under the **SMTP** section, uncheck the '**Save copy of sent emails**' to not save the emails sent using the smtp.zoho.com configuration in the Sent folder.

SMTP settings  
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## Unable to connect to Outgoing Server/ SMTP Server

Sometimes, the email clients connect to the default port 25 when connecting to the SMTP server. In the case of Zoho Mail, you need to connect to smtp.zoho.com in SSL or TLS ports i.e 465 or 587 respectively. Ex: In Outlook, you need to check the 'Advanced Server Settings' section.

If the port details are correct and there are still issues in connecting to the server, you need to get the [traceroute](#) details for the smtp.zoho.com server and share it to support (at) zohomail (dot) com with the details of your account, your email client, screenshots of the configuration, etc.

## Authentication Failure

When configuring SMTP/ Outgoing Server, you need to provide the entire email address and the correct password for authentication. You may require an [Application-specific Password](#) to set up the account on other devices if you've enabled Two-Factor Authentication.

## Relaying disallowed error

When the email address (or login credentials) you have provided in the application does not match the email address (or credentials) of your account's outgoing server, you will see a 'Relaying Disallowed' error when you attempt to send an email. The SMTP client will not be able to send the email because of the email address mismatch.