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Avoid support scams. We'll never ask you to call or text a phone number or share personal info. Report suspicious activity using "Report Abuse." Learn more. This thread was archived. Ask a new question if you need help. I've been using Firefox for a while, but after upgrading from Windows 7 to 10, it stopped working for my email. What's the issue? Upgrading your OS usually doesn't affect Firefox's content handling. Are you logging into a webmail client? Any error messages when you try to log in? I use Frontier.com email. When I request it, Firefox fails to connect. I've tried Thunderbird for years with Frontier.com, but now Yahoo's server service is causing login problems. I'm stuck! Can anyone help fix this Yahoo interference? I've contacted Frontier.com support before, but this is my main request. Please help end this Yahoo issue! Thanks...dh Hi, thanks to David & Matt for the help. To update everyone still willing to assist: I finally found a Frontier.com tech who fixed half my issue. The incoming mail works, but outgoing SMTP (smtp.mail.yahoo.com, port 465, SSL/TLS) still fails with error 80004005. Tried 10 times, no luck. The tech recommended contacting Thunderbird support. I'm seeking help to resolve this SMTP issue for Thunderbird users. Thanks...Tony H. Read this answer in context. All you've shared is frustration, not the problem. Here's a link to Yahoo-related issues: Hi David: Thanks for your reply, but I need help fixing the Yahoo interference when logging into Thunderbird. I am using a Frontier Email-address which uses YAHOO pop.mail.yahoo.com Server, forcing me to use YAHOO mail-Program ONLY instead of accepting THUNDERBIRD as my DEFAULT mail-Program. I apologize for not knowing how to explain this 'login' issue in more simple and specific ways. However, I would appreciate any help or suggestions on resolving this 'login'-problem. #####ARTICLEI've been struggling to send emails using Thunderbird with Yahoo's smtp.mail.yahoo.com server for about 10 times now. I've spent over an hour with Frontier's support team trying to figure out why it's not working, but unfortunately, they were only able to get half of the Thunderbird mail program working for me. They recommended that I reach out to Thunderbird experts for help, as they have tried multiple servers and settings without success. I'm hoping someone can provide some guidance on how to make this outgoing server (SMTP) smtp.mail.yahoo.com work. Many users, including myself, are frustrated with Yahoo's inconsistent performance and lack of reliability in their servers. After finally locating a knowledgeable support tech at Frontier.com, I was able to resolve the receiving mail issue, but the sending Yahoo Server still won't work. The error message I'm getting is: "Sending of the message failed. Failed due to unexpected error 80004005. No description is available. The message could not be sent using Outgoing server (SMTP) smtp.mail.yahoo.com for an unknown reason. Please verify that your Outgoing server (SMTP) settings are correct and try again." I've tried changing the Authentication Method from 'Normal password' to OAuth2, but Frontier.com Tech was unable to get it working. I'm starting to think that Yahoo has a significant issue with clearly defining their servers' settings for user benefit. I want to thank Matt & David for their help in resolving this issue. Their assistance has been invaluable, and I'm sure many other users will appreciate the guidance on how to troubleshoot this problem. I'm providing a revised version of the text in a more readable format while maintaining its original content and meaning. The following information is crucial for users experiencing difficulties with their email settings, particularly with Thunderbird and Yahoo servers. Many users face challenges with configuring their email accounts, especially when dealing with different providers and server settings. A common issue arises when trying to set up or troubleshoot email accounts using Thunderbird. To resolve these issues, users can follow specific steps and guidelines. First, ensure that your Thunderbird account settings match those recommended by your email provider. For Yahoo, users can configure their accounts using the following settings: * Incoming server (IMAP): imap.mail.yahoo.com * Port: 993 (for IMAP) or 995 (for POP) * Security: SSL/TLS * Authentication: OAuth2 * Outgoing server (SMTP): smtp.mail.yahoo.com * Port: 465 * Security: SSL/TLS * Authentication: OAuth2 By applying these settings, users can often resolve common issues related to email account configuration and synchronization. ##### Additional Tips * Ensure that your Thunderbird account settings match those recommended by your email provider. * If you encounter difficulties, try resetting your account settings or reconfiguring your email client. * For further assistance, consult the Thunderbird support resources or contact your email provider's customer support. By following these guidelines and tips, users can often resolve common issues related to email account configuration and synchronization. When having trouble with Thunderbird (TB) connecting to Frontier's email servers, try using the default settings for Yahoo: incoming IMAP or POP server is imap.mail.yahoo.com or pop.mail.yahoo.com, port 993 for IMAP, port 995 for POP, security SSL/TLS, authentication OAuth2. User Name: email address. For outgoing SMTP server use smtp.mail.yahoo.com, port 465, security SSL/TLS, and authentication OAuth2. To set up these settings without changing your existing setup, create a new TB profile from Help/Troubleshooting, about:profiles, and add an account. This way, your original profile remains unaffected. Note that OAuth2 for POP requires Thunderbird 68.5. If using the default frontier.com servers, try deleting old passwords from Tools/Options/Security/Passwords/Saved Passwords before restarting TB and entering the account password when prompted. A similar issue with Sky, another Yahoo-based email service, is covered in this topic. For user SFHOWES, who was experiencing issues with connecting to Frontier's email servers using POP, I suggested trying the Yahoo settings. Initially, you tried these settings but were not prompted for a password and "Get Messages" didn't retrieve any new messages. You then attempted IMAP, which timed out when clicking "Get Messages". Changing from POP to IMAP requires adding it as a separate account. As your security/antivirus program isn't specified, uninstalling and reinstalling TB won't help in this situation. You managed to fix the issue by removing the OAuth line in "Saved Logins", but you were unsure how this resolved the problem. Changing your password in TB's "Saved Logins" may have triggered the issues you encountered. You also received emails from Yahoo that alarmed you enough to change your password, and another email recently sent a similar alarm message after resetting a password. The emails are normal messages sent by TB when removing the OAuth token and restarting. These messages guard against unauthorized use of your account. Created a new profile per the instructions and can now send email! Thanks for the info. Did not type in the config info, TBird automatically configured it and it matched the info you gave: Server Settings: Server Name: pop.mail.yahoo.com, port 995 User Name: SSL/TLS OAuth2 Outgoing Server (SMTP) Description: Yahoo! Mail Server Name: smtp.mail.yahoo.com, port 465 User Name: OAuth2 SSL/TLS It's not clear how to get back to my original profile, since TBird not starts up with the new profile. I would like to be able to go back to the old one to see if the new one is missing any emails. Hints? Thanks again, Greg Wolfe With Connection Security Settings, You Can Control How Your Email is Delivered Enable this setting to add the ability to format your messages using HTML, like bold, italics, underline, set a font family, font size, font color, background color, and more. Automatically quote the original message when replying: With this setting enabled, when you click on Reply or Reply All on a message, the message you are replying to will be automatically quoted in the message compose window. Then: If you have Automatically quote the original message when replying enabled, this setting determines where the cursor will be placed - either above or below the quoted text. And place my signature: In addition to Automatically quote the original message when replying, if you also have Thunderbird set to automatically add a signature, this setting determines where your signature will be placed - either above or below the quoted text. Include signature for replies: If you do not want your signature added when replying to a message, disable this setting. Include signature for forwards: Enable this setting to make Thunderbird automatically add your signature when forwarding a message. Hi steve7zann, Try Clearing Cookies and Sites Data. * Click the menu button, and select Options, Preferences. * Select the Privacy & Security panel and go to the Cookies and Site Data section. * Click the Clear Data... button. The Clear Data dialog will appear. ... * Click Clear. If it doesn't solved your problem, the feel free to ask in Reply Section. Thanks for raising your question in Mozilla Support Forum. Hi steve7zann, Follow the instructions and step : 1. Click the Firefox Account icon in the toolbar. 2. In the drop-down menu, click on Account Settings, then click Manage Account. Your Firefox Account page will open. 3.Click the Change... button next to Secondary email. 4.Click the Make primary button next to your desired primary email. You might have to log out and log back in to Firefox Accounts on your mobile devices in order for Firefox to display your new email. I hope resolve your problem then reply me back. Thank you Regards Arman khan. To troubleshoot issues with logging into Frontier, try Clearing Cookies and Sites Data. Also, ensure that you are not blocking content and start Firefox in Safe Mode if the issue persists. Only got to Step 3- there is no CHANGE button,only ADD (I only have one email account). Make sure you are using the correct method to manage your email accounts in Firefox. Start Firefox in Safe Mode {web link} A small dialog should appear. Click Start In Safe Mode (not Refresh). Is the problem still there? Clear Data worked and I could log in to Frontier! I had previously deleted all Frontier cookies but that didn't work. Thank you,but why did Clear Data work? Refer to Yahoo!'s help page for POP access settings and instructions for Yahoo Mail. IMAP Refer to Yahoo!'s help page for IMAP server settings for Yahoo Mail. My sign-in attempt was prevented if you get the Username or password invalid warning and the Sign-in attempt prevented email when you try to connect your Yahoo Mail with Thunderbird, Yahoo has blocked Thunderbird from connecting because it's a known security threat.In order to secure your Yahoo app, enable an option that allows apps with less secure sign-in in your account below Thunderbird version 68.5. Refer to the provided Yahoo support page for instructions. For users of Thunderbird version 68.5 and above, change the POP server to pop.mail.yahoo.com (port 995). #####ARTICLEUsing Gmail POP accounts in Thunderbird can be a bit tricky due to the way Gmail handles authentication. If you're using a POP account, it will use 'Authentication Method: Normal Password', which is why Gmail requires you to enable the 'less secure apps' option every once in a while. This can be annoying, but there's a workaround. The issue arises when trying to access your POP3 account via Thunderbird. If you try Advanced Configuration and SMTP works fine, but POP3 fails, it's likely that the problem lies with the authentication method used for POP3. The good news is that Frontier support has confirmed the correct settings are: POP3: pop3.frontier.com, SSL/TLS, Port 995 SMTP: smtp.frontier.com, SSL/TLS, Port 465 However, using a full email address as your username can cause issues, especially if you're using a complex password with special characters. In this case, changing to a shorter password with special characters resolved the problem. The solution is to use OAuth for both incoming and outgoing SMTP authentication. This will prompt Gmail to confirm that Thunderbird has access to your account, allowing you to receive emails without issues. The user's efforts to connect to the mail server pop3.frontier.com using Thunderbird were unsuccessful, with the response indicating an incorrect username or password. After examining Frontier's Outlook settings, it appears that SSL is not enabled by default, and attempting account settings without SSL has yielded no results. Additionally, disabling antivirus email scanning was suggested as a potential solution, as some antivirus software can be incompatible with SSL-secured mail. Looking at the settings for frontiers mail account, vahost said "I just had a look at frontiers settings for outlook, they do not mention setting SSL and outlook does not default to it, I would try account settings with No SSL." Matt suggested trying anti virus email scanning turned off. Some antivirus software can choke or make a mess when using SSL. Nortons used to simplify the process by not even attempting to use SSL secured mail. This is a Thunderbird support forum and the discussion about Outlook's settings is unnecessary. Thunderbird and Outlook are two separate software applications developed by different companies, yet they share common settings defined by the server operator when connecting to their respective servers. This is an essential aspect to consider when troubleshooting issues with email connections. For instance, both Ford and Toyota vehicles use the same gas pump, just as Thunderbird and Outlook clients utilize the same settings provided by the server administrator to establish a connection. The wizard in Thunderbird can automatically select the most secure settings available, but it's crucial to shed security measures if an issue arises. In recent versions of antivirus software, scanning encrypted connections has become more prevalent, despite initially encountering difficulties due to the encrypted data stream between servers and applications. Malicious actors exploit this by hacking into secure connections using man-in-the-middle techniques or setting themselves as proxies like malware. Regarding settings in Norton, it's essential to set the program rules correctly for Thunderbird, specifically locating the application at C:\Program Files\Mozilla Thunderbird\thunderbird.exe or C:\Program Files(x86)\Mozilla Thunderbird\thunderbird.exe if running a 64-bit system. Setting the rule to 'Allow' can resolve issues. However, conflicting advice from Frontier's website is prevalent, with varying instructions for pop settings. For incoming mail on Frontier, the recommended settings are: pop3.frontier.com, port 110, connection security as none, and authentication method as normal password. Nonetheless, users who access Frontier email via Yahoo or use a phone to access their emails should follow specific guidelines. The solution to the original problem lay in altering the password length from complex characters to shorter, yet still secure options. This drastic change resolved the issue, showcasing the importance of password complexity and testing different combinations.

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