

# Relay Server requires plain authentication

## PROBLEM

The relay server you are forwarding your clean emails to, does not allow you to send email because requires authentication. The server does not allow you to add an exception for your Esva installation.

## SOLUTION

The solution requires root access to the appliance and brakes web configuration of the external smarthost (menù System->MTA Advanced Configuration External SmartHost).

Once logged in as root do the followings:

- `cd /etc/postfix`
- edit `main.cf` and add two lines as follows:

```
smtp_sasl_auth_enable = yes
```

```
smtp_sasl_security_options = noanonymous
```

- edit `sasl_passwd` and add an entry like:

```
your_relay_host username:password
```

- `postmap /etc/sasl_passwd`
- `service postfix reload`

×**NOTE:** Applies only to older versions of ESG. We do not guarantee support for newer versions