

KNOWLEDGE BASE · PUBLIC DOCUMENT

Common Outlook errors: 0x800CCC0E, password prompts and more

E-mail

CODE

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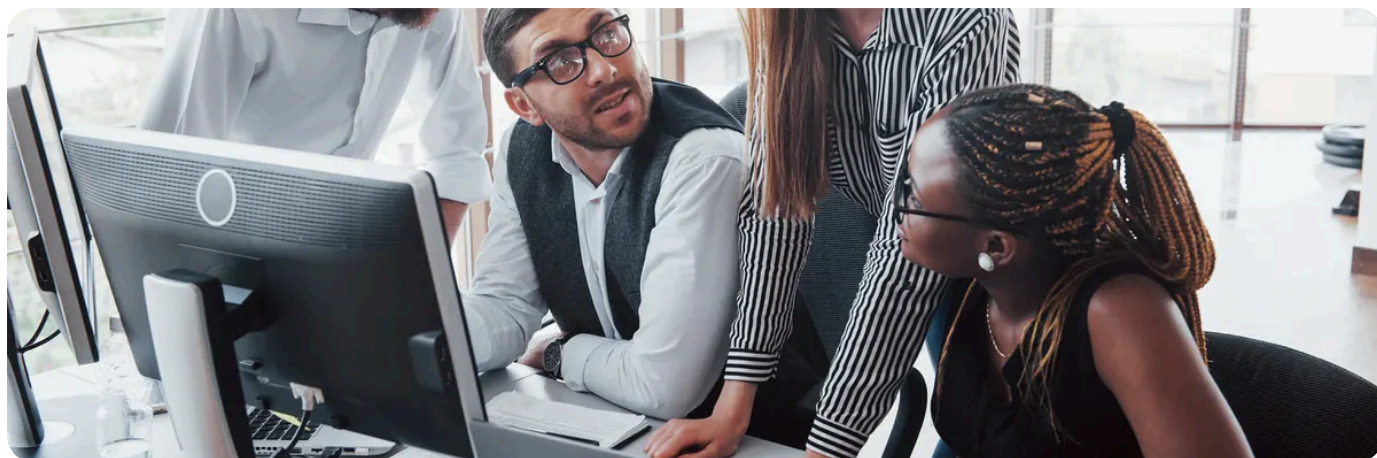
MozOut Mozambique

RLX Holdings, S.A. · Group RLX Holdings

Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

<https://www.meu.mozout.co.mz/knowledgebase/139>

Common Outlook errors: 0x800CCC0E, password prompts and more

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Outlook reports errors with codes that mean nothing to anyone. The good news: nearly all of them come down to three things - **the username is not the full address, the port or security type is wrong, or outgoing mail is not authenticated.**

First, the 10-second test

Open **webmail** . If it works there, the server is fine and the problem is Outlook - read on. If it fails there too, **the problem is ours** .

The errors that come up most

Code or symptom	Most likely cause
0x800CCC0E	Cannot reach the server: server name mistyped, wrong port, or the network blocking it. Corporate networks and some mobile operators block mail ports.
0x80042109	Cannot connect to the outgoing (SMTP) server - it never even gets to the password. Almost always port 465 being blocked by the network: many carriers and corporate networks close it. Switch the outgoing server to port 587 with STARTTLS and try again.
0x800CCC92 or 0x800CCC90	Authentication failed. The username must be the full address , not just the name.
Keeps asking for the password	Outlook stored an old password. Delete the entry in <i>Windows Credential Manager</i> and enter it again.
Cannot send (receiving is fine)	The option " My outgoing server requires authentication " is off. This is the number one cause of this symptom.

Code or symptom	Most likely cause
Certificate warning	You are using a server name that does not match the certificate. Use mail.yourdomain , not the machine name.
Duplicate messages, or messages vanishing from the phone	The account is set to POP instead of IMAP . POP downloads and removes from the server; with more than one device, always use IMAP.

The correct settings

Field	Value
Username	The full address (name@yourdomain).
Incoming server (IMAP)	mail.yourdomain - port 993 , security SSL/TLS .
Outgoing server (SMTP)	mail.yourdomain - port 465 , security SSL/TLS .
Outgoing server - alternative	mail.yourdomain - port 587 , security STARTTLS . Use this one if 465 does not work: it does exactly the same job and gets through networks that block 465.
Outgoing authentication	On, using the same credentials as incoming.

The step-by-step with screenshots is in [how to set up e-mail in Outlook](#) .



Careful about removing the account to "start fresh".

If the account is POP, the messages exist only on that computer - removing it can delete them. Take a copy first.



If it broke suddenly and used to work, ask what changed: new password, new computer, or a different network. Switching from Wi-Fi to mobile data (or the reverse) fixes it instantly when the network is to blame.

NEED A HAND?

Send us the error code and a screenshot - we will pin it down.

 [Open a support ticket](#) →

SEE ALSO

If Outlook is not erroring but hiding messages, the junk filter is the issue:
How to stop spam in Outlook: the filter on your computer and the one on the server

PROFESSIONAL E-MAIL

Your e-mail should carry your company name.

Mailboxes on your own domain, with webmail, antispam and automatic setup on phone and desktop.

See e-mail plans →

Works in Outlook, on your phone and in the browser



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TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@mozout.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.mozout.co.mz
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