

microsoft.public.internet.mail: Re: OE won't send my mail -- have tried everything

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What error message do you get if you try to use the web mail's SMTP mail server?

Chances are you have to MSN's SMTP mail server if you are connecting to the Internet via MSN.

OLEXP: Error Message: The Connection to the Server Has Failed...Error 0x800CCCC0E
<http://support.microsoft.com/?kbid=302339>

The above article lists the settings that you should be using with MSN.

Also, if you have a firewall installed (e.g. Zone Alarm, Norton System Works, etc.), check its settings and error logs to make sure that is it not blocking your mail program. If you have an anti-virus program set to scan outgoing mail, that could also be blocking your mail or the firewall could be blocking the anti-virus program.

If you still have problems, you may need to call MSN.

How to get help with MSN

<http://support.microsoft.com/?kbid=823390>

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Mike - http://pages.prodigy.net/michael_santovec/techhelp.htm

"Cris" <anonymous@discussions.microsoft.com> wrote in message
news:1037501c3f269\$59739220\$a501280a@phx.gbl...

> My Post to the MSN Boards

>

> I have read around extensively on this board and others,
> so please bear with me if you've seen this problem a
> million times before. I have tried all fixes (see below)
> that have been suggested, but none of them have worked.
> I've been at this for a month(!) and am getting pretty
> desperate.

> Have MSN as my ISP. It's a dial-up connection. I
> monitor and answer mail from ten Webmail accounts all at
> the same domain. I can receive mail, but cannot send. It
> is a POP3 account.

> I'm working on a laptop, using XP. All my patches/
> upgrades/ downloads are up to date.

> These are the fixes I've tried:

- > 1. Uninstall and reinstall all accounts.
- > 2. Try a different ISP (went from AOL to MSN and also
> tried a no-frills "just connect" service)
- > 3. Replace outgoing and incoming mail address (numeric)

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> with the alpha characters.
> 4. Change SMTP from the one given to me by the Webmail
> host to smtp.email.msn.com and smtp.msn.com at the
> suggestion of the Tech Support Research team.
> 5. Change SMTP to email.webhost'sname.com.
> 6. Tick off "Log on using Secure Authentication"
> 7. Tick off "My server requires authentication"
> 8. Under the settings tab of "My Server requires
> authentication" I've tried both options ("use the same
> settings as incoming mail" and "log on using..." where I
> entered my msn email account.)
> 9. In terms of using "Log on using my msn email account,
> I was not able to get past the sign-in screen and tech
> support (on the phone) wasn't able to figure out why.
> 10. Change my MSN email account password.
> 11. Ask all of these same questions of my webmail host.
> They tell me that it's a SMTP problem and they can't do
> anything about it.
> 12. Switch from OE to Outlook. Switch to Pegasus (another
> mail reader program.
> 13. Tried each fix separately and in combination with
> every other suggested fix.
>
> I am still getting the same error message:
>
> The connection to the server has failed. Account: MY
> ACCOUNT INFORMAION HERE, Server: 'smtp.email.msn.com' (OR
> MY NUMERIC ACCOUNT HERE), Protocol: SMTP, Port: 25, Secure
> (SSL): No, Socket Error: 10060, Error Number: 0x800CCC0E
>
> I must admit that I'm completely baffled by this, as is
> the Microsoft team I've been working with.
>
> I am open to all suggestions and would appreciate any
> help that anyone can offer.
>
> Thanks!
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