

Re: Entourage refuses correct password after incorrect one is entered

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*Source:*

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.entourage/2007-02/msg00197.html>

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- *From:* Diane Ross <[dross@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:dross@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 08 Feb 2007 14:12:39 -0800
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On 2/8/07 10:50 AM, in article  
1170960656.864243.309320@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "Mike"  
<[miketscott@xxxxxxxx](mailto:miketscott@xxxxxxxx)> wrote:

Entourage 11.3.3 061214, we see this error consistently.

When you don't have a password entered in the account settings, it will ask you each time you check mail. If you launch Entourage, and enter the wrong password, it will never accept the correct password until you login / logout. Killing the db daemon doesn't work.

Anyone see this?

No. I've seen problems where the password gets corrupted and you get error messages. Running Keychain FirstAid or deleting the account and re-entering it fixes that.

You can correct password errors in the Apple Keychain. Deleting an account and re-entering the info also works.

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Diane Ross, Microsoft Mac MVP

Entourage Help Page

<<http://www.entourage.mvps.org/>>

One of the top five MS Entourage resources listed on the Entourage Blog.

<<http://blogs.msdn.com/entourage/>>

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