

# Outlook 2002 can't send HTML via Yahoo! or sbcglobal.net, but GMai

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2007-07/msg00284.html>

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- *From:* Rick Upton <[Rick.Upton@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Rick.Upton@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 29 Jul 2007 22:50:00 -0700
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I've got Outlook 2002 SP3 with all of the latest critical upgrades installed on Windows 2000 SP4 with all of the latest critical upgrades, and it is able to receive HTML and plain text emails just fine for three different email accounts—Yahoo!, sbcglobal.net, and GMail—within one profile. However, I am unable to send HTML emails if I set either the Yahoo or sbcglobal.net (AT&T) SMTP servers as the default account. The emails appear to be sent—they linger in the Outbox for quite some time then go to the Sent Items folder—but they never arrive at their destination.

I can send plain text emails using the Yahoo! and sbcglobal.net accounts with no problem. In addition, if I set the default account to my GMail account, I have no problems sending HTML or plain text emails. Also, when I send HTML emails using my GMail account, they go quickly from the Outbox to the Sent Items folder.

For all three accounts, the "Test Account Settings..." passes all tests with green checkmarks.

The problem only began after my SpeedStream 5360 modem died and I replaced it with a 2wire 2700HG-B router. The first thing I thought was that maybe the 2wire router had firewall settings that would prevent the emails from going through. Using 2wires's management software, I loosened the firewall as much as possible with no results. I also tried disabling McAfee VirusScan Enterprise 8.0 and that didn't help either.

I checked Gmail, Yahoo, and AT&T's web sites to make sure I'm using the latest configurations for the POP3 and SMTP servers. I noticed that Gmail, Yahoo, and sbcglobal all share the same configuration setting as follows:

Check: Outgoing server (SMTP) requires authentication.  
Outgoing server (SMTP): 465 Check: This server requires an SSL-secured connection

So it would seem that if there were a firewall or anti-virus issue with my computer and/or router, then HTML emails wouldn't work on GMail since its SMTP server uses the same SMTP port as the Yahoo and AT&T servers. AT&T doesn't seem to mind my using a non-AT&T SMTP server since I am using the GMail SMTP server.

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Here are the SMTP servers for each account:

Gmail: smtp.gmail.com

Yahoo: smtp.mail.yahoo.com

AT&T: smtp.att.yahoo.com

Note that I have also ran some (but not all) of the tests above on a different computer running Windows XP and Outlook 2003 SP2 connected to the same router and also found that that system also could not send HTML emails via the Yahoo! account. However, on this computer, the emails just get stuck in the Outbox.

Here below is a log from trying to send an HTML email using the AT&T sbcglobal.net account to the same account (I have replaced my sbcglobal.net account name with \*\*\*\* to avoid spam):

```
2007.07.29 22:24:47 <<<< Logging Started (level is LTF_TRACE) >>>>
2007.07.29 22:24:47 Successfully initialized the resource manager
2007.07.29 22:24:48 ResourceObject [THIS: 00135598]: Created
2007.07.29 22:24:48 ResourceObject [THIS: 00135598]: Synchronize called
(flags = 00000001)
2007.07.29 22:24:48 ResourceObject [THIS: 00135598]: Synch operation
started (flags = 00000001)
2007.07.29 22:24:48 ResourceObject [THIS: 00135598]: UploadItems: 1
messages to send
2007.07.29 22:24:48 ResourceObject [THIS: 00135598]: Trying to read
remote URL off the resource
2007.07.29 22:24:48 Looking up handler for SMTP
2007.07.29 22:24:48 Creating proto handler
{8D2595E0-07C3-11D3-B8AF-00105A19CDC6}
2007.07.29 22:24:48 Initializing proto handler
{8D2595E0-07C3-11D3-B8AF-00105A19CDC6}
2007.07.29 22:24:48 ResourceObject [THIS: 00135598]: SendItem:
pCallback->Put
2007.07.29 22:24:48 Callback::ExecuteThread[THIS: 08255890] (00001000)
returns 00000000
2007.07.29 22:24:48 ResourceObject [THIS: 00135598]: Synchronize called
(flags = 00000001)
2007.07.29 22:24:48 ResourceObject [THIS: 00135598]: Synch operation queued
2007.07.29 22:24:48 Callback::LogText[THIS: 08255890] (flags =
LTF_TRACE, hr = 00000000, code = 00000000,
2007.07.29 22:24:48 "CSMTPPutTask: Begin execution")
2007.07.29 22:24:48 Callback::LogText[THIS: 08255890] (flags =
LTF_TRACE, hr = 00000000, code = 00000000,
2007.07.29 22:24:48 "SMTP PH: Connecting to SMTP server")
2007.07.29 22:24:48 Callback::ExecuteThread[THIS: 08255890] (00001000)
returns 00000000
2007.07.29 22:24:48 Callback::LogText[THIS: 08255890] (flags =
LTF_TRACE, hr = 00000000, code = 00000000,
2007.07.29 22:24:48 "SMTP: Finding host")
2007.07.29 22:24:48 Callback::LogText[THIS: 08255890] (flags =
```

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LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:48 "SMTP: Connecting to host")  
2007.07.29 22:24:48 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:48 "SMTP: Securing connection")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: Connected to host")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: <rx> 220  
smtp104.sbc.mail.re2.yahoo.com ESMTP")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: [tx] EHLO us08004615032e")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: <rx>  
250-smtp104.sbc.mail.re2.yahoo.com")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: <rx> 250-AUTH LOGIN PLAIN  
XYMCOOKIE")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: <rx> 250-PIPELINING")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: <rx> 250 8BITMIME")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: Authorizing to server")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: [tx] AUTH LOGIN")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: <rx> 334 VXNlcm5hbWU6")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: [tx]  
cmljay51cHRvbkbZyMnbnG9iYWwubmV0")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: <rx> 334 UGFzc3dvcmQ6")  
2007.07.29 22:24:51 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:51 "SMTP: [tx] \*\*\*\*\*")  
2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags =  
LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: <rx> 235 ok, go ahead (#2.0.0)")

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2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: Authorized to host")  
2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: Connected to host")  
2007.07.29 22:24:52 Callback::ReportStatus[THIS: 08255890]  
(ulAsynchPhase = RSF\_CONNECTED) Progress = 1/4  
2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: [tx] MAIL FROM:  
<\*\*\*\*@sbcglobal.net>")  
2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: <rx> 250 ok")  
2007.07.29 22:24:52 Callback::ReportStatus[THIS: 08255890]  
(ulAsynchPhase = RSF\_INPROGRESS) Progress = 2/5  
2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: [tx] RCPT TO:  
<\*\*\*\*@sbcglobal.net>")  
2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: <rx> 250 ok")  
2007.07.29 22:24:52 Callback::ReportStatus[THIS: 08255890]  
(ulAsynchPhase = RSF\_INPROGRESS) Progress = 3/6  
2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: [tx] DATA")  
2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: <rx> 354 go ahead")  
2007.07.29 22:24:52 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:24:52 "SMTP: [tx]  
..")  
2007.07.29 22:25:43 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:25:43 "SMTP: Connected to host")  
2007.07.29 22:25:43 Callback::LogText[THIS: 08255890] (flags = LTF\_TRACE, hr = 00000000, code = 00000000,  
2007.07.29 22:25:43 "SMTP: Disconnected from host")  
2007.07.29 22:25:43 Looking up handler for MAPI  
2007.07.29 22:25:43 Creating proto handler  
{8D2595E1-07C3-11D3-B8AF-00105A19CDC6}  
2007.07.29 22:25:43 Initializing proto handler  
{8D2595E1-07C3-11D3-B8AF-00105A19CDC6}  
2007.07.29 22:25:43 Callback::ExecuteThread[THIS: 082fc108] (00002000)  
returns 00000000  
2007.07.29 22:25:43 Callback::ReportStatus[THIS: 08255890]  
(ulAsynchPhase = RSF\_COMPLETED, hrStatus = 0x00000000)

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2007.07.29 22:25:43 ResourceObject [THIS: 00135598]: Synch operation completed

2007.07.29 22:25:43 ResourceObject [THIS: 00135598]: Synch operation dequeued (flags = 00000001)

2007.07.29 22:25:43 ResourceObject [THIS: 00135598]: Synch operation started (flags = 00000001)

2007.07.29 22:25:43 ResourceObject [THIS: 00135598]: UploadItems: 0 messages to send

2007.07.29 22:25:43 ResourceObject [THIS: 00135598]: Synch operation completed

2007.07.29 22:26:21 ResourceObject [THIS: 00135598]: Destroyed

2007.07.29 22:26:21 Resource manager terminated

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