

Re: connecting via broadband?

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From: Vanguard (*see_signature*)

Date: 01/09/05

Date: Sun, 9 Jan 2005 16:55:01 -0600

"Tambo" <Tambo@discussions.microsoft.com> wrote in message
news:9ED859FF-7AE7-40BB-9CCE-B3F82F2DC24E@microsoft.com...

- > *These are the replies from pinging pop and smtp!*
- > *As you can see "pop" times out.*
- > *I can now receive mails on my freeserve account, but I cannot send*
- > *any!! My*
- > *default connection is now Virgin.net.*
- >
- > *Help*
- >
- > *F:\Documents and Settings\Tom Currie>ping pop.freeserve.net*
- >
- > *Pinging pop.freeserve.com [193.252.22.137] with 32 bytes of data:*
- >
- > *Request timed out.*
- > *Request timed out.*
- > *Request timed out.*
- > *Request timed out.*
- >
- > *Ping statistics for 193.252.22.137:*
- > *Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),*
- >
- > *F:\Documents and Settings\Tom Currie>ping smtp.freeserve.net*
- >
- > *Pinging relay.pol.net.uk [195.92.195.153] with 32 bytes of data:*
- >
- > *Reply from 195.92.195.153: bytes=32 time=46ms TTL=241*
- > *Reply from 195.92.195.153: bytes=32 time=42ms TTL=241*
- > *Reply from 195.92.195.153: bytes=32 time=42ms TTL=241*
- > *Reply from 195.92.195.153: bytes=32 time=42ms TTL=241*
- >
- > *Ping statistics for 195.92.195.153:*
- > *Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),*
- > *Approximate round trip times in milli-seconds:*
- > *Minimum = 42ms, Maximum = 46ms, Average = 43ms*
- >
- >

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> *"Vanguard" wrote:*
>
>> *"Tambo" <Tambo@discussions.microsoft.com> wrote in message*
>> *news:F067B0F6-3A9B-44FF-8459-3318C29BE3FF@microsoft.com...*
>> *>I have just gone broadband, and am having difficulty downloading*
>> *>e-mails.*
>> *> When I click send/receive it trys to connect and gives me a message*
>> *> saying*
>> *> "error 678 the remote computer did not respond". How do I log on*
>> *> and*
>> *> download*
>> *> my mail??*
>>
>>
>> *Presumably your old e-mail accounts were with your old ISP (internet*
>> *service provider). Since you are no longer their customer (i.e., you*
>> *are not paying them to permit you access to their resources), your*
>> *mailbox doesn't exist over there anymore. Use the e-mail service for*
>> *the new ISP you just switched to.*
>>
>> *If you still have a valid account at wherever is your old ISP or*
>> *e-mail*
>> *service provider, how do you know their mail server is reachable and*
>> *running? Enter the following:*
>>
>> *telnet <pop3servername> 110*
>>
>> *Could you connect okay? I'm not talking about then entering the*
>> *'user'*
>> *and 'pass' commands to login but just to see that you can reach their*
>> *mail server and that it is responsive so you get a mail session*
>> *started*
>> *with it. Then do the same for their SMTP server:*
>>
>> *telnet <smtpservername> 25*
>>
>> *Did you reach that mail server and start a session okay? Note that a*
>> *host that responds to 'ping' does NOT mean the server program is*
>> *actually running or responsive on that host. You can probably ping*
>> *your*
>> *own host but if you are not running mail servers on it then you'll*
>> *never*
>> *be able to have it accept e-mails (as a mail server). That's why I*
>> *suggest you try to establish a session with their mail server*
>> **program**
>> *running on the host which you have already checked that you can ping*
>> *to.*
>>
>> *--*
>> _____
>> *Post your replies to the newsgroup. Share with others.*

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>> E-mail: vanguard_help AT yahoo.com (append "#NEWS#" to Subject)

>>

>>

>>

Ping to the POP3 server probably times out because they don't want you drilling down into their network. The host (and the POP3 server program running on it) may be reachable when you use the POP3 protocol but not when using ICMP to ping it. As long as you reach a boundary host on their network then you know that you got to their network. That's why I mentioned telnetting to their mail servers to find out if they are reachable and responsive. Pinging will NEVER tell you if the server program is running on the host, only that ICMP was not disabled for TCP on that host so it will respond to pings. Think of like calling someone on the telephone. Someone picking up the telephone at the other end tells you you reached that phone number and something responded there but doesn't necessarily connect you with someone specific there.

Ping can be completely disabled and have absolutely no effect on any server program running on that host. Turning off ping doesn't kill the processes running on that host. So check if you can establish a mail session with the mail program that is supposed to be running on that host. The ONLY thing that ping tells you is that the host was reachable (and perhaps how many packets get lost if you up the ping count to a reasonable count). Ping does NOT tell you anything about the process that may or may not be running on that host.

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