

Re: Outlook 2003 not connecting

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.general/2005-01/5993.html>

From: neo [mvp outlook] (*neo_at_online.mvps.org*)

Date: 01/19/05

Date: Wed, 19 Jan 2005 10:59:35 -0800

I wouldn't adjust the mtu w/out additional information because you have no idea what the problem truly is in regards these foreign networks. (could be anything from a PPOE type network, saturated network causing drops, to some unforeseen thing that is interacting with your VPN solution.)

"Andy H." <AndyH@discussions.microsoft.com> wrote in message news:7C607361-4D86-4EB3-876F-06D4EB84AE96@microsoft.com...

>I can give that a try, but if the user moves to another hotel everything is
> fine. Can get to mail no problem. It is some setting at certain hotels.

>

> "neo [mvp outlook]" wrote:

>

>> Depending on what VPN solution you are using, you might try changing

>> Outlook

>> 2003's authentication method from Kerberos/NTLM to just NTLM. (The

>> Kerberos

>> part causes some VPN solutions to drop packets.)

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>> "Andy H." <AndyH@discussions.microsoft.com> wrote in message

>> news:10CD0655-59F2-4D0F-9B1E-E37D1CA2E559@microsoft.com...

>> > Hope someone can help me. I have users who stay at hotel all over the

>> > country. When using broadband connections, of certain hotels, user can

>> > vpn

>> > into the network, access shared file, surf the net, but when they start

>> > outlook 2003 they get trying to connect messages.

>> >

>> > Someone mentioned the hotel need to set their mtu size to 1492. Has

>> > anyone

>> > ever heard of this solution?

>> >

>> > Any help is appreciated.

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