

# Re: Configuration not working

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*Source:*

<http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.installation/2007-02/msg00215.html>

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- *From:* ron.angus <[ronangus@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:ronangus@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 14 Feb 2007 18:09:05 -0800
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I followed your instructions Hal and then tried sending an E-mail out of Outlook.

It did not get sent and took over an hour to show up in "Out Box". It is still hung up there and I am still getting a similar error message box content as I explained in my first post below; and then Outlook goes off line to the Hotpoint Mail Server. Any other suggestions to try?

"Hal Hostetler [MVP P/I]" wrote:

Go to 'Control Panel|Mail>Show Profiles', delete everything, create a new profile, and configure it with your Hotmail account information.

Hal

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Hal Hostetler, CPBE -- [hhh@xxxxxxxx](mailto:hhh@xxxxxxxx)  
Senior Engineer/MIS -- MS MVP-Print/Imaging -- WA7BGX  
<http://www.kvoa.com> -- "When News breaks, we fix it!"  
KVOA Television, Tucson, AZ. NBC Channel 4  
Still Cadillacin' - [www.badnewsbluesband.com](http://www.badnewsbluesband.com)

"ron.angus" <[ron.angus@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:ron.angus@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:1098424C-F50E-4D36-9988-D25D913ADC54@xxxxxxxxxxxxxxxxxxxxx](mailto:news:1098424C-F50E-4D36-9988-D25D913ADC54@xxxxxxxxxxxxxxxxxxxxx)

My issue is concerning the proper installation & configuration of Outlook contained in the Microsoft Office Suite of programs.

My observation is that I have not successfully removed old/bad

configuration

and Profile information from my Outlook program. Would you please talk me through clearing all configuration/profile information from my program and then reconfiguring Outlook to get it working properly?

I installed outlook on Feb 2nd, 2007

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My PC hardware has a 2GHZ 32/64 bit Dual Processor  
With 1GB memory  
250 GB Hard Drive less than 10% utilized  
Windows XP Professional vs 5.1  
Microsoft Office Outlook Professional Edition 2003  
Windows Internet Explorer 7

I am currently using Compuserve 7.0 ISP and E-mail.  
I have a MS Hotmail address: ron.angus@xxxxxxxxxxx  
I will be cancelling Compuserve at the end of February and will use DSL

with

Hotmail linked to Outlook for E-mail in/out management. I have configured Outlook to link with my Hotmail account. I originally tried linking

Outlook

to my Compuserve account; but I was not successful in getting it to work.

Since configuring Outlook to link with Hotmail I have experienced some success; but still have several unsolved problems:

I have subscribed to Hotmail Plus and been accepted.

Feb 7: When I configured Outlook I keyed in my E-mail address when prompted then the system automatically named my Outlook Account: ron.angus@xxxxxxxxxxx and set the "Type" as : MAPI (Default)  
I "Finished" the configuration.

I could not get the above configuration to work.  
I have been testing the system by sending E-mails to ron.angus@xxxxxxxxxxx from my compuserve E-mail create system. I have also sent E-mails from Outlook to my Compuserve address. I have experienced some success, off

and

on, going both ways.

Feb 8: I then E-mailed Hotmail HELP and received back detailed instructions on how to correctly configure Outlook to link to Hotmail.

These

instructions specified "HTTP" as the server type; not "MAPI" as above. I completed the instructions and "Finished".

I then experienced improvement in the operation of Outlook. However after

I

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turned off the PC using the proper exiting steps; then after turning the

PC

back on and opening Outlook this appeared on my screen:

Choose Profile

Profile Name: Hotmail01 (shaded in blue) I had previously deleted this name. The Profile Name should show "Hotmail" as the currently correct

name.

When clicking on down arrow two more profiles appeared that I had

previously

removed. The only way I could continue with this session was to click OK.

I

then clicked on the Outlook left panel: Hotmail (I had setup) then a box appears in the middle of the screen:

Internet E-mail-Hotmail

Please enter your user name and password for the

following

Server.

Log on

Server: <http://services.msn.com/svcs/hotmail/hotmail.asp>

(above in shaded box in light print)

User Name: ron.angus

Password: . . . . .

I cannot get past this screen by keying

in

my password.

After a couple of minutes this message

box

appears in

lower right screen:

Microsoft Office Outlook

A connection to the server could not be established.

<http://services.msn.com/svcs/hotmail/httpmail.asp>

is now in offline mode.

If I click on the upper right corner of above message box [X] then click

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on

left panel of Outlook screen: Hotmail (Account I had configured)

Then click on: In Box: Recent

incoming E-mails

show. On a few of these I get the

message:

This message has not been fully

downloaded from

the server. Would you like to

unmark it for

download? Yes No

I have also had 4 messages (I created) in the Out Box that have been there

for over 24 hours. At least 14 hours the system has been on line to the

internet and Outlook has been open.

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me

through clearing all configuration/profile information from my program and

then reconfiguring Outlook to get it working properly?

Thank you

Ron