

## Re: incoming emails not visible

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- *From:* Bob Surbiton <[BobSurbiton@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:BobSurbiton@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 13 Dec 2007 10:24:01 -0800
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Thanks for the response, Brian.

To answer your first question – I see nothing in my Outlook Inbox. (I do see all my Sent messages in my Outbox. And I can see all my Incoming Mail in a web email screen, outside Outlook.)

What is strange to me is that my wife, who was set up as a different User, using all the same settings, in this XP system prior to me, is able to use Outlook completely – In–and Outbox.

You suggest I should rip out Norton. A couple of questions:

- Isn't it odd that my wife is getting no interference from Norton?
- Which of the following Norton functions corresponds to what you call "mail scanning" that I should disable: Personal Firewall or Intrusion Firewall (and there is also Spyware Protection)
- Can you recommend a replacement security system that doesn't interfere?

Again – thank you for your time.

Bob Phillips

"Brian Tillman" wrote:

Bob Surbiton <[Bob Surbiton@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Bob Surbiton@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote:

I have Outlook installed and working on in one user on Windows XP. I have now set up Outlook for a second user/second email address, and I cannot see the Inbox for the second user.

In this second user I can send and receive emails (checked with a web email client). I can see the outgoing emails in Outlook, but I cannot see the incoming emails in the Outlook screen.

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So what Do you see?

I am using Outlook 2003 on XP. The ISP and email service for both users is Blueyonder (Virgin). I am using POP3 for outgoing, SMTP for incoming. I have set up both users with the same parameters, just varied by email address. I have basic Norton security protection on the PC.

Make sure yuo DISABLE the mail scanning feature of Norton. If I were you I'd rip Norton out yesterday and add something that won't interfere with my PC.

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Brian Tillman [MVP-Outlook]