

## Re: Getting error (0x8004210A)

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*Source:*

<http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.installation/2008-03/msg00149.html>

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- *From:* "Jim May" <[jmay@xxxxxxx](mailto:jmay@xxxxxxx)>
  - *Date:* Fri, 14 Mar 2008 07:46:50 -0400
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Hal --- Thanks for your response,, Most helpful

I'm Windows XP – Home Edition  
Also have installed Trend Micro Internet Security Pro  
Program Version: 16.05.1039

I've been poking around inside TMISP – both Firewall  
and e-mail settings (I think it is the Firewall) looking for  
a switch to turn off the incoming e-mail scans, but I haven't  
found it IN SIMPLE FORM.

I'm today going to try and get TM's direct help..  
Again Thanks for your help and time..

Jim

"Hal Hostetler [MVP-P/I]" <[hkh@xxxxxxx](mailto:hkh@xxxxxxx)> wrote in message  
[news:E790C9C3-0155-4F2E-A193-9BE84CC853DA@xxxxxxxxxxxxxxxxxxxx](mailto:news:E790C9C3-0155-4F2E-A193-9BE84CC853DA@xxxxxxxxxxxxxxxxxxxx)

Your ISP is rather full of baloney and their statement suggests they are  
lazy, ignorant, or both. The most common cause is an email  
AntiVirus/AntiSpam scanner having a problem. If you're running an AV  
application and it's set to scan email, disable this feature, it is  
redundant, not needed, and only serves to create email problems where  
there are none. Depending on the application, you may have to un-install  
it, then re-install it WITHOUT the email scanning module:

<http://support.microsoft.com/kb/813518/en-us>

Error message when you view a POP3 e-mail account with antivirus  
software installed: The operation timed out waiting for a response from  
the receiving (POP) server 0x8004210a

Other causes and troubleshooting techniques are listed here:

<http://support.microsoft.com/kb/813514/en-us>

How to troubleshoot error messages that you receive when try to send and

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receive e-mail in Outlook and in Outlook Express

What version of Windows are you using?

Hal

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Hal Hostetler, CPBE --- hhh@xxxxxxx  
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 Cadillac' - [www.badnewsbluesband.com](http://www.badnewsbluesband.com)  
"Jim May" <jmay@xxxxxxx> wrote in message  
[news:kCaCj.22420\\$097.6541@xxxxxxxxxxxxxxxxxxx](mailto:news:kCaCj.22420$097.6541@xxxxxxxxxxxxxxxxxxx)

Recently, with my OL 2003 I'm getting after SEND/RECEIVE

Task 'JMayMail - Receiving' reported error (0x8004210A) : 'The operation timed out waiting for a response from the receiving (POP) server. If you continue to receive this message, contact your server administrator or Internet service provider (ISP).'

My ISP - "says" - they DO NOT Support MS OL - Only OL Express ---  
What Can  
I do?