

Re: "Could not connect to server" error when accessing Outlook 200

Source:

<http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.installation/2008-07/msg00039.html>

- *From:* LindaD <LindaD@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 3 Jul 2008 09:05:01 -0700
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Thanks so much for the suggestion Hal. I had pretty much ruled out Anti-virus as a cause of the problem since it worked fine if I was sitting right at the computer. However, I thought I'd post what DID end up solving the issue.

For whatever reason, I had to enable SSL for both POP and SMTP to get it working. Perhaps when you connect via RDP, you have to use SSL. In any event once SSL was enabled, it would work. I also did have to import our server's self-signed certificates because I would get the following message in Outlook.

Internet Security Warning

The server you are connected to is using a security certificate that could not be verified.
A certificate chain processed, but terminated in a root certificate which is not trusted by the trust provider.

Do you want to continue using this server?

Yes No

I had a hard time pinning down the exact steps to take to do this so I figured I'd include that information in this update for others who might struggle like I did.

1. Opened IE.
2. Went to Tools > Internet Options > Content tab
3. Clicked on Certificates button and chose Import.
4. Browsed to the certificate that I had saved down from our site and clicked OK.
5. When asked what store to put it into, browsed and chose Trusted Root Certification Authorities.
6. Got a pop up warning that the certificate could not be verified and said OK.

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Thanks again for the response Hal. I truly appreciate that you took the time to try to help me out.

Linda

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Linda
Golden, CO

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

If you have an Anti Virus scanner on this machine and its setup to scan email, disabling the email scanning feature is often not enough to stop problems the scanner might be causing (this is particularly true with both Norton and McAfee products); you should try uninstalling the application and doing a custom re-install without any email scanning modules. You do not need email scanning anyway; it is redundant, all it does is cause problems, and the system will still be fully protected without it, provided the resident file system scanner is kept up to date.

Hal

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Hal Hostetler, CPBE --- 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
Live at Hot Licks - www.badnewsbluesband.com

"LindaD" <LindaD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:D99B0AE2-69E1-4920-AF7B-555E936E2E63@xxxxxxxxxxxxxxxxxxxx

Hi,

I'm looking for help with a problem that I'm working on. I have a user who uses Remote Desktop to connect to her office computer and check her email in Outlook 2003 SP3. She is unable to send (SMTP) or receive emails (POP3) and when testing the account settings, we get the following errors:
Log onto incoming mail server (POP3): Outlook could not connect to the

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incoming mail server (POP3). The problem could be your SSL or port

setting

for the incoming server. Verify your port and SSL settings under More Settings on the Advanced tab.

Send test e-mail message: Outlook could not connect to the outgoing mail server (SMTP). The problem could be your SSL or port setting for the incoming server. Verify your port and SSL settings under More Settings on the Advanced tab.

The interesting aspect of this problem is that if I reboot the computer

and

then RDP into it, the test of the account settings works fine and emails

are

sent and received without a problem. But if I then close Outlook, log off the computer and reconnect again with RDP, the errors recur until I reboot the computer again. I have tested RDP from home as well as from within

the

network. It is not a firewall or anti-virus issue as I've tested with

them

both disabled. The problem does not occur if I physically sit at the computer and check email. This started happening about mid June and I

have

no information from the user on what might have changed.

I have enabled logging in Outlook but do not see anything revealing in the resulting log.

Does anyone have any ideas on what might be happening or where I should be looking?

Thanks in advance for your help and suggestions.

Linda

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Linda
Golden, CO

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