

## Re: 0x800ccc0f Where do I find what this means?

**Source:** <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2004-02/3155.html>

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**From:** \*Vanguard\* (no-email\_at\_no-spam.invalid)

**Date:** 02/14/04

Date: Sat, 14 Feb 2004 08:36:36 -0600

"Marie Robinson" said in news:1003a01c3f29e\$79d0afa0\$a001280a@phx.gbl:

- > Like a few other posts I've read tonight, my new Dell
- > suddenly stopped sending emails, but continues receiving,
- > through Outlook 2000. We have cable with a Linksys
- > Broadband Router, Norton is not running. We've spent
- > many hours checking, re-profiling, uninstalling, re-
- > installing. This has been going on for a week. Cable
- > ISP repeatedly says it's a software problem. I'm
- > concerned because these posts regarding sending problems
- > are getting no responses--how do we all resolve this if
- > it is a software problem? How do we even find out what
- > the heck these error messages are even telling us? My
- > complete message below:
- >
- > The TCP/IP connection was unexpectedly terminated by the
- > server. (Account: 'charter.net', SMTP
- > server: 'smtp.charter.net', Error Number: 0x800ccc0f

"Norton is not running."

I'll presume that you are talking about Norton's firewall product (Personal or Internet Security versions).

By implication that means Norton is installed. Norton will eventually go brain dead. For those that shutdown Windows when they are done at the end of work or at night, they probably don't see ccApp.exe going brain dead too often. For those that simply leave their computers running whether or not in standby mode, eventually they have to reboot because Norton is interfering.

Sometimes disabling Norton will get the Internet connections working again, sometimes not, but reenabling it to regain firewall protection will kill the connections again, anyway. Sometimes all connections gets refused (but you won't see anything in its logs because it is brain dead and can't log anything rather than running okay and blocking the connections). Sometimes just one application can no longer make a connection, but deleting its app rule in Norton and recreating it when Norton's prompts doesn't help. I got some info from Symantec on how to stop (not just disable) and restart Norton

Internet Security (NIS) but have found that only works sometimes.

To stop NIS:

```
pskill.exe ccApp.exe
net stop "Symantec Proxy Service"
net stop "Symantec Event Manager"
```

To restart NIS:

```
start "Symantec Common Client" /b "C:\Program Files\Common
Files\Symantec Shared\ccApp.exe"
net start "Symantec Event Manager"
net start "Symantec Proxy Service"
```

If disabling NIS doesn't work, you can try the above restart commands in a .bat file. pskill.exe is a free utility from SysInternals where you can specify the process by name to kill (because I wanted the batch file to run without me having to use Task Manager to find the process ID). Sometimes this works, sometimes not. Because it sometimes doesn't work (but a reboot does), I suspect Symantec either did not provide all the info that I needed to know how to completely unload, stop, and restart NIS. The really old and mostly worthless trick of configuring NIS to \*not\* load automatically on startup and instead use a shortcut in the Startup menu has never worked for me to resolve connectivity issues with NIS (and was a trick primarily to target 95-based Windows).

If disabling NIS doesn't work then try restarting it. Otherwise, you'll have to reboot to get NIS to initialize correctly and recover from its brain dead state. As a result, I've finally given up on NIS after 3 years and will be looking for an alternative firewall (and it won't be ZoneAlarm which has almost as many critical problems). Sygate Personal and Kerio might a couple that I'll next trial.

You might also disable virus scanning of outbound e-mails. Norton Anti-Virus (NAV) also uses the common client application (ccApp.exe) that can go brain dead. Usually NAV without NIS installed seems to run better. It's not just ccApp.exe that seems to go dead. Sometimes it is their ccPxySvc.exe (transparent proxy). In many way, I wish Symantec had not chosen to use a transparent proxy (which requires hijacking some common ports, like 25, 80, 110, 443, etc.). I'd rather have a non-transparent proxy that I can configure myself. The idea was that computer users are complete idiots and cannot figure out how to use a proxy so all control must be removed from the users and the product must be hidden from the users.

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\*\*\* Post replies to newsgroup. E-mail is not accepted. \*\*\*

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