

Re: Au Secour! Can't send email in Outlook 2002 & Outlook Express

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2004-03/4356.html>

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Check your firewall settings to make sure you didn't accidentally block outbound port 25, presuming you use a firewall (you should!).

Can you telnet to the SMTP server in a command prompt?

```
telnet <name of SMTP server> 25 <enter>
```

and get a banner in reply? Are you set to authenticate to your SMTP server if that is required?

Jennifer Granchi wrote:

```
> I really need help feel free to call 313-515-6452 or email  
>  
> I cannot send email through Outlook 2002 or Outlook  
> Express. I contacted my ISP, Adelphia Powerlink, and they  
> cannot help me. They said it is definitely an Outlook  
> problem because I am able to send through their Internet  
> Webmail.  
>  
> Here is my error message when I click the Send & Receive  
> button:  
>  
> Task 'imap.umd.umich.edu – Sending' reported error  
> (0x800CCCC0F) : 'The connection to the server was  
> interrupted. If this problem continues, contact your  
> server administrator or Internet service provider (ISP).'>  
>  
> Task 'mail.adelphia.net – Sending and Receiving' reported  
> error (0x800CCCC0F) : 'The connection to the server was  
> interrupted. If this problem continues, contact your  
> server administrator or Internet service provider (ISP).'>  
> When I test my settings in email accounts, here is my  
> error message:  
>
```

- > *Send test e-mail message: Unable to logon to the outgoing*
- > *mail server (SMTP). Please verify your SMTP server and –*
- > *if your server requires authentication – the*
- > *authentication information on the 'More Settings' pages.*
- >
- > *I verified everything. It seems to be correct to me. I*
- > *used to be able to send and receive. Now, I can only*
- > *send. I thought I had a virus, but used the removal tool*
- > *and it displayed that I don't. I ran Norton and saw that*
- > *it was quarantined, but a message said it was unable to*
- > *be repaired. I reran Norton, and they found nothing*
- > *after I ran the removal tool and deleted the quarantined*
- > *virus. Here is the message from the Semantic removal*
- > *tool:*
- >
- > *The default value of the registry key*
- > *"SOFTWARE\Classes\scrfile\shell\config\command"*
- > *is set to ""%I" %*".*
- > *W32.Swen.A@mm has not been found on your computer.*
- >
- > *I also had the Netsky virus to, but I didn't open the*
- > *attachment and therefore my PC didn't get infected.*
- >
- > *The weird thing is that I have Zone Alarm downloaded, and*
- > *it disappeared. I wonder if the W32.Swen.A@mm had*
- > *anything to do with that.*