

## Re: Dealing with the 0x800CCC0F error

**Source:** <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2004-05/4009.html>

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**From:** Jim Nickerson (*janickerson\_at\_nospam.nospam*)

**Date:** 05/16/04

Date: Sun, 16 May 2004 12:00:55 -0700

"Roxboy" <*sdlpeolk@example.com*> wrote in message  
news:%23yrihKvOEHA.2260@TK2MSFTNGP10.phx.gbl...

> *Matt wrote:*

> > *Occasionally when sending or receiving email, I get a  
> > message that displays the following error and says "the  
> > server responded '+ok' or '?k'"*

> >

> > *I looked this issue up on the Knowledge Base and they say  
> > that the problem lies with Norton Antivirus 2003. The  
> > best solution that either company can come up with,  
> > however, is to turn off e-mail virus protection. And here  
> > I thought that Microsoft was committed to security.*

> >

> > *Has anyone dealt with this problem, and if so, have the  
> > come up with a less idiotic solution than the one in the  
> > knowledge base?*

>

> *The most common cause of the 0x800CCC0F error message is a message  
> in your mailbox on the server that's hanging the anti-virus program.*

There are

> *3 ways to deal with this situation:*

>

> *1) disable the anti-virus program's email scan, which you really don't  
need. In the*

> *case of Norton, its Auto-Protect scan will still scan every file  
downloaded to the*

> *computer, including email attachments.*

>

> *2) if you have web access to your mailbox, open your mail account at the  
webmail site*

> *then delete any unwanted or suspicious messages, especially spam.*

Hopefully you'll

> *delete the message that's hanging Norton.*

>

> *3) configure Outlook for inbound ssl. This is effectively the same thing  
as turning off*

> *Norton's email scan, as ssl encrypts the messages, which renders Norton*

unable to

> *scan the messages since all it sees is apparent random gibberish.*

>

> *If you just don't feel comfortable bypassing Norton's email scan you can reactivate it*

> *after the problem message is removed from your mailbox on the mail server.*

(If you

> *enabled inbound ssl you can disable it after clearing the problem message from the*

> *server.)*

>

>

> *Roxboy*

>

>

Roxboy,

I find Outlook still errs on the "BAD" message even after disabling any scanning, the error message changes to 0x8004210A.

There seems to be a "BUG" in Outlook due to some unexpected character sequence in the "BAD" message.

Jim Nickerson