

Microsoft Outlook 2003 with Two Hotmail Accounts FIX

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2004-06/2059.html>

From: Shs Bulldog (shs_bulldog_at_hotmail.com)

Date: 06/08/04

Date: Tue, 8 Jun 2004 06:37:15 -0700

Below is the conversation thread I had with Hotmail support on getting Outlook to work with Hotmail.

Thank you for your prompt response.

I was finally able to find the specific knowledge base article related to this problem:

<http://support.microsoft.com/default.aspx?scid=kb:en-us;823523&Product=out2003>

It basically says that Microsoft Outlook will only support one Hotmail account. You may want to make a note of this so that can share this with other customers who have a similar problem such as mine.

Also, I was told earlier that Hotmail no longer supports the forwarding of messages in the mail options. If that is the case, you might want to remove the instructions on how to forward your email in the mail options which can be found on the Hotmail Support page.

[http://help.msn.com!/data/en_us/data/MSN_Hotmail_PIMv9085.its51/\\$content\\$/PIM_PROC_FORWARDPADD.HTM?H_APP=MSN%5FHotmail](http://help.msn.com!/data/en_us/data/MSN_Hotmail_PIMv9085.its51/$content$/PIM_PROC_FORWARDPADD.HTM?H_APP=MSN%5FHotmail)

Thank you very much for your help. Hopefully as more users adopt paid accounts and try to synch Hotmail with Outlook, Microsoft will resolve some of these issues.

Thanks again.

From: MSN Hotmail Technical Support
[mailto:exst_support_x_en_sy@css.one.microsoft.com]
Sent: Tuesday, June 08, 2004 6:50 AM
To: shs_bulldog@hotmail.com
Subject: RE:RE: CST163332470ID – RE:How-to /
EmailBasics / Other

Hello shs_bulldog,

Thank you for writing back.

This is Jo-ann and I am responding to your concern about not being able to receive email properly using Outlook Express and not being able to send messages using Microsoft Outlook and Outlook Express.

I have read the email correspondence between you and Sheryl and I understand how frustrating this can be. Regarding your concerns, please contact Microsoft Product Support Services (PSS) at: <http://support.microsoft.com/> for further information. PSS Online features an easy-to-use Knowledge Base search to help you find answers to your various product questions.

Thank you for your patience and continued support to MSN Hotmail. If you have other concerns, feel free to write back. We will be happy to assist you with your concern.

Sincerely,

Jo-ann F.
MSN Hotmail Technical Support

----- Original Message -----

From: shs_bulldog@hotmail.com
To: exst_support_x_en_sy@css.one.microsoft.com
Sent: Mon Jun 7 14:41:31 PDT 2004
Subject: RE: CST163332470ID – RE:How-to / EmailBasics / Other

Ms. Sheryl,
I have removed one of my Hotmail accounts from Outlook and set the account up in Outlook Express. I seem to be having the same problem as before.

When I receive a new message in either Outlook Express or Outlook, the message is downloaded to my inbox. However, when I open the message the body is not downloaded. Only the Sender and Subject seem to be downloaded.

When I try to send a message in Outlook, I am notified that the sending has failed. When I send a message in Outlook Express, the message is sent, but the receiver never gets the message.

Does Hotmail not support synchronization with Outlook or Outlook Express any longer?

Thank you for your time.

-----Original Message Follows-----

From: "MSN Hotmail Technical Support"
To:
Subject: CST163332470ID – RE:How-to / EmailBasics / Other
Date: Mon, 7 Jun 2004 03:00:12 -0700

Hello shs_bulldog,

Thank you for writing to MSN Hotmail.

This is Sheryl and I am writing in response to your concern on getting both of your Hotmail accounts to be set-up in Outlook and your inquiry if it's possible to forward all of your e-mail messages from your account to another account.

Regarding your first concern, please contact
Microsoft Product
Support Services (PSS) at: <http://support.microsoft.com/>
for further
information. PSS Online features an easy-to-use Knowledge
Base search to
help you find answers to your various product questions.

I also suggest that you use "Outlook Express" instead
of "Microsoft
Outlook" to be able to set-up your two Hotmail accounts
with an HM
Offline program. For additional information
about "Outlook Express",
please go to:
<http://support.microsoft.com/default.aspx?scid=fh%3Ben-us%3Boex&x=11&y=8>

With regard to your inquiry about mail forwarding, I am
sorry but you
asked about a feature that unfortunately MSN Hotmail does
not currently
offer. However, I will submit this item to our
development team as a
feature request. We regularly review customer comments
and feature
requests and use them to upgrade Hotmail to provide you
with the best
service possible.

Thank you for your time and patience. If you have any
other concerns,
feel free to write back.

Sincerely,

Sheryl I.
MSN Hotmail Technical Support

--- Original Message ---

From: shs_bulldog@hotmail.com
To: exst_support_x@css.one.microsoft.com
Sent: Sun Jun 6 19:09:45 PDT 2004
Subject: How-to / EmailBasics / Other

Date: Sun Jun 06 22:07:14 2004

Operating System: windows XP
Connection Type: dialup/modem
Browser Type: ie 6+

I have been having problems getting both my paid Hotmail accounts to work with Outlook. I finally came across a Microsoft Knowledge Base Article that said Outlook will only support one Hotmail account at a time.

Is there any sort of workaround for this? Is it possible for me to forward all of the messages from one of my Hotmail accounts to the other?

Thanks you for your time.

>-----*Original Message*-----

>*I like many of you, have have had problems using two Hotmail accounts with Outlook.*

>

>*I contacted Hotmail Tech support, and they gave me the following*

>*answer:*

>

>*I also suggest that you use "Outlook Express" instead of "Microsoft*

>*Outlook" to be able to set-up your two Hotmail accounts with an HM*

>*Offline program.*

>

>*The only article I have seen on the Microsoft Knowledge Base was one*

>*in reference to Two Hotmail Accounts with Outlook 2000.*

>

>*I think I have fixed my problem. First, I deleted the mail profile*

>*(Control panel – Mail). Then I readded the Two Hotmail accounts.*

>*What I did not do was add the Pop account (Yahoo in my case).*

>

>*The configuration of two Hotmail accounts without a Pop3 account seems*

>*to be working fine.*

>

>*Maybe this will help some of you.*

>

>