

## Re: I cannot receive my e-mail!

**Source:** <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2005-02/3578.html>

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**From:** Igor Quasimodo (*IgorQuasimodo\_at\_discussions.microsoft.com*)

**Date:** 02/21/05

Date: Mon, 21 Feb 2005 12:49:02 -0800

Okay, will do I /We should know within the next couple of hours. I am going to un-install and then try a e-mailing myself with those programs un-installed. I shall feel very naked! Fingers crossed for success and then I shall be asking for the address of Susan G Comens. Wish me Luck!

"Milly Staples [MVP - Outlook]" wrote:

> Try uninstalling and reinstalling your Zone Alarm, Norton, and AVG and  
> reinstall all with a custom installation, electing to skip all of the mail  
> scanning options (bets are that it is the Norton that is causing the  
> problem - a known issue here for many posters).  
>  
> Make that donation to the Susan G. Comens Foundation, please (breast cancer  
> research). And thanks for a thoughtful idea - these forums are free service  
> provided by volunteers, no payment required but your thoughtfulness is  
> appreciated by all who may benefit from your generosity.  
>  
>  
> --  
> Milly Staples [MVP - Outlook]  
>  
> Post all replies to the group to keep the discussion intact. Due to  
> the (insert latest virus name here) virus, all mail sent to my personal  
> account will be deleted without reading.  
>  
> After furious head scratching, Igor Quasimodo asked:  
>  
> / Hello Milly,  
> / I have been to "Zone Alarm Security Suite and both inbound and  
> / outbound mail plus junk have been disabled and the firewall switched  
> / off. Then Nortons Premier and again the email scanning options both  
> / in and out are now off. AVG  
> / 7.0 Professional and e-mail scanning is off.  
> / Windows firewall well I went to the security setup and although the  
> / main windows says it is on when you go to details it says it is off!  
> / I have turned off eTrust Pest patrol, Microsoft Antispyware. I I think  
> / that is about it. All programs are genuine and upto date.

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> /  
> / *I then tried sending myself a message, sent okay but not recieved*  
> / *althug again it said all funcions working okay.*  
> /  
> / *So that is tried. I know thoughts of program conflicts will cross*  
> / *your mind but I promise I have tried with everything turned off!*  
> /  
> / *So what do you suggest I un-install and re-install? I will try*  
> / *anything!*  
> / *I really do appreciate your help. I certainly need a Sherlock Holmes*  
> / *and as I said,*  
> / *I promise that Cancer research will benifit when this problem is*  
> / *resoved! many thanks for reading this.*  
> /  
> / *Mike Tagg*  
> /  
> / *"Milly Staples [MVP - Outlook]" wrote:*  
> /  
> / *Disable any email scanning from your AV or firewall and try again.*  
> / *If it still does not work, uninstall both and reinstall and be sure*  
> / *to uncheck the option to check incoming/outgoing emails.*  
> /  
> / *--Ã,Â*  
> / *Milly Staples [MVP - Outlook]*  
> /  
> / *Post all replies to the group to keep the discussion intact. Due to*  
> / *the (insert latest virus name here) virus, all mail sent to my*  
> / *personal account will be deleted without reading.*  
> /  
> / *After furious head scratching, Igor Quasimodo asked:*  
> /  
> / *"I have Windows XP Pro and "Microsoft Professional 2003" plus all*  
> / *updates. Using "Outlook I have set up my email account. gone through*  
> / *the settings meticulously. You know, E-mail address, username,*  
> / *password, pop. smtp (With Tiscali) all done in Outlook setting up an*  
> / *account. I then check settings and they all work fine and I get the*  
> / *message "Congratulations" All tasks completed and a test message*  
> / *successfully sent to myself!*  
> /  
> / *Problem? I am just not receiving ANY messages! I have also tried*  
> / *with Outlook Express 6 and set up an account all okay but once again*  
> / *no messages received! I have tried with and without firewall and AVG*  
> / *and spyware running. All to no avail.*  
> /  
> / *The strange thing is... I run "Mailwasher Pro" which kind of looks*  
> / *at the mail on your server before downloading it so you can avoid*  
> / *Junk/Spam/Possible virus etc and they show up on there! All the*  
> / *messages I cannot download! Yet it uses exactly the same settings*  
> / *(obviously) to access my account! I can also go to "Tiscali" website*  
> / *and look up mail and see what I have.*  
> /  
> /

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> */// I just do not know what to do! Do I re-install "windows" (can I do*  
> */// that over "Service Pack 2") Do I uninstall Office Pro? However as*  
> */// I cannot download with "Outlook Express" Which is a "Windows*  
> */// program, I am reluctant to think it is the "Office" program*  
> *///*  
> */// If anyone can help I would be very grateful and a substantial*  
> */// donation will go to the Cancer Research" Mind you I think you will*  
> */// have to be a "Sherlock Holmes?"*  
> */// As I cannot access my e-mail I am at: igor\_quasimodo@hotmail.com*  
> */// Thank you for reading this. I hope it made sense! Mike Tagg*  
>  
>  
>