

Re: un solvable problem

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2007-05/msg00785.html>

- *From:* "*****Meg" <alumni(removethis)@swedishinstitute.edu>
 - *Date:* Thu, 17 May 2007 13:02:34 -0400
-

will try both of those situations and get back to you. I'm not with the laptop right now.

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"Our lives begin to end the day we become silent about things that matter" –
MLK

"F.H. Muffman" <f.h.muffman@xxxxxxxxxxx> wrote in message
<news:%23JhTuGKmHHA.960@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Out of curiosity, have you tried a different mail client while wireless to see if it works? Also, if you take the laptop to a free-wifi provider in the area, does it work from there? I'm not entirely convinced that Outlook, or even your laptop, is the problem.

--

f.h.

"*****Meg" <alumni(removethis)@swedishinstitute.edu> wrote in message
<news:O1XsM7JmHHA.4868@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

that's what I thought as well, and I've checked and checked and checked. Also, I disabled the firewall, anti-spam monster and still had the same problem. But I will check again.

Any clues as to a Norton Support group, similar to this, where someone other than being on the phone for 4 hours might have a suggestion.
(((Sigh)))

"ChesterCoronel" <ChesterCoronel@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
in

Re: un solvable problem

message

news:4FC1C060-C9B5-428F-BA70-3D46600EC5BA@xxxxxxxxxxxxxxxxxxxx

Okay, your router works fine so as your notebook computer.
Microsoft
Outlook
works when you are connected through a wire but not
wirelessly.

My suspect – Your Firewall Software. I do believe that some
firewall
software maintains different profiles for different
connections
(Ehernet,
Wireless) and different locations (Coffee Shop, etc) and for
some reason
your
firewall software might be blocking the connection to your
mail server.
Check
your firewall software if it is properly configured, make sure
that your
mail
server is NOT blocked when you are using wireless.

"Meg" wrote:

Okay,

So here's my story. I have a dell laptop. I use
office 2003 and I
have a
wireless internet connection in my home. All
have worked FINE for over
a ear.

Last week I called Dell because of a problem
with the cursor. My bios
and a
driver for the ThinkPad thing were updated.
I had some problems
connecting
to the internet but we resolved it. So I
thought.

I took the laptop out the next day and used
Outlook but used it OFF
LINE. I
cam home adjusted it to work back ONLINE
and all was or seemed okay.

Re: un solvable problem

Now, about a week later, I am unable to retrieve my email using outlook. I have access to the internet with the wireless connection and I have checked ALL of the outlook settings with my email provider (I have my own website and my own email address), I checked with my ISP and they suggested connecting the laptop to my router with a wire. When I did, it worked! So we concluded it was something with the wireless router. I called LINKSYS (router people) and they concluded that nothing was wrong with the router because another system in the house uses the wireless connection with outlook and works fine and because I have internet service, there is no problem. Which I agree with, but why would OUTLOOK work when the computer is connected to the router with a wire and NOT when it is connected wirelessly. IF anyone has ANY ideas. Please ...help. I'm leaving for vacation and need that wireless system to work.