

Re: cannot send mail from Windows mail

Source:

<http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.mail/2009-06/msg02363.html>

- *From:* "Gary VanderMolen" <gary@xxxxxxxxxxxxxxxx>
 - *Date:* Thu, 18 Jun 2009 14:05:21 -0700
-

When a username/password combination doesn't work in Windows Mail, it should always be checked in webmail.

Spammers will often send email blindly to 'guessed' likely addresses.

—

Gary VanderMolen, MS-MVP (Mail)

"Jake CP" <JakeCP@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:F44EB926-4E30-45EA-B1E4-9C122C3E486B@xxxxxxxxxxxxxxxxxxxx>

Gary: Deleting the account, and re-creating it didn't work; neither did dis-enabling avast. But I tried entering gmail and it didn't recognize my user or password. So I followed the procedure and reestablished both. Now everything works again (at least today).

But what I DID find, was new unread email in gmail, when nobody knows that address. I mean I don't use it but as outgoing address for my ISP account. How come it reached gmail without entering windows mail? I'm afraid I can skip important professional mail, I don't want to be compelled to enter gmail every time.

Thanks

—

Jake CP

"Gary VanderMolen" wrote:

A likely reason for the username/password failing is account corruption. One thing you should try as a possible quick fix is to delete that corrupted mail account, restart Windows Mail, then recreate that account.

If that doesn't fix it, more drastic measures will have to be taken.

Which antivirus are you running?

As a minimum, email scanning in the antivirus must be turned off, although that may not be sufficient to eliminate all bad effects.

In a worst case scenario, your antivirus may need to be uninstalled.

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If turning off the email scanning function does not resolve your problem, consider upgrading to Windows Live Mail, because it is less prone to suffering bad effects from overly aggressive antivirus programs.

<http://download.live.com/wlmail>

Email scanning in any antivirus must be disabled, for reasons explained here:

<http://thundercloud.net/infoave/tutorials/email-scanning/index.htm>

Gary VanderMolen, MS-MVP (Mail)

"Jake CP" <JakeCP@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:50CF51BE-46FE-4315-AE1A-E644DBC118C0@xxxxxxxxxxxxxxxxxxxx>

Hi Gary, I'm back. Your solution worked perfectly using gmail for outgoing mail. Nevertheless, since yesterday windows mails pops up a "please verify your username and password are correct for your mail server".

I enter both gmail info but it pops up again and again; When I press cancel it tells that some errors occurred bla bla, please review list of errors, there appears NO list of errors.

Now what?!

Thanks a lot

Jake CP

"Gary VanderMolen" wrote:

Here are the steps to take:

1. If you currently don't have a Gmail account, apply for one here:

<http://mail.google.com>

2. Enable your Gmail account for POP:

<http://mail.google.com/support/bin/answer.py?hl=en&answer=13273>

3. Use the procedure to allow your custom

'From' address to be used

with Gmail:

<http://mail.google.com/support/bin/answer.py?hl=en&ctx=mail&answer=22370>

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4. In Windows Mail go to Tools, Accounts, select your existing mail account, click Properties, Servers. Change the name of the outgoing (SMTP) server to smtp.gmail.com. Do not change the incoming server. Also, make sure that the "My server requires authentication" option is checked. Click the adjacent "Settings" button. Select "Log on using" then enter your username@xxxxxxxx email address, and the associated password. Click OK.

5. Go to the Advanced tab and change the port number for the outgoing (SMTP) server to 465, and enable the associated SSL option. Again, do not change any receiving parameters. Click OK. Try sending.

--

Gary VanderMolen, MS-MVP (Mail)

"Jake CP"

<JakeCP@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:67A9662F-4A79-44C3-85D2-6031E8008E5B@xxxxxxxxxxxxxxxxxxxx

Clear, Gary. How should I proceed to change the smtp to get it to work in different wireless zones ? Should O ask my ISP?

--

Jake CP

"Gary VanderMolen" wrote:

Things don't always stay the same. ISPs have been periodically tightening up their

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anti-spam
profile.
Most now
subscribe to
the policy
explained
here:

http://www.postcastserver.com/help/Port_25_Blocking.aspx

You can
keep the
same
account on
your laptop,
but change
only the
SMTP
server. Your
correspondents
won't know
the
difference.

--

Gary
VanderMolen,
MS-MVP
(Mail)

"Jake CP"

<JakeCP@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in
message

<news:65779DB0-5301-4D8F-BB81-D53C38AD9519@xxxxxxxxxx>

Gary:
my
previous
laptop
worked
with
Outlook
wonderfully,
with
the
different
ISP
and
smtp.
NEver

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had
a
problem.
I
use
a
lot
of
mail
when
working
in
different
places
(my
office
is
portable),
so
to
reply
or
forward
using
another
account
is
definetely
a
nuisance.
I'm
experiencing
that
already.
I'd
rather
unistall
windows
mail
and
instal
outlook.
What
do
laptop
users
do?
I
can't
get
the

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reason
for
such
a
sudden
problem
in
a
1500
%
laptop!
--
Jake
CP

"Gary
VanderMolen"
wrote:

I
don't
recommend
trying
different
ports
and
settings
at
random.
Ask
your
home
ISP
if
they
support
SMTP
on
a
port
other
than
25.
If
they
don't,
get
a
free

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Gmail
account,
and
use
that
for
sending
when
away
from
home.

--

Gary
VanderMolen,
MS-MVP
(Mail)

"Jake
CP"

<JakeCP@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

news:5BEC4BAB-7CAE-4D7C-825C-9B74B9DC

Rich:

at

this

moment

I'm

connected

to

Internet

throw

the

same

ISP

and

smtp

provider

(the

planet?

no

idea),

and

email

works

properly!

When

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I
get
to
a
place
with
a
different
location,
I'll
try
using
those
different
port
numbers.
I'll
keep
you
posted.
Thank
you!
--
Jake
CP

"Rich/rerat"
wrote:

Jake
CP,
The
different
ISPs
(locations)
that
you
connect
to
while
not
connected
to
your
primary
ISP
(Netizen),
may
have

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started
blocking
Port:
25
access
on
the
service.
So
you
can
no
longer
send
through
your
primary
ISP's
(Netizen)
Outgoing
Mail
Server,
email
messages
while
connected
to
their
Internet
Connection.

1.
In
your
Original
message
your
error
message
contain
the
IP
address
for
The
Planet
(US
based)
service,
which
appears

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to
be
a
similar
company/service
as
Netizen
(UK
&
AU
based).
Do
you
know
if
the
is
a
joint
venture,
so
they
share
coverage
around
the
world?
You
need
to
contact
Netizen,
and
see
if
the
offer
another
PORT:
for
travelers
or
business
people.

2.
Make
sure
that
on
the

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Server
Tab
in
the
acct's
properties,
that
you
have
selected
"My
Outgoing
Server
needs
Authentication",
also
under
the
Settings
button.
I
personally
don't
use
incoming
mail
settings.
But
type
in
the
UserName
and
Password
for
that
acct.

3.
On
the
Advance
tab
under
Account
Properties,
you
may
want
to
try

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sending
a
test
message
with
the
following
acct
settings
for
the
Outgoing
Mail
Server:
a.
Port:
25
w/SSL/TLS
b.
Port:
25
w/o
SSL/TLS
c.
Port:
587
w/SSL/TLS
d.
Port:
587
w/o
SSL/TLS
e.
Port:
465
w/SSL/TLS
f.
Port:
465
w/o
SSL/TLS

This
may
take
some
Trial
and
Error
for
you.

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And
you
need
to
be
connected
to
another
ISP,
not
Netizen
when
you
try
this.
If
that
does
not
work,
you
may
want
to
try
again
through
the
PORT:
list,
with
the
Authentication
box
unchecked.

4.
If
they
do
not.
You
may
need
to
get
another
Mail
acct
from
another

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provider,
such
as
GMail
(google),
or
Live.com
(HotMail),
to
use
when
not
connected
to
your
primary
ISP.
In
your
case
I
would
recommend
GMail,
since
they
do
offer
IMAP
services.
So
you
can
copy
messages
into
other
folders
that
you
set
up
in
Vista
Mail,
or
other
PCs
that
you
may

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use.
And
have
the
least
chance
of
losing
messages
while
on
the
road.

Add
MS
to
your
News
Reader:
<news://msnews.microsoft.com>
Rich/rerat
(RRR
News)
<message
rule>
<<Previous
Text
Snipped
to
Save
Bandwidth
When
Appropriate>>

"Jake
CP"
<JakeCP@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
<news:B9A6ED6B-2BC5-4D64-B5>
Rich:
outgoing
mail
won't
work
from
any

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wireless.
ISP
are
different
in
each
location,
but
that
sholudn't
be
a
problem
(home
ISP
is
Netizen).
Changed
25
as
suggested,
but
nothing
happened.
How
come
it
worked
OK
before.
I
called
my
smtp
server
and
there
haven't
been
any
changes.
--
Jake
CP

"Rich/rerat"
wrote:

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Jake
CP,
1.
Try
using
Port:
587
with
or
without
SSL/TSL
on
the
advance
tab
for
the
account
settings.
Port:
25
may
have
been
blocked
by
your
ISP
recently.
2.
Check
with
your
Hosting
Service
<http://www.theplanet.com/>
(SMTP
server
74.54.32.200
)
,
if
they
have
changed
their
Mail
Servers
and
Ports
settings
that

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they
use,
recently.

Add
MS
to
your
News
Reader:
<news://msnews.microsoft.com>
Rich/rerat
(RRR
News)
<message
rule>
<<Previous
Text
Snipped
to
Save
Bandwidth
When
Appropriate>>

"Jake
CP"
<JakeCP@xxxxxxxxxxxxxxxx>
wrote
in
message
<news:C27A768E-388A-428>
laptop
recently
bought,
Windows
mail
worked
ok
for
some
days.
Suddenly
I
couldn't
send
mails
An
unknown

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error
has
occurred.
Subject
",
Account:
'pop.____-____.com',
Server:
'smtp._____-_____.com'
Protocol:
SMTP,
Server
Response:
'421
Cannot
connect
to
SMTP
server
74.54.32.200
(74.54.32.200:25),
connect
error
10060',
Port:
25,
Secure(SSL):
No,
Server
Error:
421,
Error
Number:
0x800CCCC67

The
account
is
set
all
right.
I
verified
it
since
first
it
worked
OK.

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