

Re: totally clueless & so is tech. support. HELP! PLEASE!

# Re: totally clueless & so is tech. support. HELP! PLEASE!

---

*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-07/msg01348.html>

---

- *From:* "xfile" <[cou-cou@xxxxxxxxxxxxxxxxxxxxx](mailto:cou-cou@xxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 5 Jul 2006 08:36:34 +0800
- 

Hi,

I use Norton (a.k.a. Norton Internet Security, if that's the one you have) but neither recommend it nor discredit it. Every software has its own advantages and disadvantages, and everyone can tell a success story about the software they're using or they won't use it in the first place. I am a cheap person but I know every free stuff comes with a cost at a later time or tradeoffs.

I assume your NIS is not a trial version, or you intend to buy it, otherwise, it's not worthy for going through all the troubles. A few additional tips:

(1) Please do not install two anti-virus programs on the same system: This tends to complicate your system even more. It's fine for whichever you decide to use. But avoid to use two at the same time because oftentimes it would cause conflicts and you don't want to have additional troubles.

(2) "Completely" uninstall and re-install NIS if you want to use it: As suggested before, the key word is "completely" and Ron has done a good job by giving you the link (unlike I was too lazy to do so). However, I still suggest you to consult Symantec's technical support just to ensure the utility is the correct one for your version and they have step-by-step article for you to follow.

Here are some links I bookmarked:

[http://www.symantec.com/techsupp/home\\_homeoffice/products/nis/nis\\_2006/contact.html](http://www.symantec.com/techsupp/home_homeoffice/products/nis/nis_2006/contact.html)

You may be redirected to run online troubleshoots first.

How to add a firewall rule to Norton Internet Security or Norton Personal Firewall:

<http://service1.symantec.com/Support/nip.nsf/docid/2003022714315536>

Configuring firewall rules for Web-enabled programs:

<http://service1.symantec.com/Support/nip.nsf/docid/2003120510272036>

(3) Temporarily disable NIS: This may not work as some of its services will

Re: totally clueless & so is tech. support. HELP! PLEASE!

Re: totally clueless & so is tech. support. HELP! PLEASE!

start right after Windows starts. You'd need to disable it from Windows Services, and to set both Personal Firewall and AntiVirus to "manual start" and then reboot so that it will not loaded. Again, I would suggest you to consult their technical support since you have spent time with MSN and HP.

(4) After re-install NIS: Assuming you have completely removed NIS and re-installed it, please do run NIS updates first before you do anything else. Ensure all bugs (as any software would have) and updates have been properly installed. And please do NIS configurations (as suggested before) after updates and before using other programs.

(5) Email scan: I'd strongly recommend you to enable "scan incoming emails" and optionally to disable "scan outgoing emails". One of the greatest risks of being infected by virus is from emails (especially junks mails) no matter how careful one thinks he/she is. If you have no intension to scan emails and are so sure that all sites browsed will be safe, why would anyone bother to install AntiVirus program at the first place?

For NIS, make sure "Protect against time out" is "Checked" and "Display tray icon" and "Display progress indicator when sending emails" are "Unchecked". You can find these under Norton AntiVirus Options/Email/Advanced.

(6) Spam Integration with email client: As suggested, disable it and click "No" if it prompts you again after you re-install NIS.

(7) MSN account and OE setup: From the error message submitted, I am not sure if you're using free or paid MSN account as I have both. For a paid MSN account, POP server address should be something like this: "pop3.email.msn.com" instead of 'pop.mail.msn.com'. And for outgoing SMTP server, it should be something like this: smtp.email.msn.com. Make sure you have checked "Log on using Secure Password Authentication" and "My server requires authentication". For the later one, you can simply check "Use the same settings as my incoming account" in settings.

If you're using free MSN email account (or hotmail account), you would then added it as using HTTP server with Hotmail and it's more like the second error message you provided. The server address is more like of this: <http://services.msn.com/svcs/hotmail/httpmail.asp> and it should be automatically added by OE. I am not sure but this server name is kind of strange: <http://oe.msn.msnmail.hotmail.com/cgi-bin/hmdata> as it has both "msnmail" and "hotmail". But I certainly could be wrong.

Based on the error messages provided, it seems that you have set up both POP and HTTP and that's why I am not so sure if you're using paid or free MSN (hotmail) account.

If I remembered correctly, you're using a dial-up connection. I would recommend you to "Server Timeouts" to the maximum degree, and you could do this by going to OE, Tools/Accounts/Mail, select the email account you wish to configure, and click "Properties", and then "Advanced". On the "Server Timeouts", increase the timeout to the 4-5 minutes or longer. This will

Re: totally clueless & so is tech. support. HELP! PLEASE!

Re: totally clueless & so is tech. support. HELP! PLEASE!

prevent, as name explained, mail server timeout from slow Internet connection or receiving large mails.

Finally, as someone also suggested. Your email account settings could be corrupted by one way or the other. Why not remove and add it back after you have done the anti-virus thing?

Hope this helps.

"sandra4453" <sandra4453@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:7F94BD1F-A128-489C-B20F-D5DA92E0D349@xxxxxxxxxxxxxxxxxxxx](mailto:news:7F94BD1F-A128-489C-B20F-D5DA92E0D349@xxxxxxxxxxxxxxxxxxxx)

(What exactly happens when you open Outlook Express and click on Send/Receive? Please provide the complete verbatim text of any and

all error messages.)

This is the error I receive after setting up mail account with pop3 which MSN has told me over and over not to do but for the sake of trying everything/anything, tried it and again, no luck. This is a dial up connection. I also tried disabling Norton temporarily and also turned anti-spam off.....NADDA, NOTHING, ZILCH, THIS IS JUST AWFUL..... What I can't figure out is why the newsgroups get downloaded in oe and I'm having no problems with outlook2003. I hate computers.....

The host 'pop.mail.msn.com' could not be found. Please verify that you have entered the server name correctly. Account: 'pop.mail.msn.com', Server: 'pop.mail.msn.com', Protocol: POP3, Port: 110, Secure(SSL): No, Socket Error: 11004, Error Number: 0x800CCC0D

Unable to poll for new messages on your HTTP server. Account: '<http://oe.msn.msnmail.hotmail.com/cgi-bin/hmdata>', Server: '<http://oe.msn.msnmail.hotmail.com/cgi-bin/hmdata>', Protocol: HTTPMail, Server Response: 'Redirected', Port: 0, Secure(SSL): No, Socket Error: 122, Error Number: 0x80004005

Re: totally clueless & so is tech. support. HELP! PLEASE!