

SP2 and email

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From: Mark Dymond (*Dymond_at_discussions.microsoft.com*)

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I have just installed Service Pack 2 for XP on a Dell Dimension 2400, P4 2.6GHz, 512MB RAM, 30GB free disk space. The workstation has been kept up to date using Microsoft's built in Automatic Updates feature.

After installing the service pack I have discovered that Pegasus Mail (I use the latest version) now takes 1min 30secs to open messages.

Pegasus is currently configured as follows:

30-40 users in a single Active Directory domain. Pegasus' files located on the domain server (Dell Poweredge running Windows 2000 Server/Small Business Server 2000). All references to the files use UNC paths - \\servername\pmail.

I tried to open messages with the Windows Firewall disabled, and have also disabled Norton Antivirus. I have used other programs since installing SP2, and have not experienced any problems using them (Word, Excel, DesignCad).

I assume that the Windows Firewall is not an issue here as Pegasus Mail is actually receiving data from the server. I also added the executable to the Firewall's exceptions list but it still took the same amount of time to open a message.

I have contacted Pegasus Mail's Technical Support Team who say "Something about the SP2 upgrade broke the drive access. ...you need to talk to MS. The problem is not with the program, the problem is with the OS changing the way things are done and some process got broken by this change."

I dare not push SP2 to all the other WinXP machines until this problem is solved. If anyone can help I will be extremely grateful.

Mark Dymond