

Odd email problem.

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-09/msg02582.htm

- *From:* "Patrick Keenan" <test@xxxxxxx>
 - *Date:* Sun, 17 Sep 2006 20:11:53 -0400
-

Have a client's laptop with an odd problem that shows up in email clients. It's a Dell running XP Home, SP2. All relevant updates are applied.

Outlook 2003, Outlook Express, and Thunderbird cannot receive mail on port 110. In Outlook, the Test Email button eventually returns a message that there is no response from the POP server, and to check SSL settings (not required for these accounts). If I swap in a gmail account using POP on port 465, I can connect to the POP server – but not the SMTP server on port 995. Gmail, of course, does require SSL.

Except for connecting to POP servers on 110 and this gmail SMTP issue, networking is fine.

I am absolutely sure that the settings are correct, and that the problem is not related to a router or other network issue. I've tried it on two physically separate connections, wired and wireless and different locations, and my laptop with the same settings works properly when connected to the same router. Bypassing the router doesn't help. I've created a new Outlook profile using one of my email accounts, and still cannot connect to the POP server. I get the same messages. The web mail interface confirms that incoming messages are on the server.

I've tried resetting the TCP/IP stack and general cleanup. I've disabled firewalls and antivirus apps, and applied all updates. Everything looks fine, but obviously isn't. The problem exists on both of the two user accounts on that system.

If I try to telnet to the POP server, I get no prompt, just a flashing cursor, and any keystrokes immediately end the telnet session. Doing the same thing on another system connected to the next switch port logs me in, shows me a prompt, and works properly. I think this may be presenting me with a clue as to the real problem, but I'm just not sure what that clue is.

Anyone have any ideas as to what the problem may be?

Thanks!
Patrick Keenan

Odd email problem.