

RE: Outlook Express Connection Problem

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-06/msg00798.htm

- *From:* Paul <Paul@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 11 Jun 2007 00:29:01 -0700
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Thanks for the information. I applied steps 1 to 4 with interesting results. I applied all of the recommendations such as in step 4 ticking the boxes "this server requires a secure connection" etc but when applied I then lost my connection totally. I then got a socket error of 10060 rather than 10061. On backtracking and leaving the system as it was it once again functioned and for almost 24 hours has been fault free. However the old error message of 10061 has reappeared recently so it looks like we are back to the start. We use Norton 2006 antivirus and just the windows xp firewall. I also run lavasoft adware as well....the free to use personal edition.

"nass" wrote:

"Paul" wrote:

On our home family computer running Win XP Home edit, we have four account users. The email system used is outlook express. We also have running a home wireless network by way of a linksys WRT54G router. What has occurred now is that on startup, one account can download the email messages without a problem. However, if left idle for some time and you then go back and check – say after a couple of hours – to see if there are any more messages, often the following error appears. "Connection to the server has failed". The account, server, protocol, port and secure (SSL) are listed then the error code "Socket error No 10061, Error No 0x800CCCOE" is stated. If you restart the computer then in effect it resets and you are able to retrieve e-mail on that account again but after a period the error message will reappear and prevent the access of your email from the server.

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I have posted this previously but the replies, although very helpful, have listed a few microsoft bulletins which provide a very technical analysis and possible troubleshoot methods. I have tried some but without success and not being a computer engineer, they are too difficult to understand in detail.

So, is anyone able to offer a simple "why is this occurring" type of explanation and what can a basic user like myself do to mitigate or fix it ideally as it is a darned nuisance. Many Thanks.

Paul.

Hi Paul,

1... Scan for malwares from here:

http://www.lavasoft.com/products/ad-aware_se_personal.php

<http://www.safer-networking.org> ; for Spybot S&D

You receive a "Socket error: 10061, Error Number: 0x800ccc0e" error message when you try to send or receive e-mail in Outlook or in Outlook Express
<http://support.microsoft.com/kb/191687>

2.. Clicking on Start>> click Run then type in: cmd.exe click [OK]

On the screen/Prompt command, type in: netsh int ip reset c:\resetlog.txt

Make sure your SMTP is using the correct port and also your Firewall isn't blocking this port:

use standard port for SMTP. Normally is Port 25 or some use Port 587 (check your ISP settings).

3... On Outlook Express click Tools >> Options >> Click Connection Tab then make sure this option is correct:

Ask before switching dial-up connections.

Then make sure the correct connection is selected by clicking on Change button under Internet Connection Settings.

4... Click Tools >> Accounts >> Click on the Account [Default account] and then click Properties.

Click Servers Tab;

Remember password

Outlook Mail server:

My server requires authentication

Click on Settings then make sure this Radio Button is checked:

Logon Information:

(*) Use same settings as my incoming mail server

Click [OK]

Then click Advanced Tab and check these settings:

Server Port Numbers:

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Outgoing mail [SMTP] [25]

This server requires a secure connection (SSL)

Incoming mail [IMAP] [993]

This server requires a secure connection (SSL)

Check the sever timeout is set to 1 minute.

Click [OK] to close the Window properties.

5 ... Another option: Does this Behaviour occur with Internet Explorer or other browser?.

If Yes, then try to check the Power Options on your NIC by doing this:

Right click My Computer then select Properties.

On System Properties click on Hardware Tab then click Device Manager and Click the Plus [+] sign beside your Network Adapters and select your Network Adapter, right click it and select Properties.

On the NIC properties click the Power Management Tab and Uncheck this box:

Allow the computer to turn OFF this device to save power.

6– Right click on your Desktop and select properties, on the display properties

click on Screen Saver Tab.

Uncheck this check box:

On resume, display Welcome screen.

Click on the Power Button under the " Monitor Power" .

On the Power Options Properties, click Power Schemes Tab and check these settings:

Turn off monitor: [After 30 Mins][v]

Turn off hard drive:[Never][v]

click on Advanced Tab and be sure these settings are okay:

Options:

Always show icon on the task bar

Prompt for password when computer resumes from Standby

Uncheck Both of them or if you prefer the Icon for the batter to show check this box only.

Power Buttons:

When I press the power button on my computer:

Shut down][v]

When I press the sleep button on my computer:

Stand by][v]

Click [OK] and close the Power Options Properties.

If the above didn't help please write back with your Anti-Virus and firewall or other Protection software used.

HTH.

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Regards,
nass

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