

## Re: 0x81000301 error

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.messenger/2004-03/0219.html>

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**Date:** 03/07/04

Date: Sat, 6 Mar 2004 19:43:45 -0500

Greetings,

Here are some suggestions you might want to check/try:

1. The date on your computer needs to be set properly -- double click the clock verify that the time and date are set.
2. If your password information is not saved, verify that you are typing it in with the correct case (uppercase or lowercase).
3. Change your password @ <http://memberservicesnet.passport.com/memberservice.srf>, then try signing in again.
4. If you use a firewall (like ZoneAlarm, Norton Internet Security etc. ), it's possible that Messenger doesn't have the correct rights to access the Internet, especially since you upgraded. You may need to re/add Messenger to the allowed list of programs in your firewall if this is the case.
5. If you disabled your firewall in the past, it still may be blocking Messenger -- try restarting it and see if that helps the situation. You also might try uninstalling an installed firewall, to verify that it isn't causing a problem (even if it is disabled).
6. Clear your IE cache and cookies -- open Internet Explorer, click the Tools menu, then Internet Options, then click the Delete Files button, and when that's complete click the Delete Cookies button.
7. Check your IE Security settings -- open Internet Explorer, click the Tools menu, then Internet Options, then Advanced tab, scroll to the Security section, and verify that "Check for server certificate revocation" is unchecked. Also verify that 'Use SSL 2.0' and Use SSL 3.0' is checked, then click OK.
8. Click Start, then Run, and enter the following:  
regsvr32 softpub.dll  
then click OK  
Then try again.

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"gillz" <[anonymous@discussions.microsoft.com](mailto:anonymous@discussions.microsoft.com)> wrote in message  
news:F136C838-FF82-43DA-9FD0-04DB714C028F@microsoft.com...  
> for about a week i haven't been able to sign into msn messenger 6.1 due to the 0x81000301

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- > error. but, my internet connection is fine. i am able to surf the web using internet
- > explorer 6.x and use outlook express that connects to hotmail. i don't understand why msn
- > isn't working. i have tried uninstalling and reinstalling msn messenger twice and i tried
- > running the program after i uninstalled norton anti virus. it still did not work. i
- > installed mcafee and it still did not work. all of my firewalls are disabled. i have also
- > tried several potential fixes that i have read about in other forums, but none of them
- > work.
- >
- > i run winxp and am on a dsl connection. any help would be greatly appreciated.