

Re: Outlook Express & Hotmail

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From: Steve Tapia (*flash157_at_hotmail.com.NO_SPAM*)

Date: 02/24/04

Date: Tue, 24 Feb 2004 17:03:48 -0500

This is an auto-generated response designed to answer your question as quickly as possible. Please note that you will not receive a reply if you respond directly to this message. We hope the directions below answer your question. If after following the directions your problem is still unresolved, please click the link to the Hotmail Customer Support form at the end of this message to submit your issue and a Customer Support Representative will help you.

>>>> *Outlook 2002 in Microsoft Office XP*

Before you read our tips on Outlook Express below, did you know that MSN Hotmail now works great with Outlook 2002?

>>> *To set up MSN Hotmail with Outlook 2002*

1. On the "Tools" menu, click "E-Mail Accounts".
2. Under "E-mail", click "Add a new e-mail account", and then click "Next".
3. Follow the instructions and be sure to select "HTTP" under "Server Type".

For more information about the great features of Microsoft Outlook 2002 including how to get additional support for Outlook, go to:

<http://www.microsoft.com/office/worldwide.htm>

>>>> *Outlook Express*

We realize that this e-mail message is lengthy, but please read the entire message below because the answer to your question may be included.

Within this message is information on:

- I. How to Get Started with Hotmail Offline
- II. How to Synchronize your Hotmail Account with Outlook Express
- III. How to Send a Message in Outlook Express
- IV. How to Use Outlook Express to Save Messages on your Computer's Hard Disk Drive
- V. How to Remove your Hotmail Account from Outlook Express

VI. Still Didn't Solve Your Problem?

I. How to Get Started with Hotmail Offline

>>> *To get started with Hotmail Offline*

1. In Outlook Express, on the "Tools" menu, click "Accounts".
2. In the "Internet Accounts" dialog box, click the "Add" button.
3. Click "Mail" to open the Internet Connection Wizard, and then follow the instructions to configure your existing Hotmail account. You need only your Hotmail sign-in name and password.

II. How to Synchronize your Hotmail Account with Outlook Express

With Hotmail Offline, you can synchronize Hotmail and Outlook Express to keep the messages on your hard disk drive and your online account coordinated and up to date. If you change your Hotmail account through Outlook Express (move messages, create or delete folders, or compose a new message), these changes appear in both programs. With synchronization, Outlook Express downloads new messages from your Hotmail account to Outlook Express.

III. How to Send a Message in Outlook Express

>>> *To send a message in Outlook Express*

1. In the Outlook Express folders list, click your Hotmail Inbox.
 2. On the toolbar, click the "New Mail" button.
 3. In the "To" or "Cc" boxes, type the e-mail name of each recipient, separating names with a comma or semicolon.
 4. In the "Subject" box, type a message title.
 5. Compose your message in the text box, and then click the "Send" button.
- Note: The message is not sent until you synchronize.

IV. How to use Outlook Express to Save Messages on Your Computer's Hard Disk Drive

You can use Outlook Express to store Hotmail messages on your computer and never worry about exceeding the Hotmail size limit.

>>> *To archive messages from your Hotmail account to your hard disk drive*

1. In Outlook Express, under the "Local Folders" list, click "Local Folders".
2. Click "File", point to "New", and then click "Folder".
3. In the text box under "Folder", type a name for the new folder. Your new folder appears in the list under "Local Folders".

4. Drag messages from your Hotmail Inbox in Outlook Express to the new folder.

When you follow this procedure, you are removing e-mail messages from your Hotmail server and moving the messages to your hard disk drive, reducing the size of your Hotmail account. You can now view the messages in the new Outlook Express folder any time you launch Outlook Express—you need not be signed in to Hotmail to see the messages.

V. How to Remove your Hotmail Account from Outlook Express

You can remove your Hotmail account from Outlook Express in two ways:

- Right-click the account and click "Remove Account".
- or–
- On the "Tools" menu, click "Accounts", select the Hotmail account, and click the "Remove" button.

Your Hotmail account is not deleted permanently. You have only removed the ability to read Hotmail messages offline from Outlook Express. To reconfigure Outlook Express to read your Hotmail messages, on the "Tools" menu, click "Account" and then click "Add Mail".

VI. Still Didn't Solve Your Problem?

Complete the Hotmail Customer Support request form at:

<http://www.hotmail.com/cgi-bin/support>

NOTE: Support for Outlook Express use of Hotmail is limited.

Remember that MSN Hotmail also has comprehensive online help available—just click "Help" in the upper right corner.

"PA Bear" <PABear@mvps.org> wrote in message
news:O4MhSTm9DHA.1052@TK2MSFTNGP12.phx.gbl...

> *Has the account ever worked in OE? The problem may be on Hotmail's end.*

>

> *Is it a Hotmail (name@hotmail.com);*

> *<http://support.microsoft.com/?kbid=220852>) account or an MSN*

(name@msn.com);

> *<http://supportservices.msn.com/us/oeconfig/> >valid MSN ID required<*

> *account?*

>

> *When others get this error they usually find their ISP started using a*

> *"transparent proxy server" which does not support WebDAV. See this*
archived

> *thread: <http://snurl.com/1vxy>.*

>

> *Make certain your time, date, and /time zone/ settings are correct.*

>

> *IE Tools>Internet Options>Privacy>Edit> type in*

microsoft.public.windows.inetexplorer.ie6_outlookexpress: Re: Outlook Express & Hotmail

>
> *hotmail.com*
> *(msn.com)*
> *(passport.net)*
>
> *and Allow All Cookies for each domain.*
>
> *How to Manage Cookies (IE6)*
> <http://support.microsoft.com/?kbid=283185>
>
> *HOW TO: Troubleshoot Situations Where You Cannot Connect to Secure Web Sites*
> *(Hotmail servers and .NET Passport should be treated as Secure Sites)*
> <http://support.microsoft.com/default.aspx?scid=kb;en-us:813444>
>
> *Temporarily disable your firewall, any "system" tools (NSW, NIS, anything by Norton or McAfee) and pop-up/ad blockers.*
>
> *How do you connect? Is the machine on a network? Related URLs if you're using a Linksys router:*
>
> http://help.netscape.com/WEBMAIL/common_problems.html#linksys
> <http://www.linksys.com/support/support.asp?spid=87>
> <http://support.microsoft.com/?kbid=250663>
> <http://support.microsoft.com/?kbid=315008>
>
> *IE Tools>Internet Options>Advanced>HTTP 1.1>toggle between the two options.*
>
> *IE Tools>Internet Options>Security>[zone in OE runs; should be Restricted Sites]>Custom Level>User Authentication>Logon>toggle between Anonymous Logon, Automatic Logon with Current Username and Password, and Automatic Logon only in Intranet zone. (Anonymous Logon works for me, but YMMV)*
>
> *Resetting either or both of the above Tabs to the defaults might help, too.*
> --
> *HTH...Please post back to this thread*
>
> *~Robear Dyer (aka PA Bear)*
> *MS MVP-Windows (IE/OE), AH-VSOP*
>
> *AumHa Forums*
> <http://forum.mvps.org/>
>
> *Protect Your PC*
> <http://www.microsoft.com/security/protect>
>
> *D Scott / ASE wrote:*
> *> I just upgraded my computer and OS, I moved from Win ME to a clean*

Re: Outlook Express & Hotmail

install

> > *of Win XP Home. I set up OE to get my Hotmail, double checked the
> > settings, went back to my old hard drive, booted it up, recopied the
> > settings and I had everything correct. I checked on the web for general
> > instructions on setting up http mail in OE and not only is it all is
very
> > straight forward but all the directions are the same and seem mind
> > numbing simple but ...still I am getting the following error:
> >
> > Unable to poll for new messages on your HTTP server. Account:
'Hotmail',
> > Server: '<http://services.msn.com/svcs/hotmail/httpmail.asp>', Protocol:
> > HTTPMail, Port: 0, Secure(SSL): No, Socket Error: 12019, Error Number:
> > 0x80004005
> >
> > I also attempted to connect with Hotmail using my dial-up as well as my
> > fast access, lan, which was suggested on one site. I also deleted the
> > account restarted and recreated but still I get the error.
> >
> > Does anyone have a clue?? Even Hotmail does not document this error
code.
> > Is this just a bad install of XP and/or IE6 and all the updates??
> >
> > Thanks
> >
> > Scott
>*