

Re: OE6 does not connect with pop3 server

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-03/4

From: Jim Pickering (*jimp_at_mvps.invalid*)

Date: 03/18/04

Date: Thu, 18 Mar 2004 09:15:45 -0800

834365 – You receive a “Connection Error: 0x800ccc19 – The connection to the Server times out” error message when you send or receive e-mail.:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US:834365>

Although the article above discusses problems using McAfee, it applies as well to other antivirus/firewall products. If you uninstall the product for testing purposes and all works well, then you've identified the problem area and need to contact the vendor of your antivirus/firewall product for assistance.

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Jim Pickering, MVP-Outlook Express

Please reply only to newsgroup.

"Brian Summers" <tinman_63@earthlink.net> wrote in message news:ejWg8kQDEHA.2800@tk2msftngp13.phx.gbl...

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> Ok this really getting on my nerves. OE is set to check in every 10
> minutes.
> Here is a copy of my log that shows it connected on its own automatically:
> POP3: 08:27:19 [rx] +OK NGPopper vEL_5_7 at earthlink.net ready
> <3771.1079623637@falcon>
> POP3: 08:27:19 [tx] USER tinman_63@earthlink.net
> POP3: 08:27:19 [rx] +OK
> POP3: 08:27:19 [tx] PASS *****
> POP3: 08:27:19 [rx] +OK tinman_63 has 0 messages (0 octets).
> POP3: 08:27:19 [tx] STAT
> POP3: 08:27:19 [rx] +OK 0 0
> POP3: 08:27:19 [tx] QUIT
> POP3: 08:27:20 [rx] +OK
> POP3: 08:46:07 [rx] +OK NGPopper vEL_5_7 at earthlink.net ready
> <7634.1079624766@falcon>
> POP3: 08:46:07 [tx] USER tinman_63@earthlink.net
> POP3: 08:46:08 [rx] +OK
> POP3: 08:46:08 [tx] PASS *****
> POP3: 08:46:08 [rx] +OK tinman_63 has 0 messages (0 octets).
> POP3: 08:46:08 [tx] STAT
> POP3: 08:46:08 [rx] +OK 0 0
> POP3: 08:46:08 [tx] QUIT
> POP3: 08:46:08 [rx] +OK
> POP3: 08:56:10 [rx] +OK Qpopper (version 4.0.4) at vmbsd09.viewmark.com
> starting. <8049.1079625369@vmbsd09.viewmark.com>
> POP3: 08:56:10 [tx] USER bsummers
> POP3: 08:56:10 [rx] +OK Password required for bsummers.
> POP3: 08:56:10 [tx] PASS *****
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> POP3: 08:56:10 [rx] +OK bsummers has 5 visible messages (0 hidden) in
> 88258
> octets.
> POP3: 08:56:10 [tx] STAT
> POP3: 08:56:11 [rx] +OK 5 88258
> POP3: 08:56:11 [tx] LIST
> POP3: 08:56:11 [rx] +OK 5 visible messages (88258 octets)
> POP3: 08:56:11 [rx] 1 10815
> POP3: 08:56:11 [rx] 2 1166
> POP3: 08:56:11 [rx] 3 52512
> POP3: 08:56:11 [rx] 4 5417
> POP3: 08:56:11 [rx] 5 18348
> POP3: 08:56:11 [rx] .
> POP3: 08:56:11 [tx] RETR 1
> POP3: 08:56:12 [rx] +OK 10815 octets
> POP3: 08:56:14 [tx] RETR 2
> POP3: 08:56:14 [rx] +OK 1166 octets
> POP3: 08:56:15 [tx] RETR 3
> POP3: 08:56:15 [rx] +OK 52512 octets
> POP3: 08:56:30 [tx] RETR 4
> POP3: 08:56:30 [rx] +OK 5417 octets
> POP3: 08:56:31 [tx] RETR 5
> POP3: 08:56:31 [rx] +OK 18348 octets
> POP3: 08:56:38 [tx] DELE 1
> POP3: 08:56:38 [rx] +OK Message 1 has been deleted.
> POP3: 08:56:38 [tx] DELE 2
> POP3: 08:56:38 [rx] +OK Message 2 has been deleted.
> POP3: 08:56:38 [tx] DELE 3
> POP3: 08:56:38 [rx] +OK Message 3 has been deleted.
> POP3: 08:56:38 [tx] DELE 4
> POP3: 08:56:39 [rx] +OK Message 4 has been deleted.
> POP3: 08:56:39 [tx] DELE 5
> POP3: 08:56:39 [rx] +OK Message 5 has been deleted.
> POP3: 08:56:39 [tx] QUIT
> POP3: 08:56:39 [rx] +OK Pop server at vmbasd09.viewmark.com signing off.
> POP3: 08:56:39 [rx] +OK NGPopper vEL_5_7 at earthlink.net ready
> <17438.1079625398@falcon>
> POP3: 08:56:39 [tx] USER tinman_63@earthlink.net
> POP3: 08:56:40 [rx] +OK
> POP3: 08:56:40 [tx] PASS *****
> POP3: 08:56:40 [rx] +OK tinman_63 has 0 messages (0 octets).
> POP3: 08:56:40 [tx] STAT
> POP3: 08:56:40 [rx] +OK 0 0
> POP3: 08:56:40 [tx] QUIT
> POP3: 08:56:42 [rx] +OK
> Also, I didn't delete any messages at 8:56 I may have deleted some
> newsgroups though.
> Brian
>
> "Brian Summers" <tinman_63@earthlink.net> wrote in message
> news:OgOdy5PDEHA.624@TK2MSFTNGP10.phx.gbl...
>> PA Bear,
>> As usual it worked all day yesterday but, today it failed. Here is the
> error
>> message I received:
>> A time-out occurred while communicating with the server. Account:
>> 'pop.viewmark.com', Server: '216.38.205.239', Protocol: POP3, Port: 110,
>> Secure(SSL): No, Error Number: 0x800CCC19.
>> The log does not show that it tried to communicate. My POP.viewmark
> account
>> is configured to be the first one connected too. My outlook express is
>> configured to check two accounts.
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>>
>> Outlook Express 6.00.2800.1158
>> POP3 Log started at 03/18/2004 07:59:52
>> POP3: 08:03:23 [rx] +OK NGPopper vEL_5_7 at earthlink.net ready
>> <4021.1079622201@falcon>
>> POP3: 08:03:23 [tx] USER tinman_63@earthlink.net
>> POP3: 08:03:23 [rx] +OK
>> POP3: 08:03:23 [tx] PASS *****
>> POP3: 08:03:23 [rx] +OK tinman_63 has 0 messages (0 octets).
>> POP3: 08:03:23 [tx] STAT
>> POP3: 08:03:23 [rx] +OK 0 0
>> POP3: 08:03:23 [tx] QUIT
>> POP3: 08:03:23 [rx] +OK
>>
>> The second attempt I shut off Norton's scan incoming emails and received
>> this error message:
>> A time-out occurred while communicating with the server. Account:
>> 'pop.viewmark.com', Server: '216.38.205.239', Protocol: POP3, Port: 110,
>> Secure(SSL): No, Error Number: 0x800CCC19.
>> The log shows this:
>> POP3: 08:15:36 [rx] +OK NGPopper vEL_5_7 at earthlink.net ready
>> <22651.1079622935@falcon>
>> POP3: 08:15:36 [tx] USER tinman_63@earthlink.net
>> POP3: 08:15:36 [rx] +OK
>> POP3: 08:15:36 [tx] PASS *****
>> POP3: 08:15:37 [rx] +OK tinman_63 has 0 messages (0 octets).
>> POP3: 08:15:37 [tx] STAT
>> POP3: 08:15:37 [rx] +OK 0 0
>> POP3: 08:15:37 [tx] QUIT
>> POP3: 08:15:37 [rx] +OK
>>
>> Here is an example of yesterdays connection that was successful:
>> Outlook Express 6.00.2800.1158
>> POP3 Log started at 03/17/2004 17:15:49
>> POP3: 17:15:54 [rx] +OK Qpopper (version 4.0.4) at vmbsd09.viewmark.com
>> starting. <21997.1079568951@vmbsd09.viewmark.com>
>> POP3: 17:15:54 [tx] USER bsummers
>> POP3: 17:15:54 [rx] +OK Password required for bsummers.
>> POP3: 17:15:54 [tx] PASS *****
>> POP3: 17:15:55 [rx] +OK bsummers has 1 visible message (0 hidden) in 6264
>> octets.
>> POP3: 17:15:55 [tx] STAT
>> POP3: 17:15:55 [rx] +OK 1 6264
>> POP3: 17:15:55 [tx] LIST
>> POP3: 17:15:55 [rx] +OK 1 visible messages (6264 octets)
>> POP3: 17:15:55 [rx] 1 6264
>> POP3: 17:15:55 [rx] .
>> POP3: 17:15:55 [tx] RETR 1
>> POP3: 17:15:55 [rx] +OK 6264 octets
>> POP3: 17:16:05 [tx] DELE 1
>> POP3: 17:16:06 [rx] +OK Message 1 has been deleted.
>> POP3: 17:16:06 [tx] QUIT
>> POP3: 17:16:06 [rx] +OK Pop server at vmbsd09.viewmark.com signing off.
>> POP3: 17:16:08 [rx] +OK NGPopper vEL_5_7 at earthlink.net ready
>> <2485.1079568967@albatross.mail.pas.earthlink.net>
>> POP3: 17:16:08 [tx] USER tinman_63@earthlink.net
>> POP3: 17:16:09 [rx] +OK
>> POP3: 17:16:09 [tx] PASS *****
>> POP3: 17:16:09 [rx] +OK tinman_63 has 0 messages (0 octets).
>> POP3: 17:16:09 [tx] STAT
>> POP3: 17:16:09 [rx] +OK 0 0
>> POP3: 17:16:09 [tx] QUIT
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>> POP3: 17:16:09 [rx] +OK
>>
>> The third attempt, I disabled Norton Internet Security, disabled Scan
>> Incoming Emails, and it did not connect.
>> Error message:
>> A time-out occurred while communicating with the server. Account:
>> 'pop.viewmark.com', Server: '216.38.205.239', Protocol: POP3, Port: 110,
>> Secure(SSL): No, Error Number: 0x800CCC19
>> Log file:
>> POP3: 08:27:19 [rx] +OK NGPopper vEL_5_7 at earthlink.net ready
>> <3771.1079623637@falcon>
>> POP3: 08:27:19 [tx] USER tinman_63@earthlink.net
>> POP3: 08:27:19 [rx] +OK
>> POP3: 08:27:19 [tx] PASS *****
>> POP3: 08:27:19 [rx] +OK tinman_63 has 0 messages (0 octets).
>> POP3: 08:27:19 [tx] STAT
>> POP3: 08:27:19 [rx] +OK 0 0
>> POP3: 08:27:19 [tx] QUIT
>> POP3: 08:27:20 [rx] +OK
>>
>> Thanks for your help,
>> Brian
>>
>>
>> "PA Bear" <PABear@mvps.org> wrote in message
>> news:OM56d15CEHA.3408@tk2msftngpl3.phx.gbl...
>> > The results indicate you're up-to-date with IE & OE patches.
>> >
>> > Any error messages?
>> >
>> > Have you tried disabling NAV's Email Protection?
>> >
>> > Enable POP3 Troubleshooter (Tools>Options>Maintenance>Mail) and post
>> > your
>> > log here (not too long, please).
>> >
>> > Can you telnet successfully to the POP3 server
>> > (http://pages.prodigy.net/michael\_santovec/pop3telnet.htm)?
>> >
>> > Any problem Sending mail?
>> >
>> > Is the account correctly configured
>> >
>> >
>> > (http://support.earthlink.net/mu/1/psc/img/walkthroughs/windows\_9x\_nt/email/
>> > oe_6.0/8410.psc.html) and have you always had this problem reaching the
>> > Earthlink POP3 server?
>> > --
>> > HTH - Please Reply to This Thread
>> >
>> > ~Robear Dyer (PA Bear)
>> > MS MVP-Windows (IE/OE), AH-VSOP
>> >
>> > AumHa Forums
>> > http://forum.mvps.org/
>> >
>> > Protect Your PC
>> > http://www.microsoft.com/security/protect
>> >
>> > Brian Summers wrote:
>> > > PA Bear,
>> > > I saw your response to LA's problem. I am having the same or similar
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>> > > problem. OE6 will not always connect to my pop3 email account.
> Sometimes
>> > > it connects, sometimes it does not. It tells me that I have timed out
>> > > with my pop3 server on port 110. I have increased my time out
>> > > settings
>> > > and this does not solve my problem. I have also disabled my firewall
>> with
>> > > no effect. In checking my connections folder within NIS, it shows
>> > > that
>> > > when the connection fails there are zero bytes of information being
> sent
>> > > or received. I have contacted my email server and they are just as
>> > > bewildered. Once OE6 makes the connection, I can go most of the day
>> > > without any other errors. I am running Windows XP with Norton
>> > > Internet
>> > > Security 2004. This intermittent problem just started last week. I am
>> not
>> > > aware of any changes unless an automatic update took place. Here are
> the
>> > > java script results:;SP1;Q330994;Q824145;Q832894;.
>> > > Thanks for your help,
>> > > Brian
>> >
>>
>>
>
>
```