

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: Brian Summers (*tinman_63_at_earthlink.net*)

Date: 03/18/04

Date: Thu, 18 Mar 2004 10:51:56 -0700

Jim,

Thanks for the info but, this is an intermittent problem, has never occurred while sending, and has never occurred while receiving from anybody else other than POP.viewmark. Does this still sound like corrupted software within Norton's?

Thanks,
Brian

"Jim Pickering" <jimp@mvps.invalid> wrote in message
news:uD0lpyQDEHA.1544@TK2MSFTNGP09.phx.gbl...

> 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.

> --

> 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...

>> 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

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```
> > 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 *****
> > 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
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> > 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 vmbsd09.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: 0x800CCCC19.
> >> 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.
> >>
> >> 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:

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> >> '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
> >> POP3: 17:16:09 [rx] +OK
> >>
> >> The third attempt, I disabled Norton Internet Security, disabled Scan
> >> Incoming Emails, and it did not connect.
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> > 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: 0x800CCCC19
> > 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@myps.org> wrote in message
> >> news:OM56d15CEHA.3408@tk2msftngp13.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

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> > >
> > > *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*
> > > > *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*
> > >
> >>
> >>
>>
>>
>