

## Re: Port 110 question – I REALLY could use some MVP's help

**Source:**

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2004-05/0](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-05/0)

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**Date:** 04/30/04

Date: Fri, 30 Apr 2004 09:48:37 -0700

In article <#L1JqXsLEHA.1556@TK2MSFTNGP10.phx.gbl>, notmyrealaddress@optonline.net says...

- > I was trying to get rid of what I thought was
- > the CoolWebSearch virus and one of the things I
- > read was to get rid of (via Add/Remove in the
- > Control Panel) was:
  
- > Speedblaster
- > TV T-Media Display (TVTMD.exe in Windows directory)
  
- > I didn't find Speedblaster, but I found something called
- > TV Media, which I removed.
- > I then re-booted and a message popped up which said
- > something about your Port 110 through Norton Anti-Virus
- > is disabled (or something to that effect).
- > I then opened O.E. and I received the following:
  
- > The connection to the server has failed.
- > Account: 'mail.optonline.net', Server: 'pop3.norton.antivirus',
- > Protocol: POP3, Port: 110, Secure(SSL):
- > No, Socket Error: 10061, Error Number: 0x800CCC0E
  
- > Now I can't receive messages, I can't move messages
- > between folders, clicking on an existing message won't
- > open it (a menu comes up with "Open", etc. in it).
  
- > Could someone PLEASE tell me how to go about
- > getting my O.E. to work again.

Start by completely disabling Norton Antivirus. Next, go to MSOE Tools > Options > Accounts, and select the account 'mail.optonline.net', and change the name of the incoming server to 'mail.optonline.net'. Try to get it working again without Norton Antivirus. After you get it working again, if you really feel that you must have email virus scanning, visit the Symantec

site; try to locate some help on properly configuring NAV to scan email. You don't really need it, but it can be done. If you follow the correct procedure.

Just leave it undone until you get the account working again.

P.S. Most of the MVPs will just tell you not to let NAV scan. It really isn't any more protection. NAV will kick in if you try to run a viral attachment; as long as there is a definition for the virus.

P.P.S. Don't trust your AV program if it clears an attachment. You will need some independent verification. I once received an email, with attachment, from an unknown sender. Two different AV programs, neither with definitions over 24 hours old cleared it. I remained suspicious, found out that Norton had newer definitions than under a day, and it still cleared the attachment. I was still suspicious (unknown sender!), so I followed the directions on the Symantec site to zip it and send it. Within fifteen minutes Symantec sent me a link to a new set of definitions; it was, indeed, a viral attachment. Unknown to them until, possibly, just hours before I sent mine. The response was too quick to attribute the definitions to my sample; I think.

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Norman

~Win dain a lotica, En vai tu ri, Si lo ta

~Fin dein a loluca, En dragu a sei lain

~Vi fa-ru les shutai am, En riga-lint