

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

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Date: 04/30/04

Date: Fri, 30 Apr 2004 13:34:38 -0500

"Mike" <notmyrealaddress@optonline.net> wrote in message
news:%23L1JqXsLEHA.1556@TK2MSFTNGP10.phx.gbl

> *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.*
>
> *Thanks so much in advance,*
> *Mike_____*

PA Bear has told you how to get rid of CoolWebSearch.

Turn off email scanning in Norton. It provides no added protection. Email scanning slows down Sending and Receiving, sometimes enough that OE times out. Since some of the received messages have large (often virus) attachments, which exasperates the problem. Norton also changes your POP3 and SMTP server names so that it can intercept every incoming and outgoing message. After turning off the mail scanning you may have to reset the server names to those specified by your ISP. Some Comcast users have found it necessary to totally uninstall Norton and switch to the free AVG with mail scanning off. Norton invented email scanning and here's what they say:

>From

<http://service1.symantec.com/SUPPORT/nav.nsf/df0a595864594c86852567ac0063608c/65434372961d321d8825687f>

"Disabling email protection does not leave you vulnerable to viruses and malicious software in email. It is a separate layer of protection in addition to Auto-Protect. Auto-Protect scans any incoming files, including email, as they are saved to your hard drive. As long as you keep your virus definitions up to date with LiveUpdate, and keep Auto-Protect enabled and set to scan files as they are created or downloaded, your system is fully protected."

See also

http://help.expedient.com/mailnews/norton_antivirus.shtml

and

<http://service1.symantec.com/SUPPORT/nav.nsf/pfdocs/1999092910223606?Open>

and

<http://service4.symantec.com/SUPPORT/nav.nsf/docid/2000020716064206&src=w>

So Symantec used to say this often and clearly. The newer stuff doesn't have the statement included as it was considered an embarrassment. If you know anyone who programs for Norton try to get them to talk about it.

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Frank Saunders, MS-MVP, IE/OE
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<http://www.fjsmjs.com>
Protect your PC
<http://www.microsoft.com/security/protect/>