

Re: Problem Updating New Messages from NTTP News Server OE

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-07/1

From: Robert Aldwinckle (*robald_at_techemail.com*)

Date: 07/08/04

Date: Thu, 8 Jul 2004 09:44:58 -0400

"Chad Harris" <ddram32_nospam@yahoo.com> wrote in message news:egNu5aGZEHA.3304@TK2MSFTNGP09.phx.gbl

...

- > *He made the post on 6/30 and titled it "embedded pictures."*
- > *Time passed until yesterday (6/7) and he sent me multiple screenshots*
- > *that he was able to update new posts in the group up through 6/7*
- > *(yet an answer to his question posted on 7/1 wasn't showing up.*

I'll assume then that this is the message in question and continue the discussion based on its headers.

<<http://groups.google.com/groups?selm=Og6zLjtXEHA.2944%40TK2MSFTNGP11.phx.gbl&output=gplain>>

This shows that the poster was using OE and was connected to msnews. So I would be less inclined to blame the server and more inclined to blame user technique. That's just because normally msnews is a reliable server and frequently other servers, especially when dealing with microsoft.public.newsgroups, are not.

The simplest way to lose messages in OE is to use the Watched Conversation feature anywhere within a newsgroup and synchronize that newsgroup with either the Synchronize Newsgroup or the Synchronize Account command. Both cause messages from Watched threads to be given preference and if any messages from Watched threads are found they change the meaning of "New Messages". Hence any messages which were really "New Messages" but which arrived before the last header downloaded from those being chosen with the Watched thread preference may be ignored. Fortunately this "feechur" is not used when the command is Synchronize All, so that is what I almost always use unless I know that the newsgroup or account I am synchronizing does not contain any watched threads.

The subject message is unthreaded. (There is no Reference: header in it.) Therefore it would not be found in a Watched set and could have been ignored

(depending on when it arrived and whether some later messages were downloaded at the same time that it would have been downloaded if this "feechur" had not been in effect.)

One way to see the sequence number is to extract the Message-ID from any source, (such as the Google Groups Original Format page), generate a news: link from it, use that to download the complete message and then extract the Xref: header, which in this case is:

Xref: TK2MSFTNGP08.phx.gbl microsoft.public.outlook:474349

Once a message's sequence number has been skipped there are only two ways that I know of to try to recover them and insert its header in a newsgroup's message list: the Reset command (which Steve gave you) or the Get Next ___ Headers command (or equivalently pressing on the Toolbar's Headers button.) Unfortunately, though we can retrieve a complete message using the Message-ID, as I indicated above, that message does not get integrated into the subscribed newsgroup's message list.

If you choose to try to recover the headers using the Headers button it will depend on what the current high sequence number is, how far back you need to go to get to the missing message and the number used in the Get Next ___ Headers setting. I can't remember if I have actually traced the case which Steve favors of unchecking the Get Next ___ Headers option in this situation. Presumably one press of the Headers button would retrieve all missing headers which were available. That seems iffy to me especially if the range involved is large (such as it appears it may be here) and if there are multiple holes which need to be filled in. E.g. I doubt if it would just issue a huge XOVER if it knew that it had most of the messages in that range and I'm slightly dubious about it generating all the specific XOVER which would be necessary to fill all the holes in one fell swoop.

I think the main reason one would want to uncheck that option would be when one thinks that the number of messages available (and wanted) would exceed one application of Get Next ___ Headers or when the range involved exceeded that number (i.e. the command doesn't really get exactly that number of headers so much as step back through the sequence numbers by that amount; you would only notice a difference if there are holes in the sequence, e.g. due to cancellations).

If you are using a synchronize command to download headers the only concern you need to have about the Get Next ___ Headers setting is if you enter the newsgroup while you are online because an automatic Get Next ___ Headers is always done for you. (That might not be what you would want to have happen after doing a Reset.) It definitely would not be what you would want to have happen if your intention was to use a synchronize command with the New Messages Only method because the automatic Get Next ___ Headers will have redefined what is a new message. Synchronizing with the All Messages method instead could fill in the headers that that accidentally generated but it will also attempt to download any undownloaded headers unless you have previously indicated that you don't want them using the Catch-Up command.

Otherwise all synchronize commands ignore the Get Next setting and download all appropriate headers and bodies.

A lot of this stuff is not going to be very understandable unless you do some tracing and begin to see how OE's UI correlates with the NNTP requests it generates. You will see the range of sequence numbers I'm talking about in the 211 reply to Group request, and on XOVER and XHDR requests. It is also useful to simulate OE's session using a telnet client in order to see some of the actual data that the server sends in response. E.g. you will see that XOVER returns a digest of the some of the headers and that is what OE's headers consist of before its ARTICLE requests fill in their bodies.

Unfortunately OE doesn't let us inspect the headers easily when the body is not also present. (You can't use Alt-Enter on a bare header in the message list but you can force it open and use Alt-Enter on the resulting error message.) Worse, OE won't let us see the sequence number associated with that header. Unfortunately the digest doesn't contain the Xref: header or that would be a simple solution to that problem.

Finally, if you see XHDR requests you will know that that preferred download for Watched threads is in effect and there is the possibility that unwatched messages are being lost. In fact by examining the ranges involved with both the XHDR and the subsequence XOVER requests you will be able to determine exactly which messages are being lost. Then even though you don't know the Message-IDs involved you could if you liked download the messages (again, not integratable in the cache) using the little known `nntp:// URL`. Its otherwise useless syntax would be ideal for this one specific application. The technical term for what I have been calling sequence number is article number. So imagine that instead of getting that Xref: header by the method that I used that it had been inferred from a change of range between an XHDR and an XOVER in a trace. (We'll ignore why you might happen to have such a trace running. <g>) Here is the URL you would generate:

<nntp://msnews.microsoft.com/microsoft.public.outlook/474349>

Rats! I just remembered; OE doesn't support this correct syntax; it supports a similar but incorrect syntax where the article number parameter is replaced by the Message-ID, which in our case would be an unknown.

Actually there is another less reliable but otherwise more available way to infer holes in the sequence if you have complete messages. You can set Group Messages by Conversation off and sort by Sent (Alt-V,B,s,s) as an approximation to sorting by sequence number. (It's an approximation because not everybody's timestamps are accurate.) In any case the idea would be to use Alt-Enter on a set of messages to examine their Xref: headers and test if they formed a complete sequence. If one was missing that might be an indication that it wasn't in the cache; though as I have indicated it might also be an indication that it was simply missorted due to a bad timestamp.

Oops! I have been so obsessed giving you a possible explanation for having a missing message that I have neglected to consider the other aspect of your symptom, that apparently no new messages were being received until a Reset was done. That's another problem, caused by a defect in the server when cross-posted messages are involved and OE's inability to recover from the effects of that error.

Here is a link where I described that problem a while ago:

<<http://groups.google.com/groups?selm=Op2vhzrGCHA.1604%40tkmsftngp12>>

(Google Groups search for
"cross-post" "sequence numbers" author:aldwinckle group:microsoft.*.ie6_outlookexpress
)

Oh well, I think the rest of my explanation should have covered most of your specific questions.

HTH

Robert

"Chad Harris" <ddram32_nospam@yahoo.com> wrote in message
news:egNu5aGZEHA.3304@TK2MSFTNGP09.phx.gbl...

Robert--

"Care to elaborate?" The suggestion of resetting fixed this for my buddy, and so far so good, I appreciate your help very much and that of Steve. I'd be glad to elaborate. Knowing you have Google groups is an additional good resource. I spend a good bit of time helping in spates more forums on the web), and I don't want to ask for help without providing clear statements or frustrate the expertise to deliver it.

First of all it's was not my first hand problem. I posted this for my buddy who just recently contacted client at my urging because I wanted him to be able to tap the excellent help in these groups. I'm sure he could see the answers at the time--that's what we wanted to fix so he could use the group and header updates.

His specific problem went this way--and feel free to jump on me if I don't explain it well or correct group because he was having a problem with embedding some images after I encouraged him to--this was the Outlook general because I'm not smart enough to distinguish the nuance, if any, between subgroups versus the other--it seems to be the same stuff.

He made the post on 6/30 and titled it "embedded pictures." Time passed until yesterday (6/7) and that he was able to update new posts in the group up through 6/7 (yet an answer to his question persisted kept urging him that the key to getting this was to make the move Tools>Synchronize Newsgroup>Check Messages Only)>and watch the progress bar update him. He kept firing back that he was doing that the Options>Read>Get x# headers at a time. I looked on some of the OE MVP sites, including Tom's hit MSKBs and OE help first, and I didn't see much I reasoned to things and asked for help with it. I knew what putting the question mark from the dialogue box would tell me--that basically you are not that download. I have a check in mine with 300 and have been using the OE newsreader for 2-3 years. I download new posts--questions or answers, I have no problem getting it done via Tools>Synchronize>Get if because he didn't have it checked he was somehow getting some messages but selectively (and I responded to his thread.

Then he read Steve Cochran's first answer up above and followed Steve's suggestion to take the check headers and to reset at properties and he has been able to read messages since. I was certain that fixed him but not completely sure he may have also gotten help from downloading all the headers. Headers to mean you'll get all the new ones eventually, but it can take quite a while to keep them specifically that it was Tools>Synchronize>Get new messages only that gets you the new headers and a.. 1) Could the check out of that box on the Read tab have had anything to do with this? The answer and I paid attention to your clear explanation on your previous post that

a.. "No. That first option is mostly for servicing the Inbox. It wasn't really intended for updating news and won't work for news anyway unless you check "Include this account when checking for new messages" (in Accounts, Properties, General tab). The other methods all rely on manual intervention e.g. entering the news group, pressing F5, etc. and I think that they are preferable."

a.. 2) Isn't it true that the Get new messages only steps from Tools>Synchronize grab your new messages?
b.. 3) What does Synchronize all do? Make sure every group's headers are all downloaded and all e...
What's the precise difference between Tools>Synchronize Newsgroup Get a) all messages b) new messages?
4) Is it correct that if a header is downloaded, that the body of them message stays on the server?
it work some other way?--because obviously "downloading headers" is a distinction from downloading
bodies since the term is used when you go to the folders list and click a group>properties>local...
a.. 5) "If you have a Message-ID (e.g., from a References:
header) which is missing, first check to see if the server now has it by
constructing a news: link from it in an IE Address bar and press Enter.
If the message is downloaded check its Xref: header to see what
sequence number was given. If that is out of range of anything else
you have you will know that the archive has probably been reordered
and a Reset will be required." I'm not sure where this is or where you get it.

Do you mind telling me how to do this??

Your tip on the diagnostics is a good one. I wasn't aware that they were available and I did find them
and realize the log files would be named by server type.log and could be searched by pop3.log or
Thanks,

Chad Harris

"Robert Aldwinckle" <robald@techemail.com> wrote in message news:08KDthEZEHA.2260@TK2MSFTNGP12.ph...
>> couldn't get a particular thread's updates--and that inconsistency
>> I can't explain.

>
> Care to elaborate? Did you try using any of the diagnostics I suggested?
> Here's another way to probe differences between the OE cache and the
> server's archive. If you have a Message-ID (e.g., from a References:
> header) which is missing, first check to see if the server now has it by
> constructing a news: link from it in an IE Address bar and press Enter.
> If the message is downloaded check its Xref: header to see what
> sequence number was given. If that is out of range of anything else
> you have you will know that the archive has probably been reordered
> and a Reset will be required. Etc. (It's almost pointless trying to give
> a tutorial on diagnosing problems between the cache and a server's
> archive without having some specific examples to work with. Consider
> these hints to aid your own exploration of the subject. You could also
> use Google Groups to research some of my previous posts where
> you can find more detailed explanations.)

>
>
>> Particular server--His ISP is RoadRunner (Time Warner)of NE Ohio
>> as far as I know and he doesn't have a server in his setup.
>> <http://about.neo.rr.com/serviceareas.html>

>
> That could explain why he needs to use Reset.
> If he seems to need to use Reset very often he might be better off
> with a different newsreader which isn't so dependent on having the
> server maintain the same sequence numbers. Other newsreaders
> could use the sequence numbers only for the initial download of the
> headers and thereafter use the Message-IDs independently of the
> original sequence numbers they were downloaded by. This would
> allow the news server operator to maintain the newsgroup caches
> without having to worry about which slot the messages ended up in.

>
>
>> The monitoring-- is an interesting concept--I know MSFT watches the
>> groups with varying degrees to help answer questions and get

>> suggestions and that their overall working is coordinated but I didn't
>> know they were being vetted or anything like that to the extent it would
>> impact posting.
>
> I assume this reference to monitoring is still within my first paragraph?
>
> Microsoft newsgroups are not monitored in that technical sense,
> at least not on Microsoft's servers. Other newsgroups on other servers
> are monitored such that there is not any direct posting to an archive.
> However, the same slowing effect occurs anyway if there are multiple servers
> being used to represent one host, particularly when the server operator
> wants them all to appear identical. In that case there would be a delay
> between receipt of the message on one server and the synchronization
> of the rest of the servers for the placement of that message. Depending
> on how busy all the servers in the cluster were it could take some time
> to do that. Also different configurations could have different performance
> attributes. For example, it might be simpler to have one server as a master
> and the rest as slaves for controlling updates but that could be a potential
> bottleneck which would occasionally make things even slower.
>
>
>> Troubleshooting logging or telnet--I'm not sure I know how to do either
>
> See if you can glean an answer from some of my previous posts
>
> <
> <http://groups.google.com/groups?num=20&hl=en&lr=&ie=UTF-8&c2coff=1&q=%22troubleshooting+logging>
>
> (Google Groups search for
> "troubleshooting logging" 211 author:aldwinckle group:microsoft.*.ie6_outlookexpress
>)
>
>
> <
> <http://groups.google.com/groups?num=20&hl=en&lr=&ie=UTF-8&c2coff=1&q=telnet+119+author%3Aaldwin>
>
> (Google Groups search for
> telnet 119 author:aldwinckle group:microsoft.*.ie6_outlookexpress
>)
>
>
>> This post I just made in answer to Steve is my attempt to clear up my confusion
>
> I think I'll wait to see what Steve has to say. <EG>
> However, I can point out that I do have different opinions about
> some of the settings particularly for dial-up users who want to work
> offline mostly. If you like you could try doing some more more
> Google Groups searches on your own to find those.
>
>
> HTH
>
> Robert
> ---
>
>
> "Chad Harris" <ddram32_nospam@yahoo.com> wrote in message
> news:uAbWmK5YEHA.1652@TK2MSFTNGP09.phx.gbl...
> Robert--
>
> I don't know if it was the resetting--see my followup question to make sure I understand what t
> General and Mail tab items mean) but Steve's suggestion fixed his ability to see all the new me

> but couldn't get a particular thread's updates--and that inconsistency I can't explain.
>
> Particular server--His ISP is RoadRunner (Time Warner)of NE Ohio as far as I know and he doesn't
> <http://about.neo.rr.com/serviceareas.html>
>
> How soon after--minutes to days--didn't make a difference.
>
> His concern--He was very alert to the time window, but he couldn't see any answers to a post wh
> newsgroups. I wanted to make sure he was able to update all messages so he would have use of t
> public groups.
>
> The monitoring-- is an interesting concept--I know MSFT watches the groups with varying degrees
> suggestions and that their overall working is coordinated but I didn't know they were being vet
> extent it would impact posting. Mine usually show up within "about" a 2-3 minute time period.
> couldn't
> download the answer to a problem he had posted in the Outlook group and I had seen the answer a
> he followed Steve's suggestion a little while ago on July 6, he wasn't seeing that answer. May
> sure how taking the check out of the download headers boxes would have helped.
>
> On line state--good point. I don't work offline but there may be niches for that I don't appre
> time online. This is something I should appreciate better but don't--other reasons for working
>
> I appreciate your clarification on the Inbox for the first method I mentioned but don't underst
> Download Messages in Preview pane does if it doesn't download new headers. Also I'm probably c
> the posts not download from the server until you click on the header?
>
> Troubleshootoing logging or telnet--I'm not sure I know how to do either--sounds helpful in s
> just made in answer to Steve is my attempt to clear up my confusion on what these boxes mean on
> Maybe I also need to change my thinking about how I download new messages, but it seems to be w
> update
> fine.
>
> I get upated (new posts) and new answers by two means as far as I can tell. If I go out of thi
> back
> into this group, then I get all the latest posts--I don't think that headers setting figures in
> in
> the group and have been reading posts for a while, I'll hit (on the main OE toolbar)Tools>Synch
> Items>newsmessages only and the progress bar runs.
>
> On the General Tab I have cks. in: 1) Automatically Display Folders of Unread Messages 2) Send
> 3) Check for new messages every (5) minutes 4) If my computer is not connected at this time c
> line
> (isn't that a double negative?)
>
> On the Read Tab I have chks. in 1) Automatically expand grouped messages 2) Automatically downl
> pane 3) Get (300) headers at a time 4) No check in mark all messages as read when exiting news
>
> Would you modify this?--I know you said to get the check out of the Get X # of headers at a tim
> boxes
> mean and I'm not sure why you said that.
>
> General Tab:
> Automatically display folders of unread messages--gives you maximum chance to see all the mess
> Send and receive messages at startup--refers to mail and not newsgroup messages???
> Check for new messages every 5 minutes--refers to mail and not newsgroup messages???
> Connect only when not working off line--have no idea what they mean by this and if it impacts
> Read Tab:
> Mark messages read after displaying for (5) seconds--not sure of this
>
> Automatically download messages when viewing in the Preview Pane--I thought this mea
> that when you go into a group for the first time after opening OE or from another gr
> all new messages would download

```
>
>         Get 300 headers at a time--why do you want this unchecked and what does it mean--doe
>         you download the headers (and messages)?
>
>         Mark all messages as read when exiting a newsgroup--not sure of this
>
>         Thanks much,
>
>         Chad Harris
>
>
>
>
> "Robert Aldwinckle" <robald@techemail.com> wrote in message news:OovMSz3YEHA.1448@TK2MSFTNGP12.
>>> he just can't update messages after his post.
>>
>> Is this happening on a particular server? How soon after his post
>> is he trying? If he is just concerned about not being able to see his post
>> quickly after sending it make him aware that it takes time for a message
>> to be received and archived especially if the newsgroup is monitored.
>> If the newsgroup is one which isn't updated frequently it could be that
>> his is the only post which would be contained in the next update and
>> therefore he wouldn't see any change until it was ready to be sent.
>>
>>
>>> 2) A second way is to close out of the newsgroup, and when you go
>>> back to the group you'll be updated.
>>
>> Yes. Provided you open it while you are in a Working Online state.
>>
>>
>>> This is controlled I thought by Tools>Options>General Tab>Check for
>>> messages every (5) minutes and Tools Options>Read tab>
>>> Automatically Download Messages in Preview pane.
>>
>> No. That first option is mostly for servicing the Inbox. It wasn't really
>> intended for updating news and won't work for news anyway unless
>> you check "Include this account when checking for new messages"
>> (in Accounts, Properties, General tab). The other methods all rely
>> on manual intervention e.g. entering the news group, pressing F5, etc.
>> and I think that they are preferable.
>>
>> The second option has nothing to do with getting new headers which
>> is what you are concerned with.
>>
>>
>> You might want to get him to activate troubleshooting logging
>> (or use telnet to monitor the newsgroup's status.)
>> If there is no change in the server's 211 reply to Group request
>> you would have an explanation for him which would be independent
>> of him using OE.
>>
>>
>> HTH
>>
>> Robert Aldwinckle
>> ---
>>
>>
>> "Chad Harris" <ddram32_nospam@yahoo.com> wrote in message
>> news:%236ORUvvYEHA.4004@TK2MSFTNGP10.phx.gbl...
>> My friend cannot update new newsgroup messages. He's using OE6 and has updated all its pa
>> XP
```

>> SP1. My understanding is that there would be 4 ways to do this, and he is deploying all all 4
>> missing
>> any, or misconstruing them, that's why I'm here. I've been all over OE help and the OE MVP si
>> lot
>> better. I didn't see anything in the MSKBs that will remedy this, and considered his ISP, but
>> newsgroups--he just can't update messages after his post.
>>
>> 1) The way I use to update messages is Tools>Synchronize Newsgroup>Get the following items>New
>> 2) A second way is to close out of the newsgroup, and when you go back to the group you'll be
>> thought
>> by Tools>Options>General Tab>Check for messages every (5) minutes and Tools Options>Read tab>
>> Automatically Download Messages in Preview pane.
>> 3) A third way would be to close out of OE and fire it up again for the same reason as above.
>> 4) A fourth way would be to synchronize all groups at Tools>Get New Messages.
>>
>> I'm not sure if Synchronizing all would impact this.
>>
>> Thanks for any help in straightening this out.
>>
>>
>> Chad Harris
>>
>>
>>
>
>