

Re: Outlook Express works intermittently, setup behind school board firewall

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From: niteowl (*niteowl_at_NOniteowlproductionsSPAM.com*)

Date: 10/30/04

Date: Sat, 30 Oct 2004 07:39:57 -0400

On Sat, 30 Oct 2004 02:37:59 -0400, "PA Bear" <PABear@mvps.org> wrote:

>niteowl wrote:

>>>>>> I was on the phone to the school's tech people, and they don't
>>>>>> support using Outlook Express, though they say it should work
>>>>>> okay, the ports necessary are open, and I have been able to
>>>>>> occasionally retrieve and send hotmail using Outlook Express, but
>>>>>> usually only one or two, then I get an error window, but it gives
>>>>>> me NO information, just says there was an error.

><snip>

>

>Has the Hotmail account *ever* been configured and working in OE before
>this?

it had never been setup before, they were using their own mail server, but the principal uses Hotmail and I was trying to set it up for him through Outlook Express. I have had it working for him, but not regularly.

I called the school tech people and they said that no one uses Outlook Express and they didn't know much about it, but that nothing in the firewall configuration should be blocking it, and the fact that I could get it working sometime supports that.

at first it would not connect at all, so I ran the setup for a new mail account, then I ran the windows update from MS and installed all critical updates, but did not install SP2, after that it worked a couple of times, meaning I could bring in headers, download a message and create a message and send it. I have it set NOT to automatically download messages, I also have it set for plain text.

BUT, most of the time, when I open OE, it brings in the headers (inbox) and then it will not download specific messages, I get an error saying it could not, I don't remember the exact error message, and then when I try to create a new outgoing message all I get is an

error box that pops up, saying there is an error, but no other information is available.

It also appears to have frozen in that I can't view other folders, it seems stuck on the inbox.... so it perhaps I'm losing connectivity for some reason... but all other internet functions are working fine.

*>If a proxy is in use (not unknown or unexpected in a school setting),
>Hotmail will not be accessible in OE, even if it *had* been before
>connecting via the school's internet connection.*

I'm sure they use a proxy too, but as I'm not that familiar with XP I'm not sure how to find out what those settings are. Tell me and I'll be happy to find it.

*>Uninstalling/reinstalling or repairing OE is not called for and won't fix
>the problem.*

I used the Add/Remove function to uninstall OE and the update for it, and though it now no longer shows in the Add/Remove list, the shortcut is still on the menu and it still opens then clicking on it!

Is this normal behavior or is there something wrong with the installation?

so, what can I do now... step by step info.. as I'm not familiar with XP.. I'm a win98se man. ;-)

thanks,
niteowl