

## Re: Help-Log off means can't get mail

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2005-10/m](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2005-10/m)

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- *From:* "Steve" <nospam@xxxxxxxxxx>
  - *Date:* Thu, 6 Oct 2005 00:38:51 -0400
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One more weird thing: I can post to the newsgroup when this is happening, but I cannot send any email. When I try to send email, I get the following message:

"The connection to the server has failed. Account: 'Counsel', Server: 'counsel.cc', Protocol: SMTP, Port: 25, Secure(SSL): No, Socket Error: 10061, Error Number: 0x800CCC0E"

Help!

""Winfred Weng [MSFT]"" <v-wweng@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:AfUN3zXyFHA.3604@xxxxxxxxxxxxxxxxxxxxxxxx>

- > Hi Steve,
- >
- > Thank you for posting here!
- >
- > I agree with Charlie that this issue may occur if there is some problem
- > with network after we log off and then log on the computer again. I also
- > need the exact error message for further research. Therefore, I would
- > suggest that we troubleshoot this issue from the following points:
- >
- > 1. When this issue appears after we logon the computer again, I suggest
- > that you check if you can connect to Internet properly. If you have an
- > email website interface, please use Internet Explorer to get to website
- > and
- > check whether we can receive emails there.
- >
- > 2. What type of your email account do you use in Outlook? Is it POP3,
- > HTTP,
- > IMAP or Exchange Server?
- >
- > If it is a POP3 email account, I suggest that we establish a Telnet
- > Session
- > to the POP Server when this issue occurs. To do this:
- >
- > (1) Click Start -> Run, type cmd and press Enter.
- > (2) In the MS-DOS window, type the following: telnet <POP server name or

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> IP  
> address> 110  
> (3) Press the ENTER key. If we can connect to the POP server, the Telnet  
> window appears and displays a welcome message. This message will be  
> preceded by +OK and will vary depending on the software installed on the  
> POP Server.  
>  
> Please let me know the result of Telnet.  
>  
> 3. Please capture a screenshot of the exact error message and send the  
> file  
> to me at v-wweng@xxxxxxxxxxxxxx for further research.  
>  
> 4. If we make sure the network is good when we log off and then log on the  
> computer but we still cannot receive emails in Outlook Express, I suggest  
> that we create a new Outlook Express identity. A new identity is a new  
> environment for us to use Outlook Express. Creating new identity will not  
> do any damage to the old identity. To do this, please follow the steps  
> below:  
>  
> (1) Start Outlook Express, and click the File menu -> Identities -> Add  
> New  
> Identity.  
> (2) In the "Type your name" box, type a name for the identity.  
> (3) Click OK and then click "Yes" to switch to the new identity.  
> (4) When Outlook Express is started again, please reconfigure the email  
> account in Outlook Express and check if the problem still occurs.  
>  
> I hope the information above is helpful.  
>  
> If anything in my post is unclear, feel free to let me know.  
>  
> Have a good day!  
>  
> Thanks & regards,  
>  
> Winfred Weng  
> Microsoft Online Partner Support  
>  
> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
>  
> When responding to posts, please "Reply to Group" via your newsreader so  
> that others may learn and benefit from your issue.  
>  
> =====  
> Business-Critical Phone Support (BCPS) provides you with technical phone  
> support at no charge during critical LAN outages or "business down"  
> situations. This benefit is available 24 hours a day, 7 days a week to all  
> Microsoft technology partners in the United States and Canada.  
>  
> This and other support options are available here:

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- >
- > BCPS:
- > <https://partner.microsoft.com/US/technicalsupport/supportoverview/40010469>
- > Others: <https://partner.microsoft.com/US/technicalsupport/supportoverview/>
- >
- > If you are outside the United States, please visit our International
- > Support page:
- > <http://support.microsoft.com/common/international.aspx>
- > =====
- >
- > This posting is provided "AS IS" with no warranties, and confers no
- > rights.
- >

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• **Follow-Ups:**

- ◆ **Re: Help-Log off means can't get mail**  
    ◇ From: Charlie Tame
- ◆ **Re: Help-Log off means can't get mail**  
    ◇ From: "Winfred Weng [MSFT]"

• **References:**

- ◆ **Help-Log off means can't get mail**  
    ◇ From: Steve
- ◆ **RE: Help-Log off means can't get mail**  
    ◇ From: "Winfred Weng [MSFT]"

- Prev by Date: **Re: Annoying News Group Problem**
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