

Re: Email refuses to send. Settings fine.

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Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2006-11/m

- *From:* "AJ" <AJ@xxxxxxxxxxx>
 - *Date:* Thu, 16 Nov 2006 18:27:58 -0500
-

PA Bear wrote:

Disable email scanning by your anti-virus application. It provides no additional protection and even Symantec says it's not necessary:

<paste>

Disabling Email Scanning does not leave you unprotected against viruses that are distributed as email attachments. Norton AntiVirus Auto-Protect scans incoming files as they are saved to your hard drive, including email and email attachments. Email Scanning is just another layer on top of this. To make sure that Auto-Protect is providing the maximum protection, keep Auto-Protect enabled and run LiveUpdate regularly to ensure that you have the most recent virus definitions. </paste>

<http://service1.symantec.com/SUPPORT/nav.nsf/docid/2002111812533106>

Troubleshooting error messages that you receive when you are using OL and OE <http://support.microsoft.com/?kbid=813514>

Thanks. From what I just read I may have a modem problem so that will be the first thing I will replace. Simple enough as I must have a spare here somewhere. I will post back when I get to the bottom of this problem, I hope.

Thanks for the response.

AJ

AJ wrote:

Bruce Hagen wrote:

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What happens when you try to send? Does the message stay in the Outbox? Does it appear in Sent Items? Start with the following.

When I try to send I get:

The connection to the server has failed. Account: 'mail.comcast.net', Server: 'smtp.comcast.net', Protocol: SMTP, Port: 25, Secure(SSL): No, Socket Error: 10060, Error Number: 0x800CCC0E

This is on all three systems. Comcast tech support had me create a new account and set it as default but the problem persists. This was the point when he gave up.

I wonder if it could be my router.

Turn off e-mail scanning in your anti-virus program. It is a redundant layer of protection that eats up CPUs, slows down sending, and causes a multitude of problems such as time-outs and account setting changes. Your up-to-date A/V program will continue to protect you sufficiently. For more, see: <http://www.oehelp.com/OETips.aspx#3> Reboot and try.

If still no joy:

Do the following for the Outbox, and if the problem persists, repeat for Sent Items after you move any messages you wish to save to a local folder you create.

Tools | Options | Maintenance | Store Folder will reveal the location of your Outlook Express files. Press the Tab key to highlight the folder location, then Ctrl+C. Close OE, then Start | Run | Ctrl+V will put the location in the box – Click OK and you'll see the OE files. Otherwise, write the location down and navigate to it in Windows Explorer. In WinXP, Win2K & Win2K3, the OE user files (DBX and

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WAB) are by default marked as hidden. To view these files in Windows Explorer, you must enable Show Hidden Files and Folders under Start | Control Panel | Folder Options Icon | View, or in Windows Explorer | Tools | Folder Options | View.

With OE closed, find the DBX file for the folder in question {Outbox.dbx} and delete it. A new one will be created automatically when you open OE.

General precautions for Outlook Express:

Do not archive mail in default OE folders. They will eventually become corrupt. Create your own user defined folders for storing mail and move your mail to them. Empty Deleted Items folder regularly. Keep user created folders under 100MB, and Default folders as empty as is feasible.

After you are done, follow up by compacting your folders manually while working *offline* and do it often.

Click on Outlook Express at the top of the folder tree so no folders are open. Then: File | Work Offline (or double click Working Online in the Status Bar). File | Folder | Compact all folders. Don't touch anything until the compacting is completed.

Turn off e-mail scanning in your anti-virus program. It is a redundant layer of protection that eats up CPUs and causes a multitude of problems such as time-outs and account setting changes.

Your up-to-date A/V program will continue to protect you sufficiently. For more, see:

<http://www.oehelp.com/OETips.aspx#3>

In Tools | Options | Maintenance: Uncheck Compact messages in background and leave it unchecked. {N/A if running XP/SP2}.

"AJ" <AJ@xxxxxxxxxx> wrote in message
news:Y82dndb93_HVO8HYnZ2dnUVZ_oOdnZ2d@xxxxxxxxxxxxxxxx

Re: Email refuses to send. Settings fine.

For the past three days I have not been able to send email but can receive fine. I have three systems on a LAN that act the same. I have run updated VS and various Spyware applications but find no problems. None of the settings have changed and finally I just got off the phone with Comcast who could not offer any explanation of my problem. He recommended I try the computer manufacture which is no help. What else could it be. I can send email if I cut and paste to webmail from Comcast site but that is no good.

Thanks for anyone with any ideas

AJ