

Re: where is PA Bear?

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2006-12/m

- *From:* "PA Bear" <PABearMVP@xxxxxxxxxx>
 - *Date:* Wed, 6 Dec 2006 10:51:07 -0500
-

DBL wrote:

I am still waiting for a response from my 11-11 thread re:error message on OE

Your reply of 11 Nov-06:

http://groups.google.com/group/microsoft.public.windows.inetexplorer.ie6_outlookexpress/msg/e1df6ef0415d0e03

<paste>

[my reply follows]

PA Bear-sorry for the delay-here is the message in its entirety:An unknown error has occurred Account: "Hotmail", Server:

'<http://sevices.msn.com/svcs/hotmail/httpmai.lasp>', Protocol: HTTPMail, Port: 0, Secure(SSL): No, Socket Error: 12019, Error Number 0x80004005

My OS is WinXP...My most recent effort since my initial post was just completed...Trend Micro PC Cillin Internet Security 2007

uninstalled/reinstalled...it is not the cause of the error message (this was simply one of my frustrated, amateur-like efforts to go for a fix...I am aware of the system restore option, and I am painfully aware of the uninstall-"gamble on losing critical data"-option with OE as well) As you can read here, PA Bear, the Frank Saunders suggestion to reset server names in OE did not work...either did the Hotmail Plus tech suggestion of removing my hotmail account and re-registering it...As the language in the error message points to a Hotmail Server issue, why doesn't a fix exist thru MS? (I can't believe they are unaware of this, yet a search for the 0x80004005 only seems to indicate that there are a stack of different issues all falling under the same error message #...except mine...its hard to believe I am the only lucky one in the universe with this issue resolution still unknown to MS)

Please help...I am already looking at how to migrate my OE contacts and e-mails into another e-mail program so as to get out of the way of a possibly "can't be fixed error message" taking over my wife (OK, so I made a little joke-I needed to crack myself up for a minute-I'm not even married anymore)

DBL

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"PA Bear" wrote:

Post the complete error message and state your Windows version, please.

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~Robear Dyer (PA Bear)
MS MVP–Windows (IE, OE, Security, Shell/User)

DBL wrote:

- > How do I delete error message Socket Error 12019, Error Number
- > 0x800004005?
- > I cannot risk the loss of any contact files, so uninstall–reinstall OE > is
- > not an option–please advise

</paste>

Very Important Question => Have you installed IE7?

Truth be told, I figured Frank's suggestion of disabling or uninstalled Trend Micro Anti–Spam (a well–known troublemaker running with OE) would fix the problem and you hadn't replied for several days, so I stop watching your thread. (Plus I delete all newsgroup messages older than 3 days several times a week.)

However, now that you've posted the /complete/ error, I'd doubt Anti–Spam would be directly involved here (though I'd get rid of it anyway).

Hotmail 0x800004005 errors point to problems on MSN/Hotmail end 99% of the time and the problems usually clear up in a few hours/days. Since you're a Hotmail Plus subscriber, MSN/Hotmail Tech should be able to assist you (but they don't know much about OE). If nothing below helps, ask them to reset your account.

1. You said you'd already tried removing the account and adding it back to no avail. Trend Micro Anti–Spam *or* Anti–Virus may have damaged your current Identity, especially if it's the default Main Identity. After having disabled both (a) Anti–Spam and (b) email scanning of incoming/outgoing mail, try the account in a new Named Identity (File > Identities > Add new identity). Assuming all is well, (a) compact all folders in the old identity, (b) import messages from the old identity's local folders (don't bother with the Hotmail messages) into the new one, and then (c) delete the original identity (File > Identities > Manage Identities).

To avoid such corruption in future:

- Don't use Inbox or Sent Items to archive messages. Move them to local folders created for this purpose.
- Empty Deleted Items folder daily.
- Disable Background Compacting [N/A in WinXP SP2] and frequently perform a manual compact of all OE folders while "working offline". More at <http://www.insideoe.com/files/maintain.htm>
- WinXP SP2 only: Do not attempt to close OE via Task Manager or shutdown your machine if Automatic Compacting is taking place.
- WinXP SP2 only: If your machine is fully up–to–date at Windows Update, installing the following patch

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(KB918766) will help to avoid such data loss in the future:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=86b68a78-f325-4a95-98c2-98af2256ccc3>
[This patch will be included in the next Cumulative Update for Outlook Express/WinXP SP2.]

– Your anti-virus application's email scanning feature can also cause corruption. Disable it. It provides no additional protection.

2. Make certain your time, date, and /time zone/ settings are correct.

IE Tools>Internet Options>Privacy>Sites> type in

hotmail.com

live.com

and Allow All Cookies for each domain.

How to Manage Cookies (IE6)

<http://support.microsoft.com/?kbid=283185>

Temporarily disable your firewall (BE CAREFUL! Enable the Windows Firewall immediately after doing so!), any "system" tools (e.g., Trend Micro Internet Security) and pop-up/ad blockers to see if they're interfering.

If you use a router, you may need to adjust MTU values: <http://support.microsoft.com/?kbid=315008>

IE Tools > Internet Options > Advanced > HTTP 1.1 > toggle on/off; "Use HTTP 1.1 through proxy connections" must *not* be checked.

IE Tools > Internet Options > Security > [zone in OE runs; should be Restricted Sites] > Custom Level > User Authentication > Logon > toggle between the setting choices here [All options EXCEPT 'Automatic logon only in Intranet zone' work for me; currently 'Anonymous logon' is checked]

Resetting either or both of the above Tabs to the defaults might help, too.

Reply to this thread only in the future. Had you replied again to your original thread, I'd have seen it quicker.

—

~Robear Dyer (PA Bear)

MS MVP—Windows (IE, OE, Security, Shell/User)

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