

Re: error 10061 workaround

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http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2007-05/m

- *From:* "Michael Santovec" <michael_santovec@xxxxxxxxxxxxx>
 - *Date:* Sun, 20 May 2007 11:21:11 -0700
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You mean Crash Maker? <G>

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Mike - http://pages.prodigy.net/michael_santovec/techhelp.htm

"Steve Cochran" <scochran@xxxxxxxxxxxxx> wrote in message
news:03C23A47-E767-45CE-B6D6-7147D3452EF0@xxxxxxxxxxxxxxxxxxxxx

Remember Crash Guard? <G>

steve

"Frank Saunders, MS-MVP OE/WM" <franksaunders@xxxxxxxxx> wrote in
message news:4EF5FAA0-3F2F-41B0-94D4-73981C4E67BA@xxxxxxxxxxxxxxxxxxxxx

"CNS" <CNS@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:861DDD0C-5405-49D7-86D9-624FADA51F4F@xxxxxxxxxxxxxxxxxxxxx

If you are a Windows XP user and are experiencing problems with Outlook Express 6 connecting (error 10061, 0x800CCC0E) when you log on from one user to another and do not want to uninstall your Norton software than read on. This problem started to occur right after I did a Windows Update (4/11 security updates). The following solution worked for me and may work for you.

1. Turn off Automatic Updates located in the Security

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Center.

2. Do a System Restore to the date prior to when you installed the last set of security updates. To check the date, go to Add/Remove Programs and at the top of the page select "Show all Updates." This will allow you to view the date the updates were installed.
3. Disable Norton
4. Run Windows Update to reinstall all security patches
5. Enable Norton
6. Always disable Norton before downloading any future security updates using Windows Update. To do this, turn off Automatic Updates and select the "notify me" option. This will allow you to disable Norton before downloading and installing any future security updates.

No one has reported, as of yet, if uninstalling the Updates and then reinstalling them with Norton disabled will work as well. I didn't really feel like testing that solution. But, for someone that doesn't have Windows XP (System Restore), this could be a fix to the problem. Don't know?

I find it rather strange that anyone would trash their Norton program if they have never experienced any previous problems with OE. It has still not been "confirmed" that Norton is "directly" to blame for this particular issue.

Personally, I find it very hard to swallow that this issue has any direct correlation with the problems associated with Norton and OE based on many

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user reports that none of the workarounds that have been suggested and used in the past to solve such compatibility issues with Norton and OE have worked on this "particular issue" other than uninstalling Norton all together.

Wow, that was a mouthful! Also, that there have been numerous posts on several forums that this issue occurred right after users installed the 4/11/07 security updates.

I just don't like what I've been reading lately about Windows Updates and conflicts with third party software. To be quite honest, I've had more problems with Windows Updates than with Norton, and have found more professional articles related to security update glitches than problems with Norton and OE. By the way, I turned off the email scanning feature when I first installed the program.

Happy computing everyone!!!

If you have anything from Norton installed the best thing you can do for your computer.

If you have Norton on a Chinese language computer and let Norton update you won't be able to restart Windows.

Frank Saunders, MS-MVP OE/WM
Do not send mail.