

Re: Outlook Express 6 won't send or receive email

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2007-08/m

- *From:* jimmygyuma <jimmygyuma@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 21 Aug 2007 17:08:01 -0700
-

The smpt was a typo in my message, sorry.
You lost me after 'your DNS service may be FUBAR', so I tried openDNS,
followed the very detailed instructions, did a restart, and whoop-de-doo!,
I'm back in business. Thank you very much.

—
Thanks,
Jim

"N. Miller" wrote:

On Tue, 21 Aug 2007 10:56:01 -0700, jimmygyuma wrote:

This is a complicated tale. From the time I got connected to the internet I never had any email problems, other than spam. Then I had to install Windows Live Messenger because one of the forums I belong to switched from sending email notices to alerts on Live Messenger. After that, every once in a while, when I clicked on a link in Outlook, it would freeze and I would have to use task manager to shut it down. I discovered that the way to fix it was to go to add/remove programs and do a repair on Windows Live Messenger (I don't remember how I discovered this.) But this only fixes it for a week or two, and then the same thing all over again. So, one day I said to heck with this and downloaded Mozilla Thunderbird. Every thing worked fine for about three days, and then no more mail. Thunderbird reported that the server refused the connection. I tried Outlook and it reported...

"The host 'mail.beamspeed.net' could not be found. Please verify that you have entered the server name correctly. Account: 'mail.beamspeed.net'. Server: 'mail.beamspeed.net'. Protocol SMTP. Port 25. Secure(SSL): No. Socket Error: 11004. Error Number: 0x800CCC0D."

... and the same message for POP3. Port: 110.

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Telnet works for 'mail.beamspeed.net'"

```
| C:\Documents and Settings\User\My Documents>telnet mail.beamspeed.net 25
| Connecting To mail.beamspeed.net...
|
| 220 mail.beamspeed.net ESMTP
| quit
| 221 Goodbye
|
|
| Connection to host lost.
```

```
| C:\Documents and Settings\User\My Documents>telnet mail.beamspeed.net 111
| Connecting To mail.beamspeed.net...
|
| +OK X1 POP3 Server
| quit
| +OK POP3 Server saying Good-Bye
|
|
| Connection to host lost.
```

So it is definitely something about your computer configuration, or Internet connection.

When I finally got hold of my ISP guy, he told me to change the servers to 'pop.beamspeed.net' and 'smt.beamspeed.net', didn't work; Outlook said it couldn't find the servers. So, the ISP guy's solution was to sign into their mail site and collect my mail, the problem was on my system, not theirs.

The 'pop.beamspeed.net' name is valid:

```
| 08/21/07 13:23:21 dns pop.beamspeed.net
| Canonical name: pop.beamspeed.net
| Addresses:
| 209.145.204.81
```

Telnet works for 'pop.beamspeed.net':

```
| C:\Documents and Settings\User>telnet pop.beamspeed.net 111
| Connecting To pop.beamspeed.net...
|
| +OK X1 POP3 Server
| quit
| +OK POP3 Server saying Good-Bye
|
|
```

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| Connection to host lost.

The 'smtp.beamspeed.net' name is not valid:

| 08/21/07 13:24:15 dns smtp.beamspeed.net
| No data of requested type
| (Host doesn't exist – try Dig for MX record)

You have transposed two characters; 'smtp.beamspeed.net' is valid:

| 08/21/07 13:25:12 dns smtp.beamspeed.net
| Canonical name: smtp.beamspeed.net
| Addresses:
| 209.145.204.81

Telnet works for 'smtp.beamspeed.net':

| C:\Documents and Settings\User>telnet smtp.beamspeed.net 24
| Connecting To smtp.beamspeed.net...
|
| 220 mail.beamspeed.net ESMTP
| quit
| 221 Goodbye
|
|
| Connection to host lost.

So far, the servers exist, and Telnet works. The problem must be in the way you connect to the Internet, and your mail service.

Rummaging around in Help and Support, it said I should go to a command prompt, enter netstat -na, and I should see 0.0.0:25 LISTENING, and 0.0.0:110 LISTENING, but I didn't; there is a bunch of stuff listed, some LISTENING, some ESTABLISHED, etc. but NO 0.0.0:25 or 0.0.0:110. So, something is wrong somewhere, but I haven't the foggiest notion how to fix it.

You ***SHOULD NOT*** have any services listening on port 25, or on port 110, unless you are running a mail server. For end users, accessing mail servers from mail clients, you should ***never*** see any open ports relative to email services.

Can someone please help me?

The fact that you get an error stating, "The host 'mail.beamspeed.net' could not be found", suggests that your DNS service may be FUBAR. You can test

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that by substituting the IP address for the server name. Try entering, '209.145.204.81' instead of the server name. If that works, you need to explore the DNS angle. Don't leave the IP address where the server name should go for any length of time; this is for testing only, not a "work around".

You can try using 4.2.2.1 and 4.2.2.2 as DNS servers, if necessary; or check out OpenDNS:

<http://www.opendns.com/>

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Norman

~Shine, bright morning light,
~now in the air the spring is coming.
~Sweet, blowing wind,
~singing down the hills and valleys.