

Re: Can't send email to self

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2007-12/m

- *From:* "Richard in AZ" <me@xxxxxxxxxxxxxxx>
 - *Date:* Sat, 8 Dec 2007 22:03:56 -0700
-

"Long Shadows" <LongShadows@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:8E3C2BEB-09CC-412C-A202-7DCA17088333@xxxxxxxxxxxxxxxxxxxx>

"PA Bear" wrote:

Long Shadows wrote:

```
0x800CCC69
SMTP_550_MAILBOX_NOT_FOUND
Mailbox not found
```

```
Are you sending from
name@xxxxxxxxxxxxxxx to
name@xxxxxxxxxxxxxxx (not
othername@xxxxxxxxxxxxxxx) and are you
connected to the internet via
centurytel.net?
```

You can't just make up an email address and use it in OE.

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~PA Bear

Long Shadows wrote:

```
THE PROBLEM: I cannot
send an email to my own
email address (@ my ISP).
The error message says:
```

```
An unknown error has
occurred. Subject 'test',
Account: 'centurytel',
Server:
'mail.nw.centurytel.net',
Protocol: SMTP, Server
```

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Response: '550
5.7.1 IB6LnOr2023656 This
message does not comply
with required
standards.', Port: 25,
Secure(SSL): No, Server
Error: 550, Error Number:
0x800CCC69

We have two computers
connected on a home LAN.
Both use Outlook Express
6
for email, with Windows XP
SP2. Until the day before
yesterday, we had
no
problem sending an email to
our own address. When the
problem first
occurred on one computer,
the other one could still send
email to same
address. The next day,
neither computer could.

**SOLUTIONS WE HAVE
TRIED:**

Changed the outgoing server
to SMTP address given by
ISP
Incoming mail server
(POP3) address verified as
the one specified by ISP
Checked the box "my server
needs authentication" (had
been unchecked --
ISP
says it must be checked with
SMTP address)
Ran "NETSH INT IP
RESET TEMP.TXT" and
restarted computer
Tested sending a message
from ISP's webmail -- that
works
Tested turning off antivirus
software and attempting to
send message --
get
same error

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Scrutinized Outlook Express settings for anything that has changed (did not find anything)
Scrutinized antivirus update logs for anything unusual during that time frame (found only routine pattern updates)
Asked a friend with same ISP service and Outlook Express to send a test message to herself -- it worked with no problem

Our ISP says the problem is with Outlook Express or the antivirus software (Trend PC-Cillin). Because turning off the antivirus did not solve the problem, that seems to eliminate the antivirus as a possible cause. Because the problem occurred suddenly on two separate computers, neither of which had been consciously changed, we cannot understand how Outlook Express could be causing the problem, nor do we have any idea what else to look for. Because our friend was able to send an email to herself, that confirms that somehow the problem must be here and not with our ISP. But we have no idea what else to look for.

Is there any setting in Outlook Express that might cause this problem?

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Any other ideas?

Centurytel is my ISP and I am connected to the internet through them. I am not making up an email address. I am trying to send an email from longshadows@xxxxxxxxxxxxxxxxx to longshadows@xxxxxxxxxxxxxxxxx Something I have done many times before. Longshadows@xxxxxxxxxxxxxxxxx is my email address, and I can send an email from that address to anyone else, and I can receive emails addressed that way. I just can't send one from that address to that address.

Well, the problem isn't OE, I can tell you that. The error "Mailbox not found" error is coming from centurytel's SMTP server, not OE.

Is Email Scanning still disabled? Does the behavior persist in a new identity (File > Identities > Add new identity)?

PS: If you're going to bottom-post, please configure OE to automatically add your sig to the *end* of your posts; cf.

<http://groups.google.com/group/microsoft.public.outlookexpress.general/msg/49d526bb36ada349>

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~Robear Dyer (PA Bear)

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

AumHa VSOP & Admin <http://aumha.net>

DTS-L.ORG <http://66.39.69.143/>

The error was "This message does not comply with required standards" (not "mailbox not found") Is that from the server or could that be from OE?

One of the 2 machines scans outgoing mail; the other does not. (This is how they've been set for ages.) Doesn't make any difference in the error.

However, we tried with a different identity. (One we already use.) And that worked -- we were able to send to our own email address from that identity. Any idea why? Does that say anything about what we might do to make it work on the main identity?

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I'm sorry about the signature. Since it was automatically added to the bottom of the original question post, I thought it would go at the bottom of a reply. (not much experience on this discussion group)

—Long Shadows

Damaged or corrupted identities can cause all sort of weird problem.
On one customer, every address entered a new mail was rejected as not being formatted right.
On another customer, trying to add an attachment closed OE.
On another customer, sending any new message closed OE without sending.
Making a new identity fixed all these problems.

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