

RE: Error Message0x800420C8. you have Trend micro pc-cillin,

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Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2008-01/m

- *From:* jackveron <jackveron@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 1 Jan 2008 20:43:01 -0800
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"Goldilocks" wrote:

I'm sorry if I didn't address my issue per protocol. I have been trying to find an answer for over a week, and this is my last resort, that I only stumbled on by accident. Neither Microsoft, my anti-virus software, nor my dsl connection have been of help. Therefore, when Microsoft used this link as something to help me, and I searched for a similar problem, and found one, I posted under that link. This "discussion board" works quite differently than any others I have used.

Here is my issue. I have Windows XP, Outlook Express, verizon dsl connection. I am working with a whole new computer, following a virus and a complete washing of my system and new downloads, with all of the updates and security patches added. (Trust me this is foreign language to me, but every button has been clicked, and everything added not only by the person who "fixed" my computer, but I have been updating as well.)

This is the error message I get in Outlook Express 6: The message could not be opened from out Outbox folder. Account: 'incoming.verizon.net', Server: 'outgoing.verizon.net', Protocol: SMTP, Port: 25, Secure(SSL): No, Error Number: 0x800420C8

I obviously am not trying to open a message that I am in the process of sending, and so far, MOST of my e-mails are going through (per my sent box), however, I have had some issues with receiving e-mails regular e-mail people are telling me they have sent.

I followed the instructions in the previous answer to this problem (the post I replied to) and I do not have duplicate accounts. I don't know what else to try and am very frustrated that there is no reliable source to go to for answers.

Thank you in advance if you can be of any help in this issue.

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Go to Trend i/n security >Home network & F/wall controls. Then Personal F/wall settings x advanced settings then x Network protocol Control. Under Description x outgoing mail mass mailing (SMTP) x Edit in the connection box –make sure outgoing is selected. In the response Box x allow then ok. It was "send a warning" or similar. I looked for months for this and it fixed mine up, hope you get this as I don't know how long this has been on the board.

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