

Re: please help. I cannot connect to my outlook express 6

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Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2008-09/m

- *From:* "brett" <dandmbrett(removethis)@yahoo.co.uk>
 - *Date:* Tue, 9 Sep 2008 15:13:19 +0100
-

Just had a look at

<http://forums.techguy.org/networking/676301-network-nightmare.html> and the site looks helpful but it loses me !.

I have done as he requested and can post it here. Essentially I'm using win XP Home SP2 all patches up to date.

"Network adapters" shows: 'Intel(R) PRO/100 VE Network Connection'

and nothing with yellow ? or ! displayed? in Device Manager.

IPCONFIG /ALL shows :

Sorry I copied the black screen and tried to paste it here but did not work. I'll have to figure this out and come back.

brett

"brett" <dandmbrett(removethis)@yahoo.co.uk> wrote in message <news:%23vapmMoEJHA.4784@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

If the router is off (as it is now, and OE was started) I'm writing this and will try and send this response with send/receive – pause – systray had message LAN disconnected and could not send or receive as no connection with internet.

In tools,Options,General, I always have 'Send and Receive messages at startup' unchecked and if the router is switched on I cannot open OE. It starts to open and gets to folders window starting to open then OE closes and back to desktop.

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I'll just have a look at

<http://forums.techguy.org/networking/676301-network-nightmare.html> and
come back to you.

brett

"Ron Sommer" <rsommer@xxxxxxxxxxxxxxxxxxxx> wrote in message
<news:uL55RynEJHA.2076@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

I am not clear on a few things.

If the router is off and you start OE, does OE send and receive email?

If you uncheck 'Send and Receive messages at startup', Tools, Options,
General, does OE start with the router turned on?

I found this interesting.

<http://forums.techguy.org/networking/676301-network-nightmare.html>

Ronald Sommer

"brett" <brett@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:57A82B27-933C-43CC-AD58-444A71053895@xxxxxxxxxxxxxxxxxxxx>

Ronald,

1. Settings in Outlook Express at Tools>Accts>Mail>
pop3.tiscali.co.uk>Properties>Connection> Always connect
to this account

using:Box is unticked and window is greyed outshowing
Local Area

Network.

2. Settings in Outlook Express at
Tools>Accts>News>msnews.microsoft.com;
Type news(default), Connection Any Available>
Properties>Connection>

Same

as

for Mail.

3. Setting all presumable from the Tiscali BBnd Installation
CD

4. Hope this helps?

Thanks

brett

"Ron Sommer" wrote:

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You answered with the server settings.
What are the Connection tab settings?

--

Ronald Sommer

"brett"

<brett@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:6B282781-B2C1-4C09-99C5-46CF5360E1E4@xxxxxxxxxxxxxxxxxxxx

Michael,
The only connection is via
the Router and Ethernet
cable. The
Thomson
BBnd
Modem software is still
installed but no modem
connected.

There is only one Mail
account and I can only get
mail rec /send when
I
click send/receive.

Settings in Outlook Express
at Tools, Accounts,
Mail/News,
Properties,
Connection for each mail
acct (one only) is "settings
in Outlook
Express
at
Tools, Accounts,
Mail/News, Properties,
Connection for mail is
"pop.tiscali.co.uk" and
News is
"msnews.microsoft.com".

It is definitely the router
which is stopping OE from
opening.
brett

"Michael Santovec" wrote:

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The errors that you are getting are send/receive errors. Is the Router your only connection to the Internet? Or do you also have dial-up, Wi-Fi or something else?

Since you would get the error on opening, OE is presumably set to do a Send and receive on start up (Tools, Options, General). But since you don't get the error when the router is off, that would indicate that OE found some other route to the Internet.

Check your settings in Outlook

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Express at
Tools,
Accounts,
Mail/News,
Properties,
Connection
for each
mail and
news
account.
What do
you
have set
there?

--

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

"brett"
<brett@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in
message
<news:95552D04-68EE-4FB8-9D38-4294395D69A1@xxxxxxxxxxx>

Postscript.
Further
to
my
post
below,
I
can
confirm
that
if
I
switch
off
the
Siemens
SE
587
Router
from
Tiscali,
I
can

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open
OE6.
If
I
then
switch
on
the
Router,
OE6
remains
perfectly
usable
–
clear
indication
of
the
cause!?
Why
should
this
be?
Any
advice
would
be
helpful,
thanks.
brett

"brett"
wrote:

Hi
for
Frank,
Sorry
but
I
am
interested
in
your
post
below
of
"
...
McAfee

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and
Norton
are
not
compatible
with
Windows
Mail
and
Outlook
Express
and
should
be
uninstalled"
I
am
using
Win
XP
SP2
(regularly
updated)
and
OE
6
6.00.2900.2180
(xpsp_sp2_rtm.040803-2158)
with
McAfee
and
email
scanning
disabled.

Recently
I
am
having
problems
opening
OE
which
starts
to
open
and
then
closes.
Sometimes
I

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can
overcome
this
problem
by
shutting
down
desktop
then
starting
again;
often
this
does
not
work
though.
I
do
not
get
any
error
messages.
Recently,
I
changed
from
a
BB
modem
to
a
router
using
Ethernet
cable
which
seems
to
work
very
well
—
could
this
be
causing
the
problem?
Additionally,

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I
uninstalled
Win
Live
Mail
which
I
do
not
care
for
as
I
thought
this
might
be
causing
interference
–
made
no
difference.

Can
one
uninstall
the
OE
6
and
what
is
a
suitable
alternative
please.
I
have
Outlook
but
it
has
too
many
"bells
and
whistles"
when
all
I

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which
is
working
fine.
But
I
also
have
that
email
coming
thru
outlook
express
along
with
another
one.
I
have
been
using
my
outlook
express
for
weeks
now
with
no
problem.
All
of
the
sudden
I
cannot
send
and
receive
anything.
My
error
is
A
TCP/Ip
error
occured
0X800ccc19.
Also
when

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I
try
to
switch
my
identity
it
gives
me
error
0x800ccc15.
Why
is
this
happening??
I
have
outgoing
messages
that
need
to
be
sent.
I
couldn't
find
anything
of
the
microsoft
web
site
to
help
me
and
they
want
so
much
money
for
tech
help.

0x800CCC15
SOCKET_CONNECT_ERROR
Unable
to

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open
Windows
Socket.
0x800CCC19
TIMEOUT

Both
errors
can
be
caused
by
interference
from
an
anti-virus
program.

Email
scanning
should
be
turned
off
in
any
anti-virus.
Also
exclude
EML
files
from
the
scan.
It
provides
no
protection
not
provided
by
the
regular
resident
protection.
Besides
that,
McAfee
and
Norton
are

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not
compatible
with
Windows
Mail
and
Outlook
Express
and
should
be
uninstalled.
The
latest
version
of
Trend's
anti-virus
seems
to
be
causing
problems
too.

--
Frank
Saunders
MS-MVP
IE,OE/WM
Do
not
reply
with
email

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