

RE: Exchange Problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-04/msg04669.html>

- *From:* dschmoldt <dschmoldt@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 27 Apr 2006 09:17:02 -0700
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"chace zhang" wrote:

Hi,

Thank you for posting here.

Based on your description ,I understand that you receives a error code:0X800CCC19 when connecting with Exchange server via POP3.

If I have misunderstood, please feel free to let me know.

Please perform the steps below to narrow down this problem:

1. Use the telnet tool to connect the exchange server.

Follow this article to use telnet tool:

Troubleshooting POP3 Connections to Exchange Server

<http://support.microsoft.com/kb/161118/>

If you can't telnet pop3 port, the port might be blocked by client firewall(for instance: winxp sp2 firewall or other specific software), or blocked by Anti-virus of server side. You can temporary disable it, then try it again.

2. Since you are using POP3 protocol to receive the message, as the nature of the protocol, it will purge all the messages from server until you complete send/receive. So the problem may happen if the following conditions are true:

- The message is really in large size.

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– Some malicious code is in the mail header especially junk mails. In this scenario, Outlook Express will keep waiting until time out due to the malicious code. If this is the case, you have to delete via OWA.(I know you have finished the job, just make sure the junk mails have been deleted.)

3. Change the server Timeout limit from 1 min to 5 minute

(1) Open Outlook Express.

(2) Click on "Tools" -> "Accounts".

(3) Click the Mail tab.

(4) Highlight the problem POP3 account, click "Properties".

(5) Click on Advanced tab.

(6) Move the "Sever Timeouts" slider away from Short to Longer. From 1 minute to 5 minute.

(7) Click Ok and then click Close.

3. Please also refer to the following Knowledge Base article to create a new identity to see whether the issue persists.

209169 OLEXP: How to Create and Use Identities in Outlook Express 5.x and 6.0

<http://support.microsoft.com/?id=209169>

If the issue persists, please obtain the following information for further investigation. Your patience is appreciated!

1. What is the exact version of your Operation System, Windows 2000 or XP?

2. please reproduce the issue and follow the steps below to create a Pop3.log file for Outlook Express, and then send it to me .

v-chacez@xxxxxxxxxxxxxx

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- (1) Start Outlook Express.
- (2) On the Tools menu, click Options.
- (3) On the Maintenance tab, under Troubleshooting, click to select the Mail check box.
- (4) Click Apply, and then click OK.

Note: Usually, the specific troubleshooting log files are created and stored in the following folder:

"C:\Documents and Settings\\Local Settings\ApplicationData\Identities\\Microsoft\Outlook Express".

For more detailed information about how to create a Pop3.log file, please refer to the following Knowledge Base article.

176548 OLEXP: How to Create a Pop3.log File for Outlook Express

<http://support.microsoft.com/?id=176548>

If anything in my email is unclear, please feel free to let me know. I am happy to assist you and look forward to hearing from you.

Have a nice day!

Best Regards,

Chace Zhang (MSFT)

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<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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