

RE: POP3 fail to start on SBS 2003

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg01794.html>

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 - *Date:* Mon, 12 Jun 2006 04:17:18 GMT
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Hi Sava,

Thank you for posting here.

According to you description, I understand you clients got the error 0x800CCC0F from internal and external network. If I'm off base, please feel free to let me know.

Based on my knowledge, the 0x800CCC0F error code indicated the connection to the mail server is closed. Generally speaking, this error will be caused by multiple reasons as well as damaged messages in your mailbox. The following ones are some of the examples.

1. The third party issue. Either the 3rd party anti-virus applications or the firewall may cause the issue.
2. Incorrect account settings.
3. Outlook issue such as a corrupted profile.

At this time, I would suggest that we perform the following steps to narrow down the issue first.

Step 1: Temporarily disable all 3rd party antivirus applications and firewalls

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If you are using any antivirus software or firewall software, please temporarily disable them, as well as the Windows Firewall to check the effect. Please pay more attention if you are using Norton Antivirus. Please uncheck "Scan incoming Email" and "Scan outgoing Email" options in Norton Antivirus to check the effect as this is a known issue that will cause such error.

Step 2: Create a new profile:

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If this issue persists, I suggest that we create a new Outlook profile. A new profile is a new environment for us to use Outlook. Creating new profile will not do any damage to the old profile. Please follow the steps in the Microsoft KB article below:

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How to create a new e-mail profile in Outlook 2003

<http://support.microsoft.com/?id=829918>

Note: This article also contains links for previous versions of Outlook.

In addition, try the following telnet session on the same Outlook 2003 computer:

- a) At the command prompt, type "telnet" (without the quotation marks), and press ENTER.
- b) At the Microsoft Telnet command prompt, type "set LOCAL_ECHO" (without the quotation marks), and then press ENTER.
- c) Type "open <server_ip_address > 110" (without the quotation marks), and then press ENTER.

NOTE: The server_ip_address is the POP3 server's IP address.

- d) Type the following command to specify the username:

```
user <your_username>
```

Note: Replace <your_username> with your username.

- e) Type the following command to specify the password:

```
pass <your_password>
```

Note: Replace <your_password> with your password.

- f) Type the following command to see the number of messages in your mailbox.

```
stat
```

Note: you may also use "list" command here.

- g) Type the following command to show the e-mail:

```
retr <mail_number>
```

For example: Use "retr 10" to retrieve the 10th message.

- h) Type "quit" (without the quotation marks) to close the session.

If the telnet session fails as well, repeat the same telnet test on the mail server itself to narrow down if its a client side issue or network issue.

If you receive the following error message: Connection to host lost.

There is a know issue. ESM changed the Access Control for the POP3 Virtual

Server to
"Only the list below" and hadn't added any entries thus looking out all IP addresses.

Please perform the following steps to solve this issue:

Open Exchange System Manager on your SBS box.
Expand the expand the Protocols object below the Exchange Server object.
Expand the POP3 object and bring up the properties of the Default POP3 Virtual Server.
Choose the Access tab and within the Connection control section hit the Connection button.
On the Connection properties page switch to "All except the list below".
After that, click Start go to run, enter iisreset to restart the IIS service.

Hope this helps. I look forward to your update.

Have a nice day!

Best Regards,

Chace Zhang (MSFT)

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<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.

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Any input or comments in this thread are highly appreciated.

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