

# RE: long time download email under the vista machine

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg03971.html>

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- *From:* [v-robeli@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-robeli@xxxxxxxxxxxxxxxxxxxxxx) (Robert Li [MSFT])
  - *Date:* Mon, 29 Oct 2007 11:54:20 GMT
- 

Hi Chris,

Have you got a change to collect the ISA log? This log is really very important to troubleshooting this issue. Thanks for your time and patience. Of course, I will keep the logs secret.

Please also help me collect the MPS Report on the SBS server.

1) Download MPSreport\_network from

[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_NETWORK.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE)

2) Run MPSRPT\_NETWORK.exe on the server box.

3) The tool will automatically collect the information. This procedure will take 10~15 minutes.

4) Open Windows Explorer, navigate to the folder:  
%SystemRoot%\MPSReports\Network\Reports\Cab\

5) Send the .cab file directly to [v-robeli@xxxxxxxxxxxxxxxx](mailto:v-robeli@xxxxxxxxxxxxxxxx) with subject:  
40705190-long time download email under the vista machine.

I am looking forward to hear from you.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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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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<X-Tomcat-ID: 22665582  
<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxx>  
<80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
<Q6SCjzwDIHA.360@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
<DVNOm99DIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
<jQNSqHYEIIHA.1256@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
<eMc4RSrFIHA.5204@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
<MIME-Version: 1.0  
<Content-Type: text/plain  
<Content-Transfer-Encoding: 7bit  
<From: v-robeli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])  
<Organization: Microsoft  
<Date: Mon, 29 Oct 2007 02:48:05 GMT  
<Subject: RE: long time download email under the vista machine  
<X-Tomcat-NG: microsoft.public.windows.server.sbs  
<Message-ID: <#jTSjYdGIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
<Newsgroups: microsoft.public.windows.server.sbs  
<Lines: 763  
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<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:72327  
<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182  
<  
<Hi Chris,  
<  
<Thank for your reply.  
<  
<I haven't get the ISA info yet. I understanding to collect this log, we  
<need some time and the firewall service will be temporally stopped. This  
<log is very important for troubleshooting this issue. In the logs we can

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<find why the communication between Vista client and the POP3 server is  
<blocked. Please take your time to collect the ISA log. I have sent you the  
<screen shots of most steps, you can refer the steps to collect the logs.  
<Thanks for your understanding and patience.

<

<At this point, I suggest you create a new POP3 rule in ISA to and try  
again:

<

- <1. Open ISA console.
- <2. Go to SBSServer\Firewall Policy node.
- <3. Right click Firewall Policy node and select New\Access Rule.
- <4. Input access rule name: Allow POP3 for internal. Click Next.
- <5. Click Allow and click Next.
- <6. Select This rule applies to: Selected Protocols. Click Add, and select  
<POP3 protocol. Click OK.
- <7. Click to select Access Rule Sources: Internal and click Next.
- <8. Click to select Access Rule Destination: External and click Next.
- <9. Select All users and click Next.
- <10. Click Finish.
- <11. Move the rule to the top and click Apply.

<

<Try again.

<

<I didn't get your logs so I don't know the service pack level of the  
<server. If you are have applied the Windows 2003 Service Pack 2, Receive  
<Side Scaling and NIC offloading support may cause the network problem. You  
<can try the following:

<

<Disable Receive Side Scaling on SBS server

<

- <1. Click Start, click Run, type ncpa.cpl, and then click OK.
- <2. Right-click a network adapter object, and then click Properties.
- <3. Click Configure, and then click the Advanced tab.
- <4. In the Property list, click Receive Side Scaling, click Disable in the  
<Value list, and then click OK.
- <5. Repeat steps 2 through 4 for each network adapter object.

<

<Disable offloading support on the Server

<

- <1. Click Start, click Run, type regedit, and then click OK.
- <2. Locate and then click the following registry subkey:  
<HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters
- <3. In the details pane, right-click EnableTCPA, and then click Modify.

<

<Note If the EnableTCPA registry entry does not exist, create it. To do  
<this, follow these steps:

<

- <a. On the Edit menu, point to New, and then click DWORD Value.
- <b. In the New Value #1 box, type EnableTCPA, and then press ENTER.

<

- <4. In the Value data box, type 0 (zero), and then click OK.

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<5. Exit Registry Editor.  
<6. Restart the computer.

<  
<Hope this helps.

<  
<I am looking forward to hear from you.

<  
<Best regards,  
<  
<Robert Li(MSFT)

<  
<Microsoft CSS Online Newsgroup Support

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<  
<-----  
<<X-Tomcat-ID: 250517866

<<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxx>

<<80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxxxxx>

<<Q6SCjzwDIHA.360@xxxxxxxxxxxxxxxxxxxxxxxxxx>

<<DVNOm99DIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxx>

RE: long time download email under the vista machine

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<<jQNSqHYEIHA.1256@xxxxxxxxxxxxxxxxxxxxxxxx>  
<<MIME-Version: 1.0  
<<Content-Type: text/plain  
<<Content-Transfer-Encoding: 7bit  
<<From: v-robeli@xxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])  
<<Organization: Microsoft  
<<Date: Thu, 25 Oct 2007 03:10:04 GMT  
<<Subject: RE: long time download email under the vista machine  
<<X-Tomcat-NG: microsoft.public.windows.server.sbs  
<<Message-ID: <eMc4RSrFIHA.5204@xxxxxxxxxxxxxxxxxxxxxxxx>  
<<Newsgroups: microsoft.public.windows.server.sbs  
<<Lines: 622  
<<Path: TK2MSFTNGHUB02.phx.gbl  
<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:71527  
<<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

<<

<<Hi Chris,

<<

<<Thanks for your reply.

<<

<<I consulted the senior Engineer about this issue, the problem may be  
<caused

<<by compatibility of Vista and SBS server, please check if you have  
<<installed the following updates. If not, please install these hotfixes  
and

<<try again.

<<

<<Windows Small Business Server 2003: Windows Vista and Outlook 2007  
<<compatibility update

<<<http://support.microsoft.com/?id=926505>

<<

<<Microsoft Internet Security and Acceleration (ISA) Server 2004 Standard  
<<Edition Service Pack 2

<<<http://go.microsoft.com/fwlink/?LinkId=77017>

<<

<<Description of the ISA Server 2004 update

<<<http://go.microsoft.com/fwlink/?LinkId=77019>

<<

<<If the problem persists, please help me collect the ISA info and I may  
<find

<<information which indicates the root cause. To collect the ISA info, we  
<<have to do many steps and step the "Microsoft Firewall" services. Thanks  
<<for your understanding and patience. I also give you the screen shot  
below

<<to make the operation be easier:

<<

<<ISA info:

<<

<<1) Schedule a down time.

<<2) Open ISA 2004 management console.

<<3) Expand the server node and highlight 'Monitoring'.

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<<

<<4) In the right pane, switch to the 'Logging' tab, make sure the 'Task  
<<Pane' is showed there.

<<

<<5) In the 'Task Pane', click 'Configure Firewall Logging' under 'Logging  
<<Tasks', and then switch the 'log storage format' from 'MSDE  
<<database'(default) to 'File'.

<<

<<6) Switch to the 'Fields' tab, click 'Select All', and then click OK.

<<

<<7) In the 'Task Pane', click 'Configure Web Proxy Logging' under 'Logging  
<<Tasks', and then switch the 'log storage format' from 'MSDE database'  
<<(default) to 'File'.

<<

<<8) Switch to the 'Fields' tab, click 'Select All', and then click OK.

<<9) Click 'Apply' to save changes and update the configuration.

<<10) Temporarily disable the Firewall service. To do that, please click  
<<Monitoring | Services tab, and then right click 'Microsoft Firewall' to  
<<choose 'Stop'.

<<

<<11) Clear the current existing W3C logs. To do that, go to the log  
saving

<<directory and clean any existing .W3C logs. By default, the logs will be  
<<saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'. (Some  
<<MDF may not be able to deleted that's normal.) You may backup them first  
<<and then delete them.

<<

<<12) Go back to the ISA 2004 management console, and then start the  
stopped

<<'Microsoft Firewall' service.

<<13) Reproduce the problem, stop the service, and then gather the  
resulting

<<W3C files to me for analysis.

<<14) Please also let me know the IP address of the testing clients so that  
<I

<<can filter the data

<<

<<Please also give me the screen shot in Outlook 2007 when you download  
POP3

<<e-mail.

<<

<<I am looking forward to hear from you.

<<

<<If you need further assistance, please don't hesitate to let me know.

<<

<<Best regards,

<<

<<Robert Li(MSFT)

<<

<<Microsoft CSS Online Newsgroup Support

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<<<X-Tomcat-ID: 166680931

<<<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxx>

<<<80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxxxxx>

<<<Q6SCjzwDIHA.360@xxxxxxxxxxxxxxxxxxxxxxxxxx>

<<<DVNOm99DIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxx>

<<<MIME-Version: 1.0

<<<Content-Type: text/plain

<<<Content-Transfer-Encoding: 7bit

<<<From: v-roboli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])

<<<Organization: Microsoft

<<<Date: Thu, 18 Oct 2007 12:25:00 GMT

<<<Subject: RE: long time download email under the vista machine

<<<X-Tomcat-NG: microsoft.public.windows.server.sbs

<<<Message-ID: <jQNSqHYEIH.A.1256@xxxxxxxxxxxxxxxxxxxxxx>

<<<Newsgroups: microsoft.public.windows.server.sbs

RE: long time download email under the vista machine

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<<<Lines: 480  
<<<Path: TK2MSFTNGHUB02.phx.gbl  
<<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:70124  
<<<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182  
<<<  
<<<Hi Chris,  
<<<  
<<<Thanks for your reply.  
<<<  
<<<You said "I found that it may be the ISA or the Antivirus problem ...",  
<<how  
<<<did you find that? Please connect a Vista machine to Internet directly,  
<<not  
<<<via SBS server, at this time, will the download of POP3 e-mail be  
<<<successfully?  
<<<  
<<<I researched your ISA info, the SBS POP3 Outbound Access Rule is  
<correctly  
<<<configured.  
<<<  
<<<You sent me file ISAInfo\_gserver.txt, this is not ISA log.  
<<<Please help me gather the ISA logs as the following steps:  
<<<  
<<<1) Schedule a down time.  
<<<2) Open ISA 2004 management console.  
<<<3) Expand the server node and highlight 'Monitoring'.  
<<<4) In the right pane, switch to the 'Logging' tab, make sure the 'Task  
<<<Pane' is showed there.  
<<<5) In the 'Task Pane', click 'Configure Firewall Logging' under 'Logging  
<<<Tasks', and then switch the 'log storage format' from 'MSDE database'  
<<<(default) to 'File'.  
<<<6) Switch to the 'Fields' tab, click 'Select All', and then click OK.  
<<<7) In the 'Task Pane', click 'Configure Web Proxy Logging' under  
'Logging  
<<<Tasks', and then switch the 'log storage format' from 'MSDE database'  
<<<(default) to 'File'.  
<<<8) Switch to the 'Fields' tab, click 'Select All', and then click OK.  
<<<9) Click 'Apply' to save changes and update the configuration.  
<<<10) Temporarily disable the Firewall service.To do that, please click  
<<<Monitoring | Services tab, and then right click 'Microsoft Firewall' to  
<<<choose 'Stop'.  
<<<11) Clear the current existing W3C logs. To do that, go to the log  
<saving  
<<<directory and clean any existing .W3C logs. By default, the logs  
<<<will be saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'.  
<<<(Some MDF may not be able to deleted, that's normal.) You may backup  
<<<them first and then delete them.  
<<<12) Go back to the ISA 2004 management console, and then start the  
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<<<'Microsoft Firewall' service.  
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<<<I am looking forward to hear from you.  
<<<  
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<rights.  
<<<  
<<<-----  
<<<<X-Tomcat-ID: 136567137  
<<<<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxx>  
<<<<80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxxx>  
<<<<Q6SCjzwDIHA.360@xxxxxxxxxxxxxxxxxxxxxxxx>  
<<<<MIME-Version: 1.0  
<<<<Content-Type: text/plain  
<<<<Content-Transfer-Encoding: 7bit  
<<<<From: v-roboli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])  
<<<<Organization: Microsoft  
<<<<Date: Tue, 16 Oct 2007 10:29:09 GMT  
<<<<Subject: RE: long time download email under the vista machine  
<<<<X-Tomcat-NG: microsoft.public.windows.server.sbs  
<<<<Message-ID: <DVNOm99DIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx>  
<<<<Newsgroups: microsoft.public.windows.server.sbs  
<<<<Lines: 361  
<<<<Path: TK2MSFTNGHUB02.phx.gbl  
<<<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:69596  
<<<<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182  
<<<<  
<<<<Hi Chris,  
<<<<  
<<<<Thanks for your reply.  
<<<<  
<<<<Please temporarily disable the Norton Anti Virus software on the server  
<<and  
<<<<try again. If this time, we can download e-mail successfully, this  
<<proves  
<<<<the problem is caused by third party software, please contact the  
<<software  
<<<<manufacture for more help.  
<<<<  
<<<<Please also try the steps in the following KB:  
<<<<  
<<<<It takes a very long time to download an e-mail message from a POP3  
<<server  
<<<<in Outlook 2007  
<<<<<http://support.microsoft.com/?id=935400>  
<<<<  
<<<<If you disable the Norton Anti Virus, but the problem persists, please  
<<<help  
<<<<me collect the following:  
<<<<  
<<<<1. Please help to gather the ISA Info:  
<<<<  
<<<<1) Download the file from the following  
<<<<URL:<http://www.isatools.org/isainfo/ISAInfo.zip>  
<<<<2) Extract all files to a folder on ISA server.  
<<<<3) Double click Isainfo.js. This will generate 2 files

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<<<<ISAInfo2004-<computer-name>.log and ISAInfo2004-<computer-name>.xml in  
<<the  
<<<<current folder.  
<<<<4) Please send these files to me.  
<<<<  
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<<<<  
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<<<<11) Clear the current existing W3C logs. To do that, go to the log  
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<<<<may not be able to deleted, that's normal.) You may backup them first  
<<<<and  
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<<<<13) Reproduce the problem, stop the service, and then gather the  
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<<<<14) Please also let me know the IP address of the testing clients so  
<that  
<<<I  
<<<<can filter the data.  
<<<<  
<<<<Please send the information to v-robali@xxxxxxxxxxxxxx with subject:  
<<<<40705190-long time download email under the vista machine.  
<<<<  
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<<<<

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<<<<<<X-Tomcat-ID: 109664608  
<<<<<<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxx>  
<<<<<<80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
<<<<<<MIME-Version: 1.0  
<<<<<<Content-Type: text/plain  
<<<<<<Content-Transfer-Encoding: 7bit

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<<<<<From: v-roboli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])  
<<<<<Organization: Microsoft  
<<<<<Date: Mon, 15 Oct 2007 09:22:15 GMT  
<<<<<Subject: RE: long time download email under the vista machine  
<<<<<X-Tomcat-NG: microsoft.public.windows.server.sbs  
<<<<<Message-ID: <Q6SCjzwDIHA.360@xxxxxxxxxxxxxxxxxxxxxx>  
<<<<<Newsgroups: microsoft.public.windows.server.sbs  
<<<<<Lines: 229  
<<<<<Path: TK2MSFTNGHUB02.phx.gbl  
<<<<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:69273  
<<<<<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

<<<<<Hi Chris,

<<<<<Thanks for your updating.

<<<<<First I need to double confirm, you receive POP3 e-mail from ISP

<<<<directly,

<<<<<not via the SBS POP3 connect.

<<<<<Since the Windows XP clients can download e-mails without problem, it

<<<<<seems

<<<<<the problem is related on Vista machine.

<<<<<Please try the following:

<<<<<Step 1: Please download the POP3 e-mail via telnet what's the

<<<<<result?

<<<<<Step 2: Please have a test to disable Firewall on Vista, what the

<<<<<result.

<<<<<1. Run Services.msc command.

<<<<<2. Right click Windows Firewall service and click stop.

<<<<<3. Try again.

<<<<<Step 3: Please make a clean boot to make sure the problem is not

<<<<<caused

<<<<<third party software:

<<<<<1. Click Start->Run...->type msconfig and press Enter.

<<<<<2. Click Services tab and select Hide All Microsoft Services and

<<<<<Disable

<<<<<All third party Services.

<<<<<3. Click Startup tab and Disable All startup items.

<<<<<4. Click OK and choose Restart.

<<<<<5. After reboot, check whether the problem still occurs.

<<<<<6. If there are no more problems, please use the above steps to enable

<<<<<services and startup items one by one in order to figure out the root

<<<<<cause

<<<<<of this issue.

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<<<<<  
<<<<<If the problem persists, please help me collect the following info:  
<<<<<  
<<<<<1. Can you send out e-mail with Outlook 2007?  
<<<<<2. The screen shot of the error message when you download a -mail via  
<<<<<Outlook 2007.  
<<<<<  
<<<<<Please send the information to v-robali@xxxxxxxxxxxxxx with subject:  
<<<<<40705190-long time download email under the vista machine.  
<<<<<  
<<<<<I am looking forward to hear from you.  
<<<<<  
<<<<<If you need further assistance, please don't hesitate to let me know  
<<<<<  
<<<<<Best regards,  
<<<<<  
<<<<<Robert Li(MSFT)  
<<<<<  
<<<<<Microsoft CSS Online Newsgroup Support  
<<<<<  
<<<<<Get Secure! - www.microsoft.com/security  
<<<<<  
<<<<<=====

<<<<<  
<<<<<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.

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<<Please

<<<<<check <http://support.microsoft.com> for regional support phone numbers.

<<<<<

<<<<<Any input or comments in this thread are highly appreciated.

<<<<<

<<<<<=====

<<<<<

<<<<<This posting is provided "AS IS" with no warranties, and confers no

<<<<<rights.

<<<<<

<<<<<-----

<<<<<<X-Tomcat-ID: 61380956

<<<<<<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxxxx>

<<<<<<MIME-Version: 1.0

<<<<<<Content-Type: text/plain

<<<<<<Content-Transfer-Encoding: 7bit

<<<<<<From: v-roboli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])

<<<<<<Organization: Microsoft

<<<<<<Date: Thu, 11 Oct 2007 05:22:12 GMT

<<<<<<Subject: RE: long time download email under the vista machine

<<<<<<X-Tomcat-NG: microsoft.public.windows.server.sbs

<<<<<<Message-ID: <80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxxx>

<<<<<<Newsgroups: microsoft.public.windows.server.sbs

<<<<<<Lines: 131

<<<<<<Path: TK2MSFTNGHUB02.phx.gbl

<<<<<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:68629

<<<<<<NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

<<<<<<

<<<<<<Hi Chris,

<<<<<<

<<<<<<Thanks for posting in our newsgroup.

<<<<<<

<<<<<<Before we go further on this issue, please let me know the following:

<<<<<<

<<<<<<1. How do you download the POP3 e-mail, via SBS POP3 connector or

<<<<<<directly

<<<<<<for ISP?

<<<<<<2. Do the Windows XP and Outlook 2003 users have the same issue?

<<<<<<3. Do all the Vista users have such issue?

<<<<<<4. Do you have ISA installed?

<<<<<<5. Can you download other POP3 e-mails OK?

<<<<<<

<<<<<<If you get e-mail directly from ISP, Please try the following tests

to

<<<<<<narrow down the issue:

<<<<<<

<<<<<<1. From Internet, please try to download the POP3 e-mail via telnet.

<If

<<<<<<this is not successful, that's caused by ISP.

<<<<<<

<<<<<<XFOR: Verifying Basic POP3 Connectivity Using Telnet

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<<<<<<<http://support.microsoft.com/kb/165186/en-us>  
<<<<<<  
<<<<<<2. In the Lan, please try to download the POP3 e-mail via telnet  
<what's  
<<<<<<the  
<<<<<<result?  
<<<<<<  
<<<<<<3. Disable firewall service on Vista, what's the result?  
<<<<<<  
<<<<<<4. Disable norton antivirus program on SBS and test again.  
<<<<<<  
<<<<<<If the problem persists, please give me the screen shot of Outlook  
<when  
<<<<<<the  
<<<<<<download fails.  
<<<<<<  
<<<<<<If you use POP3 connector, please help me collect:  
<<<<<<  
<<<<<<1. Click Start, point to Programs, point to Microsoft Exchange, and  
<<then  
<<<<<<click System Manager.  
<<<<<<2. In the left pane, expand the Connectors node.  
<<<<<<3. Right-click POP3 Connection Manager, and then click Properties.  
<<<<<<4. Switch to the "Troubleshooting" tab, and then change "Logging  
<<<<<<Level"  
<<<<<<to "Maximum".  
<<<<<<5. Click OK to apply changes.  
<<<<<<6. Close the System Manager console.  
<<<<<<7. Click Start, point to Programs, point to Administrative Tools, and  
<<<<then  
<<<<<<click Services.  
<<<<<<8. In the left pane, right-click Microsoft Connector for POP3  
<<Mailboxes,  
<<<<<<and then click Restart. After the service restarts, close the  
Services  
<<<<<<Management console.  
<<<<<<9. Reproduce the problem.  
<<<<<<  
<<<<<<10. Please also send me Exchange MPS report on the SBS server.  
<<<<<<a. Visit  
<<<<<<<http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30>  
<b  
<<0  
<<<b  
<<<d  
<<<<9  
<<<<<<15706/MPSRPT\_Exchange.EXE to download the file.  
<<<<<<b. Run the MPSRPT\_Exchange.EXE on the server box.  
<<<<<<c. Wait for 10~15 minutes.  
<<<<<<d. Open Windows explorer, navigate to

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<<<<%SYSTEMROOT%\MPSReports\Exchange\cab\  
<<<<<<e. Send the .cab file directly to me.  
<<<<<<Please send the information to v-robeli@xxxxxxxxxxxxxx with subject:  
<<<<<<40705190-long time download email under the vista machine.  
<<<<<<  
<<<<<<I am looking forward to hear from you.  
<<<<<<  
<<<<<<If you need further assistance, please don't hesitate to let me know  
<<<<<<  
<<<<<<Best regards,  
<<<<<<  
<<<<<<Robert Li(MSFT)  
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<<<<<<Microsoft CSS Online Newsgroup Support  
<<<<<<  
<<<<<<Get Secure! - www.microsoft.com/security  
<<<<<<  
<<<<<<=====

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<<<<<<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  
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<<<<<rights.  
<<<<<<  
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<<<<<<<From: "Chris....." <talktome@xxxxxxxxxxx>  
<<<<<<<Subject: long time download email under the vista machine  
<<<<<<<Date: Wed, 10 Oct 2007 17:00:20 +0800  
<<<<<<<Lines: 11  
<<<<<<<Message-ID: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxxxx>  
<<<<<<<MIME-Version: 1.0  
<<<<<<<Content-Type: text/plain;  
<<<<<<< format=flowed;  
<<<<<<< charset="iso-8859-1";  
<<<<<<< reply-type=original  
<<<<<<<Content-Transfer-Encoding: 7bit  
<<<<<<<X-Priority: 3  
<<<<<<<X-MSMail-Priority: Normal  
<<<<<<<X-Newsreader: Microsoft Windows Mail 6.0.6000.16480  
<<<<<<<X-MimeOLE: Produced By Microsoft MimeOLE V6.0.6000.16480  
<<<<<<<X-MS-CommunityGroup-PostID: {6CAD3C6C-9825-472A-B5B8-E0ED0270204A}  
<<<<<<<X-MS-CommunityGroup-MessageCategory:  
<<<<<<<{E4FCE0A9-75B4-4168-BFF9-16C22D8747EC}  
<<<<<<<Newsgroups: microsoft.public.windows.server.sbs  
<<<<<<<NNTP-Posting-Host: 251-224.netfront.net 202.81.251.224  
<<<<<<<Path:  
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl  
<<<<<<<Xref: TK2MSFTNGHUB02.phx.gbl  
microsoft.public.windows.server.sbs:68407  
<<<<<<<X-Tomcat-NG: microsoft.public.windows.server.sbs  
<<<<<<<  
<<<<<<<i have client machines install the office 2007 under vista and the  
<<<<<server  
<<<<<<is  
<<<<<<<SBS 2003./....  
<<<<<<<  
<<<<<<<we have a independant pop3 email wants to download...  
<<<<<<<  
<<<<<<<but it took long time to downlaod and never get the email from the  
<<<<<ISP....  
<<<<<<<  
<<<<<<<can any advise and help.  
<<<<<<<  
<<<<<<<P.S. over teh server norton antivirus program.  
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