

## Re: error Number: 0x800CCC0E

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-05/msg00178.html>

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- *From:* Carole <[Carole@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Carole@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 5 May 2007 22:42:00 -0700
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Sorry for all the typos. I was afraid I was going to time out and typed too fast. Let me know how things go. I'm still not 100% convinced that Norton is causing this to happen. It still doesn't make sense to me why the problem didn't go away when I tried to uninstall the patches without having to do a System Restore. If there's a compatibility issue, then I would think simply uninstalling the patches would have worked. Others have said that uninstalling Norton has worked as well. I never tried that.

"Carole" wrote:

I just recently learned that you can reinstall the updates, but you have to make sure that your antivirus program is turned off. Make sure that you don't have Automatic Updates turned on. Go to the Security Center and turn off Automatic Updates. Choose the option where Windows "notifies" you before installing updates. If you had the Automatic feature turned on, it may be already too late and the patches may already have downloaded to your computer. If this is the case uninstall the patches using Add/Remove Programs tool, disable your antivirus program, and then run Windows Update.

I have Norton 2005, and from another thread on this forum, I was given the advise to turn off Norton before installing any updates from Windows. this will allow Windows to do a clean install. Do you have Norton?

It appears there is a compatibility issue with Windows security patches and Norton 2006 and earlier.

The first time around I tried uninstalling the patches with Norton still on and for some reason it didn't work. I have reinstalled all patches with Norton disabled and Outlook Express is still running fine.

"eliz" wrote:

The system restore worked – thank you! How do I ensure the update doesn't automatically occur again and create the same problem?

"Carole" wrote:

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There have been numerous reports on the net that the April security updates from Windows is causing a multitude of problems with IE and OE. It's not a coincidence folks!! Simply uninstalling the patches won't work. You know MS they never make anything that simple and have actually issued directions to edit the registry to fix several problems associated with the April updates. Anybody out there ready to go messing with the registry files???

I did a System Restore for the date just before I installed the April updates and it solved the problem with OE error # 0x800CCC0e. You will receive an update notification after doing this because it removed the April updates. Simply uncheck each one and hit Close. I even tried uninstalling them (using Add/Remove Program tool) one at a time to see if it was just one or all. Nothing worked except doing a System Restore.

Now the big question? When is MS going to recognize this problem and re-issue the security updates that don't compromise other Windows programs? It's like a toss up between security and performance!

"PA Bear" wrote:

Disable email scanning by your anti-virus application. It provides no additional protection and even Symantec says it's not necessary:

<paste>

Disabling Email Scanning does not leave you unprotected against viruses that are distributed as email attachments. Norton AntiVirus Auto-Protect scans incoming files as they are saved to your hard drive, including email and email attachments. Email Scanning is just another layer on top of this. To make sure that Auto-Protect is providing the

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maximum protection, keep  
Auto-Protect enabled and run LiveUpdate  
regularly to ensure that you have  
the most recent virus definitions.

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<http://service1.symantec.com/SUPPORT/nav.nsf/docid/2002111812533106>

Troubleshooting error messages that you  
receive when you are using OL and OE  
<http://support.microsoft.com/?kbid=813514>

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OE-specific newsgroup:

<news://msnews.microsoft.com/microsoft.public.outlookexpress.general>

~Robear Dyer (PA Bear)

MS MVP-Windows (IE, OE, Security,  
Shell/User)

Barbara wrote:

I got this new computer in  
January and downloaded  
updates for Windows etc.  
since. By mid-April I got  
error message number  
0x800CCC0E when trying  
to  
send/receive emails in OE.  
My servier is other than  
MSN.

If I log off and then log on  
again, the error message  
comes. If I turn  
off  
and restart the computer, or  
if I don't log off but allow  
the machine to  
"sleep," I don't have a  
problem. But this only  
started happening after  
April updates. Solution?