

Troubleshooting Outlook Configuration Problems

The information in this article applies to:

- Microsoft Outlook 98

Summary

This article describes how to troubleshoot common Microsoft Outlook 98 configuration problems for Internet services. You should begin your troubleshooting with the section titled, "General Configuration Troubleshooting," and then proceed to the section for your particular service type.

More Information

This article discusses the following topics:

- General Configuration Troubleshooting
- Internet Configurations
 - Checking Your Internet Connection
 - Setting TCP/IP as Default Protocol
 - Other Internet Connection Issues

General Configuration Troubleshooting

When Outlook is first installed a default set of Personal Folders is created. Most users will then add accounts. The first troubleshooting step for configuration issues is to create a new set of personal folders and the account with which you are having problems. When this is working, you can add additional accounts, checking each one.

Internet Configurations

To troubleshoot Internet configurations, you must first establish that the Internet connection is working properly by checking your Internet connection.

Checking Your Internet Connection

To make sure your Internet connection is working properly, log on to your Internet connection and ping a known Internet Protocol (IP) address by typing the following command at an MS-DOS prompt:

```
ping <IP address>
```

where <IP address> is the IP address of an Internet server.

If you can ping a known IP address successfully, basic TCP/IP connectivity is functioning properly. Next, try to ping the Internet server using "servername.com" instead of the IP address. At an MS-DOS prompt type the following command:

```
ping servername.com
```

If this works, your Domain Name Server (DNS) settings are functioning properly.

A DNS server maintains a database for resolving host names and IP addresses, allowing users of computers configured to query the DNS to specify remote computers by friendly host names rather than IP addresses. DNS domains are not the same as Windows NT networking domains.

For example, issuing the "ping ftp.microsoft.com" command goes to the DNS server you specified for your Internet connection, looks up the IP address for the site, and then pings that IP address.

Setting TCP/IP as Default Protocol

Once you know that your Internet connection is valid, check that TCP/IP is set as the default protocol. To make sure that TCP/IP is your default protocol, follow these steps:

1. On the Windows Desktop, use your right mouse button to click Network Neighborhood and click Properties.

For Windows 95: On the Configuration tab, click TCP/IP and click Properties to On the Advanced tab, verify that the "Set this protocol to be the default protocol" check box is selected, and then click OK.

For Windows NT: Click the Bindings tab and in the Show Binding For list, click All Services. Expand the list for all services and use the Move Up and Move Down buttons to position the TCP/IP protocol at the top of each list.

NOTE: While you are in the TCP/IP Properties, you should verify that all Internet configuration information is correct. If you are in doubt about any setting, contact your Internet Service Provider (ISP).

2. Click OK.

Other Internet Connection Issues

- Most Internet addresses and connection settings are case sensitive. Check for correct capitalization.
- Establish your Internet connection, and then start Outlook. If you receive an error trying to send or receive mail, confirm all of your Internet Mail settings with your ISP. You may have entered a domain name server or news server address instead of the mail server.

OL2000: (IMO) Troubleshooting Outlook Configuration Problems

The information in this article applies to:

- Microsoft Outlook 2000

Summary

This article describes how to troubleshoot common Microsoft Outlook 2000 configuration problems for Internet services. You should begin your troubleshooting with the section titled, "General Configuration Troubleshooting," and then proceed to the section for your particular service type.

More Information

This article discusses the following topics:

- General Configuration Troubleshooting
- Internet Configurations
 - Checking Your Internet Connection
 - Setting TCP/IP as Default Protocol
 - Other Internet Connection Issues

General Configuration Troubleshooting

When Outlook is first installed a default set of Personal Folders is created. Most users may then add accounts. The first troubleshooting step for configuration issues is to create a new set of personal folders and the account with which you are having problems. When this is working, you can add additional accounts, checking each one.

Internet Configurations

To troubleshoot Internet configurations, you must first establish that the Internet connection is working properly by checking your Internet connection.

Checking Your Internet Connection

To make sure your Internet connection is working properly, log on to your Internet connection and ping a known Internet Protocol (IP) address by typing the following command at an MS-DOS prompt:

```
ping <IP address>
```

where <IP address> is the IP address of an Internet server.

If you can ping a known IP address successfully, basic TCP/IP connectivity is functioning properly. Next, try to ping the Internet server using `Servername.com` instead of the IP address. At an MS-DOS prompt type the following command:

```
ping servername.com
```

If this works, your Domain Name Server (DNS) settings are functioning properly.

A DNS server maintains a database for resolving host names and IP addresses, enabling users of computers configured to query the DNS to specify remote computers by friendly host names rather than IP addresses. DNS domains are not the same as Microsoft Windows NT networking domains.

For example, issuing the "ping ftp.microsoft.com" command goes to the DNS server you specified for your Internet connection, looks up the IP address for the site, and then pings that IP address.

Setting TCP/IP as Default Protocol

After you know that your Internet connection is valid, check that **TCP/IP** is set as the default protocol. To make sure that **TCP/IP** is your default protocol, follow these steps:

1. On the Windows Desktop, use your right mouse button to click **Network Neighborhood** and click **Properties**.

Windows Millennium Edition: Right-click **My Network Places**, and

then click **Properties**.

For Windows 95/98/Millennium Edition: On the **Configuration** tab, click TCP/IP, and then click **Properties**. On the **Advanced** tab, select the **Set this protocol to be the default protocol** option, and then click **OK**.

For Windows NT: Click the **Bindings** tab and in the **Show Binding For** list, click **All Services**. Expand the list for **All Services** and use the **Move Up** and **Move Down** options to position the **TCP/IP** protocol at the top of each list.

NOTE: While you are in the TCP/IP Properties, you should verify that all Internet configuration information is correct. If you are in doubt about any setting, contact your Internet Service Provider (ISP).

2. Click **OK**.

Other Internet Connection Issues

- Most Internet addresses and connection settings are case sensitive. Check for correct capitalization.
- Establish your Internet connection, and then start Outlook. If you receive an error trying to send or receive mail, confirm all of your Internet Mail settings with your **ISP**. You may have entered a domain name server or news server address instead of the mail server.
- Remote Mail configurations may cause unexpected results. If you configured a service for Remote Mail, you may lose connections, or mail may not be sent or received as expected.