

Eudora Error Messages and Notes

The following are some Eudora (Windows and Mac) error messages and matching responses.

- 1. When trying to access EUDORA, received the message: "error involving domain name system 23046 none of the known name servers are responding"**

This is either A) the network is down (within the building or from the building to rest of campus). If it continues, contact the InfoSys Service Desk for any news related to the mail.sdsu.edu server or the SDSU network.

Or B) a configuration error. If it continues, contact the InfoSys Service Desk to submit a Service Request as the Technicians need to re-set DNS server on this machine.

- 2. When trying to access EUDORA, received the message: "could not connect to mail.sdsu.edu' cause: connection timed out [10060]"**

If it appears trying to access the mail.sdsu.edu server, A) the network may be down (within the building or from the building to rest of campus). If it continues, contact the InfoSys Service Desk for any news related to the mail.sdsu.edu server.

Or B) reducing the packet size might solve problem. If it continues, contact the InfoSys Service Desk to submit a Service Request as the Technicians need to re-set the settings on this machine.

- 3. When trying to access EUDORA, received the message: "establishing network connection", then it times out. My email doesn't get sent or I don't receive new incoming messages.**

The mail server is not responding in time. If Eudora found it once before, chances are it isn't Eudora's fault this time. It is possible to extend the timeout, but not recommended since the trouble lies with the mail server. Or it can mean the server named "mail.sdsu.edu" is down or its network connection is not working. If it continues, contact the InfoSys Service Desk for any news related to the SDSU network or mail.sdsu.edu server.

- 4. When trying to access EUDORA, received the message: "error reading from network. Connection timed out." Rebooted PC. Now computer is frozen.**

The message "error reading from network", sounds like an IPX client error (eg: occurs on machines talking to a Netware server that suddenly goes away). After rebooting the PC, it should not be frozen. There is no cure, although Windows 95 does not require rebooting. Be sure to restart the computer in the morning, in case the network went down while the computer was unattended. If it continues, contact the InfoSys Service Desk for any news related to the SDSU network or mail.sdsu.edu server.

5. When trying to access EUDORA, received the message: " [can't access the pop server]"

This message can either mean the server named "mail.sdsu.edu" is down or the network is down. If it continues, contact the InfoSys Service Desk for any news related to the SDSU network or mail.sdsu.edu server.

6. When trying to access EUDORA, received the message: " that pesky mactcp is messing up again. Either there is an error in getting the address from the server or the address is already in use by another machine. '37:230' "

This message indicates that two computers have the same IP address. Nice and polite way of [a Mac] saying, "someone is using my IP address. Contact the InfoSys Service Desk to submit a Service Request as the Technicians need to correct the bootp file.

7. When trying to access EUDORA, received the message: "connection timed out'.

Again, due to either excessively high load on mail server itself (TNS), trouble with the network (again TNS), or the computer needs to reduce the size of the packets. However, if it worked before, the packet size is most likely already correct. If it continues, contact the InfoSys Service Desk for any news related to the SDSU network or mail.sdsu.edu server.