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Though there are several tech support companies offering Microsoft outlook support to their customers, not all of them are good enough to resolve all the issues that occur in outlook. Some of them donâ€™t have sufficient resources that can provide optimum outlook support and others donâ€™t match the budgetary constraints of the customers. This was one issue I was facing with all the tech support companies I was coming in contact with.

I am a professional person and most of my office communication is done through outlook. Recently, due to some reasons I couldnâ€™t go to office and had to continue my office work from home itself. But unfortunately, my outlook 2007 encountered some technical issue and was unable to send/ receive emails. I tried lots of options: uninstalled and then re-installed outlook, configured it again, tried all methods I was aware of, but all in vain.

The next option was to take help from some service provider that dealt in Microsoft products and offered support for Microsoft outlook 2007. I found some, but some were out of my budget. The others didnâ€™t impress me. However, just to take a chance, I tried one, but as expected, could not find absolute solution for my outlook e-mail problems. After some days, one of my colleagues came to visit me and on listening to my problem, suggested me to try iGennie Technical Services. On his suggestion, I visited their web site and looked for their Microsoft outlook help and support page. The services they were offering for outlook were of my interest and even the service charges were affordable enough.

Making up my mind to take help from the iGennie experts, I crossed my fingers and called on their outlook customer support number. Within few seconds I was responded by an iGennie technician. He listened to my issue carefully and asked a few basic questions regarding my computer. I answered him all and also told him about my past experiences with other tech supports. He calmed me down and assured me of resolving my issue as soon as possible. Then he took remote access of my computer using advanced tools and looked into my problem, while I could watch everything on my system from my place itself. After diagnosing the complete system, he informed me that the problem was caused due to the SPA authentication issue. He then explained me that normally, email accounts are configured to use Secure Password Authentication (SPA) for sending and receiving emails, but the mail server does not require SPA authentication and hence, generates error. For resolving this error, he asked me to install the latest outlook update on my computer. But, I was in no mood for this, so he went ahead with the other method and uninstalled the already present outlook update on my computer.

Later on, after a few minutes time, he confirmed me that the issue was resolved and asked me to check it. I just sent a casual mail to my friend and the mail was delivered. I was very happy and relaxed. Finally, my issue was resolved and that too without any effort of carrying the machine to a local repair centre or wasting enough money for the troubleshooting and fixing of errors. In addition, I was quite relaxed with the remote outlook 2007 support offered by iGennie, where I could keep an eye on all the processing done on my system and was sure about my dataâ€™s safety, which would not be possible by other means. The biggest advantage I got from iGennie was that my issue was resolved in minimum time and charged me less than expected. I was very happy with the service of iGennie. I had never had such good experience with any other technical support company and am sure to keep to them for all my computer problems ever encountered.

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IGennie - About Author:
Article by: iGennie is a fastest growing online PC solution provider company in US, Canada and UK. iGennie Also given his words to a portal for a outlook support where one can find info on a Microsoft outlook 2007 .

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