

Re: Question Mark appiers in messages sent from OWA

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-04/msg03121.html>

- *From:* DJ <DJ@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 25 Apr 2006 06:05:01 -0700
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John,

We are having the same problem with the question mark appearing at the beginning of e-mail messages created in OWA. We are running Exchange 2003 (SP2) on a Windows 2000 server.

Description of the problem:

The problem only occurs when sending e-mail from OWA. The question mark only shows up after the message has been sent. You are not able to edit it away. This problem has occurred on Windows XP SP2 machines and Windows 2000 SP4 machines (machines have all critical windows updates). I can't seem to find a pattern. I have sent the e-mail to many external addresses and the question mark does show up no matter what e-mail address you send it to. Also, the problem occurs whether the sender is an Administrator (of the local machine) or a user. The problem seems to be machine specific.

Attempts to resolve the problem:

– Some postings have suggested to go into OWA > Options > and "Download" the latest S/MIME control. I tried this but I only see a download button and it doesn't actually download anything.

– The next step was to fix the S/MIME download button, however, the executable I downloaded from this article on Microsofts site (883543) would not run on an Exchange Server with Service Pack 2 (it said it would only run on SP1).

I am guessing that if I could fix the S/MIME Download problem, I could also fix the question mark problem.

Any ideas?

John...I will e-mail you a snapshot of the problem.

Thanks,
D. J.

Re: Question Mark appiers in messages sent from OWA

"John Chen [MSFT]" wrote:

Hello Justin,

Thank you for posting.

First, thanks to Bharat for his suggestion. Please have a try.

If the problem persists, please let me know the following information to narrow down the issue:

1. Change the user account and the client machine to confirm if this issue is related only to some particular users or computers.
2. Receive the email in Outlook and OWA and verify if the problem occurs in all email clients.
3. Please take a screenshot of the problematic email and send it to me at v-jochen@xxxxxxxxxxxxxxxx

Thank you for your assistant.

If you have any questions or concerns, please feel free to let me know.

Sincerely,
John Chen, MCSE, MCSA, MCDBA, MCSD
Microsoft Online Partner Support

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