

RE: Missing attachments with evidence of MS-TNEF and winmail.dat

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.clients/2006-11/msg00098.html>

- *From:* v-chacez@xxxxxxxxxxxxxx (chace zhang)
 - *Date:* Thu, 16 Nov 2006 10:19:36 GMT
-

Hi,

Thank you for posing here.

From your post, I understand that you receive email that the attachment will be changed to winmail.dat file from one external sender. I understand when one client sends it to external users in Outlook 2003. Is this correct?

Based on my research, the issue is most likely caused by TNEF that Outlook uses to package information for sending messages across the Internet when using Rich Text format. When an e-mail client (recipient) that does not understand TNEF receives a message that contains TNEF information, he may receive a winmail.dat attachment.

For more information, please refer to the following article.

290809 How e-mail message formats affect Internet e-mails in Outlook
<http://support.microsoft.com/default.aspx?scid=kb;EN-US;290809>

Generally speaking, we can resolve the issue by using HTML format. At this time, I would suggest that we use HTML message to check the effect.

1. Start Outlook and choose Tools -> Options.
2. In the Mail Format Tab, choose HTML beside the option "Compose in this message format"
3. Please send a message with attachments to check the effect.

Hope this helps. If there is any update, please feel free to get in touch!

Best Regards,

Chace Zhang (MSFT)

RE: Missing attachments with evidence of MS-TNEF and winmail.dat

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====

This newsgroup only focuses on Exchange technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====

This posting is provided "AS IS" with no warranties, and confers no rights.

| Date: Wed, 15 Nov 2006 19:08:44 -0500
| From: Jim Helfer <JimHelfer@xxxxxxxxxxxxxxxxxxxx>
| User-Agent: Mozilla Thunderbird 0.7.1 (Windows/20040626)
| X-Accept-Language: en-us, en
| MIME-Version: 1.0
| Subject: Missing attachments with evidence of MS-TNEF and winmail.dat
| Content-Type: text/plain; charset=us-ascii; format=flowed
| Content-Transfer-Encoding: 7bit
| Message-ID: <#LPhiNRCHHA.4292@xxxxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.exchange.clients
| NNTP-Posting-Host: wtwarch.com 66.212.142.243
| Lines: 1
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.exchange.clients:97675
| X-Tomcat-NG: microsoft.public.exchange.clients
|
|
| One of my users is complaining that they are not receiving attachments

RE: Missing attachments with evidence of MS-TNEF and winmail.dat

RE: Missing attachments with evidence of MS-TNEF and winmail.dat

| from a particular person from another office. The messages come through
| fine, but there is no sign of the attachments (and no sign that they
| were stripped by a firewall or AV sentry).

|
| When I looked at the internet headers of the subject emails I noticed
| some things that made me suspicious, such as winmail.dat and ms-tnef in
| describing an attachment in the body. (I'm sorry, I don't have the
| exact header with me at the moment).

|
| I remembered an old problem with Outlook that was related to using
| rich-text formatting, and found a kb that mentioned that this was still
| an ongoing problem. I forwarded the information to the user, but I am
| not sure if they are intending on acting on it.

|
| My question is, what actually happened to the attachment? Is it
| still there? If so, how can I recover it?

|
| If the sender is unwilling to change their settings (strange, but a
| possibility in this case) is there anything else I can do to on my end?

| Thanks

| Jim

|

.