

## Re: Exchange 2007 – Garbled Message Issue

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<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.setup/2007-04/msg00476.html>

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- *From:* "John Fullbright" <[fjohn@donotspamnetappdotcom](mailto:fjohn@donotspamnetappdotcom)>
  - *Date:* Mon, 23 Apr 2007 12:21:02 -0700
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It sound like a mime conversion issue. Did you try disabling 8 bit mime on your recieve connector?

"Jason Bailey" <[jasonbailey@xxxxxxxxxxxxxxxx](mailto:jasonbailey@xxxxxxxxxxxxxxxx)> wrote in message <news:57AAC9CD-AB86-40BE-9A21-104ED6BB67CF@xxxxxxxxxxxxxxxx>

An update on this, it appears that this affecting messages that are incomming in certain circumstances as well.

Some HTML fortated emails are garbled after they have a banner appended.

As yet I'm not sure if this is affecting mailboxes that are hosted in the E2K7 Admin Group as I'm having store mounting issues on my Mailbox server.

Kind regards,

Jason Bailey

"Jason Bailey" <[jasonbailey@xxxxxxxxxxxxxxxx](mailto:jasonbailey@xxxxxxxxxxxxxxxx)> wrote in message <news:F5F3FBCB-73A7-4600-8F36-B624BC57E2EE@xxxxxxxxxxxxxxxx>

Hi,

We are presently in the first phase of our roll out of Exchange 2007 into our current Exchange 2003 infrastructure and have noticed that in very specific circumstances messages that are delivered from our Internal network to an External recipients end up with the HTML formatting being garbled.

Our mailflow is as follows.

E2K3-BackEnd <----> E2K7-Hub <----> E2K7-Edge <----> Internet

Were using Forefront for Exchange on both the Hub and Edge Transport servers. The message format is configured as Mime with HTML only in this

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scenario. The Hub Transport Server is adding a Banner to outgoing messages.

The issue is that if an email user, with an E2K3 mailbox, sends an email either using OWA on an E2K3 Front-End server or using CAS on E2K7 and an external recipient is using Outlook 2007, the message will appear with garbled text at the top, then the message formatted correctly, then the Banner as garbled text at the bottom.

If the recipient opens the email using OWA via an E2K7 CAS the entire message is formatted correctly. It is also formatted correctly when sent to a number of different email systems, though is not formatted correctly when sent to Hotmail.

If the sender uses Outlook 2007 to send the message initially then it will appear correctly formatted in both Outlook Client and OWA.

If I disable the outgoing banner then the email message is correctly formatted in both Outlook Client and OWA.

I don't know if it is correctly displayed in Outlook 2003 as I have not got a copy of it installed on the system I'm testing to externally.

It appears that when the Hub Transport Server is adding the Banner to emails created by OWA (either E2K3 or CAS E2K7) it is introducing some form of incompatibility in the HTML that some Mail clients understand and other don't. Initially I thought the problem was related to me using an E2K3 FE server as opposed to an E2K7 CAS however I got the same results from both.

Anyway, for the moment I have set all email messages going to the internet to Text only which fixes the problem, however I suspect that the marketing department will be onto that before long and demand I change it back :)

If anyone has any thoughts or advice on this it would be appreciated. If I don't sort it out in the next couple of days I'll open a ticket with PSS.

Other than this and one other issue, I have to say that I think this product rocks. The SPAM filtering features are awesome, I can't wait to get all my users onto E2K7 mailboxes so I have the ability to customize the Quarantine and Reject levels on a per user basis and the sooner they integrate PoweShell into the rest of Microsoft products the better.

Thanks in advance,

Jason Bailey

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