

RE: Strange characters in "Subject" line

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.general/2005-10/msg00112.html>

- *From:* v-mqiu@xxxxxxxxxxxxxxxxxxxxxx (Martin Qiu [MSFT])
 - *Date:* Mon, 17 Oct 2005 07:01:14 GMT
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Hi Bruce,

Thank you for your response and detailed information.

Based on my experience, this kind of issue is most likely caused by some third party programs installed on the Exchange Server or clients. The Exchange/Outlook itself is unable to add the alien characters to the message subject.

Therefore, as to the current status, please firstly double check whether the issue persists after you update the Antigen program. If the issue persists, please create a new mailbox in the store to test the issue again. In the meantime, please collect a MPS Report for Exchange as below and then send it to me for further investigation.

(a) Download MPSRPT_Exchange.EXE from the following link:

<http://www.microsoft.com/downloads/details.aspx?familyid=cebf3c7c-7ca5-408f-88b7-f9c79b7306c0&displaylang=en>

(b) Double-click the executable file to start the report gathering tool, and then accept the end-user licensing agreement (EULA). Note Please be patient while MPS Reports collects data. The tool may appear to stop responding (hang) because it may take from five to 15 minutes to collect the data.

(c) The tool creates a CAB file named "%COMPUTERNAME%_MPSReports_.CAB" in the %systemroot%\MPSReports\Setup\Reports\Cab folder. The CAB file contains the reports that the MPS Reporting Tool generated. If the tool does not create the CAB file, copy all the files in the %systemroot%\MPSReport\Setup\Reports folder to a compressed (zipped) file. Note The %systemroot% folder is the folder where you installed the operating system. By default, this is the C:\WINDOWS folder.

(d) Send me the CAB file or the compressed (zipped) file at:

v-mqiu@xxxxxxxxxxxxxxxx

For more detailed information, please refer to the following article:

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818742 Overview of the Microsoft Configuration Capture Utility (MPS_REPORTS)
<http://support.microsoft.com/?id=818742>

Finally, as you may understand that it's usually very hard for us to identify the root cause of such a problem, which occurs intermittently, because we cannot reproduce the issue in a fixed pattern and verify whether it's really resolved. Therefore, your patience and understanding is sincerely appreciated!

Have a nice day!

Regards,

Martin Qiu
Microsoft Online Partner Support

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• **References:**

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◇ From: Martin Qiu [MSFT]

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