

microsoft.public.mac.office.entourage: Re: Why is this EMAIL blank, it has text?

Re: Why is this EMAIL blank, it has text?

Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.entourage/2004-07/0017.html>

From: Mickey Stevens (mickey.stevens_at_mvps.org)

Date: 06/30/04

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In Entourage -> Preferences, under General Preferences > Security, make sure the option to "Display complex HTML in messages" is checked.

It is possible that your Internet Preferences file is corrupt. Drag Macintosh HD/Users/<Problematic User>/Library/Preferences/com.apple.internetconfig.plist to the Desktop. Re-launch Entourage, and see if the messages load. If they do, you can delete the old preferences file. If not, move it back. Note that if you do delete it, you will have to reset some of your internet settings.

If none of that works, I would try uninstalling and reinstalling Office 2004.

1. Launch the Remove Office tool, located in HD/Applications/Microsoft Office 2004/Additional Tools/Remove Office.
2. Press the "Continue" button to locate currently installed copies of Office.
3. Select the version(s) of Office that you want to remove, and press the "Continue" button.
4. Choose what components you wish to remove. For a complete removal, choose to "Remove the Office 2004 folder," "Remove the selected Office 2004 system files," and "Preferences."

When the removal is complete, you can then re-install Office 2004 from the CD.

On 6/29/04 8:32 PM, in article b8d1d05f.0406291732.6d79c3c5@posting.google.com, "Alex Bates" <abates25@pyramidcom.com> wrote:

> *I've been having the same problem of message bodies appearing to be blank when the message has html tags in it. The problem does not manifest itself with every html message, but I don't think that it is an html issue - Entourage v.x displays the messages just fine. I can see the text if I view the source or reply and then turn off html. I have tried doing both a basic and an advanced rebuild and it does not solve it. Anyone have any suggestions, I'm hoping to roll Office 2004 out to my company soon, but not without knowing how to solve and obvious issues. Thanks!*

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Mickey Stevens (Microsoft MVP for Office:mac)

PowerPoint FAQ featuring PowerPoint:mac: <<http://www.pptfaq.com/>>

Entourage Help Page: <<http://www.entourage.mvps.org/>>