

## Re: Images do not display in Email

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<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.entourage/2007-08/msg00620.html>

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- *From:* Pierre Naggiar <[pnaggiar@xxxxxxxxxxxxxx](mailto:pnaggiar@xxxxxxxxxxxxxx)>
  - *Date:* Fri, 24 Aug 2007 12:39:36 -0700
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Hi Bill;

Re your questions: My computer is connected to the internet all the time...just about 24x7. i.e. I only work in Entourage in local mode, and do "Send/Receive" to connect to the internet to send-receive emails once in a while. I connect to ISP (www.goskywest.com). My wife uses a Windows based PC with Outlook Express and she doesnt have the problems I do displaying Images.

MIGHT THE FACT THAT I HAVE a "Student & Teacher Edition" of Office 2004/Mac have anything to do with it?

I tried all the changes you recommended. No luck. Still the same problem in displaying prior emails I received with Red "X" in the boxes where I'm supposed to have images.

Dianne had also made a recommendation in another posting to Create a new test identity. I had tried that once with MS Support, and it didnt work. She also asked if the above test didnt work to create a new User in System Preferences and run the same test as above to see if its something in my User's folder thats the cause. Havent tried that yet.

Anything else you think I should try? These Red X's instead of images, with no ability to download them on choice, is agravating to say the least ... :)

On Aug 21, 9:05 pm, William Smith <[meckli...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:meckli...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote:

Pierre Naggiar wrote:

Thanks Bill; the problem still persists. JPG or GIF show up with BOXES with large text that I can click on (hand) and get to a web site. HTML show up in BOXES with a big red bold "X".

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So the JPG and GIF appear to be linked to outside servers, at least they take me there, whereas the HTML images are an enigma with the big red bold "X".

I selected "Work Offline" in the Entourage pulldown. i.e. Entourage only connects to the server to download mail when I click on send/receive. That seems to work fine.

At the recommendation of Dianne (MVP) I also recently ran the MacOSX10.4.10 combo update; then executed a "Remove Office" and re-installed it from my Office 2004 CD & ran Office Update. That didnt solve the problem. I'm still receiving email with boxes where there should be html, JPEG and gif images. Although, when friends send me JPEG photos as attachments to their emails, I get them fine. They show up as a picture in the email, as well as an attachment.

thanks in advance for any help and hints on how to fix this issue....

Hi Pierre!

Do you by any chance also use your computer off-line most of the time? When you display the messages are you connected to the Internet so that you can download the pictures at the time?

Also, are you working on a network behind a company proxy server?

Just verifying... You specifically have Entourage menu --> Preferences --> Security --> Pictures set to download?

Finally, in Entourage menu --> Preferences --> Notification is a button to reset all dialogs. Click this button and restart Entourage. Try to display your message again and see if some message is getting suppressed. It should display now.

Hope this helps!

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bill

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

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