

Re: Word attachments becoming corrupt.

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Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2006-01/msg00436.html>

- *From:* Daiya Mitchell <daiyaNOSPAM@xxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 20 Jan 2006 10:22:19 -0800
-

Hi Charlie,

Re receiving corrupt attachments:

Entourage has a setting in Preferences to "partially download messages over" a certain size. Since attachments are often larger than the set size, they only get partially downloaded, and thus the user thinks they are corrupted, when really, they are just still on the server. That sounds like the case here. (I think Entourage should offer some sort of "download completely" link in the message, in that case, but not sure.)

Re sent attachments not being received:

Excessive spam protection on the part of the recipient? I've noticed that when I send from an SMTP server that doesn't match my university email address, anything I send to people at my university gets caught in a spam trap and never arrives.

Tell her to run some tests sending mail to herself, or to a gmail address set up for the purpose, etc.

The only way that I can conceive of this being a Word problem **might** be if she had a macrovirus in her Word documents, and the recipient's protection was scanning it.

On 1/19/06 6:52 AM, "Charlie" wrote:

- > Hi
- >
- > This problem exists on Panther running Office 2004, 11.2.
- > The user receives messages in Entourage with Word attachments and many of
- > them won't open, as they have apparently become corrupt through the mail
- > process.
- >
- > Here is the reason I haven't posted this as an Entourage problem yet:
- > She also would send messages with Word attachments and those messages would
- > not even reach the recipient, though they seem to make it to the SMTP server

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- > since she gets copies in Sent Items. This problem was also happening when
- > using Mac Mail or even our Webmail client, not just Entourage. (Our mail
- > server is IMAP, by the way.) The user claims that if she uses Thunderbird
- > she doesn't have the problem, but I'm skeptical.
- >
- > The only measure we have taken, other than making sure Office is up to date,
- > was to fix the file permissions in OSX, since that seems to magically take
- > care of many application problems.
- >
- > I have no idea what might be causing this, but I hope someone else does.
- >
- > Thanks much.

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Daiya Mitchell, MVP Mac/Word

Word FAQ: <http://www.word.mvps.org/>

MacWord Tips: <<http://www.word.mvps.org/MacWordNew/>>

What's an MVP? A volunteer! Read the FAQ: <http://mvp.support.microsoft.com/>

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• ***Follow-Ups:***

◆ ***Re: Word attachments becoming corrupt.***

◇ *From:* Charlie

• Prev by Date: ***Re: bug? Macrovirus?***

• Next by Date: ***Re: Annoying bugs***

• Previous by thread: ***create emails from merge doc?***

• Next by thread: ***Re: Word attachments becoming corrupt.***

• Index(es):

◆ ***Date***

◆ ***Thread***