

Re: More Duplicate E-mails Outlook 2003 -DRAT!

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.general/2004-12/2832.html>

From: Jeff Stephenson [MSFT] (*stephenson_at_online.microsoft.com*)

Date: 12/09/04

Date: Thu, 9 Dec 2004 11:50:12 -0800

Sigh. As I said before and I'll say again, there is nothing a client can do to deal with this problem if it's been configured to leave messages on the server.

A client configured to download and delete all messages will be able to handle this, because it doesn't have to distinguish one message from another on the server.

The only way that a client can distinguish one message on the server from another, though, is through the UID, so if the server assigns the same UID to multiple messages there's no way for a client to tell one from another.

Outlook Express handles this without duplicates by never even showing you the second message with a given UID. And if you delete the **first** message with that UID, OE will also delete the **second**, so you'll never even know that it existed. We decided that creating duplicates of messages was better than never showing them to you at all.

--

Jeff Stephenson

Outlook Development

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On Wed, 8 Dec 2004 07:21:05 -0800, jph wrote:

> OKOKOK, I goofed again... sorry.

>

> In fact this IS a server issue. When I log in to the server using
> telnet, I get the same list of truncated UIDs when I use the UIDL
> command, so sometimes they appear identical even when they are not.

>

> However, as noted by many users, this must be a problem with many
> servers, and previous versions of Outlook dealt with it fine. Now that
> you are aware of the problem, I am sure the MS brain trust can come up
> with a workaround on the client side. (perhaps when duplicates are
> found, the full headers of those messages could be interrogated before
> any conclusion is made about whether a message is "new" or "old".)

>

> I have contacted my hosting company to try to get it dealt with on their
> server, but honestly this is something Outlook 2003 should be able to
> deal with, as other clients are able to do, and as previous Outlooks
> have done.

>

> Thoughts?

>

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```
> Thanks.
>
> "jph" wrote:
>
>> Here is the problem.
>>
>> Outlook reports:
>> 2004.12.07 23:13:33 POP3 (mail.ware.com): <rx> +OK 2 messages; msg# and
>> message ID for undeleted messages:
>> 2004.12.07 23:13:33 POP3 (mail.ware.com): <rx> 1
>> <!~!UENERkVCMDkAAQACAAAAAAAAAAAAAAAAABgAAAAAAAAAS+7XUNSr0RGuzURFU1QAAM
>> 2004.12.07 23:13:33 POP3 (mail.ware.com): <rx> 2
>> <!~!UENERkVCMDkAAQACAAAAAAAAAAAAAAAAABgAAAAAAAAAS+7XUNSr0RGuzURFU1QAAM
>> 2004.12.07 23:13:33 POP3 (mail.ware.com): <rx> .
>>
>>
>> But... the actual POP box data shows those same two messages' UIDs as:
>>
>> Message-ID:
>>
>> <!~!UENERkVCMDkAAQACAAAAAAAAAAAAAAAAABgAAAAAAAAAS+7XUNSr0RGuzURFU1QAAMKAAAQAAAnqf2ncoFuEyJSLu5A
>>
>> ...
>>
>> Message-ID:
>>
>> <!~!UENERkVCMDkAAQACAAAAAAAAAAAAAAAAABgAAAAAAAAAS+7XUNSr0RGuzURFU1QAAMKAAAQAAAOHcZ2jm15ki5GfZvo
>>
>>
>> OUTLOOK 2003 TRUNCATES THE MESSAGE UID. That is why SIMILAR UIDs act
>> identical. This causes two problems, actually... duplicate, infinite
>> downloads of some messages, AND messages that are never downloaded at
>> all.
>>
>> I have confirmed that this is not a server problem, as other mail
>> clients correctly receive the entire UID.
>>
>>
>> Now... can we get a fix?! :-)
>>
>> Thanks.
>>
>> "John F" wrote:
>>
>>> Hi Jeff,
>>> Unfortunately I am having the same problem. Maybe your eye can help me
>>> out. I have not had this problem before 2003 and am inclined to think
>>> it is an Outlook 2003 issue.
>>>
>>> Every time there is a SEND/RECEIVE I get the same message. It's not a
>>> great way to start out on the new software.
>>>
>>>
>>>
>>> 2004.12.07 20:54:35 <<<< Logging Started (level is LTF_TRACE) >>>>
>>> 2004.12.07 20:54:35 john@jfdesigns.org: Synch operation started (flags
=
>>> 00000001)
>>> 2004.12.07 20:54:35 john@jfdesigns.org: UploadItems: 0 messages to send
>>> 2004.12.07 20:54:35 john@jfdesigns.org: Synch operation completed
>>> 2004.12.07 20:54:35 john@jfdesigns.org: Synch operation started (flags
=
```

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```
>>> 00000030)
>>> 2004.12.07 20:54:35 john@jfdesigns.org: DoPOPDownload(flags = 00000030,
max
>>> msg = ffffffff): full items
>>> 2004.12.07 20:54:35 POP3 (pop3.jfdesigns.org): Begin execution
>>> 2004.12.07 20:54:35 john@xyspot.com: Synch operation started (flags =
>>> 00000001)
>>> 2004.12.07 20:54:35 john@xyspot.com: UploadItems: 0 messages to send
>>> 2004.12.07 20:54:35 john@xyspot.com: Synch operation completed
>>> 2004.12.07 20:54:35 john@xyspot.com: Synch operation started (flags =
>>> 00000030)
>>> 2004.12.07 20:54:35 john@xyspot.com: DoPOPDownload(flags = 00000030,
max msg
>>> = ffffffff): full items
>>> 2004.12.07 20:54:35 POP3 (pop3.xyspot.com): Begin execution
>>> 2004.12.07 20:54:35 opportunities@jfdesigns.org: Synch operation
started
>>> (flags = 00000001)
>>> 2004.12.07 20:54:35 opportunities@jfdesigns.org: UploadItems: 0
messages to
>>> send
>>> 2004.12.07 20:54:35 opportunities@jfdesigns.org: Synch operation
completed
>>> 2004.12.07 20:54:35 opportunities@jfdesigns.org: Synch operation
started
>>> (flags = 00000030)
>>> 2004.12.07 20:54:35 opportunities@jfdesigns.org: DoPOPDownload(flags =
>>> 00000030, max msg = ffffffff): full items
>>> 2004.12.07 20:54:35 projects@jfdesigns.org: Synch operation started
(flags =
>>> 00000001)
>>> 2004.12.07 20:54:35 POP3 (pop3.jfdesigns.org): Begin execution
>>> 2004.12.07 20:54:35 projects@jfdesigns.org: UploadItems: 0 messages to
send
>>> 2004.12.07 20:54:35 projects@jfdesigns.org: Synch operation completed
>>> 2004.12.07 20:54:35 projects@jfdesigns.org: Synch operation started
(flags =
>>> 00000030)
>>> 2004.12.07 20:54:35 projects@jfdesigns.org: DoPOPDownload(flags =
00000030,
>>> max msg = ffffffff): full items
>>> 2004.12.07 20:54:35 POP3 (pop3.jfdesigns.org): Begin execution
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): ===== Initial blob
>>> =====
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1100275110.5512.wmail.atlantic.net,S=3216
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1100473847.12849.wmail.atlantic.net,S=3765
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1100588370.16585.wmail.atlantic.net,S=13247
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1100634547.3263.wmail.atlantic.net,S=7144
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1100656091.22182.wmail.atlantic.net,S=1086
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1101134544.29580.wmail.atlantic.net,S=40236
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1101238558.17142.wmail.atlantic.net,S=1760540
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1101451372.8795.wmail.atlantic.net,S=3302
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1101484806.14883.wmail.atlantic.net,S=7623
```

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```
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1101503826.22811.wmail.atlantic.net,S=51633
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1101765527.17014.wmail.atlantic.net,S=13402
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1101941040.4448.wmail.atlantic.net,S=69937
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102011865.9070.wmail.atlantic.net,S=20240
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102013226.2711.wmail.atlantic.net,S=10172
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102093395.32260.wmail.atlantic.net,S=14774
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102380023.5557.wmail.atlantic.net,S=1089
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102380075.7851.wmail.atlantic.net,S=1091
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102391481.21025.wmail.atlantic.net,S=1124
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102392275.18619.wmail.atlantic.net,S=2543
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102429105.8384.wmail.atlantic.net,S=49527
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102440746.25995.wmail.atlantic.net,S=4420
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102443012.27096.wmail.atlantic.net,S=5124
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> +B1102453152.9636.wmail.atlantic.net,S=72753
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org):
>>> =====
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): Port: 110, Secure: no,
SPA: no
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): Finding host
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): Connecting to host
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): Connected to host
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): <rx> +OK
>>> <11405.1102470876@wmail.atlantic.net>
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): Authorizing to server
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): [tx] USER
john@jfdesigns.org
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): <rx> +OK
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): [tx] PASS *****
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): <rx> +OK
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): Authorized to host
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): Connected to host
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): [tx] STAT
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): <rx> +OK 26 9935230
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): [tx] UIDL
>>> 2004.12.07 20:54:36 POP3 (pop3.jfdesigns.org): <rx> +OK
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 1
>>> 1100275110.5512.wmail.atlantic.net,S=3216
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 2
>>> 1100473847.12849.wmail.atlantic.net,S=3765
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 3
>>> 1100588370.16585.wmail.atlantic.net,S=13247
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 4
>>> 1100634547.3263.wmail.atlantic.net,S=7144
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 5
>>> 1100656091.22182.wmail.atlantic.net,S=1086
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 6
>>> 1101134544.29580.wmail.atlantic.net,S=40236
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 7
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>>> 1101238558.17142.wmail.atlantic.net,S=1760540
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 8
>>> 1101451372.8795.wmail.atlantic.net,S=3302
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 9
>>> 1101484806.14883.wmail.atlantic.net,S=7623
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 10
>>> 1101503826.22811.wmail.atlantic.net,S=51633
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 11
>>> 1101765527.17014.wmail.atlantic.net,S=13402
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 12
>>> 1101941040.4448.wmail.atlantic.net,S=69937
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 13
>>> 1102011865.9070.wmail.atlantic.net,S=20240
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 14
>>> 1102013226.2711.wmail.atlantic.net,S=10172
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 15
>>> 1102093395.32260.wmail.atlantic.net,S=14774
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 16
>>> 1102380023.5557.wmail.atlantic.net,S=1089
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 17
>>> 1102380075.7851.wmail.atlantic.net,S=1091
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 18
>>> 1102391481.21025.wmail.atlantic.net,S=1124
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 19
>>> 1102392275.18619.wmail.atlantic.net,S=2543
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 20
>>> 1102429105.8384.wmail.atlantic.net,S=49527
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 21
>>> 1102440746.25995.wmail.atlantic.net,S=4420
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 22
>>> 1102443012.27096.wmail.atlantic.net,S=5124
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 23
>>> 1102453152.9636.wmail.atlantic.net,S=72753
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 24
>>> 1102453886.25326.wmail.atlantic.net,S=7051849
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 25
>>> 1102460137.9598.wmail.atlantic.net,S=5176
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 26
>>> 1102460220.13440.wmail.atlantic.net,S=718351
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> .
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): [tx] LIST
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> +OK
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 1 3293
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 2 3832
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 3 13329
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 4 7221
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 5 1157
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 6 40307
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 7 1760603
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 8 3374
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 9 7696
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 10 51706
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 11 13474
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 12 70010
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 13 20312
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 14 10244
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 15 14848
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 16 1156
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 17 1158
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 18 1191
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 19 2610
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 20 49598

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```
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 21 4493
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 22 5197
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 23 72826
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 24 7051922
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 25 5249
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> 26 718424
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> .
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): ==== Comparing server
and
>>> local blobs ====
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org):
>>> 1102453886.25326.wmail.atlantic.net,S=7051849 : new
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org):
>>> 1102460137.9598.wmail.atlantic.net,S=5176 : new
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org):
>>> 1102460220.13440.wmail.atlantic.net,S=718351 : new
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org):
>>> =====
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): [tx] RETR 24
>>> 2004.12.07 20:54:37 POP3 (pop3.jfdesigns.org): <rx> +OK
>>> 2004.12.07 20:55:04 POP3 (pop3.jfdesigns.org): Connected to host
>>> 2004.12.07 20:55:04 POP3 (pop3.jfdesigns.org): Disconnected from host
>>> 2004.12.07 20:55:04 POP3 (pop3.jfdesigns.org): End execution
>>> 2004.12.07 20:55:04 john@jfdesigns.org: ReportStatus: RSF_COMPLETED, hr
=
>>> 0x800ccc0f
>>> 2004.12.07 20:55:04 john@jfdesigns.org: Synch operation completed
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com): ===== Initial blob
>>> =====
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100058447.12493.wmail.atlantic.net,S=1864
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100095668.4886.wmail.atlantic.net,S=1169
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100113299.15566.wmail.atlantic.net,S=1737
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100120322.13757.wmail.atlantic.net,S=1027
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100127400.23541.wmail.atlantic.net,S=15678
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100132017.29637.wmail.atlantic.net,S=681
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100186767.29817.wmail.atlantic.net,S=690
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100271149.29143.wmail.atlantic.net,S=1731
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100283936.19040.wmail.atlantic.net,S=19993
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100288526.13074.wmail.atlantic.net,S=21423
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100329809.3442.wmail.atlantic.net,S=10798
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100476624.957.wmail.atlantic.net,S=1432
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100478986.10528.wmail.atlantic.net,S=32156
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100479168.16700.wmail.atlantic.net,S=1752
>>> 2004.12.07 20:55:04 POP3 (pop3.xyspot.com):
>>> +B1100479676.1036.wmail.atlantic.net,S=1730
>>
>> --snip--
>>
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>>> > I've removed all but a single download from the log you posted. Send
this
>>> > post to your mail provider and have them contact the vendor of their
server
>>> > to see if there is a bug fix for the server.
>>> >
>>> > --
>>> > Jeff Stephenson
>>> > Outlook Development
>>> > This posting is provided "AS IS" with no warranties, and confers no
rights
>>> >
>>>