

Re: Outlook 2000 Inbox appears empty but isn't!

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2004-02/6300.html>

From: Tony Welsby (Tony.G.Welsby_at_generationtechs.co.uk)

Date: 02/25/04

Date: Tue, 24 Feb 2004 16:12:53 -0800

Hi Milly,

Many Thanks for your advice/prompt response.

Unfortunately this fix did not work either. I gave it a try even though there were several other PCs set-up in the same way and were working. The problem is just isolated to this PC, although I don't know if it is directly related to the previous virual infection.

Another user posted a suggestion, which seems to be "down the right track". He suggested that the "Outlook Today" file may be corrupt and suggested a basic test procedure which proved to be useful. Please see other Response to my original posting.

The trouble is I don't know how to replace a corrupted Outlook today file! Again please see my counter response to the other user's posting to see what I have tried so far.

Any help you could offer will be greatly appreciated.

Many Thanks again,

Tony Welsby

>-----Original Message-----

>Did you look at this article?

>

>OL2000: You Cannot Receive New E-mail Notifications in Environments That Use

>the Network Address Translation

><http://support.microsoft.com/default.aspx?scid=kb;en-us;304849&Product=out2K>

>

>--

>Milly Staples [MVP - Outlook]

>

Re: Outlook 2000 Inbox appears empty but isn't!

>Post all replies to the group to keep the discussion intact. Due to
>the (insert latest virus name here) virus, all mail sent to my personal
>account will be deleted without reading.
>
>After searching google.groups.com and finding no answer, Tony Welsby asked:
>
>| Hi,
>|
>| I've got a customer who has a strange problem in Outlook
>| 2000. His PC was running Win XP and Outlook (Office) 2000
>| SP1 when I first investigated this problem.
>|
>| When he opens Outlook, "Outlook Today" is displayed, but
>| when he looks at his Calendar it is empty. Also when he
>| opens his Inbox he sees the list of emails for a few
>| seconds, but cannot do anything with them (because the PC
>| seems to be waiting or processing something). When he can
>| eventually click on them, all of the details disappear
>| (i.e. No summary of emails listed!). He can highlight
>| where the emails should be and read some of the mails, but
>| it's obviously not right.
>|
>| He claims his PC was infected with "a virus", but he
>| managed to get rid of the virus himself. There is
>| evidence of a virus infection (RPC service set to reboot
>| PC on failure etc.) which I have corrected.
>|
>| So Far I have tried the following:
>| 1. Full Virus Scan with McAfee/NAI Stinger tool.
>| 2. Full Virus Scan with Customer's Prog. (Norton AV 2003)
>| 3. Full Virus Scan with my Prog. (McAfee v7.0)
>| – All as a precaution, but No Viruses Found.
>| 4. Tried Inbox Repair Tool.
>| 5. Tried Office Repair Mode.
>| 6. Re-Installed Office 2000 SP1 from original CD.
>| 7. Installed all up-to-date Office Updates.
>| 8. Installed all up-to-date Windows XP Updates.
>|
>| The problem still exists, but is less troublesome now.
>| However again it is still not right and my customer is
>| losing confidence in his Email system.
>|
>| NOW... When he opens Outlook, he gets "Outlook Today"

and

>/ *when he clicks on Inbox etc. he gets the same empty
>/ listing. BUT... when he clicks on something else, (i.e.
>/ not "Outlook Today") and then back into Inbox – Hey
>/ Presto! his mails appear, and he can use his email
>/ normally (until he either goes to Outlook Today, or
closes*

>/ *and re–opens Outlook!).*

>/

>/ *Now I'm running short of ideas and don't want to upset
the*

>/ *customer by telling him to just "put up with it".*

>/

>/ *After looking through the Knowledgebase I'm considering*

>/ *using the Inbox Crop Tool, although he doesn't have that*

>/ *many emails. OR... I've also considered re–installing*

>/ *MAPI etc. Maybe even exporting all of his data,*

removing

>/ *Office altogether and re–installing it from scratch???*

>/

>/ *Anyone got any ideas???*

>/

>/ *Any Help would be Greatly Appreciated!*

>/ *Many Thanks,*

>/ *Tony Welsby (UK)*

>/ *T: +44 (0)7770 978043*

>/ *E: Tony.G.Welsby@generationtechs.co.uk*

>

>

>.

>