

Solution to Outlook 2003 – clicking on all email hyperlinks causes problem

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2006-10/msg00135.html>

- *From:* "Ed B" <ezgoined2k@xxxxxxxxxx>
 - *Date:* Mon, 02 Oct 2006 23:28:11 GMT
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After much research, I finally found the solution to my problem.. Below is a cut & paste from Microsoft which provided the answer. Their problem description is different from mine, but the resolution worked. Here it is in case anyone else runs into a similar problem:

SYMPTOMS

When you click a hyperlink in Microsoft Outlook, you may receive the following error message:

This operation has been cancelled due to restrictions in effect on this computer. Please contact your system administrator.

CAUSE

After you upgrade to Microsoft Internet Explorer 6.0, the following registry key is either missing or corrupt:

```
HKEY_Local_Machine\Software\Classes\htmlfile\shell \open\command
```

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RESOLUTION

You may be able to resolve the issue by resetting Web settings in Internet Explorer. If that does not resolve the issue, import the registry key from another computer.

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Reset Web settings

1. Start Internet Explorer.
2. On the Tools menu, click Internet Options.
3. Click the Programs tab, and then click the Reset Web Settings button.
4. Under Internet programs, verify that the correct e-mail program is selected.
5. Click to select the Internet Explorer should check to see whether it is the default browser check box.
6. Click Apply, and then click OK.

Note You may receive the following message when Internet Explorer starts: Internet Explorer is not currently your default browser. Would you like to

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make it your default browser?

If you receive the message, click Yes.

Thanks to Calvin & other newsgroup helpers,
Ed B

"Calvin Luttrell from Projectthunder" <Calvin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message news:%23XGOzFO4GHA.2464@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Ed,

Bummer, did you check for it as an add-on to outlook? Try disabling the add-ins to see which one it is. Also it may be that you can uninstall it for the control panel add and remove programs.

-Calvin Luttrell

e-Commerce unveiled The e-book

<http://www.projectthunder.com>

<http://blog.projectthunder.com>

"Ed B" <ezgoined2k@xxxxxxxx> wrote in message
[news:otHRg.6023\\$7I1.3573@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:otHRg.6023$7I1.3573@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

When I click on any hyperlink in any email in my friend's inbox, it automatically begins the procedure to install "Spam Inspector for Outlook Express". We don't know where this came from & want to make it disappear. He's using Outlook 2003 (not express), Xp pro SP2, IE6.0 with all critical windows updates & Office updates installed. The PC is only 6 months old with 1GB of memory & plenty of hd space.

I'd like to get rid of this nuisance. I've tried numerous things to remedy this, all to no avail. They include full/deep scans with Webroot Spysweeper, Adaware, Microsoft Windows Defender, the online Microsoft LiveOneCare totalcare scan, Norton windoctor from disk & Avast antivirus...No luck.. System restore didn't work on the 3 dates I tried. I even allowed the Spam Inspector to install & then removed it... No luck..I did a Outlook 2003 detect & repair...An uninstall & reinstall of Outlook....I uninstalled Avast (because it had an Outlook add-on that I thought may have been bad) & installed System Mechanic & used their system & registry repair tools & anti virus(Kaspersky)...Still no luck....Everything else on the pc works fine (except maybe System Restore). Hyperlinks from my yahoo email accounts work fine.

Does anybody have any suggestions? Since it's not recognized as a virus or spyware, I suspect it's a corrupt dll or registry key, but I don't

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know how to fix it. Thanks