

Re: Not All Outlook 2003 Email Attachments Go Out

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2007-08/msg00761.html>

- *From:* Rick <Rick@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 16 Aug 2007 17:58:35 -0700
-

There is one person who I always send the email in Plain Text format and he always gets the winmail.dat attachment it does not seem to matter if I actually am sending an attachment or not.

Are there any other setting in Outlook 2003 that could cause that?

In the Mail Format I am using Word to edit the message. Would that matter?

Thanks.

"BillR [MVP]" wrote:

Are you sending in RTF? Simply change to html or Plain Text and they shouldn't get the winmail.dat attachment (unless something is totally screwed).

--

Bill R MVP

"Rick" <Rick@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:CF26DE93-609E-424C-B641-4959AE0BBA88@xxxxxxxxxxxxxxxxxx>

After do a bit more checking it is looking like the real issue is not that the attachments don't go out but that they person receiving them do not have Outlook and are getting a winmail.dat attachment that they cannot open.

So maybe what I have is a Transport Neutral Encapsulation Format (TNEF) issue.

I guess I can have anyone who has this problem of not being able to receive my attachments to google, download and install a free winmail.dat reader and use that to see the attachments.

Is there any way in Outlook 2003 to turn off TNEF so if I send an email

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with
a .doc attachment and the person getting the email has Eudora that they
get
just get the .doc attachment without having to decode a winmail.dat
attachment?

Thanks.

"BillR [MVP]" wrote:

"Does that mean that I cannot configure my Outlook email so
that it uses
spam arrest to retrieve email but NOT to send it?"

You could . Use the Gmail SMTP Server to send and the
Spamareest to
retrieve. I'm not sure if Gmail will accept a different return
address
though. You can set on a per message basis "have replies
sent to".

I'd really try to not use Spamarrest for a while altogether.
Just use
your
regular account or Gmail one. I think Spamarrest might be
causing the
issue.
There are other Spam filters around. I'd look for one that
doesn't use
it's
own POP server so server settings aren't interfered with and
set Outlook
junk Filter to high. Many seem to use Cloudmark. I use only
Outlook's
Junk
Email filter (which really needs an update lately).

--

Bill R MVP

"Rick" <Rick@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
message

news:3368086D-D0C9-4D75-869A-BD623E01A568@xxxxxxxxxxxxxxxxxxxx

I do have a regular email account which is
rick@xxxxxxxx but
spamarrest

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gets in the middle of everything.

In Outlook in the email account portion, I have to set it up as

pop
mail.spamarrest.com

and smtp
smtp.spamarrest.com

Emails that I send out have the sender email address as rick@xxxxxxxxxx

I tried changing the smtp setting to smtp.gmail.com

but then my sending email address was showing up as rbellefond@xxxxxxxxxx even though in the Outlook Internet E-mail settings (Pop3) screen I have my user information showing my email address as rick@xxxxxxxxxx

On that screen for the login information I am entering my spamarrest username and password

Does that mean that I cannot configure my Outlook email so that it uses spamarrest to retrieve email but NOT to send it?

As I have been saying about 70 to 80% of my email attachments go out.

I would think that either my emails would go out or they would not.

I guess the next time I try to send someone an email and the attachment does not go out, I could configure a second email account using my Google email settings and enable that account and then try sending the same person the

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same attachment and see if they get it.

Spamarrest is pretty good at eliminating a lot of spam so I would hate to abandon it but maybe I will have to. Hmmmmmm.

Do you have any idea as to why spamarrest is not allowing some of the attachments to go through. It is definitely not a matter of file size or type since I have had 13k doc files and 10K jpeg files not go out while other files over a MB will go out.

Thanks.

Rick

"BillR [MVP]" wrote:

A new profile should be using Unicode. Now that you have mentioned spamarrest I'm thinking that might be the cause of your problem. Info on configuring Gmail for POP is here: <http://mail.google.com/support/bin/answer.py?hl=en&answer=13273> you need to enable it first.

Do you have a regular email account or does Spamarrest take over everything? e.g. If I was to send you an email would I send it to spamarrest or to

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.....?

--

Bill R MVP

"Rick"

<Rick@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:CEDE9371-827B-4367-91DE-5A64C3F4F3DE@xxxxxxxxxxxxxxxxxxxx

Ok, I
created a
new profile.

Where do I
check to
verify that
my old
(current)
profile is
using
Unicode?

No, I am
not using
the
RoadRunner
email
service. I
have a spam
service
called
spamarrest
and I am
using their
email
service
where my
pop3
and
smtp
settings in
Outlook are

Incoming
Mail –
mail.spamarrest.com
Outgoing
Mail –
smtp.spamarrest.com

I just
opened up a

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Google
email
account.
Are you
suggesting
that I
use
the
Google
email (pop3
and smtp)
setting
inside my
new
profile? If
so,
where
would I get
my Google
smtp setting
from?

Can I set up
a new
Outlook
email
account
where I can
use
mail.spamarrest.com
to get my
email and
whatever
the Google
smtp setting
would be to
send
it?
If
so, do you
know what
the Google
smtp setting
is?

Thanks.

Rick

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"BillR
[MVP]"
wrote:

The
best
way
to
fix
a
profile
is
to
create
a
new
one
via
the
Mail
icon
in
Control
Panel.
You
don't
do
any
exporting
or
importing
–
simply
create
the
new
profile
with
a
new
PST
and
use
File
|
Open
to
open
your
old

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PST
then
copy
everything
over.
I'd
test
with
a
clean,
new
profile
without
anything
copied
first.

1.5
Gb
is
ok
for
Outlook
2003
as
long
as
you
are
using
a
Unicode
PST.

It
could
be
a
service
issue
or
some
sort
of
hiccup
between
Roadrunner
services.
Are
you
using

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their
email
server?
If
so,
you
might
try
adding
another
account
from,
say,
Google
and
test
with
that
when
you
have
the
problem.

--

Bill
R
MVP
"Rick"

<Rick@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote
in
message

news:F8159CB5-1966-48D6-B0AF-20AE87B1B475@xxx

Bill,

Thanks
for
responding.

No
my
Yahoo
email
account
is
used
totally
outside
of

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Outlook.

If
my
pst
file
(which
is
pretty
large
and
is
about
1.5
GB)
is
exported
and
a
new
profile
is
created
and
that
old
profile
is
imported
into
the
new
profile
the
problem
continues.

Would
the
sending
issues
have
anything
to
do
with
large
profiles?
As
I
was

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saying,
the
attachments
seem
to
go
out
around
70%
of
the
time.

Another
thing
that
I
noticed
is
that
my
internet
provider
is
Time
Warner
and
I
use
their
Road
Runner
cable
service
and
that
most
often,
but
NOTalways,
when
the
attachments
do
NOT
go
out
it
is
to
someone

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else
who
also
is
using
Road
Runner.

If
my
profile
is
corrupted
is
their
anyway
to
clean
it
up?

Any
ideas
as
to
what
I
should
do?

Thanks.

Rick
Bellefond
RB
Data
Services
www.rbdata.com

"BillR
[MVP]"
wrote:

The
Yahoo
account
they
go
out

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in
is
added
to
Outlook
as
a
POP3
account?
Sending
issues
can
sometimes
be
caused
by
a
corrupt
profile.
Try
with
anew
profile.
Disable
AVG
integration
always
–
you
don't
need
it.

--
Bill
R
MVP
"Rick"
<Rick@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
<news:71A0A422-4F80-4B65-974A-2613A>

Hi.
I
have
an
issue
with
Outlook

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2003
(with
all
updates
applied)
running
on
a
laptop
that
has
Win
XP
SP
2
with
all
updates
applied
that
has
been
very
confusing
to
me
for
literally
over
2
years.

I
have
called
Microsoft
support
on
several
occassions
and
they
have
not
been
able
to
come
up
with
a

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solution.

It
seems
like
around
20%
–
30%
of
the
attachments
that
I
send
out
do
not
get
received.

I
can
go
to
the
Sent
folder
and
verify
that
they
were
attached.

If
I
go
to
my
yahoo
email
account
and
send
the
same
attachment
to
the
same

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user
they
are
ALWAYS
received.

I
have
uninstalled
and
reinstalled
Outlook
2003
several
times.

I
have
tried
disabling
the
anti-virus
software
(AVG)
that
I
use.

None
of
the
above
have
solved
the
issue.

Has
anyone
seen
anything
like
this
and
have
any
ideas
as
to
how
I

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