

## Re: Diagnosing: Windows cannot find ....

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*Source:*

<http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.mail/2009-06/msg01030.html>

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- *From:* "Rainald Taesler" <taesler@xxxxxx>
  - *Date:* Mon, 8 Jun 2009 00:35:32 +0200
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Der PA Bear,

What Sam reports is the *\*CLASSICAL\** error message which appears when a system is affected by the the IE-WinMail bug.

We've been through that numerous times. But for weeks you did never reply to any of my postings directed to you. As you keep asking your standard questions on Anti-Virus it seems that you do not even read what I'm posting {siiiigh}.

Often enough I explained that Anti-Virus software is *\*NOT\** part of the game as far as the said attachment problem is concerned.

You did spread your theories and asked on AV issues dozens of times, IIRC. And so far there was not a single reply from the side of the users telling that AV issues would have caused the problem or even added to it.

OTH I told you several times that on my test-system which has never been touched by any AV-thing except the built-in firewall and the Defender the problem exists and can not be cured.

What you did in this very thread IMO is your almost classical approach of asking questions which per se can not contribute to getting closer to the reasons of the problems. To the contrary: This thread shows that unnecessary questions were distracting from what is *\*relevant\** and thereby were misleading.

Pls be so kind as to not further disturb the necessary concentration on the relevant points.

TIA  
Rainald

PA Bear [MS MVP] schrieb:

WinMail: Tools | Options | Security | Block images... <=if you disable/uncheck this option, does the behavior persist?

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What anti-virus application or security suite is installed, is your subscription current, and is it supported in IE8? What anti-spyware applications (other than Defender)? What third-party firewall (if any)? Were any of these applications running in the background when you installed IE8?

Has a Norton or McAfee application ever been installed on this machine (e.g., a free-trial version that came preinstalled when you bought it)?

Just asking for now!! Do NOT use such a Restore Point yet!! => Do you have an available Restore Point which predates the install of IE8?

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~Robear Dyer (PA Bear)

MS MVP-IE, Mail, Security, Windows Client - since 2002

Sam Hobbs wrote:

Additional information:

When I get the message from trying to open the attachment, the file Photo0192.jpg is in c:/users/sam and after I close the message box that file is not there.

Also, I know that Microsoft is not likely to modify WinMail, but I hope they can do something if an accurate description of the cause is obtained. Is it possible?

"Sam Hobbs" <Gateremovethis@xxxxxxxxxxxx> wrote in message [news:B6F0C03E-E63D-4A33-B6F2-C454C860AA61@xxxxxxxxxxxxxxxx](mailto:news:B6F0C03E-E63D-4A33-B6F2-C454C860AA61@xxxxxxxxxxxxxxxx)

In the process of trying to get current (I am within 2000 messages) with the messages in this group, I have seen many requests for help with problems about attachments. I am interested in helping diagnose the problem if I can. I don't need help with a workaround; I don't mind saving attachments, which works for me. I am a developer with Visual Studio 2008 and such and I will attempt to diagnose the problem if possible.

I had assumed I don't have the problem but I am getting the

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following when  
I try to view a jpeg attachment:

"Windows cannot find 'Photo0192.jpg'. Make sure you typed the name correctly, and then try again."

Is that the same problem most people are getting when they have a problem with attachments?

The only thing I am aware of that might have caused a problem is that I installed IE 8 when it was still very buggy, and then I uninstalled it. Later at some point Windows Update re-installed IE 8 (I assume that happened when IE 8 was released). I assume that since most people encountering the problem are non-technical, they would not have installed a beta version of IE 8.

Does anyone have suggestions for how to diagnose the problem? You can contact me offline from the group using the instructions I have for a reply email address, which is gate at my web site. Or you can use an email address from my other web site, SimpleSamples.info. My MSDN user name is "Simple Samples" (with the space).

Could the problem be a security problem? If so, could it might help to audit security failures? I am not sure of the details of doing that, but I am interested in trying things such as that if it helps diagnose the problem for Microsoft to know what to fix.