

Re: Mailto: link causes IE 6 to crash

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2006-02/msg0044>

- *From:* "Cyndi29" <Cyndi29@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 6 Feb 2006 13:36:56 -0800
-

Hi PA Bear,

I am unable to give you the web page. It is a secure site that can only be accessed by logging in.

I did get the code for the mailto: link. Maybe something in there will help to troubleshoot. The email generates a link to a web based survey.

[mailto:?subject=Project Management Issues Survey&body=\[Enter a personalized message here\]%0D%0D%0D%0D%0DImportant Note:%0D If you experience difficulty in accessing this assessment, please provide the following assessment key when prompted.%0D%0DAssessment Key = 11%0D%0DPlease click on the following link to participate in the survey.%0D%0Dhttp%3A%2F%2Fwww%2Ecambridgeconsult%2Eenet%2FssAssessments%2FPMIS%2EASP%3FSponsor%](mailto:?subject=Project%20Management%20Issues%20Survey&body=[Enter%20a%20personalized%20message%20here]%0D%0D%0D%0D%0DImportant%20Note:%0D%0DIf%20you%20experience%20difficulty%20in%20accessing%20this%20assessment,%20please%20provide%20the%20following%20assessment%20key%20when%20prompted.%0D%0DAssessment%20Key%20=%2011%0D%0DPlease%20click%20on%20the%20following%20link%20to%20participate%20in%20the%20survey.%0D%0Dhttp%3A%2F%2Fwww%2Ecambridgeconsult%2Eenet%2FssAssessments%2FPMIS%2EASP%3FSponsor%2F)

Thanks again,
Cyndi

"PA Bear" wrote:

I'm having a problem with my new computer and a mail link that is prepopulated in both the subject and body.

Can you give us a webpage containing such a mail link?

--

~Robear Dyer (PA Bear)

MS MVP-Windows (IE/OE, Shell/User, Security), Aumha.org VSOP, DTS-L.org

Cyndi29 wrote:

Thanks again Don for trying to help me figure this out.

Re: Mailto: link causes IE 6 to crash

No, none of the links you give explain what's happening. When i click on the link, the error message boxes pops up immediately saying Internet Explorer has encountered an error and will now close. No specific module or file name called out.

What baffles me is that the problem also happens in Firefox and Netscape but again ...only at that specific computer.

Thanks so much,
Cyndi

"Don Varnau" wrote:

Hi,
An MSKB search found these articles:
OLEXP: Err Msg: Could Not Perform the Operation
Because...
<http://support.microsoft.com/kb/q182985/>

OLEXP: Mailto Link Does Not Work with % Character and
2 Letters
<http://support.microsoft.com/?kbid=230768>

A new mail message window does not open when you click a
mailto link on
a Web page in Outlook 2002 and in Outlook 2003
<http://support.microsoft.com/default.aspx?scid=kb:en-us:312346&Product=ol2002>

Any of them look promising?

Don
[MS MVP- IE]

"Cyndi29" <Cyndi29[at]discussions.microsoft.com> wrote
in message
<news:66756B41-9C4C-41A9-B292-3D7517AA1A34@xxxxxxxxxxxxxxxxxxxx>

Thanks Don,

I've done that and I've uninstalled and
reinstalled both IE and OE.

I know that for this link, Lotus users were
having the same issue. A
workaround was created for them that sent
the email to their email
address which they would then have to
forward to whoever they were
sending it to instead of popping an OE
window open where you could

Re: Mailto: link causes IE 6 to crash

just enter your recipient and hit send.

I can use this workaround to get done what i need to get done, but I really would like to figure out what's causing the problem because the OE process is much quicker and easier.

"Don Varnau" wrote:

Hi,
Try re-registering OE as the default email program

See:
<http://insideoe.tomsterdam.com/faqs/why.htm#reregOE>

"Cyndi29"
<Cyndi29[at]discussions.microsoft.com>
wrote in message
news:62843EC1-CD45-4F84-AE84-C6A4A9460330@xxxxxxxxxxxxxxxxxxxx

I'm having a problem with my new computer and a mail link that is prepopulated in both the subject and body. It isn't Outlook or Outlook express that's crashing, it's internet explorer.

The error message that comes up is This program encountered

Re: Mailto: link causes IE 6 to crash

a
problem
and needs to
close.

The error
details do
not show a
specific
module, it
says
unknown.

I am
running IE
and OE 6
and winxp
sp2.

I have
another
computer
running the
exact same
thing and I
don't
have the
problem. I
have not
been able to
replicate the
problem
anywhere
else. Only
on this
brand new
Dell 9150.

I had
installed
Netscape
and Firefox
– the error
occurred on
those two
browsers
also.

I thought it
might be
caused by

Re: Mailto: link causes IE 6 to crash

Re: Mailto: link causes IE 6 to crash

the
PCMover
program
moving
over
all the stuff
from my
old to my
new
computer,
and in turn
causing
a conflict or
something
in the
registry.

I ran two
registry
checker/cleaner
programs
yesterday.
Found
lots of
invalid keys
(probably
from the
move) but
after I
cleaned
it all up – I
still had the
problem in
IE, but now
in Firefox
or
Netscape
the browser
freezes but
doesn't
crash
instantly
upon
clicking the
mail link.

I have tried
uninstalling
and
reinstalling
IE and OE.

Re: Mailto: link causes IE 6 to crash

Re: Mailto: link causes IE 6 to crash

I have
refreshed
my
scripting
engine. I
have
refreshed
my .dll's. I
am
at a loss as
to the cause
or how to
fix it. I have
run several
malware/spyware
programs
and I am
virus free.

Any help
would be
greatly
appreciated.

Cyndi