

## Re: OE identity switching problem(s)

**Source:**

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2004-02/0](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-02/0)

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**From:** Robert Aldwinckle (*robald\_at\_techemail.com*)

**Date:** 02/02/04

Date: Mon, 2 Feb 2004 14:59:18 -0500

> *Occasionally (usually after multiple EXPLICIT "Exit and Log Off Identity"*  
> *cycles without a reboot) OE will open the WRONG inbox at login, yet read*  
> *the right incoming messages into that wrong inbox.*

Is Exit and Log off Identity supposed to do a File Exit too?  
(e.g. close the main application window.)  
(I don't use Identities so I have never been able to use that command.)

Is it possible that during any of these correctly done logoffs  
that some other OE windows would be left open too?

FYI the effect of that would be to leave msimn.exe still running  
in the task list. Also, FWIW even with all OE windows closed  
I have noticed that msimn.exe is still in Task Manager's Processes  
list \*long\* after it should have been gone. In one case it even  
prevented a shutdown. The usual explanation for this I guess  
would be background compaction but I don't use that. Do you?

My suggestion for you is to add one more step to your admirable  
self-discipline for controlling Identities: check to see if msimn.exe  
is really gone before logging on again. If it isn't gone but you try  
to switch identities anyway and you then see your symptom we will  
have one more clue about the nature of the problem.

HTH

Robert Aldwinckle

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"MiffedatOE" <anonymous@discussions.microsoft.com> wrote in message  
news:9BE584B9-991E-4D61-B940-1B4476C88C83@microsoft.com...  
> My family and I (four total users, each with unique OE identities) have  
encountered this problem since getting a new computer with XP in  
8/2003. Since then, I have read in this forum, about MANY, MANY users  
with the same problem which means there are thousands (tens of  
thousands?) of users with the same problem. In a nutshell, the problem  
goes like this. There are multiple OE identities under the same Windows  
logon. One of the identities has been logged into (successfully) and then

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does an EXPLICIT "Exit and Log Off Identity" from the file pulldown.  
Another user then tries to login to a different identity before any reboot.  
(Each identity has its own mailbox at the RoadRunner server).  
Occasionally (usually after multiple EXPLICIT "Exit and Log Off Identity"  
cycles without a reboot) OE will open the WRONG inbox at login, yet read  
the right incoming messages into that wrong inbox.

>  
> In deference to the replies from "PA Bear" and "Frank Saunders" on  
many IDENTICAL problems, all of those responses suggest that the user  
is doing something wrong. Those responses usually suggest that the user  
implement Message Rules. THIS DOES NOT ADDRESS THE  
UNDERLYING PROBLEM and is in fact the WRONG answer for certain  
situations! The problem is with OE opening the WRONG mailbox even  
though the previous user EXPLICITLY did an "Exit and Log Off Identity"  
and the new user goes through the proper login cycle as well. There isn't a  
problem with the ISP or with what the users are doing. PLEASE, all I want  
is  
> 1) an acknowledgement by Microsoft that there is a known problem here  
> 2) an estimate of when and how the fix will be available to the many  
affected users.  
>  
> P.S. I am an OE 6 user, version 6.00.2800.1123  
>  
> Thanks.  
>  
> Erik