

Re: HELP with OE

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-02/2

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Do point 3a below and then do a File | Folder | Compact all in OE. Also clear your Temporary Internet Files in IE and delete all offline content. See if that speeds things up some.

steve

"Pam" <pam_staley(removethis)@hotmail.com> wrote in message news:N%7_b.5064\$aT1.1706@newsread1.news.pas.earthlink.net...
> *When I go on line, I go thru OE to log in – which automatically gets my
> mail – the problem is that nothing else works until the mail is completed
> downloading....I can't open IE, or any other programs – its like OE freezes
> everything else – then as soon as the mail is downloaded to my computer –
> everything else that I've tried to open, opens up...never used to do this –
> I'm on xp-pro OE/IE 6 – all critical updates in place.....any ideas??*
>
> *thanks*
> *Pam*
>
>

1. Blocked attachments. MS has now set OE to block all attachments. See these articles for explanations:

Cannot Open E-Mail Attachments in Outlook Express After You Install SP1

<http://support.microsoft.com/?kbid=329570>

OLEXP Using Virus Protection Features in Outlook Express 6 (Q291387)

<http://support.microsoft.com/support/kb/articles/Q291/3/87.ASP>

2. Outlook Express crashes when composing messages

MS introduced a bug in the latest security patch (810847).

Go to Windows Update and get the latest IE security patch and that should fix it.

See <http://support.microsoft.com/?kbid=813489>

3. All messages are lost.

There are two contributing factors to this problem. To fix this issue

- a. Turn off background compaction under Tools | Options | Maintenance for each Identity you have, and then compact manually and frequently using File | Folder | Compact all. This will make OE more stable.
- b. Turn off email scanning, autoupdate, and internet filter with your antivirus software. Many antivirus products interfere with the operations of OE resulting in loss of messages. Turning off these options does not affect the ability of your antivirus software to block infections.

If you do lose your messages, you can try using my DBXtract program to attempt to recover the lost messages. Note that dbx files are hidden in Windows 2000 and Windows XP.

<http://www.oehelp.com/DBXtract/>

Alternatively one can also use DBXpress, which is faster and more accurate than DBXtract, and it also has the capability of reading directly from the disk and bypassing the file system.

<http://www.oehelp.com/DBXpress/>

If you have upgraded your version of IE and OE or your OS version, and all your messages are lost, then see this article (note that the technique in the article does not only apply to the issue addressed in the article title):

OLEXP: Mail Folders, Address Book, and E-mail Messages Are Missing After You Upgrade to Microsoft Windows XP

<http://support.microsoft.com/default.aspx?scid=kb:en-us:313055>

If File | Import | Messages does not work, ignore the error message, which is erroneous in itself, and try one of the following techniques to get your messages back:

aa. Right click on each dbx file or a selection of them and go to Properties and clear the read only attribute of the files. Then try File | Import | Messages again.

bb. Import the dbx files individually. See the last paragraph on this page for how to do that:

<http://www.oehelp.com/backup.aspx>

cc. As a last resort use DBXtract

<http://www.oehelp.com/DBXtract/>

4. How does one reinstall IE and OE?

This article seems to work for other OSs than just XP:

How to Reinstall or Repair Internet Explorer and Outlook Express

<http://support.microsoft.com/default.aspx?scid=KB;EN-US;Q318378>

See point 11 below first.

5. How does one backup and restore or transfer OE messages and settings:

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Note that there is also a link in this article to MVP David Guess's free OEBackup program (www.oehelp.com/OEBackup/)
<http://insideoe.tomsterdam.com/backup/index.htm>

6. Links in email don't work:

see the links on this page
<http://www.oehelp.com/>

7. Outlook Express is slow.

See the various performance issues and how to address them on this page:
<http://insideoe.tomsterdam.com/problems/performance.htm>

8. Outlook Express won't start.

This is usually due to a conflict between what is recorded in the registry and what is in the message store. Often, one can fix this problem by deleting folders.dbx. If that doesn't work, then try moving all the dbx files to another directory and see if that fixes it. Alternatively, see these articles and also point 3a above:
<http://insideoe.tomsterdam.com/problems/performance.htm#nostart>
<http://support.microsoft.com/support/kb/articles/q245/4/19.asp>

9. Address book information:

The Windows Address Book
<http://insideoe.tomsterdam.com/files/wab.htm>

10. Links are broken in email messages:

This is fixed with the Mondo Patch for OE6 SP1 (which is the millimeter the MVPs got the behemoth to move):

October 2002, Cumulative Update for Outlook Express 6.0 SP1 (Q331923)
<http://www.microsoft.com/windows/ie/downloads/recommended/q331923/default.asp>

11. Installation issues:

Most of the problems with a faulty installation are due to other programs running during the install and interfering with the updating of necessary files. Antivirus software is notorious for this. To minimize such interference, in Win98, WinMe, and WinXP go to Start | Run and type msconfig and disable all startup items and non Microsoft services. Then reboot. Then proceed with the installation. Startup items can then be re-enabled.

Since Win2000 does not have msconfig, one has to manually go to this registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

You can export this key and then delete all values under it. Then disable all antivirus services under Computer Management | Services and then reboot. Then install. After the installation you can import the key back into the registry to restore the values and re-enable the services.

12. Microsoft does not email security patches to you.

If you get an email that appears to come from Microsoft with a security update attached, do not open the attachment. It is a virus. No matter how official the email looks, it is a hoax.

See this article:

http://www.microsoft.com/technet/security/news/patch_hoax.asp

13. Screening unwanted email and Spam

Everybody gets unwanted email these days. Much of this email is either trying to sell you something you probably don't want or else is trying to infect you with a virus via an email attachment. What can you do?

a. Never open an attachment. First save an attachment to disk and then scan it with your antivirus software to ensure it is not infected (make sure your antivirus software definitions are up to date). If the attachment is from someone you don't know, don't even bother opening it. Its not worth it.

b. Screen email. Disable the Preview Pane (you can put a button on the toolbar to turn this on and off). Then go to View | Columns and enable most of the headers. That way you can scan the headers and pick out the various obvious unwanted mail. Once you find messages that you don't want to open, select the headers of those messages without opening the messages and perform a Shift-Delete to permanently remove them from the folder. Once they are removed, they will no longer be accessible, so don't do this on messages you might wish to keep.

c. On messages left that might be worth opening, go to Tools | Options | Read and check the box that says "read all messages in plain text" (available only with IE6 SP1 or WinXP SP1 and higher). Reading in plain text prevents any returns to the spammer's server, so your email address cannot be validated in that fashion. In addition, it prevents malformed or malicious HTML code from executing. If you find the message is worth viewing as HTML, then you can go back to Tools | Options | Read and uncheck the option to read in plain text only and then reopen the message to view it as HTML (note that you can put this button on a toolbar with OETool (www.oehelp.com/OETool/)).

d. If you get unwanted email repeatedly from the same source, you can set up message rules to block out some of these messages. See the help file in OE and also <http://insideoe.tomsterdam.com/tips/rules.htm> .

e. If you find a message that is spam and that offends you or is deceptive, go to Message | Forward as attachment and send it to uce@ftc.gov .

The US Federal Trade Commission is launching a major crackdown on deceptive and offensive spam. Visit their site at www.ftc.gov/spam for more info.

I've probably left off some issues, but I believe these address the most common problems that users encounter with OE. In addition, please check the websites of the individual OE MVP's that address other issues not listed here:

Tom Koch:

<http://insideoe.tomsterdam.com/>

David Guess

http://www.mindspring.com/~oe_oh/

Jim Pickering

<http://home.attbi.com/~jimpickering/>

Frank Saunders

<http://www.fjsmjs.com/OE/index.htm>

and my site at <http://www.oehelp.com>

If you don't find your problem addressed, then feel free to post a question in these newsgroups and we will be more than happy to respond and attempt to help.