

## Re: Outlook Express E-mails Deleted

**Source:**

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2004-03/4](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-03/4)

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**From:** Jim Pickering (*jimp\_at\_mvps.invalid*)

**Date:** 03/17/04

Date: Wed, 17 Mar 2004 14:58:39 -0800

Use Windows Explorer to navigate to your message store folder (you can find its location by clicking in OE on Tools/Options/Maintenance and then the Store Folder button). Close OE when you use Explorer to navigate to the folder and see if you have any dbx files with a number appended (i.e., Inbox(1).dbx, Inbox(2).dbx, etc.) If you do, these may contain the missing messages. Copy any such dbx file to a new folder you create on your Desktop, then download DBXtract to that same folder and run it to extract the contents of a damaged DBX file. You can find DBXtract at [www.oehelp.com](http://www.oehelp.com) along with instructions on how to use it. Good luck.

--

Jim Pickering, MVP-Outlook Express

Please reply only to newsgroup.

"Mendy" <mtd15@cox-internet.com> wrote in message

news:105gtps8meu0v69@corp.supernews.com...

>I remember my computer stalling a few times and it saying 100% cpu usage.

> I'd have to use ctrl, alt delte to get rid of OE before my computer would

> start working again.

> Do you think this is what caused me to start seeing unread messages in my

> Inbox?

>

> I still have unread messages showing in my in box. Several ppl have tried

> to help. I've done different things and it works for a few hours or a

> day.

> And the number just keeps going up when they start back showing unread and

> there is NO unread messages. Only in my Inbox. I have WinXP HE, OE 6.

>

> I did the steps to turn off background compacting. Anyone have any clues

> as

> what to do? Thanks!!

> Mendy

> "Steve Cochran" <scochran@chattanooga.net> wrote in message

> news:eipgdxADEHA.1228@TK2MSFTNGP11.phx.gbl...

> See #3 below and also #2.

>

> steve

>

> "Scott Williams" <buckeyescottw@yahoo.com> wrote in message

> news:baab01c40be5\$78341f0\$a601280a@phx.gbl...

>> Wow. I fire up outlook express and it says I have 5 new e-

>> mails. Great. I select Inbox to see them. They are all

>> instantly deleted. This started about a week ago. It

>> deleted all the e-mails that were in there from before.

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>> I checked with my cable modem service provider and the  
>> server is working fine, all settings correct. Has anyone  
>> ever seen this? Could be virus, spyware, who knows.  
>  
>  
>  
> 1. Don't open attachments.  
>  
> Most computer infections are the result of the user opening email  
> attachments. The attachment usually contains a virus or worm or trojan  
> that  
> infects the system when it is opened.  
>  
> Because of this tendency of attachments to infect, Microsoft 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>  
>  
> Note that Microsoft does not send security patches in email. See this  
> article:  
> [http://www.microsoft.com/technet/security/news/patch\\_hoax.asp](http://www.microsoft.com/technet/security/news/patch_hoax.asp)  
>  
> If you choose to adjust OE to allow attachments, make sure you save the  
> attachment to disk first and then scan it with your antivirus software.  
>  
> The most significant thing you can do to prevent such infections, is to  
> educate yourself on what attachments may constitute a threat to your  
> system,  
> and never open any such attachments, no matter who they are from.  
>  
>  
>  
> 2. Turn off Background Compaction.  
>  
> When a message is deleted, moved or marked as read in an OE message file  
> (dbx), then wasted space is generated in that file, and the folder must be  
> compacted to remove that wasted space.  
>  
> By default, OE turns on a feature under Tools | Options | Maintenance  
> called  
> "background compaction", which turns itself on if the folders in your  
> message store get too much wasted space. This feature uses 100% CPU time  
> and slows down your system, while it is active. In addition, if the  
> process  
> is somewhat interrupted, then the entire message store can become corrupt.  
>  
> To prevent such corruption, 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.  
>  
>  
> 3. Turn off email scanning in your antivirus software.  
>  
>

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> Antivirus software invades the Outlook Express program to try and  
> intercept  
> (incoming and, in some cases, outgoing) messages that might contain virus.  
>  
> The problem with this approach is that the antivirus software can trigger  
> the destruction of an entire message folder or the entire message store,  
> when it attempts to remove a message containing a potential virus.  
>  
> To prevent the possibility of such destruction occurring, turn off email  
> scanning in your antivirus software. You will still be protected against  
> infection. If you attempt to open a message attachment containing a  
> potential virus, then your antivirus software will recognize that you are  
> attempting to infect your system, and will block you from doing so. The  
> best practice on the user's part is to save an attachment to disk and then  
> scan it with the antivirus software prior to opening it. Messages opened  
> themselves (if you have the latest security updates from Windows Update)  
> will not infect your system -- only attachments.  
>  
> You do not need additional email scanning on top of your system being  
> continuously scanned by antivirus software, so turn off email scanning to  
> prevent destruction of your message store.  
>  
>  
> 4. Recovering lost messages.  
>  
>  
> The most significant contributors to lost messages are described in points  
> 2  
> and 3 above. Turn these options off to prevent message store corruption.  
>  
> 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:  
> a. 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.  
> b. Import the dbx files individually. See the last paragraph on this  
> page  
> for how to do that:

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> <http://www.oehelp.com/backup.aspx>  
> c. As a last resort use DBXtract or DBXpress  
> <http://www.oehelp.com/DBXtract/> or <http://www.oehelp.com/DBXpress/>  
>  
> See also: <http://insideoe.tomsterdam.com/problems/bugs.htm#mailgone>  
>  
>  
> 5. 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.  
>  
>  
> 6. How does one backup and restore or transfer OE messages and settings:  
>  
> See: <http://insideoe.tomsterdam.com/backup/index.htm>  
> <http://www.oehelp.com/backup.aspx>  
>  
> Note that there is also a link in this article to MVP David Guess's free  
> OEBackup programs ([www.oehelp.com/OEBackup/](http://www.oehelp.com/OEBackup/))  
>  
>  
> 7. Links in email don't work:  
>  
> see the links on this page  
>  
> <http://www.oehelp.com/>  
>  
>  
> 8. Outlook Express is slow.  
>  
> See the various performance issues and how to address them on this page:  
>  
> <http://insideoe.tomsterdam.com/problems/performance.htm>  
>  
>  
> 9. 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 4 above:  
>  
> <http://insideoe.tomsterdam.com/problems/performance.htm#nostart>  
>  
> <http://support.microsoft.com/support/kb/articles/q245/4/19.asp>  
>  
>  
> 10. Address book information:  
>  
> see The Windows Address Book  
>  
> <http://insideoe.tomsterdam.com/files/wab.htm>  
>  
>  
> 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.  
>  
> For additional info see:  
>  
> Win98:  
> <http://support.microsoft.com/default.aspx?scid=kb;en-us;281965&Product=w98>  
> WinXP:  
> <http://support.microsoft.com/default.aspx?scid=kb;en-us;310560&Product=winxp>  
>  
> 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. 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. See also point 1 above.  
>  
> 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

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> 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/). You can also use OETool to view the message  
> details without having to open the message. You can also use the "Compact  
> Current Folder" button after deleting to shrink the file size.  
>  
> 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>  
>  
> and  
>  
> [http://www.mindspring.com/~oe\\_oh/message\\_rules.htm](http://www.mindspring.com/~oe_oh/message_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](http://www.ftc.gov/spam) for more info.  
>  
>  
>  
> I've 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/](http://www.mindspring.com/~oe_oh/)  
>  
> Jim Pickering  
> <http://home.comcast.net/~jimpickering/>  
>  
> Frank Saunders  
> <http://www.fismjs.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. Just go to Tools | Accounts | Add | News and add  
> [msnews.microsoft.com](http://msnews.microsoft.com)  
> as a newserver and then you can address your question to the appropriate  
> newsgroup.  
>  
>  
>