

## Re: OE6's \*.dbx files cached somewhere in Win2000 environment?

**Source:**

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2004-04/3](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-04/3)

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**From:** Richard L (*NoOne\_at\_Nowhere.com*)

**Date:** 04/18/04

Date: Sun, 18 Apr 2004 00:43:08 -0400

Hi Steve,

You were dead on. I apparently copied my old set of .dbx's to the wrong place. This time I added a new Local folder "Test" and, after copying a msg into it and close OE, I saw the new folder's .dbx listed in Windows Explorer.

Then, when I deleted everything in that folder (after backing it up) and copied everything from my old OS instance, it looks like everything had been recovered (with a few minor anomalies which I'll check out.)

Also, the newest message I've sent/received are housed in the backup mentioned above, but the tools you provided should let me recover them. That's my task for tomorrow.

Regards,  
Richard

P.S. I cc'd you on this posting because I my reply to your message appeared as a top level entry rather than as on the tread you responded to. That's one of the anomalies I noticed.

"Richard L" <NoOne@Nowhere.com> wrote in message  
news:eJfj39AJEHA.4016@tk2msftngp13.phx.gbl...

> *Hi Steve,*

>

> *Thanks very much for your very informative reply. I will read it carefully*

> *over next few days and see if I can straighten my system out to my*

> *satisfaction. I'll post again with an exhuberant announcement of success*

or

> *a lament about how I failed :-)*

>

> *Regards,*

> *Richard*

>  
> *"Steve Cochran" <scochran@chattanooga.net> wrote in message*  
> *news:ugbNAP5IEHA.1412@TK2MSFTNGP12.phx.gbl...*  
> *I've never heard of this. You might check to make sure you deleted from*  
the  
> *correct directory. Check the message store location via Tools | Options |*  
> *Maintenance | Store Folder.*  
>  
> *Your method of replacing the message store will not work anyway that way.*  
> *Take a look at point 4 below and see if that helps.*  
>  
> *steve*  
>  
> *"Richard L" <NoOne@Nowhere.com> wrote in message*  
> *news:u2zWm73IEHA.3720@tk2msftngp13.phx.gbl...*  
>> *Hi,*  
>>  
>> *I wanted to restore the set of local folders I had in a previous*  
instance  
> *of*  
>> *Win2000 to my current instance (fully updated).*  
>>  
>> *What I did was:*  
>> *1. closed OE,*  
>> *2. deleted all 15 .dbx's, 1 .avx and one .log. from G:\Documents and*  
>> *Settings\RLMuller\Local Settings\Application*  
>> *Data\Identities\{GUID1}\Microsoft\Outlook Express*  
>> *3. copied 412 corresponding files from I:\Documents and*  
>> *Settings\RLMuller\Local Settings\Application*  
>> *Data\Identities\{GUID2}\Microsoft\Outlook Express*  
>> *4. rebooted*  
>> *5. opened OE -- got the same old folders*  
>> *6. checked G:\ ... -- original 17 files*  
>>  
>> *I conclude that OE caches its folders somewhere. Does anyone know*  
where?  
>>  
>> *Regards,*  
>> *Richard*  
>>  
>>  
>> ----  
>> *Outgoing mail is certified Virus Free.*  
>> *Checked by AVG anti-virus system (<http://www.grisoft.com>).*  
>> *Version: 6.0.659 / Virus Database: 423 - Release Date: 4/15/2004*  
>>  
>>  
>  
>  
>  
>  
> *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.*

>

>

> *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.*

>

> *From a post by Frank Saunders:*

>

> *From*

>

> <http://service1.symantec.com/SUPPORT/nav.nsf/df0a595864594c86852567ac0063608c/65434372961d321d8825687f>

>

> *Disabling email protection does not leave you vulnerable to viruses and*

> *malicious software in email. It is a separate layer of protection in*

> *addition to Auto-Protect. Auto-Protect scans any incoming files, including*

> *email, as they are saved to your hard drive. As long as you keep your*

> *virus*

> *definitions up to date with LiveUpdate, and keep Auto-Protect enabled and*

> *set to scan files as they are created or downloaded, your system is fully*

> *protected.*

>

>

> 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:*
- > <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
- > 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/](http://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](mailto: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.
- >
- >
- > 13. Messages appear blank
- >
- > From a post by Frank Saunders:
- >
- > Several possible causes and therefor several possible fixes:
- > 1. Go to Start | Run and type
- > `regsvr32 inetcomm.dll`
- > and press <Enter>
- > 2. Go to Tools | Options | Read | Fonts and set Western (ISO) as the
- > default.
- > 3. Clear Temporary Internet Files and the Temp folder.
- > 4. Turn off email scanning in your anti-virus.
- > 5. Someone else reported that re-installing OE using method 2 in this
- > article fixed the problem:
- > How to Reinstall or Repair Internet Explorer and Outlook Express in
- Windows
- > XP
- > <http://support.microsoft.com/?kbid=318378>
- > Method 2 works on earlier versions of Windows.
- > 6. Eliminate any scumware.
- > See
- > *Dealing with Unwanted Spyware, Parasites, Toolbars and Search Engines*

- > <http://mvps.org/winhelp2002/unwanted.htm>
- > especially
- > <http://mvps.org/winhelp2002/unwanted.htm#Coolwebsearch>
- >
- > Note that AdAware and SpyBot S & D will each catch some things the other
- > won't. Also, each needs to be updated before every use, even when just
- > downloaded. There's also a lot more to do than just those two programs.
- > CWShredder is also available here:
- > [http://www.kellys-korner-xp.com/regs\\_edits/cwshredder.zip](http://www.kellys-korner-xp.com/regs_edits/cwshredder.zip)
- > **\*\*Post your HijackThis log to**
- > <http://forums.spywareinfo.com/> or the Spyware forum at
- > <http://forum.aumha.org/> for expert analysis, not here. **\*\***
- > Alternative download pages for Ad-Aware, Spybot, HijackThis and CWShredder
- > may be found on this page:
- > <http://aumha.org/a/parasite.htm>.
- > If trying everything at that site does not fix the problem please post
- back
- > in the same thread.
- >
- >
- >
- >
- > 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.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. Just go to Tools | Accounts | Add | News and add
- msnews.microsoft.com
- > as a newsserver and then you can address your question to the appropriate

> *newsgroup.*

>

>

>

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> ----

> *Outgoing mail is certified Virus Free.*

> *Checked by AVG anti-virus system (<http://www.grisoft.com>).*

> *Version: 6.0.659 / Virus Database: 423 - Release Date: 4/15/2004*

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