

microsoft.public.windows.inetexplorer.ie6\_outlookexpress: Re: Outlook Express could not be started

## Re: Outlook Express could not be started

**Source:**

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2004-06/1](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-06/1)

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

**Date:** 06/08/04

Date: Tue, 8 Jun 2004 12:25:33 -0700

The following KB articles are specific for the error "msoe.dll could not be loaded."

OLEXP: Err Msg: Outlook Express Could Not Be Started Because...:

<http://support.microsoft.com/default.aspx?scid=kb:EN-US;q232480>

OLEXP: Err Msg: Outlook Express Could Not Be Started Because...:

<http://support.microsoft.com/default.aspx?scid=kb:EN-US;q296512>

OLEXP: Err Msg: Outlook Express Could Not Be Started Because ...:

<http://support.microsoft.com/default.aspx?scid=kb:EN-US;q272265>

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Jim Pickering, MVP-Outlook Express

Please reply only to newsgroup.

"Flora" <anonymous@discussions.microsoft.com> wrote in message news:1988301c44d18\$3e1f77a0\$a101280a@phx.gbl...

> Thank you Steve. However, the point 6 and the article are  
> nto helped at all, just those issue only for "MOSE.DLL  
> could not be initialized"; and the error I got is "could  
> not be loaded".

>

>

>>-----Original Message-----

>>Its a message store corruption problem, so reinstalling  
> won't work. See point 9 below. You probably need to  
> delete folders.dbx. Once its working again do points 2  
> and 3 to help prevent it from happening again and if your  
> email is valuable to you see point 6.

>>

>>steve

>>

>>"Flora" <cheungflora@hotmail.com> wrote in message

> news:18f4701c44c59\$e63b9000\$a501280a@phx.gbl...

>>> "Outlook Express could not be started because MSOE.DLL

>>> could not be loaded."

>>>

>>> The above message has been popup when I'm trying to

> open

>>> my outlook express. Could someone know how to fix this

>>> problem? Should I uninstall the IE and re-install

> again?

>>> However, I don't wanna lose any messages in my inbox

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> and  
>>> newsgroup. Please help, and thank you.  
>>  
>>  
>>  
>>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](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.  
>>

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```
>>
>>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/df0a595864594
> c86852567ac0063608c/65434372961d321d8825687f000003f8?
> OpenDocument&src=tr&Highlight=0,email,protection
>>
>>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
```

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> 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](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](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>

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```
>> http://www.oehelp.com/backup.aspx
>>
>>Note that there is also a link in this article to MVP
> David Guess's free
>>OEBBackup programs (www.oehelp.com/OEBBackup/)
>>
>>
>>
>>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#no
> start
>>
>>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
```

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```
> 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\CurrentVersi
> on\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 |
```

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>>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/). 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.  
>>  
>>  
>>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:

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>>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

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```
> respond and attempt to  
>>help. Just go to Tools | Accounts | Add | News and add  
> msnews.microsoft.com as a newserver and then you can  
> address your question to the appropriate newsgroup.  
>>  
>>  
>>.  
>>
```