

microsoft.public.windows.inetexplorer.ie6_outlookexpress: Re: My emails and folders are deleted!

Re: My emails and folders are deleted!

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-07/0

From: PA Bear (PABear_at_mvps.org)

Date: 07/03/04

Date: Sat, 3 Jul 2004 02:02:28 -0400

> *Attn: Microsoft OE team*

While the OE team does visit this newsgroup on occasion, this is not an official MS Outlook Express support site. We're all volunteers.

1. Q330994/April-03 and Q837009/Apr-04 Cumulative Patches for Outlook Express (which you you proly have installed) contain a bug causing the problem you and many others are having. Until this bug is addressed by the OE Team, we're advised to always leave an Identity via File>Exit and Logoff Identity and not use File>Switch Identities.

Others have found the Force Identity Logon, which essentially does the same thing, works for them: <http://insideoe.tomsterdam.com/tips/forceid.htm>.

If one of your Identities is the default 'Main Identity', which is much more prone to such problems, you could try replacing it with a new Named Identity (File>Identities>Add new identity) in hopes of finding more reliability. Import messages from the old Identity before deleting it (File>Identities>Manage Identities).

2. The usual suspects when all messages in all folders disappear include email scanning by your AV application (disable it); Background Compacting being enabled (disable it; see <http://insideoe.tomsterdam.com/files/maintain.htm#auto>), and archiving messages in default folders (Inbox, Sent Items, etc.) (move messages to be archived to another local folder created for this purpose). However...

"Hijackware" is another, growing cause, and considering your obvious problems with installing updates in recent months I'd...

3. Check your system (each Windows Profile!) for "hijackware":

Help with Hijackware

<http://aumha.org/a/parasite.htm>

<http://aumha.org/a/quickfix.htm>

<http://mvps.org/winhelp2002/unwanted.htm>

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<http://inetexplorer.mvps.org/Darnit.htm>

CoolWebSearch Chronicles

<http://www.spywareinfo.com/~merijn/cwschronicles.html>

Run these tools in the following order with nothing else running in background:

1. CWShredder (fix all found)
2. Ad-Aware (fix all found)
3. Spybot (RTFM but generally fix everything in red)

Important: You *must* seek updates for Ad-Aware, Spybot, etc., before each and every use, even "right out of the box". But even they can't catch everything, 24/7. When all else fails, HijackThis (<http://www.spywareinfo.com/~merijn/files/HijackThis.exe>) is the preferred tool to use. It will help you to both identify and remove any hijackware/spyware. ****Post your files to <http://forums.spywareinfo.com/> or <http://forum.aumha.org/viewforum.php?f=30> for expert analysis, not here.****

[Alternate download pages for many of the above tools may be found at <http://aumha.org/a/parasite.htm>.]

Also:

1. Download and run Stinger (<http://vil.nai.com/vil/stinger/>); then...
2. Update your virus definitions, enable Show Hidden Files (<http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2002092715262339>) and then run a full system scan in Safe Mode (<http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2001052409420406>) with nothing else running in background. Note the files identified and removed then find the corresponding page for the file at your AV maker's online support pages (e.g., <http://securityresponse.symantec.com/avcenter/venc/data/adware.winfavorites.html>) and follow all Removal steps.

WinXP Only (WinME similar): If this scan finds anything, create a new Restore Point then Disk Cleanup > More options > Delete all but the most recent Restore Point.

So How Did I Get Infected Anyway?

<http://boards.cexx.org/viewtopic.php?t=957>

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HTH - Please Reply to This Thread
~Robear Dyer (PA Bear)
MS MVP-Windows (IE/OE), AH-VSOP
AumHa Forums
<http://forum.aumha.org>

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Protect Your PC

<http://www.microsoft.com/security/protect>

Peter Nemarich wrote:

> Attn: Microsoft OE team:

>

> I believe that a recent Windows Update might have created
> a Priority 1 bug in Outlook Express 6. Here's a
> description of what I think is happening:

>

> SYMPTOM: Users who have multiple identities set up in OE
> 6 sporadically lose all of their email messages. All email
> folders (including the Inbox or any sub-folders) are empty
> when OE starts.

>

> CAUSE: This problem occurs when a user/identity exits OE
> 6 by clicking the "X" (or "File, Exit") instead of
> clicking "File, Exit or Log Off Identity".

>

> RESOLUTION: Until Microsoft fixes the problem, users who
> have multiple identities set up in OE 6 *must* exit the
> program by clicking "File, Exit or Log Off Identity".
> Exiting the program in any other way will cause all
> folders to be emptied when that identity starts a
> subsequent session of OE.

>

> I have reproduced this scenario three times to confirm the
> above theory. Each time, I have also ruled out a corrupt
> Inbox.dbx because I deleted it before each experiment in
> order to allow OE to create a fresh Inbox.

>

> I first noticed this problem on 6/25/04. I had done a
> Windows Update on 6/22/04, at which time I successfully
> installed the following updates:

>

> Security Update for Windows 2000 (KB835732)
> Security Update for Windows 2000 (KB828741)
> Security Update for Windows 2000 (KB837001)
> Security Update for DirectX 9.0 (KB839643)

>

> (See below for detailed Windows Update installation
> history, including updates prior to 6/22/04.)

>

> This problem never occurred until after I did the 6/22
> update. Prior to 6/22, my wife often exited OE by just
> closing the program (instead of clicking "File, Exit and
> Log Off Identity") without any problems. After the 6/22
> update, if we exit OE by just clicking the "X" (or "File,
> Exit"), the results are consistently catastrophic. On the
> next session of OE for that identity, every folder is
> empty, and all messages are gone.

>

> Here is my system info:

>

> Windows 2000
> 5.00.2195
> Service Pack 4

>

> Outlook Express 6
> 6.00.2800.1123

>

> Below is my Windows Update installation history. Note that
> my Windows Updates failed between 5/1 and 5/24. This might

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> (or might not) be related to the problem.
>
> Successful Tuesday, June 22, 2004 Security Update for
> Windows 2000 (KB835732) Web site
> Successful Tuesday, June 22, 2004 Security Update for
> Windows 2000 (KB828741) Web site
> Successful Tuesday, June 22, 2004 Security Update for
> Windows 2000 (KB837001) Web site
> Successful Tuesday, June 22, 2004 Security Update for
> DirectX 9.0 (KB839643) Web site
> Failed Monday, May 24, 2004 Security Update for Windows
> 2000 (KB835732) Web site
> Failed Monday, May 24, 2004 Security Update for Windows
> 2000 (KB828741) Web site
> Failed Monday, May 24, 2004 Security Update for Windows
> 2000 (KB837001) Web site
> Failed Wednesday, May 19, 2004 Security Update for Windows
> 2000 (KB835732) Web site
> Failed Wednesday, May 19, 2004 Security Update for Windows
> 2000 (KB828741) Web site
> Failed Wednesday, May 19, 2004 Security Update for Windows
> 2000 (KB837001) Web site
> Failed Wednesday, May 19, 2004 Security Update for Windows
> 2000 (KB835732) Web site
> Failed Wednesday, May 19, 2004 Security Update for Windows
> 2000 (KB828741) Web site
> Failed Wednesday, May 19, 2004 Security Update for Windows
> 2000 (KB837001) Web site
> Failed Wednesday, May 19, 2004 Security Update for Windows
> 2000 (KB835732) Web site
> Failed Wednesday, May 19, 2004 Security Update for Windows
> 2000 (KB828741) Web site
> Failed Wednesday, May 19, 2004 Security Update for Windows
> 2000 (KB837001) Web site
> Failed Wednesday, May 12, 2004 Security Update for Windows
> 2000 (KB828741) Web site
> Failed Wednesday, May 12, 2004 Security Update for Windows
> 2000 (KB837001) Web site
> Failed Wednesday, May 12, 2004 Security Update for Windows
> 2000 (KB835732) Web site
> Failed Wednesday, May 12, 2004 Security Update for Windows
> 2000 (KB835732) Web site
> Failed Wednesday, May 12, 2004 Security Update for Windows
> 2000 (KB828741) Web site
> Failed Wednesday, May 12, 2004 Security Update for Windows
> 2000 (KB837001) Web site
> Failed Wednesday, May 12, 2004 Security Update for Windows
> 2000 (KB835732) Web site
> Failed Wednesday, May 12, 2004 Security Update for Windows
> 2000 (KB828741) Web site
> Failed Wednesday, May 12, 2004 Security Update for Windows
> 2000 (KB837001) Web site
> Failed Saturday, May 01, 2004 Security Update for Windows
> 2000 (KB835732) Web site
> Failed Saturday, May 01, 2004 Security Update for Windows
> 2000 (KB828741) Web site
> Failed Saturday, May 01, 2004 Security Update for Windows
> 2000 (KB837001) Web site
> Successful Saturday, May 01, 2004 Critical Update for
> Internet Explorer 6 Service Pack 1 (KB831167) Web site
> Successful Saturday, May 01, 2004 Cumulative Security
> Update for Outlook Express 6 Service Pack 1 (KB837009) Web

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> site
> Successful Tuesday, February 17, 2004 Security Update for
> Windows 2000 (KB828028) Web site
> Successful Tuesday, February 17, 2004 Security Update for
> Microsoft Data Access Components (KB832483) Web site
> Successful Tuesday, February 17, 2004 Cumulative Security
> Update for Internet Explorer 6 Service Pack 1 (KB832894)
> Web site
>
> Note: The problem that I have described above was also
> reported by:
>
> "Karen" <anonymous@discussions.microsoft.com>, who wrote
> on 6/30/2004 2:29:45 AM in message news:234a701c45e84
> $c79d5f10$a301280a@phx.gbl...
>> When I click on the Outlook Express page to open my inbox,
>> my stored emails and folders I have created are deleted,
>> including new incoming emails! This happens
>> sporadically. Why, and what must I do to prevent this?
>
> -- Peter <*nospam*peter@prodigy.net*nospam*>
> QC Test Analyst
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