

## Re: OE lost folders

**Source:**

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2004-11/0](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-11/0)

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**From:** Boyd Morris (RBMorris\_at\_wil.net)

**Date:** 10/31/04

Date: Sun, 31 Oct 2004 15:46:04 -0500

Steve & Bruce

A combination of both recommendations fixed the problem.

I still need to open an incident with MS on creating the problem in the first place by automatically creating duplicate identities.

Boyd

"Steve Cochran" <scochran@oehelp.com> wrote in message  
news:%233PL99esEHA.2956@TK2MSFTNGP12.phx.gbl...

> Go to File / Identities and set up a new Identity. Then do points 2 and 3  
> below and see if that works okay. Then see point 4 about recovering the  
> messages, and incorporate them into that new ID. It will have a new GUID  
> and that should fix the conflicts.

>

> steve

>

> "Boyd Morris" <RBMorris@wil.net> wrote in message

> news:erzwr6VsEHA.3076@TK2MSFTNGP09.phx.gbl...

> Bruce – did not work. Everything appears to work fine except I don't get an

> option to "Select Move Here". After I go through all of your instructions I

> open OE again and the folders I created are gone – only the system folders

> are still there. I really think it has something to do with there being 2

> entries in Desktop Documents and Settings for the same user – 1) UserA & 2)

> UserA.System2. The identity number for each of those in Documents and

> Settings\UserA\Application Data\Identities\identity

> number\Microsoft\Outlook Express is identical and I think this is confusing

> OE.

>

> Boyd

>

> "Bruce Hagen" <Nosspam@mymail.invalid> wrote in message

> news:OQT178urEHA.2904@TK2MSFTNGP15.phx.gbl...

>> Right click on the folders and drag them to Desktop. Select Move

>> Here. Open OE and Create folders with the same names as the ones on

>> your desktop. \*\*\*Copy a message from any folder to the new

>> folders.\*\*\* Close OE. Go to back to Windows Explorer and Click

>> Desktop and drag the folders from the Desktop to the OE store folder

>> that you clicked on to reveal the .dbx files. Prompt – "Do you want

>> to overwrite....."? Click Yes.

>>

>> Bruce Hagen

>> MS MVP – (IE/OE)

>> ~IB-CA~

>>

>> "Boyd Morris" <RBMorris@wil.net> wrote in message

>> news:ezfM04urEHA.556@tk2msftngp13.phx.gbl...

>> I have a LAN with 2 systems running XP (one XP Pro – "system1" – and

>> the other XP Home – "system2"). After temporarily sharing drives to

>> remotely maintain the XP Home system a new user id showed up in the

>> Documents and Settings folder on the XP Home system. In addition to

>> the existing "userA" there is now a "userA.system2". In order to get

>> all of the user settings back when UserA logs in I had to copy all of

>> the folders under the Documents and Setting\UserA folder to the new

>> Documents and Setting\UserA.System2 folder.

>>

>> Now all is well except for Outlook Express. Mail and news account

>> setup is correct but all mail folders are missing (except of course

>> the default folders – inbox, outbox, etc.). All of the folders

>> (\*.dbx) are in the same directory where the inbox folder is but OE is

>> not recognizing them. I'm guessing that they are not in the registry

>> under the new user name. Question is how do I fix this? – and how

>> could this have happened?

>>

>> --

>> Boyd Morris

>>

>>

>

>

>

> 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. (Note that with WinXP SP2, this feature*
- > *is already disabled.)*
- >
- > *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://www.insideoe.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://www.insideoe.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*
- > *OEBBackup programs ([www.oehelp.com/OEBBackup/](http://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://www.insideoe.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://www.insideoe.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://www.insideoe.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://www.insideoe.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.*
- > *CWSredder 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 CWSredder*
- > *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.*
- >
- > *14. Issues with WinXP SP2.*
- >
- > *For general information on WinXP SP2 see:*
- >
- > *Windows XP Service Pack 2 Resources for IT Professionals*
- > <http://www.microsoft.com/technet/prodtechnol/winxpapro/maintain/winxpsp2.mspx>
- >
- > *For Internet Explorer changes with SP2 see:*
- >
- >
- > *Changes to Functionality in Microsoft Windows XP Service Pack 2: Part 5:*
- > *Enhanced Browsing Security*
- > <http://www.microsoft.com/technet/prodtechnol/winxpapro/maintain/sp2brows.mspx>
- >
- > *883256 – How to manage Internet Explorer add-ons in Windows XP Service Pack*
- > *2*
- > <http://support.microsoft.com/default.aspx?scid=kb;EN-US;883256>
- >
- > *For Outlook Express changes with SP2 see:*
- >
- >
- > *Use the New Security Improvements in Outlook Express*
- > [http://www.microsoft.com/windowsxp/using/web/sp2\\_oe.mspx](http://www.microsoft.com/windowsxp/using/web/sp2_oe.mspx)
- >
- > *Changes to Functionality in Microsoft Windows XP Service Pack 2*

- > *Part 4: Email Handling*
- >
- > <http://www.microsoft.com/technet/prodtechnol/winxp/opro/maintain/sp2email.msp>
- >
- >
- > *Also:*
- >
- > *835935 – Release notes for Windows XP Service Pack 2*
- > <http://support.microsoft.com/default.aspx?scid=kb;en-us:835935>
- >
- > *Changes to Functionality in Microsoft Windows XP Service Pack 2Part 1*
- > *Introduction*
- > <http://www.microsoft.com/technet/prodtechnol/winxp/opro/maintain/sp2chngs.msp>
- >
- > *842242 – Some programs seem to stop working after you install Windows XP*
- > *Service Pack 2*
- > <http://support.microsoft.com/default.aspx?scid=kb;en-us:842242>
- >
- > *884130 – Programs that may behave differently in Windows XP Service Pack 2*
- > <http://support.microsoft.com/?kbid=884130>
- >
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- >
- > *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://www.insideoe.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.*

microsoft.public.windows.inetexplorer.ie6\_outlookexpress: Re: OE lost folders

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