

## Re: OE6, identities, updates & SP2

**Source:**

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**From:** Greg (*Greg\_at\_discussions.microsoft.com*)

**Date:** 12/08/04

Date: Tue, 7 Dec 2004 21:39:04 -0800

I have 5 identities. As you first suggested, I setup 5 new identities, imported the messages for each of them. I only have one \*.wab file to import. Each identity appears to have its own contact list, but all of the names for all of the identities are in that one address book file. (So I imported it into each identity and edited each contact list so once again each identity has its own list.) I deleted all of the old identities. And when I logged on to OE for the first time after start-up a request for an identity appears. After that, anytime I logged onto OE (without rebooting) the previously selected identity opened without a request for an identity. If I use the "log off identity and exit" option under "file", then I get a request for an identity the next time I logon (without rebooting).

As of tonight, after installing two new updates, I don't get the request even after rebooting (unless I used the "log off identity and exit" option before rebooting). The "log off identity and exit" option works fine all the time.

I have considered removing and reinstalling OE, but it is not listed in the add/remove programs in Control Panel. (Interestingly, I have a few programs listed at the top of the scroll and many more listed at the very bottom with a large gap inbetween. And at least one of my main apps is not listed at all.)

This is a new (late October) install of XP on a new computer (Pentium 4, 3.0 ghz with 512 mb of RAM, 40 gb harddrive). There is only one account setup on this computer, but with the 5 identities which might explain the single address book.

Do you have any other suggestions? (A new re-install of everything has crossed my mind more than once, but I keep trying to talk myself out of it.)

(With all the funny little things, like the "add/remove programs" list it just seems like something isn't right with the installation, but everything except OE seems to be working fine.)

Thanks for your help.

"PA Bear" wrote:

> > *I guess my basic question is: Is OE suppose to ask for an identity every  
> > time I logon to it when there is no default identity selected?*  
>  
> *Yes. See your options in File>Identities>Manage identities>Use this  
> identity...*  
>  
> *Again, one or both of your identities may be damaged, especially if one of  
> them is the default Main Identity (or you renamed the Main Identity). See  
> if replacing them both with a new Named Identity fixes your problem.  
> (Import messages from the old identities before deleting them.)*  
> --  
> ~PA Bear  
>  
> *Greg wrote:*  
> > *I have pasted previous messages.*  
> >  
> > *I guess my basic question is: Is OE suppose to ask for an identity every  
> > time I logon to it when there is no default identity selected?*  
> >  
> > *What is happening is, that the first time (after booting) I logon to OE, I  
> > get a request to select an identity. Every time after that when I logon,  
> > the previous identity is used and OE opens to that identity's mail.  
> > Before  
> > I upgraded to XP and was using Windows 2000, every time I logged on to OE  
> > I  
> > was asked to select an identity. And I believe before I installed the XP  
> > updates that XP worked that was too.*  
> >  
> > *It is my understanding that OE is suppose to request for an identity to be  
> > selected every time it is opened unless a default identity has been  
> > indicated in the "Manage Identities" dialog box.*  
> >  
> > *"Greg" wrote:*  
> >  
> > > *After installing all the updates and SP2, the first time I open OE6 and  
> > > select an identity, that identity becomes the default identity unless I  
> > > reboot (even if the "default" box is unchecked). I would like to have  
> > > OE6  
> > > ask me which identity to open each time I go to look at my E-mail. This  
> > > is  
> > > the way it was before all of the updates and SP2.*  
> > >  
> > > *Is there a way to fix this?*  
> > >  
> > > *(Also, isn't interesting that you have to have the "pop-up blocker" in  
> > > OE6  
> > > turned off to use this site?)*  
> > >  
> > > *Thanks,*

> >  
> > *As in pre-SP2, see OE File>Identities>Manage identities>...*  
> >  
> > *One or more of your current Identities may be damaged, especially if one*  
> > *is*  
> > *the default Main Identity. Try one or more of your accounts in a new*  
> > *Named*  
> > *Identity (File>Identities>Add new identity). Assuming all is well, import*  
> > *messages from the old Identity before deleting it (File>Identities>Manage*  
> > *Identities).*  
> >  
> > *Don't use Inbox or Sent Items to archive messages. Move them to local*  
> > *folders created for this purpose.*  
> >  
> > *Disable Background Compacting [N/A in SP2] and frequently perform a manual*  
> > *compact of all OE folders while "working offline". More at*  
> > *<http://www.insideoe.com/files/maintain.htm>.*  
> >  
> > *Your anti-virus application's email scanning feature can also cause such*  
> > *corruption. Disable it. It provides no additional protection.*  
>  
>