

Re: Can receive mail but cannot receive any that have attachments

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-12/1

From: Jim Pickering (*jimp_at_mvps.Org*)

Date: 12/11/04

Date: Sat, 11 Dec 2004 09:17:40 -0800

When people wonder why or how I can say that their products "suck", I just point them to responses such as yours.

Why they can't be honest is beyond me. I recall when McAfee had a problem with destroying Inboxes in a wholesale fashion, and we'd been dealing with the problem for months in the public newsgroups, when a McAfee spokesman in an interview with the Register, said they were aware of "about 17" cases of the problem at that time. In the public newsgroup, we were aware of hundreds of users with the problem. Indeed, McAfee even ignored the reports of their own beta testers, who were telling them about the destruction of stored messages before they ever released the product.

Honestly falls by the wayside when companies are driven by the need to pump up a balance sheet.

Thanks for the feedback.

--

Jim Pickering, MVP, Outlook Express

Please reply to newsgroup only.

"parkman1947" <parkman1947@discussions.microsoft.com> wrote in message news:E09C7FD6-1F96-4327-96AC-7F03458DD038@microsoft.com...

>A postscript: I just received an patch update from Symantec. It seems >that

> there was an issue with their Symantec Common Client 2.0 through > LiveUpdate.

> The gist of the isse:

>

> Situation:

> "You cannot download email with Norton AntiVirus email scanning enabled.

> No

> virus is detected. In some cases, the email download appears to stop on a > particular email or email with an attachment. Once the email is scanned, > the

> email program stops responding and no other email is downloaded. If you > close

> and reopen your email client, the problem happens with the same email."

>

> After the update, no more issues. It would have been nice if they had

> told

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> me that when I talked to their support group. I am switching to a less
> intrusive program.
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