

Re: OE troubles with XP2

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2005-08/m

- *From:* "Jim Pickering" <jim.pickering@xxxxxxxxxx>
 - *Date:* Wed, 10 Aug 2005 13:22:08 -0700
-

Well, that's really strange, because one of the things that were "fixed" in SP2 were earlier problems that user were having with switching identities.

So that makes me ask the question again, did you have an antivirus product running in the background during the install of SP2 and further you state, that is the only upgrade, which is rather surprising because there have been many "Critical" updates issued since SP2 was released.

You can uninstall SP2 using the technique here:
875350 - How to remove Windows XP Service Pack 2 from your computer:
<http://support.microsoft.com/default.aspx?scid=kb;EN-US;875350>

Then, before reinstalling it, make sure you review the info at this link, and completely shut down any antivirus product that may be running to prevent a corrupted install:
http://www.microsoft.com/windowsxp/sp2/sp2_whattoknow.mspx

For a rather lengthy list of fixes included in Windows XP Service Pack 2, see this article:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;811113>

Good luck.

--

Jim Pickering, MVP, Outlook Express

<https://mvp.support.microsoft.com/profile=F9F51EF1-4AE3-4D23-B2D8-1171988A62D6>

Please deliver feedback to the newsgroup, so that others can be helped.
Thanks.

"Canuck" <Canuck@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:4DD1CD93-0769-4E5A-BF8C-A69A32FF0E59@xxxxxxxxxxxxxxxxxxxxxxxx>

Hi Jim, thanks for replying. As I had stated in my post, I have already done what you have suggested and this does not solve the problem.

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As to an installed upgrade, the only upgrade is SP2 for XP. After that I started with this problem.
Thanks anyway
Canuck

"Jim Pickering" wrote:

Once you get Outlook Express to open, use this technique to make one of them the default:

File, Identities, Manage Identities is where you set the default identity. At the bottom of the dialog is a drop down box to select the identity and a check box to make it the default. If you do not see that choice, then I'd suspect that some upgrade you installed with an antivirus product running in the background may have corrupted your install. Could that be a possibility in this case?

--

Jim Pickering, MVP, Outlook Express

<https://mvp.support.microsoft.com/profile=F9F51EF1-4AE3-4D23-B2D8-11>

Please deliver feedback to the newsgroup, so that others can be helped.

Thanks.

"Canuck" <Canuck@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

<news:90D2A542-1E5E-4B06-A294-26DA5555E46A@xxxxxxxxxxxxxxxxxxxx>

> Hi there, I have installed SP2 on my laptop running XP Home Edition and

> now I

> am having an "Identity Login" problem.

> To start; I click the icon for Outlook Express, but before entering the

> email, I get the following window:

> Identity Login

> There is no current identity.

>

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> Select your identity name below. To add or >
modify
> an
> identity,
> click 'Manage Identities'
> In the window, there are 2 identities, A and B. I
must click on either > of
> these to enter OE. Under this window is the
Password command box, under
> that
> is two buttons that show 'Log Off Identity' and
'Manage Identities'. > There
> is
> no default "Main Identity".
> When I click the 'Manage Identities' button, I get
another window that > shows
> 2
> identities, A and B. Under this window is a check
box for which > identity
> to
> start the program with and I have this checked,
along with identity Bas
> the
> one to start. Under this is another command box
and this box has > identity
> B
> as the one to open with when a program cannot
ask.....
> So I think I have this set right. The two
identities are separate
> accounts,
> that's working right, but I cannot go directly
into either one as > neither
> one
> is the default login. I have gone to the
microsoft support
> (<http://support.microsoft.com/?kbid=209169>) and
explored all I could on
> this
> issue, and have not come up with any fix. Any
help would certainly be
> appreciated.
> Thanks