

Re: Attachment Location question

Source:

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

- *From:* Alasdhair <Alasdhair@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 26 Aug 2005 09:12:02 -0700
-

OK, now I have had two user inquiries in the last month of the form 'I made changes in the xls/doc/ppt and now I cannot find the file'. So I ask were you making changes to something you received as an email attachment? Answer: Yes. Did you re-open the document in Word/Excel/Powerpoint recently used files? Answer :Yes. So the changes were presumably saved...

Now the post below says the changes are discarded if the cycle is open-view-change-close. Well since the folder the attachment was copied into for viewing is totally inaccessible from the Explorer Search, even when hidden files and system files are specified, there is some logic to that. But the users can go to the original email, open the attachment, press save as and guess what they can SEE the file they think they are after in the dialog box. Hence frustration level of users rises!

If the changes are discarded then of course there is no hope for these users and all their work. And the dang file is inaccessible once it has fallen off the recently used list in the editing app.

So here are two questions.

1. When a file is opened in Outlook Express for some other apps (eg PDF), and an attempt is made to save it, it goes to My Documents as the default folder. Clearly this sensible behavior should occur with Outlook Express. (REQUEST TO IE7 PRODUCT MANAGER, OR IE6 UPDATE MANAGER!)
2. In the meanwhile... what search mechanism can be used by a user in a telephone support mode to find the file they edited? Explorer search (that sniffing dog app) does not find it – it's blocked owing to a desktop.ini setting that cannot be undone by standard users. Opening a browser and entering the full path c:/d&s/name/LS/TIF/content.ie5 will show the folders. Search won't work, but each folder can be browsed to find the file. But that's too much for many users to try.

So what is the best way to tackle this issue? It seems simply too easy for users to fall into this very irritating trap. "Windows ate my homework" appears to be literally true here.

"Michael Santovec" wrote:

Re: Attachment Location question

◆ *Thread*