

## Re: Characters in plain text messages getting converted to HTML code in display

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2005-10/m](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2005-10/m)

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- *From:* "Charlie Tame" <[charlie@xxxxxxxx](mailto:charlie@xxxxxxxx)>
  - *Date:* Sat, 8 Oct 2005 22:16:32 -0500
- 

Alright then, tools>options>read tab>international settings button.

Is the encoding set to Western (ISO) or something else? If something else try changing it.

Charlie

"Zoomler" <[jdngu@xxxxxxxx](mailto:jdngu@xxxxxxxx)> wrote in message

[news:cj0hk1duun0am2cb0l30kmjnqq7im8ij96@xxxxxxxx](mailto:news:cj0hk1duun0am2cb0l30kmjnqq7im8ij96@xxxxxxxx)

> I'm making a new thread since I made some incorrect diagnosis and  
> assumptions in my previous message.

>

> I have a client who can't view plain text messages properly in Outlook  
> Express.

>

> Many characters such as ", >, etc. are converted to html code (&quot;,  
> &gt;, etc.), and line breaks are converted to <BR>.

>

> Here is a person who had the exact same problem. I have taken all the  
> same troubleshooting steps and found all the same conditions to be  
> true for me:

>

> <http://www.officefrustration.com/showthread.php?t=81258&page=1&pp=10>

>

> Like him, the problem goes away when a different user logs on. Like  
> him, I am positive these are plain text messages and the HTML code is  
> NOT in the message source.

>

> However, he says on page 4 that he "deleted some values" in  
> HKCU:\Software\Microsoft\Internet Explorer\International key and that  
> fixed it.

>

> Since I don't know what values he deleted specifically, all I could  
> think to try was delete that entire key. This didn't fix it for me. I  
> also tried importing the key from a working user account on that  
> machine AND from a different machine, that also didn't fix it.

>

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- > Since he says he was "deleting wildly out of frustration," that leads
- > me to believe that the solution does NOT lie with this registry key.
- >
- > My client only uses Outlook Express, and this affects a great number
- > of his e-mails, so he HAS to have this working. I'm not looking
- > forward to the prospect of creating a new user account and spending
- > several days / weeks manually reinstalling all of his software and
- > settings.
- >
- > The gentlemen in my link fixed it, so it's got to be a simple registry
- > fix... needle in a haystack, the story of the lives of Microsoft
- > support professionals, right? ~:o

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• **Follow-Ups:**

- ◆ **[Re: Characters in plain text messages getting converted to HTML code in display](#)**  
◇ From: Zoomler

• **References:**

- ◆ **[Characters in plain text messages getting converted to HTML code in display](#)**  
◇ From: Zoomler

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