

Re: Paperclip icon

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- *From:* "Michael Santovec" <michael_santovec@xxxxxxxxxxx>
 - *Date:* Sat, 5 Aug 2006 10:53:21 -0700
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I'm glad you got it all fixed.

We are well aware of how difficult it can be to provide help remotely.

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Mike - http://pages.prodigy.net/michael_santovec/techhelp.htm

"B.W." <bwaller@xxxxxxxxxxxxxxxx (del xxx)> wrote in message
<news:ew5JwdCuGHA.4336@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

I have heard from my friend again and got many more details this time.

She is a bit of a newbie and it was difficult for her to understand me and me her, especially over the phone, describing what she sees on the monitor. Finally after about 15 minutes talking her through things I finally discovered that she had still got ticked 'Do Not allow attachments to be opened..... etc and this is the reason she couldn't open the files. This had been the very first suggestion I gave her on the first phone call and she had then said it wasn't ticked.

She also only has SP1 so I suggested she might want to get SP2. Maybe this is why she was seeing some different wording than I was.

Many thanks for all your help, and apologies for taking up so much of your time. I really was beginning to pull my hair out trying to work it out.

B.W.

"Michael Santovec" <michael_santovec@xxxxxxxxxxx> wrote in message
<news:%23bHt5iotGHA.2224@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

What exactly happens when they try to open a Word doc? Are they

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getting any error message? Does anything happen?

If they try to open an attachment that OE has blocked access to via the Preview Pane paper clip, the file name will be faded (light gray) rather than normal black. In that case, clicking does nothing. If it's the normal black text, something should happen if the click on the file name, such as a Save or Open d