

Re: Help with OE 6/IE 7

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2007-04/m

- *From:* "PA Bear" <PABearMVP@xxxxxxxxxx>
 - *Date:* Tue, 10 Apr 2007 15:09:52 -0400
-

Who's your ISP, Tim?

Tim wrote:

Right now my wife and I have separate identities (I want to add one for my daughter) and I have an identity for my business (I want to add one for a different department in the business).

I was afraid you were going to say something along the lines, "That being said, /something/ is amiss in the current User Profile. What's wrong is still TBD", I was hoping you had a magic bullet in your pocket.

I checked with the mail providers again and everything is 'fine' on their end and the addresses I have with them are okay. They both say the problem is with OE and they can't do anything about that.

"PA Bear" wrote:

I know I can have multiple mail accounts per identity, but would that also allow me to have different names in the 'From:' when I send an e-mail?

Yes, just double-click on FROM.

OE will use the default mail account when beginning a new message. When Replying to or Forwarding a message, OE will use the account to which the original message was sent.

To avoid confusion and afford some privacy, it would probably be preferable for each of you to have your own, password-protected User Profile and, therefore, your own identity in which is running only your mail account.

That being said, /something/ is amiss in the current User Profile. What's wrong is still TBD.

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~Robear Dyer (PA Bear)
MS MVP—Windows (IE, OE, Security, Shell/User)
AumHa VSOP & Admin; DTS—L.org

Tim wrote:

I just checked versions, all three are 6.00.2900.3028
[xpsp_sp2_gdr.061107–0012].

I know I can have multiple mail accounts per identity, but
would that also
allow me to have different names in the 'From:' when I send
an e–mail?

"PA Bear" wrote:

OE Help > About > Files: What versions of
MSOE.DLL, INETCOMM.DLL and
DIRECTDB.DLL are listed here (e.g.,
v6.00.1234.5678)?

2) I'm creating the new
identities because I need
additionally e–mail
addresses.

Have you obtained new email addresses
from Yahoo and TDS? (You can't
just
make up a new one and plug it into OE
Accounts > Mail.) If you have, do
they work OK in one of the existing
identities? (Do you understand that
you can have quite a number of mail
accounts running in one (1)
identity?)

What about #5?

--

~PA Bear

Tim wrote:

1) Tried it. OE starts with
the new identity and then
stops responding.

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- 2) I'm creating the new identities because I need additionally e-mail addresses.
- 3) I added the accounts to the existing identities and things work fine.
- 4) OE stops responding whenever I switch to it, I don't have the opportunity to import.

I haven't tried uninstalling IE7, I will now.

"PA Bear" wrote:

More
diagnostic
questions...

OE
File
>
Identities
>
Manage
identities
>
Use
this
identity
when
starting
a
program/Use
this
identity
when
a
program
cannot
ask...
>
If
you
enable
this

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option
and
select
the
new
identity
in
each
of
the
boxes,
does
OE
open
to
the
new
identity
[and
work
OK]?

1. Have you
tested the
above?

I
already
have
one
identity
using
the
Yahoo!
server
and
two
using
TDS.

2.
Assuming
the above 2
identities
are working
OK, may I
ask why
you're

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attempting
to create 2
new
identities
which
appear to be
the
equivalent
of
the original
2?

3. If you
add the
TDS
account to
the first
identity
above (the
one
running
Yahoo
only), is
everything
OK? If you
add the
Yahoo
account to
the
second
identity
above (the
one running
TDS only),
is
everything
OK?

4a. If you
export an
IAF file for
the Yahoo
account
from the
working
identity and
then import
it into the
new identity
(instead of
adding

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the
account
manually),
is
everything
OK?

4b. If you
export an
IAF file for
the TDS
account
from the
working
identity
and then
import it
into the new
identity
(instead of
adding the
account
manually),
is
everything
OK?

To export
an IAF file:
Tools >
Accounts >
Mail >
Highlight
(select) the
account >
Export > ...
To import
an IAF file:
Tools >
Accounts >
Mail >
Highlight
(select) the
account >
Import > ...

5. Start >
Run >
Regedit >
[OK]

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Navigate to
the
following
key:
HKEY_CURRENT_USER\Identities

How many
subkeys are
underneath
the above
key? (Each
subkey's
{GUID}
corresponds
to 1 identity
and its
store;
<http://www.insideoe.com/files/store.htm#storemain.>)

6. If no joy
with
anything
above: If
you
uninstall
IE7, does
this
behavior
persist?

Uninstalling
IE7 (which
automatically
returns you
to IE6)
<http://www.ie-vista.com/kbase2.html>

How to
uninstall
Internet
Explorer 7:
<http://support.microsoft.com/kb/927177>

IE7
(Un)Installation
and
Anti-Malware
Applications:
<http://blogs.msdn.com/ie/archive/2006/10/11/IE7-Installation-and-A>

--

~PA Bear

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Tim wrote:

Right,
I
can
create
a
new
identity,
OE
stops
responding
whenever
I
try
to
use
it.
My
original
identities
(3)
work
just
fine,
but
they
were
all
created
before
I
installed
IE7.

I
have
noticed
that
when
OE
stops
responding
with
this
new
identity
the
status
bar

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still
says
'Connecting'.
I
have
contacted
both
Yahoo!
and
TDS
(e-mail
hosts)
and
they
have
assured
me
that
the
e-mail
address
I
set
on
their
respective
server
was
correct.

I
already
have
one
identity
using
the
Yahoo!
server
and
two
using
TDS.
I
am
now
trying
to
create
two
new

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identities;
one
using
Yahoo!
and
one
using
TDS.
The
same
problem
happens
with
both
of
them.
The
only
commonalities
are
OE6/IE7,
my
machine
and
the
operator
(me);
with
OE6/IE7
being
the
new
kid
on
the
block.

"PA
Bear"
wrote:

In
a
reply
to
Steve,
Tim
wrote:

Thanks,
that

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took
care
of
the
link
problem,
but
I
still
have
the
original
one;
I
can't
create
new
identities
is
OE
6.

No,
you
said
you
can
create
a
new
identity
but
it
(or
OE)
stops
responding:

...When
I
try
to
create
a
new
identity,
I
get
through

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the
process,
click
"Finish"
and
OE
6
stops
responding.
When
I
restart
the
software
and
switch
to
the
new
identity
it
immediately
stops
responding.

Tim,
how
is
your
original
identity
working
currently?
Did
this
problem
switching
identities
exist
before
you
installed
IE7?

OE
File
>
Identities
>
Manage

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identities
>
Use
this
identity
when
starting
a
program/Use
this
identity
when
a
program
cannot
ask...
>
If
you
enable
this
option
and
select
the
new
identity
in
each
of
the
boxes,
does
OE
open
to
the
new
identity?
--
~Robear
Dyer
(PA
Bear)
MS
MVP-Windows
(IE,
OE,
Security,
Shell/User)
AumHa

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VSOP
&
Admin;
DTS-L.org

Tim
wrote:

OE
was
not
running.
I
did
a
cold
boot,
turned
off
anti-virus
and
anti-spyware
software,
then
installed.
I
have
even
done
this
and
re-installed.
I
have
even
applied
the
Microsoft
update
for
the
OE6/IE7
issue.
The
only
thing
that
is
new,
and

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it
wasn't
on
my
machine
before
I
did
all
of
this,
is
Windows
Defender.

Now
I
have
noticed
something
new;
OE
will
not
follow
hyperlinks.
They
are
recognized
as
being
a
hyperlink,
color,
cursor
change
and
address
in
the
status
bar,
but
nothing
happens
when
I
click
on
the
link.

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"PA
Bear"
wrote:

Was
OE
running
when
you
installed
IE7?

Did
you
disable
your
anti-virus
application
and
any
anti-spyware
application
/before/
installing
IE7?

--
Tim
wrote:

I
have
e-mail
scan
turned
off.
I
did
find
an
article
regarding
something
on
this
order,
but
the
related
update
didn't

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help
either.
The
e-mail
identities
I
already
have
work
okay,
it's
just
that
I
can't
create
any
new
ones.

"Steve
Cochran"
wrote:

Do
you
have
antivirus
software
set
to
scan
email?
See
www.oehelp.com/OE

"Tim"
<Tim@xxxxxxxxxxxx>
wrote
in
message
news:96148A04-BB

I
am
running
OE
6
(6.00.2900.2
and
IE

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17

7
(7.0.5730.11
When
I
try
to
create
a
new
identity,
I
get
through
the
process,
click
"Finish"
and
OE
6
stops
responding.
When
I
restart
the
software
and
switch
to
the
new
identity
it
immediately
stops
responding.
I
have
e-mail
accounts
set-up
with
two
different
ISPs
and
this
happens
for
both

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of
them.

Is
there
a
problem
with
the
combination
of
OE
6
and
IE
7?
If
so,
how
do
I
correct
the
issue?