

Re: Completely Blank E-mail Messages (should be messages with atta

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2007-05/m

- *From:* Incoming Emails with "Clear Color" text
<IncomingEmailswithClearColortext@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 6 May 2007 19:54:00 -0700
-

This is the only way I can bring up the text and save it for reading. I only wish I could stop these from coming in this way. I'm almost sure this started after I received a download. I wonder if this may be the result of downloading Explorer 7 and then removing it from my computer when I found this particular update was troublesome? Anyway, Scoop if you get any further info, please let me know.

Tks, Jan E.

"Scoop" wrote:

Thank you for responding. Both users are using Microsoft Outlook 2003. What I was trying to describe (double clicking) was to open the message so it could be read. At that point it is blank so I clicked Edit Message (Edit) and then Format, change to HTML, then the message would appear. Similarly to starting by clicking Reply or Forward, there would be no lines of the body of the message until I did the above. Keep in mind it is random, some messages from the same sender are okay, others are not. Thanks again for your expertise. "Scoop"

"Michael Santovec" wrote:

I'm not clear on your workaround. You mention double clicking a RECEIVED message, The Edit Message, and Format to HTML. In OE you could only do that to a message that you are composing, not a received on. Or do you perhaps mean that you start to Forward the message and then do the Format HTML to read it.

Are both senders and recipients using Outlook Express? OR is the sender using Outlook97/98/2000+?

If you haven't already done it, shutdown and restart Windows on the recipient's PC. This sometimes fixes the problem.

Re: Completely Blank E-mail Messages (should be messages with atta

– If you still have a problem then try Start, Run and enter:

regsvr32 inetcomm.dll

– If that doesn't help, then see if the fix in this article applies:

OLEXP: Message Appears Blank and Has an ATT000XX.txt or
ATT000XX.htm

Attachment

<http://support.microsoft.com/?kbid=312351>

– If that doesn't help, then in Internet Explorer, select View,
Encoding and uncheck Auto-Select and choose instead "Western European
(ISO)". Then try reading your messages.

– If the problem is only with HTML messages, and you have OE6 with
SP1+, go to Tools, Options, Read and uncheck Read All Messages in Plain
Text. For a quick workaround for the current message, press ALT+Shift+H

If you still have problems, and would like, you may send me one of the
problem messages and I'll take a look at it. It's best if you zip the
message so that I get an exact copy of it. To do that, do a File, Save
As to an EML file of a problem message. Then Right click the saved EML
file and select Send To, Compressed (zipped) folder. Then e-mail me the
resulting ZIP file. Alternately, you can do a Message, Forward As
Attachment of a problem message. This is not as good as the zip file
since the headers can be modified in transit which may obscure the
problem. A simple Forward is worthless since it does not include the
headers.

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

"Scoop" <Scoop@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:9C7B13AA-85F7-4A9D-9153-CF9ED1E5C79C@xxxxxxxxxxxxxxxxxxxx>

I am experiencing a similar problem. The sender and receiver
are on
the same
network and both using HTML in Exchange Server 2003. On
one computer
the
only way random messages can be read is to double click,
Edit Message,
and
Format to HTML. Then the message will appear. I have set
this user
up on a
different computer and look at the same msg and it opens just
fine.
Same
with web access of this same user/ same pc, it opens just
fine. On
the

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desktop, some msg at random internally and externally, do not show the message. I have uninstalled Office and reinstalled Office with all updates. Cannot seem to solve this issue. Your help would be most appreciated.

"Michael Santovec" wrote:

There are a number of possible causes. It would help to look at the Message Source (Ctrl-F3) of one of the blank messages to identify the exact cause.

PA Bear is assuming that the sender is using Outlook and RTF format which is incompatible with Outlook Express. If that is the case, the message source would show a WINMAIL.DAT attachment which Outlook Express hides since it knows that it doesn't know how to handle it. For additional information, see the MS-TNEF WINMAIL.DAT Attachments section of [Decoding Internet Attachments – A Tutorial](http://pages.prodigy.net/michael_santovec/decode.htm#ms-tnef) http://pages.prodigy.net/michael_santovec/decode.htm#ms-tnef There are a number of reasons why Outlook might be using RTF format.

Another possibility would be if the sender is using Lotus Notes and you use McAfee SpamKiller which can corrupt messages from Lotus Notes.

If you still have problems, and would like, you may send me one of the problem messages and I'll take a look at it. It's best if you zip the message so that I get an exact copy of it. To do that, do a File, Save As to an EML file of a problem message.

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which may obscure the
problem. A simple Forward is worthless
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headers.

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

"gapco"
<jessegutkowski@xxxxxxxxxxxx> wrote
in message
<news:1175604461.366827.207680@xx>

Why is this random and why
is it exclusive to one
computer?

On Apr 2, 6:46 pm, "PA
Bear"
<PABear...@xxxxxxxx>
wrote:

This is
known
behavior.
Ask that
users of
Outlook
only send to
you
using
Plain Text
formatting,
especially if
there's an
attachment.

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Good luck.
[To keep
track of
things, it
helps
immensely
if you
include all
of previous
message(s)
in your
replies to
the
newsgroup.
Thank
you.]

--
~PA Bear

gapco
wrote:

The
messages
were
sent
in
HTML
format
every
time
that
I
tried
it.
Sometimes
I
receive
the
proper
e-mail,
sometimes
I
receive
a
blank.

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On
Apr
2,
3:35
pm,
"PA
Bear"
<PABear...@xxxxxxxxxx>
wrote:

Were
the
messages
sent
from
someone
using
MS
Outlook
and
RichText
or
HTML
formatting?

<paste>

gapco
wrote:

I
am
receiving
completely
blank
e-mail
messages
into
my
Inbox.
The
blank
messages
correspond
to
e-mails
that
are

Re: Completely Blank E-mail Messages (should be messages with atta

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being
sent
to
me
with
attachments.
To
my
knowledge
,
I
receive
e-mails
without
attachments
fine.
To
add
to
my
confusion,
this
is
not
a
persistent
problem.
I
tried
to
send
an
e-mail
(with
an
attachment
to
this
account)
and
received
a
blank.
I
restarted
the
computer
I
am
having
trouble

Re: Completely Blank E-mail Messages (should be messages with atta

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with,
resent
the
above
message(same
message,
same
attachment),
reopened
Outlook
Express
--

it
received
it
without
problem.
This
is
common.
I
am
running
Act!
6.0
and
currently
have
a
disabled
version
of
Norton
Antivirus
2006
on
the
computer.
Any
help
would
be
greatly
appreciated.–
Hide
quoted
text
–

– Show

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