

RE: Can't receive attachments from Yahoo

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- *From:* Puhzoo <Puhzoo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 13 May 2007 12:11:01 -0700
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I am experiencing the exact same thing. Is there a phone number for IT at yahoo? I will reward someone 50 dollars if they can fix this problem asap. My bellsouth and other email account attachments are coming through just fine.

"sg1223" wrote:

Follow up.....I was able to send an e-mail from my work account (non-BellSouth, non-Yahoo) to my BellSouth account. The result: I received the attachment just fine. I then logged onto my Yahoo account and sent the same e-mail with attachment from my Yahoo account to BellSouth. The result: NO ATTACHMENT. The two e-mails are both similar in size at ~80KB. I had yet another friend e-mail me from his Yahoo account....I did not get the attachment.

More information: if I log onto the BellSouth Web Mail site and retrieve my messages, I AM able to get the attachments through. It is only when I then download them using Outlook Express that I have the problem of the disappearing attachments.

Technically, I have no idea what is going on here. I hope that some of you more IT savvy people can help us out!

Thanks!

"sg1223" wrote:

John B:

It's not just you. I have had the same problem you describe for ~2 weeks now. My problem appears to be only from a Yahoo account (I receive attachments from other domains without problems). One day, I received his Yahoo attachments just fine, and now I only get a message stating something like "Forwarded message attached" but no attachment. Also, the size of the e-mail (very large 4M) indicates that there IS an attachment, but nothing. In addition, he is e-mailing to a different BellSouth account and she is having problems receiving as well. No one else receiving e-mail from the Yahoo account (i.e. non-BellSouth users) appear to have this problem. I have BellSouth DSL with their Internet Security package.

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I am still not convinced that the problem is Outlook. I have not called BellSouth yet but will tonight.

Thanks for the original post. Hopefully we will have an answer soon.

"John B" wrote:

Through Apr 27 I could open attachments of all types in OE from Yahoo email subscribers to my bellsouth.net address. Starting Monday I could not, and this is true for both of my computers as well as a next door friend who has bellsouth.net email service. The problem quickly isolates to OE (even though it involves at least 3 different computers and two different bellsouth addresses). The reason is because I can get the attachments and open them when I go to the bellsouth web-based email site, but when I access the emails with OE, there is not even an indication that an attachment was included. So far, the attachments that failed were .doc, .pdf, and .jpg. There is a twist in this and that is that I can send and receive emails with attachments to my self OK. I unchecked the "Do not allow attachments" block in my Security settings, and that had no effect. I thought maybe an automatic upgrade may have caused the problem, but then I tried the OE software on my laptop which had not been turned on since before Apr 27, and had the same problem. I called yahoo tech support and they said it had to be my problem. I called bellsouth tech support and they it was my problem also. Any ideas would be appreciated

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John B