

Re: jpg attachment hangs OE 6

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2008-01/m

- *From:* HappyGirl <HappyGirl@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 6 Jan 2008 19:33:01 -0800
-

Hi Bruce,

Yes – multiple address and all require me to switch identities. Also yes about using only the one computer for email.

Trend Micro has been on my system for quite some time. I use my own system to access the servers at work. Originally the company was using McAfee then switched to Trend Micro about two or three years ago so that's what's been on my machine for a long while. I have two profiles on my PC – one as 'Administrator' and one is my work profile. When I'm on the 'Administrator' profile, I see that the Trend Micro icon in the System Tray is 'disconnected'. I was told that it's still actively protecting my PC but is only 'connected' when I'm logged on to the servers at work.

Hmmm...infected PC – that would be a very first for me over many, many years but I am leaning towards that. I'll start down the list you gave me and let you know how it goes. I won't post my log in this forum though ;-)

Thanks for all your help,
Nancy

"Bruce Hagen" wrote:

If I have this right:

Multiple addresses and some, if not all, require you to switch identities. We are talking about only one computer.

Is Trend Micro on this machine, and is it a recent install? I don't know the version, but the very latest has caused problems with OE. (This is a very new development). If it is a version you have had for awhile, probably not a problem.

From everything you have explained, it is obviously not a corrupt identity, and I don't think it is Trend Micro. Since it started when you opened an attachment, I believe your machine has been infected.

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Courtesy of MVP Robear Dyer (PA Bear):

Checking for/Help with Hijackware

<http://aumha.org/a/parasite.htm>

<http://aumha.org/a/quickfix.htm>

<http://aumha.net/viewtopic.php?t=5878>

[http://wiki.castlecops.com/Malware Removal and Prevention: Introduction](http://wiki.castlecops.com/Malware_Removal_and_Prevention:_Introduction)

<http://mvps.org/winhelp2002/unwanted.htm>

<http://inetexplorer.mvps.org/data/prevention.htm>

<http://inetexplorer.mvps.org/tshoot.html>

[http://www.mvps.org/sramesh2k/Malware Defence.htm](http://www.mvps.org/sramesh2k/Malware_Defence.htm)

<http://defendingyourmachine.blogspot.com/>

[http://www.elephantboycomputers.com/page2.html#Removing Malware](http://www.elephantboycomputers.com/page2.html#Removing_Malware)

When all else fails, HijackThis

v1.99.1 (<http://aumha.net/downloads/hijackthis.zip>) is the preferred tool to use. It will help you to both identify and remove any hijackware/spyware.

**Post your log to <http://aumha.net/viewforum.php?f=30>,

<http://castlecops.com/forum67.html>,

<http://forums.subratam.org/index.php?showforum=7>, or other appropriate forums for expert analysis, not here.**

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Bruce Hagen

MS-MVP Outlook Express

Imperial Beach, CA

"HappyGirl" <HappyGirl@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:93108A6E-CDAA-4D2D-BBF8-1C31FF221BE1@xxxxxxxxxxxxxxxxxxxx>

Good Morning Bruce,

All of our email addresses/identities (4 addresses) have different Inboxes and various folders we've created so when I do backups, I have to go to Tool/Options/Maintenance and select the Store Folder for that email account.

When I check email for my husband (he doesn't email very much), I select File/Switch Identity and pick his name (email account) from the list.

This problem surfaced when I received an email from a friend that had an attachment. I could see part of it and went to use the scroll bar to see the rest and realized it wouldn't budge that's when I tried File/Exit and that wouldn't work either.

I did some testing by sending myself one of my own jpgs as an attachment and the exact same thing happened. I tried sending myself a .gif and it didn't happen. The size of the .jpg attachment doesn't matter either – it can be small and still hang the program when I open the email.

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What I tried last night was to send an email with a .jpg attachment to my husband's email address (same PC – just switched to his identity). When I opened the email, the program hung just like it does on my account.

Email scanning does not happen with Outlook Express as I also use my computer to access the server at work and they've installed Trend Micro which

I see only scans 'Outlook' email (which is the program I ONLY use for work when I'm logged on with my other profile).

Let me know if I wasn't clear with the above.

Thank you,
Nancy

"Bruce Hagen" wrote:

One identity is when you have all your addresses using the same instance of the Outlook Express Inbox, (unless you have rules to divert). If you sent a message to a different address that was not in the same identity, (i.e. another machine, or had to switch identities), then a new identity is not the answer.

As I understand, this happened when your friend sent you an e-mail, and also when you sent your husband an e-mail? He had the same incoming problem on a different machine?

If that is the case, then nothing I posted so far will help. If your husband has a different machine, what do you both have in common besides your ISP? A router?

I have to think on this for a bit. In the meanwhile, make sure e-mail scanning is disabled on all the machines in your house.

Turn off e-mail scanning in your anti-virus program. It is a

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redundant
layer
of protection that eats up CPUs, slows down sending and
receiving, and
causes a multitude of problems such as time-outs, account
setting changes
and has even been responsible for lose of messages. Your
up-to-date A/V
program will continue to protect you sufficiently. For more,
see:

<http://www.oehelp.com/OETips.aspx#3>

—
Bruce Hagen
MS-MVP Outlook Express
Imperial Beach, CA

"HappyGirl" <HappyGirl@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
<news:C4C612CD-A31B-420E-978B-7C6D301DD3D9@xxxxxxxxxxxxxxxxxxxx>

Hi Bruce,

Sorry that was long winded....I think I'm that
way conversationally
unfortunately (my poor friends and
coworkers) :-(

I cleared TIFs recently (about 4 hours ago)
so that didn't do the
trick.

As for identities, don't I have to get an
additional email account
approved
by my ISP first?

I was able to create the identity (called test).
I went through all
the
steps of putting in the POP server and SMTP
server info but when I
tried
to
send myself an email from that 'test' TO
'test', it went through the
outbox
but I did not receive it in my inbox. It was
still in the 'sent'
folder.

The only thing I didn't do is require a

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password as I didn't think that
was
necessary.

Can you give me a bit more guidance on
this?

One thing I just tried was sending an email
with a .jpg attachment to
my
husband's email address (another identity
that's been there). Same
thing
happens there :-(I've got 4 email addresses
or identities so if I
have
to
remove them all then recreate them, I'll save
all the folders and
messages
first but I'm not quite sure how to import
everything. I've done it
once
before and I remember that I struggled a bit
with it. I eventually got
it
right but if I have to do that, I'd better tackle
that in the a.m.
hours!

Thanks Bruce!
Nancy

Thanks,
Nancy

"Bruce Hagen" wrote:

Toooooooooooooooooooooo
much information! <wink>

Clear your TIFs first.

For IE6:

Clear the Temporary
Internet Files: In IE | Tools |
Internet Options |
Delete Files button. And
check the box to Delete

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Offline content.

For IE7:

Tools | Internet Options |
General Tab | Browsing
History | Delete
Temporary
Internet Files.

If still no joy:

Create a new identity and
see if the problem persists.

You may have a damaged
identity especially if it is the
default Main
Identity. File | Identity | Add
New Identity. Create a new
one and
test
it.

If all is well, you can import
your messages and Address
Book from the
old
identity and delete it.

How to Create and Use
Identities in Outlook
Express
<http://support.microsoft.com/?kbid=209169>

And see this.

MSIMN Is Still Running
After You Quit Outlook
Express:
<http://support.microsoft.com/?kbid=226313>

—
Bruce Hagen
MS–MVP Outlook Express
Imperial Beach, CA

"HappyGirl"
<HappyGirl@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
<news:183D5248-3130-4FCC-9767-11977D94C057@xxxxxxxxxxxxxxxxxxxx>

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I posted this
under the
wrong
group and
was politely
advised :-)

Here's my
post:

Hi All,

I have been
using OE 6
for a very
long time
with NO
issues. On
New
Years
Eve, I ran
defrag on
my system
(took
forever) and
it was
extremely
fragmented
so it
suggested I
run it
several
times more
which I did
(about 10
times)
until it was
only
slightly
fragmented.

That is the
only thing
I've done to
my PC as of
late – no
new
programs,
no
updates, etc.

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Yesterday a friend sent me an email which had a .jpg attachment.

I was able to open the email and the top half of the photo was showing in the body of the message. I tried to scroll down but the scroll bar was locked, I tried to click any of the menu items (File, Edit, etc.) and none of them worked.

I tried the Create, Reply etc. buttons and none worked.

In order to exit the window, I used the 'x' at the top right corner.

I also had to use

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the 'x' to
exit the
program
altogether.

I ran a few
tests and
discovered
that if I sent
myself a
.gif file
(attachment)
no matter
how large
or how
small, it
didn't hang
OE. If

I
sent
a very small
(6 KB) .jpg
attachment
or a
medium
sized .jpg
attachment,
it
would hang
in the
window and
I'd have to
'x' out of
OE.

On top of
that, the
emails with
.jpg
attachments
ONLY
showed in
the
body
of
the
message. In
other words,
the 'Attach'
field
(usually

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listed
below
From/Date/To/Subject
fields) was
NOT
showing so
the .jpg was
NOT
attached
(showing
filename/size)
– and only
displayed in
the body of
the
email.

On the other
hand, .gif
attachments
were
showing the
filename/size
in
the
'Attach'
field as well
as being
displayed in
the body.

I also
noticed that
each time I
had to use
the 'x' to
close a
window
or
the
OE
program, it
left the task
'msimn.exe'
out there so
even though
my
OE
windows
were closed,
the task was

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still
running.
After all my
testing,
I
saw
30 instances
(yes thirty)
of
msimn.exe
still
running!

Ok...fast
forward to
today about
10 mins
ago. I saw
someone's
thread
asking
how he
could stop
the
attachment
from
showing up
in the body
of his
email
and
the answer
was:

"In
Windows
XP SP2 or
Windows
2003 SP1,
when Tools,
Options,
Read, Read
All
Message In
Plain Text
is
selected,
that also
stops the
display of
images."

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That answer
has turned
into my
temporary
workaround
as .jpg's no
longer
hang
OE
however I
DO want to
be able to
view my
photos in
the body
and I