

Re: 17 seconds to open first message

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2008-03/m

- *From:* "PA Bear [MS MVP]" <PABearMVP@xxxxxxxxxx>
 - *Date:* Mon, 3 Mar 2008 19:26:28 -0500
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Correction:

1. Assuming WinXP, uninstall ZA via Add/Remove Programs, [Reboot,] and then enable the Windows Firewall.

2. OE Tools | Options | General:

=> When starting, go directly to my Inbox folder (uncheck)

=> Send/Receive at startup (uncheck)

3. Close and reopen OE: Does the behavior persist?

[A month later] Galloping Hairpin wrote:

Ok, I finally got around to creating a new identity, not totally straightforward because of the approach used by my ISP to implement multiple email addresses.

Anyway, the new identity exhibited similar, but not identical, problems to the old one insofar as it took 15 seconds to open the first message rather than the 21 seconds.

I have de-installed Avast and re-installed without any email scanning options. I have also disabled MailSafe in my ZoneAlarm firewall (although turning the firewall off completely makes no difference in any case).

If I can ever save up enough money I'm going to buy myself a Macintosh because I'm totally fed up with the problems I encounter with Microsoft products. Either that or I'll run my PC on Linux.

"PA Bear [MS MVP]" wrote:

<kibbitz>

If compacting all OE folders (ALT+F+F+F;

Re: 17 seconds to open first message

<http://www.insideoe.com/files/maintain.htm#compact>) and deleting Temporary Internet Files (and accepting the prompt to delete all offline content) doesn't correct the problem...

Your current Identity may be damaged, especially if its the default Main Identity. Try one or more of your accounts in a new Named Identity (File > Identities > Add new identity). Assuming all is well, (1) compact all folders in the old identity, (2) import messages from the old identity into the new one, and then (3) delete the old one (File > Identities > Manage Identities).

To avoid such corruption in future:

- Don't use Inbox or Sent Items to archive messages. Move them to local folders created for this purpose.
 - Empty Deleted Items folder daily.
 - Frequently perform a manual compact of all OE folders while "working offline". More at <http://www.insideoe.com/files/maintain.htm>
 - WinXP SP2 only: Do not shut down your machine while Windows is automatically compacting your message store.
 - Your anti-virus application's email scanning feature can also cause such corruption. Disable it. It provides no additional protection.
- </kibbitz>
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~PA Bear

Galloping Hairpin wrote:

Yes, I see this delay in every folder.

Re: 17 seconds to open first message

I can't get my brain around the fact that there is no activity in the Avast processes yet it's clearly affecting Outlook Express in some way.

Is there any way to re-install Outlook Express?

"Bruce Hagen" wrote:

Do you see this delay in every folder, or just the Inbox? I'm trying to figure out if there is something wrong with Avast, or it is actually doing its job and the delay is a result.

--

Bruce Hagen
MS-MVP Outlook Express
Imperial Beach, CA

"Galloping Hairpin"

<GallopingHairpin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

news:C82C4B75-8A97-4913-9B9E-6F57162BCE10@xxxxxxxxxxxxxxxxxxxx

Ok. I've done that and it hasn't made any difference.

"Bruce Hagen" wrote:

In many cases, just unchecking e-mail

Re: 17 seconds to open first message

scanning
is
not
enough.
Remove
Avast
and
reinstall
it.
Choose
Custom
Installation
and
under
Resident
Protection,
uncheck:
Internet
Mail
and
Outlook/Exchange.

See
if
that
helps.

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