

Re: Some mail opens a blank page

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:* Tue, 18 Mar 2008 20:10:44 -0400
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Have XP Home Professional Office...

Are you posting about MS Outlook or MS Outlook Express?

1. Download the appropriate version of the Norton Removal Tool (SAVE it to your desktop, do not RUN it):
<http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2005033108162039>.

2. Physically disconnect the machine from the internet.

3a. Uninstall CA [Internet] Security via Add/Remove Programs.

NB: You're "working without a net" now: Don't do ANYTHING else online (e.g., browsing; reading email; chatting) until you've gotten CA Security reinstalled!

3b. Enable the Windows Firewall.

4. Uninstall anything named Norton (e.g., Norton AntiVirus) and LiveUpdate via Add/Remove Programs.

5. Run the Norton Removal Tool.

6. Reboot.

7. Reconnect to the internet and IMMEDIATELY download/reinstall CA [Internet] Security.

8. Reboot.

9. Make certain that the Windows Firewall is disabled now.

10. Disable the Email Scanning component of CA Anti-Virus. It provides no additional protection, it's related to your problem, and even Symantec says it's not necessary:

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Disabling Email Scanning does not leave you unprotected against viruses that are distributed as email attachments. Norton AntiVirus Auto-Protect scans incoming files as they are saved to your hard drive, including email and email attachments. Email Scanning is just another layer on top of this. To make sure that Auto-Protect is providing the maximum protection, keep Auto-Protect enabled and run LiveUpdate regularly to ensure that you have the most recent virus definitions.

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<http://service1.symantec.com/SUPPORT/nav.nsf/docid/2002111812533106>

11. Test your email messages again, preferably one that you newly downloaded. If the blank messages persist:

Start | Run | (type in) regsvr32 inetcomm.dll | [OK]

....and reboot.

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~Robear Dyer (PA Bear)

MS MVP-IE, Mail, Security, Windows Desktop Experience – since 2002

AumHa VSOP & Admin <http://aumha.net>

DTS-L <http://dts-l.net/>

Dan Cullen wrote:

Have XP Home Professional Office. Most email is received fine, but some have started to open as a blank page. The only thing on the page is the PC Tools virus check confirmation.

No virus found in this incoming message
Checked by PC Tools AntiVirus (4.0.0.25 – 10.065.009).
<http://www.pctools.com/free-antivirus/>

If there is an attachment, same result. Double clicking on attachment (under subject) opens NotePad with the PC Tools virus check confirmation.

I used Norton Antivirus fine, but it expired in Feb and I installed CA Security for protection as it came free with Road Runner (Time/Warner) broadband connection that I have used for years. I also added PC Tools 1.5 and Spybot. I've uninstalled the last two programs, but nothing changed. The cookies under IE Explorer are set low as always.

I don't get any error or blocking messages, just an empty white page with the PC Tools message at the bottom. The email that comes through fine has the same PC Tools message. Soome could be a friend that messed up on sending mail, but the CNET newsletters are hit and miss.

Any suggestions would be greatly appreciated.