

## Re: Some mail opens a blank page

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2008-03/m](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2008-03/m)

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- *From:* "PA Bear [MS MVP]" <[PABearMVP@xxxxxxxxxx](mailto:PABearMVP@xxxxxxxxxx)>
  - *Date:* Thu, 20 Mar 2008 03:43:51 -0400
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YW, Dan, and thanks again for your valuable feedback. It really does make a difference!

Tip: Save that download link and Product or User ID for CA Internet Security in case you ever need to reinstall it again.

PS: If you like what you see here, check out AumHa Forums: <http://aumha.net>. (Much better signal to noise ratio overall than the newsgroups.)

The one & only...

—

~PA Bear

Dan Cullen wrote:

Thanks for the help. I used the Norton removal tool and it took most of the day to get CA Security back up. They email the download link and it takes a while. Have to wait to see if the email has any more problems.

I now have the Windows firewall disabled and the CA Security firewall on. Also, I disabled the CA Security email scan and ran a virus check with no problems. Though the yellow warning triangle (Attention Needed) lit up beside the AntiVirus segment as soon as I turned the email scan off.

This makes two times you have helped me out. Assuming you are the one and only Pa Bear on this site. Had trouble with a small IE screen, but the IE Maximizer download you recommended has worked fine.

You've been a great deal of help again.

You misunderstood. You need to uninstall all Norton-related applications and then run the Removal Tool to rid the machine of all Norton crapware. (See this discussion: <http://windowssecrets.com/comp/080207#story1>). Ignore the sections on the Norton Removal Tool page about having your

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Product ID and reinstalling the application.

Furthermore, the presence of the Norton leftovers \*may\* have compromised your original install of CA [Internet] Security, so I'm having you uninstall before doing the Norton-related steps and then reinstall it.

The information pertaining NAV Auto-Protect applies to similar real-time protection in all anti-virus applications, not just NAV.

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~PA Bear

Dan Cullen wrote:

1 I'm using Outlook Express

2 My subscription to Symantec NAV expired in February and I did not renew it. That's when I switched to CA Security since it's free. Do I need to renew my subscription to Symantec NAV first or did I misunderstand. I was hoping to avoid the expense of resubscribing to NAV.

You said,  
" Norton AntiVirus Auto-Protect scans incoming files as they are saved to your hard drive, including email and email attachments... keep Auto-Protect enabled and run LiveUpdate regularly.

Just wanted to check before I disenable anything.

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>.

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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:

<QP>

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

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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.

</QP>

<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

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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.