

Re: Outlook messages going un-bold

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg00814.html>

- *From:* v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx ("Nathan Liu [MSFT]")
 - *Date:* Mon, 10 Oct 2005 10:41:36 GMT
-

Hi Dave,

Thank you for your update.

I am sorry for the delayed response due to the weekend. Please understand that the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

I have checked my email, and found the email.png attachments in the your email (2005-10-8 1:36). Considering the current condition, please refer to the following information:

1. Click Start, go to Settings -> Control Panel, double-click Mail, in the dialog box, click E-mail Accounts, select "View or change existing e-mail accounts" and click Next, make a screen shot of the E-mail Accounts page.
2. Please help me re-confirm if the Exchange user account and other two POP3 user accounts are respective different account.
3. As you mentioned, if you delete 2 POP3 accounts and then it works correctly, let's configure the 2 POP3 accounts in the Outlook Express, and then check if the issue can be reproduced.
4. If the issue persists, please perform the following steps to check if this issue can be resolved:

Test 1: Clean View

=====

It may happen if the Outlook views are corrupted, if this is the case, we may reset the views by the following steps:

- Close Outlook.
- Click Start, click Run, type "Outlook.exe /CleanViews" (without quotation mark) and press Enter.

Note: The command will delete custom view and reset to Outlook default view.

Test 2: Repair MAPI

=====

Re: Outlook messages going un-bold

- Quit all programs.
- Rename the Mapi32.dll file in the C:\Windows\System32 folder to "Mapi32.old" (without quotation marks).
- Locate the Fixmapi.exe file in the C:\Windows\System32 folder, and then double-click "Fixmapi.exe" to run the program.
- Restart your computer.

Test 3: Clean Outlook Cache

=====
If the problem persists, please try to clean cache on the client side to see if it helps:

Search for the following four files and rename them by changing the file extension from ".dat" to ".old":

- outcmd.dat,
- extend.dat,
- frmcache.dat,
- views.dat.

Best regards,

Nathan Liu (MSFT)
Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====
This posting is provided "AS IS" with no warranties, and confers no rights.

- Prev by Date: ***RE: VSS causing Backup Failures....***
- Next by Date: ***RE: The client configuration file (apps.dat) is either missing or cor***
- Previous by thread: ***RE: VSS causing Backup Failures....***
- Next by thread: ***RE: The client configuration file (apps.dat) is either missing or cor***
- Index(es):
 - ◆ ***Date***
 - ◆ ***Thread***