

# Re: OWA and missing attachments

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg00784.html>

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- *From:* [v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx) (v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT]))
  - *Date:* Tue, 08 Jan 2008 07:42:52 GMT
- 

Hi Juha,

Thanks for your reply.

You said "The sender was exchange client". Is the mail send from Outlook client in your domain or the e-mail is from another Exchange server?

If the problematic e-mail is sent by Outlook clients in your domain, you can also try the following:

Step 1: URLScan can cause this issue. If you have URLScan installed on the SBS Server, please uninstall it and try again.

Step 2: If you have Trend Microsoft SMTP Gateway installed, this can cause problem. The Trend Microsoft SMTP Gateway that is used adds a disclaimer to all email that passes through it. When it does this, it modifies the header in a way that makes attachments unable to display in Outlook Web Access. After removing the disclaimer, new emails with attachments display correctly.

Step 3: This problem occurs because the Content-ID entry and the Content-Location entry exist in the MIME message header. These entries instruct OWA to interpret the attachment as an inline attachment or as an embedded attachment in the body of the message. Because OWA expects the attachment to appear as part of the message body, OWA removes the attachment as a separate file. To work around this problem, use the Outlook client to view the message.

More info:

Attachments may be missing from messages in Outlook Web Access  
<http://support.microsoft.com/kb/822175>

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Re: OWA and missing attachments

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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.

=====  
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-----  
<Thread-Topic: OWA and missing attachments  
<thread-index: AchRX6YWatcIaydET8eGvO4zhihoDg==  
<X-WBNR-Posting-Host: 207.46.19.197  
<From: =?Utf-8?B?SnVoYQ==?= <Juha@xxxxxxxxxxxxxxxxxxxxxxxx>  
<References: <8F94F7E2-0385-4D0D-8F36-66721B9B9721@xxxxxxxxxxxx>  
<OBD0qG!TIHA.4712@xxxxxxxxxxxxxxxxxxxxxxxx>  
<1D0CBB82-30D0-41F8-8076-1211303042A4@xxxxxxxxxxxx>  
<#vUkHKpTIHA.2000@xxxxxxxxxxxxxxxxxxxxxxxx>  
<5F20BF8A-2E1D-418B-B6F8-F25A114620CB@xxxxxxxxxxxx>  
<Iw9dtLQUIHA.1528@xxxxxxxxxxxxxxxxxxxxxxxx>  
<Subject: Re: OWA and missing attachments  
<Date: Mon, 7 Jan 2008 11:01:03 -0800  
<Lines: 291  
<Message-ID: <BFBDAEC5-D525-4D87-9221-F0EF4E089DE9@xxxxxxxxxxxx>  
<MIME-Version: 1.0

Re: OWA and missing attachments

Re: OWA and missing attachments

<Content-Type: text/plain;  
< charset="Utf-8"  
<Content-Transfer-Encoding: 7bit  
<X-Newsreader: Microsoft CDO for Windows 2000  
<Content-Class: urn:content-classes:message  
<Importance: normal  
<Priority: normal  
<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2992  
<Newsgroups: microsoft.public.windows.server.sbs  
<Path: TK2MSFTNGHUB02.phx.gbl  
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:85142  
<NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
<X-Tomcat-NG: microsoft.public.windows.server.sbs

<

<Thank you all

<

<I was able to finish servrs POP3 / IMAP gonfiguration. After that I noticed

<that I can see and open the attchments in Outlook Client.

<

<I actually recalculated the number of attachments in the original mail.

<There were 13 files (\*.doc) total size together over 2 MB. The original mail

<was sent to a distrubution list less than 50 addresses. None of the receivers

<hasn't anything else but OWA and they reported that the attachments weren't

<there.

<

<Suppose this kind of mailing is just too much for OWA. The sender was

<exchange client. I suppose that the sender didn't receive any error messages.

<

<My defaults under xchange / Message Delivery Options are 10 MB for message

<size both sending and receiving and recipient limit is set to 5000 .

Suppose

<that they are the defaults.

<

<So thank you again. I will implement SSL POP3 or IMAP for remote workers

<later in this week. The OWA will be the secondary system after that.

<

<Rgs,

<

<Juha

<

<=====

<

<"v-robeli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li" wrote:

<

<> Hi Juha,

<>

Re: OWA and missing attachments

- ◇ Thanks for posting in our newsgroup and also for Henrik and Claus's
- ◇ suggestions.
- ◇
- ◇ From your description, I know that from OWA you can see the attachment
- but
- ◇ can't open it. However in Outlook the attachment can be opened
- ◇ successfully. If that's not right, please don't hesitate to let me know.
- ◇
- ◇ Please let me know following to make the situation more clearly:
- ◇
- ◇ 1. Do all users have such issue?
- ◇ 2. Do all types of attachments have such issue?
- ◇ 3. What's the version of your Internet Explorer?
- ◇
- ◇ Based on my search, I'd like to give you the following suggestions:
- ◇
- ◇ Step 1: If the problem occurs on specific user, please ask the
- problematic
- ◇ user log on good workstation to see if the problem can be reproduced.
- ◇
- ◇ Step 2: Please make a clean boot to make sure the problem is not caused
- ◇ third party software:
- ◇
- ◇ 1. Click Start→Run...→type msconfig and press Enter.
- ◇ 2. Click Services tab and select Hide All Microsoft Services and Disable
- ◇ All third party Services.
- ◇ 3. Click Startup tab and Disable All startup items.
- ◇ 4. Click OK and choose Restart.
- ◇ 5. After reboot, check whether the problem still occurs.
- ◇ 6. If there are no more problems, please use the above steps to enable
- ◇ services and startup items one by one in order to figure out the root
- cause
- ◇ of this issue.
- ◇
- ◇ Step 3: This may be caused by IE Browser. Please take the following steps
- to
- ◇ reset IE.
- ◇
- ◇ If you use IE 7, please take the steps in the following article:
- ◇
- ◇ How to use Reset Internet Explorer Settings (RIES)
- ◇ <http://support.microsoft.com/kb/923737>
- ◇
- ◇ If you use IE 6:
- ◇ 1. Click Tools' Internet Options.
- ◇ 2. On the General tab, click to delete history, cookie and temporary
- files.
- ◇
- ◇ Step 4: Please check the IE settings:
- ◇
- ◇ 1. Click Tools\Internet Options.

Re: OWA and missing attachments

- ◇ 2. On the Advanced tab, make sure "Do not save encrypted pages to disk" is
- ◇ not checked.
- ◇
- ◇ More info:
- ◇
- ◇ "Internet Explorer Cannot Download" Error Message When You Use an HTTPS URL
- ◇ to Open an Office Document or PDF File
- ◇ <http://support.microsoft.com/kb/812935>
- ◇
- ◇ Step 5: When you use the PC–Pine e–mail client to create and send a message
- ◇ with an attachment to a Microsoft Exchange Server 2003 mailbox, and then
- ◇ the message is opened and forwarded with a MAPI client to another Exchange
- ◇ 2003 mailbox or the same Exchange 2003 mailbox, the attachment is not
- ◇ visible in Outlook Web Access. To fix this, please install the hotfix in
- ◇ this KB:
- ◇
- ◇ An attachment is not visible in OWA when you use the PC–Pine mail client to
- ◇ send an e–mail message and it is forwarded with a MAPI client to an
- ◇ Exchange 2003 mailbox
- ◇ <http://support.microsoft.com/default.aspx?scid=kb;EN-US:827637>
- ◇
- ◇ Step 6: Please install the hotfix below:
- ◇
- ◇ An attachment is not displayed when you open an e–mail message in Outlook
- ◇ Web Access
- ◇ <http://support.microsoft.com/default.aspx?scid=kb;EN-US:935342>
- ◇
- ◇ Hope this helps.
- ◇
- ◇ I am looking forward to hear from you.
- ◇
- ◇ If you need further assistance, please don't hesitate to let me know.
- ◇
- ◇ Best regards,
- ◇
- ◇ Robert Li(MSFT)
- ◇
- ◇ Microsoft CSS Online Newsgroup Support
- ◇
- ◇ Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)
- ◇
- ◇ =====
- ◇
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Re: OWA and missing attachments

corresponding

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◇

◇ =====

◇

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◇

◇ -----

◇ <Thread-Topic: OWA and missing attachments

◇ <thread-index: AchOow49HU+EShvqS1ele7ufEBOGzA==

◇ <X-WBNR-Posting-Host: 207.46.192.207

◇ <From: =?Utf-8?B?SnVoYQ==?= <Juha@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

◇ <References: <8F94F7E2-0385-4D0D-8F36-66721B9B9721@xxxxxxxxxxxx>

◇ <OBD0qGITIHA.4712@xxxxxxxxxxxxxxxxxxxx>

◇ <1D0CBB82-30D0-41F8-8076-1211303042A4@xxxxxxxxxxxx>

◇ <#vUkHKpTIHA.2000@xxxxxxxxxxxxxxxxxxxx>

◇ <Subject: Re: OWA and missing attachments

◇ <Date: Thu, 3 Jan 2008 23:26:00 -0800

◇ <Lines: 97

◇ <Message-ID: <5F20BF8A-2E1D-418B-B6F8-F25A114620CB@xxxxxxxxxxxx>

◇ <MIME-Version: 1.0

◇ <Content-Type: text/plain;

◇ < charset="Utf-8"

◇ <Content-Transfer-Encoding: 7bit

◇ <X-Newsreader: Microsoft CDO for Windows 2000

◇ <Content-Class: urn:content-classes:message

Re: OWA and missing attachments

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<<Importance: normal  
<<Priority: normal  
<<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2992  
<<Newsgroups: microsoft.public.windows.server.sbs  
<<Path: TK2MSFTNGHUB02.phx.gbl  
<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:84665  
<<NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148  
<<X-Tomcat-NG: microsoft.public.windows.server.sbs  
<<  
<<Hi  
<<  
<<Actually I can see a small clip (stating that there are attachments) in  
<<the  
<<message list (what is the correct word?). But when I double click the  
<<message  
<<there aren't any attachments. Or exactly, this happens for some posts,  
eg  
<<in  
<<that post where were 9 attachments. There were an cc to another mail  
<<system  
<<and I was able to see and open those attachments. But once again, not  
with  
<<OWA + IE6 only with Office Outlook .  
<<  
<<Juha  
<<  
<<  
<<"Claus" wrote:  
<<  
<<> You stated in your first post that you see those attachments in  
Outlook.  
<<If  
<<> that's the case then your issue has nothing to do with Exchange,  
CEICW  
<<or  
<<> your ISP. Check your IE settings.  
<<>  
<<> --  
<<> Claus  
<<> "Juha" <Juha@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<<> <news:1D0CBB82-30D0-41F8-8076-1211303042A4@xxxxxxxxxxxxxxxxxxxx>  
<<>> Thanks Henrik  
<<>>  
<<>> The attachments were \*.doc files. Also I have configured through  
CEICW  
<<> to  
<<>> move removed mails to a specific folder. It were empty. This coul  
also  
<<> be  
<<>> DNS  
<<>> ISP related. We have some problems with them while putting the

Re: OWA and missing attachments

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system

<> up.

<>> The

<>> server is a new one.

<>>

<>> Could this be even OWA client related, IExplorer?

<>>

<>> juha

<>>

<>>

<>>

<>>

<>> "Henrik" wrote:

<>>

<>>> Hi,

<>>>

<>>> If you know the attachment type , Its a configurable thing.

<>>> One place thats handling attachment file tpes in Exchange is the

<> CEICW

<>>> and

<>>> the part thats handling email settings.

<>>> During the setup you are allowed to specify what file types that

<> should

<>>> or

<>>> should not be allowed into your organization thru email. You can also

<>>> specify a place for were to store screened attachments.

<>>>

<>>> Run thru the CEICW again to this feature. The other options can be

<> left

<>>> with

<>>> "don not configure ... " until you reach the mail settings

<> confugration.

<>>>

<>>> Start there and see if the attachment type you are looking for is

<>>> specified

<>>> there.

<>>>

<>>> God luck

<>>>

<>>> --

<>>> Henrik Arenblad, MCP SBS,

<>>> <http://support.microsoft.com/kb/q555375> <http://www.google.com/>

<>>> Windows Small Business Server 2003 Technical Library

<>>>

<>

<http://technet2.microsoft.com/WindowsServerSolutions/SBS/en/library/07fe109b>

<> -1421-4052-acc2-d2898afc0d951033.msp?mfr=true

<>>>

<>>>

<>>> "Juha" <Juha@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

Re: OWA and missing attachments

<<>> news:8F94F7E2-0385-4D0D-8F36-66721B9B9721@xxxxxxxxxxxxxxxxxxxx

<<>>> Hi

<<>>>

<<>>> Is there anything general issue involved that I can't receive

<< some(?)

<<>>> attachments to OWA? The mail is marked so that ther would be

<<>>> attachments,

<<>>> but

<<>>> if I douple click that mail the attacments aren't there. Still

if I

<<>>> check

<<>>> the

<<>>> mail from Office Outlook the attacment(s) are there.

<<>>>

<<>>> At this point I'm not sure weather this is involved mail size or

the

<<>>> number

<<>>> of attachments. We noticed this today and the size of the mail

was

<< 2MB

<<>>> and

<<>>> there were 9 attachments.

<<>>>

<<>>> Kindly regards,

<<>>>

<<>>> Juha

<<>>> Finland

<<>>>

<<>>>

<<>>>

<<>>

<<>>

<<>>

<< <

<<

<<

<

.