

Re: Outlook Express and Word 2002 Attachments

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2004-02/2920.html

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jpcarter wrote:

- > *I'm a total non tech person so sorry if this is a daft*
- > *question. Just got windows xp and when i send an email*
- > *with word attachment, the attachment is removed and*
- > *message appears on mail (in sent box) "OS removed access*
- > *to the following unsafe attachment". I have downloaded*
- > *updates and installed anti virus software no luck.*
- >
- > *How can I find out what the problem is?*

Not "daft", just frequently asked.

If I might suggest a look at using Google to search for answers as an addendum to using these newsgroups in the future.

Read more about this (and how long it has been around) here:

<http://support.microsoft.com/?kbid=329570>

It also explains ways to turn off the security feature.

You can either turn off this protection
(not recommended without OTHER protection.):

In Outlook Express, under Tools->Options go to the Security tab and take the checkmark out of the "do not allow attachments to be saved or opened that could potentially be a virus" box.

Or work around it
(more difficult, but safer, allows you to be more careful about what you open.):

Open an email containing the attachments that Outlook Express is blocking access to. The 'OE removed access...' message will be shown as before. Click the 'Forward' button (as if you are going to forward the email to another person)

A new message window should open, with the message ready for forwarding. This is where you would normally enter some new email addresses to which you

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would wish to forward the message. (We are not actually going to forward it)

What it also does, at least in cases I have seen, is to show the attachments, between the 'Subject' line and the 'Message area'. You should be able to double-click on an attachment and it will give you the option of opening it, or saving it.

There should also be a check box which says something like: 'Always ask before opening this type of file'. The checkbox will be ticked.

Do the following: Select 'Open it' and also (THIS BIT IS THE IMPORTANT STEP!) Un-tick the 'Always ask...' checkbox. The attached document should now open.

And finally, if the above all worked, and you performed the steps for opening the attachment, you should now find that if you close and re-open the email that was causing problems before, you should now be able to see the attachments!

(I believe that it is the "Always ask" setting that OE uses to determine whether a particular attachment type should be treated as 'harmful')

It is NOT recommended to use the above steps for accessing executable attachments, and ALWAYS make sure you have an up-to-date virus checker!

Good Luck!

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<- Shenan ->
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