



# Microsoft Outlook Express 5 Macintosh Edition

# The Unofficial Outlook Express FAQ

## Contents

	Page		Page
<b><u>Addressbook</u></b>		<b><u>Miscellaneous</u></b>	
Importing contacts from a text file or word processor document	<a href="#">2</a>	How to spell check your messages	<a href="#">13</a>
Sorting a group alphabetically in the address book	<a href="#">3</a>	Combating junk mail	<a href="#">13</a>
How to export AddressBook for PC	<a href="#">3</a>	Drag & Drop has stopped working	<a href="#">13</a>
Printing the AddressBook	<a href="#">3</a>	How to setup a 'Reply To' command	
The AddressBook isn't in alphabetical order	<a href="#">3</a>	System requirements for Outlook Express	<a href="#">13</a>
<b><u>Attachments</u></b>		Where to download current versions of Outlook Express & Outlook	<a href="#">13</a>
What encoding format to use, plus default setup	<a href="#">3</a>	Where to download older versions of Outlook Express	<a href="#">13</a>
What is a "winmail.dat" file?	<a href="#">3</a>	Making Internet Explorer/Outlook Express the default web browser/email client	
Sending attachments to PC recipients	<a href="#">3</a>	Return Receipt feature in Outlook Express?	<a href="#">13-14</a>
Importing Netscape 6.0 email into Outlook Express 5.0x	<a href="#">4</a>	Where to download manual on Outlook Express	<a href="#">14</a>
Making downloaded split [Mastersplitter] MPEG files playable	<a href="#">4</a>	Where are the email messages stored in the database files?	<a href="#">14</a>
Compressing attachments	<a href="#">4</a>	Organising column headers	<a href="#">14</a>
<b><u>Crashing &amp; Complex Rebuild/Compacting of the Database Files</u></b>		Moving folders in Outlook Express, to the root of the Folder List	<a href="#">14</a>
How to prevent Outlook Express from crashing?	<a href="#">4</a>	<b><u>Newsgroups</u></b>	
How to do a complex rebuild & compact the database files? Includes Entourage.	<a href="#">4/5</a>	How to create a killfile	<a href="#">15</a>
<b><u>Deleting Messages</u></b>		How to get other newsgroups	<a href="#">15</a>
Disappearing messages		How to download newsgroup posts	<a href="#">15-16</a>
Deleting stubborn messages from your ISP's mail box	<a href="#">5</a>	Limiting the number of newsgroup posts	<a href="#">16</a>
Messages that refuse to delete in Outlook Express	<a href="#">5</a>	How to delete newsgroup messages?	<a href="#">16-17</a>
3 ways to delete messages	<a href="#">5-6</a>	<b><u>Rules</u></b>	
<b><u>Error Messages</u></b>		How to create a kill-file rule	<a href="#">17</a>
Errors: -199; -3216; -16999; -17199; -23012; The Preferences file could not be opened; Unexpected end of file; Memory is full; An unknown error 4359 occurred, etc.	<a href="#">6-7</a>	How to create a rule that will notify you when very large posts (in a newsgroup) are detected	<a href="#">17</a>
<b><u>Hotmail</u></b>		How to create a rule that will automatically load an entire thread in a certain newsgroup(s)	<a href="#">17</a>
Hotmail intermittently refuses to download mail	<a href="#">8</a>	<b><u>Schedules</u></b>	
Cannot send email messages from MSN Mail, after Microsoft updated it's Hotmail system	<a href="#">8</a>	The Send & Receive schedule and it's significance	<a href="#">18</a>
Cannot send messages with Hotmail, after Microsoft updated it's Hotmail system	<a href="#">8</a>	A schedule that will only download from a specific mailbox	<a href="#">18</a>
Folders disappear when connecting to a hotmail account	<a href="#">8</a>	A schedule that will automatically download your email whenever you launch Outlook Express	<a href="#">18</a>
<b><u>HTML Email</u></b>		<b><u>Sending &amp; Receiving Email</u></b>	
How to create HTML messages with pics?	<a href="#">9</a>	Cannot send an email due to unauthorised relaying	<a href="#">18</a>
Automatic HTML formatting not working	<a href="#">9</a>	Cannot receive any email what-so-ever	<a href="#">18</a>
Non-displaying HTML email	<a href="#">9</a>	Cannot send/receive emails without getting an error message	<a href="#">18</a>
<b><u>Identities</u></b>		Cannot send emails, server doesn't recognise the names?	<a href="#">19</a>
How to password protect your email identities	<a href="#">9</a>	Sending posts/emails to multiple recipients	<a href="#">19</a>
Where to get an IMAP account?	<a href="#">9</a>	<b><u>Setting Up News &amp; Email Accounts</u></b>	
Entourage refuses to load main identity - removing stubborn corruption in database	<a href="#">9</a>	Manually setting up a POP3 account	<a href="#">19</a>
Where are my email files stored?	<a href="#">10</a>	Manually setting up a Hotmail account	<a href="#">20</a>
MS Office has overwritten my identity	<a href="#">10</a>	Manually setting up a Newsgroup account	<a href="#">21</a>
Deleting an identity	<a href="#">10</a>	<b><u>Terminology</u></b>	
Moving your email database to another location	<a href="#">10</a>	Jargon explained; AppleDouble, ASCII, POP3, IMAP, BinHex, etc.	<a href="#">22-23</a>
<b><u>Importing Email from other Programs &amp; Platforms</u></b>		<b><u>Useful Outlook Express Web Site URLs</u></b>	
How do I import my email & data from Outlook Express v5.0-5.03, to the latest version (5.04)	<a href="#">11</a>	Link to ISPs - The Definitive List web site.	<a href="#">23</a>
How to transfer your email & other data to another identity, if the original identity became corrupted?	<a href="#">11</a>	Link to Applescript Central web site.	<a href="#">23</a>
Transferring email from Mac to PC, and visa versa	<a href="#">11-12</a>	Link to Sound Set Central web site.	<a href="#">23</a>
How to download email to a Handspring Visor	<a href="#">12</a>	List of Outlook Express & Internet Explorer newsgroups for Mac and PC users.	<a href="#">23</a>
		Link to PC Outlook Express FAQ web site.	<a href="#">23</a>
		Link to Microsoft's MacTopia web site.	<a href="#">23</a>
		Link to About's web site.	<a href="#">23</a>
		Link to MacOptions web site.	<a href="#">23</a>
		Link to The Unofficial Outlook Express Page web site.	<a href="#">23</a>

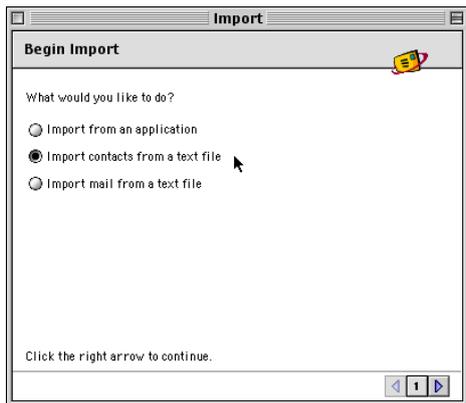
# Address Book

## How to import contacts from a word processor or text file into the address book?

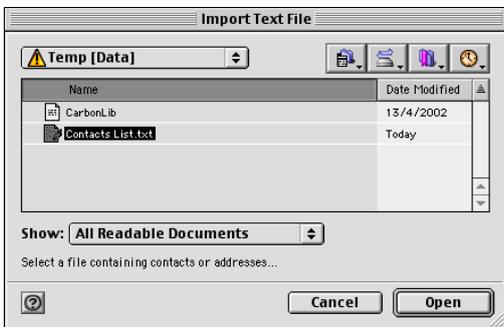
There is a feature in Outlook Express (which some of you may have seen already), that lets you import a custom formatted text file into the Addressbook. When I say customised, I mean that does not exactly conform to Outlook Express's own exported text format. Instead, Outlook Express will show you a customisation import window. This window allows you to map the correct tabbed entries in your text document to Outlook Express's Addressbook fields. I'll explain it better, especially for those who've never seen this before, by this picture sequence, so that you can better understand what is going on...



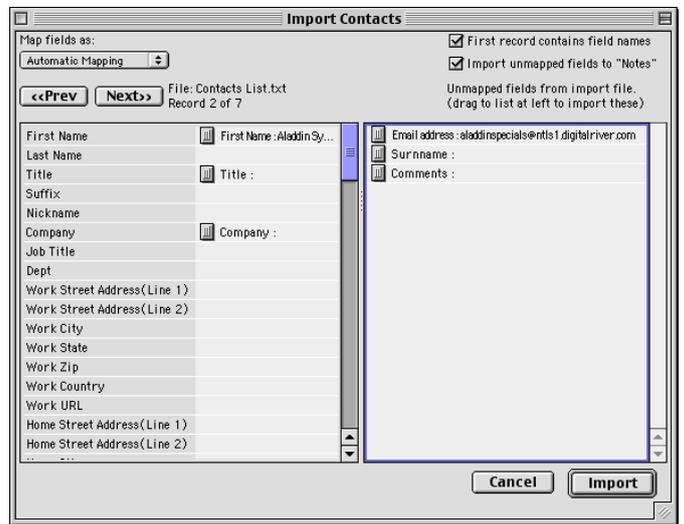
1) In your word processor, make sure that all field entries are separated with a tab, otherwise all the information will end up in one field in Outlook Express. Then save the file as a basic text file - it must be saved without any kind of formatting.



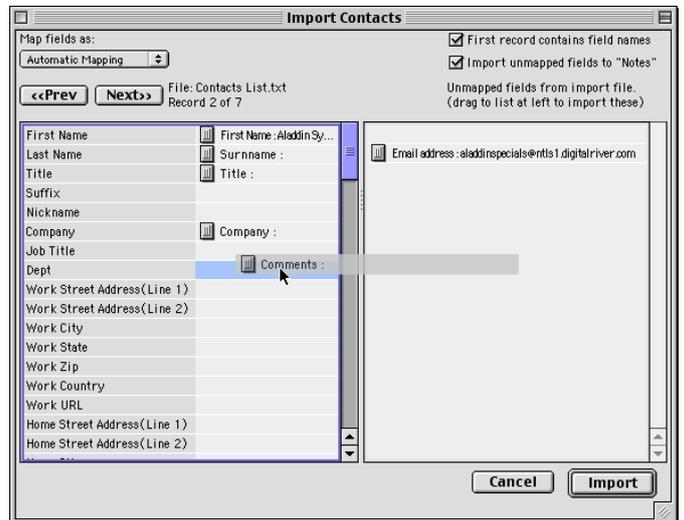
2) Select **Import...** from the File menu, and then click on the **Import contacts from a text file** radio button. Now click on the righthand arrow button at the bottom of the window.



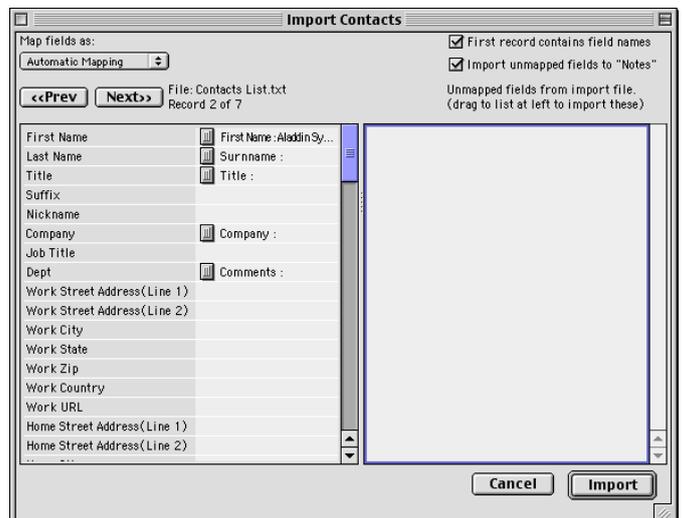
3) This will immediately bring you to the Open dialogue box. Select the text file you just saved, and click **Open**.



4) If you named the first line of your text file with tabbed headings, then it should show up like the picture.. the heading will appear with a colon character and some info from the rest of the following lines in the text file. Also note that some of the entries will automatically be placed with the corresponding Outlook Express fields on the left hand pane of this window. That's because the headers exactly match the ones that appear in Outlook Express.



5) The remaining fields from your text file (on the right hand pane), must now be manually (use drag and drop) moved into the a slot on the left hand pane, that corresponds to Outlook Express's Addressbook field, eg. in this instance I've elected to put my **Comments** in with the **Dept** field. Note that the email field is further down the left hand list.



6) As you can see, all the entries (when there are no more items listed in the right hand pane) from the text file have been moved to the

corresponding field in the Addressbook. Now you can click on the **Import** button.



7) Once it has finished the import process, which may only take a few seconds, you will be presented with this Ready to Go! window. Just click on the Finish button to end this action.

Address Book				
Name	E-mail Address	Company	Department	
Aladdin Systems	aladdinspecials@ntds1.digitalriver.com			
Andrews Amy	amy@theweb.com	Web Dis-ign	Web designers	
Apple eNews	macos_x_product@applenews.lists.apple.com	Apple	Newsletter	
Joe Bloggs	joebloggs@aol.com		Friend	
DVDPlus	custserv@DVDPlus.co.uk	DVDPlus	DVD mailorder	
MacWarehouse	sales@macwarehouse.co.uk	MacWarehouse		

8) This is the finished product... all your contacts have been merged into your addressbook.

### How do I alphabetically sort entries in a group (in the address book)?

THE EASY WAY... Download the Applescript called **Group Sort 1.4** at: [homepage.mac.com/berkowitz28/](http://homepage.mac.com/berkowitz28/) (in Outlook Express scripts)

THE HARD WAY... You're going to have to sort them out manually - a pain, I know. However what you can do, just to make life a little easier, is drag and drop names from the AddressBook into a new Group, by using the key combos listed below. Then compare the two, by duplicating the original (contextual menu), and then deleting each entry from the dupe as you're drag & dropping names into the new group. Just to make make the task slightly more efficient, I've listed a couple of useful key combos below:

- Shift key + click** to grab a whole range of names.
- Command + click** to select a non-sequential set of names.

### How can I export my address book from the mac to the pc version of outlook express?

Yes, via a script. It prepares the Mac saved Contacts file, by stripping out a load of useless data, that the PC version of Outlook doesn't use. It can be downloaded from [www.applescriptcentral.com/ftpwin.php?id=223](http://www.applescriptcentral.com/ftpwin.php?id=223). The site is called **AppleScript Central**.

### How do I print out the address book?

Make multiple snap shots of the address book while it is on screen. You can view a number of different data columns via Views > **Columns** sub-menu. Or via a contextual menu, if you click on the columns bar, which is much faster. OR.. You'll have to export the Address Book and prepare it in Excel (preferably) or a word processor for output (quite messy).

### Why doesn't outlook express list the address book in alphabetical order?

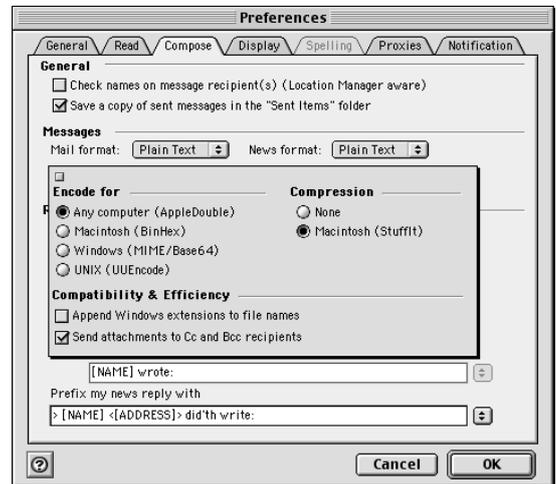
It is listing it in alphabetical order, except it is listing it by surname, and not by the first name.

# Attachments

## What encoding format should I use, and where do I set up the default setting for this?

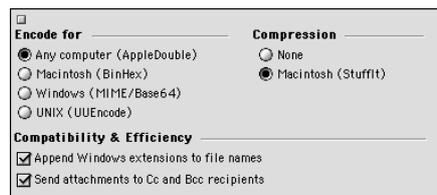
Ideally you should use the **AppleDouble** encoding, because this format caters for all computer platforms, and especially if you do not know what type of computer the end user has. However if the recipient has a Macintosh, then you can encode it in **MacBinary**, and the Resource and Data forks will be safe (for applications etc.).

The default setting window is in the preferences window, under Compose. Click on the button called **Click here for attachment options**, and then choose which encoding format you want, and whether you need compression on or not.



Encoding format defaults are in the Compose window of the Preferences window.

To manually over-ride the encoding type when you send a message to a recipient that eg. requests it to be in a certain encoding format, then go into the message's composition/edit window, click on the little attachment triangle, about one third way down the window, on the left hand side, to expand it. Then click on the button called Encode for any computer (<default encoding format>); **no compression**, this will display the other options available to you, as shown in the preferences window. Then you have changed the encoding and compression options, this will also be changed in the line of info under the word **Attachment**, next to the expand triangle.



Over-riding attachment options in the message composition window.

## What is a "winmail.dat" file?

A xxxx.DAT file is a special Rich Text file generated by Windows Outlook, only when it sends messages in this format. It is utterly useless on Macs, as it cannot be directly opened in any program. You have to tell the sender to resend the message as either Plain Text or as HTML formatted text. Or use a program called **TNEF Enough**, at [www.joshjacob.com](http://www.joshjacob.com) to read the proprietary Rich Text file.

## How do I send images and files to a pc recipient?

You have to remember that Macintosh files are stored in 2 parts, or forks, known as the Resource and Data forks. Some documents. For example: PDF, compressed/encoded archives (eg. as Stuffit or Compact Pro compressed archives - as MacBinary or BinHex encoded archives), ASCII text files and image files, store all of their data in it's Data fork, and zero info in the Resource fork, so you don't need to archive it at all.

**Not sent as archives:** The type of files you can send as is, are those that do not have a Resource fork, they are: JPEG and GIF images, PDF (Acrobat Reader) documents, Raw Text or Rich Text

Format and most word processor documents, HTML pages, and possibly a number of other types of files.

Assuming the files are OK to send as is (unarchived), all you need to do is to add the appropriate 3 character filename extension to the file and attach it to the email message in Outlook Express, eg. image.jpg. Make sure it is encoded in the AppleDouble format.

**Sent as an archive:** If you're sending any files that contain both Data and Resource forks, you're best archiving the file(s) with Stuffit\*, Ziplt, or even an encoding format, such as MacBinary. If you don't archive the files, they will become corrupted, especially if you're simply transferring the files to another Mac.

Again, make sure you add the 3 character file extension for the archive type, and set the encoding format to AppleDouble.

\*There is a Windows version of Stuffit Expander on their web site: [www.aladdinsys.com/expander/winlogin.html](http://www.aladdinsys.com/expander/winlogin.html)

### 3 character file extensions for popular file formats:

Adobe Acrobat PDF = .pdf

Microsoft Word = .doc

Word Perfect = .wp / .wp4 / .wp5

JPEG (image format) = .jpg

GIF (image format) = .gif

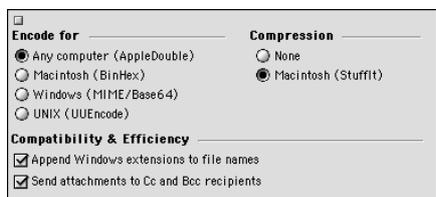
PNG (image format) = .png

TIFF (image format) = .tiff

ZIP (compressed archive) = .zip

### Additional notes about sending files to PC users

It may be worthwhile to go into Outlook Express's Preferences window, click on the Compose tab, and then on the button called Click here for attachment options, and tick the option Append Windows Extensions to File Names (under the title Compatibility and Efficiency). This will automatically add a three character file type extension to any attached files.



Tick the radio button: Append Windows Extensions to File Names.

### How do you import Netscape 6.0 email into Outlook Express v5.0x?

First, make sure that forwarding is set to Forward As Attachment. You can select several messages at a time, and forward them to your email address.

When you open the forwarded messages, click Message, then Save All Attachments. You have to do this for each of the forwarded messages. Then find the folder where you saved your attachments to, and drag the message files into the Outlook Express window and release them onto the folder you want them saved in. It's a bit complicated, but I believe it may be the only way at present.

### How do I make split MPEG files playable with Quicktime's player program?

Use a utility called Rosetta, this will make all the split [MasterSplitter only] MPEG parts playable in Quicktime's Player program. I don't have a URL at the moment - but I will shortly.

### Why is Outlook Express compressing attachments when I have not told it to do so?

You are attaching an entire folder, this will automatically overrule the attachments settings, and will use Stuffit to compress the attachment. To stop this from happening, just select the attachments as individual files all at once, and normal encoding will come into effect.

# Crashing & Rebuilding the Database Files

## How can I stop Outlook Express from crashing?

There a number of preventative actions you can do, to stop or reduce the number of crashes you're having with Outlook Express or Outlook:

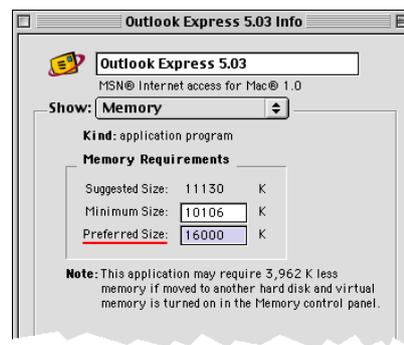
- Increase Outlook Express's (and Outlook) memory allocation in it's **Get Info** window by 4-6mb.
- Delete all items in the Deleted Items folder, and then do a Complex Rebuild of the database (see below).
- Delete Outlook's preference file in the System Folder.
- Reinstall Outlook Express again.
- Salvage what you can from your present identity and transfer all your emails to another identity.
- Sometimes multiple picture attachments can cause Outlook Express to crash, when trying to display them all. To prevent this, when you highlight the email, go into the preferences window and click on the Display tab, then untick the option called **Show attached pictures in message**.

## How do I rebuild & compact the database files of Outlook Express 5?

This is mentioned in the **Read Me** file that comes with the Macintosh Edition, under section 5.

Outlook Express 5 uses a single-file database to store messages and contacts. When you delete mail from the database, Outlook Express does not automatically reduce the size of the database. You can, however, compact the database to reduce its size.

In order for Outlook Express or Entourage to do either a Complex Rebuild or to Compact the database, **you need to increase the program's memory allocation**, via the Get Info window (highlight the application's icon and press Apple+i ). To work out how much you need to increase the **Preferred Size** amount, in the Get Info/Memory window, I usually bump it upto about 16mb, which translates to 16000. However, if your Database and Messages files is very big, eg. 60mb or more, then I use a simple calculation: **2mb of allocated RAM for every 4-8mb of the Messages file**, until you reach the maximum amount of free RAM available on your Mac.



Only alter the value in the Preferred (underlined) Size field, not the Minimum Size.

To recap (just for this FAQ), this is what you do...

### How to do it with Entourage:

- First, give Entourage **a lot more allocated memory**, eg. 10+Mb, depending on the amount and size of your emails.
- Remove the Preferences file from the target Identity folder.
- Then invoke the Advanced Rebuild for that Identity. You can do this if you switch to another identity first, then go to the File menu & **Switch Identity** sub menu. Now choose the identity you wish to rebuild and hold down **Alt** key while clicking OK on the Switch Identity window, and select **Advanced Rebuild**.

### How to do it with Outlook Express:

- Press and hold down **Alt** key while you launch Outlook Express 5.
- When the **"Would you like to compact the database?"** message appears, click **Yes** if you wish to reduce the size of the Messages and Database files. Note: if you click on Yes at this point, the Complex Rebuild will **not** be displayed afterwards.

# Deleting Messages

## Why does the messages in my inbox keep disappearing?

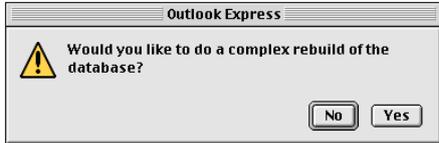
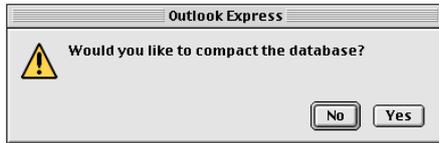
You may have the options **Unread Only** and/or **Flagged Only** ticked in the View menu. Just select either one of them to untick it, and the messages should reappear.

Otherwise, if this is not the problem, then either rebuild the database files (press Option when launching OE, to initiate it), or transfer all email & settings to a new Identity, and bin the old one. Because your current set of Identity files are damaged in some way.

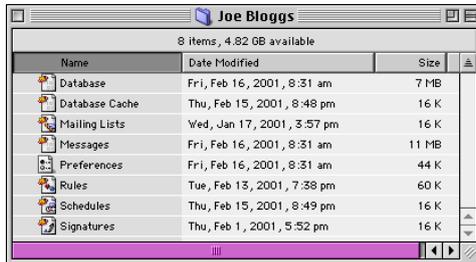
## I can't delete a large message from my ISP's mail box, how do I get rid of it?

- 1) Open the **Accounts** window in Outlook Express and double click on your **email setup**. Go into the **Options** tab and switch on the feature called **Allow online access (shows account in folder list)**. This will display your ISP's mailbox (blue icon in the Folder List). From here you should be able to view the contents of the message, and delete it.
- 2) You may have better luck with this web site [mail2web.com](http://mail2web.com) or from your ISP's web site - if they allow you to have access to your email box from a web browser. From there you can log in to your mail server and view and delete the message (+attachment).

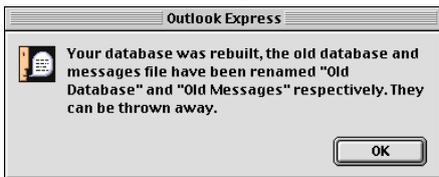
- 3) Then, when it asks you if you want to do a **Complex Rebuild** of the database, click **Yes** if you wish to remove corruption in Outlook Express's database files.



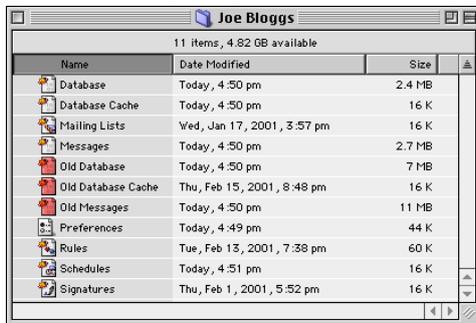
- 4) You will see extra files in your identity folder, called **Old Messages**, **Old Database** and **Old Cache**. These only appear, after you've successfully compacted your database files. You can delete them. See below...



Before compacting commences.

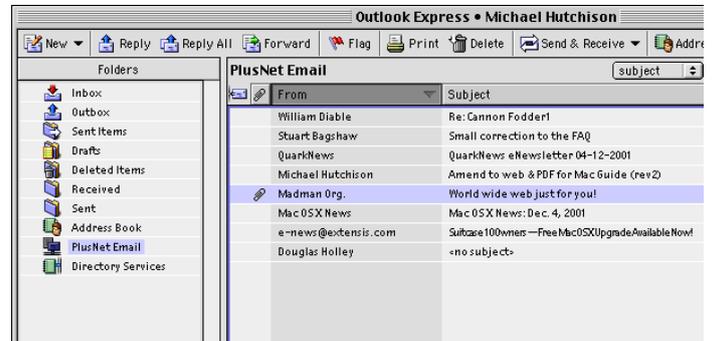


This message tells you what is has done.

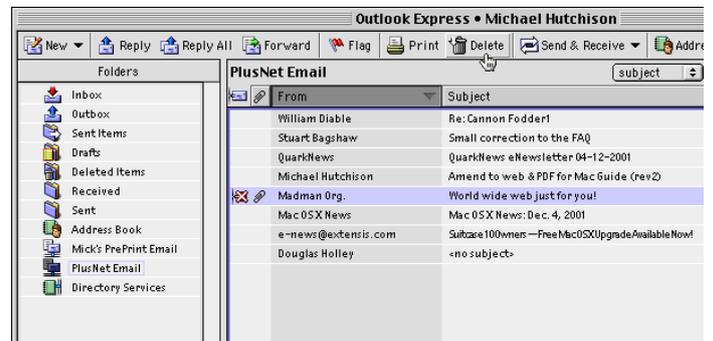


After compacting has completed, you can bin the 3 files with the word "Old" at the beginning of it.

**IMPORTANT NOTE:** If you rebuild the database, Outlook Express removes all of your IMAP, Hotmail, and News messages from the local cache. This means that you will have to download these messages again from the server. You will also have to re-enter your settings for your news and mail schedules.



Click on the Online Access icon in the Folder List window (right side) to view the messages currently in your ISP's mail box.



Then highlight the problem email and click on the Delete button in the toolbar. An 'X' icon will appear, indicating that the message has been marked for deletion. To delete it, click on another folder and click on the Online Access icon again to update the list of messages, the marked email will now be deleted.

## How do I remove stubborn emails that refuse to delete?

- There are two stages to this. If one doesn't work, then the other will:
- 1) Apply the **Complex Rebuild** (if it is in OE5) on your database files. Press & hold the Option/Alt key when launching Outlook Express 5, the rest is explained via a dialogue box.
  - 2) Create a new Identity, and base it on your current setup (via pop-up menu). Use the File > **Switch Identity** menu to create the new identity. Then save out all your emails (drop and drop them into folders, in the Finder), and drop them into the new identity. Export your Address Book, and import it via the File > **Import...** menu. The rest you will have to recreate by copying and pasting, or keying in the data. This usually your Signature and Rules, that will have to be reset manually.

## TIP: Three different ways to delete email...

These 3 methods move the messages to the **Deleted Items** folder:

- 1) Highlight the email message and press the **Delete BUTTON** (on toolbar).

- 2) Highlight the email message and press the **Delete KEY**.
- 3) Highlight the email message and bring up a **contextual menu**, and select **Delete**.

To actually delete the messages permanently you can either...

- 1) Go into the Deleted Items folder, highlight one or more (Apple + A to select all) messages and press the **Delete** or **Backspace Delete** key.
- 2) Select the Deleted Items folder, and then bring up a contextual menu, and select **Empty Deleted Items**, this will delete everything in the folder.



The contextual menu to empty the Deleted Items folder.

## Error Messages

If you cannot see your error message or code number, then try Microsoft's online Knowledge Database web page:

[www.microsoft.com/mac/support/mysupport.asp?lu=0](http://www.microsoft.com/mac/support/mysupport.asp?lu=0)

### -199

Description: A filtering error has occurred (only in Outlook Express 4.5).

Solution: On the **Tools** menu, click **Empty Cache**. Click **Empty entire cache**. Or upgrade to OE 5.02 or later.

### -3216 "Could not retrieve mail from the account <Account Name>. The file name is already in use."

Description: Could not retrieve mail from the account <Account Name> (IMAP account) the file name is already in use.

Solution: One or more components of Open Transport is damaged. So you'll have to remove and reinstall the following Open Transport files: Open Transport and Open Transport ASLM Modules.

### -16999 "The POP Server Returned an Unexpected Reply"

Description: There are no messages on the server.

Solution: This error message is generated when there is no mail on the server. Ignore it. This has been fixed in Outlook Express 5.02.

### -17199

Description: A message in your Outbox could not be sent, the account which created it cannot be found.

Solution: Delete or remove the message(s) that cannot be sent from the Outbox and then attempt to send and receive messages again.  
Further Info: The error message most often occurs when an Outlook Express identity has been configured with multiple email accounts and one of the accounts has either been removed or is otherwise not functioning. When you attempt to send and receive messages, Outlook Express attempts to deliver messages in the Outbox, but it cannot because it is unable to access the account.

### -23012

Description: A connection failure has occurred - when you try to send and receive messages. This behavior can occur because of a failed response to the Authenticated Post Office Protocol (APOP) request from Outlook Express to the Post Office Protocol version 3 (POP3) server. The failure occurs because the server is not responding in a manner that is consistent with accepted standards.

Solution: To resolve this behavior, consult your messaging server administrators about the POP3 server's ability to revert to an unencrypted authentication method when the encrypted method fails.

### 5550 "A message in your Outbox could not be sent. The server did not recognize the recipients."

Description: The message could not be sent because Outlook Express does not recognise the email address as a valid address.

Solution: Go to the Edit menu, and select **Preferences**. Click the **Compose** tab, and make sure that the option called **Automatically check names of recipients** is NOT ticked. Now try sending the email again.

### "Outlook Express has unexpectedly quit due to an error of Type 2"

Description: You may get this error when you type a new email message.

Solution: You have a corrupted **Database Cache** file, in the current Identity or the Internet Preferences file is damaged. There are two ways round this; **a)** quit out of Outlook Express, then bin the Database Cache file, relaunch Outlook again, a new Database Cache file will be created, or, **b)** create a new identity, and **COPY** the **Messages\***, **Database\***, **Mailing Lists**, **Preferences**, **Rules**, **Schedules**, **Signatures** files from the old identity into the new identity, replacing the newer ones already in there. Open Outlook Express again, and make sure you are satisfied that the emails, addresses etc. are all there, then bin the old Identity folder.

Another reason why this error occurs is because the **Internet Preferences** file is corrupt. The only way round this problem is to bin the file (in the System Folder > Preferences), and reload the **Internet**

control panel, then re-enter the information again.

\*These two files are THE most important ones to copy over, as they contain your emails and addressbook contacts.

### ***4359 = "Unexpected end of file" / "Memory is full" / "An unknown error 4359 occurred"***

Description: These errors can occur if there is damage to an element of the identity that is used to start Outlook Express.

Solution: The most common cause of the error messages is a damaged preferences file for the currently selected identity. This preferences file stores the settings for the accounts and other settings for the identity. The default location for identities is: Drive: Documents: Microsoft User Data: Identities. **NOTE:** Your installation may be in a different path than the default path.

To rebuild the identity preferences file:

1. Quit Outlook Express if Outlook Express is currently running. Locate the preferences file in the currently active identity.
2. Place the preferences file in the **Trash**.
3. Start Outlook Express again. The Setup Assistant rebuilds the account for this identity.

### ***"Your OE Schedules File Appears to Be Corrupt"***

Description: This behavior can occur if there is a damaged Schedules file in the default identity.

Solution: Find your Identities folder, and go into the affected Identity, then trash the file called **Schedules**. Outlook Express will automatically create a new Schedules file.

### ***"The Preferences file could not be opened. An Error has occurred (-199)"***

Description: This can happen with versions 4.0 and 4.5 of Outlook Express. Normally a specific file is damaged. This can either be the **Internet Config RandomSignature** extension (effects v4.0) found in the System Folder, or the Outlook Express Preferences file (effects v4.5), which is located in Outlook Express's application folder: Outlook Express User / Main User /.

Solution:

- 1) (v4.0 & 4.5) Find the files, as listed above, and move them into the trash. You will have to do this by manually, you cannot do it with the Extensions Manager control panel.
- 2) (v4.0) Restart the Mac. **Do not** replace the **Internet Config RandomSignature** extension back into the System Folder.
- 3) (v4.5) Restart the Mac, and **rebuild the Desktop file**, by holding down the Apple+Option keys together just before the last extension is loaded, and before the Finder is displayed.
- 4) Launch Outlook Express and all should be well.  
Further Info: It locks the Signature resource in the Internet Preferences file. When Outlook Express attempts to write to the resource, Outlook Express displays the error message because the resource is locked.

The Internet Config RandomSignature extension is included with Internet Config 1.3 in the Goodies folder. The extension version is 1.0.1b1 with a 1995 date.

### ***"An error occurred while launching" or "Permission Denied"***

Description: When you launch Outlook Express 4.5 or 5.0x, the above error message is displayed. This error normally occurs when the properties for the messages and database files are incorrect. This issue may occur when the messages and database files have been copied to a CD-ROM or a Zip disk, and then copied back to the hard disk. This behavior can also happen if the files currently reside on read-only media, such as a CD-ROM.

Solution: Open the identity folder that contains the **Messages** and **Database** file, then open the **Get Info** (Apple+i) window for each of them, and make sure that the **Locked** tick box is **unchecked**.

### ***"An error has occurred. Unexpected end of file." or "Memory is full" or "An unknown error 4359 occurred"***

Description: This issue can occur if there is damage to an element of the identity that is used to start Outlook Express 5.

Solution: The most common cause of this type of error, is a damaged preferences file for the currently selected identity. You need to locate the file called Preferences, which is located in the effected Identity

folder, and bin it. Then relaunch Outlook Express, the preferences will be reset to the default settings.

However, if binning the preferences file does not resolve this, you will have to do the following, in this order...

- 1) Rebuild the Outlook Express database files (hold Option key down when launching Outlook Express).
- 2) Quit Outlook Express, and trash the it's preference file again.
- 3) Rebuild the Desktop file (hold down the Apple+Option keys together just before the Finder is displayed, a message will be displayed asking if you want to do this, click on OK). This requires a restart of your Mac.

### ***"Access to the Resource Is Forbidden"***

Description: When you try to send and receive e-mail. This can occur if you are using MacOS 8.6 and you have proxies enabled in Internet Explorer.

Solution: Clear all tick boxes under Proxy Server settings, in Internet Explorer's preferences window, and OK it.

### ***Type 2 error messages when printing to an Epson Stylus printer***

Description: When you print to an Epson Stylus Color 800 or 850 series printer using Internet Explorer 4.5 or Outlook Express 4.5, you may receive Type 2 error messages or the computer may stop responding (hang).

Solution: To resolve this issue, install the Epson printer driver version 5.1AA, from Epson's web site: [www.epson.com/support/styc800.html](http://www.epson.com/support/styc800.html). The Epson printer driver version 5.5AE supports USB printers. If you disable these Epson USB extensions, the printer driver will not work: **Epson USBPrintClasses1**, **Epson USBPrintClasses2**, **Epson USBPrintClasses3**, **Epson USBPrintClassesA**.

### ***"The application <program name> has unexpectedly quit, because an error of type 2 occurred. You should save your work in other open applications and restart the computer."***

Description: This effects **Entourage 2001**, **Internet Explorer v5** and **v5.1**, **Outlook Express v5.01** and **v5.02**. When you start Entourage 2001, Internet Explorer, or Outlook Express, the splash screen appears, and then the above error message appears.

Solution: This usually means that the **Internet Preferences** file is damaged (created by the **Internet** control panel), and will need to be trashed. To regain most of those settings again, launch Internet explorer and Outlook Express or Entourage and open their preference windows, and click OK, then quit the program(s). This should automatically recreate some of the settings in the Internet Preferences file. However, before you bin the damaged preferences file, I recommend that you take screen snap shots of all the sections in the Internet control panel and of Internet Explorer's preference windows (note that all cookies will be lost), so that you can re-enter any of the settings that were missed by the email and web browser applications.

### ***The Preferences file could not be opened***

Solution: This error message can occur if the **Internet Config RandomSignature** extension is installed on your computer. Manually remove it from the Extensions folder, in the System Folder, and reboot.

Further Info: The Internet Config RandomSignature extension is included with **Internet Config 1.3** in the Goodies folder. The extension version is **1.0.1b1** with a 1995 date.

The Internet Config RandomSignature extension locks the Signature resource in the Internet Preferences file. When Outlook Express attempts to write to the resource, Outlook Express displays the error message because the resource is locked.

Error codes that I have been **unable to find** info on, at Microsoft's Knowledge Base: -108, -3120, -3155, 1401, 3215, 3259, 3260, 4361, 4362, 5550, 5552, 5553, 5571, 22968, 23016, 23392, 65535.

# Hotmail

## **For some reason hotmail seems to download intermittantly?**

Try binning the Interent and Outlook Express preference files (or all if necessary), this usually gets it working again. However, in order to get all mail, you may have to browse your account via the hotmail web site.

## **Why can't I send messages from an hotmail mail account?**

The following information was taken from Microsoft's Knowledge Base web pages, it applies to: Outlook Express 5 (Macintosh edition).

### **Cannot Send Messages with Hotmail Account**

**Symptoms:** When you try to send messages from a Hotmail account in Outlook Express, the operation may fail and you may receive the following error message: "Access to the resource has not been authorized."

**Cause:** The problem can occur when you start Outlook Express and then attempt to send a message from your Hotmail account when new messages have not been received from this account.

**Workaround:** Use one of the following two methods to work around this problem...

### **Method 1: How to receive a new messages from your Hotmail account**

If you receive new messages from your Hotmail account when Outlook Express is running, you can send messages from your Hotmail account.

To receive a new message from your Hotmail account, you can send a message from a different mail account to your Hotmail account, or you can subscribe to a mailing list that sends at least one message per day to your Hotmail account. After you receive a new message, you can create a schedule that automatically checks for new messages when you start Outlook Express. To create a schedule:

- 1) On the **Tools** menu, click **Schedules**, and then click **New**.
- 2) In the **Name** box, type a name for the schedule.
- 3) Under **When**, click **At Startup**.
- 4) Under **Action**, click **Receive Mail**, and then click the Hotmail account on the **From** menu.
- 5) Click **OK**.

The Hotmail service provides an automated message service known as the WebCourier Service. This services allows you to receive news and information items from a variety of sources depending on your interests. To sign up for Web courier Services, follow these steps:

- 1) In your Internet web browser, navigate to the Hotmail account login page and then login to your account.
- 2) In the section entitled Hotmail WebCourier, click Free Newsletters and then on the WebCourier Free Subscriptions page, select among the choices for automated new and information services. Click OK at the bottom of the page when you complete your choices.
- 3) In the WebCourier Subscription Confirmation page, confirm the choices and then click Done.

### **Method 2: How to Set Up a New Account that Sends Messages by Using an SMTP Server**

To set up a new account that both sends messages by using a Simple Mail Transfer Protocol (SMTP) server and uses your Hotmail address as the reply address:

- 1) On the **Tools** menu, click **Accounts**, and then click **New**.
- 2) If the **Account Setup Assistant** appears, click **Configure Account Manually**.
- 3) In the **New Account** dialog box, click **POP** on the **Account Type** menu, and then click **OK**.
- 4) In the **Account Name** box, type a descriptive name for the account.
- 5) In the **Name** box, type your name as you want it to appear in the messages that you send from the account.
- 6) In the **E-mail Address** box, type your e-mail address for your Hotmail account.
- 7) In the **SMTP Server** box, type the address of the SMTP server that you want to use when you send messages from the account. Note: It is not necessary to enter a Post Office Protocol 3 (POP3) server address in the **POP3 Server** box.

8) Click **OK**.

9) When you receive the message that says you are only able to send messages from this account, click **OK**.

## **How come my folders disappear (error 1500) when I connect to my Hotmail account?**

In **Entourage** (versions 2001 and X) or **Outlook Express**, when you attempt to send or retrieve mail from a Microsoft MSN Hotmail account or attempt to configure a new Hotmail account after October 25, 2001, the following behavior may occur:

- All of the Hotmail folders disappear.
- After you configure a Hotmail account, no folders are displayed.
- The following error message is displayed: "The Hotmail folder list could not be received. HTTP error. The server cannot fulfill the request. Error: 1500"
- Entourage quits with the following error message: "The application Microsoft Entourage has unexpectedly quit. The system and other applications have not been affected."
- Entourage quits when running AppleScripts, or schedules to access and update Hotmail accounts.

This was caused by the Hotmail servers being updated on October 25th 2001, to provide greater security. These security updates disabled client programs' ability to gain access to or send mail from Hotmail. To rectify this problem, Microsoft made a new version of Outlook Express, **version 5.03**, and an updater for Entourage 2001 and X editions. You can get these new updates at...

### **Outlook Express 5.03:**

[microsoft.com/mac/DOWNLOAD/OE/oe503.asp](http://microsoft.com/mac/DOWNLOAD/OE/oe503.asp)

### **Entourage 2001:**

[microsoft.com/mac/DOWNLOAD/OFFICE2001/Hotmail\\_2001.asp](http://microsoft.com/mac/DOWNLOAD/OFFICE2001/Hotmail_2001.asp)

**Note:** The Entourage 2001 for Mac Update will **not** update the Word 2001 + Entourage 2001 Special Edition. For any further updates on this issue, please check the MacTopia web site, or this article for updates. For more information on these updates, or additional updates, please check the MacTopia web site at: [www.microsoft.com](http://www.microsoft.com)

### **Entourage X:**

[www.microsoft.com/mac/download/officex/hotmail\\_forX.asp](http://www.microsoft.com/mac/download/officex/hotmail_forX.asp)

OR, to work around this behavior and gain access to your Hotmail account, use the following web site: [www.hotmail.com](http://www.hotmail.com)

## **Why can't I send email from an msn mail account?**

The following information was taken from Microsoft's Knowledge Base web pages, it applies to: **Outlook Express 5.02**, **Entourage 2001**, **Entourage X** (Macintosh editions).

### **Cannot Send E-mail Messages from an MSN Mail Account After July 16th 2001**

Summary: This article is for informational purposes only. The Microsoft Network (MSN) Internet access does not provide any technical support for Macintosh-related issues.

On July 16th 2001, the MSN Simple Mail Transfer Protocol (SMTP) servers will be upgraded to protect against unsolicited commercial e-mail messages, often referred to as Spam. These changes require that you modify your e-mail settings to continue sending e-mail messages by using your MSN account. Make the changes that are described in this article no later than July 16, 2001 to ensure outgoing mail access.

NOTE : If you do not make this change, as MSN deploys its new system, you will lose the ability to send e-mail messages.

**Futher Information:** If you want to use an MSN e-mail account on a Macintosh to send e-mail messages after July 16, 2001, you need to install the updated version of Outlook Express or the updates for Entourage, and update your settings.

**Outlook Express 5.0.3** is available at the following Microsoft Web site: [www.microsoft.com/mac/DOWNLOAD/OE/oe503.asp](http://www.microsoft.com/mac/DOWNLOAD/OE/oe503.asp)

The **Entourage 2001** Hotmail update is available at the following Microsoft Web site: [www.microsoft.com/mac/DOWNLOAD/OFFICE2001/Hotmail\\_2001.asp](http://www.microsoft.com/mac/DOWNLOAD/OFFICE2001/Hotmail_2001.asp)

The **Entourage 2001 Special Edition** Hotmail update is available at the following Microsoft Web site: [www.microsoft.com/mac/DOWNLOAD/OFFICE2001/hotmail\\_2001se.asp](http://www.microsoft.com/mac/DOWNLOAD/OFFICE2001/hotmail_2001se.asp)

The Entourage X Hotmail update is available at the following Microsoft web site: [www.microsoft.com/mac/download/officeX/Hotmail\\_forX.asp](http://www.microsoft.com/mac/download/officeX/Hotmail_forX.asp)

**To update the SMTP server settings, perform these steps:**

- 1) Start the e-mail program, and then click **Accounts** on the **Tools** menu.
- 2) In the **Accounts** dialog box, click your MSN account, and then click **Edit**.
- 3) In the **Edit Account** dialog box, modify the Account ID to read the full address (i.e. in the form: someone@msn.com).
- 4) Under **Sending mail**, type **macsmtp.email.msn.com** in the **SMTP server entry** box.
- 5) Click **Click here for advanced sending options**.
- 6) In the dialog box that is displayed, click to select the **SMTP server requires authentication option** check box, and then click Use same settings as incoming mail server.
- 7) In the upper-left corner, click the Close box to close the **Advanced Sending Options** dialog box.
- 8) Click **OK** to close the **Edit Account** dialog box, and then click the **Close** box to close the **Accounts** dialog box.

**References:** For additional information about using MSN to connect from a Macintosh, see the article number below to view the article in the Microsoft Knowledge Base: **Q221462 How to Connect to MSN Using a Macintosh Computer**

## HTML Email

**How can I create HTML messages with pictures incorporated in them?**

You can't do this in Outlook Express, only Netscape has this ability. The only thing you can do in Outlook Express, is to make rich text messages, with coloured backgrounds and text.

Or, you can use the script called **Send Complex HTML** from: [www.applescriptcentral.com](http://www.applescriptcentral.com)

**Why can't I automatically format HTML posts for newsgroups, even when it is set to do so, in the preferences window?**

HTML messages can only be automatically formatted when composing normal email messages to someone. It does not automatically do this for newsgroup posts. You have to manually tell Outlook Express (in the message composition window) to format the text in HTML, by selecting HTML in the **Options** pop-up menu.

**HTML messages in Outlook Express are not being displayed, what can I do?**

The reason why HTML messages are not being displayed is because your copy of Outlook or Outlook Express, is that it does not have enough allocated memory for it to render the message. Try upping the RAM allocation to 12000 (12mb) or more.

## Identities

**HOW DO I PASSWORD PROTECT MY EMAIL FROM OTHER USERS?**

There are two ways that I know of, to password protect OE identities:

- 1) A Script called **Password - No Window v2.0**, By Paul Berkowitz from [www.applescriptcentral.com/arc.php?type=oe](http://www.applescriptcentral.com/arc.php?type=oe)

**Description:** This script closes the main Outlook Express window immediately at startup, until the password has been entered correctly. New in v2.0: each Outlook Express Identity can have its own password at startup and when switching identities. Each password is now case-sensitive. Fixes a bug in v1.3 that prevents other identities from opening. [Minimal security: you would be better to get Mac OS 9 than use this script.] OSAX: Sandi's Additions, Dialog Director. (Script ID: 90)

- 2) Via **MacOS 9.x** and it's built-in **Multi-User** feature, which makes other user's documents invisible to other users, and therefore not accessible.

**IMPORTANT:** These two methods are not 100% secure, and are meant to only keep prying eyes off your email. They will not deter a determined and experienced user from looking into your Identity. However MacOS 9.x's Multi-User feature is more secure than the script based password.

**Where can I sign-up for an IMAP account?**

You can get an IMAP (web browser accessible email) email account from; [www.fastmail.fm](http://www.fastmail.fm) or at [www.mac.com](http://www.mac.com). Another site for information on IMAP accounts is at [www.emailaddresses.com/email\\_pop.htm](http://www.emailaddresses.com/email_pop.htm).

**Entourage has stopped loading my main identity, and instead displays a error message (-3 & others). doing an advanced rebuild of the database/messages file makes no difference, what can I do to save my email?**

For some reason Entourage cannot eradicate the corrupted data from the Messages/Database files, so what you need to do is to use Outlook Express v5.02 or later to rebuild these files, yes, that's right, Outlook Express. It appears that Outlook Express will be able to remove the bugs out of your database files much better than Entourage can.

**INSTRUCTIONS:**

- 1) Make a copy of your original Entourage Identity folder and all the files within it, so that if anything unforeseen happens, then you will not loose any of your original data.
- 2) Then make a dummy Identity in Outlook Express, call it what ever you like - do not put any email into this identity, as it will be deleted, later on.
- 3) You will now need the copy of the Identity\* from Entourage. Move/copy the **Messages** and **Database** files into Outlook Express's dummy Identity folder, replacing the ones already in there. **Please be sure that you are replacing the dummy files, and not in someone else's identity.**
- 4) Now, you need to invoke the Complex Rebuild (of the dummy Identity), by holding the Option/Alt key while launching Outlook Express. After it has completed the rebuild, it will then display an error message, and then immediately quit, don't worry this is normal.
- 5) Create a **new** Identity in Entourage, and make sure you transfer your email account settings over, via the original Identity .
- 6) Now move the files called **Location Settings, Mailing Lists, Preferences, Rules** and **Signatures** from your **copy** of the original Entourage Identity, into the new Identity, again replacing the ones already in the folder.
- 7) Once the rebuild is successful, reinstall Entourage (if need be), then **import** the fixed Identity into the new Entourage Identity. All done. Just check that all your settings etc are OK.

\*Your Identity for Entourage, can usually be found in this folder hierarchy: Documents > Microsoft User Data > Office 2001 Identities > Main Identity [or whatever you've named it as]

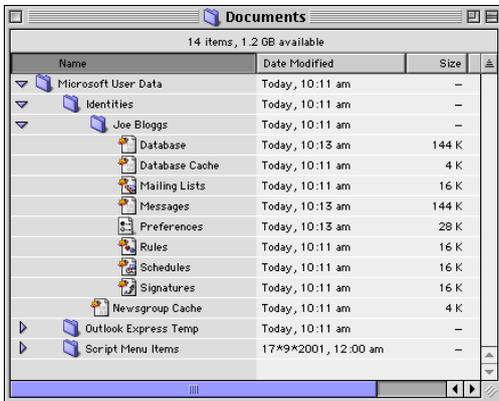
By Caleb Clauzet - MacFixit Forums

### Where is my email stored on the hard disk?

All of your email, addresses and news posts are stored in a single folder called an Identity. Usually there are only two places on your hard disk where Outlook Express, Outlook or Entourage will save your Identity. The Identity folder will be in either the Documents > Microsoft User Data folder, or inside Outlook Express's application folder. See the pictures below for an accurate view of how they should be stored - if the Identity folder is not in any of these two folder hierarchies, then Outlook Express will not be able to see the Identity(ies).



The Identities folder located in Outlook Express/Outlook/Entourage's application folder. An Alias can be used instead (as shown above).



By default Outlook express stores all your email files in the Documents > Microsoft User Data folders. If there is't a Documents folder, then Outlook Express creates an Identities folder in it's application folder instead.

### I've installed Microsoft Office, but now Outlook Express does not display any of my emails, only a default identity - where has it gone?

Office may have moved Outlook Express's Identities folder to another location on your hard disk. Or, god for bid, Office could have overwritten the original Identity with it's own default identity. First, I suggest you search your hard disk, to see if there are 2 lots of identity folders (that contain your emails, contacts etc.). Launch the Find utility and search for "Messages" or "Database". If more than one of these files show up in the results field, then your emails are safe. All you have to do now is to move the Identities folder (containing your original email files) into Outlook Express's own folder.

**TIP:** Before you install Office onto your hard disk, move the Identities folder out of the Documents folder (on the root directory of your hard disk), and into Outlook Express's application folder. Or put an alias of the Identities folder into the application folder, that way you can put your email files where ever you like, for safety's sake.

### How do I delete an identity in Outlook Express v5?

Simply drag the folder with the name of the Identity (they both named the same), in the Finder, to the trash and empty it. It will disappear automatically from the **Switch Identity..** window.

### TIP: Can I move Outlook's email data folder ('Microsoft User Data' or 'Identities' folder) elsewhere, and it'll still see it?

Firstly, there are two reasons why you would want to do this:

- So that you don't inadvertently delete your email database files.
- So that you can place it in a partition or data folder that you know will be backed-up.

### How to do it...

- 1) Locate the folder that has the your email and prefs etc. They should be either located in the Documents > **Microsoft User Data**

folder (OE4.x), **Identities** folder (OE5), OR, in your Outlook Express's application folder.

- 2) Make an alias of the folder that contains the email data files.
- 3) Move the actual **Microsoft User Data** (MSD) or **Identities** (the folder must be called Identities for OE5) folder to your preferred location (another partition or different folder).
- 4) Now move the Alias into the root of Outlook Express's application folder.
- 5) Launch Outlook Express, and check that it has worked - it should do.
- 6) Assuming it worked, you can safely move the original MSD or Identities folder into the bin, if you copied it to another partition.

**NOTE:** The naming conventions for OE's (in most versions of OE) folders & files, may vary.

# Importing Email From Other Programs & Platforms

## How do I import my email & data from Outlook Express v5.0-5.03, to the latest version (5.04)?

- 1) Install the newer version of Outlook Express.
- 2) Put the old Identities folder into the new Outlook Express application folder, or leave it in the Disk:Documents > Microsoft User Folder > Identities, hierarchy of folders.
- 3) Launch the new Outlook Express program.
- 4) You should now have access to your original email database files.

## How to transfer your email & other data to another identity, should your original become corrupted, beyond repair?

- 1) Make a new identity (make sure it uses your previous setup).
- 2) Drag & drop all emails into appropriately named folders in the Finder (for organisational purposes), so that you can drag them back into your new identity's database.
- 3) Export your Address Book, by executing the feature called **Export Contacts..** in the File menu. Then import that file via the **Import..** command (File menu), and select **Import contacts via text file.**
- 4) Drag 'n drop all emails from disk, into the new identity, and organise those messages as you see fit.
- 5) All you can do with Signatures and Rules, is to recreate them in your current OE program. I don't think you can import them any other way (other than copy&paste the info).

If the database file is totally corrupted, you will have to use a text editor, such as BBEdit, to save them out as individual text files. You should also include the header section as well, if you want to reimport them into OE again. Then drag and drop them into Outlook Express's InBox, or any other OE folder of your choice.

## How do I transfer macintosh outlook express email to PC Outlook/Outlook Express, and visa versa?

### Via disk: PC to Macintosh

Before you import these PC files, you need to setup the Mac to correctly recognise those files as OE email docs. Go to File Exchange control panel, and create a new entry. First, drag and drop all email messages (from within PC Outlook) onto a PC formatted diskette/CD/zip disk - organise them into folders if necessary. Then:

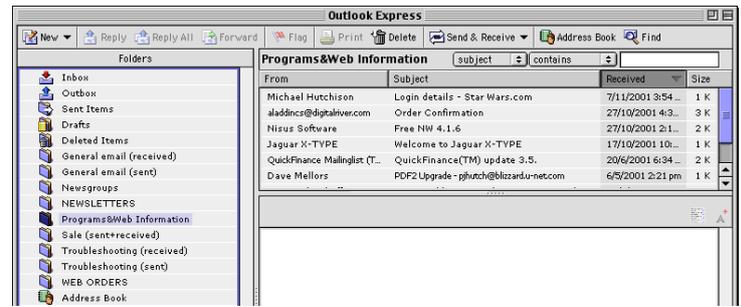
- 1) While in the PC Exchange/File Exchange control panel; create a new entry and set the PC file extension: **.eml**.
- 2) The application to use to recognise the file will obviously be Outlook Express for Macintosh v5.0x (for this example).
- 3) The file TYPE will be: **M822**.
- 4) OK your entry and quit the control panel.
- 5) You can now insert the PC Zip/floppy disk.
- 6) Drag and drop all of the email files onto Outlook Express's (Mac Edition) Inbox window, or into any folder that you have made in OE. These emails will appear as unread, bold, messages.
- 7) All done.

### Via disk: Macintosh to PC

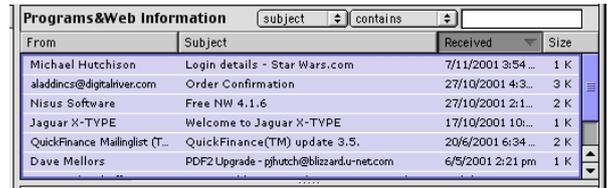
In order for the PC to recognise Outlook Express's email file format, you will have to append a dot three character extension to ALL files...

- 1) If need be, create some folders in the finder, in order to organise your saved to disk email messages.
- 2) Go through all of your folders in the Mac version of Outlook Express, and save them to disk. To do this quickly you can select all emails in each folder and simply drag 'n drop them, but **only** if you have v4.5 to v5.0.4 (previous versions **don't** work with drag 'n drop) into your [hard disk] folder(s), that you have prepared.
- 3) Watch out though because the carriage returns will get messed up when importing them into the PC's OE program. So you're going to have to resave them in **BBedit** or **BBedit Lite**, as DOS formatted text files (see the options button when saving each file).
- 4) You must ensure that all saved email files have the **.eml** filename extension on them.
- 5) Now copy them to a PC Zip/floppy disk.
- 6) On the PC side, you should be able to drag 'n drop them into OE's InBox window, or into any folder that you have made in OE. These emails will appear as unread, bold, messages.

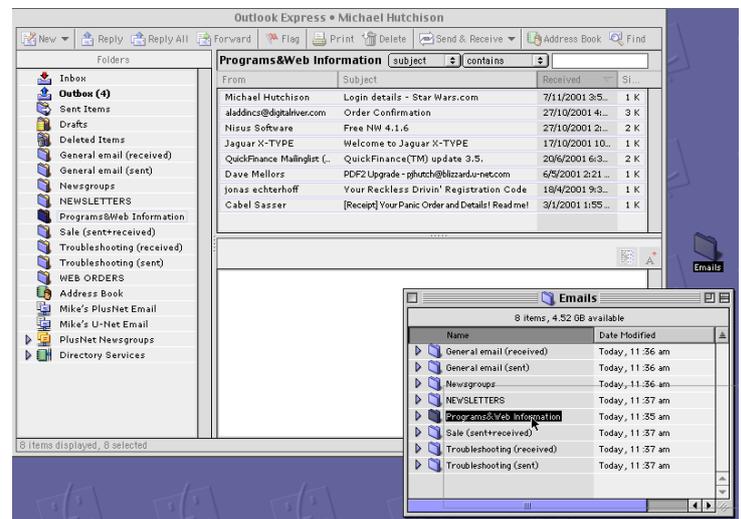
For a visual guide on how to transfer your data via disk, follow these pictures for an easier understanding of what to do:



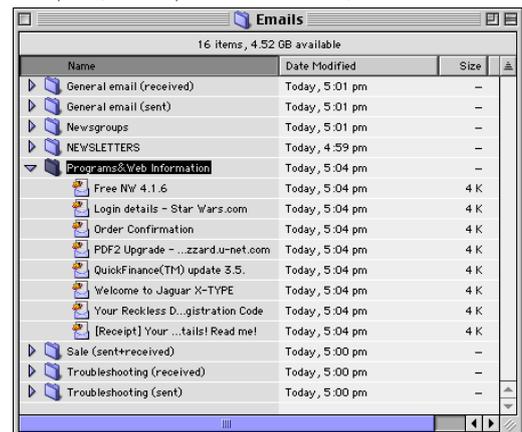
This represents an example of a current email Identity - and for whatever reason, you wish to transfer everything into another Identity (corruption!?) or a PC.



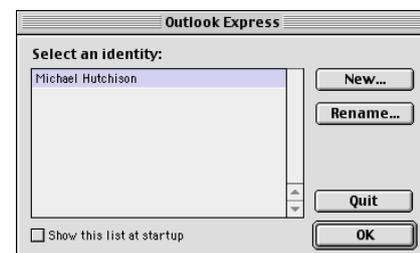
First thing you need to do, is to go through all of your email folders in Outlook Express (or Entourage/Outlook), and save them to disk. To do this, you need to highlight all messages in a folder, as above, then...



...click and hold the mouse pointer on the highlighted emails, then drag them over to a folder system (in the Finder or PC disk), that is similarly named as the ones in Outlook Express, and drop them into the folder, as shown above.



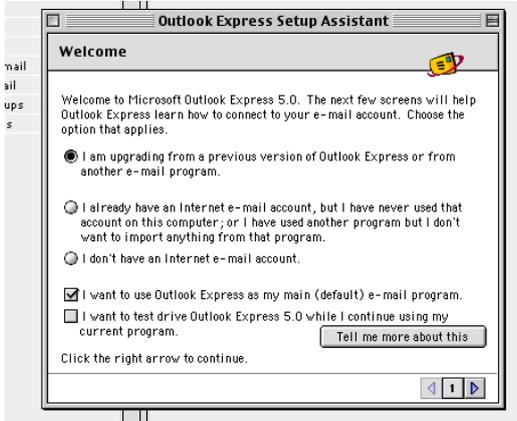
As you can see, each and every message/email is saved as a separate file, with a unique Outlook Express file icon. Note: Without this icon, these messages cannot be dragged and dropped back into a Macintosh version of Outlook Express.



Now you need to create a new Identity, to transfer your email to. This is done via the Switch Identity... menu command, found in the File menu. Click on the New... button, and the following window will pop up.



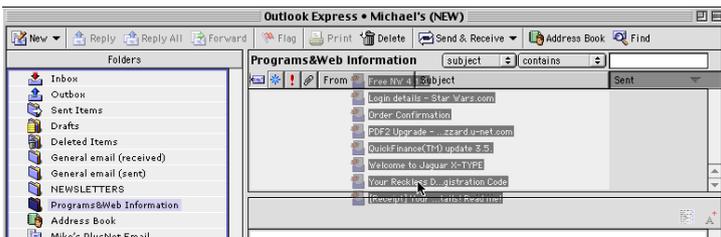
You can name your new Identity to whatever you like, however it needs to be different to your old Identity. You can also transfer your old Identity's settings into the new Identity, by selecting it in the Base initial settings on: pop-up menu - this will save you some time.



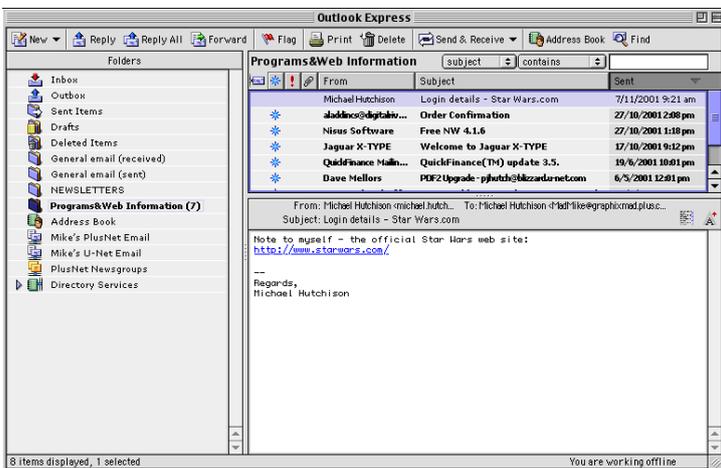
When you are presented with the new Identity's main window, it will automatically show the Setup Assistant. You do NOT need to set anything with the assistant, as you have already done it, so close this window via the close gadget (top left of the Assistant's window).



Now all you need to do is to create your folders in your new Identity. Go to the File menu, and select New > New Folder, to create a folder. Then double click on the text of the folder, and retype or copy & paste in the name of the folder, via the folders on your hard disk/disk.



Once you've reset-up your folders, you can drag and drop the email files from your disk/hard disk, into the folder's message window.



As you can see above, all messages you drop into Outlook Express will become unread (boldened), just go to the Messages menu, and select the sub command called Mark All As Read. Now all you need to do is to drag and drop your email messages into your other folders, and manually setup your Schedules, Signatures, Rules, Junk Mail Filter and Mailing List Manager again, either by copy & pasting the info from the old Identity or retyping them in again.

### Via email: Via POP mail server

Note that some POP accounts don't allow you to email back to your mailbox, while using the same email account in Outlook Express. In this case make a dummy email account, set it as the default email Account, and send your emails back to your mailbox.

There are 3 ways to send your emails to a POP mailbox, they are...

- 1) Select all emails and click on **Forward**, or with a Rule; you can set it to send any emails in a specific folder to a specified email address - a sort of drop folder.
- 2) Type in your email address, and click **Send** (only useful for a handful of emails).
- 3) Setting up a Rule:
  - a) Make a new rule for your Mail account.
  - b) In the Rule window set the **If** section to: **Folder - Is** [your forwarding folder]
  - c) In the **Then** section, set it to: **Forward to** [enter your email address]
  - d) Ensure that this box entitled **Stop applying rules to this message** is ticked.
  - e) Now edit the **Send & Receive** schedule to only send emails, so that you don't receive what you just sent.
- 4) Go to your PC, and download your emails.

### Via email: Via IMAP mail server

Same sort of procedure as the POP Mail Server, except you can organise those emails on the server.

### How do I download email to my Handspring Visor - the sync command doesn't see to work?

Use the program called MultiMail from; [www.actualsoft.com](http://www.actualsoft.com)

# Miscellaneous

## How can I spell check messages?

MS Office 98 or Word 98 is Outlook Express's default spell checker. Otherwise use one of these shareware/freeware spell checkers:

**Excalibur** is one, and it is freeware:

[www.eg.bucknell.edu/~excalibr/excalibur.html](http://www.eg.bucknell.edu/~excalibr/excalibur.html)

**SpellTools** is another, and it is shareware:

[www.newertech.com/software/spelltools/index.html](http://www.newertech.com/software/spelltools/index.html)

## How do I combat junk mail, I'm fed up with it?

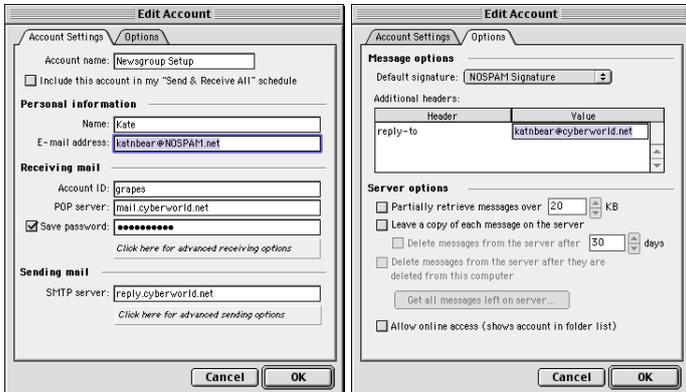
Welcome to the world of email. I'm afraid, junk email (also called **Spam**) comes with the territory. All you can do, is to either look at it, then bin it, or close your email account and make a new one.

To try and combat it, I highly recommend that you start using the **Junk Mail Filter** (Tools menu), which will identify for you what is likely to be spam, by colouring it/running an Applescript, This is not 100% accurate, as some legitimate email may get targeted as well. Or, setup a Rule (Tools menu) and put the spammer's email address into it, then tell it to send it to the Deleted Items folder. Unfortunately Rules do not catch much spam, the senders are different most of the time and change their email addresses often.

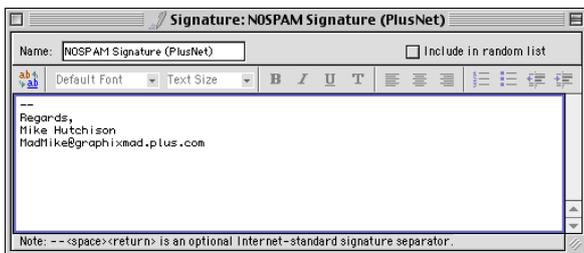
**Combatting junk mail** - Newsgroups are one area where unscrupulous spammers harvest loads of email addresses. Also, some web sites will also send you junk mail if you forget to untick a box.

Here is a list of things you should **avoid** doing:

- 1) **Invalid Email Address for Newsgroups:** I suggest you make your email address invalid, eg. katnbear@NOSPAM.net. To setup a dummy newsgroup email address, you need to setup a duplicate email account (in the Accounts window, Tools menu). Except the 2 things you should amend are; (a) your email address, (b) a signature with your true email address. I suggest that you create a signature that either advises people how to correct the address, or displays the proper email address, if someone wants reply to you via email. Then, last of all, go into your News account window and select the account name that has the invalid email address.



LEFT PIC: This is an example dummy email account, note that only the email address needs changing. RIGHT PIC: Options window, where a signature is selected, and if you want, a "Reply-To" header, which will automatically put the correct email address in when someone replies to your post.



An example of a type of signature you could use.

- 2) **Do not give away your email address** to anyone over the web, other than companies that you know are OK to deal with, eg. software companies. And avoid ticking clauses which you authorise other companies to send you their junk email as well.
- 3) **Do not under any circumstances click on the URL of Spam emails** that allow you to remove your email from their database, because it is a **trick**. What you're actually doing, is to GIVE your real email address to them, and therefore they WILL send you even more junk!

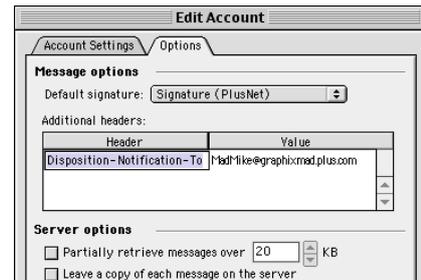
## Why has drag 'n drop stopped working in Outlook Express?

**Carbonlib v1.3.0** and the extension called **N2MP3** (if you have it enabled) are responsible for this glitch, they are causing an extension conflict with Outlook Express. So, either disable the N2MP3 extension in the System Folder (if you have it), or update the CarbonLib extension to **v1.4** or later.

## How to setup a 'reply to' feature in Outlook Express?

If you want the recipient of your email to reply to another email address (eg. Work), then all you need to do is to setup a field in the Custom Headers section of your email Account window, under **Options**.

This is done via the **Accounts > Mail** account window, then click on the Options tab to get to the customised Values fields (top portion of window). Now click in a blank field of the **Header** column, and type in "**Reply-To**" (exclude the quotes). Once you've done that, click on the top next most available blank field of the **Value** column and type in your email address, eg. michael@graphfx.com.



An example of what to type into the Additional Headers fields for replying to another email address.

## What are the system requirements for Outlook Express v4.0-5.0?

Outlook Express version **4.0.x**'s system requirements:

- **MacOS 7.1** and above - any Macintosh with a **68030** or **PowerPC** processor - **3,600K** of available RAM.

Outlook Express version **4.5**'s system requirements:

- **MacOS 7.5** and above - Any Macintosh with a **PowerPC** processor - **4,000K** of available RAM.

Outlook Express version **5.0.x**'s system requirements:

- **MacOS 8.1** and above, with **Open Transport 1.11** and OT's PPP connection control panel, or other similar application, eg. **FreePPP** - Any Macintosh with a **PowerPC** processor - **7,000K** of available RAM.

## Where can I download Outlook Express 5 & Outlook 8.2.2 (Mac Editions)?

Outlook Express 5 can be found via this web page:

[www.microsoft.com/mac/products/oe/](http://www.microsoft.com/mac/products/oe/) - click on the **Download Now**.

Outlook v8.2.2 (full installation, I think - 24.5mb) is at this FTP site:

<ftp://ftp.microsoft.com/bussys/exchange/exchange-public/fixes/Eng/Exchg5.5/sp3/mac/>

## Where can I download older versions of Outlook Express & Internet Explorer?

Internet Explorer v3, 4.5, v5 and Outlook Express v3, v4.5, v5 can be downloaded from: [www.wvnet.edu/~helpdesk/macsoft.html](http://www.wvnet.edu/~helpdesk/macsoft.html) OR

<ftp://green.wvnet.edu/software/macsoft/>

[www.netscalibur.co.uk/support/6\\_2\\_2\\_software\\_for\\_dl.html](http://www.netscalibur.co.uk/support/6_2_2_software_for_dl.html)

[www.cnss.swt.edu/download/mac.htm](http://www.cnss.swt.edu/download/mac.htm)

## How do I set Internet Explorer/Outlook Express as the default email/browser?

If you're using Mac OS 8.x or higher, you should have a control panel called **Internet**. Click on the Web or Email tab at the bottom of the window, and select your version of Internet Explorer or Outlook Express (you may have to find it on your hard disk) as the default web browser/email client. Save those settings by closing the control panel - that's it. Note that **Internet Config** does not have this feature.

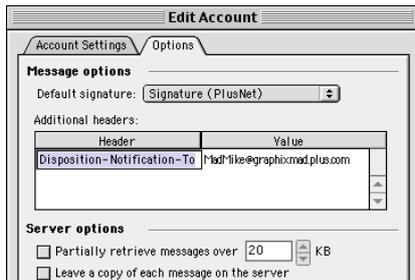
## Is there a 'return receipt' feature in Outlook Express (Macintosh)?

No there isn't - besides it is pretty much a pointless feature for general use, unless you need it for business purposes. In which case, all I can suggest is a work around... ask the recipient (in your signature) to send you a short reply, saying that they've received the message.

Or, setup a return email via the customer header fields in the **Accounts > Mail** window, click on the Options tab and then either type in “**Disposition-Notification-To**”, “**X-Confirm-Reading-To**”, or “**Return-Receipt-To**” (exclude the quotes) in the **Header** column. Then type in your email address in the **Values** column, this will tell it to return the receipt to your email address. This all depends on whether the recipient’s server will recognise this command.

If the recipient’s ISP mail system supports the **Disposition-Notification-To** header (not all servers support it), then you should see one of these messages:

“message disposition: displayed  
 message text: The message has been displayed by the message user agent to someone reading the recipient’s mailbox. There is no guarantee that the content has been read or understood.”  
 OR;  
 “message disposition: deleted  
 message text: The message has been deleted. The recipient may or may not have seen the message. The recipient might undelete the message at a later time and read the message.”



An example of what to type into the Additional Headers fields for an auto-return receipt.

**Are there any on-line/PDF guides for Outlook Express?**

Micorsoft’s support web pages:

[www.microsoft.com/mac/support/default.asp](http://www.microsoft.com/mac/support/default.asp)

Unofficial outlook express web site:

[www.macemail.com/oe/](http://www.macemail.com/oe/) - news, forums, OE 4.5 download, and more.  
[www.macoptions.com/oe/index.htm](http://www.macoptions.com/oe/index.htm) - tutorials and a FAQ.

Mac options:

[www.macoptions.com/oe/index.htm](http://www.macoptions.com/oe/index.htm) - is an on-line guide.  
[www.macoptions.com/oe/print.html](http://www.macoptions.com/oe/print.html) - PDF for download, \$12 Kagi.

**Where are the actual emails/posts located in the database files?**

This is quite controversial, but I believe that 2 instances apply...

- 1) All email messages are usually stored in the file called **Messages**. But only if you do not download any newsgroup posts.
- 2) If you use OE’s newsgroup feature, and download posts on a regular basis, they will be stored in the **Messages** file from then on. All new email will transferred in the Database file.

However, OE5’s distribution of headers and posts can vary, and is often confusing, because some emails can be saved in both Database and Messages files. However this will be rectified when you perform a Complex Rebuild of OE’s database files, into the above order.

**How to re-organise the column headers in Outlook Express 5.0?**

Even though you can add and remove column headers in the message window via the View > **Columns** menu, you can also re-arrange them. By simply clicking and holding down the mouse button, while on the appropriate header bar, and then dragging the header to approximate position between the two column headers that you want it to be relocated to.

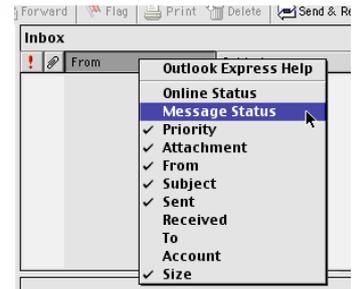
You can even lengthen and squash the header bars, by clicking on the separators on the column headers bar, and dragging it to almost any location along the length of the bar. Example, you can shorten the often over-extended Size column header. Eg...



To lengthen or squash column headers, just click and drag on the ends of the column.



As demonstrated above, you can also move the column headers by click / holding & dropping the column header.



A contextual menu is also available, when control clicking on the column header bar.

**How do you move a nested folder to the root of the folder list?**

Simple. Drag the folder to the column header called **Folders**, and it will now appear in the Folder List.

# Newsgroups

## How do I setup a killfile filter?

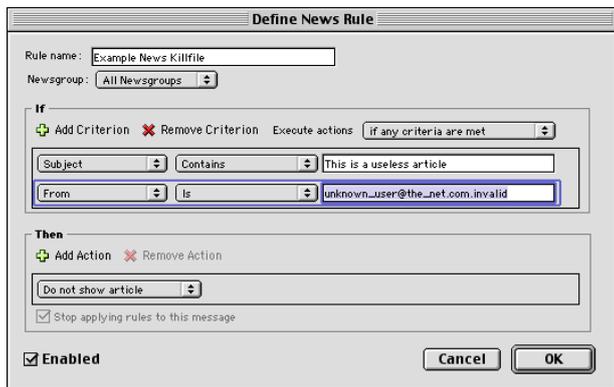
To create a killfile, you need to setup a Rule. This rule usually applies to newsgroups, but it can also be used to get rid of pest spammers.

- 1) Go to the Rules window, via the Tools menu. Then select the specific tab where the rule will take effect, eg. **News** or **Mail**.

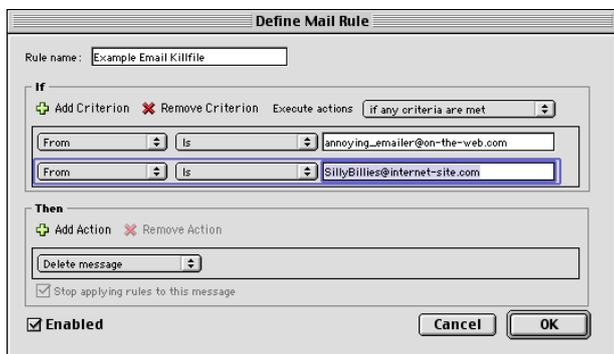


I've selected the News tab for this example, but the rule applies to any of the other tabs.

- 2) Click on the New button and configure the Rule as follows... Type in a Name for the Rule, then, if you're using this Rule for newsgroups, select from the pop-up menu which newsgroup, or all newsgroups, you wish this to apply to. Then create an instance in the **If** section, that goes like this: **From - Is** (for email addresses), OR **Subject - Contains** (for specific message threads) - the subject line or the person's email address will show up automatically, if you have selected the email or news message **before** you added it to the killfile Rule. In the **Then** section; **Do not show article** for news, or **Delete message** for incoming email.



This killfile applies to ALL newsgroups, and is directed at nuisance spammers.



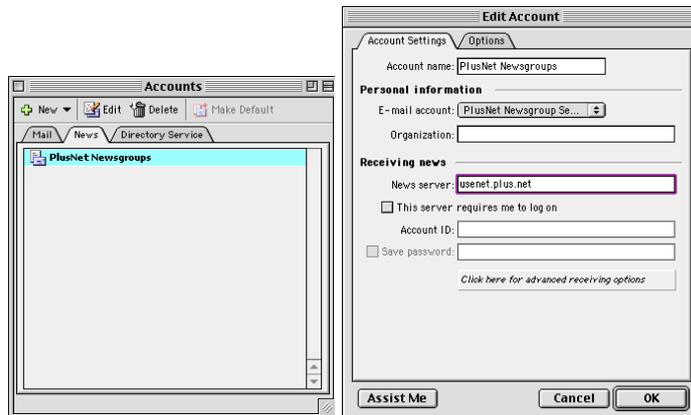
this killfile applies to ALL incoming email messages for either POP, IMAP or Hotmail accounts.

## How do I get the full set of newsgroups from my ISP, other than the ones from Microsoft, that come as default in Outlook Express?

You need to have a News account setup, otherwise you cannot download the full list (OE will ask you to do this when you click on the newsgroup icon in the folder list) of newsgroups from your ISP, and therefore cannot subscribe to any of your favourite groups.

To do this you need to know one bit of information that is essential to setup a **News** account, it's called the **News Server** address. It usually comes in the form of **news.ISPname.com** (don't use this address). Your ISP should have this on their web site (if they have a web site).

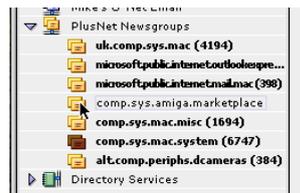
This information goes into the Tools > Accounts > **News** window, under the header **Receiving News**, and in the field called **News Server**. There is only one other bit of info this window requires, and that is the **Email account** you wish to use. The rest of window doesn't usually require any further input from you, unless you're linked via a secure email server/gateway. In which case, the bottom half of the **Receiving News** section needs your input.



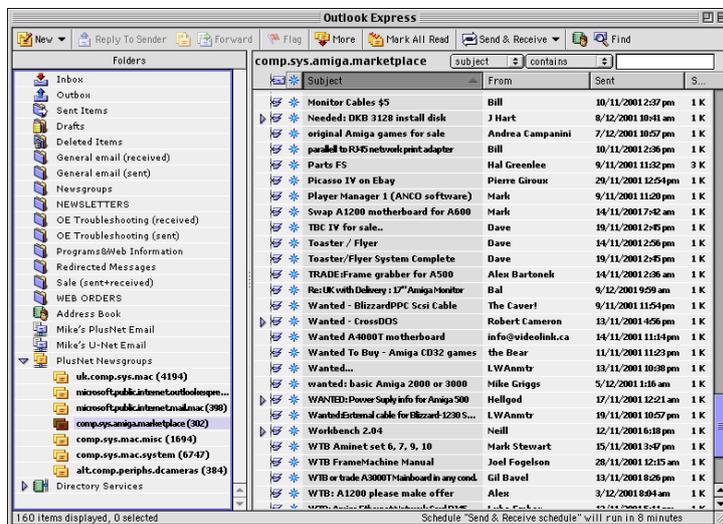
This is how I've setup my newsgroup account. Notice that you do not need much information for accessing them.

## How do I download all newsgroup messages for off-line reading?

- 1) Click on the newsgroup name, and load all the message headers as usual.

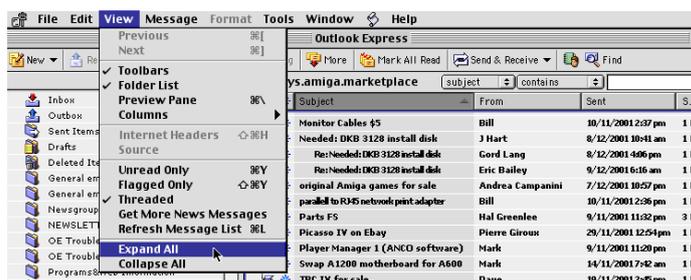


Click on the newsgroup you wish to download messages from.



Once you've clicked on the newsgroup name in the folder list, and assuming that you're online, OE will display all message headers up to the limit you've set.

- 2) Highlight the news messages window, and go to the View menu, and select **Expand All**, so that all threads are visible.



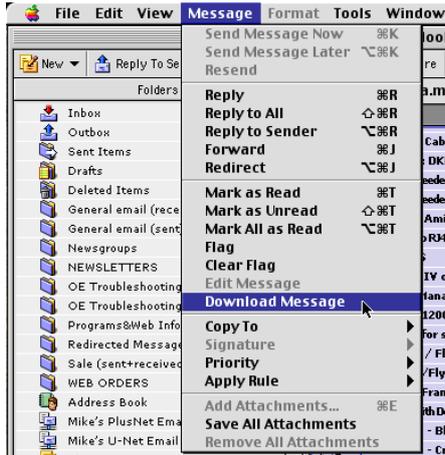
You must make sure that the messages window is highlighted (blue border) before selecting the **Expand All** menu command.

- 3) Either select a range of messages (press Shift key), or press **Apple + a** keys to select all messages (the newsgroup window must be highlighted).



When all messages are highlighted, including threads, you are ready to download them for offline reading, later on.

- 4) Go to the Messages menu and select **Download Message**.



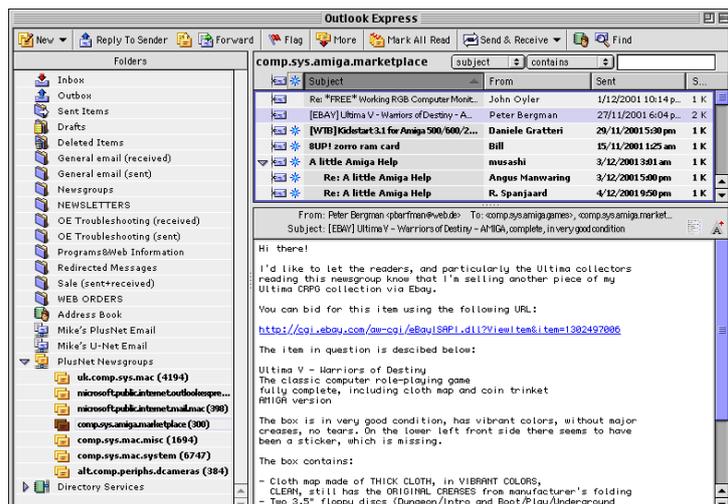
After you have selected the command **Download Message**, all highlighted messages will begin to download. You should see each message broken mail icon (on the left) change to a completed mail icon.

- 5) OE will now start to download those messages.



All messages should now have a little unbroken mail icon next to it, as shown in this picture.

- 6) Once you've finished, I suggest you go to the File menu and select **Work Offline**, so that it is ticked. Otherwise OE will display a connection error.

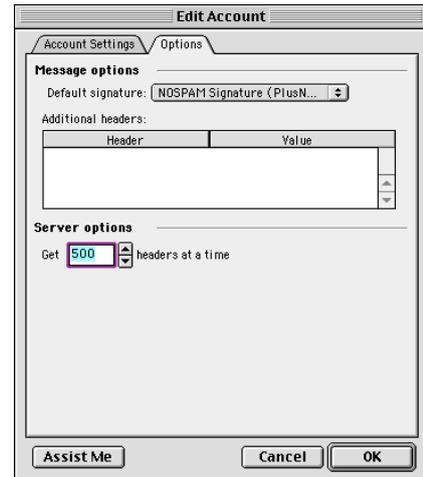


Now you can read the messages whenever you like, in off-line mode. Use the up and down arrow keys to easily browse through the list of posts.

## How do I limit the number of posts to download for the newsgroups?

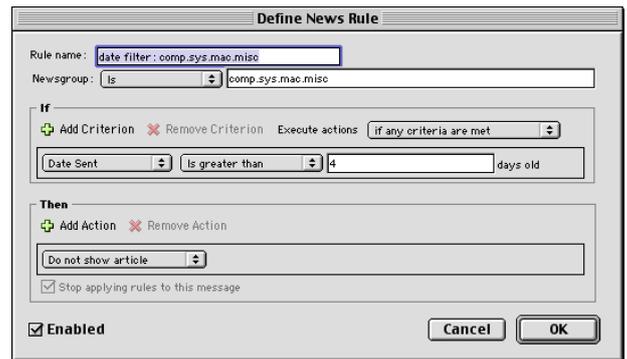
There are two ways to do this:

- 1) Via the Accounts > **News** window, then click on the Options tab, and enter a number in the **Get xxx headers at a time** box. You can put any number from 1 to 10,000 in it.



Limiting the number of messages Outlook Express should download, is listed under the Server Options header.

- 2) Via Rules > **News** tabbed window. Create a rule that applies specifically to a newsgroup - see the top pop-up menu in a rule setup window. Then create an instance in the **If** section, that goes like this: **Date Sent - Is Greater Than - xx days**. In the **Then** section, set it to **Do not show article**.



This picture shows you how to setup a date limit for one newsgroup only.

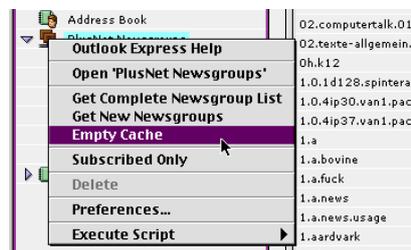
You can create a Rule for an individual newsgroup or one that applies to all newsgroups, if you wish - see the **Newsgroup** pop-up window for the various options available.

## How do I delete newsgroup messages in Outlook Express (Macintosh Edition)?

This is another hidden, and not very well documented feature of Outlook Express for Macs.

How to do it...

- 1) Press and hold the Control key and click on the Newsgroup parent icon in the folder list window in OE's main window, to bring up a contextual menu.
- 2) Select **Empty Cache** in the contextual menu. This will delete all messages in **all** newsgroups (includes recently unsubscribed newsgroups), unfortunately this is the **ONLY** way to delete posts in Outlook Express 5.0.



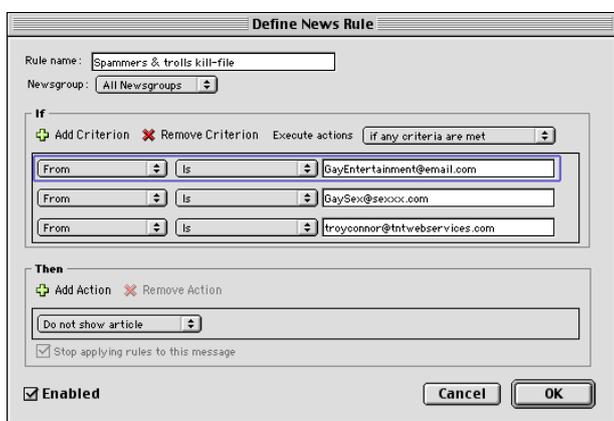
The contextual menu for deleting all newsgroup posts.

# Rules

## How to create a kill-file rule?

This type of rule usually applies to newsgroups, but it can also be used to get rid of nuisance spammers in your email.

- 1) Go to the Rules window, via the Tools menu. Then select either the **News** or **Mail** tab, where the rule will take affect.
- 2) Click on the New button and configure the Rule as follows... Type in a Name for the Rule, then, if you're using this Rule for newsgroups, select from the **Newsgroup** pop-up menu, the newsgroup(s) or all newsgroups you wish this to apply to. Then create a instance in the **If** section, that goes like this: **From - Is** (for email addresses), OR **Subject - Contains** (for specific message threads) - the subject line or the person's email address will show up automatically, if you have selected the email or news message **before** you added it to the kill-file Rule. In the **Then** section; **Do not show article** for news, or **Delete message** for incoming email.
- 3) Assuming that the appropriate message is highlighted in a newsgroup or an email, is on screen at the time you create or add to this Rule. You can auto-insert the subject or the poster's email address into a new Criterion in the **If** section, simply by selecting either **From** or **Subject**, from the first pop-up menu of the new criterion. Click the OK button.

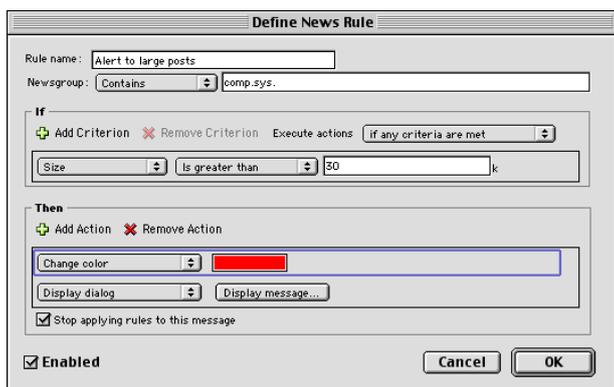


This is an example of a kill-file that will apply to all newsgroups, and is directed at spammers and trolls (nuisance posts).

## Creating a rule that will notify you when a newsgroup has posts in it that are bigger than xx kilobytes in size?

This kind of Rule is useful for any newsgroups that are text only, and not binary, and especially useful if you are downloading many posts at a time for off-line reading.

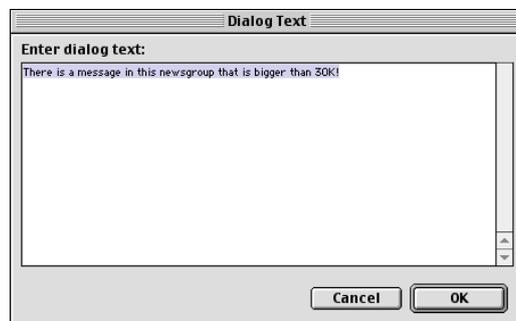
- 1) The **Newsgroup**: pop-up menu is fairly important here, as this will either check **all** of your subscribed newsgroups (select **All Newsgroups**) or just a specific family of newsgroups, via the **Contains** selection, as indicated below in the picture of the Rule.
- 2) As for the rest of the Rule, you need to setup the If part, like this; Size - Is greater than - 30 K. you can make the size of file anything you like, it just depends on your connection speed. If you have ASDL or ISDN connection, than you can make this figure much bigger, ie. 500K.
- 3) In the Then section, you need to add one or both of these Actions; **Change color** (use a distinctive colour) and/or **Display dialog**, then type in the appropriate message you wish to remind your self that there is a large post in this newsgroup, that you're downloading.



The Size field is the most important part of this Rule. While the Then section tells you where it is, and that a large post is present.

**Note:** you do not need to include both the **Change color** and **Display dialog** actions, if you do not wish to. It's just that both of these make your life easier in finding the large post (Outlook Express colours the message), and in telling you that there is actually a message(s) that is bigger than the usual 1-4K posts.

- 4) The **Dialog Text** window (see picture below) is where you type in a message to remind you that a large post exists in the list of messages that you are about to download. So that you can either download it, or if it is too big, by-pass it, by selecting and downloading all other posts except this one (or more). Click the OK button, and again for the Rule window.

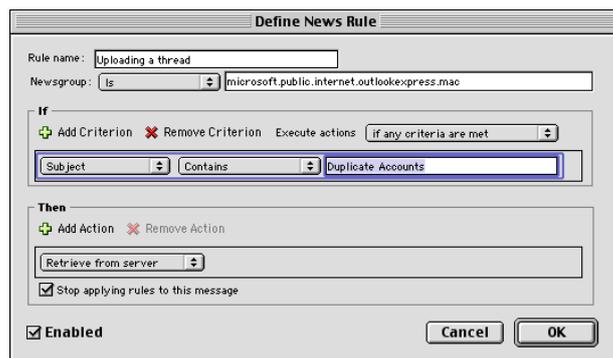


As an example, I've typed in this message, so that you get the idea.

## How to create a rule that will download all posts within a thread, in a newsgroup?

To get Outlook Express to download all posts relating to a specific thread in a newsgroup(s), you first have to clear out the newsgroup cache in Outlook Express, by Control+clicking on the newsgroup parent icon, and selecting **Empty Cache**. This will remove **all** posts in all subscribed and unsubscribed newsgroups. Then create this Rule and enable it. However you need to know the **exact Subject heading** of the thread you wish to download. So make a note of it, or auto-import\* it when you create this Rule.

- 1) Name the Rule whatever you like, then, in the **Newsgroup**: part, type in the name of the newsgroup, with **Is** selected from the pop-up menu, or **All Newsgroups**, if the thread appears in multiple newsgroups.
- 2) In the **If** section, set it up as follows: **Subject - Contains - [subject title of the thread goes here]**.
- 3) In the **Then** section, select **Retrieve from server** as the action you wish to perform. Click the OK button.



Auto uploading a thread Rule can contain more than one subject, just add another criterion in the IF section.

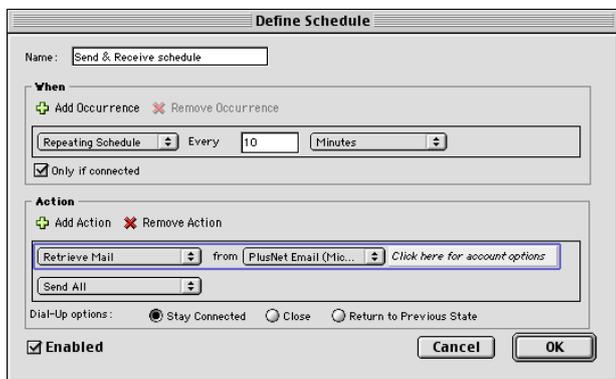
\***Auto-import:** highlight the post that you are interested in, then create this rule and click on **Add Criterion**, then select **Subject** from the first pop-up menu in the If section. The subject line will automatically appear in the text field.

# Schedules

## The send & receive schedule and it's significance.

This schedule is absolutely necessary in Outlook Express, and should not be deleted, otherwise the button labelled **Send & Receive** will not work. Note that when you create any email account, you can also get Outlook Express to automatically insert the account into this schedule, see top portion of the account window.

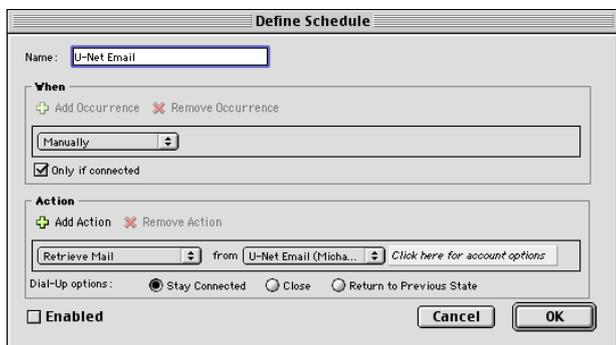
I have saved a screenshot of my particular schedule, so that if you did accidentally delete it, then you can easily recreate it again - obviously, your account name will be different to mine. An example of this default schedule is shown below...



The Send & Receive schedule, the only difference with your version of this window will be the email account selected in the Action section.

## Create a schedule that will only download from a specific mailbox.

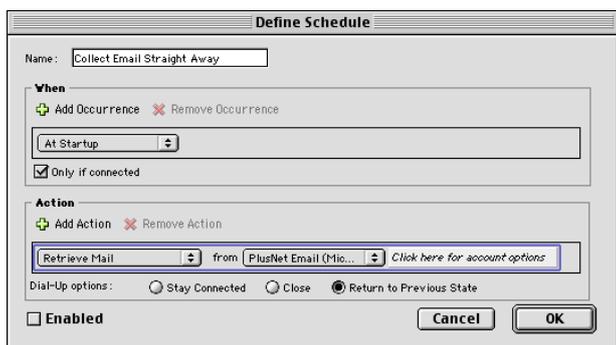
If you do not wish to check some mailboxes via the **Send & Receive** schedule, then you can create another one, except this will only check for email in that mailbox if you select this schedule manually, via the Tools>Run Schedule menu.



This type of schedule can only be run manually.

## Create a schedule that will automatically download your email whenever you launch Outlook Express.

As the title describes, this schedule will automatically kick-in whenever you launch Outlook Express **and** when you're on-line. The whole point of this, is simple, the **Send & Receive** schedule does not immediately check your email when you launch Outlook Express, and so this does it for you. An example of this schedule is shown below...



There are 3 important areas here, the At Startup, Retrieve Mail - [email account] sections to be setup as shown, and the Only if Connected button must be ticked.

# Sending & Recieving Email

## When I try to send an email, it always displays an error message, which complains about unauthorised relaying & to check your account (error 5553 and/or 23012), what's happening?

If you get this error message when you attempt to send mail... "Error 5553 (To send mail, first check your mail with a valid POP account; this prevents unauthorized SPAM relaying. (#5.7.1))" ...or a 23012 error message, then I'm afraid it is you that is doing something wrong. I'll explain... you're trying to send a message, using an email Account that **does not match** you're main ISP's dial up setting - this will almost certainly be the case if you have email accounts with multiple ISPs.

**For example:** Your main (default) Outlook Express Account is called "XpressEmail Email", and you also have another email account with another ISP, and this is called "Email-R-Us.com Email". Note that you've dialled up via your modem to Xpress.com's (example main ISP) telephone number, with your username (if using ARA). You've just typed in a message and you're sending it to Mr X, instead of selecting your correct email Account (XpressEmail Email), you select "Email-R-Us.com Email" account, in the message composition window, or it is selected by default anyway. This is where all your problems are occuring, you **MUST** select the corresponding email account (for CFaith) for the ISP (CFaith telephone no. + username in the Remote Access control panel. you've dialled into, otherwise you **CANNOT** send emails out.

To change the default email account in OE, go into the Account window and click on the email setup name in the Mail tab portion of the window. Then click on the 'Make Default' button, the account will now be bold. So now, when you create an email or a reply, your default email account will be displayed at the top of the composition window, eg. From: [My CFaith Email].

## My email program is not receiving or sending any messages, why?

Typically there are six instances which causes this problem:

- The ISP's email server is down.
- Your email settings in the Accounts > **Email** window, are wrong.
- Your modem is not working properly.
- The **Send & Receive** schedule in the email program is not setup to receive messages from your preferred email account in (see Accounts window). Go to the Tools > **Schedules** window to include the account you wish to receive email from.
- Your telephone line is dodgy!
- Your ISP has cancelled your account unexpectedly. Read their terms of use for email/web use, they may have a time-out limit, a web site size limit, a download bandwidth limit (eg. 250mb per day downloads from your web site), or you may have over stepped their terms somewhere.

However, if you're having intermittent problems with receiving email, then it could be a few of things:

- Your cable from the modem to the phone socket is dodgy.
- Outlook Express is only downloading some emails due to a restriction of the mail's filesize. See Account > Mail > **Options**, and untick the button called **Partially retrieve messages over 20K**.
- The ISP's server is temporarily out of action. Just give them a day or two to get up and running again.

## Why can't I send or receive any email messages, I keep getting an connection error message?

Your Account setup is incorrect. Look in the **Tools** menu, and then open the **Accounts** window. Double click your Mail account setup to display your settings for your email account. All the information you have typed in, in this window **MUST** be correct, letter for letter (except your name and the name of the account) - and they are all case sensitive. Usually, it is the **Account ID** (another name for your **Username**) and the **Password** fields that are incorrect, just retype them in again.

Also check that your SMTP Server (sending email) and POP Server (receiving email) addresses are correct. If these are wrong, then you will not be able to send and/or receive any emails. Or it could simply be that your ISP is down (not operational) for a short time. Try connecting to the internet in a couple of hours time.

## Outlook Express keeps saying that the recipients are not recognised by the server?

This is a silly feature of Outlook Express, that is switched on by default when you install the application for the first time. This feature is located in the preferences window under the tabbed section called **Compose**. The option you're looking for, is called **Check names on message recipients (location aware)**. Untick the box next to it, to switch it off. You should now be able to send your emails again.

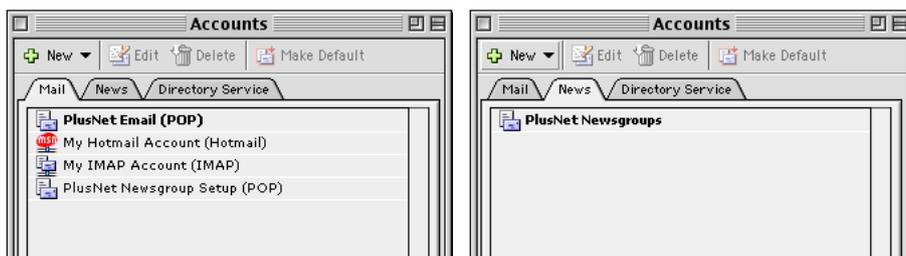
## TIP: How do i send a message to multiple email or newsgroups without having to type in each and every address manually?

This tip is good only if you intend on sending to the same set of addresses regularly, eg. for placing adverts in newsgroups.

Either type in the full address by hand, or copy the address from the address book, newsgroup message header, or even the newsgroup listing. Then paste or type it into a text file. It must have a Return after each address, for this to work. SimpleText is a good fast document type to use. Then when you want to place the email or newsgroup message, copy the list of addresses from the text file, and paste it into the **Cc:** or **Newsgroup:** field. It will now put each individual address into it's own send-to entry.

# Manually Setting up an Account

Access your Accounts via the Window menu, then select Accounts.



This illustrates the kinds of accounts that can be setup in the Accounts window.

## Manually Setting up a POP3 Account

Tick the box to insert this new account into the Send & Receive setup. So that OE will check your mail box regularly.

Obviously, the name of the person who setup the email account goes in here.

The Account ID as OE calls it, is another name for Username. This must be a unique word that identifies your mail box on the ISPs server.

Type in your Password - it must NOT contain any special characters or spaces, only letters and numbers - it is upper and lower case sensitive.

These two Advanced settings buttons allow you to setup login passwords to more secure email servers.

Type in the title or name of your email account. It is used by the Newsgroup Account to select an email address.

This where your email address goes. Remember this address is not case (eg. capitals) sensitive.

Your ISP's (Internet Service Provider) incoming mail server address needs to go in here.

The outgoing mail server address goes here.

Click here for advanced receiving options

Click here for advanced sending options

Account Settings Options

Account name: Mike's PlusNet Email

Include this account in my "Send & Receive All" schedule

Personal information

Name: Michael Hutchison

E-mail address: MadMike@graphixmad.plus.com

Receiving mail

Account ID: grape

POP server: mail.plus.net

Save password: ●●●●●●●●

Sending mail

SMTP server: relay.plus.net

Cancel OK

RED TEXT = Essential data you need to input into the Account fields: Username/Account ID - you decide on what you want to call this\*. Password - Again, your choice. Except you need to write this down\*. / POP Server + SMTP Server addresses - Your ISP will supply this.

\* Upper case (capitals) and lower case sensitive - in other words you must retype these characters exactly the same way when you first keyed it in. Example; if you typed in "UseTheForce" as your password, then retyping it as "usetheforce" will not work.

Create a signature via the Tools > Signature menu, and name it. Then you can select a default signature for this account.

If you tick this box, the email you downloaded from your mail box will remain there. Useful if you need to read your email from various computers.

This will create a little blue icon in the folder list, which allows you to read your mail directly from the server, without having to download them.

Use this window to add custom 'headers' in the email's unseen header section of all your messages sent from this Account.

Tick the box if you only want to download part of a big email (normally with an attachment.)

This is particularly useful if your ISP's server is particularly untidy, and doesn't always delete messages from your (e)mail box.

Message options

Default signature: Signature (PlusNet)

Additional headers:

Header	Value
COMPANY	The Graphics Shop
ADDRESS	London, England

Server options

Partially retrieve messages over 20 KB

Leave a copy of each message on the server

Delete messages from the server after 30 days

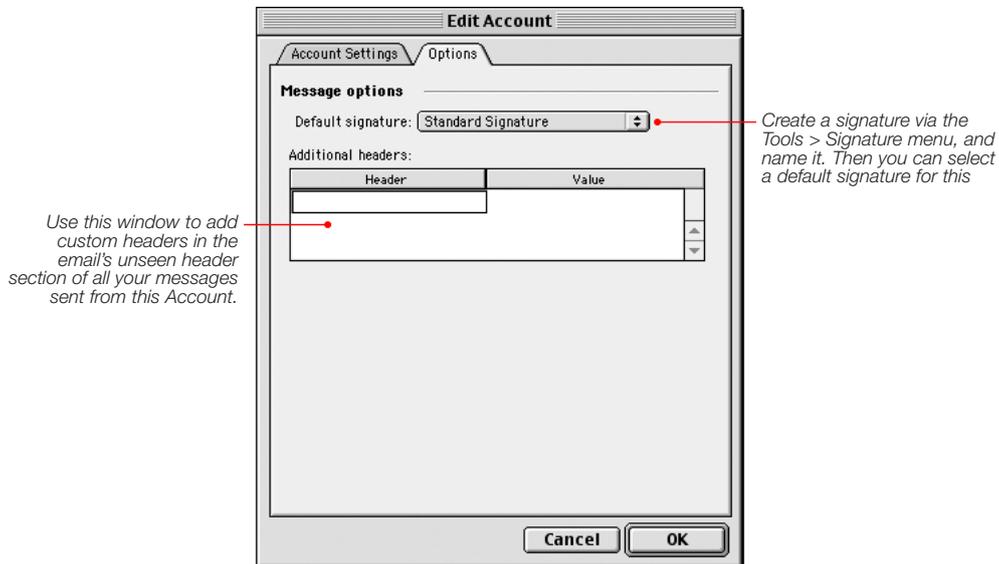
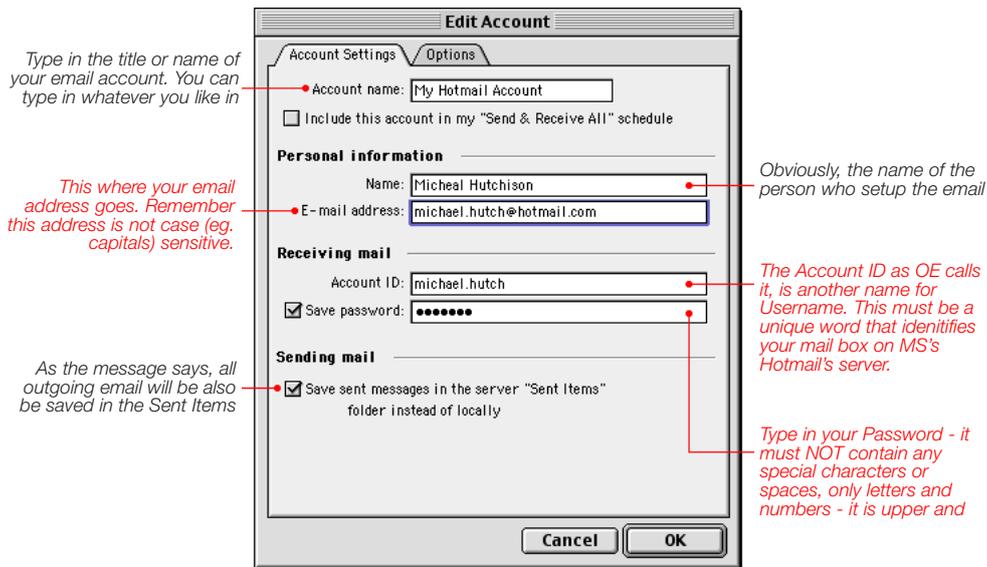
Delete messages from the server after they are deleted from this computer

Get all messages left on server...

Allow online access (shows account in folder list)

Cancel OK

## Manually Setting up a Hotmail Account



## The Hotmail Icon Appears in the Folder List Pane



# Manually Setting up a Newsgroup Account

**Edit Account**

Account Settings | Options

Account name: PlusNet Newsgroups

**Personal information**

E-mail account: PlusNet Newsgroup Se... [v]

Organization: [ ]

**Receiving news**

News server: usenet.plus.net

This server requires me to log on

Account ID: [ ]

Save password: [ ]

[Click here for advanced receiving options](#)

Buttons: Assist Me, Cancel, OK

*This pop-up menu enables you to select the email Account you wish to use as the sender email address, that appears with all newsgroup posts.*

*The News Server address is essential, if you want to read Newsgroups. Your ISP will supply this address when you setup your email/web account.*

*If a newsgroup requires a secure connection, then you*

*Type in the title of this news account. This can be used to identify different account setups, if for instance you wish to have a no spam*

*If you work of an organisation or company, then you can put it's name in here. This will appear in the*

*If your ISP has partucularly high security, then you may need to add your Account ID/Username and a Password, in order to*

**Edit Account**

Account Settings | Options

**Message options**

Default signature: NOSPAM Signature (PlusN... [v]

Additional headers:

Header	Value
LOCATION	Leeds, England

**Server options**

Get 250 [v] headers at a time

Buttons: Assist Me, Cancel, OK

*Use this window to add custom headers in the email's unseen header section of all your messages sent from this Account.*

*Select a signature (Tools > Signature menu) for your newsgroup posts.*

*Type in any number you like (upto 9999), in this box, to limit the number of posts that Outlook Express downloads from the news*

# Terminology

Quoted directly from Microsoft's web site & Outlook Express's Help pages.

## AppleDouble

A method of encoding files so they can be transferred over the Internet. This encoding method preserves both the data and resource information in a Macintosh file.

## ASCII

Abbreviation for American Standard Code for Information Interchange, a code that represents letters, numerals, punctuation marks, control characters, and symbols, and makes it possible to transfer information from one computer to another.

## Attachment

A file included with an e-mail message.

## BCC

Abbreviation for blind carbon copy, or blind courtesy copy, a way to send a copy of an e-mail message to a recipient without the recipient's name or address appearing in the message header.

## Binary file

A file consisting of characters that describe an image, document, or application. Binary files are read by computers rather than by people.

## BinHex

A method for converting binary data files to ASCII text files so they can be transmitted over the Internet or across a network without losing data. This encoding method preserves both the data and resource information in a Macintosh file.

## CC

Abbreviation for carbon copy, or courtesy copy, a way to send a copy of an e-mail message to a recipient so that the recipient's name or address appears in the message header.

## E-mail Address

The address of your electronic mailbox, or the mailbox where you receive e-mail messages. An e-mail address typically includes your name, followed by the @ sign and then your domain name – for example someone@isp-name.com.

## Firewall

A security system that prevents computers on a network from communicating directly with computers on another network. Instead, all communication is routed through a proxy server, which determines whether a particular message or file may pass to or from the network.

## HTML

HTML stands for HyperText Markup Language, it is a way of providing content that goes beyond just plain text. It is the standard way to create and display documents on web servers. Recently it has gained a little more acceptance as a method of sending content via email. Currently many Macintosh clients don't support easy display of html mail.

## IMAP

IMAP stands for Internet Message Access Protocol. It is a method of accessing electronic mail or bulletin board messages that are kept on a mail server. In other words, it permits a client email program to access remote message stores as if they were local. For example, email stored on an IMAP server can be manipulated from a desktop computer at home, a workstation at the office, and a notebook computer while traveling, without the need to transfer messages or files back and forth between these computers.

## Internet Header

The part of an e-mail or news message that contains details about the message, such as a list of computers the message went through on its way to you. An Internet header might also include special instructions on how an e-mail program should handle the message.

## ISP

Abbreviation for Internet service provider, a company that provides connections to the Internet.

## LDAP

LDAP stands for Lightweight Directory Access Protocol, it is used to keep a central address book enabling centralized administration and distributed access for multiple users. It was initially used as a front-end to X.500 (never mind this one, think of therapy), but can also be used with stand-alone and other kinds of directory servers.

## MacBinary

A method of encoding and decoding Macintosh files so they can travel over networks without losing information.

## MIME

Abbreviation for Multipurpose Internet Mail Extensions, a TCP/IP protocol for transferring various file formats over the Internet in e-mail messages.

## MIME/Base64

A method of encoding non-text files into text so they can be transferred over the Internet in an e-mail message. This encoding method does not encode the resource information in a Macintosh file.

## Newsgroup

A collection of themed messages posted to a news server. You can find newsgroups on practically any subject. Anyone who can access a newsgroup can read the messages it contains and post new messages.

## NNTP

This stands for Network News Transport Protocol. The name is sort of misleading. For the most part it should be considered the Network Discussion Transport Protocol. Its most common use is Usenet, a global distributed accumulation of discussion groups that enable threaded communication on a variety of topics. It is also useful for archiving conversations in an easily readable manner.

## POP3

POP stands for Post Office Protocol, and POP3 is the latest version. This protocol is how email servers, (at your ISP) and email clients (Outlook Express) communicate and transfer messages. POP mail is used by most ISPs because when the e-mail client connects, it sends all the mail to the user's computer and erases it from the server.

## PPP

Point to Point Protocol is most well known as a protocol that allows a computer to use a regular telephone line and a modem to make internet connections. It's main usefulness is in making sure that data transmitted over error prone communication lines gets through accurately.

## Proxy Server

Proxy servers are used by corporations and other paranoid entities to prevent access to their internal networks from people who are not authorized to access the network. Though not technically an acronym it is nevertheless a source of confusion for some users.

## SSL

Abbreviation for Secure Sockets Layer, a protocol for securely transmitting private information, such as credit card numbers, over the Internet.

## SMTP

Simple Mail Transport Protocol is the main protocol used to send electronic mail on the Internet. SMTP consists of a set of rules for how a program sending mail and a program receiving mail should interact. For the most part, SMTP is used for client to server and server to server communication. Server to client communication is normally done using an IMAP or POP server. SMTP does allow for server to client communication but it requires the client to be running at all times to work efficiently, this is not a common scenario for Macintosh users.

## TCP/IP

Transmission Control Protocol/Internet Protocol defines the underlying protocol used by most computers on the internet to communicate with other computers and computing devices.

## UUEncode/BinHex/AppleDouble

These all refer to methods of encoding that e-mail programs use to send attachments to other e-mail programs.

# Useful Outlook Express Web Site URLs

[thelist.internet.com](http://thelist.internet.com) - ISPs: **The Definitive List**, to find your ideal ISP (Internet Service Provider - includes email service) look no further than this web site, it lists all international companies that provide this service.

[www.applescriptcentral.com](http://www.applescriptcentral.com) - **Applescript Central**, is your main source for scripting Outlook Express.

[www.soundsetcentral.com](http://www.soundsetcentral.com) - **Sound Set Central**, is another central place to download notification sounds.

**Newsgroups** for Macintosh users (Entourage, Outlook and Outlook Express):

- **microsoft.public.internet.outlookexpress.mac**
- **microsoft.public.internet.mail.mac**
- **microsoft.public.outlook.mac**
- **microsoft.public.mac.office.entourage**
- **microsoft.public.office.mac.entourage**

**Newsgroups** for Internet Explorer (Macintosh) users:

- **microsoft.public.mac.explorer**
- **microsoft.public.inetexplorer.mac**

**Newsgroups** for PC users (Outlook Express):

- **microsoft.public.win98.internet.outlookexpress**
- **microsoft.public.windows.inetexplorer.ie5.outlookexpress**
- **microsoft.public.windows.inetexplorer.ie55.outlookexpress**
- **microsoft.public.windows.inetexplorer.ie6.outlookexpress**

[www.tomsterdam.com/insideoe5/](http://www.tomsterdam.com/insideoe5/) - PC Outlook Express FAQ. Useful if you have a PC as well.

[www.microsoft.com/mac/oe/](http://www.microsoft.com/mac/oe/) - Microsoft's main web site for Macintosh users. Features all their software

[email.about.com/cs/oetipstricks/](http://email.about.com/cs/oetipstricks/) - The About web site has some fairly useful information, as well as tips and a FAQ.

[www.macoptions.com](http://www.macoptions.com) - MacOptions has a useful Outlook Express tutorial web page, and some useful info as well.

[www.macemail.com/oe/](http://www.macemail.com/oe/) - The Unofficial Outlook Express Page. Lots and lots of useful information, as well as a FAQ section, in this site. Worth a look!