

Computer Bits by Mark Eggert of Raad One Network Solutions, Inc.

Welcome to Computer Bits, a series of articles on computers and network information. This month's question is: I am unable to open some of my e-mail attachments. What does it mean "OE removed the following unsafe attachments in your mail?"

This is a good question and I've been asked this by a number of people. This problem occurs when either Service Pack 1 for Internet Explorer 6 or Service Pack 1 for Windows XP is installed. These Service Packs are termed "High Security" by Microsoft as they fix a number of security flaws. One of the flaws addressed was the ability of viruses to be spread as email attachments. Microsoft added the following option to Outlook Express: **Do not allow attachments to be saved or opened that could potentially be a virus** and by default it is enabled. Outlook Express uses the Internet Explorer unsafe file list and the **Confirm open after download** setting in Folder Options to determine if a file is safe. Any e-mail attachment with a file type that is reported as "unsafe" is not downloaded, and access to the attachment is removed.

To turn off the **Do not allow attachments to be saved or opened that could potentially be a virus** option:

1. Start Outlook Express.
2. On the **Tools** menu, click **Options**.
3. Click the **Security** tab, click to clear the **Do not allow attachments to be saved or opened that could potentially be a virus** check box under **Virus Protection**, and then click **OK**.

Please note that by turning off or disabling this option, you are taking responsibility for making sure the attachments you receive are virus free. So you need to have an up-to-date anti-virus program installed and running on your computer.

If you have a computer or network question you'd like answered and you think others would like to know the answer to, please forward them to me. My email address is meggert@wi.rr.com, my phone number is 262-679-7704 and my fax number is 262-679-7664.