

Where's My Attachment?

I did enough griping and complaining last year to last a while so I thought I'd start the year off with a few helpful hints. One of my DFW readers mentioned she gets a real kick out of some of the things I belly-ache about.

I get a lot of calls from customers that claim they can't open their attachments anymore. Usually the solution to this is quite simple - and sometimes its not. Usually this problem will occur when a user upgrades to Outlook Express 6 (OE6). Microsoft put a "safety net" in there and forgot to tell anyone about it. By default, OE6 will not open any attachments to prevent possible virus infections. The easy fix for this is to open Outlook Express and click on *Tools* and then *Options*. Once inside the Options click on the *Security* tab and then uncheck the box that says: *Do not allow attachments to be saved or opened that could potentially be a virus*. It's that easy!

Another thing Microsoft hid and didn't tell anyone was the desktop icons in Windows XP. If your *My Computer*, *Internet Explorer*, *My Documents* and *My Network Places* icons are missing from your desktop you can easily get them back by doing the following. Right-click on your desktop and then click on *Properties*. Next click on the *Desktop* tab and then on the *Customize Desktop* button. Voila! There they are! Just click on the items you want shown on your desktop and then hit *OK*. Don't you wish Bill Gates' boys had told us this?

One last tip. If you're like me and like the old Windows 95/98 type Start Menu and hate the new XP Start Menu, don't despair. Simply right-click on the *Start* button and then click on *Properties* and then click on *Classic Start Menu* and hit *OK*. Your Start Menu will look just like it used to.

Hope these tips help. And remember, if you have anything you want me to write about just drop me an e-mail at frankm@amaonline.com.