

Winmail Dat Email Resolution

Objective: To outline fixes and resolution for users that receive winmail.dat from this company.

Background: When someone sends an attachment from Microsoft Exchange servers to a non microsoft exchange server (e.g. IMAP from yahoo, at&t, etc.), the attachments can be changed into a Winmail.dat file. This is due to Microsoft Exchange. There is a resolution, and that involves changing the format of the email being sent out, as plain text. However, if users want to retain some of their HTML formatting (colours, images), they can keep either Rich text format, or HTML format (instead of plain text) but instead white list certain recipients to be plain text only.

Resources: The following resources explain how to resolve this issue.

http://web.archive.org/web/20180217000515/http://kb.mozillazine.org:80/Winmail.dat_attachments
<http://web.archive.org/web/20171219232101/http://juliabensonslaughter.com:80/general-resources/the-winmail-dat-issue/>

Now, please note that Mozilla's KB lists HTML or plain text as being options. In fact, it MUST be plain text, so that is in error. The second link, explains that plain text is the only option that works.

The second link explains the resolution in simple terms.

I'll quote it here:

“

If the recipient is in your address book

- 1.Open up your Outlook Address Book, either by clicking on the Address Book icon or by choosing Tools->Address Book
- 2.Select the recipient's entry in your address book and open up their Properties, either by clicking on the Properties button or double- clicking on the recipient's entry.
- 3.Select the "Name" tab in the Properties dialog window.
- 4.Check the box at the bottom of the window that says "Send email using plain text only".
- 5.Click the "OK" button.

If you enter the recipient's address manually in the To: line of your email message

EACH TIME you send a message to this person, you must:

- 1.Create a new email message as you normally would, but before sending it,
- 2.Choose Format->Plain Text from the menu bar.

3.Now send your message.

“

So those are the two possible answers, for white listing a certain email being sent out to a person, while retaining your HTML formatted emails.

If you want to change the global options, so that ALL emails are sent in plain text mode, see this option:

“

If you want to change your default sending mode

You may change your default sending mode in Outlook, thereby sending all email messages as plain text, by doing the following:

- 1.Select Tools->Options from the Outlook menu bar.
- 2.Select the "Mail Format" tab in the dialog window.
- 3.In the first drop-down list, under the "Message Format" heading, select Plain Text
- 4.Click the "OK" button.

“