

## Naughty Outlook

Before you set up Easy-Email synchronization for Outlook, there is one issue that we want to be sure you know about.

We refer to it as “Naughty Outlook” because Outlook sends emails on your behalf without asking your permission and quite frankly we think that's a bit naughty! And it is something Microsoft has known about since 2007 and hasn't fixed which makes it a Double Naughty...

It's not in all versions of Outlook and it only affects emails requesting **read receipts** so it may not ever be an issue for you. A full discussion of this issue - and the potential solutions – is outlined below.

Fortunately it looks as if Outlook 2010 does not suffer from this problem.

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### ***The bug***

When someone sends an email they can ask for a 'Read Receipt'. This is an email which is sent back to the sender of the email, so this person can see that their email has been read.

By default Outlook will ask you for permission before it sends the 'Read Receipt' so you can choose not to send it. However there is a bug in Outlook so sometimes it sends the 'Read Receipt' without asking you.

Microsoft has acknowledged this problem and opened a bug report on 28 December 2007, but a fix has not been provided yet.

### ***When does this happen?***

The bug is triggered when you work with your email using the IMAP protocol (which Easy-Email does) and you manage your email from more than one computer, for instance Outlook on your home computer and on your office computer.

An example:

You download an email on your office computer and then go home without reading it. At home you download the same email to your home computer, read it and move it from the inbox to another folder.

When you get back to the office and start up Outlook on your office computer it gets confused because the email is no longer in the inbox, and it will send an email to the sender saying the email has been deleted without being read.

This **only** happens for emails where a 'Read Receipt' has been requested.

### ***Which versions of Outlook are affected?***

Some versions of Outlook 2003 and 2007 are affected and some are not (yes, there are different build versions), so you will have to test to know for sure.

Initial tests with Outlook 2010 show that it is not affected by this problem, but we do recommend that you test to make sure the problem does not come back in later releases.

We have not tested Outlook XP and Outlook 2000.

### ***Your choices***

First you need to test your Outlook.

- If you do not have a Naughty Outlook: Go ahead and set up Easy-Email.
- If you do have a Naughty Outlook but nobody sends you emails with read receipts: Go ahead with Easy-Email.
  - In this case we recommend that you turn off the Outlook Junk Mail handling and hide the Gmail Spam folder from IMAP using the Gmail lab feature “Advanced IMAP Controls”.
- If you have a Naughty Outlook and do not want any Read Receipts to go out your options are:
  - Upgrade to Outlook 2010 (test first with the trial version).
  - Change to Thunderbird.
  - Don't synchronize your email using Easy-Email.  
If you have already bought the guide you can use our Money Back Guarantee to get a refund.

### ***Links to related articles***

We have gathered a few resources on the internet which discuss this problem:

- [Microsoft Developer Network posting with the bug report.](#)
- [A thread on EmailDiscussions.com.](#)
- [A thread on slipstick.com.](#)

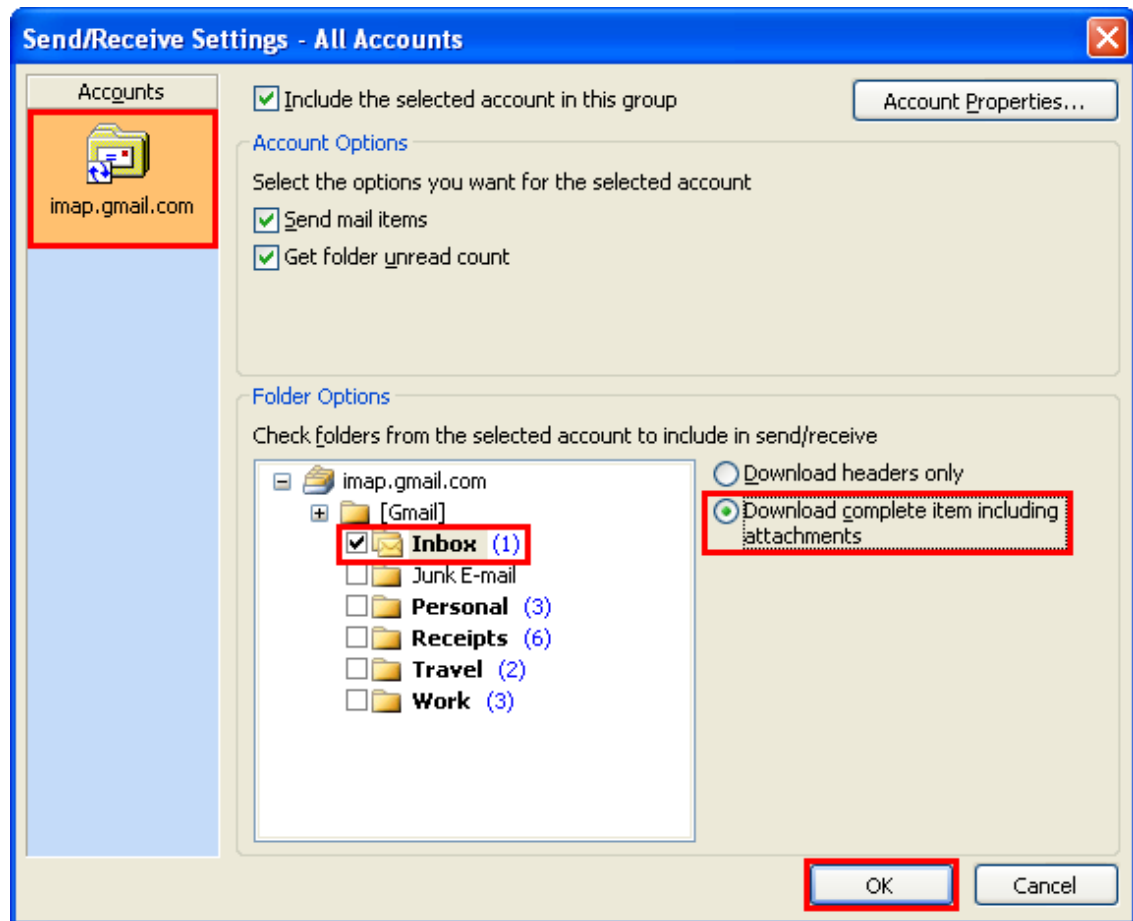
## ***How can I tell if I have a Naughty Outlook?***

It is easy to test for this problem.

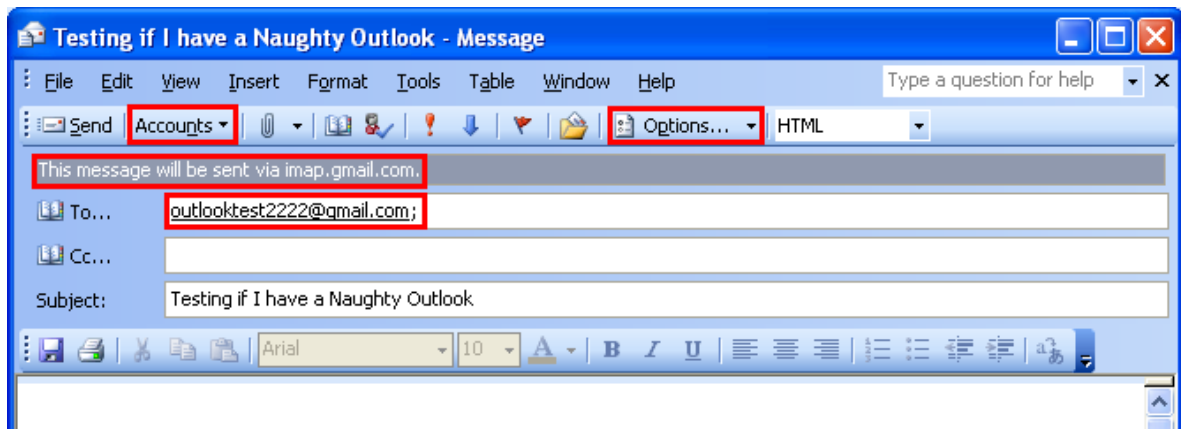
### **Testing Outlook 2003**

If you need more detailed instructions for setting up Gmail and Outlook please read chapter 6 and 7 in the Essential Guide, which you can download [here](#).

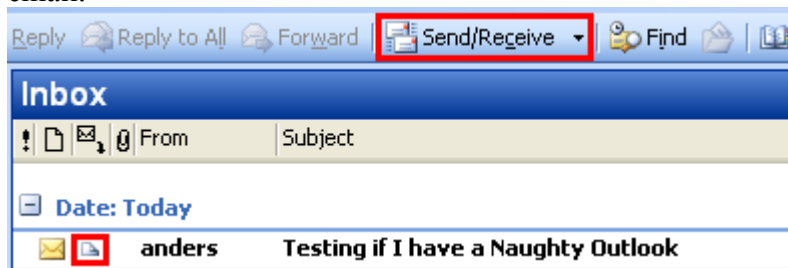
- If you do not already have a Gmail account create one. It's free.
- Enable IMAP on your Gmail account.
  - Go to **Settings** → **Forwarding and POP/IMAP**.
  - **Enable IMAP** and **Save Changes**.
- In Outlook add a new account to connect to your Gmail.
  - Go to **Tools** → **Email Accounts**
  - Choose Add a new e-mail account and click **Next**.
  - Choose **IMAP** and click **Next**.
  - Enter a name.
  - For **E-mail Address** enter your Gmail address.
  - For incoming mail server enter: **imap.gmail.com**
  - For outgoing mail server enter: **smtp.gmail.com**
  - For **Login Information** enter:
    - Enter your **full** Gmail address as **User Name**
    - Enter your Gmail **password**.
  - Click **More settings**
    - On the **Outgoing Server** tab tick **My outgoing server requires authentication**.
    - On the **Advanced** tab tick both boxes **This server requires an encrypted connection (SSL)**.
    - Change the **Outgoing server** port to **465**.
    - Click **OK** then click **Next** and then **Finish**
  - From the main Outlook window go to **Tools** → **Options...**
    - Click the **Mail Setup** tab.
    - Click the **Send/Receive** button.
    - Click the **Edit** button.
    - Select your gmail account on the left hand side, then click on the Inbox and select **Download complete item including attachments**.



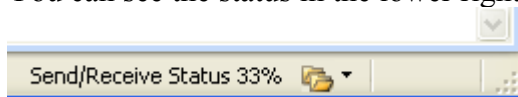
- Return to the main Outlook window.
- Send an email from Outlook to your Gmail account requesting a 'Read Receipt'
  - Click **New**.
  - Send the email to your gmail address.
  - Click the **Account** button and select your gmail address to send the email *from*. The account button is only visible if you have more than one account in Outlook.
  - Ask for a Read Receipt. To do this click **Options**. Then tick **Request a read receipt for this message**.



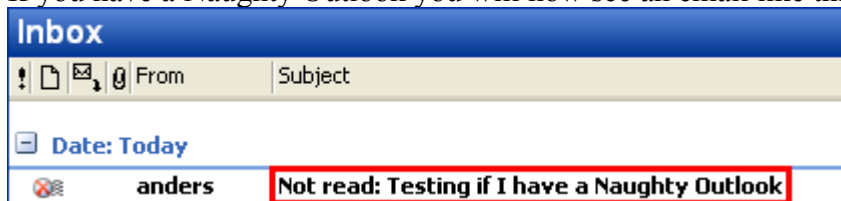
- Send the email and wait for it to appear in your inbox.  
**Do not open or read the email.**
- If there is a small white icon next to the email click Send/Receive to download the complete email.



- Close Outlook.
- Log on to Gmail via a web browser.
- Delete the email you just sent.
- Start Outlook again. Wait for the automatic Send/Receive to complete. You can see the status in the lower right hand corner.



- Restart Outlook.
- If you have a Naughty Outlook you will now see an email like this in your inbox:



## Testing Outlook 2007

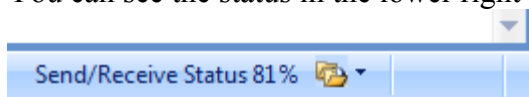
If you need more detailed instructions for setting up Gmail and Outlook please read chapter 6 and 7 in the Essential Guide, which you can download [here](#).

- If you do not already have a Gmail account create one. It's free.
- Enable IMAP on your Gmail account.
  - Go to **Settings** → **Forwarding and POP/IMAP**.
  - **Enable IMAP** and **Save Changes**.
- In Outlook create a new account to connect to your Gmail.
  - Go to **Tools** → **Account Settings**.
  - Tick **Manually configure server settings or additional server types** and click **Next**.
  - Leave **Internet E-mail** selected and click **Next**.
  - For **E-mail Address** enter your Gmail address.
  - Choose **IMAP** as account type.
  - For incoming mail server enter: **imap.gmail.com**
  - For outgoing mail server enter: **smtp.gmail.com**
  - For **Login Information**:
    - Enter your **full** Gmail address as **User Name**.
    - Enter your Gmail **password**.
  - Click **More settings**
    - On the **Outgoing Server** tab tick **My outgoing server requires authentication**.
    - On the **Advanced** tab:
      - For both boxes with **Use the following type of encrypted connection** choose **SSL**.
      - Change the **Outgoing server** port to **465**.
    - Click **OK** then click **Next** and then **Finish**.
- Send an email from Outlook to your Gmail account requesting a 'Read Receipt'
  - Click **New**.
  - Send the email to your gmail address.
  - Click the **Account** button and select your gmail address to send the email *from*.

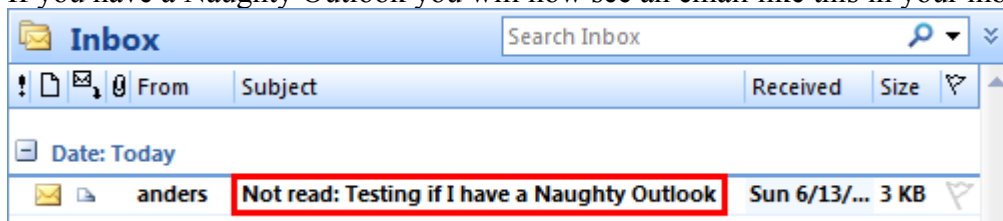
- Ask for a Read Receipt. To do this click the little arrow next to **Options**. Then tick **Request a read receipt for this message**.



- Send the email and wait for it to appear in your inbox. **Do not open or read the email.**
- Close Outlook.
- Log on to Gmail via a web browser.
- Delete the email you just sent.
- Start Outlook again. Wait for the automatic Send/Receive to complete. You can see the status in the lower right hand corner.



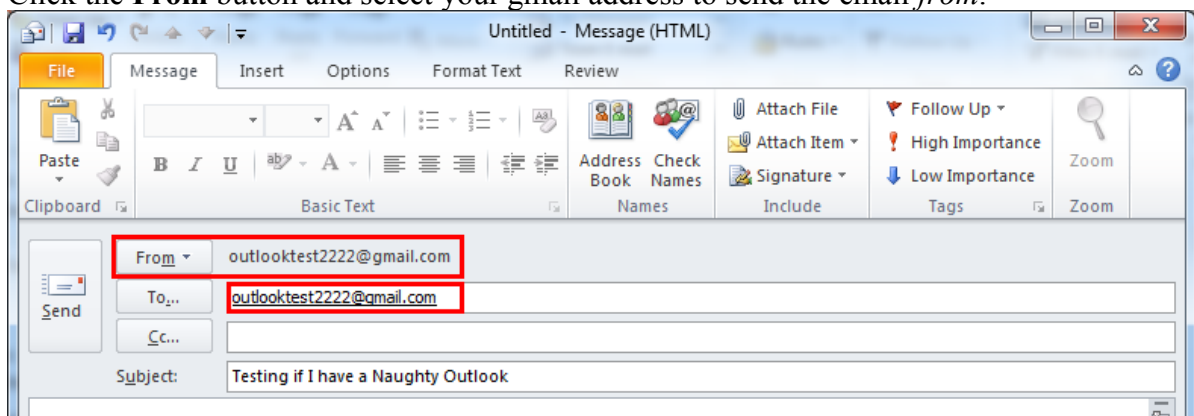
- Restart Outlook.
- If you have a Naughty Outlook you will now see an email like this in your inbox:



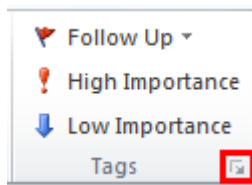
## Testing Outlook 2010

If you need more detailed instructions for setting up Gmail and Outlook please read chapter 6 and 7 in the Essential Guide.

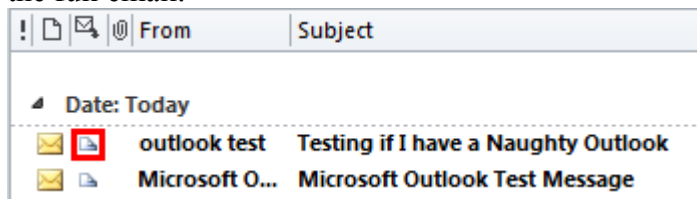
- If you do not already have a Gmail account create one. It's free.
- Enable IMAP on your Gmail account.
  - Go to **Settings** → **Forwarding and POP/IMAP**.
  - **Enable IMAP** and **Save Changes**.
- In Outlook create a new account to connect to your Gmail.
  - Click the **File** tab in the top left hand corner.
  - Go to **Add Account**.
  - Enter a name.
  - For **E-mail Address** enter your Gmail address.
  - Enter your Gmail **password** twice.
  - Click **Next**.
  - Outlook finds your settings automatically. Click **Finish**.
- Send an email from Outlook to your Gmail account requesting a 'Read Receipt'
  - Click **New E-mail**.
  - Send the email to your gmail address.
  - Click the **From** button and select your gmail address to send the email *from*.



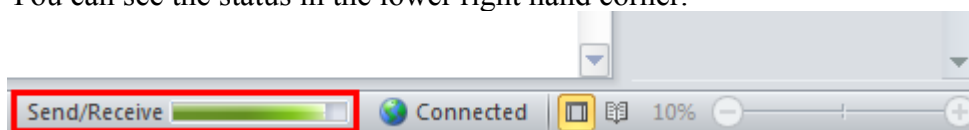
- Ask for a Read Receipt. To do this click the little arrow below **Low Importance**. Then tick **Request a read receipt for this message**.



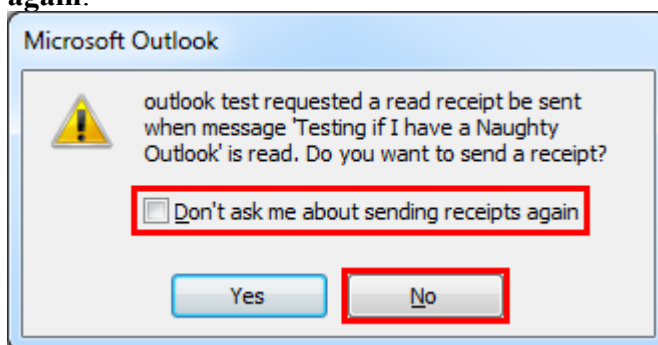
- Send the email and wait for it to appear in your inbox.  
**Do not open or read the email.**
- If your email has a little white icon next to it you need to click **Send/Receive** to download the full email.



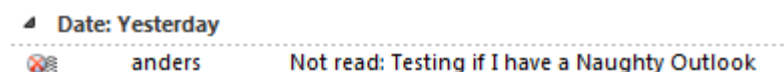
- Close Outlook.
- Log on to Gmail via a web browser.
- Delete the email you just sent.
- Start Outlook again. Wait for the automatic Send/Receive to complete. You can see the status in the lower right hand corner.



- At this point you might be prompted if you wish to send a Read Receipt. If this happens select **No**. If you do not want to send Read Receipts at all tick **Don't ask me about sending receipts again**.



- Restart Outlook.
- If you have a Naughty Outlook you will now see an email like this in your inbox: (The email shown here was sent by an Outlook 2007)



## Sample emails

The emails Outlook sends look like this.

A sample Read Receipt if the email in Outlook was unread:

**From:** <*your email address*>  
**To:** <*email address requesting read receipt*>  
**Subject:** Not read: <*subject of original email*>

**Body:**

Your message

To: <*your email address*>  
Subject: <*subject of original email*>  
Sent: <*date*>

was deleted without being read on <*date*>.

A sample Read Receipt if the email in Outlook was read:

**From:** <*your email address*>  
**To:** <*email address requesting read receipt*>  
**Subject:** Not read: <*subject of original email*>

**Body:**

Your message

To: <*your email address*>  
Subject: <*subject of original email*>  
Sent: <*date*>

was read on <*date*>.