

FIX THE "RED X" IMAGE PROBLEM IN OUTLOOK / OE

Many users of Outlook and Outlook Express are having problems in viewing images in received email or recipients of their email complain that images are not viewable....the classic blank image box with a red x.

The fix for this problem is almost always caused by either a corrupt registry or a changed setting that was implemented in XP SP2.

The corrective actions are detailed below.

XP SP2 adds a new feature to OE's Security Options to block automatic downloads of images and external content in HTML mail. This is to foil spammers from using [web beacons](#) to verify your email address. The block also helps those OE users who use dial-up connections to connect to the Internet from OE initiating a dial-up session when the user has hung up the modem. Prior to SP2, when a dial-up user opened a HTML email with embedded links to pictures or other content, OE would launch a dial-up connection in order to download the external content.

If OE has blocked images or other content that you wish to view, just click on the InfoBar at the top of the message body. If you wish to disable the block completely, and thus risk spammers verifying your email address, click Tools| Options| Security and clear the check box for Block images and other external content in HTML e-mail.

Note that the block affects some 3rd party utilities which rely upon external content stored on your hard disk, for example, [OE-QuoteFix](#).

It is also quite possible that the Registry got corrupted and is causing the “Red X” problem. A download is available from the website to fix this problem. Download the file, save to a convenient location, and double-click it to repair your registry. (Use of this file is at your own risk).

Outlook / OE also may not be sending inline images with the email. This can happen when you install browser helper object programs such as Hotbar. To fix this problem, select *Tools / Options...* from the menu in Outlook Express, then

- Go to the *Send* tab.
- Click the *HTML Settings...* button under *Mail Sending Format*.
- Make sure *Send pictures with messages* is checked.
- Click *OK*.
- Click *OK* again.

That does it! If someone complains that they cannot view your images, just refer them to this article! Just be advised that, from an internet security standpoint, I recommend that you use an alternative email program.