



# How to fix WinMail.dat issue

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Approval	
Document	
Version	
Date	16-may-2019
Distribution	

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# 1. Introduction

If one of your mail recipients receives a mail from you in text format with only 1 attachment: winmail.dat. It means the mail client of the recipient cannot understand the format of the mail you send. This could happen if the recipient uses an incompatible mail client or your contacts data are corrupted. Try the following procedure to fix this issue.

# 2. Procedure

## 2.1 Check the default email format in outlook

In outlook check that the default mail format is NOT rich text. Menu : File /options /TAB : Mail

	· · · · · · · · · · · · · · · · · · ·	
Outlook Options		? ×
General	Change the settings for messages you create and receive.	4
Mail		
Calendar	Compose messages	
Groups	Change the editing settings for messages.	Editor Options
People	Compose messages in this format: HTML	
Tasks	ABC Always check spelling before senRich Text	Spelling and Autocorrect
Search	Plain Text ✓ Ignore original message text in repry or rorward	

## 2.2

## Delete the auto-complete address in the address bar

type the first letters of the recipient's address. when auto complete find it, click the cross to delete the auto-complete entry.

		From 🔻	philippe.wolfs@thinfactory.com	
1		То	tea	
1	Send	Cc	Teamleader ticketing < ticketing-68440@teamleaderticketing.be> 🗙	
		Subject		1

### 2.3

### Delete the recipient contact and recreate it.

ontects - primppe won signification, com	Faceh and compare will be imported because Windows Faceh angles is knowed all
116	Search performance will be impacted because vvindows search service is turned on.
uick Contacts	123 O 'dosmaster@belgarom.be'
COURSER - LINUMATION 2015/012	
	a D dnsmaster@belgacom.be
	RI BELGACOMICT Service Desk
	Ba Copy
	e Guick Print
	èé <u>E</u> dit Contact
	e Add to Eavorites
	ê Eorward Contact >
	f Create >
	9 El Categorize >
	hi 🕨 Follow Up 🕨
	Move >
	0 OneNote
	× Qelete
Send a	NEW mail to the same recipient with attac
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