

An attachment with a name which contains special characters sent by Thunderbird has an unreadable name part and/or .dat extension when you open it in Outlook

2017/2019 – PART II: AN INVESTIGATION 😊

In our place the best chance to identify what might have changed are the three updated computers:

1. The first has the latest **Thunderbird 68.12.x**, MS Windows 10 Pro 1909 ([Computer1](#))
2. The second has **MS Office Home and Business 2016 Version 2009 (Build 13231.20390 Click-to-Run) (C2R)**, MS Windows 10 Pro 1909 ([Computer2](#))
3. The third has **MS Office Standard 2016 (not a C2R)**, MS Windows 10 Pro 1909 ([Computer3](#))

Microsoft® Outlook® 2016 (16.0.5056.1000) MSO (16.0.5056.1000) 32-bitine

The two important facts we have:

1. The two letters sent from the Computer1's Thunderbird in the Computer2's Outlook inbox:
 - **On Sep 14** – the attachment filenames with dotted characters **are correct for the last time**
 - **On Sep 16** – the attachment filenames with dotted characters **are not correct for the first time**
2. Computer3's Outlook **haven't experienced any such defective behavior so far** with dotted characters in attachment filenames! Tested after all Windows Update (WU) updates applied!

Based on these facts the following two things were checked:

1. **Has there been any Thunderbird updates during/between these two dates?**

The info of the Thunderbird's "Show Update History" function states that the last update was on Oct 4 and the update before that was on Aug 28.

Rakendusest

Nimi	Thunderbird
Versioon	68.12.1
Kompileerimise ID	20200929010218
Uuenduste ajalugu	Kuva uuenduste ajalugu
Uuendustekanal	release
Identifikaator	Mozilla/5.0 (Windows NT 10.0; WOW64; rv:68.0) Gecko/20100101 Thunderbird/68.12.1
OS	Windows_NT 10.0
Profiili kaust	Ava kaust (Kohalik ketas)
Kompileerimise konfiguratsioon	about:buildconfig
Mälukasutus	about:memory
Jõudlus	about:performance
Registreeritud Service Workerid	about:serviceworkers
Käivitusprotsess	lubatud
Mitme protsessiga aknad	0/0 keelatud
Kaugprotsessid	0
Rühmapoliitikad	mitteaktiivne
Google'i asukohateenuse võti	puudub
Google Safebrowsingu võti	puudub
Mozilla asukohateenuse võti	puudub
Ohutu režiim	false
Profiilid	about:profiles

Uuenduste ajalugu

Paigaldatud uuendused

- Thunderbird 68.12.1 (20200929010218)** Üksikasjad
Paigaldatud: 4. oktoober 2020 15:15:26
Olek: Uuenduse paigaldamine õnnestus
- Thunderbird 68.12.0 (20200820223055)** Üksikasjad
Paigaldatud: 28. august 2020 10:02:08
Olek: Uuenduse paigaldamine õnnestus
- Thunderbird 68.11.0 (20200721201500)** Üksikasjad
Paigaldatud: 30. juuli 2020 11:08:49
Olek: Uuenduse paigaldamine õnnestus

Sulge

So, if this is the complete info about Thunderbird changes then the only option seem that something must have changed in:

- 1) Computer2's MS Office/Outlook or
- 2) Computer1's/Computer2's MS Windows.

2. Has there been any MS Windows/Office Updates during/between these two dates?

The info of the WU "View update History" and the info of the Windows Update History Viewer program v1.13 did show the following results:

- 1) None of those three computers had any WU updates during/between these two dates.
- 2) Computer1 and Computer2 both had only three **WU updates on Sep 9**:
 - **KB4574727** <https://support.microsoft.com/en-us/help/4574727/windows-10-update-kb4574727> (only this update mentions under Highlights: "Updates to improve security when using Microsoft Office products")
 - **KB4576484** <https://support.microsoft.com/en-us/help/4576484/kb4576484-cumulative-update-for-net-framework>
 - **KB890830** <https://support.microsoft.com/en-us/help/890830/remove-specific-prevalent-malware-with-windows-malicious-software-remo>
- 3) Computer3 also has all these three, only on Sep 11.

So, as the Computer3's Outlook (not an Office C2R, doesn't have an Update button in its GUI) doesn't have the defective behavior with all these three WU's updates it seems unlikely that any of those three are the source of the defect. It seems more likely that an MS Office C2R Update's update (independent of the WU) could probably be the source of the defect.

The conclusion:

If the MS Office C2R Update's update is the source of the defect then it must be the release **Version 2008: September 09** (<https://docs.microsoft.com/en-us/officeupdates/current-channel#version-2008-september-09>) or earlier.

Because of the C2R updates are released approximately once a month ("*Microsoft releases security and quality updates for the Click-To-Run (C2R) version of Office 2016 and for Office 2019, which is exclusively C2R. These updates are released approximately once a month, usually on the second Tuesday of the month.*")

<https://docs.microsoft.com/en-us/officeupdates/update-history-office-2019>) it is possible that the release **Version 2008: August 31** or **Version 2007: August 25** updates could also be the source of the defect.

The given two August releases both seem to contain Outlook updates related to email attachments.

Today Sep 26

The Computer2's Office was still **MS Office Home and Business 2016 Version 2009 (Build 13231.20390 Click-to-Run)**. Then the Computer2's Office was updated manually via GUI to **Build 13231.20418** and a letter was sent from **Thunderbird 78.4.0 (32-bit)** – the emails' attachments with the special characters in filenames are still defective when received in Outlook.