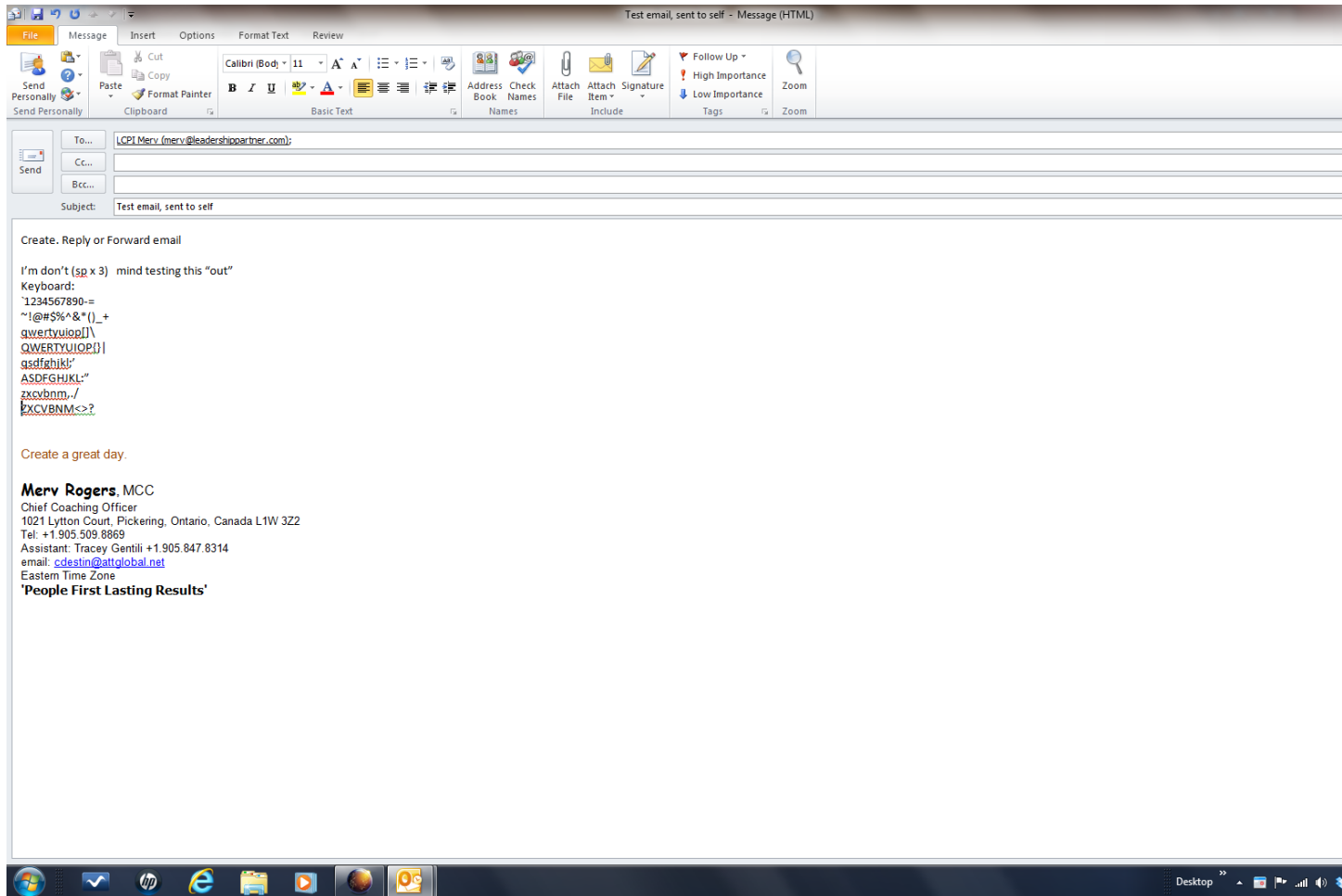
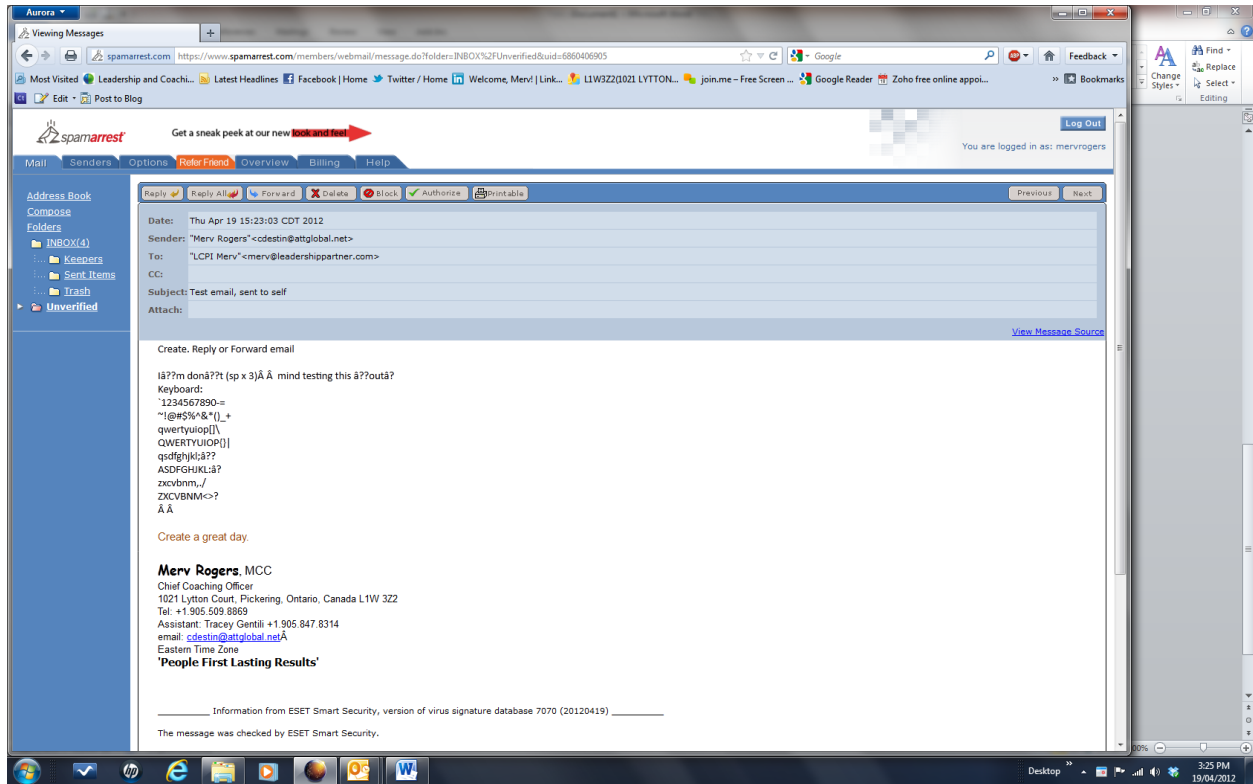


Create an email in Outlook. Press SEND.

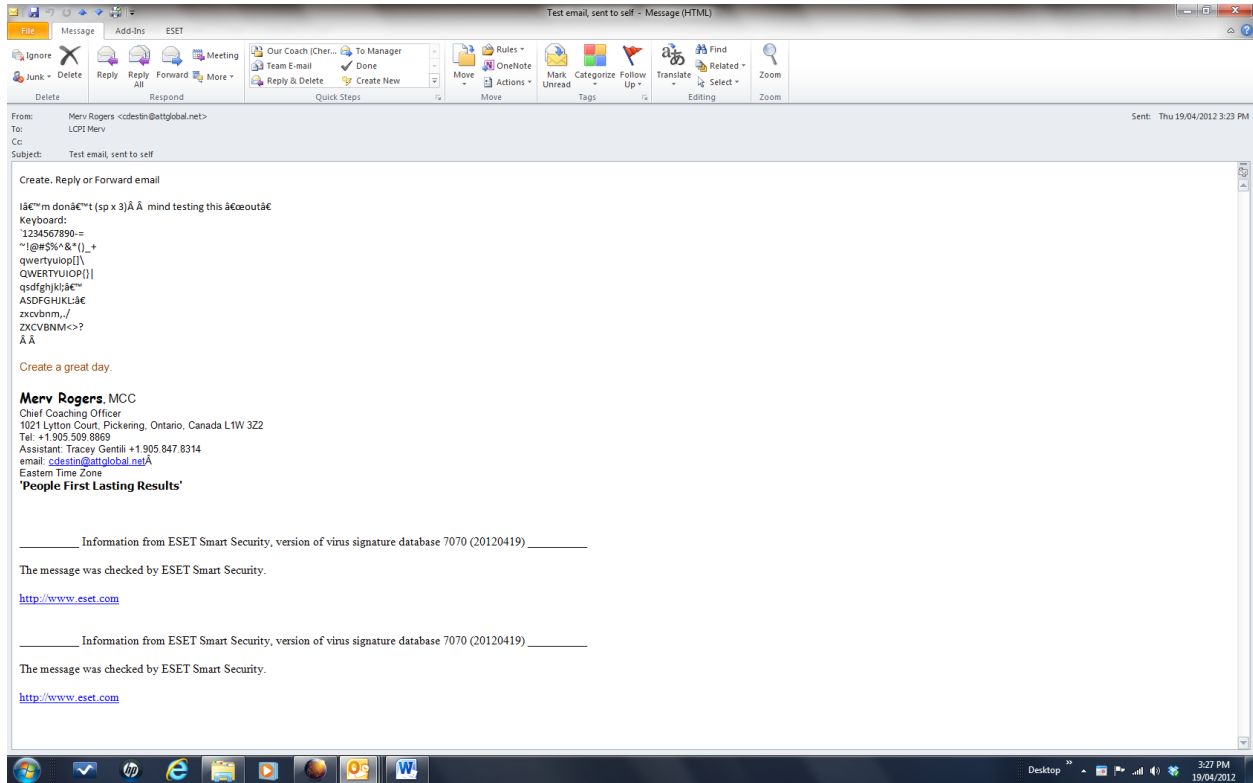




The same email access with Aurora online.



The email sent to the recipient:



# Outlook Configuration: Use HTML format

The screenshot displays the Outlook Options dialog box, specifically the Tracking and Message format sections. In the Tracking section, the 'Always send a read receipt' option is selected. In the Message format section, the 'When sending messages in Rich Text format to Internet recipients: Convert to HTML format' dropdown is set to 'Convert to HTML format'. The background shows an email from Merv Rogers with the subject 'Test email, sent to self'.

**Outlook Options - Tracking**

- Delivery and read receipts help provide confirmation that messages were successfully received. Not all e-mail servers and applications support sending receipts.
- For all messages sent, request:
  - Delivery receipt confirming the message was delivered to the recipient's e-mail server
  - Read receipt confirming the recipient viewed the message
- For any message received that includes a read receipt request:
  - Always send a read receipt
  - Never send a read receipt
  - Ask each time whether to send a read receipt
- Automatically progress meeting requests and responses to meeting requests and polls
- Automatically update original sent item with receipt information
- Update tracking information, and then delete responses that don't contain comments
- After updating tracking information, move receipt to: Deleted Items

**Outlook Options - Message format**

- Use Cascading Style Sheets (CSS) for appearance of messages
- Reduce message size by removing format information not necessary to display the message
- Encode attachments in UUEncode format when sending plain-text messages
- Automatically wrap text at character: 76
- Remove extra line breaks in plain text messages
- When sending messages in Rich Text format to Internet recipients: Convert to HTML format

**Outlook Options - Other**

- Show Paste Options button when content is pasted into a message
- Enable Microsoft InfoPath E-Mail Forms
- Shade message headers when reading messages
- Don't automatically expand conversations when using the keyboard to change messages
- After moving or deleting an open item: return to the current folder

**Test email, sent to self**

Merv Rogers <cdestin@attglobal.net>  
Sent: Thu 19/04/2012 3:23 PM  
To: LCPJ Merv

Create. Reply or Forward email

lâ€™m donâ€™t (sp x 3)Ã mind testing this  
â€œoutâ€  
Keyboard:  
1234567890=  
~!@#%&\*+()\_+  
qwertyuiop[]  
QWERTYUIOP[]  
qsdghjkl;â€  
ASDFGHJKL;â€  
zxcvbnm,/ZXCVBNM<?>  
Ã Ã

Create a great day.

**Merv Rogers, MCC**  
Chief Coaching Officer  
1021 Lytton Court, Pickering, Ontario, Canada L1W 3Z2  
Tel: +1 905 509 8869  
Assistant: Tracey Gentili +1 905 847 8314  
email: cdestin@attglobal.net  
Eastern Time Zone

**'People First Lasting Results'**

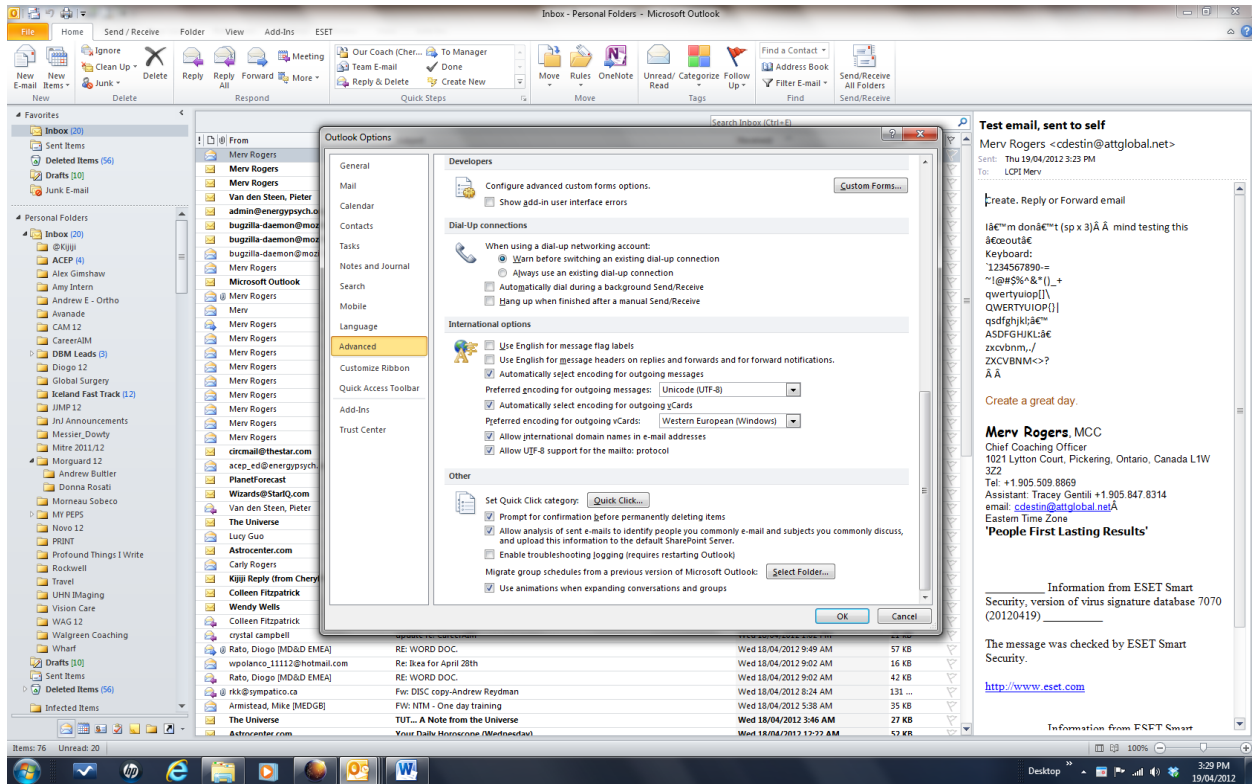
Information from ESET Smart Security, version of virus signature database 7070 (20120419)

The message was checked by ESET Smart Security.  
<http://www.eset.com>

Information from ESET Smart

From	Subject	Date	Size
Rato, Diogo (MD&D EMEA)	RE: WORD DOC	Wed 18/04/2012 9:49 AM	57 KB
wpolanco_1112@hotmail.com	Re: lles for April 28th	Wed 18/04/2012 9:02 AM	16 KB
Rato, Diogo (MD&D EMEA)	RE: WORD DOC	Wed 18/04/2012 9:02 AM	42 KB
hsk@ymptato.co	Fw: DISC copy Andrew Reysman	Wed 18/04/2012 8:24 AM	131 ...
Armistead, Mike (MEDGE)	Fw: NIM - One day training	Wed 18/04/2012 5:38 AM	35 KB
The Universe	TUT... A Note from the Universe	Wed 18/04/2012 3:46 AM	27 KB
Astrocenter.com	Your Daily Horoscope (Wednesday)	Wed 18/04/2012 12:22 AM	52 KB

Encoding default is Western, I also changed to UTF-8 .. same outcome



## Firefox config ..

The screenshot shows a Firefox browser window with the following elements:

- Address Bar:** [https://bugzilla.mozilla.org/show\\_bug.cgi?id=747021](https://bugzilla.mozilla.org/show_bug.cgi?id=747021)
- Page Title:** 747021 - Wrong characters appear in ...
- Page Content:** A bug report titled "Wrong characters appear in ..." with two comments from Andre Klapper dated 2012-04-19. The first comment asks for steps to reproduce the issue, and the second asks for the default character encoding setting in Firefox's Content > Font & Colors > Advanced... > Character Encoding section.
- Options Dialog:** An "Options" dialog box is open, showing the "Content" tab. It includes settings for:
  - Block pop-up windows (unchecked)
  - Load images automatically (checked)
  - Enable JavaScript (checked)
  - Fonts & Colors: Default font is Times New Roman, size 16.
  - Languages: Choose your preferred language for displaying pages.
- Status:** UNCONFIRMED
- Footer:** Home | New | Browse | Search | [Search] (?) | Reports | My Requests | Preferences | Help | Log out cdestin@attglobal.net

# Advanced config:

The screenshot shows the Mozilla Aurora browser interface. The main window displays a bug report page from Mozilla.org with the URL [https://bugzilla.mozilla.org/show\\_bug.cgi?id=747021](https://bugzilla.mozilla.org/show_bug.cgi?id=747021). The page content includes a description of a character encoding issue, two comments from Andre Klapper dated 2012-04-19, and a status of 'UNCONFIRMED'. A 'Font Options' dialog box is open in the foreground, showing settings for 'Western' font encoding, with various font families and sizes selected. The dialog box has 'OK', 'Cancel', and 'Help' buttons. The browser's taskbar at the bottom shows the system clock as 3:33 PM on 19/04/2012.