

## Problem with images in Outlook Signature blocks

Please be aware that using images or backgrounds in your emails, especially in signatures, may cause some people to not receive attachments.

This is a flaw in Microsoft Outlook, and cannot currently be fixed. The workaround is to remove all images from signatures, and preferably go to Tools>Options>Mail Format> and to:

- a) uncheck the "Use Microsoft Word to Edit E-mail messages"
- b) Compose in either HTML or Plain Text.

For further information, please see:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;197066>

Even though this article specifies Outlook 2000, we have seen several instances where this is true with Outlook 2002 (XP).