

Delete a stuck Read Receipt

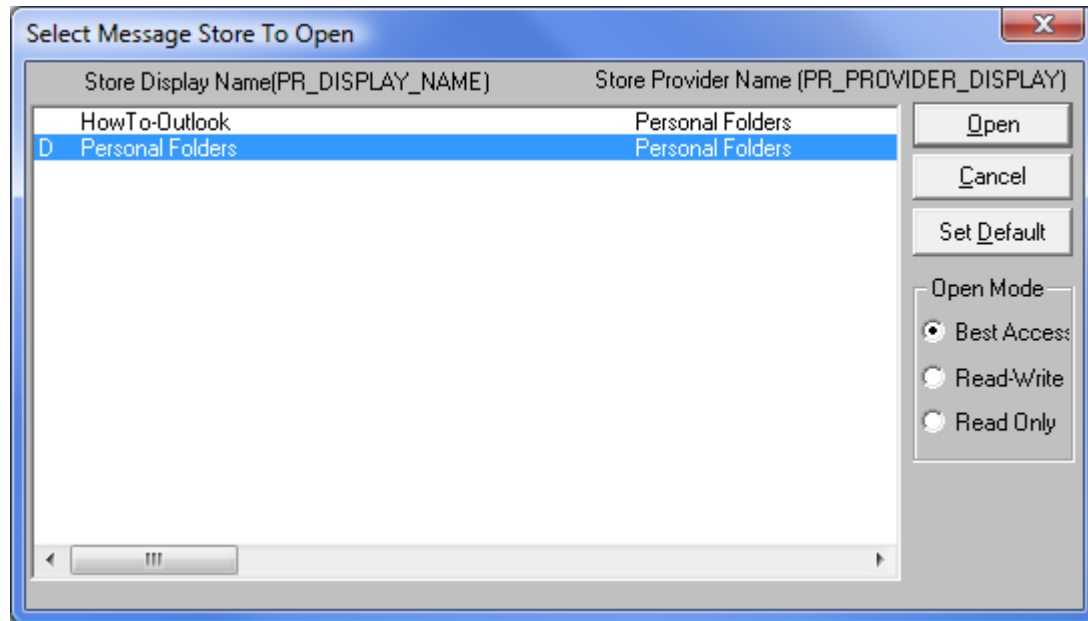
Seeing messages being send without something in the Outbox? This could be a stuck read receipt. Before doing anything make sure you have a current **backup** of your mailbox (just in case)

Download **MDBVU32.EXE** from Microsoft. Extract the downloaded file and run mdbvu32.exe from within the extracted folder.

Press OK on the first screen

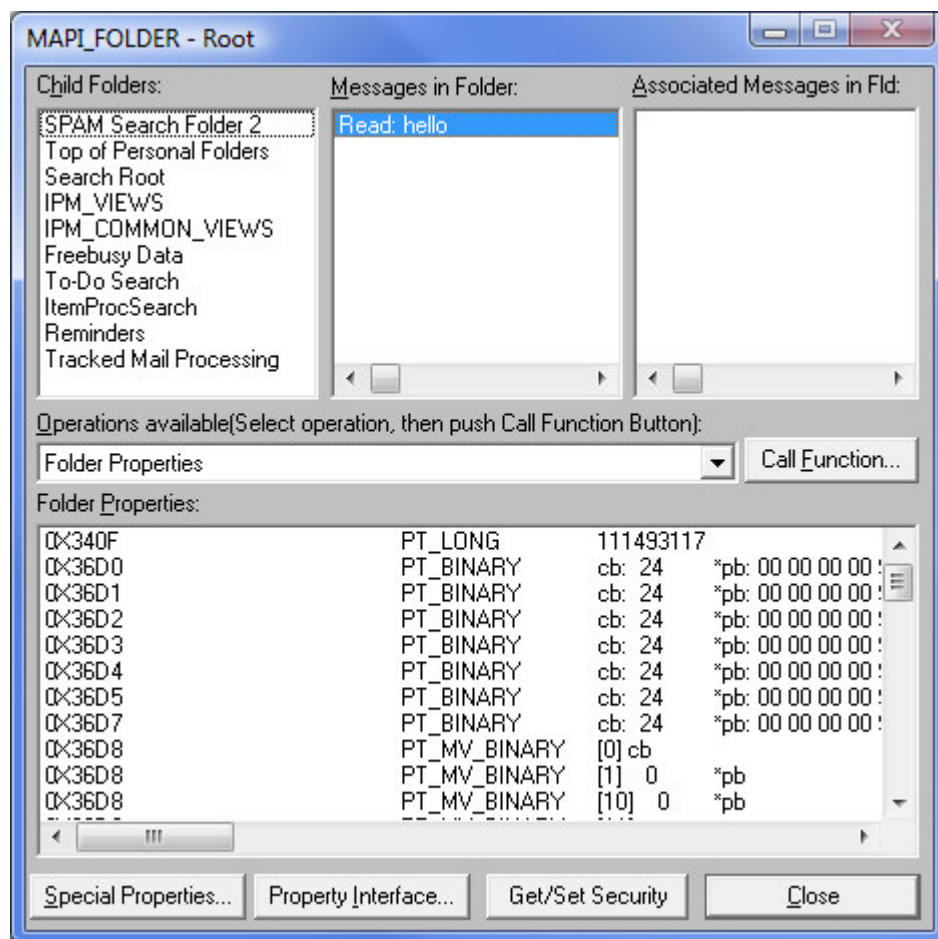
Select MDB-> Open Message Store and select your default pst-file (the one with the D in front of it) and press Open

Select MDB-> Open Root Folder



Open the default message store

You'll find the "Read:" message in the middle pane called "Messages in Folder"

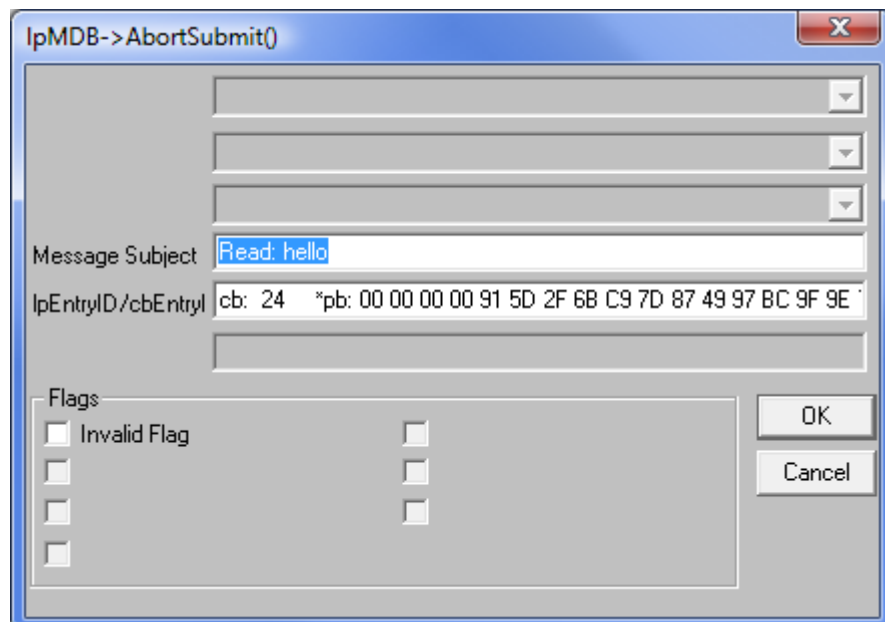


Read Receipt visible in MDBVU32.EXE

Select the “Read:” message

In the Operations available select IpMDB->AbortSubmit() (ON SELECTED MSG)

Press Call Function and then OK



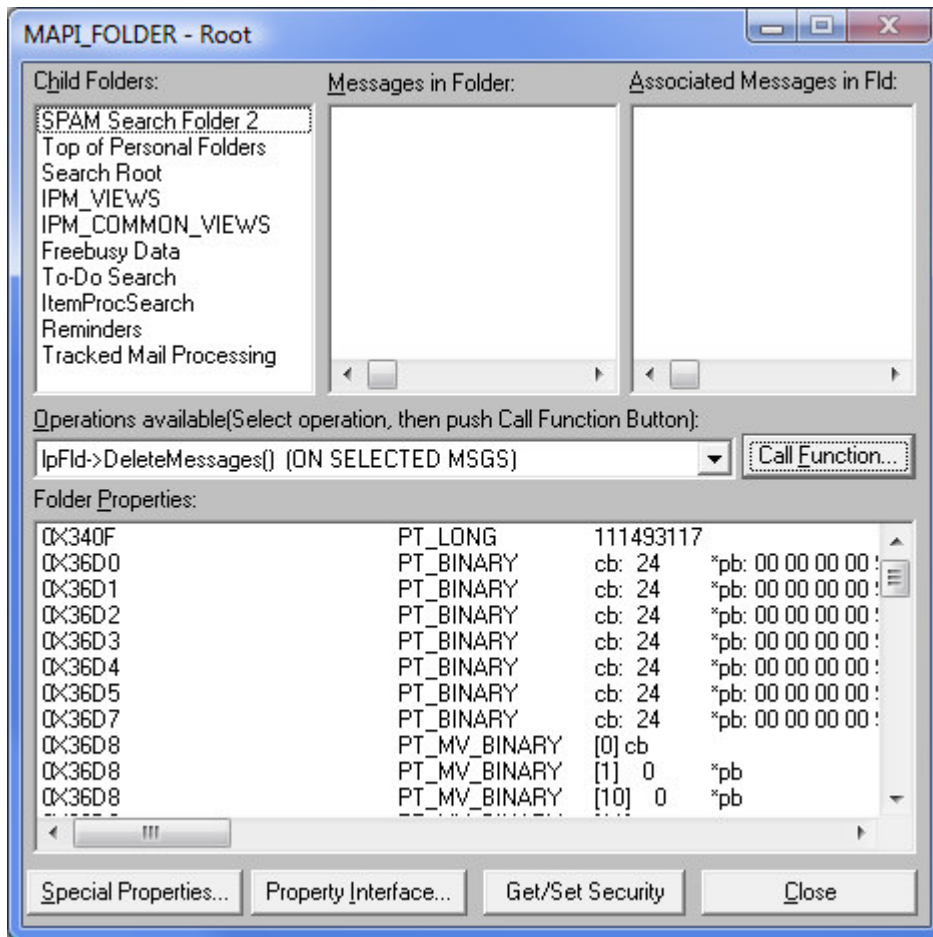
Confirm to Abort the submission of the Read Receipt”

Make sure the message is still selected

In the Operations available select IpFld->DeleteMessages() (ON SELECTED MSGS)

Press Call Function and then OK

The “Messages in Folder” pane should now be empty



Read Receipt deleted through MDBVU32.EXE

Press Close

Select MDB-> Store Logoff and then OK and then OK again on the information message

Select Session-> Logoff

You can now close the open window called MDB Viewer Test Application

Open Outlook and the notice that the stuck receipt is gone.

Last modified: September 22, 2007