

HOW TO PREVENT THE CREATION OF WINMAIL.DAT EMAIL ATTACHMENTS

Sometimes when emails are sent over the internet using Microsoft Outlook, files that have been attached to the email turn into Winmail.dat files during transport of the email.

Solutions

Method 1: Change the default message format

The sender can change the format of the email messages that they send by using the following steps:

1. On the Tools menu, click Options, and then click Mail Format.
2. In **Compose in this message format**, click to select Plain Text, and then click OK.

NOTE: To send to certain recipients that use RTF format and others recipients that use plain text format, the sender must set the option for the recipient in either the Personal Address Book or the recipient's contact record.

Method 2: Modify the recipient's entry in the Personal Address Book

The sender can use the following steps to remove the RTF format from the recipient attribute in the Personal Address Book:

1. On the Tools menu, click Address Book.
2. In Show Names From, click the Personal Address Book.
3. Select the addressee that you want to set as plain text, and then click Properties on the File menu.

4. In the SMTP-General tab, click to clear the **Always send to this recipient in Microsoft Exchange rich text format** check box, and then click OK.

Method 3: Change the specific contact format

The sender can use the following steps to set plain text in the recipient's contact record:

1. Open the recipient's record in the Contacts folder.
2. Double-click the recipient's e-mail address.
3. In the E-Mail Properties dialog box, click **Send Plain Text** only under Internet Format.

Method 4: Set the Outlook Rich Text Format Internet e-mail setting

1. In Outlook 2003 and Outlook 2007, click **Options** on the **Tools** menu.
2. Click the **Mail Format** tab.
3. Click **Internet Format**.
4. Under **Outlook Rich Text options**, click either **Convert to HTML format** or **Convert to Plain Text format**.

For more information about what causes Winmail.dat files to occur, please visit:

<https://support.microsoft.com/en-us/help/278061/email-received-from-a-sender-using-outlook-includes-a-winmail-dat-atta>