

ATTN: CHARLIE AND/OR ENGINEERING TEAM

On page 2 are two versions of essentially the same message.
The one on the left went through Presto and was printed.
The one on the right was rejected by Presto due to undefined "unsupported formatting".

The left message was created with a web-based mailer and sent from Daniels@gap.net to GlennaDaniels@presto.com with a CC: to D2@gap.net. What is seen here is that copy as received by D2@gap.net.

The message on the right is a Forward of the message on the left as received, edited, and resent with Eudora through optonline.net. It too was "sent" from Daniels@gap.net to GlennaDaniels@presto.com with a CC: to D2@gap.net. What is seen here is that copy as received by D2@gap.net.

NOTE: This is not an exact representation of the two messages as they have been reordered here so that the similar headers align for ease of comparison. The colors used below have the following meanings:

GREEN These data appear to be equivalent and therefore may likely be disregarded.
RED These data are different and therefore may likely be the cause of the problem.

ANALYSIS

As stated above, anything in GREEN I assume to not be the cause of your rejection.

For those remaining differences in RED, here are my conclusions.

1. The RECEIVED headers are a standard element as far as I've seen. While they are perhaps over long and may contain some spurious entry from what you might expect, I don't think that these are the source of your rejection.
2. While the X-MAILER entries are different, they should not be a problem unless you've made decisions based on their contents.
3. Within the CONTENT-TYPE header the CHARSET clauses are different. You may not be prepared to accept CHARSET=0, but it seems to me that you should tend to ignore this anyway as you reformat. By default I use a fixed font so columns align properly. I may try to test this aspect further. Yes, changing my font to Arial results in a new CONTENT-TYPE header clause of:
`multipart/alternative; boundary="Boundary_(ID_KRd3q8HKY3rWVWlvnSuhcA)"`
But this message is also rejected by you.
4. Within the CONTENT-TYPE header the FORMAT=FLOWED clause may throw you. I don't know all of what you do, but believe that you should simply ignore this clause. This header does not appear in my latest test, but the message is still rejected by you.
5. If the CONTENT-TRANSFER-ENCODING header is the problem, then off-hand I don't know who needs to do what. Perhaps I could change some Eudora setting to overcome that but don't currently understand beyond the general effects of this.
6. The omission of a REPLY-TO header surely should not be a problem.

It would *REALLY* help if your rejection advise at least *hinted* at the specific header/clause that is giving you grief.

PLEASE EXPEDITE! I'm supposed to fly out to my mother's next week with this, her birthday present!
If it won't work I need to dump it and get a replacement gift. DonDaniels@optonline.net 631-654-1357

From ???@??? Wed Jan 16 20:13:55 2008
X-Persona: <GAP>

Date: Wed, 16 Jan 2008 20:15:06 -0500
From: "Don Daniels" <daniels@gap.net>
Subject: Test of FLOWED
To: <GlennaDaniels@presto.com>
CC: <D2@gap.net>
Message-Id: <200801162015.AA282853982@gap.net>
Mime-Version: 1.0
X-Mailer: <IMail v8.15>
Content-Type: text/plain; charset=us-ascii

Reply-To: <daniels@gap.net>
X-RCPT-TO: <daniels@gap.net>
Status: U
X-UIDL: 475367232

<x-flowed>

This is a Test with x-flowed tags.

</x-flowed>

Sent via the WebMail system at gap.net

From ???@??? Wed Jan 16 20:26:59 2008
X-Persona: <GAP>

Received: from mta1.srv.hcvlny.cv.net [167.206.4.196] by gap.net with ESMTMP (SMTPD32-8.15) id AF35160700AA; Wed, 16 Jan 2008 20:28:21 -0500
Received: from D23.gap.net (ool-182d84f8.dyn.optonline.net [24.45.132.248]) by mta1.srv.hcvlny.cv.net (Sun Java System Messaging Server 6.2-8.04 (built Feb 28 2007)) with ESMTMP id <0JUR0064QLB99V80@mta1.srv.hcvlny.cv.net> for D2@gap.net; Wed, 16 Jan 2008 20:25:57 -0500 (EST)

Date: Wed, 16 Jan 2008 20:26:47 -0500
From: Don Daniels <daniels@gap.net>
Subject: Fwd: Test of FLOWED
To: Glenna Daniels <GlennaDaniels@presto.com>
Cc: D2@gap.net
Message-id: <0JUR0064TLB99V80@mta1.srv.hcvlny.cv.net>
MIME-version: 1.0
X-Mailer: QUALCOMM Windows Eudora Version 7.1.0.9
Content-type: text/plain; charset=0; format=flowed
Content-transfer-encoding: 7BIT

X-RCPT-TO: <D2@gap.net>
Status: U
X-UIDL: 475367242

<x-flowed>

>This is a Test with x-flowed tags.

>

>Sent via the WebMail system at gap.net

</x-flowed>

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GREEN These data appear to be equivalent and therefore may most likely be disregarded.
RED These data are different and therefore would most likely be the cause of the problem.