

Notifications Formatted Incorrectly in Microsoft Outlook

Problem

Helix ALM notifications are formatted incorrectly in Microsoft Outlook plain text emails. Hard returns entered in the email template are not displayed in the email.

Cause

By default, Microsoft Outlook's AutoClean feature removes hard returns in plain text emails.

Solution

Disable the AutoClean feature in Microsoft Outlook.

1. Choose Tools > Options.
2. Click Email Options.
3. Clear the 'Remove extra line breaks in plain text messages' option.
4. Click OK.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=444>