



Windows Live Mail Help Center

What do I do if I can't download my attachments in Windows Live Mail?

To help protect your computer from viruses—programs that can harm your computer or access your private information—Windows Live Mail blocks some types of attachments that have a higher risk of containing a virus. If Mail blocks an attachment that you receive, the warning  Prohibited file type is displayed in the message header, and the attachment can't be downloaded or opened.

To always allow all types of attachments, you can change this setting in Safety options. After changing this setting, you will be able to download and open all types of attachments; however, changing this setting won't unblock attachments that Mail has already received. To allow these types of attachments for certain messages, you can ask the sender to compress (or zip) an attachment before sending it.

To always allow Mail to download and open all types of attachments

1. Open Windows Live Mail by clicking the Start button . In the search box, type Mail, and then, in the list of results, click Windows Live Mail.
2. On the Home tab, click Junk, and then click Safety options.
3. Click the Security tab, and then, under Virus protection, clear the check box next to Do not allow attachments to be saved or opened that could potentially be a virus, and then click OK.



Note

Turning this off may leave your computer at risk from viruses and isn't recommended.