

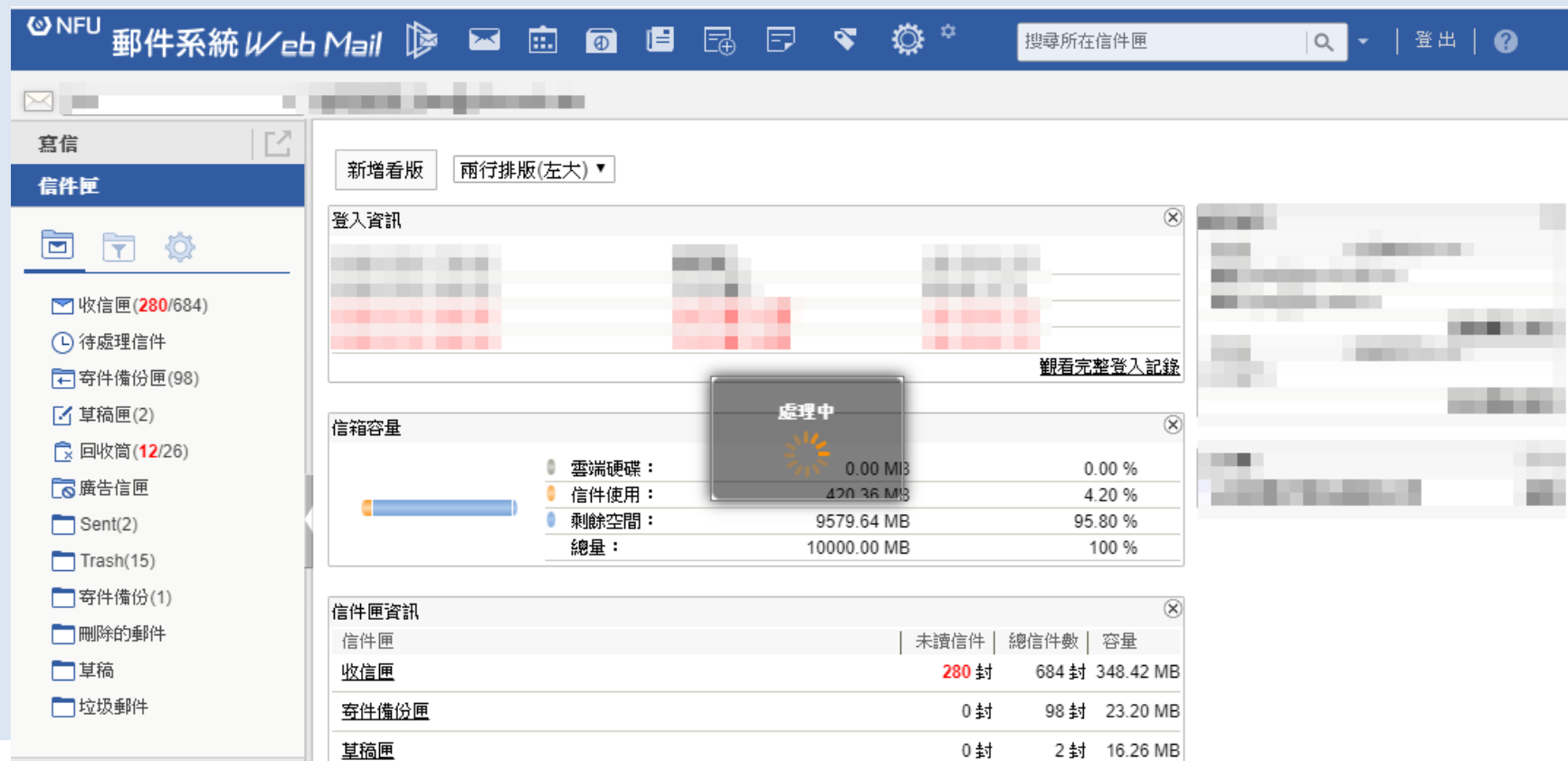
# 03

## 叁、寄信問題

- ① 郵件寄不出去，網頁會一直卡在處理中？
- ② 寄信時會出現編碼錯誤？
- ③ 內文及檔案含個資時寄信會出現視窗？

### 參、寄信問題-①郵件寄不出去，網頁會一直卡在處理中？

- 在寄信時電腦發生郵件寄不出去，網頁會一直卡住，如下圖所示，不是郵件系統有問題，是因您電腦瀏覽器加裝阻擋廣告彈跳視窗外掛。
- 阻擋廣告外掛很多如(AdGuard、Adblock...等)，我們以Adblock為例。



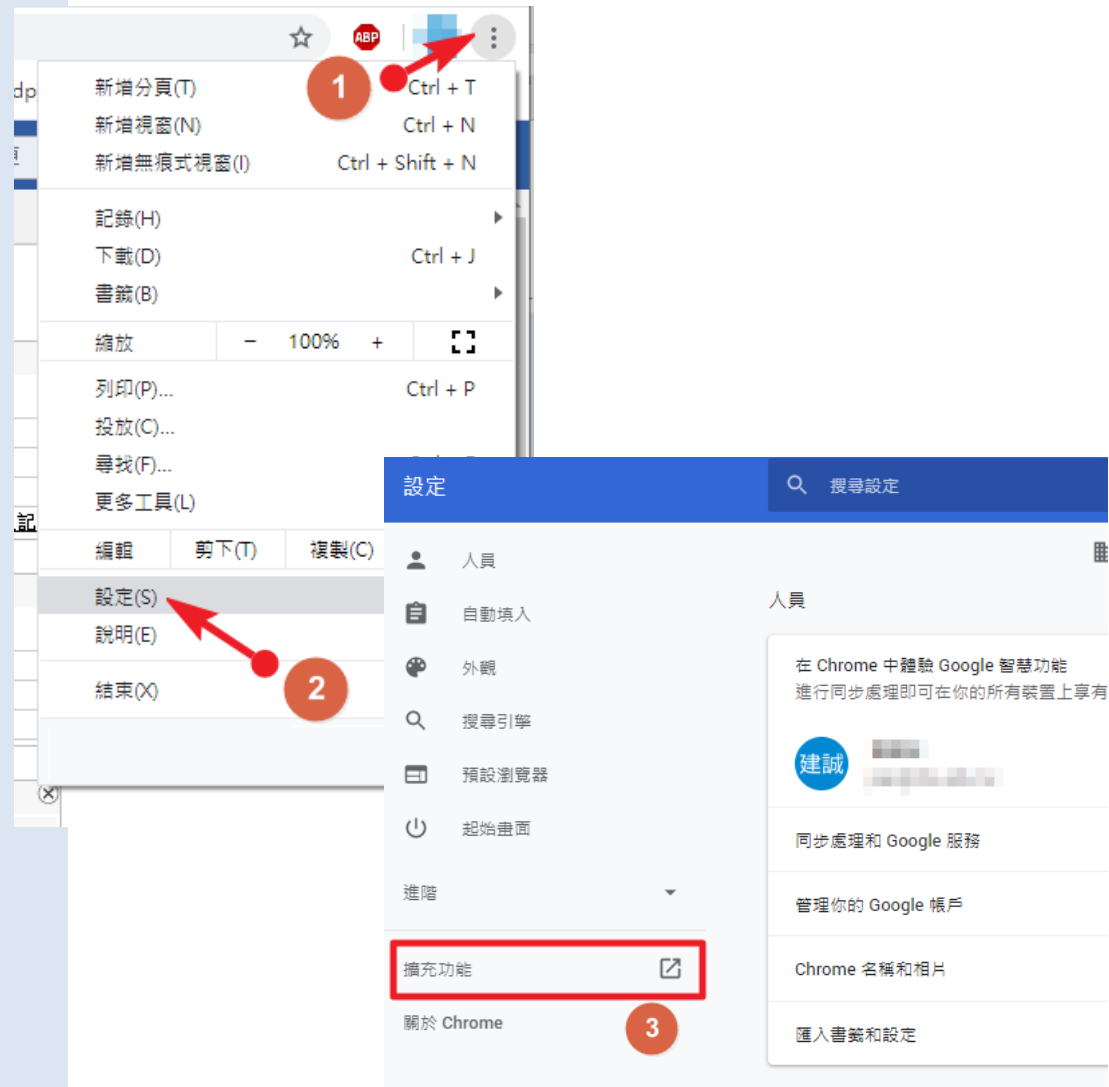
## 叁、寄信問題-①郵件寄不出去，網頁會一直卡在處理中？（續）

➤ 解決方法如下：

①先選擇 Chrome 右上角自訂與管理圖示 - 開啟設定。

②選擇【設定】。

③選擇【擴充功能】。



## 參、寄信問題-①郵件寄不出去，網頁會一直卡在處理中？（續）

➤ 解決方法如下：

④ 點選【移除】。

The screenshot shows the Chrome extension management interface. At the top, there is a blue header with the text '擴充功能' (Extensions) and a search bar. Below the header, a message states '你的瀏覽器是由貴機構所管理' (Your browser is managed by your organization). The main content area displays four extension cards. The first card is for 'Adblock Plus - free ad blocker'. The '移除' (Remove) button for this extension is highlighted with a red rectangular box. To the right of this button is a red circle containing the number '4'. The other three extension cards are 'Google 文件離線版', 'VXG Media Player', and '文件'. Each card includes a '詳細資訊' (Details) button, a '移除' (Remove) button, and a toggle switch.

## 參、寄信問題-②寄信時會出現編碼錯誤？

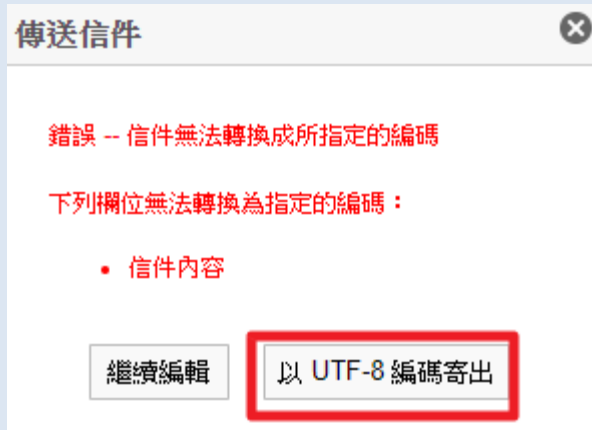
➤ 如出現寄信時發生如下圖表示您的信件內容有UTF-8格式。

The screenshot displays an email composition window. At the top, the sender is identified as "@nfu.edu.tw". Below this, there are fields for the recipient (redacted), a subject line containing "AA", and a list of checkboxes for options like "重要", "要求簽收", "寄件備份", "可追蹤遞送狀態", and "寄出後刪除草稿". A toolbar with various editing icons is visible above the main text area. In the bottom right corner, a dialog box titled "傳送信件" (Send Message) is open, displaying a red error message: "錯誤 -- 信件無法轉換成所指定的編碼" (Error -- message cannot be converted to the specified encoding). Below this, it lists "下列欄位無法轉換為指定的編碼:" (The following fields cannot be converted to the specified encoding:) and includes a bullet point for "信件內容" (Message content). Two buttons are provided at the bottom of the dialog: "繼續編輯" (Continue Editing) and "以 UTF-8 編碼寄出" (Send with UTF-8 encoding).

### 參、寄信問題- ②寄信時會出現編碼錯誤？(續)

➤ 解決方法可以用以下2個方式：

1. 可以點選【以UTF-8編碼寄出】，但是以後會一直出現。



1. 可以至更多->編碼->Unicode(UTF-8)。



### 參、寄信問題-③內文及檔案含個資時寄信會出現視窗？

1. 依個人資料保護法規定，內文及檔案如有個人資料將無法寄信，範例如下圖。
2. 如要寄出正常請檔案先進行【文件加密】後再寄出。

The screenshot displays an email composition window. The sender is identified as 'hfu.edu.tw' and the recipient as '@gmail.com'. The subject is 'test'. A red box highlights the attachment '新增\_Microsoft\_Excel\_工作表.xlsx (18KB)'. A red arrow points from this attachment to a modal dialog box titled '傳送信件' (Send Message). The dialog box features a red header with a warning icon and the text '偵測到個資風險' (Personal Information Risk Detected). Below this, a dark red bar indicates '風險等級 危險' (Risk Level: Danger). The system identifies the content as '姓名、身分證、信用卡號碼、手機號碼' (Name, ID card, credit card number, mobile number) and notes that it contains more than 20 items of personal information across two categories. A summary table shows 0 images, 0 text, and 432 attachments. A red box at the bottom of the dialog contains the warning: '當附件個資超過一定數量系統則會跳出此警告導致無法寄出' (When the number of personal information in attachments exceeds a certain amount, the system will display this warning, leading to the inability to send the message). A '繼續編輯' (Continue Editing) button is located at the bottom of the dialog.

當附件個資超過一定數量  
系統則會跳出此警告  
導致無法寄出