

# Re: Can't Import form Now Contact

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*Source:*

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.entourage/2007-05/msg00072.html>

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- *From:* Steve Ball <steveb@xxxxxxxxxxxxxxxx>
  - *Date:* Fri, 04 May 2007 08:59:44 +1000
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Steve Ball wrote:

Diane Ross wrote:

On 5/3/07 5:53 AM, in article C2601864.6A53%steveb@xxxxxxxxxxxxxxxx, "Steve Ball" <steveb@xxxxxxxxxxxxxxxx> wrote:

Is there some possibility that having both E. X and E. 2004 installed is causing a problem?

I should add that I eventually ran Remove Office and uninstalled Office X, everything except the preferences.

Try quitting all the daemons in your Startup Items folder. Entourage X and Entourage 2004 will both create a daemon and cause problems. The daemon is probably the conduit used by NUD to sync. If it's seeing two it might be getting confused and that's the cause of the problem.

I had two daemons: Microsoft AU Daemon and Microsoft Database Daemon. I deleted them both then rebooted and restarted Entourage. Now my Login Items show only Microsoft Database Daemon, which shows in Activity Monitor as '<Entourage icon> Database Daemon'. If I force it to quit while E is running, the app reports 'An unknown error (16007) occurred.' whenever I try to navigate, It did, however, allow me to try the Import – which still failed in the same way – and then gave me the 'An unknown error (16007) occurred.' message after I OKed the Import dialogue.

I did a search for NUD on the Entourage Help Page, and didn't find anything

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specific,

Good. Then this should work. ;-)

but I did find this for Palm syncing:

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Do you have multiple copies of Office installed? This can cause sync to fail. Make sure your main identity name in Entourage corresponds with the Palm. Also it's important to quit Office Notifications.

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<<http://www.entourage.mvps.org/palm/index.html#anch>