

Re: Can't Import form Now Contact

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.entourage/2007-05/msg00073.html>

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On 5/3/07 3:43 PM, in article C260A2A2.6A6A%steveb@xxxxxxxxxxxxxxxx, "Steve Ball" <steveb@xxxxxxxxxxxxxxxx> wrote:

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.

It's OK to have the Microsoft AU Daemon and Microsoft Database Daemon. They are separate daemons. It's having two or more Microsoft Database daemons that is the problem.

To quit the daemon just quit Notifications, or just quit in the Activity Monitor. You shouldn't have to force quit it.

It's possible you need the daemon to import. I would delete all Microsoft Database daemons in Startup items. Restart, then launch Entourage 2004. Be sure to turn on Notifications then. Now you will have the correct daemon loaded. Next in Now Contact, Set the application or the database file you want to import from. You might need to navigate to the correct version of Office and/or file. Does this work?

FWIW, you are supposed to have only one copy of Office installed. However, there are many reasons to have more than one. I have Office X and 2004 installed to help me answer questions. Some users need both for testing scripts. Users like you are making the transition and want both for a time. Regardless, having more than one can cause problems with other applications. I have Keyboard Maestro set to run shortcuts in Entourage. It will only work in one version.

One option that you might try is stuffing your Office X folder so the applications can't be accessed by Now Contact. Then you can unstuff if you

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need the applications.

Diane Ross, Microsoft Mac MVP

Entourage Help Page

<<http://www.entourage.mvps.org/>>

One of the top five MS Entourage resources listed on the Entourage Blog.

<<http://blogs.msdn.com/entourage/>>

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