

Re: Need to recover data from Outlook but program won't stay open...

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- *From:* "JoAnn Paules [MVP]" <[jl\\_paules@xxxxxxxxxxxxxxxxxxxx](mailto:jl_paules@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 9 Jan 2007 21:36:16 -0500
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If you uninstall and reinstall, you won't lose your data. If course, it is always a good idea to back up your files, just in case.

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JoAnn Paules  
MVP Microsoft [Publisher]

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How to ask a question  
<http://support.microsoft.com/KB/555375>

"Susan" <[Susan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Susan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:017A8344-ACC1-405D-A33D-A6084911CCE2@xxxxxxxxxxxxxxxxxxxx](mailto:news:017A8344-ACC1-405D-A33D-A6084911CCE2@xxxxxxxxxxxxxxxxxxxx)

Help!

Recently my computer suffered a hardware malfunction and I thought all my data had been lost. Turns out the hard drive was intact but some components in the screen were screwed. I was relieved to discover that my data was intact and had asked the person working on the machine to make a backup of the PST file in Outlook for me.

When I got my machine back, I discovered that not only Outlook, but all of the Microsoft Office programs would only stay open for a few seconds and then shut down (no error messages generated). I was going to simply delete and re-install the program, but when I tested the back-up PST file on another computer's Outlook installation, I discovered that the entire "contacts" section was missing. Unfortunately, I have been building this section as a database of all of our business contacts and I desperately need to find out if the information is still intact and if so, find a way to recover it from

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my crashed program. At present, I can't keep the program open long enough to see if my information is even still in there.

I tried the "repair" function on the Office disk, but I am still having the same problem.

Has anyone else had this problem with Office before and/or can anyone help troubleshoot a fix so I can get Outlook running without re-installing and for sure losing my data?

Thanks!