

## Can't Get Addresses from OL

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**From:** Joseph McGuire (*mcguirejw\_at\_removethis.comcast.net*)

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I suddenly seem to have trouble with OL2K and Contacts. It could be related to the fact that I fairly recently reinstalled Office 2000 Professional (and currently upgrades and fixes including SP-3) If I try to compose an e-mail message and click on "To" to insert the e-mail address of a Contact, I get an error message: "The address list could not be displayed. The Contacts folder associated with this address could not be opened; it may have been moved or deleted . . ."

Click OK and then I get the Select Names window. For some reason there are two "Contacts" displayed under Outlook Address Book. The first "Contacts" seems to be what is displayed; it seems to be empty. If I click on the second iteration of "Contacts" I can finally see all my contacts. If I go to Control Panel, Mail, and select Outlook AddressBook in Properties I see two Contacts folders with the same name, "Contacts: Personal Folders." Obviously I could delete the empty or phony one—but in this window I can't tell which is the real one. So I have an even chance of wiping out my true Contacts. Apparently OL is defaulting to a set of Contacts that is really non-existent. Is there a way to get rid of this empty Contacts "file?" Without deleting the "true" set of Contacts? Incidentally I have also checked Properties for the Contacts file (i.e., the one that show up when I go to Contacts in OL) to be sure it is listed as the Addressbook.

Could this explain another problem I am having? The Insert Address feature no longer seems to work in Word 2000. When I try to insert an address from my OL Contacts, either using the button to insert the information into a Word document or clicking on the icon in Tools, Envelopes, I get this error message: "Unable to display the contents of the addressbook. The Contacts folder associated with this address could not be opened; it may have been moved or deleted . . . MS Exchange Client [80040201]"

Thanks!

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Joe McGuire (AlSchultz)  
mcguirejw@comcast.net