

Re: OAB Freezes when being called from WORD (as email editor) –OFFICE

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.general/2004-12/6480.html>

From: Russ Valentine [MVP-Outlook] (*russval_at_mvps.org*)

Date: 12/21/04

Date: Tue, 21 Dec 2004 16:07:54 -0500

Odd. Never seen this one. At what point does it freeze? Any error messages anywhere? Have you tried removing the Outlook Address Book Service, restarting Outlook, then re-adding it?

--

Russ Valentine

[MVP-Outlook]

"J_Schneider" <JSchneider@discussions.microsoft.com> wrote in message news:B967E87B-DE47-48FE-AD55-F17C6A2D05DC@microsoft.com...

> When using WORD as the email editor, the OAB freezes when it is called by
> hitting the TO: button on the email form. It is non-responsive. However,
> it
> can be freed by clicking the WORD icon in the quick launch bar. This
> behavior doesn't occur if using Outlook's internal editor. Tried
> uninstalling and reinstalling.
>
> This happened on someone else's PC before. I went to research the answer
> and
> was called a few days later with the user saying "It works now!" However,
> no
> such luck in this latest case.
>
> Systems is Windows XP Pro SP2 with Office 2002 XP STD and SP3.
>
> Anyone have any ideas? Thanks. - John