

Problems with data files/*.pst import/Contacts

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Problem: Contacts File shows up empty. Address Book email names and addresses does show up properly.

Background: Previously was using Outlook 2003 Pro on Windows XP Home. Had an increasing number of weird "buggy" problems in various applications, so finally decided to upgrade OS to Windows XP Pro by installing over XP Home as an alternative to re-formatting the hard drive and/or hacking the registry. (I'm pretty sure I was having registry issues). The new OS loaded successfully and I began re-installation of frequently-used software, including Office.

Mistakenly installed Office 2003 for Students and Professionals instead of Office 2003 Professional. Had tried to import the previous *.pst file from my previous user directory, unsuccessfully. At this point Contacts file was blank. After downloading some updates, I realized that I was not running Office 2003 Pro and so I uninstalled Office 2003 Students and Teacher edition, using the Control Panel. I then installed Office 2003 Professional, as well as Service Pack 1 for Office 2003 Professional.

I am still unable to see my Contacts file. Now it appears that I cannot even access the portions of Outlook necessary to deal with data files, importing *.pst files, etc.

As far as I can tell, I never wrote over the previous *.pst file. My current OS installation shows my user account as "User.ComputerName"; my previous Documents And Settings folder still contains the previous user data in a folder called "User".

Here's a summary of what doesn't work properly (and a few things that do work)

1. Contacts File: does not show any names or info, just blank spaces.
2. Address Book: does show previous names and email addresses.
3. Import/Export for *.pst file "doesn't seem to respond."
4. File "Data File Management" doesn't seem to respond.
5. File "Open Outlook Data File" doesn't seem to respond

Current OS = Windows 2003 Professional

Current Office version = Office 2003 Professional, with SP1. Used

â€œcompleteâ€ installation of all features, to run from hard disk.

Possible solutions entertained, and questions:

1. Remove the entire Outlook Address Book Service? How?
2. Remove Outlook 2003 Pro and reinstall the whole thing, including re-installing service packs and updates? (Oh please, not again!)
3. Start a new profile? How?
4. Some other solution â€“ what?

Please help â€ I could find nothing on TechNet or in this newsgroup for this specific problem(s). I am at my witsâ€™ end!

Thanks.