

Re: Can't add data files when creating new Profile in Mail Control

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2008-01/msg00085.html>

- *From:* db2734 <db2734@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 2 Jan 2008 17:50:00 -0800
-

I tried both commands and no luck with making a new data file folder. After I ran the first command (outlook.exe /cleanpst) a window came up to use the old profile or make a new profile so I selected the old profile and it said I didn't have a data folder to send mail. I then ran the second command(outlook.exe /cleanprofile) and it said the same thing. I then made a new profile and the Outlook Wizard started up. I re-entered all my e-mail setup information and I thought it was going to work, but when I open Outlook it still says I have no data file folder to send mail and it won't let me make one. I deleted the old profile out in the control panel/mail setup to make the Outlook Wizard activate, but maybe didn't have to.

"neo [mvp outlook]" wrote:

Does Outlook start with either of these command line switches?

start > run > outlook.exe /cleanpst > ok button

or

start > run > outlook.exe /cleanprofile > ok button

/neo

PS – please use the /cleanpst switch first. This will try to associate a new PST file to your mail profile. /cleanprofile tries to remove bogus registry keys and/or recreate default registry keys that deal with your e-mail profile

"db2734" <db2734@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:37A920B8-8100-42AC-9C15-EAC5B8AF124B@xxxxxxxxxxxxxxxxxx

It tries to open, but as it does a window comes up and says Outlook can't open because there's no data file.

"neo [mvp outlook]" wrote:

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You can delete the .bak files after the repair because you verified that repair process brought in new copies of each.

Lets try this... does Outlook open in safe mode? How to:
Start > Run > outlook.exe /safe > OK button

"db2734" <db2734@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
in message
news:0DC320AC-B47D-4566-8842-820308545618@xxxxxxxxxxxxxxxxxxxx

I tried that first along with right click and open. It won't open.
Another thing I'm wondering about is when I renamed the files MSMAPI32.DLL & MSPST32.DLL to MSMAPI32.BAK & MSPST32.BAK and ran the Office 2003 repair it put the original files back in. Now I have both sets of files (.DLL and .BAK) in the system/MSMAPI/1033 folder. I checked the size of each file and they are the same. If we get this FIXMAPI repair tool to work do I delete the .BAK files out and then change the extensions on the .DLL files again before running my Office repair?

"Milly Staples [MVP - Outlook]" wrote:

Simply double click
fixmapi.exe to run it.

--

Milly Staples [MVP -
Outlook]

Post all replies to the group
to keep the discussion intact.
All
unsolicited mail sent to my

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personal account will be
deleted without
reading.

After furious head
scratching, db2734 asked:

| I found FIXMAPI.EXE in
the system32 directory and
used the browse
| button to put it in the run
box so Windows would
open it. I couldn't
| get to open. I also copied
and pasted the file and this
didn't work
| either. Can you tell me
what I'm doing wrong to get
it to run.

Thanks

|

| "neo [mvp outlook]" wrote:

|

|| So you did all of the below
and what happened? (e.g. no
error

|| messages and outlook
doesn't start.)

||

|| "db2734"

<db2734@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

||

news:602AE227-97D0-4102-A859-F43D3BE609F0@xxxxxxxxxxxxxxxxxxxx

||| I'm having the same
problems as Todd Kri so I
tried to run

||| FIXMAPI.EXE and
couldn't get it to run. I've
got XP Pro. Thanks,

||| db2734

|||

||| "neo [mvp outlook]"
wrote:

|||

|||| Not sure if you have
installed anything new that
could break the

|||| MAPI library chain, so
for you I would suggest the
following

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|||| steps...
||||
|||| 1) Run FIXMAPL.EXE
(its in the
windows\system32 directory
|||| assuming you are
|||| using windows xp)
|||| 2) Now do the rename
trick on MSMAPI32.DLL
|||| 3) Do the detect and
repair via add/remove
programs
||||
|||| Does Outlook start at this
point? If no, then try this...
||||
|||| 1) Go to the mail applet
in the control panel
|||| 2) Select the Profiles
button
|||| 3) Create a new mail
profile (do not copy the old,
just create a
|||| new one and
|||| set it as the "always use
this profile"
||||
|||| Does Outlook start at this
point? If yes, then you have
minor
|||| registry corruption in
regards to the old mail
profile.
Configure
|||| the new mail profile with
your old PST file and mail
accounts.
|||| Delete the old mail
profile. (You can't copy it
because if you
|||| do, you just copy the
registry
|||| corruption.)
||||
|||| If Outlook doesn't start at
this point, create a new
Windows
logon
|||| ID and see if Outlook will
run under the new Windows
logon id.

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|||| This step will help
|||| you isolate the problem
as a machine wide problem
or just
isolated
|||| to your
|||| current windows logon
id. If it starts under the new
ID, then
|||| something is
|||| funky with your existing
Windows ID. This is where
I cut to the
|||| chase and
|||| figure out what steps I
need to take to backup the
data for the
|||| messed up \documents
and settings\<<userid> and
the delete said
|||| corrupted set of folders.
||||
|||| Now if it doesn't start
after creating a new
Windows ID, then
this
|||| is where
|||| I ask you... What happens
when you try starting
Outlook? (e.g.
do
|||| you get
|||| an error message because
the application crashed? you
click on
the
|||| outlook
|||| icon to start the
application and nothing. In
this case, is
|||| Outlook listed
|||| as a running process in
task manager?)
||||
|||| Other than that and the
only other key DLL that
gets involved in
|||| managing PST files is the
MSPST32.DLL file. You
could try doing
|||| the rename/repair trick

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just like we did on
MSMAPI32.

||||

|||| /neo

||||

|||| PS – I can't say this
strongly enough. If anything
has happened

|||| to the Local Installation
Source (MSOCache) folder
on the hard

|||| drive, then after a

|||| detect/repair you may
have to reinstall Office 2003
Service Packs

|||| and security updates to
ensure that you have the
right binary

|||| (EXE/DLL) files.

|||| When things get this
ugly, it just easier to
uninstall/reinstall

|||| Office 2003

|||| and then service
pack/patch. This is an
excellent

troubleshooting

|||| step when

|||| you have you installation
media in hand and a fat
broadband

|||| connection to the internet.

:)

||||

||||

|||| "Todd Kri" <Todd

Kri@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

||||

news:9966F5A6-69F4-4B52-9794-C0A2A5EC6371@xxxxxxxxxxxxxxxxxxxx

|||| I keep renaming

MSMAPI32.DLL to

MSMAPI32.BAK, then

running the

|||| repair option

|||| for Office 2003

Professional.

||||

|||| Unfortunately, the repair
replaces what appears to be
the same

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|||| file (date
|||| Nov 5, 2007). And so I'm
still unable to get into
Outlook.

||||
|||| Greatly appreciate any
wisdomo you can share.
Thank you,

||||
||||
|||| Todd
||||
|||| "Andrew Hamilton"

wrote:

||||
||||| On Sun, 9 Dec 2007
04:52:35 -0800, "neo [mvp
outlook]"

||||
<neo@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

||||
||||| Assuming you didn't
select to remove the install
files at the
||||| end of the
||||| install, you can try this.
Rename MSMAPI32.DLL
found at

||||| \Program
Files\Common
Files\System\MSMAPI<LANGID>
to

||||| MSMAPI32.BAK.
Perform a detect/repair of
Office 2003 via
||||| add/remove programs.

||||
||||| The reason I'm asking
you to do the above is
because it is a
||||| known issue
||||| that this file doesn't get
removed when uninstalling
||||| Office/Outlook 2007
||||| and
||||| isn't compatible with the
previous versions of
Outlook.

||||
||||| Bingo! Neo, I can't thank

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you enough. I'm on a trip for
a
||||| week, and the prospect
of having to send and
receive messages,
||||| including attachments,
through a web interface,
uuh, it's
enough
||||| to make me shiver
inside.
|||||
||||| thank you. Whatever
you did to earn the MVP
title, you deserve
||||| it. I can't begin to thank
you enough.
|||||
||||| I guess I should be
happy that when I did my
Office 2003
||||| install, I did not delete
the install files just to
recover
some
||||| disk space. I'm a believer
now!
|||||
||||| -AH