

## Re: OE Stopped working

**Source:**

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2004-03/1](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-03/1)

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**From:** Robert Leib [MSFT] ([rleib\\_at\\_online.microsoft.com](mailto:rleib_at_online.microsoft.com))

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Date: Thu, 4 Mar 2004 11:17:26 -0800

"edward in VT" <[anonymous@discussions.microsoft.com](mailto:anonymous@discussions.microsoft.com)> wrote in message news:50b201c3ffff\$a4e14820\$a401280a@phx.gbl...

- > *All of a sudden OE has stopped working. When I hit*
- > *"send/receive" to check my accounts I get an error message*
- > *that reads, in part...*
- > *"MSIN caused an exception C 000006H in module directDB.dll*
- > *@ 018f:019f5556. If problem persists contact program vendor"*
- >
- > *Any idea what is happening. I've tried reinstalling IE*
- > *(and I guess therefore OE) but the problem persists.*
- > *Any ideas?*
- >

It sounds like your folders are corrupt. With OE closed, navigate to C:\Documents and Settings\YOURUSERNAME\Local Settings\Application Data\Identities\{YOURGUID}\Microsoft\Outlook Express\ and delete folders.dbx. Now try opening OE. If that doesn't work, go back to that same folder, and cut and paste all the \*.dbx files to another location (perhaps create a folder on your desktop) to back them up. Now try opening OE again.

Here are some other things you can try (I found the steps on <http://insideoe.tomsterdam.com>, a great OE troubleshooting resource):

OE won't even start

This is usually caused by corruption in the Identities registry keys. Open Regedit and export the entire HKCU\Identities key, then delete it. Double-click the saved \*.reg file you exported and then try opening OE. If OE still fails to open, export each sub key HKCU\Identities\{GUID} sub-key to its own \*.reg file, then delete the entire HKCU\Identities key again. Double-click each of the GUID \*.reg files and then Open OE. The New Account wizard will begin, but just click cancel, as you are going to bypass this first default Identity. Click File| Identities| Manage Identities and try switching to your old Identity. If this is successful, you can then delete the new empty Identity from the Manage Identities dialogue. If this fails and OE will still not start, you will have to again delete the

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HKCU\Identities key, open OE, set up a new Identity and import your mail folders from the previous Identity. More information, including detailed instructions, can be found in the MS Knowledge Base article Cannot Start Outlook Express .

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