

Re: address book and XP SP2

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-09/5

From: David Martin (*davidsmartin_at_alumni.williams.edu*)

Date: 09/29/04

Date: Wed, 29 Sep 2004 22:59:16 +0500

PA Bear,

The good news is that the snippet is not my post. There are many David Martin's in this world!

Though I may have problems with my setup, this symptom did not appear until I installed the SP2. And I do have it on CD so I don't have to download it again. Nevertheless, I'm not sure that I want to uninstall and reinstall. After all, the address book does work -- I just have to click on "show more names" every time I use it. In fact I have am confident that I have already spent much more time trying to fix it than I wasted by the extra click!

So unless I feel bored some evening, I think I will live with this bug unless other problems emerge.

Thanks for all your help. You do an amazing job!

Dave

"PA Bear" <PABear@mvps.org> wrote in message
news:e\$K\$7yZpEHA.2764@TK2MSFTNGP11.phx.gbl...

> David's thread so far: <http://snipurl.com/9efx>

>

> I think your troubles may pre-date SP2, possibly even WinXP:

> <http://snipurl.com/9eg1> (Yes, I'm thorough! My MVP mentors taught me
> well.)

>

> And was this your post?... <http://snipurl.com/9eg5> You may be suffering
> from the affects of hijackware. Does this problem persist as well? If it
> does, proceed no further; If not...

>

> Take a deep breath a cross your figurative fingers.

>

> 1. Backup your current OE store folder(s) and Address Book (such as it
> is). (Better to have it and not need it than the opposite.)

>

> References:

- >
- > *Backup & Restore OE Data*
- > <http://insideoe.tomsterdam.com/backup/index.htm>
- > <http://www.oehelp.com/backup.aspx>
- >
- > *OE Files & Settings*
- > <http://insideoe.tomsterdam.com/files/index.htm>
- >
- > *Importing OE Data*
- > <http://insideoe.tomsterdam.com/faqs/how.htm#importOE5>
- > <http://insideoe.tomsterdam.com/faqs/how.htm#importdbx>
- >
- > *OE Freebie Backup*
- > <http://www.oehelp.com/OEBackup/Default.aspx>
- >
- > 2. Close **everything** (includes OE and any/all AV apps <eg>) except
- > (Windows) Explorer.
- >
- > 3a. Control Panel>Add/Remove Programs>[enable 'Show Updates' at
- > top]>Windows XP Service Pack 2 > Remove
- >
- > 3b. Follow all prompts and reboot when directed to do so.
- >
- > 4a. Open OE6 SP1 and see if addresses and Address Book behave as they
- > should.
- >
- > 4b. Check Add/Remove Programs and confirm that neither MS Office or
- > Outlook is installed.
- >
- > 5. Assuming all is well, go to Windows Update and download SP2 again.
- > Before installing it, however, Close **everything** (includes OE and any/all
- > AV apps) except (Windows) Explorer.
- >
- > 6. Open OE6 SP2 and see if all is well.
- >
- > 7. Uncross fingers and breath deeply.
- >
- > Print the following, cut it out and paste it prominently in the middle of
- > your monitor screen:
- >
- > *RESOLVED: I will close all running applications, including my AV app,*
- > *before installing *anything*.*
- > --
- > ~PA Bear
- >
- > David Martin wrote:
- >> "PA Bear" <PABear@myps.org> wrote in message
- >> news:OR7A1BZpEHA.3640@tk2msftngp13.phx.gbl...
- >>>> OE Help says that I can also add identities from the address book
- >>>> when it is started from the Start button (rather than from OE). But
- >>>> the

>>>> *identities option is also missing from the file menu there.*
>>>
>>> *Well, ya learn something new every day! I've never been aware of this
>>> facility nor had I ever seen that topic in Help (don't be surprised
>>> <eg>).*
>>>
>>> *Let's back up (quite) a bit.*
>>>
>>> *1. Copy/paste this link <http://aumha.org/mydetail.htm> into an IE
>>> Addressbar and click GO, then copy/paste the results into your reply.
>>> Example:*
>>>
>>> *Browser Name: Microsoft Internet Explorer ver. 6.0*
>>>
>>> *Browser & OS: (Major & Minor Version Information)*
>>> *4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)*
>>> *;SP1;Q832894;Q330994;Q837009;Q831167;*
>>>
>>> *Screen Resolution: 1024 x 768*
>>> *Color Depth: undefined*
>>> *Java Enabled: true*
>>>
>> *Browser Name: Microsoft Internet Explorer ver. 6.0*
>>
>> *Browser & OS: (Major & Minor Version Information)*
>> *4.0 (compatible; MSIE 6.0; Windows NT 5.1; Q312461; SV1)*
>> *;SP2;*
>>
>> *Screen Resolution: 1024 x 768*
>> *Color Depth: undefined*
>> *Java Enabled: true*
>>
>>>> *2. IE Help>About> What version is displayed (e.g., 6.0.1234.5678XX
>>>> <—include any letters at the end)*
>>>> *6.0.2900.2180(xpsp_sp2_rtm.040803-2158)*
>>>>
>>>>
>>>> *3a. Is this a machine you purchased or one belonging to your employer?*
>>>> *Is*
>>>> *it a PC or a laptop?*
>>>>
>>>> *PC purchased by me*
>>>>
>>>> *3b. Were you running an earlier Windows OS and then upgraded to WinXP?*
>>>> *Was the earlier OS WinME? How did you upgrade to XP and where did you
>>>> get*
>>>> *your WinXP disc (upgrade or full version)?*
>>>>
>>>> *The PC is now almost five years old. It came with Windows98. The
>>>> upgrade*
>>>> *to XP was several years ago, I don't remember what kind. The upgrade to*

>> SP2
>> was done by the CD.
>>
>>> 3c. I believe you mentioned that MS Office or Outlook had been installed
>>> at one point. When was that and what version of Office/Outlook? Were
>>> you
>>> running WinXP then?
>> I haven't had Outlook for several years. But I think it was on the
>> original
>> version of Office installed.
>>
>>>
>>> 4a. Did this problem only begin after installing SP2?
>> YES. Everything was fine until SP2.
>>
>>>
>>> 4b. Were both AVG and NAV running in the background when you installed
>>> SP2? Was Outlook Express?
>> Both AVG and NAV were in the background when I installed SP2. Outlook
>> Express was not running, unless it does something in the background.
>>> --
>>> ~PA Bear
>> You are thorough!
>>
>> Thanks,
>>
>> Dave
> <snip>