

# Re: Outlook Express update KB911567

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- *From:* Denise <[Denise@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Denise@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 16 Apr 2006 12:43:02 -0700
- 

Jim,

When I open Outlook Express 6, I receive the error message: Unable to open the Address Book. The address Book may not be installed properly.

I did as you instructed but I still received the error message: The Address Book file appears to be corrupt and could not be opened.

When I click on Tools Address Book, I received the error message: The Address Book failed to load. Outlook Express is incorrectly Configured, please re-install.

I tried all the command line switches for wab.exe:

wab /a

Error message: The Address Book file appears to be corrupt and could not be opened.

wab /Open

I chose the WAB file that I had made as a backup but it opened an empty Address Book.

wab /New

I created a new WAB file and tried to import the WAB backup file I had made but I received the error message: An error occurred during the import process. The import process could not be completed.

wab c:\Documents and Settings\Owner\Desktop\Address Book.wab (my backup copy on my desktop)

The Address Book opened without entries.

Here is the search result list of ~ files:

Owner.wa~  
Owner.wab~

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Denise

"Denise" wrote:

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I too am using Outlook Express 6, Windows XP Home, XP2, all updates installed. I do not have Norton but McAfee.

After the update, I uninstalled and re-installed Outlook Express and the updates with McAfee off. I still could not retrieve my address book; I received an error message "The Address Book appears to be corrupt and could not open"

I checked my registry and it correctly indicated my default WAB file.

I have since uninstalled KB911567 but I realize that, at some point, this update should be installed. What can I do to be able to use my address book then?

—  
Denise

"Jim Pickering" wrote:

The problem may be as simple as the fact that you are using Norton for an antivirus program. It's one of the most intrusive, problem causing programs that "touch" Outlook Express so I would make sure that email scanning and antispam protection are disabled in the program. You should also shut down any antivirus program when installing updates to make sure the installation of newer files is not corrupted by an antivirus program that fails to recognize the newer files and "quarantines" them.

Good luck.

—  
Jim Pickering, MVP, Outlook Express

"jd42" <jd42@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:5A0FE27C-DC85-4773-A107-233471303EDA@xxxxxxxxxxxxxxxxxxxx](mailto:news:5A0FE27C-DC85-4773-A107-233471303EDA@xxxxxxxxxxxxxxxxxxxx)

Thanks for your reply. The present situation is that I have removed the update and everything is working again. I am a bit hesitant about reinstalling it, in case next time it does something worse. I may try it again after Easter and carry out your suggestions about WAB files.

Most of the error messages were surprisingly uninformative. When I tried to reply to a message I got the message about the address book.

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If I clicked  
on  
the message again it then just told me an error had occurred.  
I am not  
particularly bothered about the address book which only has  
two obsolete  
entries. What I was concerned about was not being able to  
reply to a  
message  
or create a new message. At one point when I used CTRL-M  
to send and  
receive  
messages I was told an error had occurred, but that went  
away when I  
re-booted.

The reason for my post was to see if anyone else had the  
same problem,  
with  
the aim of finding some common factors. I am using XP  
Home SP2 with all  
the  
high-priority updates, and Norton Internet Security 2006.

"Jim Pickering" wrote:

Have you searched for all files ending with  
WAB ?

How about checking in the registry to see  
what file is indicated as your  
default WAB file?

```
\HKEY_CURRENT_USER  
\Software  
\Microsoft  
\WAB  
\WAB4  
\Wab File Name
```

Then navigate to that file using Explorer and  
double click it to see if  
it  
opens correctly. If those work, then please  
post the "complete and  
exact"  
text of any error message. There are many  
errors associated with the  
Address Book and without the complete,  
exact text of the error, it's hard  
to

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guess which one applies in this case. Some basic info about the operating system you are using would also be helpful.

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Jim Pickering, MVP, Outlook Express

<https://mvp.support.microsoft.com/profile=F9F51EF1-4AE3-4D23-B2D8-1171988>

Please deliver feedback to the newsgroup, so that others can be helped.

Thanks.

"jd42"

<jd42@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

<news:816BCCF8-1310-40D9-AEA4-064933AA4F04@xxxxxxxxxxxxxxxxxxxx>

When I installed the latest OE security update, my address book disappeared. When I tried to reply to a message it told me the format of my address book was not valid. It also told me an error had occurred. When I tried to create a new message (CTRL-N) it told me an error had occurred. This happened whichever message I tried to reply to. It carried on happening after re-booting. When I removed the update, everything went back to normal, I was able to send and reply to messages again, and my address book reappeared.

I am using Outlook Express v6 with XP2 Home with SP2. All other updates have been installed.

Has anyone else had this

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problem?