

Re: Admin verses Limited Account In Outlook Express

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2006-08/m

- *From:* soxley <soxley@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 1 Aug 2006 05:24:01 -0700
-

I did step 1 and the address book is not marked Read Only. There are no boxes checked. However, when I double clicked the *wab file I got the error message "Windows cannot open this file:

File: Administrator.wab~ "

To open this file Windows needs to know what program created it. Windows can go online to look it up automatically, or you can manually select it from the list of programs on your computer.

I did not take any action on this error message by selecting the program because I have 3 files with exactly the same file name as above. They are just under a different user like administrator and default user. And these other 2 gave me the same message when I double clicked on them.

In step 2, I do have the following Register Key.
HKEY_CURRENT_USER

```
\Software
  \Microsoft
    \WAB
      \WAB4
```

Note: Just to let you know, in the Wab File name named (default) type reg_SZ it shows the Administrator Address book only and not the Limited Users address book even though I am logged on as the Limited User and the identities that appear in the identities section belong to the limited user. I do not know if this is a problem or not. Waiting for advise from you.

Next step: Still logged on as the Limited User I searched the entire registry for UseOutlook and I got the message that it could not be found. So I did a search on DWORD and the only thing that I could find that was even close to Outlook Express was the following

```
Name: outlook.exe
Type: REG_DWORD
Data: 0x0000000(0)
This was in directory
WINDOWS\CURRENTVERSION\INSTALLER\RESOLVEIOD
```

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At the moment I am a bit confused as what I am supposed to do if I do not have that DWORD. You just say that I should not create it and not to modify anything, so I figured you wanted me to stop at this step and wait for your instructions.

I am awaiting your reply.
Thanks,
Sue Oxley

"PA Bear" wrote:

Try, in order:

1. Make certain Address Book is not marked Read Only:
<http://support.microsoft.com/?kbid=269777>

If no joy...

2. Do you have this Registry key?...

HKEY_CURRENT_USER
 \Software
 \Microsoft
 \WAB
 \WAB4

If not, STOP; If so, is there a DWORD named UseOutlook (NB: no space) and is its value set to 1 (one)?

If not, STOP; If so, Address Book is configured to share contacts with Outlook, even if you don't use it (can happen with the install of Office). Change the value to 0 (zero), Address Book should be available to you and all should be well. (If that DWORD is not present, don't create it, and don't alter any other DWORD values.)

Note that any changes (additions, deletions, edits) made while sharing was enabled will not be available (displayed) in Address Book when sharing is disabled.

cf. <http://www.insideoe.com/files/wab.htm#share>
<http://support.microsoft.com/?kbid=191946>

If no joy...

3. The current Identity may be damaged, especially if its the default Main Identity. Try one or more of your accounts in a new Named Identity (File > Identities > Add new identity). Assuming all is well, (1) compact all folders in the old identity, (2) import messages from the old identity into the new one, and then (3) delete the old one (File > Identities > Manage

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Identities).

To avoid such corruption in future:

- Don't use Inbox or Sent Items to archive messages. Move them to local folders created for this purpose.
- Empty Deleted Items folder daily.
- Disable Background Compacting [N/A in SP2] and frequently perform a manual compact of all OE folders while "working offline". More at <http://insideoe.tomsterdam.com/files/maintain.htm>.
- Do not attempt to close OE via Task Manager or shutdown your machine if Automatic Compacting is taking place (WinXP SP2 only).
- Your anti-virus application's email scanning feature can also cause such corruption. Disable it. It provides no additional protection.

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~Robear Dyer (PA Bear)
MS MVP-Windows (IE/OE, Security, Shell/User)

soxley wrote:

The following is the error messages that I receive when trying to open a message that was downloaded in Outlook Express.
When I click a message to open it it says "Outlook Express is incorrectly configured. Please reinstall"
then I click on OK and I get the message " There was an error opening the message. An error has occurred.

Additionally, when click on a link like CLICK HERE where click here has a the properties of a mail to address then I get the following message.
"There was an error opening this message. An error has occurred."
then when I click on OK, I get this message.
"Outlook Express could not be started. It may not be installed correctly. Make sure that your disk is not full or that you are not out of memory. Contact Microsoft Support for further assistance (0x8004104F)"

Also, when I click on Addresses in Outlook Express, I get the following message.
"Unable to Open the Address Book. The address book may not be installed properly."

Also, when I click on Create Mail. I get the following message.
" There was an error opening this message. An error has occurred."

MS Office 2003 seems to be currently installed on this computer. There is a link for a 30 day free trial of Microsoft Office 2003 but I did not sign up for it so it is not activated I do not think.

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Outlook Express is currently installed. It is version 6.00.2900.2180
(xpsp_so2_rtm.040803-2158)

I hope all this information helps in determining my problem.

Thanks,
Sue Oxley

"PA Bear" wrote:

Everything
is ok in my
Admin
Account.
However, I
cannot open
my
address
book in my
Limited
account nor
can I open
any email
messages.
The email
messages
are
downloaded
but you
cannot open
them. It
says it
may not be
configured
property and
to reload.

Post the complete (verbatim) error message, please. Also tell
us if MS
Office or Outlook is also installed. --
~Robear Dyer (PA Bear)
MS MVP--Windows (IE/OE, Security, Shell/User)

soxley wrote:

I am still having the same problem with
Outlook Express on the limited

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account. I cannot open messages. I cannot create a new message. And I cannot open the address book. But as I said before, if I give the limited account administrator privileges everything works fine. But I sure do not want to leave it that way.

Anyway, I have Widows XP Media Center Edition Version 2002 Service Pack 2.

I downloaded and installed 6 software updates at Microsoft Updates. There are no more updates of any type available for my computer.

I would say that the default Main Identity for the limited User profile is correct because when I went into Outlook Express under identities that is the only identity out of three that I set up for this limited user where it would not allow me to remove this identity. When I looked at the identify I was logged on to the limited users account. I hope that is what you meant. Correct?

I also checked out the other 2 links in your post and everything is set up correctly.

"PA Bear" wrote:

WinXP Pro or Home?

Is the Limited User Profile's OE identity the default Main Identity (OE File > Identities > Manage identities)?

Is the machine fully up-to-date at Windows Update?

Protect Your PC
<http://www.microsoft.com/athome/security/protect/>

Before You Connect a New

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Computer to the Internet

http://www.cert.org/tech_tips/before_you_plug_in.html

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~Robear Dyer (PA Bear)

MS MVP--Windows

(IE/OE, Security,

Shell/User)

soxley wrote:

I just got a
brand new
HP PC and
I was trying
to set up my
Email. One
Email addy
is for my
Admin user
account and
one for my
Limited
user
account.

Everything
is ok in my
Admin
Account.
However, I
cannot open
my
address
book in my
Limited
account nor
can I open
any email
messages.
The email
messages
are
downloaded
but you
cannot open
them. It
says it
may not be
configured
properly and
to reload.

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I have been
looking at
other
messages
on this
forum and
other people
are
having the
same
problem.
However, I
do not have
that patch
that there
seems to be
a problem
with on my
new
computer so
there is
nothing for
me
to uninstall.

Just for the
sake of
argument, I
decided to
see what
happens
when I
change the
limited user
account to
an
administrator
privedged
account.

And guess
what
Outlook
Express has
no problem.
So I think
that there
may be a
bug.
I

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specifically
set up this
account as
limited
because I
wanted to
surf
the internet
safely. But
if I change
it back to a
limited
account
then
Outlook
Express will
not let me
open my
messages or
allow me to
send
messages.
Not access
my address
book
without
errors.

Any
suggestions.
Sue Oxley