

Re: Address book problem

Source:

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

- *From:* "BAZ" <bonnie.zimmer@xxxxxxxxxxx>
 - *Date:* 22 Jul 2006 09:24:04 -0700
-

BTW,

I would be happy to lose my address book.

You would think that I could save the address book and .wab file, uninstall and then re-install Outlook Express and have a valid empty address book.

I can easily re-enter contacts using old email that I have saved.

Is there any way to do that?

BAZ

BAZ wrote:

Dear Jim,

In the link you earlier supplied, I tried to follow all of the instructions (copying the address book and .wab file to the desktop, etc.) When I tried the step:

4. At the command prompt, type the following:
Del "C:\Documents and Settings\\Application
Data\Microsoft\Address Book\.*"
I get a message the Windows can't find Del.

I've just about given up. I've tried to delete those files and then import the saved address book and I still have the original problem.

I've also tried uninstalling and then reinstalling Outlook Express – with no improvement.

Again, the address book is there because I can use it. I just can't view it. When I right-click on an email that has been sent by someone who is in the address book and select "Add Sender to Address Book" it knows that the contact is already in the book. I can't seem to add a new contact to the book in this manner.

BAZ

Jim Pickering wrote:

Re: Address book problem

To reinstall Outlook Express (which rarely solves problems), see this KB article:

How to Reinstall or Repair Outlook Express in Windows XP
<http://support.microsoft.com/default.aspx?scid=kb:EN-US:q318378>

Before doing a compact operation, try in Outlook Express, clicking on the Menu, File/Work Offline (so that the compacting is not interrupted by polling for messages) and then select File/Folders/Compact All Folders and wait for it to complete before doing anything else. Outlook Express' message stores are extremely fragile and prone to corruption, particularly if you are using email scanning for viruses or spam. For more info on that, see this article:

The Other E-Mail Threat: File Corruption in Outlook Express:
<http://www.microsoft.com/windows/IE/community/columns/filecorruption.msp>

And lastly, there is no ability to "uncompact" since compacting only reclaims the wasted space that has been taken up by messages you've deleted. All databases need to be compacted on a regular basis to ensure they function correctly and quickly. And I hope you read the info at the link I earlier posted:
<http://support.microsoft.com/kb/917288/>

--
Jim Pickering
MVP-Outlook Express/Windows Mail
Please reply to newsgroup only so that others may be helped with your feedback.

"BAZ" <bonnie.zimmer@xxxxxxxxxxxx> wrote in message
<news:1153435445.120972.300260@xx>

Dear Jim,

It is amazing. I recently compacted my Outlook Express folders for the first time (I got a message and they said it would help to save space). So... maybe Outlook is not able to read the stuff that it previously compacted. Who knows? Perhaps I should uncompact! Is there a way to do this?

I truly believe that something was corrupted on my computer – or else I wouldn't have had to go through all I went through this morning during reboot.

Re: Address book problem

I just got out an old XP disc and reinstalled Outlook Express
– which
did nothing.

BTW, I then tried to reinstall Microsoft Windows and all
kinds of weird
things happened – like I got Outlook 2000!?!?!?

I decided to remove those files by removing Office 2000
Premium via
Control Panel/ Add or Remove Programs (a big mistake I
now realize) and
therefore lost Excel!

So I just now did another System Restore to about a week
ago and all is
well except that I have just the one problem that I began
with... the
inability to view my address book – even though it is there
(i.e., I
can use it by identifying names of friends).

What a miserable day this has been!

Bonnie

Jim Pickering wrote:

Might want to look at this KB article and see
if it's any help:

<http://support.microsoft.com/kb/917288/>

The not shut down correctly is usually the
result of not compacting the
message store. When did you last compact
all folders in Outlook Express?

--

Jim Pickering
MVP–Outlook Express/Windows Mail
Please reply to newsgroup only so that
others may be helped with your
feedback.

"BAZ" <bonnie.zimmer@xxxxxxxxxxxx>
wrote in message

<news:1153433276.522782.15490@xx>

Hi friends,

Re: Address book problem

I now notice that each time I shut down Outlook Express and then bring it back up I get that message that Outlook did not shut down correctly last time.

I am not sure when this started... probably after I did the latest Microsoft update. My computer is screwed (excuse the French).

But – you'd think there would be a way to repair Outlook Express without messing up anything else!

Thanks so much for your suggestions.

BAZ (Bonnie)

BAZ wrote:

Ken... when I do what you suggest, a small window pops up with a red circle and a white X within and an OK button.

So – no, there is no way I can look at the address book.

BAZ

Jim Pickering ...

Re: Address book problem

I get
automatic
updates. I
just did the
very latest
and even
pulled the
plug on my
computer
before
re-booting.
No change!

HEY – the
thing I did
notice this
morning
was that I
was not able
to
boot my
computer
without
going
through
about a half
hour of disk
and
free space
checking.
There were
some
corrections
made. This
is rare
for
me.
So –
something
must have
gotten
royally
messed up!

If I must
re-install
something,
I would like
it to be a
minimal
effort.

Re: Address book problem

Currently, I
think a
re-install
would be
difficult
because I
have the
latest
updates.

BAZ

Jim
Pickering
wrote:

When
was
the
last
time
you
visited
the
Windows
Update
site
to
download
all
updates
for
your
system
that
are
marked
as
Critical?
Since
you
post
via
Google,
we
have
no
way
to
determine

Re: Address book problem

the
version
number
of
Outlook
Express
you
are
using
nor
how
badly
outdated
it
may
be.
Care
to
help
us
with
that,
along
with
the
operating
system
you
are
using?

--
Jim
Pickering
MVP-Outlook
Express/Windows
Mail
Please
reply
to
newsgroup
only
so
that
others
may
be
helped
with
your
feedback.

Re: Address book problem

"BAZ"

<bonnie.zimmer@xxxxxxxxxxxx>

wrote

in

message

news:1153420203.041440.84320@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Frank,

As

I

said,

when

I

click

on

Addresses

(part

of

the

tool

bar)

to

open

the

address

book,

nothing

is

displayed.

Besides,

I

would

guess

that

I

have

only

about

20

contacts.

If

you

read

my

mail

carefully,

the

address

Re: Address book problem

Re: Address book problem

book
does
exist
because
I
can
use
it;
i.e.,
send
someone
an
email
using
their
nickname.

BAZ

Frank
Saunders,
MS-MVP
OE
wrote:

"BAZ"
<bonnie.zimmer@xxxxxxxxxxxx>
wrote
in
message
news:1153407849.090951.69880@xxxxxxxxxx

All
of
a
sudden
I
see
that
my
contact
list
has
disappeared.
The
message
displayed
is:
There
are
no

Re: Address book problem

contacts
to
display.
Click
on
Contacts
to
create
a
new
contact.
There
is
no
Contacts
button
—
only
Addresses
...
and
when
I
clicked
on
that,
I
get
nothing.
I.e.,
there
seems
to
be
no
address
list.

I
tried
to
re-import
the
address
book
and
got
an
OK
but
nothing

Re: Address book problem

Re: Address book problem

had
changed.

I
decided
to
go
to
some
old
saved
email
and
right-clicked
and
selected
"Add
sender
to
address
book."

The
response

I
got
was:
The
contact
is
already
in
your
address
book.

What
gives?

I
can
send
mail
to
anyone
using
their
name
(i.e.,
David)
–
but

Re: Address book problem

Re: Address book problem

I
just
can't
see
the
address
list.

I
did
a
System
Restore
to
yesterday
(when
all
was
well),
but
nothing
changed.

It's
almost
as
though
my
address
book
is
not
readable
by
Outlook
Express.
Believe
me,
it
is
THERE!

Thanks
for
any
help.
I
really
hope
it
is

Re: Address book problem

Re: Address book problem

not
necessary
to
reinstall
Internet
Explorer!

BAZ

If
you
open
the
Address
Book
are
the
contacts
there?

If
the
Address
Book
has
more
than
999
contacts
the
contact
pane
will
be
blank.

--
Frank
Saunders,
MS-MVP
OE/WM
Reply
in
newsgroup
"They
who
would
give
up
an

Re: Address book problem

essential
liberty
for
temporary
security,
deserve
neither
liberty
or
security"