

Re: Address book problem

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- *From:* "Frank Saunders, MS-MVP OE/WM" <franksaunders@xxxxxxxx>
 - *Date:* Mon, 24 Jul 2006 20:19:39 -0500
-

"BAZ" <bonnie.zimmer@xxxxxxxxxxxx> wrote in message
<news:1153692712.860464.303010@xx>

I did exactly what you said. Closed down Outlook Express. Found the .wab file. Copied it to C:\.
BTW, when I double clicked on the found .wab file I had to specify that I wanted to use notepad to open the file ... and I could see my contacts therein.

I then opened the registry and made the modification. I had to specify modify – then I modified only the data... which now looks like C:\BONNIE.wab (not .wab~). I then exited the registry editor and rebooted.

Before opening Outlook Express, I actually did another regedit and confirmed that the right address was there.

I finally opened Outlook Express and nothing had changed.

Surprise – I then went back and did another regedit and the entry had reverted to what was there originally: C:\Documents and Settings\BONNIE.USER-blahblah\Application Data\Microsoft\Address Book\BONNIE.wab.
MAGIC!!!!!!!!!!!!!!!!!!!!!!!!!!!!

You haven't commented about the fact that my Outlook Express Import file (the address where another .wab file is located were I to execute the import – which I DID NOT) is another location... the same as the above .wab address but with Bonnie instead of BONNIE.USER-blahblah after Documents and Settings.

I am pretty sure my computer guy was trying to save stuff – like my address book when reloading XP from scratch (to fix the previous problem).

But – it is the Registry that dictates which address book is used, right?

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I am pretty convinced that it is Outlook Express that is corrupted, not the address file.

As I said in a previous mail, the Add/Remove program under Control Panel seems useless because I can uninstall and then re-install Outlook Express while working off-line. That seems to me that I am just re-installing the same corrupted version of Outlook Express?!?!?

It seems that the best idea is to uninstall Outlook Express (and Internet Explorer) and then re-install from the microsoft site. When I read this article you sent:

<http://support.microsoft.com/default.aspx?scid=kb:EN-US:q318378>

and then clicked on the XP SP2 install:

<http://www.microsoft.com/athome/security/protect/windowsxp/default.msp>

all it seemed to do is check for any updates which I didn't already have... and these were two updates that I seem to have downloaded previously. There is no attempt to download Internet Explorer (and therefore Outlook Express).

When I am trying to do is to simply download Internet Explorer after removing it (using Add/Remove Programs).

Nothing seems easy.

BAZ

Jim Pickering wrote:

OK, let's try something fairly simple (hopefully). Close Outlook Express. Do a file search for any file ending with [WA*] w/o the brackets. If you find several, double click on each one until you find one that has the contacts you need and write down it's file location. Then open Windows Explorer (WinKey+E) and navigate to that location and right click on the WAB file and select Copy [to copy it to the clipboard]. Now navigate in Windows Explorer to your root drive [C:\] and right click on a blank spot in the right hand pane of the Explorer window and select Paste. This will place a copy of the desired address book on the root drive.

Now, still with Outlook Express closed, open the registry editor to the WAB file path:

\HKEY_CURRENT_USER

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

and in the right hand pane, clear the existing entry and insert in its place "C:\nameoffile.WAB" [substituting in place of nameoffile for the actual name of the file you moved]. Exit the registry editor and reboot. Now open Outlook Express and see if the address book is working correctly.

As for your problem with Word/Office/Outlook, if you have never installed Microsoft Office, how did you get a copy of Word? Was it installed from some other application program? If so, you may have to find that older CD and run a repair installation, but to get advice concerning that, I'd suggest posting to whatever newsgroup is appropriate for the program you installed that gave you Word.

Good luck and let us know the results.

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

"BAZ" <bonnie.zimmer@xxxxxxxxxxx> wrote in message
news:1153674331.118445.165320@xx
> Jim,
>
> I hope I see that I sent you a message... but it is buried above ...
> with all of the previous messages beng displayed!
>
> BAZ
>
>

It sounds like you are running a security program that prevents changes to the Registry. What firewall, anti-virus and anti-spyware programs are you using.

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Frank Saunders, MS-MVP OE/WM
<http://www.fjsmjs.com>
Please reply in newsgroup. Do NOT send email.