

Re: Address book problem

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- *From:* "BAZ" <bonnie.zimmer@xxxxxxxxxxx>
 - *Date:* 11 Aug 2006 13:56:41 -0700
-

Thanks all.

I decided to report back that I returned my computer to PC Warehouse. It took the guy about 4 days to fix all of the problems.

The battery problem (he said) was due to a voltage "problem" on the mother board ... something that caused the battery to drain almost immediately.

How on earth this happened, I do not know. As I said from the beginning, I had a perfectly good computer (with authentic software) when I took it in to have the new ROM burner/ CD reader installed.

Anyway, he had to start from scratch (again) and reformat my hard drive and then re-install Windows XP.

In the mean time, I had found my XP "certificate of authenticity" which had been given to me when I had the computer built (by a place called PC City) ... instead of putting the thing onto my computer tower case as they should have.

I don't know what the PC Warehouse guy had done originally to make my computer look as though the software was not authentic... Maybe this all had to do with losing all of the CMOS data because of the failed batteries (2) ...?

I also found the Windows Office 1997 (aha!) CD-ROM which I had purchased with my first computer from Micron. I recall now that instead of buying new office software, I was able to load Word and Excel (all I needed) from this CD. I told him that if he wanted to install Office software to use my CD ... otherwise I would do it.

It seems as though this "repairman" had screwed a few things up along the way in order to fix problems he had caused. And, he was doing everything he could (e.g., reformat my hard drive and reinstall Windows XP) in a slapdash fashion in order to get my computer out the door. He should have investigated the battery problem FIRST ... and then the rest of the work would not have been necessary.

All is now well – I haven't had a problem (CMOS) for a few weeks. Of course, once I got the computer back, I had to reinstall all of my own software (like TurboTax) ... an exercise I had just gone through a

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week or so earlier. That took a good part of the afternoon.

Thanks again.

Bonnie

Frank Saunders, MS-MVP OE/WM wrote:

"BAZ" <bonnie.zimmer@xxxxxxxxxxx> wrote in message
news:1153692712.860464.303010@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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?

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

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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

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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  
\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.

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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

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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.

--

Frank Saunders, MS-MVP OE/WM

<http://www.fjsmjs.com>

Please reply in newsgroup. Do NOT send email.