

Re: Can't create mail or open address book

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2006-10/m](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2006-10/m)

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- *From:* Craig <[Craig@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Craig@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 4 Oct 2006 13:18:01 -0700
- 

Thanks, Bruce. That sounds like exactly what I need...though I hope you'll forgive my hesitancy to download and install a patch that comes with "highly recommend you backup your system first" warning. I think I may stick with Outlook for the time being. :) Things are working smoothly, and I'd hate to make a bigger mess of it.

"Bruce Hagen" wrote:

Download this patch also. It is due to come out as part of a Cumulative Patch in the future, but it is available now and may help you out.

Patch KB918766:  
<http://tinyurl.com/mx3r2>

This patch addresses some of the issues that were caused by KB911567.

Address Book problems.  
Unsent templates appearing as sent.  
Manually compacting will now reset the registry counter to Zero in WinXP/SP2 and also sends a copy of your dbx files to the recycle bin as a temporary backup.

To complete the fix for .eml templates, a registry change is needed. See:  
<http://support.microsoft.com/kb/918766>

Tom Koch also has this information at his site, along with a downloadable Zip file to do the registry change for you. See:  
<http://www.insideoe.com/#kb918651>

--  
Bruce Hagen  
MS-MVP Outlook Express  
~IB-CA~

"Craig" <[Craig@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Craig@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:3EA599A7-38E9-4883-BADB-54C8F0012899@xxxxxxxxxxxxxxxxxxxx](mailto:news:3EA599A7-38E9-4883-BADB-54C8F0012899@xxxxxxxxxxxxxxxxxxxx)

Hello again – turns out I had already re-installed the patch: update site

Re: Can't create mail or open address book

had  
nothing new for me. As I mentioned in previous post, I do keep update set  
to  
"notify", and install all updates as they are offered.

File versions are as follows:

MSOE.DLL: 6.00.2900.2869(xpsp2\_sp2\_gdr.060316.1512)

INETCOMM.DLL: 6.00.2900.2962(~gdr.060727.0051)

DIRECTB.DLL: 6.00.2900.2180(~rtm.040803.2158)

Still no function of OE or address book. I'm using Outlook for email now,  
and I assume it would not be wise to import mail or addresses from OE. :)

thanks, Craig

"PA Bear" wrote:

You're running outdated and much less-secure versions of  
OE, IE and WinXP  
SP2. Check in at Windows Update /immediately/ and install  
all critical  
updates offered. Follow all prompts.

Now make sure Automatic Updates is enabled:

Description of the Automatic Updates feature in Windows:  
<http://support.microsoft.com/kb/294871>

How to configure and use Automatic Updates in WinXP:  
<http://support.microsoft.com/?kbid=306525>

Let me know how things are after taking care of all the  
above.

--

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

Craig wrote:

Hi - All three files are:

6.00.2900.2180(xpsp\_sp2\_rtm.040803-2158)

"PA Bear" wrote:

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OE Help > About > Files:  
What versions of  
MSOE.DLL,  
INETCOMM.DLL and  
DIRECTDB.DLL are listed  
here, Craig?

--

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

Craig wrote:

By the way,  
I have also  
tried the  
solution  
suggested  
by Pa Bear,  
re:  
registry  
DWORD  
useoutlook  
– I don't  
have that  
value in my  
registry

"Craig"  
wrote:

XP  
Media  
Centre  
2005;  
HP  
Pavilion:  
In  
a  
matter  
of  
a  
few  
minutes  
today,  
my  
address  
book  
and

Re: Can't create mail or open address book

contacts  
list  
in  
OE  
6  
emptied  
themselves  
and  
now  
I  
cannot  
open  
the  
Address  
Book  
(AB):  
"may  
not  
be  
installed  
properly."  
At  
first,  
AB  
would  
open,  
but  
it  
was  
empty,  
then  
it  
would  
not  
open  
at  
all.  
Similarly,  
my  
contacts  
were  
listed,  
but  
then  
they  
were  
gone.  
  
Also  
–  
OE

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receives  
mail,  
but  
I  
cannot  
open  
messages,  
nor  
can  
I  
create  
new  
messages.  
I  
have  
tried  
uninstalling  
and  
reinstalling  
OE,  
as  
well  
as  
the  
procedure  
in  
KB  
article  
917288,  
but  
problem  
still  
not  
resolved.  
I  
have  
had  
the  
same  
address  
book  
for  
several  
years,  
moving  
it  
from  
one  
computer  
to  
the

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next.  
Anyone  
have  
any  
ideas?