

Re: Can't create mail or open address book

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2006-10/m

- *From:* Craig <Craig@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 5 Oct 2006 12:45:02 -0700
-

Thanks, Bruce. I'll give it some thought. :) The "backup" warning was not on the download, but in the window that opens when you start the install.

I have to say, you MVPs really do a great job. You're patient, knowledgeable, helpful, and most of all – and I'm sure this must be difficult at times – polite. :)

thanks again, Craig

"Bruce Hagen" wrote:

This patch will backup your e-mail when you compact. I wasn't aware of a warning to backup your system prior to the download. I looked but didn't see any. Your choice.

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

"Craig" <Craig@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:C3574D58-BCA0-4F6E-8406-9DCF94B697B4@xxxxxxxxxxxxxxxxxxxx>

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.

Re: Can't create mail or open address book

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> wrote in message

<news:3EA599A7-38E9-4883-BADB-54C8F0012899@xxxxxxxxxxxxxxxxxxxx>

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

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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:

Re: Can't create mail or open address book

Hi – All
three files
are:

6.00.2900.2180(xpsp_sp2_rtm.040803–2158)

"PA Bear"
wrote:

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

Re: Can't create mail or open address book

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
contacts
list
in
OE
6
emptied
themselves
and
now
I
cannot
open

Re: Can't create mail or open address book

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
receives
mail,
but
I
cannot
open
messages,
nor
can
I
create
new

Re: Can't create mail or open address book

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
next.
Anyone
have
any
ideas?

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