Unable to launch Outlook addressbook from "New Message"

Symptom

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RESOLUTION

To resolve this issue, remove and reinstall the Outlook Address Book. To do this: 1. Start Outlook.

2. On the **Tools** menu, click **E-mail Accounts**.
3. Click **View or change existing directories or address books**, and then click **Next**.
4. Click **Outlook Address Book**, and then click **Remove**.
5. Click **Yes** when you receive the prompt to confirm the removal.
6. Click **Add**.
7. Click **Additional Address Books**, and then click **Next**.
8. Click **Outlook Address Book**, and then click **Next**.
9. Click **OK** when you receive the message to restart Outlook.
10. Click **Finish**.
11. Click **Exit** on the **File** menu to quit Outlook.
12. Restart Outlook.
13. In the Folder list, right-click the folder that you want to use with the Address Book (for example, right-click **Contacts**), and then click **Properties**.
14. Click the **Outlook Address Book** tab.
15. Click to select the **Show this folder as an e-mail Address Book** check box (if it is not already selected), and then click **OK**.

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