

Reinstalling Outlook express

Please ensure that you have a windows CD handy that is the same version of windows that you are running, before you begin, please follow the following steps to retain your email settings and address book

Process 1: backing up settings and address book

Saving account settings:

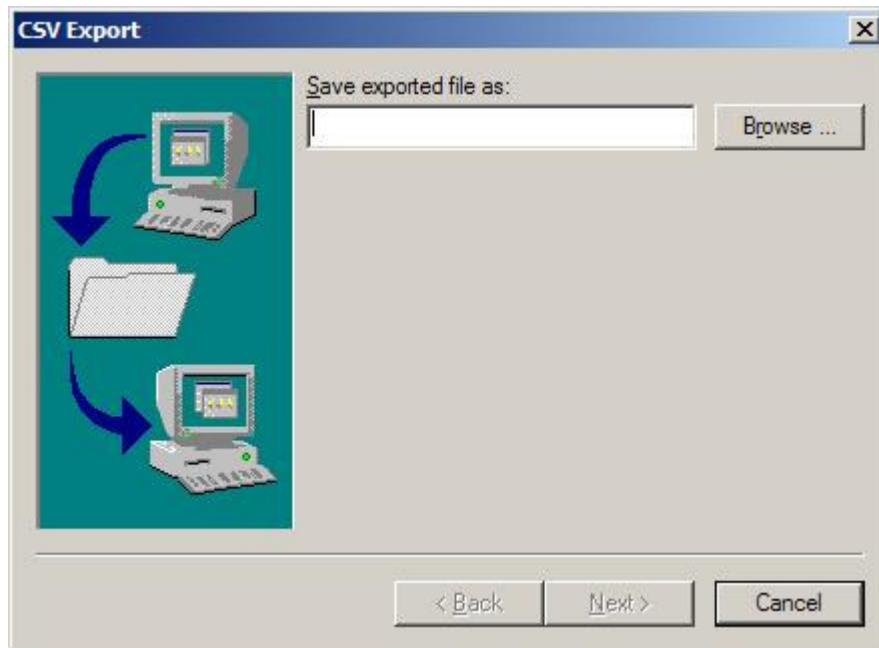
- 1) Open outlook express
- 2) Click on tools → Click Accounts → click mail → click Export
- 3) Name the exported file emailsettings.iaf and save it in my documents. (click save)

Saving existing address book:

If outlook express is not open, open outlook express

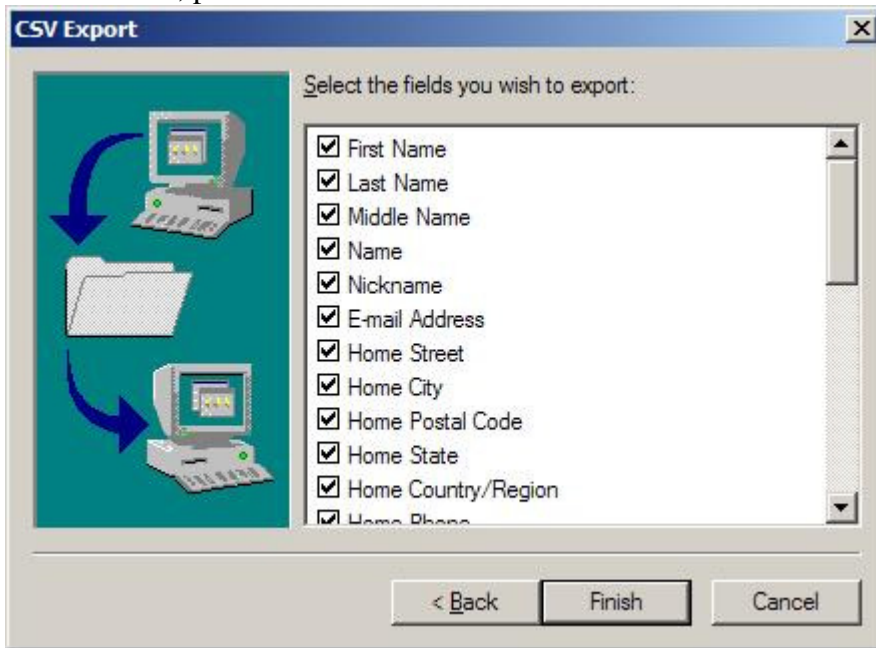
- 1) click file → click export → Address book → select (click on) Text File (comma Separated Values) → click Export button

Click the browse button



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Browse to my documents , in the file name box call the file address book and click save , click NEXT , put a check next to each field :

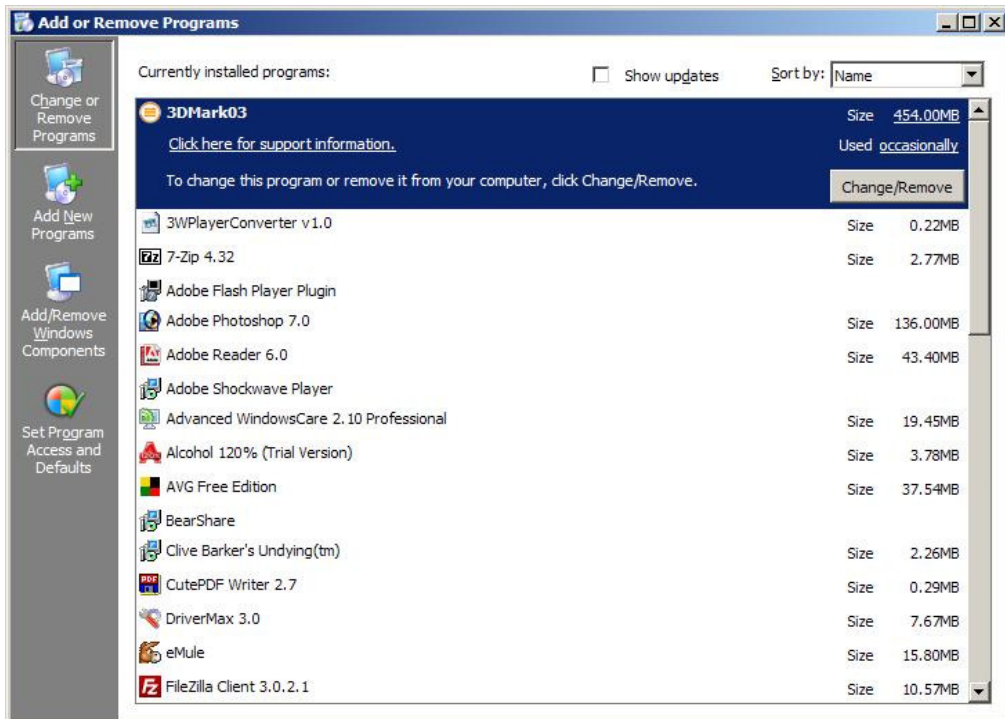


Click finish. If the Address book export tool is still open click close. Close Outlook express.

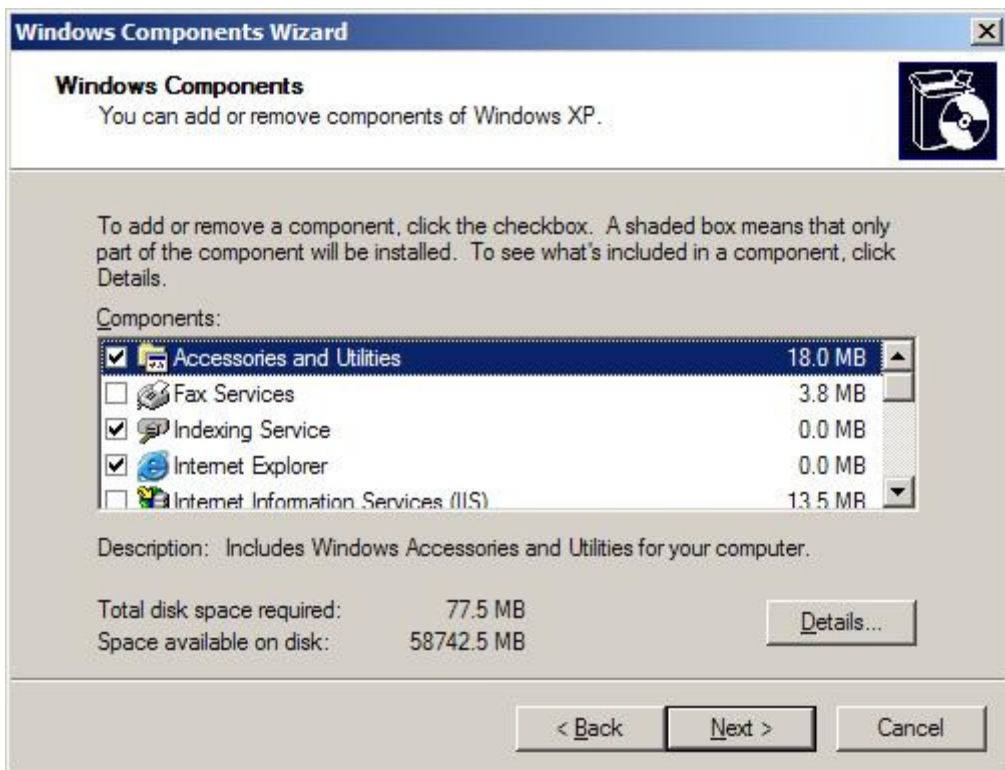
Process 2 uninstalling outlook express:

1) in windows click start → click control panel → click add remove programs....

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Click add/remove Windows components on the left of this menu...



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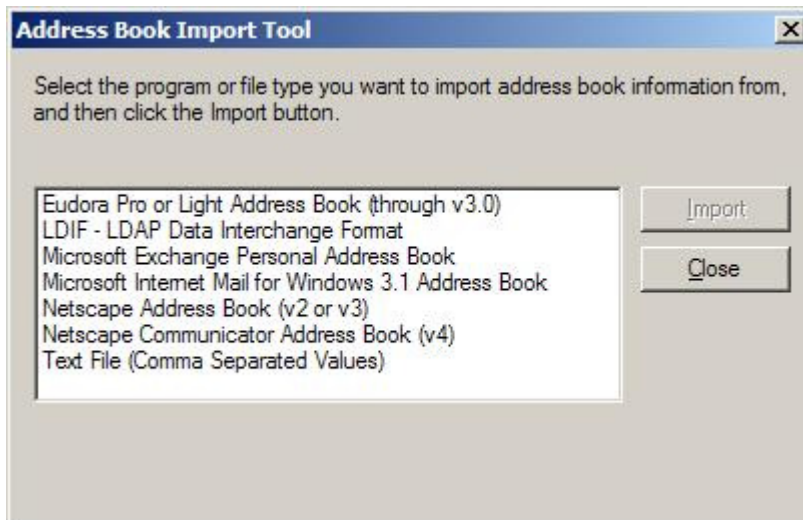
- 3) Scroll down on this screen till you locate outlook express ...
 - 4) Click the check box next to it , to uncheck it...
- Click NEXT→; it will now uninstall outlook express...
- Click FINISH.
- 5) AT this point in time you should reboot windows , (the system doesn't ask for a reboot)

Installing outlook express

- 1) navigate to your control panel again
- 2) go to add remove programs
- 3) click on add remove windows components
- 4) scroll down to out look express
- 5) This time put a tick next to outlook express
- 6) Click next, it might ask you for your WINDOWS CD...put it in if it does...
- 7) It now installs outlook express.
- 8) Click finish.
- 9) Reboot (the system doesn't ask for it)

Importing settings back into Outlook express

- 1) Open outlook express
- 2) Some times one doesn't need to re –import everything as the system keeps settings from time to time, if this is not the case follow the steps...
- 3) Click file→ click import→click **OTHER ADDRESS BOOK (not address book)**



- Select the last option “Text file”(comma separated Values)
- Click import→ click the browse button to navigate to my documents →
- Select address book.csv that we saved earlier → click open→ click Next→ click finish.

Now click tools → accounts → click import on the left → browse to my documents → select emailsettings.iaf → click open → now you can close that window once its done...

Your outlook express should now be functioning again.