
AJSystems.com Knowledge Base

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Using this KnowledgeBase

To begin using this knowledge base you have two options:

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The categories are listed on the left. If you are looking for something specific try the search box or click on advanced search for a more in-depth search query.

If you need help in something that the KnowledgeBase does not contain or you are unable to find what you are looking for, feel free to "Contact Us".

Using AJSystems Programs

Tips and Answers on usage of programs from AJSystems.com

Is Windows Vista supported

The following programs have been updated specifically for use in Windows Vista:

Eazy Backup 4
Express Assist 9
OutBack Plus 6

The following programs will not work with Vista as they are designed for use with Outlook Express. Outlook Express is not available on Windows Vista. We will supply a similar programs designed for Windows Mail.

OE Quick Tools 4
OE Duplicate Remover

PrintScreenWorks will run with Windows Vista as long as the properties are set to run in XP Compatibility mode.

Is Windows XP SP3 supported?

Yes - all of our programs work fine with Windows XP - SP3.

Amigo! Pro

Amigo! Specific FAQ's

What happened to Amigo?

We removed Amigo! Pro links from our site as we have not had time to do new development on

the program for some time.

We still use it daily ourselves and we provide support for the program, of course.

The setup file for the last build of Amigo! Pro 5 is available from:
<http://ajsystems.com/files/ap5setup.exe>

BackDora

BackDora Specific Questions

What has happened to BackDora?

Question: I have been using BackDora regularly since buying it. Did you cease offering it for Eudora Pro email users?

Answer: We no longer offer the BackDora program. We do, however, include a full backup and restore for Eudora users within our Eazy Backup program.

Registered BackDora users receive a discount on the purchase of Eazy Backup (See web page: <http://www.ajsystems.com/eazybackup/ezbupgrades.html>).

Although we are no longer selling BackDora, we continue to support all users.

The last build of BackDora is version 2.9 rev 0. Current Backdora users may upgrade to this version at no charge. The setup file is available at: <http://ajsystems.com/files/bdsetup.exe>

Backups - General

General questions on the Backups

Backup of Microsoft Business Contact Manager (BCM) database

The Microsoft Business Contact Manager (BCM) database is managed by an SQL service which will lock the database. The AJSystems backup programs (OutBack Plus and Eazy Backup) can pause the SQL server to allow the backup to be made. This is done automatically. However, the backup must be run with Administrator Privileges for this to be successful. On Vista - user accounts do not have this elevated privilege level by default.

The backup can be done as follows:

- 1 - right click on the program icon (e.g. OutBack Plus 6).
- 2 - choose "Run as Administrator"

This provides the elevated privilege level temporarily.

You may alternately:

- 1 - right click on the program icon (e.g. OutBack Plus 6).
- 2 - choose "Properties"
- 3 - select the "Compatibilities" tab
- 4 - set the option "Run as Administrator"

5 - click "OK"

Does Eazy Backup do everything that is done by Express Assist?

Express Assist is designed specifically for use with Outlook Express, Windows Mail and Windows Live Mail.

Eazy Backup includes backup support for the above programs - plus support for many other popular applications.

The Eazy Backup support for Outlook Express / Windows Mail / Windows Live Mail includes:

- ** backup of a single Outlook Express Identity (most users have only one OE Identity).
- ** restore of all mail folders or selected mail folders
- ** transfer of Outlook Express mail from XP to Windows Mail or Windows Live Mail on Vista
- ** Backup and restore of Windows Mail
- ** Backup and restore of Windows Live Mail

Express Assist has more Outlook Express / Windows Mail / Windows Live Mail oriented features including:

- ** backup and restore of multiple Outlook Express identities at one time
- ** restore of all mail folders or selected mail folders (as in Eazy Backup)
- ** restore of selected messages
- ** search for messages in the backup
- ** view messages without restoring
- ** backup and restore of Windows Mail (in EA9)
- ** backup and restore of Windows Live Mail (in EA9)
- ** transfer of Outlook Express mail from XP to Windows Mail on Vista (also in Eazy Backup)
- ** transfer of Windows Mail on Vista to Outlook Express mail from XP

If your main interest is a disaster recovery type backup - then Eazy Backup is quite suitable. However, if you need advanced support for Outlook Express, Windows Mail and Windows Live Mail - then Express Assist will be a better choice.

Does Eazy Backup do everything that Outback Plus does?

OutBack Plus is designed specifically for users of Microsoft Outlook.

Eazy Backup includes backup support for Microsoft Outlook - plus support for many other popular applications.

All of the functions in OutBack Plus 6 are included in Eazy Backup (although the implementation is different in each case).

OutBack Plus 7 includes some Outlook oriented functions that are not (currently) in Eazy Backup (e.g. cross profile restore, and preliminary support for Outlook 2010).

Hence, Eazy Backup is a more general purpose Application Data Backup and Restore program while OutBack Plus is more focused on Microsoft Outlook.

How do I change where my backup is saved?

Applies to: Express Assist, OutBack Plus, Eazy Backup

Example:

I have my backup saved to a folder on my "E" drive. How can I change it to save on the "D" drive?

Answer:

At the last step of the backup - just before you click "Backup now" - look to the top right of this window for the "Browse" button. Click "Browse" to select a new location for the backup file.

NOTE:

If you are saving to a CD - refer to the notes on CD writing in this knowledge base.

How do I save the Backup to CD's or DVD's?

Direct saving of the backup files to CD or DVD disk is supported as long as the disks have been pre formatted to accept direct file writes. You will need to have some type of CD/DVD software installed on your system that makes your CD/DVD drive act as a standard drive.

On Windows Vista, this capability is built-in to the operating system. No third party program is required. Prepare the CD as follows:

- insert a blank CD
- select the "Burn Files to Disk" option
- click the "Show formatting options" button
- make sure that the "Live File System" is selected
- click Next and wait for the CD to be formatted
- once the format is done - the CD is ready to accept backup files
- when done - locate the CD drive in the list of drives (in the My Computer window)
- right click on the CD drive and choose "Eject". NOTE: even though Windows Vista indicates that it is 'closing' the session so that the CD may be read on other machines, the CD may NOT be usable on a non VISTA machine.

Other (modern) machines (not running Vista) are usually supplied with software to support this function. The most popular software packages are:

Roxio "Easy CD Creator" -- Later versions (i.e. version 6 and 7) of the "Easy CD Creator", include a function called "Drag-To-Disc". The "Drag-To-Disc" allows all other programs on the system to save data directly to a CD-R, CD-RW, DVR-R or DVD-RW disk. It is used as follows:

1. -- insert a blank disk
2. -- if Windows shows a window asking what to do - "cancel" this window.
3. -- look for the "Drag-To-Disc" window (lower right corner of the screen).
4. -- right click on this window
5. -- choose "Format"
6. -- wait until the format is done.

You are now ready to save data files directly to the CD or DVD drive.

Roxio "Easy CD Creator" -- Legacy versions (prior to version 6) are supplied with with a module named "DirectCD" which performs the functions similar to "Drag-To-Disc". The "DirectCD" module is started from the "Data Project" selection on the Roxio project selector. Note: DirectCD Version 5 was very problematic on Windows XP. You MUST have the latest release of version 5 to operate reliably on Windows XP.

Nero Burning Rom -- Most versions of NERO are supplied with a module named "InCD" which provide the direct write support. "InCD" requires that you use CD-RW, DVD+RW or DVD-RW disks only.

When you start your computer, InCD starts automatically. There is no link to InCD in the Programs folder. The InCD icon appears in the system tray, which is usually in the bottom right-hand corner of the screen. The InCD icon shows information about the CD, which is currently in the drive, or about the drive itself. You must format unformatted discs before you can use them with InCD.

Sonic RecordNow Max -- The Sonic product includes a module named "DLA" (Drive Letter Access). The DLA module provide the required functionality. You must format the discs before you can use them with DLA.

DLA is supplied with many machines under other brand names. It may even be supplied under the machine manufacturer's name.

Windows XP Users Note: Windows XP includes built-in functionality to use CD media as a destination to write files to within Windows Explorer. This functionality is only included for Windows Explorer. This does not allow other applications to write to the CD/DVD.

If you do not have the direct write software (as above), you can still save the backup file to the CD/DVD by:

1. Make a backup to some temporary location on your hard drive (say c:\MyBackup).
2. Copy the completed backup file to the CD using the software supplied with the Windows XP or the CD/DVD drive.

An excellent reference for XP users is: Burning CDs in Windows XP

How often should I do a backup?

We recommend the following:

Regular Backup - Make a backup regularly. You never know when you will need one. The AJSystems.com backup programs all include a reminder function for just this purpose.

Cycle the Backup - If you use re-recordable media (e.g., a zip disk) do not rely on one backup disk. Use a set of backup disks. For example, use three sets (labelled A, B, C). Make a backup on set A, then on set B, and then on set C. Restart again using set A, then B, etc. This way, if the media goes bad (not impossible at all), you still have the prior backup available.

Use CD if possible - CD's are inexpensive and, if handled properly, very reliable.

Keep the Backup Safe - The backup file (or at least one copy from a set) should be kept away from the computer, preferable off site. A backup disk that is in the computer that is stolen is not very much good.

Where should I save the Backup File?

The AJSystems.com backup programs will make a backup on most media available on your computer. This includes removable disk drives, fixed disk drives, CD or DVD Disks, and networked drives.

Removable Drives - Removable drives are typified by the venerable Iomega "ZIP" drive. Today, removable disks are more likely to be available as a USB drive. The USB 2.0 interface is reliable and very fast.

USB Thumb Drives / Memory Sticks - Small memory based "drives" are available with reasonable capacities (e.g. 4gb). These devices are relatively slow but may certainly be used as a backup device. NOTE - most "Memory Stick" devices have very low access speeds. Saving to a "Memory Stick" can take 10 to 20 times as long as saving to a real disk. All of our backup programs have an option to save the data to the main drive and then make a copy to a second location (i.e. make a copy to the "Memory Stick"). This should be done when using a slow device.

CD and DVD Disks - Most modern PC's include a CD or DVD writer. The CD and DVD media is quite reliable - though slower than a removable disk drive. See the article How do I save the Backup to CD's or DVD's? for additional information.

Networked Drives - If you have multiple PC's you may also save the backup to a drive on another machine. We recommend that you create a mapped drive to the remote machine for this

purpose.

Diskettes - While diskettes may be used, they are virtually obsolete and far from ideal. The capacity of a diskette is quite limited. However our backup files will allow the backup to 'span' multiple diskettes. In our experience, diskettes fail more often than other media. It appears as if the failure is directly related to the importance of the data on the diskette.

Regardless of the media chosen, we recommend that you try to use media which is large enough to accomodate the backup file in it's entirety if possible. This is not mandatory but it does make operations much easier.

Eazy Backup

Eazy Backup \ "How TO\'s\ " and FAQ\'s

Can I view a file in the backup?

Q. I have a backup which I saved to a CD-R disk. How can I look at one document in the backup?

A. In general, you can look at any document (or file) in the backup as long as the your machine has a program which will allow you to view the document (or file). For example, you can view a "Word" document (.doc file) with Microsoft Word.

To view a document (file) do the following:

- Run Eazy Backup
- Select "Restore"
- Browse to find the backup file (perhaps on your CD drive)
- Select the backup file and "Open" it
- After Eazy Backup loads the list showing the contents of the backup, find the file you wish to view. (Hint - type "ctrl + F" to bring up a search window to find the file.)
- Right click on the file (document) you wish to view.
- If the file (document) has an associated program (e.g., Word) you will see "Open With" (e.g., "Open with Word"). Select this to view the file (document).

Eazy Backup Engine has stopped working

When starting Eazy Backup under Windows Vista™, you may receive a messgce like: "Eazy Backup Engine has stopped working" -- as below:



This will occur for older versions of Eazy Backup running on Vista.

If you are using Eazy Backup 4 - go to the Eazy Backup downloads page ; download the current setup file for Eazy Backup 4; and run the ezb4setup file to update your copy of Eazy Backup.

If you are using an earlier version of Eazy Backup - then see: "Data Execution Prevention" (DEP) in Windows Vista for more information.

How can I get the setup for a prior version of Eazy Backup

The setup file for the current version of Eazy Backup is always available from the Eazy Backup downloads page.

Setups for prior versions are available from:

Eazy Backup 4 - <http://ajsystems.com/reguser/ezb4setup.exe>

Eazy Backup 3 - <http://ajsystems.com/reguser/ezb3setup.exe>

Eazy Backup 2 - <http://ajsystems.com/archive/ezb2setup.exe>

Eazy Backup 1 - use the Eazy Backup 2 setup

If you have lost your product registration, please contact us. To expedite matters, please supply as much information as you can about your order.

How do I backup an Application that is not listed?

Q. Eazy Backup includes backup and restore logic for a large number of applications. But my favorite application is not listed. How can I include the data for the new application?

A. You can easily create a backup for any application if you know where the application stores the data. You can usually see where the data is stored by observing the program when you do a "File" - "Save", or a "File" - "Open".

Once you know where the data is located, follow the instructions in the Eazy Backup "Help" documentation under "Personal Backup Definitions". The first time you make a "Personal

Backup Definition", the program will warn you that this is for advanced users. It is not terribly difficult (assuming you take the time to read the Help documentation) and it is quite powerful.

If you need assistance, please send a note to support@ajsystems.com

How do I schedule the backup to run at night?

Q. I want to run the backup at night when I am not using the machine. How is this done?

A. Eazy Backup includes an easy-to-use Scheduler utility to run the backup anytime you like. To setup a scheduler, do the following:

Run Eazy Backup
Go to the Eazy Backup menu "Tools" - "Schedule Backups"
Enter the details for the schedule
Save the schedule.

Note: The scheduled can only be run if the machine is on and you are logged on at the scheduled time. If the machine is not on, the scheduled backup will take place as soon as it can be done after the scheduled time.

How to close IncrediMail automatically to do a backup

When doing scheduled backup of IncrediMail, you must ensure that IncrediMail is closed prior to beginning the backup.

Alternately, you may configure Eazy Backup to attempt to close IncrediMail at the beginning of the backup, as follows:

```
v\:* {  
  [ ]BEHAVIOR: url (#default#vml)  
}  
v\:* {  
  [ ]BEHAVIOR: url (#default#vml)1 - run Eazy Backup
```

2 - If you want to close IncrediMail every time a backup is done then go to menu "Options" - "Close & Start Programs".

Or, if you wish to close IncrediMail only when running a specific Job, then:

a - Go to Eazy Backup menu "Tools" - "Manage Jobs"

b - Select the Job being used for the save of IncrediMail

c - Click "Job Options"

d - Click "Close Programs"

e - Un-Check the box: Use the Global Setting for "Close and Start Programs"

f - Click "Set Close Program Options..."

3 - click "Add Item"

4 - enter:

Program Name/Title: IncrediMail Mail
Exe Name: IMApp.exe
Check the [] "Close this program...." box

Check the "Kill this program...." box
Check the "Start this program...." box

5 - click "Save"

6 - click "Add Item"

7 - enter:

Program Name/Title: IncrediMail
Exe Name: Incredimail.exe
Check the "Close this program...." box
Check the "Kill this program...." box
Check the "Start this program...." box
8 - click "Save"

9 - click "Add Item"

10 - enter:

Program Name/Title: IncrediMail Notify
Exe Name: IMnotify.exe
Check the "Close this program...." box
Check the "Kill this program...." box
Check the "Start this program...." box

11 - click "Save"

12 - make sure the items in the list are arranged so that they are in order:

IncrediMail Mail
IncrediMail
IncrediMail Notify

13 - make sure that all three items are checked

14 - click "Save All"

Note: If you are in the middle of composing a message when the automatic close is done, you will lose the content of the message being created.

How to close MailWasher Pro to do an unattended backup

MailWasher Pro may lock some files which will prevent the backup from continuing.

Eazy Backup can be set to close, and optionally restart, MailWasher Pro as follows:

1 - run Eazy Backup
2 - Go to menu "Options" - "Close and Start Programs" (or menu "Tools" in Eazy Backup version 2).
3 - click "Add Item"
4 - enter: Program Name: MailWasher
EXE Name: MailWasher.exe

Window Caption: MailWasher Pro

- 5 - make sure that there is a check beside "Close....."
- 6 - Optionally check the "Start..." box
- 7 - click "Save"
- 8 - Make sure that MailWasher is checked in the list of items
- 9 - Make sure that MailWasher is above Outlook in the list of items
- 10 - Click "Save All"
- 11 - Click "Close"

Then, when you do the backup - MailWasher will be closed automatically to allow the backup to proceed.

How to easily backup "My Documents" without "My Pictures"

NOTE: this applies to Eazy Backup versions 2 and 3. The function is already built-in to version 4.

Eazy Backup contains pre-programmed logic to backup (and restore) your "My Documents" folder. By default, "My Documents" contains the "My Pictures" folder as well.

You can make a "Personal Backup Group" for "My Documents" without "My Pictures" as follows:

- 1 - run Eazy Backup
- 2 - click "Backup"
- 3 - select the "My Documents" group in the list of applications
- 4 - click "Clone Group"
- 5 - enter a name for the group (say: "MyDocs")
- 6 - enter a description (say: "My Documents - No Pictures")
- 7 - click "OK"
- 8 - click the "Include All Sub Folders" (at step 3 of this window)
- 9 - select "Exclude Selected Folders"
- 10 - a list of folders in "My Documents" will be shown - check the "My Pictures" folder.
- 11 - click "Apply" and "Apply"

You now have a new group to backup "My Documents" without the "My Pictures" folder.

How to easily backup "My Pictures" only

NOTE: this applies to Eazy Backup versions 2 and 3. The function is already built-in to version 4.

Eazy Backup contains pre-programmed logic to backup (and restore) your "My Documents" folder. By default, "My Documents" contains the "My Pictures" folder as well. You can make a "Personal Backup Group" for My Pictures as follows:

- 1 - run Eazy Backup
- 2 - click "Backup"
- 3 - select the "My Documents" group in the list of applications
- 4 - click "Clone Group"

-
- 5 - enter a name for the group (say "My Pictures")
 - 6 - enter a description (likely also "My Pictures")
 - 7 - click "OK"
 - 8 - click the "Include All Sub Folders" (at step 3 of this window)
 - 9 - select "Include Selected Folders"
 - 10 - a list of folders in "My Documents" will be shown - check the "My Pictures" folder.
 - 11 - click "Apply" and "Apply"

You now have a new group to backup just the "My Pictures" folder.

NOTE: - You should NOT do a backup including the "My Documents" group and the "My Pictures" group as the "My Pictures" folder would show twice.

Express Assist

Express Assist Specific FAQ's

Can I install Express Assist on two computers?

Q. Can Express Assist be loaded on two computers to allow for keeping both computers OE files alike without purchasing a second EA program?

A. Yes - you are allowed to install Express Assist 10 on three computers for a single license fee - as long as the machines are for your own personal use. If you use EA 10 in a business environment, then you require a separate license for each machine.

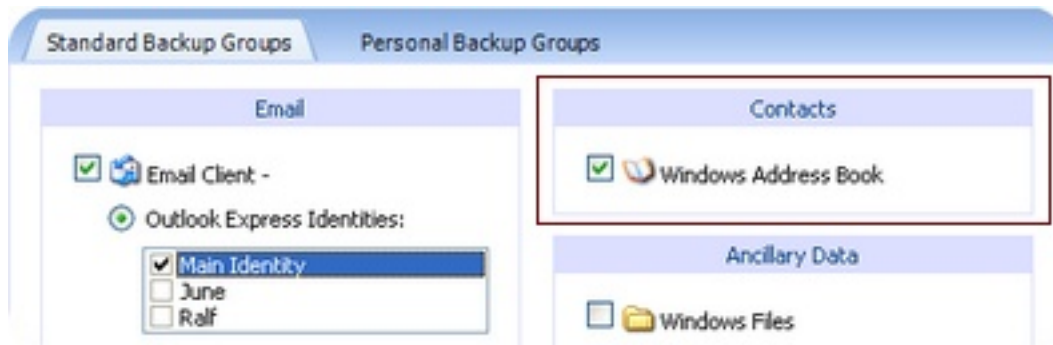
Contacts - Destined to confuse?

Microsoft has used multiple different, often incompatible, methods to store contact information which can create some measure of confusion. This note describes the Contact type items in use with Outlook Express, Windows Mail, and Windows Live Mail.

Windows Address Book (WAB)

The Windows Address Book (WAB) is used with Outlook Express on all versions of Windows prior to Windows Vista.

In Express Assist 10 - the WAB is selected for backup as shown below:



The WAB may be transferred to "Windows Contacts" on Windows Vista or a Windows 7 machine as described in this KB Note

The WAB may be transferred to new machine running Windows Live Mail (into Windows Live Contacts) as described in this KB Note

Windows Contacts

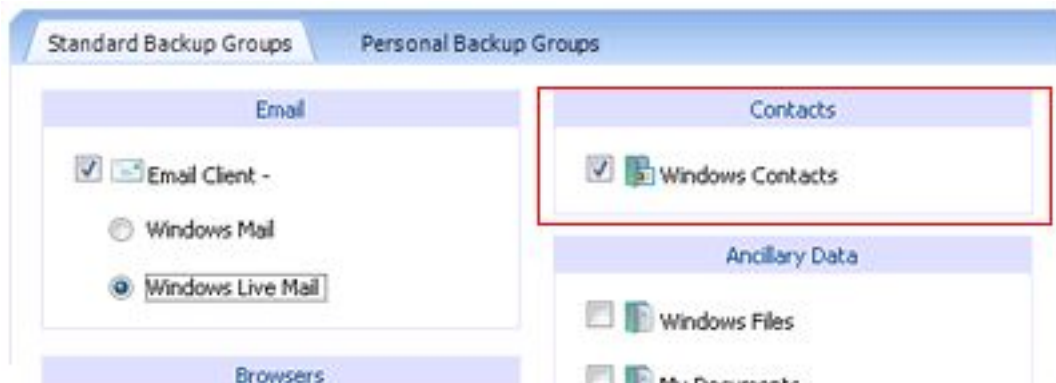
"Windows Contacts" is used on Windows Vista and Windows 7.

"Windows Contacts" is a folder - named "Contacts" - that is accessible from Windows Explorer. The "Windows Contacts" folder exists regardless of the email client program being used.

The "Contacts" in "Windows Mail" is a reference to the user level "Contacts" folder. Hence - modifying a "Contact" in "Windows Mail" also modifies the contact item in the "Contacts" folder.

The "Windows Contacts" are not used by "Windows Live Mail"

In Express Assist 10 and Win Mail Backup 2 - the "Windows Contacts" are selected for backup as shown below:



The "Windows Contacts" may be transferred to "Windows Live Mail" as described in this KB Note.

Windows Live Contacts

The "Windows Live Contacts" (WLC) are only used by "Windows Live Mail" (WLM).

As of version 14 of WLM - the WLC are stored in a database type file.

Note - if WLM is used in conjunction with a HotMail account, the WLC are also synchronized with the "Live" server.

In Express Assist 10 and Win Mail Backup 2 - the "Windows Live Contacts" are selected for backup as shown below:



Do I have to uninstall an older version of Express Assist (EA) before upgrading to EA 10

Express Assist 10 is a completely new program. It will not interfere with the older versions of Express Assist (e.g., EA 5, EA 6, EA 7, EA 8 or EA 9).

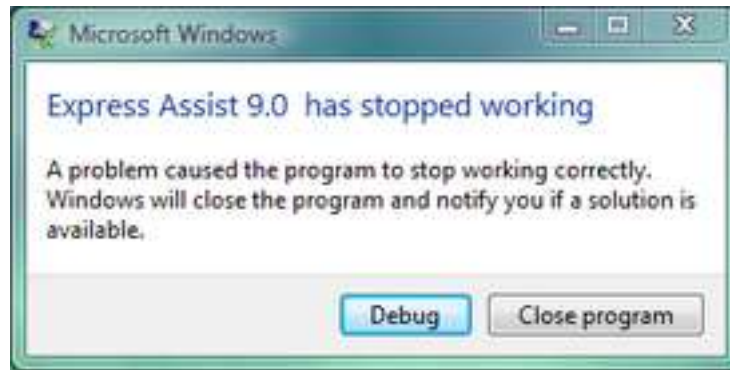
We suggest that users of Express Assist 5, 6, 7, 8 or 9 do the following

Download the setup file for Express Assist 10 from:(<http://ajsystems.com/files/ea10setup.exe>)
Save the ea10setup file to any folder you wish
Run the ea10setup to install Express Assist 10.
Run Express Assist 10 -- EA 10 will read and restore from EA 5, EA 6 EA 7, EA 8 and EA 9 backup files.

When you are comfortable with EA 10 - then uninstall the older version.

Express Assist 9 has stopped working

When starting Express Assist under Windows Vista™, you may receive a message like: "Express Assist 9 has stopped working" -- as below:



Express Assist 9 has been updated to cure this problem. Do the following:

- 1 - go to the Express Assist downloads page
- 2 - download the current setup file for Express Assist
- 3 - run the ea9setup file to update your copy of Express Assist.

Additional information is available on page: "Data Execution Prevention" (DEP) in Windows Vista

How can I get a setup for an older version of Express Assist

The setup files for the older versions of Express Assist are available at:

- Express Assist 5 - use the Express Assist 6 setup below
- Express Assist 6 - <http://ajsystems.com/archive/ea6setup.exe>
- Express Assist 7 - <http://ajsystems.com/archive/ea7setup.exe>
- Express Assist 8 - <http://ajsystems.com/archive/ea8setup.exe>
- Express Assist 9 - <http://ajsystems.com/reguser/ea9setup.exe>

How to transfer "Windows Contacts" [from Vista] to "Windows Live Contacts" [on Windows 7]

To transfer "Windows Contacts" from Vista to "Windows Live Contacts" on Windows 7 - do the following:

- 1 - download and install "Windows Live Mail" (WLM) from <http://download.live.com/wlmail>
- 2 - install Express Assist 10 (EA10) on the Vista machine
- 3 - make a backup copy of the Windows Contacts [in the "Contacts" group] on the Vista machine
- 4 - copy the backup file from step 3 to the Windows 7 machine (or to some media that can be read on the Windows 7 machine).
- 5 - install EA10 on the Windows 7 machine
- 6 - run EA10 -- click "Restore"

-
- 7 - locate the backup from step 4 and "open" it.
 - 8 - choose restore option "Restore All Mail Folders and/or Data Files"
 - 9 - select the Windows Contacts group
 - 10 - select any or all of the "Contacts"
 - 11 - click "Restore Now"
 - 12 - start "Windows Live Mail" (WLM)
 - 13 - click "Contacts" (or use menu "Go" - "Contacts")
 - 14 - on the "Contacts" window - go to menu "File" - "Import" - "Address Book for the Current Windows User"
 - 15 - finish the Import

How to Transfer "Windows Contacts" [from Vista] to XP

The Windows Contacts can be copied from Vista to XP as follows:

On Vista - open the Windows Explorer (click "Start" - "Computer").
Double-click on the "C" drive.
Double click on the "Users" folder.
Double click on your user name.
Click on the "Contacts" folder (to select it).
Look at the tool bar -- it should show an "Export" button.
Click the Export button.
Choose "CSV (Comma Separated Values)".
Click "Export".
Save the exported file to some handy folder on a device you can use on the XP machine.
Run Outlook Express on the XP machine.
Click on the "Address Book" icon (on the OE toolbar).
Go to the Address Book menu "File" - "Import" - "Other Address Book".
Choose "Text File (Comma Separated Values)".
Click Import.
Locate the file from step 10... Open it.

Import the data into the Address Book.

Note - the CSV export/import will not handle groups and it may create duplicates.

How to Transfer "Windows Live Contacts" [from Windows Live Mail] to XP

The "Windows Live Contacts" can be transferred to XP as follows:

Start "Windows Live Mail"
Click on "Contacts" to open the "Windows Live Contacts" window.
Select the Contacts you wish to transfer.
Press the F10 key (to see the full menu bar)

Go to menu "File" - "Export" - "CSV (Comma Separated Values)".
Browse to locate a folder on a device you can use on the XP machine.
Enter a name for the exported file - click "Save"

Step through the rest of the Export "Wizard" to make a copy of the "Contacts"
Run Outlook Express on the XP machine.
Click on the "Address Book" icon (on the OE toolbar).
Go to the Address Book menu "File" - "Import" - "Other Address Book".
Choose "Text File (Comma Separated Values)".
Click Import.
Locate the file from step 10... Open it.

Import the data into the Address Book.

Note - the CSV export/import will not handle groups and it may create duplicates.

How to transfer "Windows Mail" from Vista to Windows 7

The "Windows Mail" email client (WM) is only available on Windows Vista.

You may download the new Microsoft offering named "Windows Live Mail" (WLM) for use on Windows 7 (see: <http://download.live.com/wlmail>).

WLM looks similar to WM but it is a completely separate program. You may transfer WM mail messages (from Vista) to WLM (on Windows 7) as follows:

- 1 - install Express Assist 10 (EA10) on the Vista machine
- 2 - make a backup copy of the WM mail folders on the Vista machine
- 3 - copy the backup file from step 2 to the Windows 7 machine (or to some media that can be read on the Windows 7 machine).
- 4 - install EA10 on the Windows 7 machine
- 5 - run EA10 -- click "Restore"
- 6 - locate the backup from step 3 and "open" it.
- 7 - choose restore option "Restore All Email Folders and/or Data Files"
- 8 - select the "Windows Mail" group (on the left)
- 9 - select all of the Mail folder items and the mail index data base
- 10 - click "Restore Now" -- the EA10 program will restore the WM mail messages
- 11 - start "Windows Live Mail" (WLM)
- 12 - go to menu "File" - "Import" - "Messages"
- 13 - select "Windows Mail", click "Next"
- 14 - the proper location will already be filled in, click "Next"
- 15 - select all of the mail folders you wish to import (hint: hold the control key or shift key while selecting multiple folders)
- 16 - finish the import

Notes:

The import process will place the WM mail folders under an "Imported Folder" in WLM . That is, the WM Inbox messages will not appear in the WLM Inbox, etc. This is not a bug in EA9. This is just how Windows Live Mail handles the import. You may re-arrange the mail folders after the import using "drag and drop".

The Windows Contacts can also be transferred to Windows Live Contacts as described in this

related article.

How to transfer Outlook Express mail to Vista or Windows 7

Windows Vista is supplied (as a standard feature) with a new mail program "Windows Mail" (WM). WM is not available for Windows 7.

You may download a new Microsoft offering named "Windows Live Mail" (WLM) for use on Vista or Windows 7 (see: <http://download.live.com/wlmail>).

WM and WLM are similar to "Outlook Express" (OE). However, WM & WLM use a completely different method for the storage of the email messages.

You may transfer OE mail messages to WM or WLM as follows:

- 1 - install Express Assist 10 (EA10) on the machine running Outlook Express (XP, W98, etc)
- 2 - make a backup copy of the OE mail folders on the OE machine
- 3 - copy the backup file from step 2 to the target machine - Vista or Windows 7 (or to some media that can be read on the target machine).
- 4 - install EA10 on the target machine
- 5 - run EA10 -- click "Restore"
- 6 - locate the backup from step 3 and "open" it.
- 7 - choose restore option "Restore all email folders for import"
- 8 - select all of the items in the Outlook Express "Identity"
- 9 - Click "Restore Now" -- EA10 will place a copy of the mail from the OE machine into a folder in your "Documents" folder on the target machine. The exact folder name will be shown in the Restore Log (shown at the end of the restore).
- 10 - Run WM or WLM on the target machine
- 11 - Go to menu "File" - "Import" - "Messages"
- 12 - Select the messages to import "Microsoft Outlook Express 6" -- Next
- 13 - Click the "Browse" button to locate the folder shown in the Restore Log. Select this folder.
- 14 - Finish stepping through the message import wizard to import the mail.

Notes:

The import process will place the OE mail folders under an "Imported Folder" in WM or WLM. That is, the OE Inbox messages will not appear in the WM/WLM Inbox, etc. This is not a bug in EA10. This is just how Windows Mail and Windows Live Mail handle the import.

When importing to WM or WLM - you will need to browse to locate the OE messages store (the copy of the OE messages transferred by EA10). On some systems, you may receive the cryptic message that "there are no messages available for import". In this case, be sure that you have selected the folder as shown in the EA10 restore log. If you have your explorer options set to work with a "single click" - you may need to alter the setting (temporarily) to operate in the historical "double click" mode to be able to properly select the import folder.

The settings information (e.g. message rules) can not be transferred between mail programs.

The Outlook Express Contacts (i.e. the Windows Address Book) can also be transferred to "Windows Contacts" on Vista or Windows 7 as described in this related article.

To transfer the "Windows Address Book" to "Windows Live Contacts" (as used with Windows Live Mail) see this related article.

How to transfer the "Windows Address Book" to "Windows Contacts" on Vista or Windows 7

On Windows Vista and Windows 7 the "Windows Address Book" (WAB) has been replaced with "Windows Contacts" (WC).

The "Windows Contacts" are stored in a folder which is accessible from Windows Explorer. On Windows Vista - the "Windows Contacts" are also accessible from "Windows Mail".

Note: The "Windows Contacts" information is not used by "Windows Live mail"

You may transfer WAB contacts to WC as follows:

- 1 - install Express Assist 10 (EA10) on the machine running Outlook Express (XP, W98, etc)
- 2 - make a backup copy of the Windows Address Book. Note - within EA10, the WAB is contained in a separate backup group. In earlier versions of EA - the WAB was in the "Windows Files" group.
- 3 - copy the backup file from step 2 to the Vista machine (or to some media that can be read on the Vista machine).
- 4 - install EA10 on the Vista machine
- 5 - run EA10 -- click "Restore"
- 6 - locate the backup from step 3 and "open" it.
- 7 - choose restore option "Restore or View Data Files"
- 8 - locate the WAB item.
- 9 - check the WAB to be restored
- 10 - click "Restore Now" -- Express Assist will place a copy of the WAB from the OE machine into a folder in your "Documents" folder. It will be named: RestoredAddressBook.
- 11 - go to menu "Start" - "All Programs" - "Windows Contacts"
- 12 - click the Import button (on the tool bar)
- 13 - select "Windows Address Books File"
- 14 - click "Import"
- 15 - select the "RestoredAddressBook" file
- 16 - "Open" it to do the Import

How to transfer the "Windows Address Book" to a new machine running "Windows Live mail"

To transfer the "Windows Address Book" from XP to new machine running "Windows Live Mail" - do the following:

- 1 - download and install "Windows Live Mail" (WLM) from <http://download.live.com/wlmail>
- 2 - install Express Assist 10 (EA10) on the XP machine
- 3 - make a backup copy of the Windows Address Book [in the "Contacts" group] on the XP machine

-
- 4 - copy the backup file from step 3 to the machine running Windows Live Mail.
 - 5 - install EA10 on the machine running Windows Live Mail.
 - 6 - run EA10 -- click "Restore"
 - 7 - locate the backup from step 4 and "open" it.
 - 8 - choose restore option "Restore All Mail Folders and/or Data Files"
 - 9 - select the Contacts group
 - 10 - Check the WAB file item
 - 11 - If the option is present (on the right) to restore to an alternate location - check this option.
 - 12 - click "Restore Now"
 - 13 - start "Windows Live Mail" (WLM)
 - 14 - click "Contacts" (or use menu "Go" - "Contacts")
 - 15 - on the "Contacts" window - go to menu "File" - "Import" - "Windows Address Book"
 - 16 - Locate the file "RestoredAddressBook" item in the "Documents" folder -- "Open it"
 - 17 - finish the Import

How to transfer the Windows Address Book to Windows Live Mail

"Windows Live Mail" [WLM] includes a "Contacts" section. In the current release of WLM - the "Contacts" are referred to as "Windows Live Contacts" [WLC].

To transfer the Windows Address Book [WAB]. To transfer the WAB to WLC - do the following:

- 1 - install Express Assist 9 (EA9) on the machine running Outlook Express (XP, W98, etc)
- 2 - make a backup copy of the WAB. Note - the WAB is contained within the EA9 "Windows Files" backup group.
- 3 - copy the backup file from step 2 to the machine running WLM (or to some media that can be read on the WLM machine).
- 4 - install EA9 on the "target" machine
- 5 - run EA9 -- click "Restore"
- 6 - locate the backup from step 3 and "open" it.
- 7 - choose restore option "Restore or View Data Files"
- 8 - locate the WAB (in the "Windows Files" backup group).
- 9 - check the WAB to be restored. (If the target machine is an XP machine - then check the box to restore the Address Book for Import).
- 10 - click "Restore Now" -- the program will place a copy of the WAB from the OE machine into a folder in your "Documents" folder on the target machine. It will also then show a step-by-step instruction on how to import the WAB into Windows Contacts on Vista. Close this help tips window.
- 11 - run Windows Live Mail
- 12 - click on the "Contacts" item (lower left on the WLM window).

13 - go to the "Contacts" menu "File" - "Import" - "Windows Address Book"

14 - Look in the "Documents" folder for the "Restored Address Book.wab" (note - the ".wab" will not show with the default Windows settings)

15 - select the "Restored Address Book" file and "Open" it

16 - finish the Import wizard steps to import the Contacts.

How to transfer Windows Live Mail between two machines

Windows Live Mail (WLM) can be used on XP, Vista, and Windows 7.

To transfer WLM and associated data between two machines do the following:

1 -install Express Assist 10 (EA10) on the first machine

2 - Make a backup copy of the WLM mail folders, data base and settings

3 - Save the backup to some media that can be used on the second machine

4 - Make sure that WLM is installed and configured for use on the second machine.

Hint - you can configure WLM without downloading email by ensuring that the machine is not connected to the Internet while WLM is being configured.

5 - Install Express Assist 10 (EA10) on the second machine

6 - Run EA10 and select "Restore"

7 - Locate the backup from step 3 -- "Open" it

If the second (target) machine is Vista or Windows 7 - then proceed with step 7.

If the target machine is XP and the first (source) machine was Vista or Windows 7 - then proceed with step 11

8 - Click the "Restore All Mail Folders....." function

9 - Select the "Windows Live Mail" group and all of the Windows Live Mail items -- as shown below:

10 - Finish the Restore.

11 - Click the "Restore all Email Folders for Import" function

12 - Select the "Windows Live Mail" group and all of the Windows Live Mail items

13 - Run WLM on the target machine

14 - Go to menu "File" - "Import" - "Messages"

15 - Select the messages to import "Windows Live Mail" -- Next

16 - Click the "Browse" button to locate the folder shown in the Restore Log. Select this folder.

15 - Finish stepping through the message import wizard to import the mail.

Notes:

The import process will place the imported mail folders under an "Imported Folder" in WLM. That is, the source Inbox messages will not appear in the standard WLM Inbox, etc. This is not a bug in EA10. This is just how the Windows Live Mail handles the import.

How to Transfer Windows Mail or Windows Live mail to Outlook Express

Express Assist 10 may be used to transfer mail messages from Windows Mail [WM] or Windows Live Mail [WLM] using one of the following methods:

A - Use the "Restore all Messages for Import"

Run Express Assist 10 [EA10]

Click "Restore"

Locate the backup file containing WM or WLM messages -- "Open" it.

Click the "Restore all Messages for Import" function (even though there is no function in OE to import WM or WLM messages).

Select (check) the Mail message folders.

Finish the Restore.

Open "My Documents".

Locate the EA10Restores folder (the folder where EA10 will have restored your WM or WLM messages).

Browse in this folder -- and within the second level folder identifying the source of the messages - you will see familiar folders (like "InBox").

Select all of the messages in a folder (say the InBox).

Select the same folder within Outlook Express.

Drag the message from the "EA10Restores\....\" folder to Outlook Express and drop them into the selected folder in OE.... they will be copied into OE.

repeat steps 10 to 12 for every folder.

Note:

(a) You may find some strange looking folder names -- names with random characters on the end. This is a WM & WLM "feature". Any message folder with a name longer than 15 characters is modified to contain just the first 11 characters, a blank, and 3 random characters. But you should be able to guess what the folder represents.

(b) The folders in the EA10Restores folder may not be in the same order as you are used to seeing (in WM or WLM) as WM / WLM does not keep them in order.

(c) There is a bug in Windows Mail that results in mail messages of 0 size. These will import into OE but are useless.

B - Use the "View or Restore Selected Messages" function.

This is a bit easier than the first method but the last step is still a Drag/Drop operation. It can be a bit confusing if you have multiple folders with the same name (something that should be avoided in any case).

Run Express Assist 10 [EA10]

Click "Restore"

Locate the backup file containing WM or WLM messages -- "Open" it.

Click the "View or Restore Selected Messages" function.

Select (check) the Mail message folders.

Step through the rest of the EA10 restore wizard. At the end, you will see a list of mail folders to be restored.

Leave the EA10 window open

Run OE

Drag each of the mail folders from EA10 to the appropriate folder in OE.

What happened to "Backup Now" in Express Assist 10?

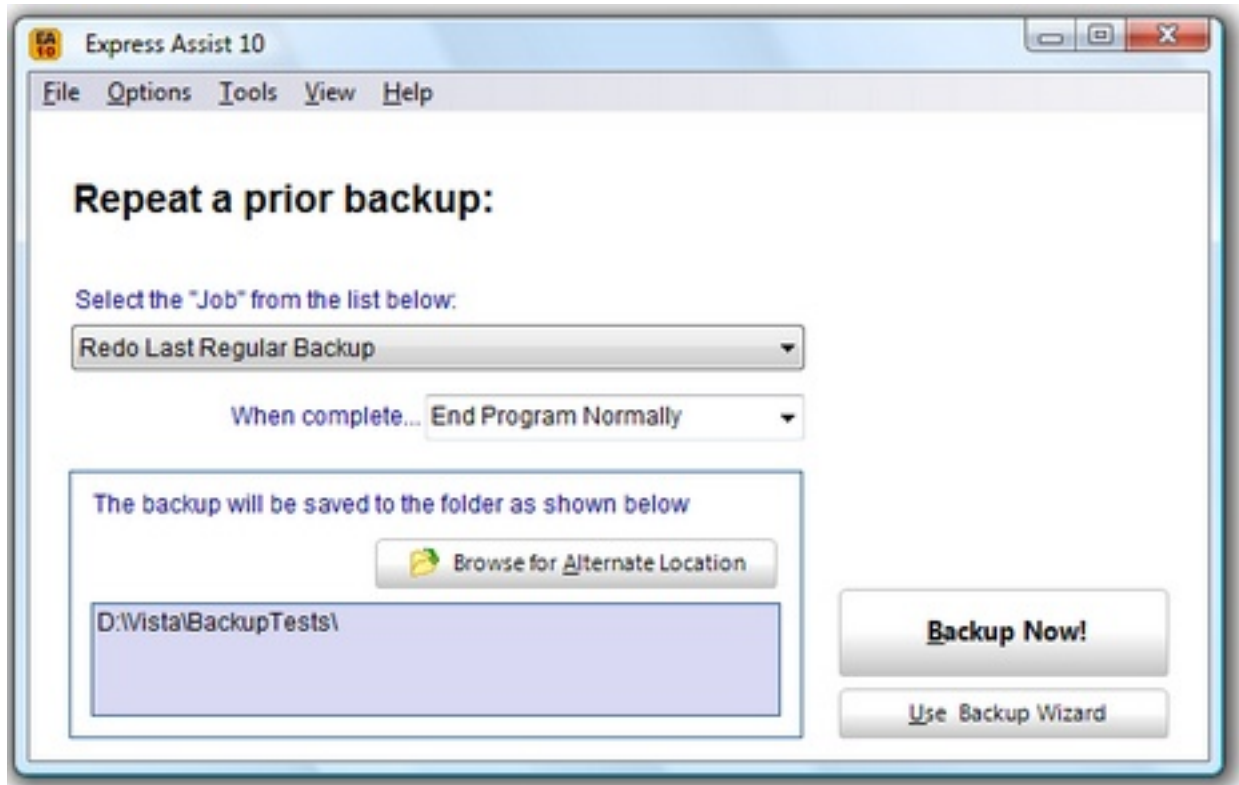
Express Assist 8 and Express Assist 9 were supplied with a desktop and start menu shortcut for a "Backup Now!" function.

The "Backup Now!" function was used to easily repeat a prior backup. It was especially useful for those that use "Jobs".

In Express Assist 10 - the same functionality is available from the main window via a "down arrow" on the "Backup" button - as shown below:



A click on the "Repeat a prior backup" button will show:



The desktop shortcut for "Backup Now!" was removed from EA10 to reduce the complexity of the program. Although it was very useful, a large number of users were confused by having two Express Assist icons on the desktop.

The former "Backup Now!" icons can be re-instated as follows:

- 1 - download from: <http://ajsystems.com/files/ea10BNowSetup.exe>
- 2 - save the ea10BNowSetup file to a handy folder
- 3 - run the ea10BNowSetup file to re-install the "Backup Now!" icons

Note:

For those that often repeat a prior backup - you may also create a shortcut to run any "Job" from the menu "Options" - "General Options" - "Jobs". This may be more useful than the "Backup Now!" function.

As of the version 10.0.2 release - there is also an option in the setup to install the "Backup Now!" icons.

Will EA 10 restore backups made with earlier versions of EA?

Express Assist 10 will restore from backups made by any prior version of Express Assist as long as the backup contains data from Outlook Express 5 or newer (OE 5.0, 5.5, or 6.x).

Will Express Assist 10 work with IE7 and IE8?

Yes, Express Assist 10 (EA10) is fully compatible with Internet Explorer 7 and 8.

With EA10, Support for Internet Explorer 8 features has been expanded to include a backup and restore of:

- ⌘ RSS Feeds
- ⌘ Accelerators
- ⌘ Web Slices
- ⌘ IntelliForms
- ⌘ Search providers

OE Quick Tools

OE Quick Tools 4 Specific FAQ's

"Send Again" & "Templates" functions stop working

The "Send Again" function and the "Templates" function of OE Quick Tools will stop functioning when the Microsoft Security Update KB911567 dated 11 April 2006 is installed.

Microsoft released a HotFix for this issue on May 31, 2006 (see: <http://support.microsoft.com/?id=918766>)

The article above requires the download of a HotFix plus a modification of the system Registry.

If you are using an English version of Windows, the HotFix plus the Registry modification can be done at one time as follows:

Download the setup file from: <http://ajsystems.com/files/ApplyHotFix918766.exe>
Save the ApplyHotFix918766 file to any folder
Run the ApplyHotFix918766 This will install the Microsoft HotFix and apply the required registry fix.

Note:

You must install the update with Administrator privileges
A restart will be required after installing the HotFix

If you are not using the English version of Windows - do as follows:

Download the language specific update from the links on web page:
<http://support.microsoft.com/?id=918766>
Save the Microsoft setup file to any folder
Run the Microsoft setup to update the system
Download the registry update from: <http://ajsystems.com/files/XUNSENT.reg>
Save the XUNSENT.reg file to any folder
Double Click on the XUNSENT file to enter the setting into the registry.

Quick Tools is "Hidden"

OE Quick Tools has an option to Hide the Quick Tools Panel and another to hide the Quick Tools icon. If you accidentally hide everything, the Quick Tools functions that do not require the Quick Tools "Panel" will still be available but you will not see the program.

To resolve this issue:

- 1 - download the small program from: <http://ajsystems.com/xfiles/QT4Reset.exe>
- 2 - save the QT4Reset program to any folder.
- 3 - run the QT4Reset program
- 4 - restart the computer.

OutBack Plus

OutBack Plus specific FAQ's

How can I get the setup for a prior version of OutBack Plus

The setup file for the current version of OutBack Plus is always available from the OutBack Plus downloads page.

Setups for prior versions are available from:

- OutBack Plus 6 - <http://ajsystems.com/reguser/obp6RSetup.exe>
- OutBack Plus 5 - <http://ajsystems.com/reguser/obp5setup.exe>
- OutBack Plus 4 - <http://ajsystems.com/archive/obp4setup.exe>
- OutBack Plus 3 - <http://ajsystems.com/archive/obp3setup.exe>

If you have lost your product registration, please contact us. To expedite matters, please supply as much information as you can about your order.

OutBack Plus has stopped working

When starting OutBack Plus under Windows Vista™, you may receive a message like: "OutBack Plus has stopped working".

This will occur for older versions of OutBack Plus running on Vista.

If you are using OutBack Plus 6 then:

- 1 - go to the OutBack Plus downloads page
- 2 - download the current setup file for OutBack Plus 6
- 3 - run the OBP6 file to update your copy of OutBack Plus.

If you are using an earlier version of OutBack Plus - then see: "Data Execution Prevention" (DEP) in Windows Vista for more information.

Why does Microsoft Messenger start when the OutBack Plus backup is

complete?

This means that Windows Messenger was running before the backup started and OutBack Plus is just restarting it.

Microsoft sets the Windows Messenger to start automatically when your machine starts. You probably don't even know it is running.

You can tell OutBack Plus to not restart it as follows:

- 1 - Go to the OBP menu "Tools" - "Close and Start Programs"
- 2 - select the Windows Messenger item
- 3 - choose "Properties"
- 4 - remove the check from "Start...."
- 5 - do "Save" and "Save All"

Will OutBack Plus work with IE7?

The new IE7 uses the same underlying data (favorites, etc) as was used in prior versions of IE (IE5 and IE6).

OutBack Plus (all versions) will work fine with IE7. OutBack Plus can transfer IE data from a machine running IE6 to a machine running IE7 (and vice-versa).

PrintScreenWorks

Print Screen Works specific questions

Is this the SilverLakeTech PrintScreenWorks program?

Question: I am a registered user of PrintScreen Works ver. 5.6.2, which used to be made by Silverlake Tech, who have apparently gone out of business. Did you inherit or purchase (or whatever) that product from them? If so, what is the current version. How can I get an upgrade?

Answer: The original PrintScreenWorks software was developed by AJSystems. It was marketed by SilverlakeTech until they ceased to operate. We continue to market and support the program. The current version is 6.5

You may upgrade to the current version as follows:

- 1 - click the link below to download the setup program: <http://ajsystems.com/files/pswsetup.exe>
- 2 - Choose to save the install program to some location on your disk - possibly "My Documents" or your Desktop.
- 3 - After the download is complete - open the folder you chose in step 2.
- 4 - Run the install program pswsetup.exe (Do not uninstall your current program)

Your current program registration will continue to work.

There is no charge for the update.

Errors & Error Messages

Understanding Errors and Messages

"Data Execution Prevention" (DEP) in Windows Vista

Windows Vista™ includes a new feature named "Data Execution Prevention" (or DEP).

DEP, which is only available on some hardware, is intended to block the execution of some types of programs. This was implemented to thwart many virus-type programs. Unfortunately, the DEP may also block the execution of valid programs (including some supplied by Microsoft).

If DEP has blocked the execution, you may receive a message like "xxxx program has stopped working". This can be resolved as follows:

1. Go to the Start menu - Control Panel

2. Click the System & Maintenance function:



3. Click the System function:



4. Click Change Settings
(Note you will need to acknowledge the Account Control warning)



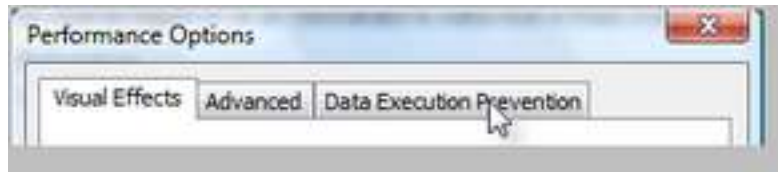
5. Click the Advanced tab



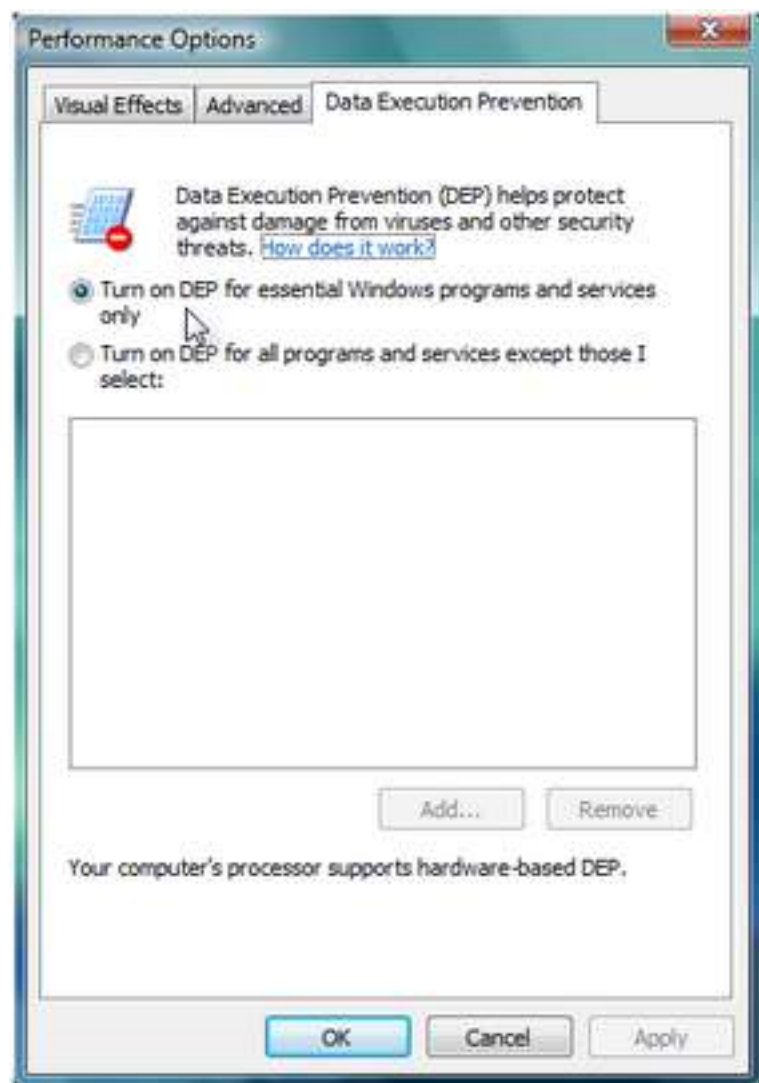
6. Click the Settings on the Advanced tab



7. Click the Data Execution Prevention tab
(If this tab is not present - then your system computer does not support DEP)



8. The Data Execution Prevention window shows the settings:



9. If the option "Turn on DEP for all programs and services except those I select" is set, then:

A. - set the option to "Turn on DEP for essential Windows programs and services only"

-- or --

B. - Click the Add button and add your program to the list of exceptions.

For example, to add Express Assist 9 to the list, click Add and browse to locate "c:/program files/EA9/EA9.exe"

10. Restart your machine to complete the changes.

"Unable to create directory" when doing a "Restore" with EA7.

Applies to: Express Assist 7

This error occurs on some XP systems which have never been used for email. To resolve the problem:

Run Outlook Express

The Outlook Express setup wizard will request information to setup an email account. Enter an account - or cancel the account creation. (You can start Outlook Express without an email account).

Once the initial Outlook Express window shows ("Welcome to Outlook Express") - exit Outlook Express.

Check to see that the Windows messenger is NOT running... look in the system tray (the area beside the clock) for the Messenger icon (two heads) and, if found, right click on the "messenger" to exit.

redo the restore.

Address list could not be displayed.

If you attempt to address a new message from your Contacts, you may receive the following error message:

The address list could not be displayed. The Contacts folder associated with this address list could not be opened; it may have been moved or deleted, or you do not have permissions. For information on how to remove this folder from the Outlook Address Book, see Microsoft Outlook Help.

This behavior can occur if the Microsoft Outlook Address Book setup is damaged.

If you have Outlook 2000 see:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;q251416>

If you have Outlook 2002, Outlook 2003 or Outlook 2007 see:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;Q319901>

An invalid version of system module "xceedzip.dll" was detected

Applies to: Express Assist, OutBack Plus, Eazy Backup

This error will result if you have installed some other software which has, in turn, installed an out of date version of a shared system level file (xceedzip.dll).

To correct the problem:

download the following small setup file:
<http://ajsystems.com/files/xcd6setup.exe>

Run xcd6setup.exe and then re-run your backup.

Backup fails when saving to a CD

If you are using Version 5.x of the Roxio "Direct CD" on Windows XP, you may experience random failures and lockups.

There are compatibility issues with XP which are resolved by installing the latest updates from Roxio. This can be done via the "Web Update" on the Roxio "Project Selector" window or by visiting the support page of Roxio.com

For more information, please see the following Microsoft Knowledge Base Article.

Bad Variable Type

Applies to: Express Assist, OutBack Plus, Eazy Backup

This error will result if you have installed some other software which has, in turn, installed an out of date version of a shared system level file (xceedzip.dll).

To correct the problem:

download the following small setup file:
<http://ajsystems.com/files/xcd6setup.exe>

Run xcd6setup.exe and then re-run your backup.

Eazy Backup Engine has stopped working

When starting Eazy Backup under Windows Vista™, you may receive a message like: "Eazy Backup Engine has stopped working" -- as below:



This will occur for older versions of Eazy Backup running on Vista.

If you are using Eazy Backup 4 - go to the Eazy Backup downloads page ; download the current setup file for Eazy Backup 4; and run the ezb4setup file to update your copy of Eazy Backup.

If you are using an earlier version of Eazy Backup - then see: "Data Execution Prevention" (DEP) in Windows Vista for more information.

Error 503 - while making a backup

Applies to: Express Assist, OutBack Plus, Eazy Backup

The Error 503 is generally the result of a problem with access to the backup device.

If saving to a CD, possible causes of this error are:

- the CD is not formatted for direct save of data
- a CD-RW disk has developed a 'bad area' - may be corrected by a reformat.
- a CD-RW disk is marked Read-Only
- the CD is formatted but the access software (e.g. DirectCD or InCD) is not ready.
- out of date driver software for a CD writer.

See the KB article [How do I save the backup to CD's or DVD's](#) for additional information.

If saving to a network drive, or a local drive under Windows 2000/XP, you may not have the appropriate permission to save to the target drive or target folder.

Error 507 - while making a backup

Applies to: Express Assist, OutBack Plus, Eazy Backup

The Error 507 is generally a result of an I/O problem with the target device.

Some possible causes of this error are:

Target device is full.
a "bad spot" on a CD-RW disk (possibly cured with a reformat).
a loss of connection on a network disk (especially with wireless networks).
a firewall blocking access to a networked backup device
out of date driver software for a CD writer.
hardware problems with the a disk, disk controller or network.

The error will also occur if attempting to save a backup file greater than 4gb on a disk formatted with the FAT32 file system. You must use the NTFS disk format if files are larger than 4gb. Alternately, all of our backup programs allow you to save the backup file in smaller 'chunks' to avoid the 4gb limit of FAT32.

Error 526 - while restoring with Express Assist 6

Applies to: Express Assist 6

This is generally the result of a transient I/O error.

Please download the last install of EA 6 from:
<http://ajsystems.com/archive/ea6setup.exe>

Run the above ea6setup.exe program to update your system.
There is no need to uninstall the existing program.

Then, re-run the restore.

Error 526 - while restoring with OutBack Plus 3

Applies to: Outback Plus 3

This is generally the result of a transient I/O error.

Please download the last install of OBP 3 from:
<http://ajsystems.com/archive/obp3setup.exe>

Run the above obp3setup.exe program to update your system.
There is no need to uninstall the existing program.

Then, re-run the restore.

Error reading mem.log.lines.Strings: Monospace font required.

Applies to: Express Assist, OutBack Plus, Eazy Backup

The log expects to use \"Courier New\" font which is a standard font.

If you do not have \"Courier New\" do as follows:

- 1 - Download the setup file from: <http://ajsystems.com/files/courie32.exe>
- 2 - select the 'Save to disk' option to download the file to your hard disk.
- 3 - Save the file to your desktop or a temporary folder.
- 4 - Double click on the file to automatically install the font. Be sure to make backup copies of any fonts you plan to overwrite.

Exception EOleSysError - when starting a backup

Applies to: Express Assist, OutBack Plus, Eazy Backup, Win Mail Backup

This error will result if you have installed some other software which has, in turn, installed an incompatible version of a shared system level file (xceedzip.dll).

When you receive this error, you may also receive other error messages that are caused by the initial error.

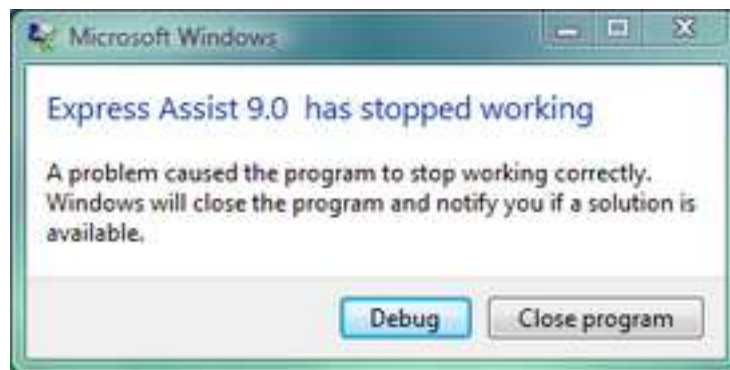
To correct the problem:

download the following small setup file:
<http://ajsystems.com/files/xcd6.5setup.exe>

Run xcd6.5setup.exe and then re-run your backup.

Express Assist 9 has stopped working

When starting Express Assist under Windows Vista™, you may receive a message like: "Express Assist 9 has stopped working" -- as below:



Express Assist 9 has been updated to cure this problem. Do the following:

- 1 - go to the Express Assist downloads page
- 2 - download the current setup file for Express Assist
- 3 - run the ea9setup file to update your copy of Express Assist.

Additional information is available on page: "Data Execution Prevention" (DEP) in Windows Vista

Interface Not Supported

Applies to: Express Assist, OutBack Plus, Eazy Backup

The AJSystems backup programs all uses a very popular compression module: "XceedZip.dll".

Some developers install outdated copies of this system dll. (That is, they are not doing a proper job of the install.... a newer version of the module should never be replaced with an older version).

Some Culprits:

-- Macromedia Homesite (this is now owned by Adobe).

-- TechSmith Snagit 8.2 upgrade (very recent).

-- PeerSync

When the Interface is corrupted - then all kinds of things go awry.

To correct the problem:

re-run the setup file associated with your copy of the backup program.

Alternately, you may use the special setup from: <http://ajsystems.com/files/xcd6.5setup.exe> This setup may be used with all current versions of our backup programs.

Download the xcd6.5setup.exe program and run it to update the compression library. Then, re-run the backup.

Note: if you have PeerSync installed, the problem may re-occur with each restart

. If so, please contact support @ ajsystems.com

Is there a Trojan in ezSched.exe?

Applies to: Express Assist, OutBack Plus, Eazy Backup

The program "Trojan Hunter" reports that ezSched.exe contains a trojan (possibly associated with "HackIt100 trojan").

ezSched.exe is a simple scheduling program. It does not contain a trojan.

We recommend updating the Trojan Hunter program to the most recent release. As of ver 3.7, Trojan Hunter no longer give this erroneous report.

OutBack Plus has stopped working

When starting OutBack Plus under Windows Vista™, you may receive a message like: "OutBack Plus has stopped working".

This will occur for older versions of OutBack Plus running on Vista.

If you are using OutBack Plus 6 then:

1 - go to the OutBack Plus downloads page

2 - download the current setup file for OutBack Plus 6

3 - run the OBP6 file to update your copy of OutBack Plus.

If you are using an earlier version of OutBack Plus - then see: "Data Execution Prevention" (DEP) in Windows Vista for more information.

Program fails to start - CPU Use is 100% - System Mechanic 7 is installed

The System Mechanic 7 product from a company known as Iolo can interfere with the functioning of software from AJSYSTEMS (and a lot of other software for that matter).

The symptoms of the problem are

The application (e.g. OutBack Plus, Eazy Backup, etc) fails to start.
There are no error messages and no windows that open. Nothing to indicate the nature of the failure
The CPU usage hits 100% and stays there. (If you have dual core CPU's you'll see usage stuck at 50%)
The the windows task manager you'll see the program running (e.g. obp6.exe) but nothing else happening

The cause of the problem seems to be that System Mechanic 7 contains a Windows service called, Iolo DMV Service, IOLODMVSVC.EXE. This service starts itself when windows boots up.

Once started this Iolo DMV Service seems to be inserting code into other processes. That is to say, Iolo are adding new code to our software before it runs.

Finally even after you uninstall System Mechanic 7, Iolo leaves this DMV Service running on your system. So uninstalling System Mechanic 7 does not fix the problem as the software does not completely uninstall.

Fixing the problem requires you to uninstall System Mechanic 7 and then manually disable the Iolo DMV service from the Windows Control panel / Administrative tools / Services window.

The offending code inserted into other processes is contained in the DLL, IoloHL.dll

Once the service is disabled, the DLL is not inserted and the problem is fixed.

What exactly this DLL does, we don't know. But it does cause our programs and a lot of other applications to fail. We would like to think it is an accidental flaw in System Mechanic, but why not allow it to be uninstalled? We have contacted Iolo regarding this issue but have had no response.

Note: We have heard recently (from our users - not from Iolo) that there is a new release of System Mechanic - version 7.1.4 - that may cure these problems.

Unspecified Error - when starting a backup

Applies to: Express Assist, OutBack Plus, Eazy Backup, Win Mail Backup

This error will result if you have installed some other software which has, in turn, installed an incompatible version of a shared system level file (xceedzip.dll).

When you receive this error, you may also receive other error messages that are caused by the initial error.

To correct the problem:

download the following small setup file:
<http://ajsystems.com/files/xcd6.5setup.exe>

Run xcd6.5setup.exe and then re-run your backup.

Note: The most common culprit is "SyncBackSE" or "SyncBackPro" from "2 Bright Sparks". When "SyncBack.." is installed, or updated, the shared library is improperly installed. Hence, if you use this program you may wish to retain the above setup file as you may need to re-apply the "fix" after a "SyncBack.." update.

Outlook Tips

Useful information on Microsoft Outlook

"Outbak.dll is not a valid Office add-in" error message

When you start Microsoft Outlook, you may receive an error message that is similar to the following:
C:\Program Files\Microsoft Office\Office10\Addins\Outbak.dll is not a valid Office add-in.

The Outbak.dll file is a component of the Microsoft Outlook Personal Folders Backup add-in. It is not associated with OutBack Plus or Eazy Backup.

To resolve the issue - see the Microsoft KB article:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;319900>

Duplicate Personal Folders in Outlook 2003 or 2007

Problem: Outlook 2003 or 2007 shows a Personal Folder twice. It is just the display that is duplicated - the Personal Folder file (PST file) is not duplicated.

Applies to: Outlook 2003 or 2007

Cause: The "duplicate" folder display in Outlook 2003/2007 can happen as follows:

a - you have an older version of Outlook installed (e.g. Outlook 2002).

b - you install Outlook 2003 or 2007 to upgrade the existing installation. Outlook 2003 or 2007 is installed but the main data file(s) remain in the older format. That is, the "upgrade" does not upgrade the data files - just the program.

c - you make a backup of the Outlook 2003/2007 installation with the old format files; or, you copy the PST files manually.

d - you install Outlook 2003 or 2007 on a new machine or newly formatted disk. Outlook 2003/2007 will be initialized with the new Outlook 2003/2007 format data files.

e - you restore the backup files (from step c) --- which replaces the initial Outlook 2003 files with the files from the backup. The problem is that the files in the backup are still the old format files even though the backup appears to have been done from Outlook 2003. This is a result the "upgrade". (If doing the copy and replace manually - the same problem occurs).

f - when Outlook is restarted - it will show the Personal Folder data file in duplicate even though there is only one underlying data file. The AJSystems backup program ("OutBack Plus" or "Eazy Backup") did NOT create the duplicate and did NOT restore duplicate folders. Outlook is just showing the old format data file twice. This is a '\feature\' of Outlook 2003 and 2007.

Resolution: To resolve the issue, you will need to create a new Outlook Profile and import all of the existing data into the new profile.

Note - if you have message rules - the rules will NOT be imported. You can export the rules to be re-

imported later if you wish. Tip: the rules export and import is found at Outlook 2003/2007 menu "Tools" - "Rules and Alerts" - "Options".

The process is as follows:

A - Confirm the name for the current "Personal Folder" file:

- 1 - Go to the control panel
- 2 - double click the "Mail" icon
- 3 - Click "Show Profiles" (you should see the default profile named "Outlook")
- 4 - Select it and choose "Properties"
- 5 - Select "Data Files"
- 6 - Select "Personal Folders" - and then "Settings"
- 7 - Look for the FileName (scroll with the arrow keys to get to the end of the name). It is likely "Outlook.pst"
- 8 - Close these Windows
- 9 - Exit Outlook -- if it happens to be open.

B - Create a New Outlook 2003 or 2007 Identity and import data:

- 1 - Go to the control panel
- 2 - double click the "Mail" icon
- 3 - Click "Show Profiles" (you should see the default profile named "Outlook")
- 4 - Click "Add" and then follow the wizard steps to create a new profile (say "Outlook2").
- 5 - When done - set the option in the profile control to start Outlook with the new profile (or prompt if you like).
- 6 - Start Outlook (with the new profile) --- it should be empty
- 7 - Select menu "File" - "Import and Export".
- 8 - Select "Import from another program or file", Next.
- 9 - Select "Personal Folder File", Next.
- 10 - Click the "Browse" button.
- 11 - Select the file as found in step A-7
- 12 - Click "Next" to import the old data into Outlook 2003/2007.
- 13 - Close Outlook

C - Delete the old profile --- when you are happy that the new profile is OK.

- 1 - Go to the Control Panel
- 2 - double click on "Mail" Icon
- 3 - Click "Show Profiles"
- 4 - select the old profile "Outlook"
- 5 - Remove it.

Migrating (transferring) Outlook data to a new machine with OutBack Plus

7.

Migration or transfer of Outlook data to a new machine can, at times, be difficult. If the new machine is running the same version of Outlook as the old machine, then a "Full Restore" of the Outlook data (The first restore option of OutBack Plus) is the usually all that is required.

If the new machine is running a newer version of Outlook than some items may not be transferable. For example, if moving from Outlook 2000 to Outlook 2002, the email accounts and message rules will not transfer. This is due to design differences in the versions of Outlook - it is not a "bug" in OutBack Plus.

Special care must be taken when transferring to a machine running Outlook 2003 or 2007. If the old machine has Outlook 2003/2007 that was installed as an upgrade of a prior version of Outlook, it must be considered to be an older version of Outlook (as the data files will still be in the older format

even though Outlook 2003 or 2007 is installed. The "Full Restore" of Outlook 2003/2007 Personal Folders should only be done if you are sure that Outlook 2003 or 2007 was installed (on the old machine) as a new copy of Outlook (i.e. it was not an upgrade).

To transfer Outlook data to machine running Outlook 2003 or 2007:

Use the OutBack Plus restore option 1 (Restore All/Selected Data).

Locate the backup file to restore from.

Once the items available to be restored is shown check all Outlook items except the main Outlook Personal Folder file (this is usually Outlook.pst). Do NOT restore the main Outlook data file at this time.

Do "Restore Now".

Run OutBack Plus again.

Select the restore option 3 (Import Outlook Data Files).

Locate the backup file to restore from.

Once the available Personal Folder files are shown, select the main Personal Folder (usually Outlook.pst).

Check the main Personal Folder (the item not checked in step 3).

Do "Restore Now".

The Personal Folder will be restored with a unique name. The data in this file must be imported into Outlook 2003 or 2007. OutBack Plus will show a Help window to guide you through the import process.

Note: Some Outlook settings and registry information may not be transferred when restoring from an older version of Outlook (e.g. Outlook 2000 accounts) can not be transferred to newer versions of Outlook.

General Issues

Items of that affect multiple programs.

"Data Execution Prevention" (DEP) in Windows Vista

Windows Vista™ includes a new feature named "Data Execution Prevention" (or DEP).

DEP, which is only available on some hardware, is intended to block the execution of some types programs. This was implemented to thwart many virus type programs. Unfortunately, the DEP may also block the execution of valid programs (including some supplied by Microsoft).

If DEP has blocked the execution, you may receive a messages like "xxxx program has stopped working". This can be resolved as follows:

1. Go to the Start menu - Contol Panel

2. Click the System & Maintenance function:



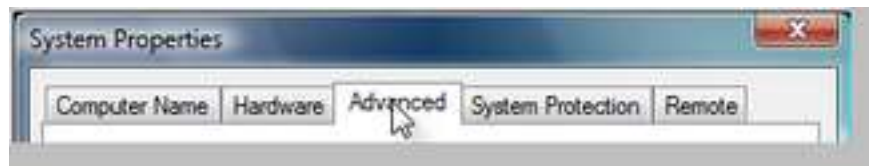
3. Click the System function:



4. Click Change Settings
(Note you will need to acknowledge the Account Contol warning)



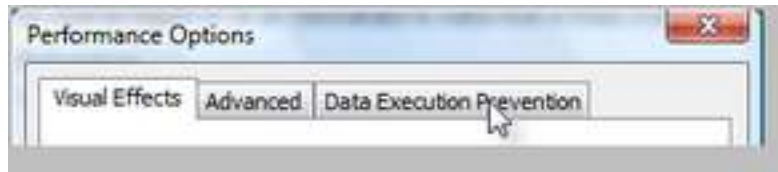
5. Click the Advanced tab



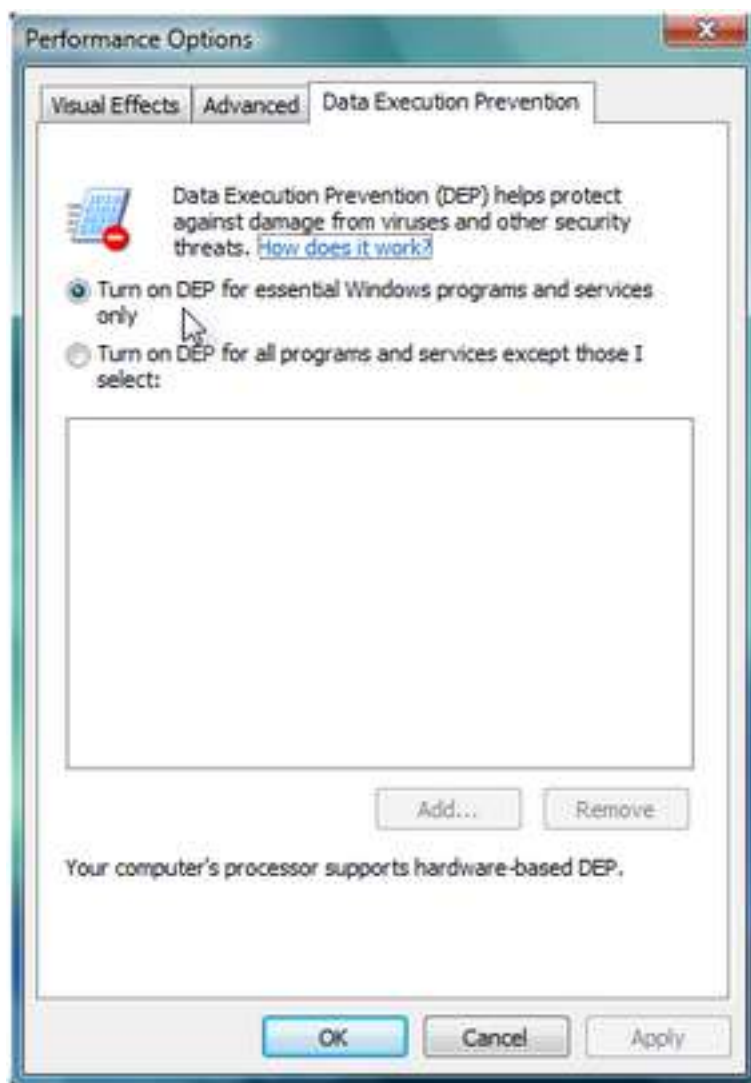
6. Click the Settings on the Advanced tab



7. Click the Data Execution Prevention tab
(If this tab is not present - then your system computer does not support DEP)



8. The Data Execution Prevention window shows the settings:



9. If the option "Turn on DEP for all programs and services except those I select" is set, then:

A. - set the option to "Turn on DEP for essential Windows programs and services only"

-- or --

B. - Click the Add button and add your program to the list of exceptions.

For example, to add Express Assist 9 to the list, click Add and browse to locate "c:/program files/EA9/EA9.exe"

10. Restart your machine to complete the changes.

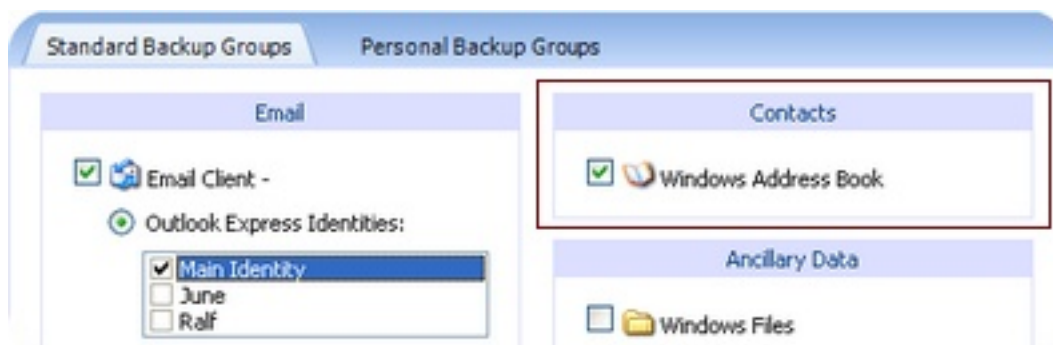
Contacts - Destined to confuse?

Microsoft has used multiple different, often incompatible, methods to store contact information which can create some measure of confusion. This note describes the Contact type items in use with Outlook Express, Windows Mail, and Windows Live Mail.

Windows Address Book (WAB)

The Windows Address Book (WAB) is used with Outlook Express on all versions of Windows prior to Windows Vista.

In Express Assist 10 - the WAB is selected for backup as shown below:



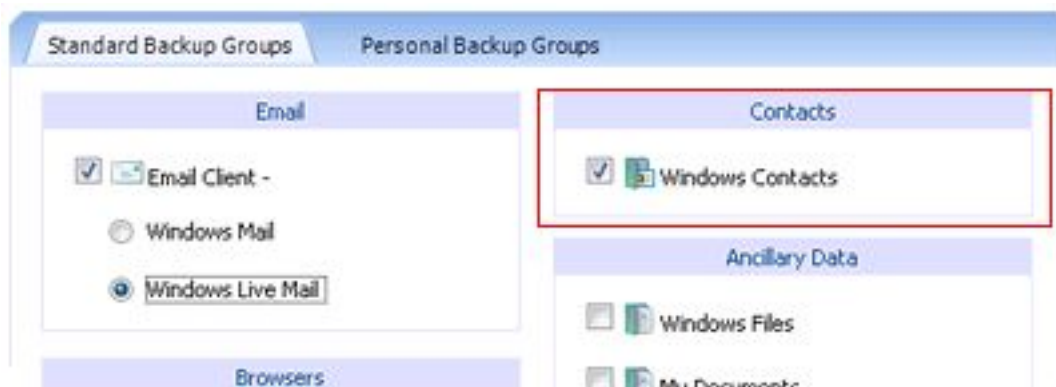
The WAB may be transferred to "Windows Contacts" on Windows Vista or a Windows 7 machine as described in this KB Note

The WAB may be transferred to new machine running Windows Live Mail (into Windows Live Contacts) as described in this KB Note

Windows Contacts

"Windows Contacts" is used on Windows Vista and Windows 7.
"Windows Contacts" is a folder - named "Contacts" - that is accessible from Windows Explorer.
The "Windows Contacts" folder exists regardless of the email client program being used.

The "Contacts" in "Windows Mail" is a reference to the user level "Contacts" folder. Hence - modifying a "Contact" in "Windows Mail" also modifies the contact item in the "Contacts" folder.
The "Windows Contacts" are not used by "Windows Live Mail"
In Express Assist 10 and Win Mail Backup 2 - the "Windows Contacts" are selected for backup as shown below:



The "Windows Contacts" may be transferred to "Windows Live Mail" as described in this KB Note.

Windows Live Contacts

The "Windows Live Contacts" (WLC) are only used by "Windows Live Mail" (WLM).

As of version 14 of WLM - the WLC are stored in a database type file.

Note - if WLM is used in conjunction with a HotMail account, the WLC are also synchronized with the "Live" server.

In Express Assist 10 and Win Mail Backup 2 - the "Windows Live Contacts" are selected for backup as shown below:



How to transfer "Windows Contacts" [from Vista] to "Windows Live Contacts" [on Windows 7]

To transfer "Windows Contacts" from Vista to "Windows Live Contacts" on Windows 7 - do the following:

- 1 - download and install "Windows Live Mail" (WLM) from <http://download.live.com/wlmail>
- 2 - install Express Assist 10 (EA10) on the Vista machine
- 3 - make a backup copy of the Windows Contacts [in the "Contacts" group] on the Vista machine
- 4 - copy the backup file from step 3 to the Windows 7 machine (or to some media that can be read on the Windows 7 machine).
- 5 - install EA10 on the Windows 7 machine
- 6 - run EA10 -- click "Restore"
- 7 - locate the backup from step 4 and "open" it.
- 8 - choose restore option "Restore All Mail Folders and/or Data Files"
- 9 - select the Windows Contacts group
- 10 - select any or all of the "Contacts"
- 11 - click "Restore Now"
- 12 - start "Windows Live Mail" (WLM)
- 13 - click "Contacts" (or use menu "Go" - "Contacts")
- 14 - on the "Contacts" window - go to menu "File" - "Import" - "Address Book for the Current Windows User"
- 15 - finish the Import

How to Transfer "Windows Contacts" [from Vista] to XP

The Windows Contacts can be copied from Vista to XP as follows:

On Vista - open the Windows Explorer (click "Start" - "Computer").
Double-click on the "C" drive.
Double click on the "Users" folder.
Double click on your user name.
Click on the "Contacts" folder (to select it).
Look at the tool bar -- it should show an "Export" button.
Click the Export button.
Choose "CSV (Comma Separated Values)".
Click "Export".
Save the exported file to some handy folder on a device you can use on the XP machine.
Run Outlook Express on the XP machine.
Click on the "Address Book" icon (on the OE toolbar).
Go to the Address Book menu "File" - "Import" - "Other Address Book".
Choose "Text File (Comma Separated Values)".

Click Import.
Locate the file from step 10... Open it.

Import the data into the Address Book.

Note - the CSV export/import will not handle groups and it may create duplicates.

How to transfer "Windows Mail" from Vista to Windows 7

The "Windows Mail" email client (WM) is only available on Windows Vista.

You may download the new Microsoft offering named "Windows Live Mail" (WLM) for use on Windows 7 (see: <http://download.live.com/wlmail>).

WLM looks similar to WM but it is a completely separate program. You may transfer WM mail messages (from Vista) to WLM (on Windows 7) as follows:

- 1 - install Express Assist 10 (EA10) on the Vista machine
- 2 - make a backup copy of the WM mail folders on the Vista machine
- 3 - copy the backup file from step 2 to the Windows 7 machine (or to some media that can be read on the Windows 7 machine).
- 4 - install EA10 on the Windows 7 machine
- 5 - run EA10 -- click "Restore"
- 6 - locate the backup from step 3 and "open" it.
- 7 - choose restore option "Restore All Email Folders and/or Data Files"
- 8 - select the "Windows Mail" group (on the left)
- 9 - select all of the Mail folder items and the mail index data base
- 10 - click "Restore Now" -- the EA10 program will restore the WM mail messages
- 11 - start "Windows Live Mail" (WLM)
- 12 - go to menu "File" - "Import" - "Messages"
- 13 - select "Windows Mail", click "Next"
- 14 - the proper location will already be filled in, click "Next"
- 15 - select all of the mail folders you wish to import (hint: hold the control key or shift key while selecting multiple folders)
- 16 - finish the import

Notes:

The import process will place the WM mail folders under an "Imported Folder" in WLM . That is, the WM Inbox messages will not appear in the WLM Inbox, etc. This is not a bug in EA9. This is just how Windows Live Mail handles the import. You may re-arrange the mail folders after the import using "drag and drop".

The Windows Contacts can also be transferred to Windows Live Contacts as described in this related article.

How to transfer the "Windows Address Book" to "Windows Contacts" on

Vista or Windows 7

On Windows Vista and Windows 7 the "Windows Address Book" (WAB) has been replaced with "Windows Contacts" (WC).

The "Windows Contacts" are stored in a folder which is accessible from Windows Explorer. On Windows Vista - the "Windows Contacts" are also accessible from "Windows Mail".

Note: The "Windows Contacts" information is not used by "Windows Live mail"

You may transfer WAB contacts to WC as follows:

- 1 - install Express Assist 10 (EA10) on the machine running Outlook Express (XP, W98, etc)
- 2 - make a backup copy of the Windows Address Book. Note - within EA10, the WAB is contained in a separate backup group. In earlier versions of EA - the WAB was in the "Windows Files" group.
- 3 - copy the backup file from step 2 to the Vista machine (or to some media that can be read on the Vista machine).
- 4 - install EA10 on the Vista machine
- 5 - run EA10 -- click "Restore"
- 6 - locate the backup from step 3 and "open" it.
- 7 - choose restore option "Restore or View Data Files"
- 8 - locate the WAB item.
- 9 - check the WAB to be restored
- 10 - click "Restore Now" -- Express Assist will place a copy of the WAB from the OE machine into a folder in your "Documents" folder. It will be named: RestoredAddressBook.
- 11 - go to menu "Start" - "All Programs" - "Windows Contacts"
- 12 - click the Import button (on the tool bar)
- 13 - select "Windows Address Books File"
- 14 - click "Import"
- 15 - select the "RestoredAddressBook" file
- 16 - "Open" it to do the Import

How to transfer the Windows Address Book to Windows Live Mail

"Windows Live Mail" [WLM] includes a "Contacts" section. In the current release of WLM - the "Contacts" are referred to as "Windows Live Contacts" [WLC].

To transfer the Windows Address Book [WAB]. To transfer the WAB to WLC - do the following:

- 1 - install Express Assist 9 (EA9) on the machine running Outlook Express (XP, W98, etc)
- 2 - make a backup copy of the WAB. Note - the WAB is contained within the EA9 "Windows Files" backup group.
- 3 - copy the backup file from step 2 to the machine running WLM (or to some media that can be read on the WLM machine).
- 4 - install EA9 on the "target" machine

-
- 5 - run EA9 -- click "Restore"
 - 6 - locate the backup from step 3 and "open" it.
 - 7 - choose restore option "Restore or View Data Files"
 - 8 - locate the WAB (in the "Windows Files" backup group).
 - 9 - check the WAB to be restored. (If the target machine is an XP machine - then check the box to restore the Address Book for Import).
 - 10 - click "Restore Now" -- the program will place a copy of the WAB from the OE machine into a folder in your "Documents" folder on the target machine. It will also then show a step-by-step instruction on how to import the WAB into Windows Contacts on Vista. Close this help tips window.
 - 11 - run Windows Live Mail
 - 12 - click on the "Contacts" item (lower left on the WLM window).
 - 13 - go to the "Contacts" menu "File" - "Import" - "Windows Address Book"
 - 14 - Look in the "Documents" folder for the "Restored Address Book.wab" (note - the ".wab" will not show with the default Windows settings)
 - 15 - select the "Restored Address Book" file and "Open" it
 - 16 - finish the Import wizard steps to import the Contacts.

How to Transfer Windows Mail or Windows Live mail to Outlook Express

Express Assist 10 may be used to transfer mail messages from Windows Mail [WM] or Windows Live Mail [WLM] using one of the following methods:

A - Use the "Restore all Messages for Import"

Run Express Assist 10 [EA10]

Click "Restore"

Locate the backup file containing WM or WLM messages -- "Open" it.

Click the "Restore all Messages for Import" function (even though there is no function in OE to import WM or WLM messages).

Select (check) the Mail message folders.

Finish the Restore.

Open "My Documents".

Locate the EA10Restores folder (the folder where EA10 will have restored your WM or WLM messages).

Browse in this folder -- and within the second level folder identifying the source of the messages - you will see familiar folders (like "InBox").

Select all of the messages in a folder (say the InBox).

Select the same folder within Outlook Express.

Drag the message from the "EA10Restores\.....\" folder to Outlook Express and drop them into the selected folder in OE.... they will be copied into OE.

repeat steps 10 to 12 for every folder.

Note:

(a) You may find some strange looking folder names -- names with random characters on the end. This is a WM & WLM "feature". Any message folder with a name longer than 15 characters is modified to contain just the first 11 characters, a blank, and 3 random characters. But you should be able to guess what the folder represents.

(b) The folders in the EA10Restores folder may not be in the same order as you are used to seeing (in WM or WLM) as WM / WLM does not keep them in order.

(c) There is a bug in Windows Mail that results in mail messages of 0 size. These will import into OE but are useless.

B - Use the "View or Restore Selected Messages" function.

This is a bit easier than the first method but the last step is still a Drag/Drop operation. It can be a bit confusing if you have multiple folders with the same name (something that should be avoided in any case).

Run Express Assist 10 [EA10]

Click "Restore"

Locate the backup file containing WM or WLM messages -- "Open" it.

Click the "View or Restore Selected Messages" function.

Select (check) the Mail message folders.

Step through the rest of the EA10 restore wizard. At the end, you will see a list of mail folder to be restored.

Leave the EA10 window open

Run OE

Drag each of the mail folders from EA10 to the appropriate folder in OE.

Program fails to start - CPU Use is 100% - System Mechanic 7 is installed

The System Mechanic 7 product from a company known as Iolo can interfere with the functioning of software from AJSystems (and a lot of other software for that matter).

The symptoms of the problem are

The application (e.g. OutBack Plus, Eazy Backup, etc) fails to start.

There are no error messages and no windows that open. Nothing to indicate the nature of the failure

The CPU usage hits 100% and stays there. (If you have dual core CPU's you'll see usage stuck at 50%)

The the windows task manager you'll see the program running (e.g. obp6.exe) but nothing else happening

The cause of the problem seems to be that System Mechanic 7 contains a Windows service called, Iolo DMV Service, IOLODMVSVC.EXE. This service starts itself when windows boots up.

Once started this Iolo DMV Service seems to be inserting code into other processes. That is to say, Iolo are adding new code to our software before it runs.

Finally even after you uninstall System Mechanic 7, Iolo leaves this DMV Service running on your system. So uninstalling System Mechanic 7 does not fix the problem as the software does not

completely uninstall.

Fixing the problem requires you to uninstall System Mechanic 7 and then manually disable the iolo DMV service from the Windows Control panel / Administrative tools / Services window.

The offending code inserted into other processes is contained in the DLL, ioloHL.dll

Once the service is disabled, the DLL is not inserted and the problem is fixed.

What exactly this DLL does, we don't know. But it does cause our programs and a lot of other applications to fail. We would like to think it is an accidental flaw in System Mechanic, but why not allow it to be uninstalled? We have contacted Iolo regarding this issue but have had no response.

Note: We have heard recently (from our users - not from Iolo) that there is a new release of System Mechanic - version 7.1.4 - that may cure these problems.