WordPerfect: Tools > Address Book causes crash

- WordPerfect Office Suite
- WordPerfect Home & Student

Symptoms

Clicking Tools > Address Book in WordPerfect causes a crash / unexpected exit of WordPerfect, or the Address Book does not open.

Cause

Address book files or registry entries are damaged

Resolution

Renaming the data files)

Reset the Address Book data files. Some computers have data files both under OneDrive and directly in the user profile. As such, this article directs you to backup and rename files in both locations. It is OK if

1. Close WordPerfect
2. Click Start, Documents (page icon near the lower left of the start menu). The Documents folder opens.
3. Look for a folder named "CCWin"
4. Copy CC-Win to another location such as a thumb drive for backup purposes.
5. Right click on it and choose "Rename" from the context menu.
6. Rename it to CCWin-old and press Enter to save the change.
7. Make sure there's no second copy of CCWin:
    - Press Win+R on your keyboard. The RUN prompt opens
    - Type the following in the Run prompt, then click ok:
    - %UserProfile%\Documents
    - Look for a folder named "CCWin". If it has already been renamed to CCWin-Old, Skip to step 7
    - Copy CC-Win to another location such as a thumb drive for backup purposes.
    - Right click on it and choose "Rename" from the context menu.
    - Rename it to CCWin-old and press Enter to save the change.
8. Retry WordPerfect and the address book.

Renaming the Registry Entries for the address book)

This procedure contains a backup step, it is critical to perform the backup step as directed.

1. Close WordPerfect
2. Press Win+R on your keyboard. The RUN prompt opens
3. Type the following in the Run prompt, then click ok. Registry Editor opens:
   regedit.exe
4. Answer Yes if prompted for permission to run Regedit.
5. Using the left-hand column, browse to:
   HKEY_CURRENT_USER\SOFTWARE\CorelCENTRAL
6. **BACKUP STEP**: Right click on CorelCENTRAL and choose "Export" from the context menu. Save this file as "CorelCENTRAL.reg" in a safe place.
7. Right click on CorelCENTRAL and choose Rename.
8. Type CorelCENTRAL-OLD and press Enter to save the change.

9. Press the left arrow key on the keyboard several times until you have five entries in the left column.
10. Close Registry Editor
11. Retry WordPerfect.

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