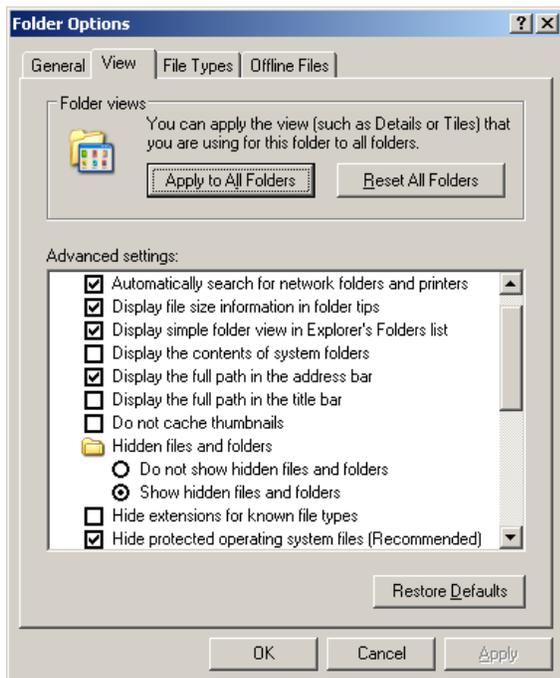Problem: On a new computer, the drop down address selection list is not available when creating a new email.

Resolution: Find the file necessary on the old computer and copy it into the proper folder on the new computer.

The file I am talking about has an extension of .NK2. It is normally found on XP computers in the following location:
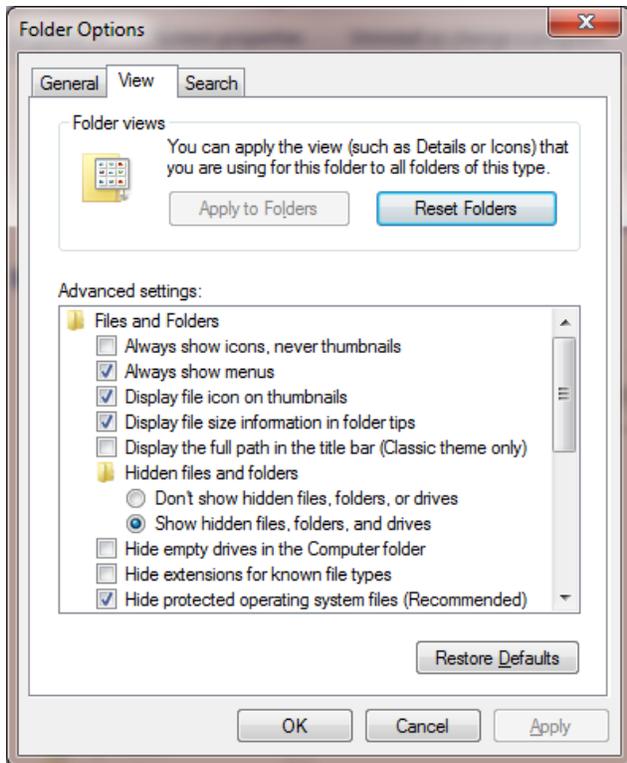
C:\Documents and Settings\username\Application Data\Microsoft\Outlook (replace username with the actual user's name)

This file location is normally hidden, so a change must be made to allow it to be seen. To do this, click on the My Computer icon and then at the top menu select Tools, then Folder options and put the dot in the Show hidden files and folders circle, Take the check out of the Hide extensions for known file types. Click OK and close this dialogue box.

Now you can browse to the location and see the files with the NK2 extension. Copy this file and save it to a common location on the network server so that it can be retrieved on the new computer.

On the new computer, if it is an XP operating system, reverse the procedure to paste the file in the same location. If it is a Windows 7 or Vista computer, start the Computer view from the Start button and turn on the hidden files view by Clicking on the Organize option on the toolbar, then Folder and Search options and then adjust the file viewing properties as below:

On the Windows 7 or Vista computer, after verifying that the hidden files will be shown, navigate to this lcoation:

C:\Users\username\AppData\Roaming\Microsoft\Outlook (replace username with the actual user's name)

Now you are ready to paste the NK2 file into this folder. If the NK2 file is named the same as the existing on, you will have to choose to replace the file. If the NK2 file is NOT the same name, then you will have to RENAME the NK2 file you copied so that ultimately has the name of the original one. I suggest saving the original one by appending an extension to the file name like .OLD.

After this step has been accomplished, Outlook should give you the drop contact list choices you had before.