

Removing duplicate contacts From Mac Address Book just got easy



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How to Sync Outlook 2011 for Mac with Mac Address Book

With the introduction of Outlook 2011 for Mac, many Mac users are asking the burning question around how to sync Outlook 2011 for Mac with the native Mac Address Book.

This is especially relevant as many users now sync their mobile phone contacts (Blackberry, Android, iPhone) with the native Address Book contacts manager. For example, RIM's Desktop Manager for Mac syncs with iCal and the Address Book and relies on Sync Services to sync with Outlook 2011 contacts. If you will now be managing your contacts inside Outlook, you will need a way to sync these contacts back to the native Address Book.

This is also true if you are using [Scrubly](http://www.scrubly.com) to clean up your Address Book contacts. You will need to turn on Sync Services inside Outlook to sync your newly cleaned up contacts from Address Book to Outlook Contacts. Follow the steps below.

Before we begin, you should note that Outlook 2011 will sync contacts from Address Book, and you can sync e-mail accounts with Mail. However, Outlook 2011 won't sync events or tasks from iCal (in part because Microsoft's primary design goal with Outlook was to make it work with Exchange). Outlook 2011 also does not support CalDAV.

Setting up Sync Services for Mac:

1. Before turning on Sync Services inside Outlook 2011, be sure to turn off all other 3rd party sync services you may be running in the background. Once Outlook 2011 has completed its initial sync with Address Book, you may turn these services back on again.
2. As a precaution, make a backup of your Address Book contacts. File > Export > Address Book Archive. It's important to make a backup of your data after you clean it up and before you sync. This way if there are problems you can erase and import the clean backup file.
3. In Outlook 2011, open Outlook Preferences by clicking Outlook > Preferences
4. Click Sync Services and select Turn on Sync Services for Contacts. Outlook 2011 does not yet support sync for iCal.
5. Select the accounts you would like to sync, (i.e. Address Book or MobileMe). Note that Outlook 2011 does not support MobileMe calendar or tasks sync at this time.

Troubleshooting Sync Services for Mac:

The above steps are really quite easy, however, many users have complained that syncing does not occur after following these steps. Here's a few troubleshooting tips you can follow in the event this happens to you. **Important:** Be sure to back up your Address Book and Outlook Contacts before testing any of these Troubleshooting steps.

Turn on iSync – Skip this step if you are running Mac OS Lion 10.7 or later as iSync is no longer supported in current Mac OS versions

1. Launch iSync, located in the Applications > Utilities folder

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2. Open preferences window in iSync Application Menu
3. Check "Enable syncing on this computer". Sometimes this option seems to be disabled or you can't check or uncheck this option after starting iSync. In this case, wait for iSync to complete the sync process and then the option will be available again.
4. Reset Sync History. **Important:** If you are using the [new MobileMe Calendar](#), resetting sync data is not an appropriate troubleshooting step to solve calendar sync issues. Instead, please see [Troubleshooting new MobileMe Calendar issues](#). If you're not sure how to tell if you're using the old or new MobileMe Calendar, [see this article](#).

Delete Plist Files

1. Force quit all applications currently running.
2. Go > Home > Library > Preferences
3. Search for all files containing "com.microsoft.outlook.XXXXX.plist" drag these files to the Trash
4. Search for the file "com.microsoft.SyncServicesAgent.plist" and drag this file to the Trash
5. Start Outlook
6. Tools > Sync Services and confirm that "Turn on Sync Services for Contacts" is checked on

Close and Re-Start Sync Services Agent

1. Force Quit Outlook
2. Applications > Utilities > Activity Monitor
3. Look for the Sync Services Agent under Process Name
4. Highlight this process and click Quit in the upper left
5. Close Activity Monitor
6. Re-Start Outlook

Additional Troubleshooting Tips for Office

<http://www.officeformachelp.com/office/troubleshoot/>

Additional detailed steps for issues syncing Contacts and Contact Groups in Address Book

1. Open Address Book.
2. Back up your contacts by choosing **Export** from the **File** menu and selecting Address Book Archive. Specify an export location and then click Save. The resulting archive file will contain a backup of all of your contacts information that you can restore later into Address Book (if necessary) by double-clicking it in the Finder.
3. Remove any duplicate or unnecessary blank entries by using Scrubly to [delete duplicate contacts inside Mac Address Book](#).
4. From the **Address Book** menu, choose **Preferences** and click the vCard tab. Ensure the 3.0 option is selected for vCard Format and that both the "Export notes in vCards" and "Export photos in vCards" options are selected.
5. Create a new folder on the desktop. Select all of the contacts in the Name category in Address Book by choosing one of them and then choosing **Select All** from the **Edit** menu. Next, drag all these contacts into the new folder on the desktop by clicking and dragging one of the highlighted names; this will result in one vCard generated with all your contacts.
6. Open iSync, then choose **iSync > Preference** and deselect the option to "Enable Syncing on this computer." Skip this step if you are running Mac OS Lion 10.7 or later as iSync is no longer supported in current versions of Mac OS.
7. Delete all of the contacts and groups in Address Book. Quit Address Book.

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8. Choose **Home** from the Finder's **Go** menu, open the Library folder, and then open the Application Support folder.
9. Locate the "Address Book" folder and move it to the Trash.
10. Choose **Home** from the Finder's **Go** menu, then open the Library folder.
11. Open the Preferences folder, in the Library folder.
12. Move the following files to the Trash: com.apple.AddressBook.plist and com.apple.AddressBook.abd
13. Choose Home from the Finder's Go menu, then open the Library folder.
14. Drag the files located inside the "Caches" folder to the Trash (do not move the "Caches" folder itself, only its contents).
15. Choose **Go To Folder** from the Finder's **Go** menu, then go to this location:
/Library/Caches
16. Drag the files located inside the "Caches" folder to the Trash (do not move the "Caches" folder itself, only its contents).
17. Log out of your user account (choose Log Out from the Apple menu).
18. Log in to your user account.
19. Open iSync and then choose **iSync > Preferences > Advanced > Reset Sync History**. Then, select the option to "Enable Syncing on this Computer." Skip this step if you are running Mac OS Lion 10.7 or later as iSync is no longer supported in current versions of Mac OS.
20. Open Address Book. Drag the vCard from the folder you created on your desktop to the Address Book window to re-import them. To re-create contact groups, create the groups first in Address Book and then drag the appropriate vCards to each group.
21. Attempt to sync normally using iTunes for your iPhone, iPod, and iPod touch, or use iSync for other mobile devices.
22. If the contacts still do not sync, try starting your computer in [Safe Mode](#) by pressing and holding down the Shift key after hearing the chime on startup. It may take several minutes to start your computer in Safe Mode. After starting in Safe Mode, restart your computer and then attempt to sync normally.
23. If your contacts don't sync, consider [contacting AppleCare](#) for support, or see [this article](#) for more information about removing the Sync Services folder. However, **removing this folder is strongly discouraged**, and should only be performed when the syncing Mac has been started in Safe Mode.
24. Once your contacts and groups sync correctly, create a new backup of your contacts, using the procedure outlined in step 1. This will preserve any of the changes you made that fixed your sync issue.

