

## Re: Can't access email

**Source:**

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2004-03/6](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-03/6)

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**From:** Kuay Tim (*TimJohn\_at\_msn.com*)

**Date:** 03/27/04

Date: Fri, 26 Mar 2004 17:50:22 -0800

Hi Bette,

I'm not familiar with the term 'Outbook.' It might help to know more about the error.

This behavior can occur if the client mail store contains a damaged .dbx file. The damaged file is probably Outbox.dbx, Inbox.dbx, or Sent Items.dbx.

To attempt to resolve this behavior, remove the possibly damaged .dbx file:

1. Click Start, point to Programs, point to Accessories, and then click Windows Explorer.
2. In Windows Explorer, on the Tools menu, point to Find, and then click Files or Folders.
3. You may need to include hidden files and folders (Windows 2000 and XP).
4. Type Outbox.dbx in the Named box, and then click Find Now.
5. Right-click the file name, and then click Rename.
6. Rename the file to Outbox.old.

Note that deleting a .dbx file also deletes any e-mail messages or other data in the folder.

Restart Outlook Express.

If you still receive the error message, repeat these steps to rename or delete the Sent Items.dbx file and the Inbox.dbx file.

If you rename the Inbox.dbx file you might be able to import the messages (from Inbox.old). If there is still a problem after the above steps a new identity can be tried, which will create new Outlook Express folders in the new identity.

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\*

"bette" <anonymous@discussions.microsoft.com> wrote in message

Re: Can't access email

microsoft.public.windows.inetexplorer.ie6\_outlookexpress: Re: Can't access email

news:C63FA7DC-C0C7-418A-9449-82EB859807FC@microsoft.com...

> I keep getting an error message Inbox Outlook not responding. I recently made some changes including adding a new printer and updating Windows 98, but the problem was there before. I was having problems with my Verizon DSL connection, but that is now fixed, but now I can't access my email at all.  
Help