

missing e-mail; send errors

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Everything looks normal upon opening Outlook Express 6, but when attempting to perform normal functions in the program, I experience major problems. I am not an OE expert, but the program acts as though there is a disconnect between the user interface, which displays correctly most of the time, and the data files it represents, which are inaccessible.

I can create a new message, but encounter an error when attempting to send it, even though all of the server and connection settings are accurate. Of larger concern, the icons representing my mail folders appear in their normal place along the shortcut bar and in the Folders list, but clicking on them does not access the correct folder, nor does it display any stored mail messages. All of the .dbx files appear to be in their correct location, but aren't being read.)

I have tried reinstalling Outlook Express, but without success. (I seem not to be able to first uninstall OE completely, so the installer tells me I already have the latest version, and running it anyway doesn't work. In some ways, I feel as though more than one copy of OE was installed at one time.)

Has anybody experienced this type of situation before? If not, I'm open to advice on running a complete uninstall of OE so that I may cleanly install a new copy.