

Re: Can't send/rec e-mail - ?reinstall?

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2005-04/m

- *From:* "Bruce Hagen" <Nospam@xxxxxxxxxxxxxxxx>
 - *Date:* Sat, 30 Apr 2005 10:35:24 -0700
-

What happens when you try to send? There should be an error message if all the settings are correct.

--

Bruce Hagen
MS-MVP - (IE/OE)
~IB-CA~

"Barbara Z" <BarbaraZ@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:5FE95571-1501-4884-8160-07E762F572CD@xxxxxxxxxxxxxxxxxxxxxxxx

I'm helping an elderly neighbor with her Dell Dimension 4500S w/ Windows Xp. She started having trouble - can't send/receive e-mail. I had her call Adelphia (cable company). They suggested uninstalling and reinstalling Outlook Express. How do I do this correctly? I have her OS CD if necessary. You can get to the Internet OK otherwise. I also noticed other problems; I'm not sure if they're related. I was helping her with system maintenance and I couldn't get AdAware or SpyBot to download updates. I uninstalled AdAware and tried to reinstall it from Lavasoft page, but the window never came up to "Save" or "Open" the download. It just sat at the download page looking like it was doing something, but it wasn't. I also tried the SpywareBlaster download. When I tried to check for updates, it said (not exact words): server connection or firewall problem or ? (can't remember exact wording). I then tried to open ZoneAlarm to check settings to see if it was causing these problems, but it doesn't open. I've run SpyBot and AdAware (not updated) and didn't get too many

Re: Can't send/rec e-mail - ?reinstall?

objects to
delete (4 and 10). Also ran Stinger, Sysclean, and Norton -
all supposedly
clean. Any ideas? Could the firewall be causing the problem??
Or a hidden
virus?? NAV is updated thru Intelligent Updater to 4/26/05.
Again, I'm not
sure if these problems are related or not. Any help
appreciated.

--

Barb Zakrzewski