

Her problem was indeed complex. The problem was that her Vista Window's Mail was insisting on attempting a dial up connection although she was already connected via Hargray broadband. Whenever I attempted to change the email connection preference, the email program locked up/crashed. The fix was to delete her email account from the PC and then reinstall it. I backed up and restored her messages and address book before and after deleting her account on the PC. I did not she lose anything.

I don't know all this stuff on my own. I use Google for a lot of research and participate in professional news groups that discuss problems and solutions.