

Re: OUTLOOK EXPRESS RULES PROBLEM

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-08/0

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Date: 08/01/04

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If you are running NAV 2004 and Norton Internet Security, it includes Norton AntiSpam and this package is the likely cause of this problem.

Workaround:

Are the buttons to move the rule active?. Move the rule and it should not be grayed out anymore, but another will be. If necessary, create a *Dummy Rule* to be the designated Grayed-out rule.

If still no joy, Go to Start>Run>(type) regedit>OK. Follow this path to the Rules:

```
HKEY_CURRENT_USER
  \Identities
    \{GUID}
      \Software
        \Microsoft
          \Outlook Express
            \5.0
```

When you click on each rule, the Action for the rule is shown in the right pane. When you locate it, right click on that folder and delete it.

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Bruce Hagen

~IB-CA~

"Neil at Mugshot" <mugshotneil@nyc.rr.com> wrote in message news:Bb5Pc.109576\$a92.109459@twister.nyc.rr.com...

> I'm having the oddest problem. I created an Outlook Express Rule to automatically forward email sent to one of my home identity addresses to my

> email address at work. Simple, right?

>

>

> However, now I can't remove or change the Rule. None of the fields will

> unlock -- they are greyed out. I can create other Rules, modify, and delete

> them, but this one Rule -- the first one I created -- cannot be changed or

> removed. Please assist.

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