

## Re: Can't delete mail rule

**Source:**

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**From:** Bruce Hagen (*Nospam\_at\_mymail.invalid*)

**Date:** 01/28/05

Date: Fri, 28 Jan 2005 06:27:23 -0800

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

A workaround that works for some:

Create a *\*Dummy Rule\** to be the designated Grayed-out rule.

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

"Randomiser" <Randomiser@LOSETHISconkey.plus.com> wrote in message news:O15qewTBFHA.4072@TK2MSFTNGP10.phx.gbl...

> *Had problems with a particular mail rule in OE6. It had been last*  
> *rule but I put in a couple of new ones which appeared beneath it.*  
> *When I highlighted this rule I could not deselect it, nor Modify or*  
> *Delete it; the buttons remained greyed out. The text of the rule*  
> *similarly was 'brownd-out' and could not be edited. It would not*  
> *move up or down and the rules below it would not move up past it. In*  
> *exasperation I deleted it from the Rules\Mail branch in the Registry*  
> *and also the mention of it in the Rules\Mail\Order key. This deleted*  
> *the rule sure enough, but now the rule which followed it has the*  
> *same symptoms!*  
>  
> *Any ideas anyone? TIA*  
>  
> *Randomiser*  
>