

## Re: Can't delete Sent messages

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2005-11/m](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2005-11/m)

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- *From:* "ed" <M@xxxxxx>
  - *Date:* Tue, 15 Nov 2005 12:50:23 -0000
- 

"Star" <Star@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:80DC2414-B3C4-41EF-A9C2-53C53C581F8F@xxxxxxxxxxxxxxxxxxxx>

> I've been trying to help an elderly aunt with some minor computer  
> problems.  
> In the process of cleaning out some temp files, junk, etc.. She hadn't  
> been  
> receiving email through her Outlook Express the past week. By checking it  
> in  
> her webmail, I discovered one entry that had a HUGE attachment. I think  
> that  
> attachment was sort of "blocking" others from being delivered, as once I  
> got  
> rid of it, others were downloading with no problem. I deleted hundreds of  
> email from her Deleted box as well as from her Inbox. I deleted them in  
> "sections" as her computer seemed to freeze up if I tried to empty her  
> Deleted folder all at once. It seemed all was finally working until I  
> found  
> she had over 1500 email in her Sent folder. When I tried to delete them  
> 20  
> at a time (and even later just one at a time), it wouldn't work. Nothing  
> would delete. Then after earlier getting the Inbox cleaned out, I was no  
> longer to delete even a single email out of it.  
>  
> What do I need to do to be able to delete email from the Inbox and Sent  
> folder?  
>  
> Her computer is running reallyyyyyyyyy slow. I thought that might be some  
> of the problem when trying to delete chunks of email. I've run System  
> Mechanic, AdAware, Spyware Search & Destroy and WinASO Registry Optimizer  
> in  
> an effort to get rid of as much junk as possible. It has plenty of disk  
> space.  
>  
> Any help with this problem would be greatly appreciated. I'm proud that  
> as  
> a woman over 80 she uses her computer, but I see her frustration growing.  
> I

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- > would hate to see her get rid of it just because I can't get some of these
- > easy fixes done.
- >
- > THANK YOU!
- >
- > Star

Try compressing the folders first– Click on the folder in OE first, then choose File, Folder, Compact. Don't choose All folders– it can take ages or even cause your machine to freeze for large files.

If that doesn't seem to help create a new folder in OE and move any messages from the inbox that you want to keep into it. Close OE then find where your storage files are on the computer– Your Inbox is inbox.dbx, delete it, it will be recreated next time you start OE. You can do the same with deleted items.dbx too.

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