Send&File Issue with IMAP Account in Outlook 2007

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Introduction

Some users email us that they are sending an email and filing a copy in a chosen folder but after the email is sent a copy ends up in the Sent Items folder but not in the folder where the filing should have been done. This document outlines how Send&File is affected if you are using an IMAP account.

Overview

The important things to note are:

1. QuickFile only works with the default Sent Items in Outlook
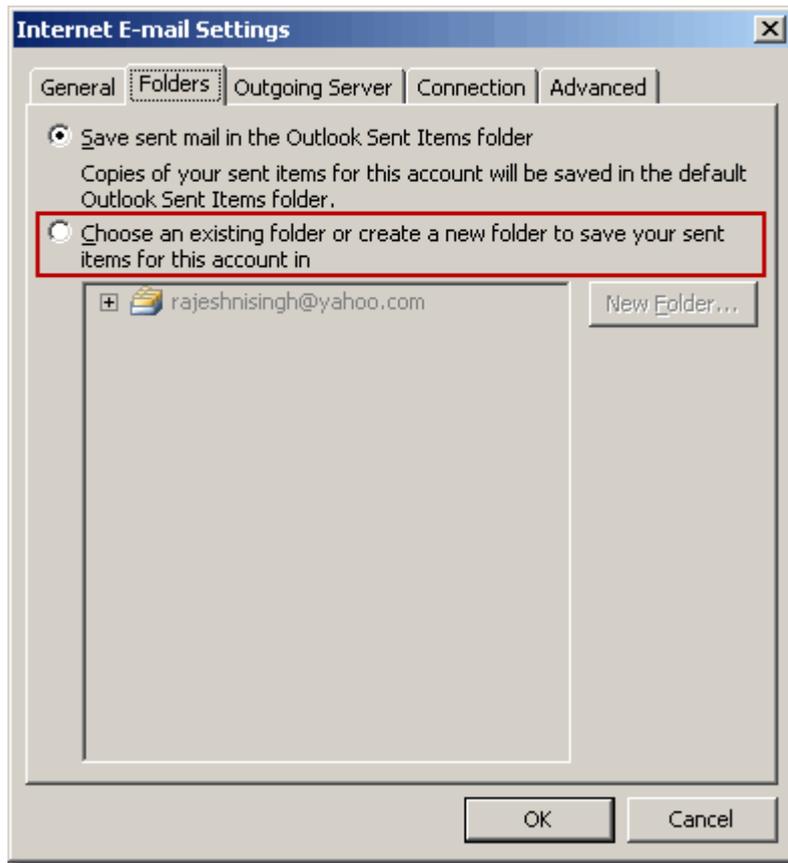2. IMAP account allows users to change their default Sent Items folder

Check if you have the correct Outlook Settings to File Sent Items

By default, the sent messages from all your accounts are saved in the default Sent Items folder in Outlook. For example, if you are at work and add a personal e-mail account to Outlook, you can configure your sent items to be saved in the Sent Items folder of the data file or in a Personal Folders file. In Microsoft Office Outlook 2007, you can specify where Sent Items are saved for your IMAP e-mail account.

If you have specified a different Sent Items folder for your IMAP account apart from Outlooks default Sent Items folder then QuickFile will not file your Sent emails.

To check for this follow the steps below:

1. On the **Tools** menu, click **Account Settings**.
2. Select an e-mail account that is your IMAP account, and then click **Change**.
3. Click **More Settings**.
4. In the **Internet E-mail Settings** dialog box, click the **Folders** tab

If the option "Save sent mail in the Outlook …" is selected then it means that this account is using Outlook's default Sent Items folder.

If this is not selected and "Choose an existing …" option is selected then it means that an IMAP folder is used as the Sent Items folder. This will not work with QuickFile Send&File feature. Set this to the "Save sent mail in the Outlook …" option to allow Send&File feature to work correctly.

Conclusion

While sending emails, on the Send&File screen select the folder in the IMAP PST that you want to file to or any folder in any other PST for that matter and your emails will be copied to your default sent Items in Outlook and the other in your respective chosen folder.

For Further Information

If you have any questions about this, please email your contact person at Standss. If you do not have a contact person then please email at support@standss.com.

We also frequently update our Knowledge Base and Frequently Asked Questions (FAQ) pages on our websites.

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