

GroupWise – Creating a proper Sent Items folder

By far the most irritating feature of GroupWise, and certainly the most **non-industry standard** feature of GroupWise, is the default **Sent Items** folder that all users get. In our opinion it is about the most stupid implementation of a “Sent Items” folder one can find anywhere, and as a direct result of such a crass implementation, it generates untold amounts of end-user problems which technical support then have to solve – yet, a simple industry-standard implementation of the Sent Items folder would have avoided all such problems.

The default GroupWise “Sent Items” folder is not a proper folder, it is a **search folder**, that is whenever you click on the folder, instead of opening an actual folder, what you do in reality is tell GroupWise to go and find throughout your GroupWise profile, wherever they may currently be, all items you ever sent (e-mails, appointments, tasks, phone messages, notes). If those items run into thousands, this “search/find” process can take up to 5 to 15 minutes on a large installation. From this it is easy to understand the first reason why the default GroupWise “Sent Items” folder can become extremely frustrating : for instance, you need to re-send that really urgent e-mail, but thanks to the “Sent Items” folder being a search folder, you find yourself having to wait for 7 minutes while GroupWise finds 950 sent messages ! In the age of powerful PCs where everything happens instantly, this is “back to the Dark Ages” stuff !

But it gets worse, and this is where the default GroupWise implementation becomes almost “dangerous”. Imagine this truly common scenario : you send an e-mail. A little later you decide you want to keep that e-mail for future reference, so you go to your “Sent Items” folder and drag it from there to a folder called “QUOTES” for instance. Blissfully unaware of the problems with the “Sent Items” folder you believe, when you do that, that you are dragging your message from one folder to another folder, the “QUOTES” folder. **You could not be further from the truth.** Weeks later you decide to do a bit of housekeeping and decide, for a start, that you will delete your oldest e-mails. So you click on the “Sent Items” folder and delete your oldest 200 e-mails. A few days later, you go to your “QUOTES” folder and find that that quote which you thought was filed, is nowhere to be found ! What happened ? **Simple : when you clicked on your default “Sent Items” folder, you were not opening an actual folder, instead what happened is that you instructed GroupWise to go and find, wherever they may currently be filed, all e-mails you ever sent, and amongst other things that search picked up the quote you had filed in the “QUOTES” folder. You then deleted the oldest 200 e-mails which, unfortunately included the quote in question. Result : when you go back to your “QUOTES” directory you will find that your quote has disappeared.**

Another infuriating problem attached with the standard GroupWise Sent Items folder is that you cannot do searches on it, yet every user will one day need to search their Sent Items for a specific message.

Have we said enough ? Of course. There are too many compelling reasons for never keeping the default GroupWise “Sent Items” folder.

So, to move away from the nightmarish default GroupWise “Sent Items” folder, a search folder, this document will walk you through creating an **industry-standard “Sent Items” folder** which is a real folder and which opens instantly when you click on it (ie. no search is performed). This process comprises of 3 step in **GroupWise 5.5** :

- Deleting the default GroupWise ‘*Sent Items*’ search folder
- Creating a proper (normal) folder called ‘*Sent Items*’.
- Creating a rule which moves all new sent items to the ‘*Sent Items*’ folder

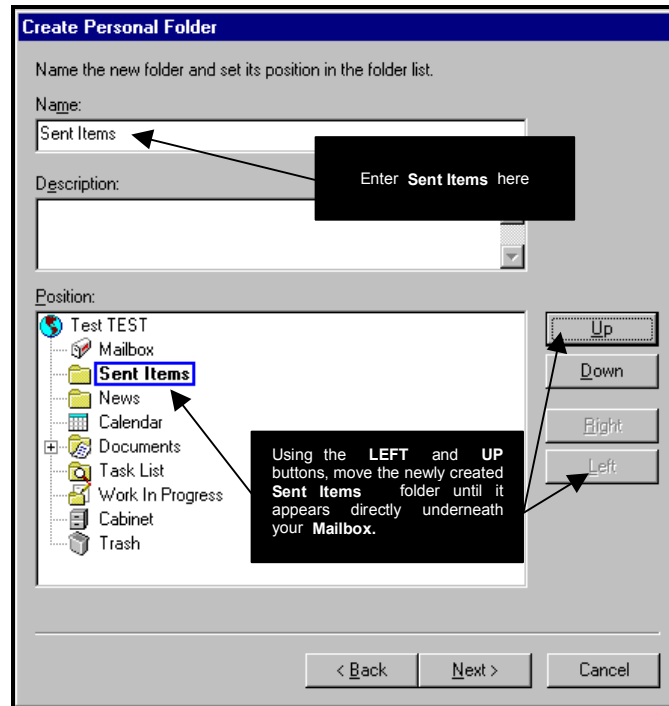
**Deleting the default GroupWise
‘*Sent Items*’ search folder**

- Open **GroupWise** and do a right click on the **Sent Items** icon.
- If you are working on an **EXISTING** GroupWise user rather than on a new user, click on **Rename** and rename the folder to “Old Sent Items”, otherwise
- Click on **Delete** on the shortcut menu that appears, and confirm the deletion by selecting **Yes**.

**Creating a proper folder called
‘*Sent Items*’**

- Do a right click on the **Mailbox** icon, and select **New Folder**. You will now be prompted with the ‘*Create Personal Folder*’ dialogue box.
- Make sure **Personal folder** is bulleted, and click on **Next**.
- In the **Name** field, type in **Sent Items**.
- If you want to, write in the **Description** field something that describes this folder, although, really, the folder’s name, “Sent Item”, is pretty self-explanatory.
- By default, GroupWise automatically positions the new folder underneath the **Cabinet**. Click on the **Left** button, and then continue to click on the **Up** button until the new folder moves to a position directly underneath the **Mailbox** icon.

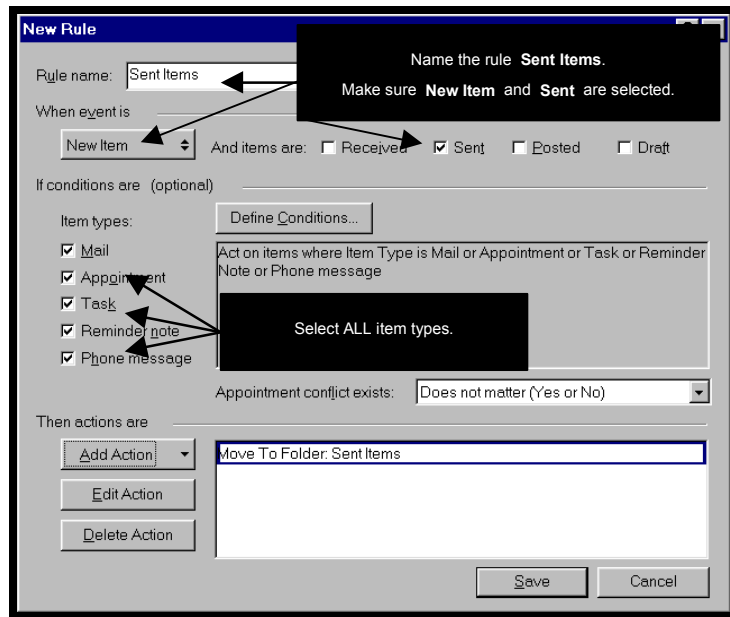
- The 'Create Personal Folder' dialogue box, should now appear as per the example below. Click on **N**ext.



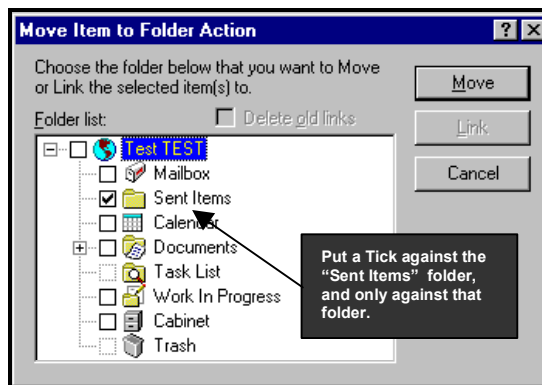
- On the next screen, accept all default options. Click on **F**inish.
- That's phase 2 done.

Creating a rule which moves all new sent items to the 'Sent Items' folder

- Make sure you are positioned in the **M**ailbox, and click on **T**ools \ **R**ules to bring up the 'Rules' dialogue box.
- Click on **N**ew... to bring up the 'New Rule' dialogue box.
- Next, fill the "New Rule" dialogue that comes up exactly as shown below :

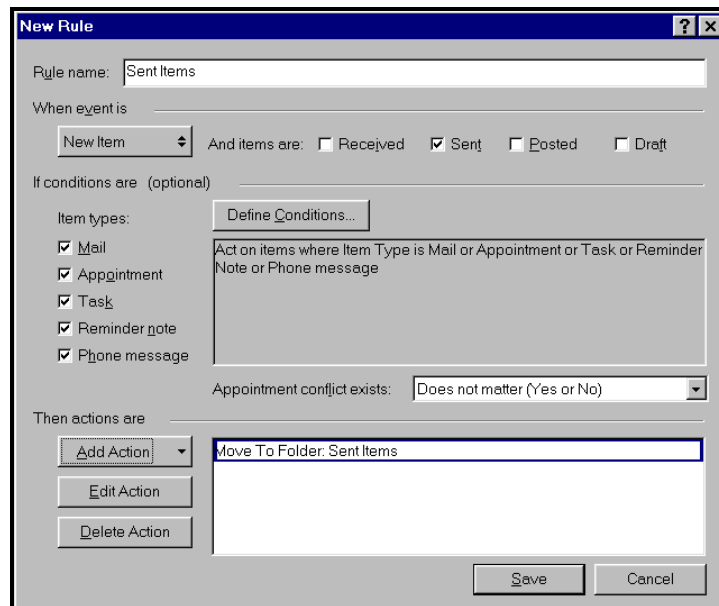


- In the bottom section of the above dialogue, click on the **Add Action** button and select **Move to Folder...** from the list that appears.
- In the 'Move Item to Folder Action' dialogue, place a tick against the **Sent Items** folder. Make sure that only the **Sent Items** folder has a tick against it, as shown below :



- Click on **Move**.

- Your 'New Rule' dialogue box should now appear exactly as shown below.



- Click on **S**ave.
- You will now be back at the 'Rules' dialogue box, where you can see the **Sent Items** rule that you have just created. Make sure that this rule is enabled, i.e. there should be a tick next to it.
- Click on **C**lose.
- That's it, you're done. **You now have an industry standard "Sent Items" folder.** Test the rule out by sending yourself an e-mail, and then go into your **Sent Items** folder to verify that it is in there. If it is, the rule is working.

**If the user is not a new user, but an
EXISTING user.**

If you just created an industry standard “Sent Items” folder for an **existing** user rather than for a brand new user, then you will need to perform the additional extra steps below to ensure that your new industry standard “Sent Items” folder contains all the messages you had sent before you created it :

- Click on “**Old Sent Items**”, your old Sent Items search folder which you renamed at the beginning of this process on Page 2.
- Click on any message in your “Old Sent Items” search folder so that the message gets highlighted.
- Press **Ctrl+A**. This highlights all the messages in your “Old Sent Items” folder.
- Drag the highlighted messages into your new industry standard “**Sent Items**” folder.
- Delete “**Old Sent Items**” by right-clicking on it and choosing **Delete**.
- That’s it. You’re done.

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