

FOLDERS: RESTORING SENT ITEMS, TASK LIST, TRASH, AND CABINET FOLDERS.

One of your system folders is missing. Perhaps you were a little too zealous when you cleaned up your Mailbox and you accidentally deleted your Sent Items folder, or maybe you inadvertently clicked Delete on your Trash or Cabinet folder, and poof, it was gone. But now you're experiencing deleter's remorse, and you want your folders back. No problem!

RESTORING YOUR SENT ITEMS FOLDER

Not that it matters a whole lot to you, but your Sent Items folder isn't really a system folder. It's a Find Results folder, which means it's a filter that finds all sent items and saves them in a folder—just like the name says. As a result, it's a cinch to re-create.

First, you need to re-create the filter that finds all your sent items.

1. Click Tools►Find►Advanced Find.

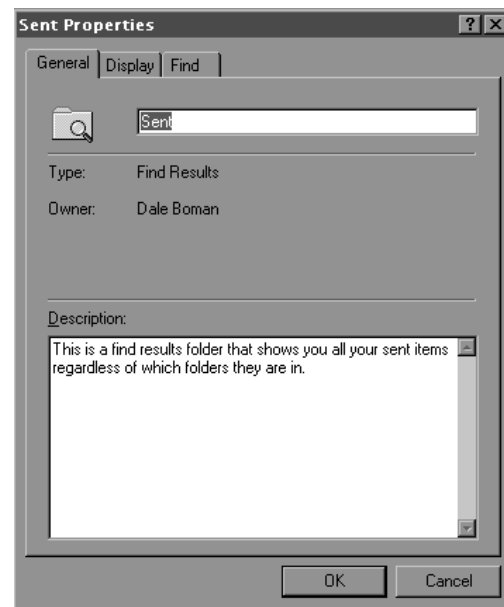


2. In the first drop-down list, click All Fields ►Item Source► OK.
3. In the second drop-down list, make sure [] appears.
4. In the third drop-down list, make sure the word Sent appears ► click OK twice.

Now you've re-created the filter, and all you have to do is re-create the actual Sent Items folder.

5. In the Find Results Window, click File► Save As Folder.

6. Type Sent Items as the name of the folder.
7. Click Next►Finish.
8. Close the GroupWise Find Results window. At this point, you should see a Sent Items folder in your Folder List, but don't stop now because you're not quite finished. You still need to specify the properties of your new Sent Items folder.
9. Right-click the new Sent Items folder in the Folder List ► Properties.



10. Click each tab on the Sent Properties dialog box and verify that the settings on the tab match the settings in the Properties table on the following page.

RESTORING YOUR TASK LIST FOLDER

Your Task List folder is a Find Results folder just like your Sent Items folder, and the steps to get it back are almost the same.

First, you need to re-create the filter that finds all your tasks.

1. Click Tools►Find►Advanced Find.
 2. In the first drop-down list, click All Fields ► Item Source► OK.
 3. In the second drop-down list, make sure [] appears.
 4. In the third drop-down list, make sure the word Task appears ► click OK twice.
- Now you've got the filter ready to go, all you have to do is re-create the actual Task List folder.
5. In the Find Results Window, click File► Save as Folder.
 6. Type Task List as the name of the folder.
 7. Click Next►Finish.
 8. Close the GroupWise Find Results window.

- At this point, you should see a Task List folder in your Folder List, but you're not quite finished yet. You still need to specify the properties of your new Task List folder.
9. Right-click the new Task List folder in the Folder List ► click Properties.
 10. Click each tab on the Task Properties dialog box and verify that the settings on the tab match the settings in the Properties table below.

| PROPERTIES FOR THE SENT ITEMS AND TASK LIST FOLDERS | | |
|---|--|--|
| GENERAL TAB | | |
| FIELD NAME | SENT ITEMS | TASK LIST |
| Folder Name | Sent Items | Task List |
| Description | Find items where Item Source is Sent. | Find items where Item Type is Task. |
| DISPLAY TAB | | |
| FIELD NAME | SENT ITEMS | TASK LIST |
| Description | A Sent Items folder is a find results folder that shows you all your sent items regardless of the folders they are in. | A Task List folder is a find results folder that shows you all your tasks regardless of the folders they are in. |
| View By | Details | Details |
| Sort By | Date | Due Date |
| Sort Order | Ascending | Ascending |

| FIELD NAME | SENT ITEMS | TASK LIST |
|-------------|--|---|
| Item Source | Sent | Received & Personal |
| Columns | To, Subject, Date, Recipients#, Opened#, Deleted#, Accepted#, Completed#, Replied#, Folder | Subject, Due Date, Category, Priority, Assigned, From, Folder |

| FIND TAB | | |
|-------------|---|--|
| FIELD NAME | SENT ITEMS | TASK LIST |
| Description | Find items where Item Source is Sent. | Find items where Item Type is Task. |
| Look in | The user folder (the one with the globe next to your name), Mailbox, Calendar, Cabinet, and Work in Progress. | The user folder (the one with the globe next to your name) Mailbox, Calendar, and Cabinet. |

RESTORING A SYSTEM FOLDER, SUCH AS THE TRASH OR CABINET

Unlike the Sent Items and Task List folders, the Cabinet, Trash, and Work In Progress folders are system folders and can't be deleted. "Wait just a minute," you say, "I can delete these folders. In fact, I'm reading this document because I've already deleted a folder, and I want it back."

You were able to delete one or more of your system folders because your user database is, we hate to say it, corrupted. As a result, you could delete a system folder which you wouldn't be able to delete under any other circumstance.

But don't worry because you can get the folder and its contents back. All the stuff you had stored in the folder is still safe and sound in the message store database. You just can't get at it.

To fix your message store database and restore your system folders, you need to recover the message store database. It's easier than it sounds. Your system administrator can do this by running GWCheck against your message store database.

You can get a copy of GWCheck and information about how to use it on the Cool Solutions Downloadables page at www.gwmag.com/html/downloadables.htm.