

Re: Still Desperate for Help!!! Only one rule and it's not working!!!

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Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.entourage/2005-09/msg00783.html>

- *From:* Debra Clinton <dclinton@xxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 22 Sep 2005 13:39:16 -0400
-

Thanks for your reply, but that's not it either... I've already checked that the View isn't set to just show Unread messages...

I appreciate your suggestion, though, because I'm not having any luck with anything else...

Thanks anyway!

Debra

On 9/20/05 5:42 PM, in article
BF55D05A.E4B8%aschaevitz@xxxxxxxxxxxxxxxxxxxxxx, "Alan Schaevitz"
<aschaevitz@xxxxxxxxxxxxxxxxxxxxxx> wrote:

> -----On 9/20/05 1:39 PM "Debra Clinton" wrote:
>
>> Thanks for your response... I apologize for not providing more information,
>> but this is actually a second post to follow up my original one (I guess I
>> lost the thread...)
>>
>> We are both using Entourage 2004 11.1.0 on OS X 10.3.
>>
>> The account is a straightforward POP account, with no Exchange server, and
>> the very first place I checked was the Inbox, as I expected it to be left
>> there.
>>
>> 99% of the messages are forwarded, except for the occasional one. I've
>> checked every single folder on the system – including the Junk mail – but
>> it's a new account, so there are very few messages for it to get "lost"
>> amongst, even if I couldn't see it visually or using a search, as I have
>> done several times.
>>
>> I have also checked that the messages are being sent to the business
>> address, and are not just direct replies to her home address, so that has
>> been eliminated as well.
>>

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>> These messages simply disappear after forwarding!
>>
>> Is there anything such as a log that can be viewed, or is there any way to
>> view the headers to see if there is a clue as to why they are just
>> disappearing?
>>
>> I am not a technician or IT support. I am simply trying to help a co-worker
>> with a problem, so I apologize for the lack of "etiquette" in using the
>> capitals, and hope no one was offended.
>>
>> Any help from anyone would be sincerely appreciated.
>>
>>
>> Debra
>> D clinton atcambridge mgmtdot com
>>
>>
>> On 9/20/05 1:51 PM, in article BF559A19.AFA92%berkowitz@xxxxxxxxxxxxxxxxxxxx,
>> "Paul Berkowitz" <berkowitz@xxxxxxxxxxxxxxxxxxxx> wrote:
>>
>>> On 9/19/05 8:10 AM, in article BF544D23.384E%dclinton@xxxxxxxxxxxxxxxxxxxx,
>>> "Debra Clinton" <dclinton@xxxxxxxxxxxxxxxxxxxx> wrote:
>>>
>>>> I am STILL having a problem with ONE simple rule not working properly.
>>>>
>>>> It specifies that ALL MESSAGES should be forwarded to a single email
>>>> address. There are NO OTHER RULES, and no schedule to delete messages from
>>>> any folders at any time.
>>>>
>>>> The rule does forward the message, but it then either deletes it from both
>>>> the SENT and DELETED items folders, or it just doesn't register that an
>>>> email has been received.
>>>>
>>>> Whoa. Before looking in the Sent or Deleted folders, what about the Inbox?
>>>> If there's only one rule, and all it does is forward the message, then the
>>>> original message should still be in the Inbox – unless it's being moved by
>>>> the Junk filter.
>>>>
>>>> You don't say which version. If she, like you, is in Entourage 2004, then
>>>> the Junk protection moves Junk messages to the Junk folder. Have you looked
>>>> there? Maybe you should turn Junk filter off, or tell the rule to set status
>>>> to Not Junk, if it's going to make so much trouble (if that's what it is).
>>>>
>>>> Is this a POP account – where the messages come into the Inbox "On My
>>>> Computer" – or is it an IMAP account, where the messages come into a
>>>> separate INBOX in the separate account folder in the Folders list. Why
>>>> aren't you telling us that? (You seem to be this person's tech support?) It
>>>> sounds like it might be an IMAP account.
>>>>
>>>> If so, check the folder list in the left column and find the entry named for
>>>> the IMAP account. Open the disclosure triangle, In there you'll find a

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>>> separate INBOX, Junk folder (where this account's junk will be going to
>>> automatically) and Sent folder, where the sent messages ought to be. If you
>>> don't see any folders in that account, click just on the account entry, and
>>> in the main window you'll see some dimmed folders. Select them (or
>>> appropriate ones) and click Subscribe. Now you'll see them in the left list
>>> too. Also go to Tools/Accounts/that account/Edit/Advanced, and set up where
>>> the Sent, Deleted and Junk folders are mapped too.

>>>

>>> It sounds to me as if this may be an IMAP account, where the server (as set
>>> up by the IT people), are filing the messages in server folders that have
>>> not been subscribed to in Entourage.

>>>

>>> Or is this a Hotmail or Exchange account/ If Exchange, this is a whole
>>> different kettle of fish and we really have to know the Entourage version.

>>>

>>> You really need to provide some more information, here. Letting up on the
>>> upper-case letters and exclamation points would help a bit too, if you can
>>> manage.

>>>>

>>>> There is no evidence – ANYwhere, in ANY folders – to show that it was
>>>> received at the source despite the fact that it is forwarding the message
>>>> to

>>>> the second mailbox!!!

>>>>

>>>> This is EXTREMELY problematic, as the individual does not know whether they
>>>> are getting any emails at the office until they get home at the end of the
>>>> day and find the forwarded messages at their home address.

>>>>

>>>> I have no other choice but to move to another email client if this can't be
>>>> resolved, as the individual cannot just wait 24 hours to return their
>>>> messages.

>>>>

>>>> I'm now desperate, as it has been going on for several weeks, and the
>>>> individual is getting very impatient.... Anybody's help would be greatly
>>>> appreciated!

>>>

>>

> One thought: Are the messages being marked as Read when they are forwarded
> and you have View > Unread Only checked?

>

.

• **References:**

◆ ***Desperate for Help!!! Only one rule and it's not working!!!***

◇ From: Debra Clinton

◆ ***Re: Desperate for Help!!! Only one rule and it's not working!!!***

◇ From: Paul Berkowitz

◆ ***Re: Still Desperate for Help!!! Only one rule and it's not working!!!***

Re: Still Desperate for Help!!! Only one rule and it's not working!!!

◇ *From:* Debra Clinton

◆ ***Re: Still Desperate for Help!!! Only one rule and it's not working!!!***

◇ *From:* Alan Schaevitz

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