

GSD. Outlook - How to find a missing folder which was moved by accident

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General Information:

Possible symptoms/errors:

Missing folder in Outlook.Folder in Outlook moved by accident.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article will introduce two methods to help user find a missing folder moved by accident in Outlook.

Find a missing folder which was moved by accident by Folder Size option:

Supposing the name of the missing folder is "Internal", user can find it with browsing all folder names in the Folder Size dialog box. Advise user to do the following:

1. Advise user to right click the email account in the Navigation Pane and then click Data File Properties from the right-clicking menu.
2. In the Outlook Today dialog box and under the General tab, ask user to click the Folder Size button. In the opening Folder Size dialog box, user can find their missing folder in the folder box.
3. Advise user to go back to Outlook main interface, find the folder according to the above folder path, then manually drag the folder back to where it belongs.

Find a missing folder which was moved by accident by Search and Browse:

If user remembers the title of any emails in the missing folder, they can find the folder by searching the email title as below steps shown.

1. Advise user to click on the Search box, change the search scope to All Mailboxes, and then enter any words of the email title into the Search box.
2. Then the email is searched out and listed in the mail list, advise user to double click to open it.
3. Ask user to press the Ctrl + Shift + F keys to open the Advanced Find dialog box (or they can just select the email and click Search > Search Tools > Advanced Find). In the dialog box, user can see the

name of the folder where the selected email is located displayed in the In box, ask user to click the Browse button.

4. In the Select Folder(s) dialog box, user will see where the missing folder is currently located. Ask user to remember the folder path and then click the OK button.

5. Advise user to go back to Outlook main interface, find the missing folder according to the above folder path, then manually drag the folder back to its original location.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A