

GSD. Outlook - How to fix Outlook not showing all incoming emails issue

Article ID: KB0039618

Created: 2025-01-29 09:23:54

Updated: 2025-01-29 12:08:00

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/56f11880c38a1a100acd330015013196',

'value': '56f11880c38a1a100acd330015013196'}

General Information:

Possible symptoms/errors:

User is not able to see all incoming emails in their inbox folder
Not all incoming emails are displayed in Outlook
Private emails are not displayed in a Shared mailbox

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

To determine the issue SD agent should advise user to follow the steps below:

In case a particular email cannot be found:

Advise user to find the message by typing its subject name.
Check if any inbox rule has been created in the user's mailbox.
Ask user to check other Outlook folders.
Check if the email is not located in Deleted Items folder.
Advise user to recover Deleted Items from Server and then check inbox folder.

Go to View tab in Outlook and click on Reset view option then restart the application.

Advise user to uncheck Use Cached Exchange Mode Account setting and restart Outlook:

File < Account Settings < Account Settings < Choose the affected email account < Change < Uncheck Use Cached Exchanged mode...

Please assist the user with the profile recreation in case the message is still not visible.
Advise user to check OWA if the missing email is marked as private: <https://outlook.office.com/>

B. In case a private email cannot be found in a shared mailbox:

Check user's permission in a shared mailbox.

NOTE: Be aware of the difference between the Send As / Send On Behalf access settings below. Only the Send As option can see the private email.

In case Send As permission is required advise user to contact the mailbox owner to get the permission.
Ask user to re-add the shared mailbox as a new one in the application. (Consult GSD. -

Outlook - Shared Mailbox as additional account in Microsoft Outlook)

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

Outlook Web Mail: <https://outlook.office.com/>