

From: james | need mac help <[REDACTED]>
To: Lesley Groff <[REDACTED]>
Cc: Rich Kahn <[REDACTED]>, Sara Rychtarik <[REDACTED]>
Subject: Re: 10am Jeffreys home
Date: Wed, 11 Jun 2014 19:30:25 +0000

Hi Lesley,

Everything went smoothly with the upgrade here.

Mail had stopped sending email because it had lost your Gmail password for the outgoing mail server. It does that sometimes if it has trouble connecting the the mail server as quickly as it expects, it assumes the password was bad. Once Mail was quit & reopened it prompted for the password again.

The post-upgrade Mail update is underway. It should be done by this evening. I've reinstalled all three printers, and made sure that scanning from the Epson WP-4540 (the big one behind your desk) works.

As far as your missing sent mail goes, I think what you are seeing is a "Tale of Two Folders"...

Gmail's implementation of IMAP (the standard email protocol that allows non-gmail programs to talk to it) is very weird. Prior to Mac OS X 10.9 (Mavericks, which I just installed) or iPhone OS 6, you had to manually tell each program which *Gmail folders* to use for Sent Mail (or Trash, Junk/Spam, etc). If you didn't, rather than filing sent messages in the **[Gmail]/Sent** folder, Mail.app would create a **Sent Messages** folder on the root of the server itself. (*The newest operating systems finally take care of that for you.*)

It looks like this computer here wasn't ever configured to use the **[Gmail]/Sent** folder, and likely your home computer wasn't either. This means that all the emails sent from the iMacs previously are in the **Sent Messages** folder, and not the folder that Gmail expects them to be in. Your iPhone, on the other hand, will be filing your sent messages in the correct **[Gmail]/Sent** folder. So that would explain why you're not seeing the messages you sent earlier this week.

The good news is that all the messages are actually there, they're just in different folders.

If you look at a pre-Mavericks Mail.app (like your home computer), you'll see a [Gmail] folder, inside of that are folders for Sent, Trash, Spam, etc. If you look on your iPhone, there is a Sent Messages folder outside of the [Gmail] folder — this is where your older devices ACTUALLY filed the sent messages.

To configure any pre-Mavericks systems:

1. Inside of Mail.app, expand the [Gmail] folder and choose the Sent folder inside of it.
2. From the Mailbox menu at the top of the screen, choose Use This Mailbox As > Sent Mailbox.

This will tell Mail.app to file your sent messages in the correct folder.

If you need to find previous sent messages, they're in the Sent Messages folder on the Gmail server.

Since there are over 20,000 previously sent messages in that **Sent Messages** folder, it's not really practical to try to move them to the **[Gmail]/Sent** folder, and the newer systems won't allow you to NOT use the **[Gmail]/Sent** folder anymore. So we're pretty much stuck just searching that folder for any older sent messages.

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James Ce

□ Certified Support Professional 10.6

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On Jun 11, 2014, at 6:52 AM, Lesley Groff <██████████> wrote:

Morning James. Merwin is aware you are coming today to work on my computer at Jeffrey's home at 10am. Please be sure I can print and scan before you leave as well (Only saying this because I can't print at the office since you updated my computer)

I sent emails from my phone all day long monday and tuesday..I can see my emails at Jeffrey's house but nothing will send out and there is no history in my 'sent' folder of anything I have sent out over the past 2 days.

I know ██████ and Lyn both expressed to me they were hoping for some IT help...perhaps in your down time there today, you can help them

I will go to Jeffrey's house tomorrow and work a bit from there to see how things are going. When will you next be at our office? I would love for you to get me printing again over there.

Thanks, Lesley