
Troubleshooting Archived Emails Displaying as Tasks in Outlook

Troubleshooting Archived Emails Displaying as Tasks in Outlook 3

Troubleshooting Archived Emails Displaying as Tasks in Outlook

Overview

Once an email has been archived to Sugar using the Sugar Plug-In for Outlook, some users may find that the email appears as a task in their Outlook To-Do list.

Resolution

Complete the following steps to prevent emails archived to Sugar from being added to your Tasks list in Outlook:

1. In Outlook, navigate to Tasks > To-Do List.
2. Right-click the Task Subject and select Customize Current View.
3. Select the Filter button and then the Advanced tab.
4. Select the Field drop-down under "Define more criteria" and select All Task Fields
5. Select Categories from the drop-down list.
6. Set the Condition to "doesn't contain", and set the value to "SugarCRM".
7. Click the Add to List button.
8. Click OK in the Filter dialog box and then click OK in the Customize View To-Do List dialog box.

Your To-Do list will no longer display emails that were archived to Sugar.
