

Windows Administration - Bug #702

Problem With Outlook 2010 Displaying Incorrect Date

11/30/2015 02:34 PM - Daniel Curtis

Status:	Closed	Start date:	11/30/2015
Priority:	Normal	Due date:	
Assignee:	Daniel Curtis	% Done:	100%
Category:	Errors	Estimated time:	0.25 hour
Target version:	Windows 7	Spent time:	1.00 hour

Description

The Symptom

I recently encountered a problem with Outlook 2010 after migrating emails from one email provider to another. This was done by creating an account for the new email hosting provider and copying the messages from the old account to the new account (this was done because of migrating from POP3 to IMAP).

However, after the messages had been copied over, the messages in Outlook 2010 showed that they had arrived on the day of the migration and not the date the message was originally sent.

This began causing confusion while searching through email messages.

The Fix

1. Select the mailbox displaying the date incorrectly, then right-click on **Arrange By: Date** box at the top of the mailbox list.
2. Click on the **Columns...** button.
 - Then select **Sent** item from the Available columns and click **Add ->**.
 - Click **OK**.
3. Click on **Sort...** button.
 - Select **Sent** from the Sort items by menu.
 - Click **OK**.

Now messages in the mailbox will display the date which the message was sent from the sender and not the date that the message was received on the server.

Resources

- http://answers.microsoft.com/en-us/office/forum/office_2010-outlook/outlook-2010-using-incorrect-datetime-received-on/31bf1bc1-226f-4eeb-8bc1-a87198ea3ec0?db=5
- <https://social.technet.microsoft.com/Forums/office/en-US/050a6566-8ace-4778-ac14-0d9355872ce3/outlook-2010-using-incorrect-datetime-received-on-imported-imap-emails?forum=outlook>

History

#1 - 11/30/2015 02:35 PM - Daniel Curtis

- Description updated
- Status changed from New to In Progress
- % Done changed from 0 to 50

#2 - 11/30/2015 02:36 PM - Daniel Curtis

- Status changed from In Progress to Resolved
- % Done changed from 50 to 100

#3 - 02/20/2016 07:14 PM - Daniel Curtis

- Status changed from Resolved to Closed