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Email sent using Outlook are not saved to the Sent Items folder

Article ID: 2958272 - View products that this article applies to.

Symptoms

After you send an email using Microsoft Outlook 2007, Microsoft Outlook 2010, or Microsoft Outlook 2013, a copy of the email message is not saved to the Sent Items folder.
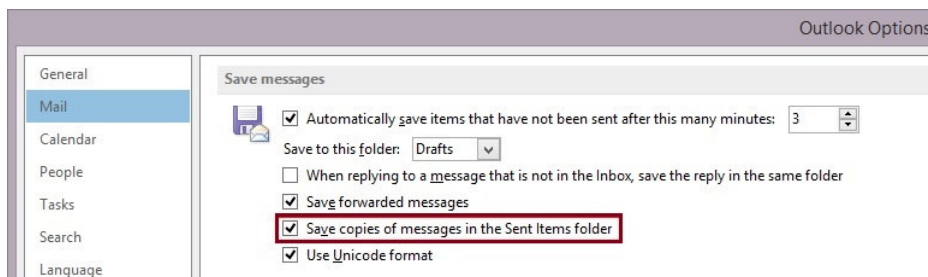
Cause

The **Save copies of messages in the Sent Items folder** option in Outlook is disabled.

Resolution

Enable the **Save copies of messages in the Sent Items folder** option by following the steps below for your version of Outlook.
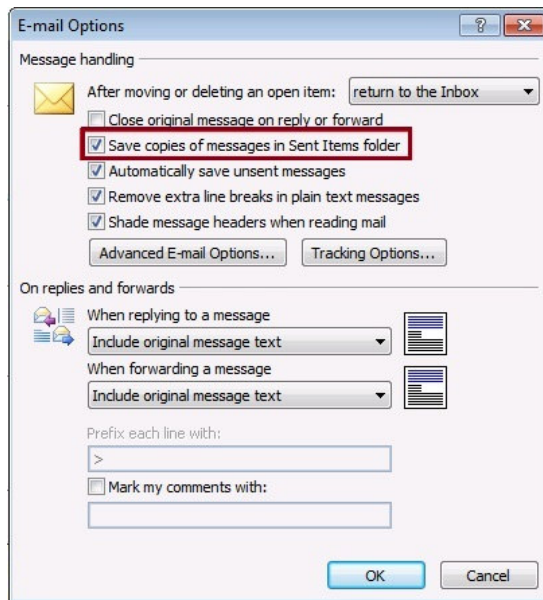
In Outlook 2010 and 2013:

1. Click **File**, and then **Options**.
2. In the **Outlook Options** dialog, click **Mail**.
3. Under the **Save messages** section, enable the **Save copies of messages in the Sent Items folder** option.

4. Click **OK**.

In Outlook 2007:

1. Click **Tools**, and then **Options**.
2. Under the **Preferences** tab, click **E-mail Options...**
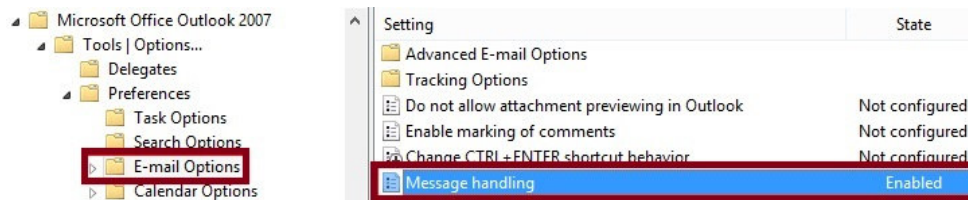3. Enable the **Save copies of messages in Sent Items folder** option.

4. Click **OK**.

More information

The **Save copies of messages in Sent Items folder** option can be controlled using the Outlook Group Policy setting. You can find the policy setting below, depending on your version of Outlook.
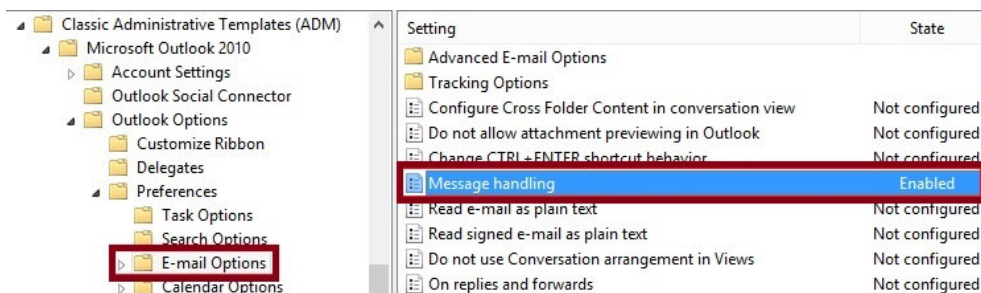
Outlook 2007:
    Policy Path: User Configuration/Administrative Templates/Classic Administrative Templates (ADM)/Microsoft Office Outlook 2007/Tools | Options.../Preferences /E-mail Options
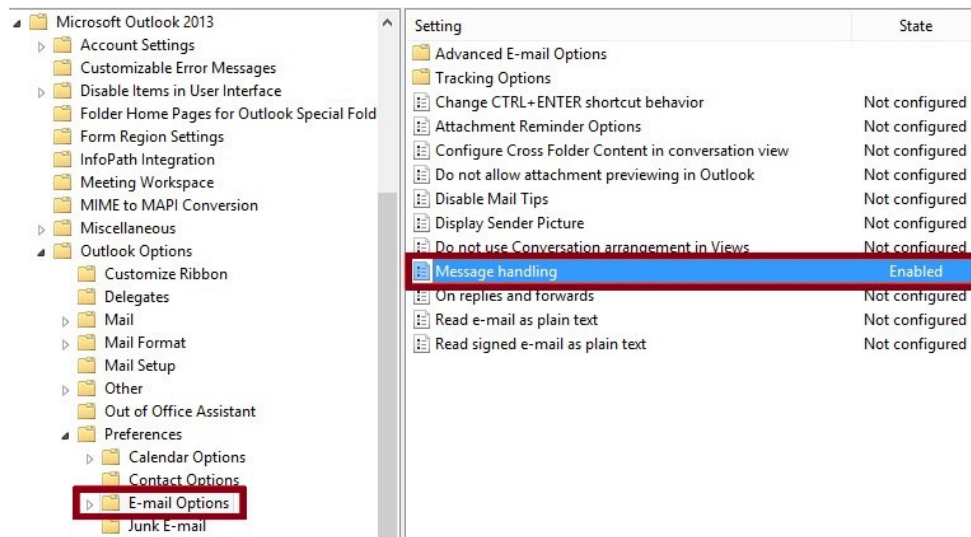
Outlook 2010:
    Policy Path: User Configuration/Administrative Templates/Classic Administrative Templates (ADM)/Microsoft Outlook 2010/Outlook Options/Preferences/E-mail Options
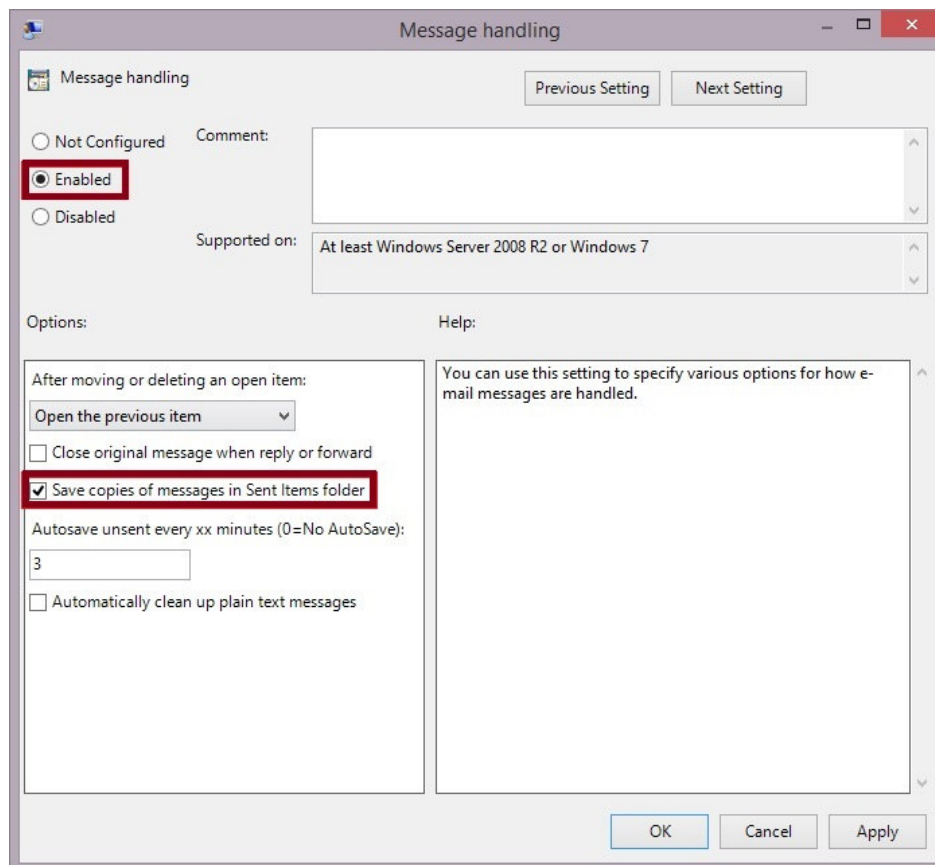
Outlook 2013:
    Policy Path: User Configuration/Administrative Templates/Microsoft Outlook 2013/Outlook Options/Preferences/E-mail Options

In the dialog box for the policy setting, click **Enabled** to enable the policy and select the **Save copies of messages in Save Items folder** option (The screen shot for this step is listed below).

The Registry keys associated with the **Save copies of messages in Sent Items folder** option are as follows:

HKEY_CURRENT_USER\Software\Microsoft\Office\x.0\Outlook\Preferences
HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\x.0\Outlook\Preferences

Where *x.0* is your version of Outlook:
    Outlook 2013 = 15.0
    Outlook 2010 = 14.0
    Outlook 2007 = 12.0

DWORD Value Name: SaveSent
Value Data:
    0 = Disabled; Sent emails will not be saved in the Sent Items folder.
    1 = Enabled; Sent emails will be saved in the Sent Items folder.

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Properties

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Applies to

- Microsoft Outlook 2013
- Microsoft Office Outlook 2007
- Microsoft Outlook 2010

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