

Rearrange Group Queues in the Cisco E-Mail Manager Status Screen

Document ID: 20385

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Introduction

This document shows how to rearrange the appearance of Group queue names in Cisco E-Mail Manager.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco E-Mail Manager administration
- Basic Microsoft Windows administration skills

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco E-Mail Manager versions 3.x and 4.x

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Rearrange Group Queues

Group queues appear on the Cisco E-Mail Manager status screen. Usually your Personal Queue is listed first, followed by all the Group queues to which you belong. The groups appear in the order they are created. In the example below, Group3 and then Group1 is created, so Group3 is listed first.

To reorder the groups in the list, modify the `users.cfg` file in the engine directory. Here is an example of the `users.cfg` file:

```
.
.
.

Id: _test1
UserNumber: 16
Password: -1779578272
TimeZone: US/Eastern
Name: "Test1"
Sig1: ""
Sig2: ""
Sig3: ""
FlagNewPass:
StartScreen: "1","n/a"
Style: 4
PageListMargin: 25
PageGrace: 5
Role: "_test1"
UIFlagSet: 361759039,2299002882,131231,0
UAFlagSet: 755085403,16712112
Timestamp: 956250672
-
Id: Group3
UserNumber: 4
Name: "Group3"
Group:
Role: "__defaultGroup"
Equation: "agent1"
Aliases: "youremailalias"
UIFlagSet: 0,0,0,0
UAFlagSet: 0,0
Timestamp: 948137127
-
Id: Group1
UserNumber: 2
Name: "Group1"
Group:
FlagForward:
XEmail: "youremailaddress"
Role: "__defaultGroup"
Equation: "agent1","agent2","agent3"
Aliases: "youremailalias"
UIFlagSet: 0,0,0,0
UAFlagSet: 0,0
Timestamp: 953940223
-
.
.
.
```

To place Group1 before Group 3 in this example, move the section for Group1 above the section for Group3. Here is what the file looks like once this change is made:

```
.
.
.

Id: _test1
UserNumber: 16
Password: -1779578272
TimeZone: US/Eastern
```

```
Name: "Test1"
Sig1: ""
Sig2: ""
Sig3: ""
FlagNewPass:
StartScreen: "1","n/a"
Style: 4
PageListMargin: 25
PageGrace: 5
Role: "_test1"
UIFlagSet: 361759039,2299002882,131231,0
UAFlagSet: 755085403,16712112
Timestamp: 956250672
-
Id: Group1
UserNumber: 2
Name: "Group1"
Group:
FlagForward:
XEmail: "youremailaddress"
Role: "__defaultGroup"
Equation: "agent1","agent2","agent3"
Aliases: "youremailalias"
UIFlagSet: 0,0,0,0
UAFlagSet: 0,0
Timestamp: 953940223
-
Id: Group3
UserNumber: 4
Name: "Group3"
Group:
Role: "__defaultGroup"
Equation: "agent1"
Aliases: "youremailalias"
UIFlagSet: 0,0,0,0
UAFlagSet: 0,0
Timestamp: 948137127
-
.
.
.
```

Save the `users.cfg` file and restart all Microsoft Windows NT services related to Cisco E-Mail Manager.

Related Information

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Updated: May 26, 2005

Document ID: 20385
