

# Outlook 2007 Mailbox Management

## Mailbox Limits

### What are mailbox limits and what does it mean to me?

A mailbox limit is the amount of E-mail that you can store in your mailbox on the server. These limits are put in place to ensure the maintainability and recoverability of the E-mail system for all users.

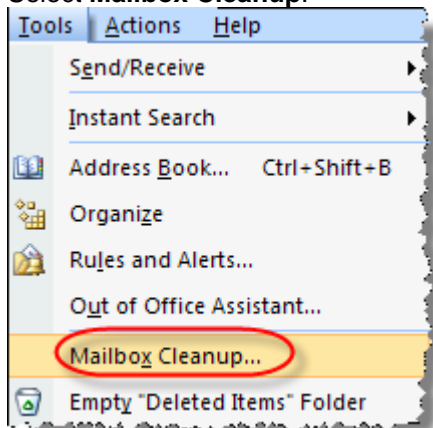
The mailbox limits established for the system are as follows:

- Warning: 375 MB / 375,000 KB (*You will receive an automatic system E-mail message stating that you are getting close to reaching your mailbox limit.*)
- Prohibit Send: 400 MB / 400,000 KB (*You will not be able to send messages until your mailbox size is reduced to under 400 MB.*)

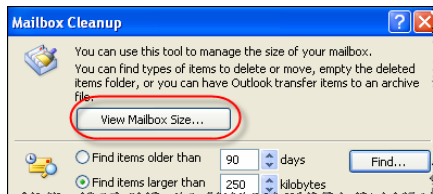
**Note:** You will not be prohibited from *receiving* messages, even if you have reached your mailbox limit.

### How can I check how much space I'm currently using?

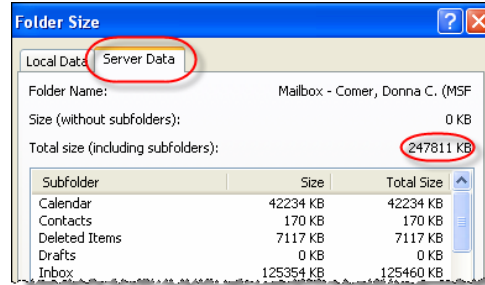
1. Open Outlook and select **Tools** from the Menu Bar.
2. Select **Mailbox Cleanup**.



3. Click the **View Mailbox Size** button.



4. In the Folder Size window, click the **Server Data** tab.



**Note:** You are presented with the Total Size of your mailbox and the subfolders which make up that total. The total size is listed in kilobytes. You will start to get notifications when your mailbox size reaches 390,000 KB and will be prohibited from sending E-mail at 400,000 KB.

### How do I know when I reach the limit?

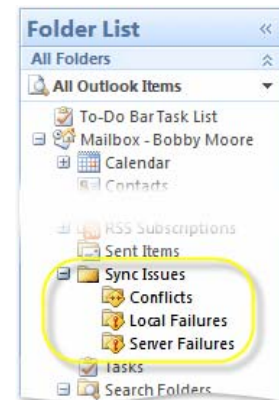
You will receive an automatic system E-mail message stating that you are getting close to reaching you mailbox limit.

## Deleting 'Sync Issues' Items

The Sync Issues folder contains logs and items that your mail client is unable to synchronize with your mailbox on the Exchange server. When expanded, there are a total of four synchronization issues folders (Sync Issues, Conflicts, Local Failures, and Server Failures) that appear in the Folder List to the left of the mailbox window. The Sync Issues folder is only displayed when you select the Folder List view option.

Items in the Sync Issues folder are counted as part of your mailbox storage limit. The way to reduce the size of your mailbox is to delete the items in these folders. Since the Sync Issues folders are not always visible, the number of messages and storage space could increase with time, eventually consuming valuable space in your mailbox.

On the **Go** menu, click **Folder List**.





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## Performance Issues Caused by Too Much Email on the Server

Outlook users experience poor performance when they work with a folder that contains too many items on a server.

Having a high number of items in the primary folders (Inbox, Sent Items, Deleted Items, Calendar, etc.) can cause Outlook to take a very long time to open. 5000 items is the recommended maximum amount of items in any one of the primary folders. Ideally, the number of items should be around 3500 or less for maximum performance.

Having more items in the primary folders causes Outlook to send multiple requests to the server every time the view is changed, the messages are scrolled through, etc.

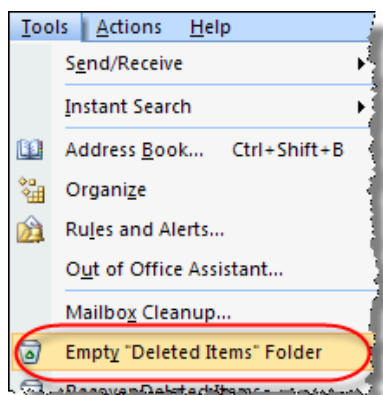
## Reducing the Size of Your Mailbox by Deleting Items on the Server

Once you have reached your limit, you will need to delete or move items from the server in order to be able to send E-mail again.

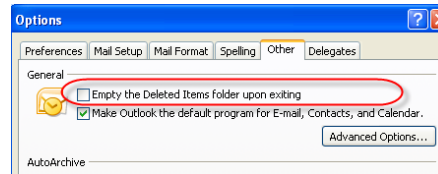
### Emptying Your Deleted Items

As you delete messages from your Inbox, Sent Items and other folders on the server, the items are moved into the Deleted Items folder which is also on the server. Until you permanently delete these items from the Deleted items folder, the amount of data on the server will not be decreased. You can empty your trash manually or automatically.

- Manual Deletion: Select **Tools, Empty Deleted Items Folder**.



- Automatic Deletion: Select **Tools, Options**. Next, select the **Other Tab** and check the box **Empty the Deleted Items folder upon exiting**.



### Deleting Sent Items

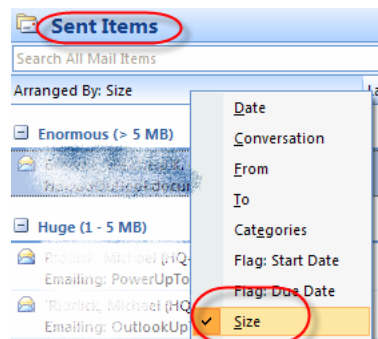
When you send messages, a copy of the message is saved in your **Sent Items** folder. The Sent Items folder is on the server; therefore Sent Items count towards your mailbox size limit.

1. Select the **Sent Items folder** from the folder list.
2. Select the messages you want to delete. (Use the control and shift keys to select multiple messages.)
3. Right click on a selected message and select **Delete**. (This will move the Sent Items to the Deleted Items folder.)
4. Empty your deleted items folder to permanently delete these items from the server.

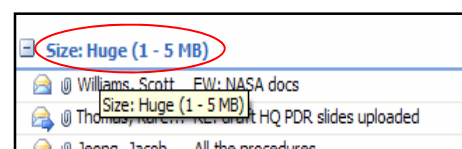
### Deleting Messages with Large Attachments

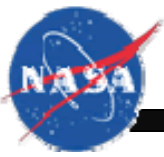
Identifying and saving large attachments to an alternative location will free up space in your mailbox.

1. Sort the messages by size in the Inbox, Sent Items and any other folders you desire. To do this, click on the **Size Column** at the top of the reading pane.



2. Look for the messages categorized as **Huge**.

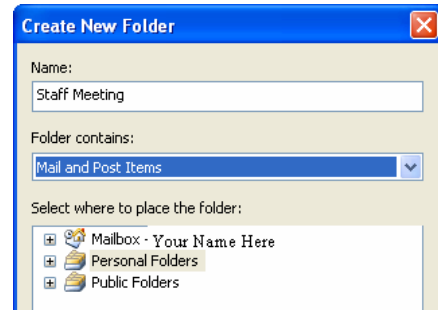




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3. Delete the entire message if the E-mail and the attachment are no longer useful to you.  
—Or—
4. Open the message and save the attachment to another folder on your hard drive. After saving the attachment, delete the message.  
—Or—
5. Open the message, remove the attachment, and save the message.
6. If you delete the E-mail, empty your deleted items folder to permanently delete these items from the server.

2. Type a name for the folder, be sure **Personal Folders** is selected and click **OK**.



## Reducing the Size of Your Mailbox by Moving Items from the Server

### Moving Items from the Server - Manually

If you do not wish to delete items, you can move them to your Personal Folders. Items stored in your Personal Folders do not count towards your limit.

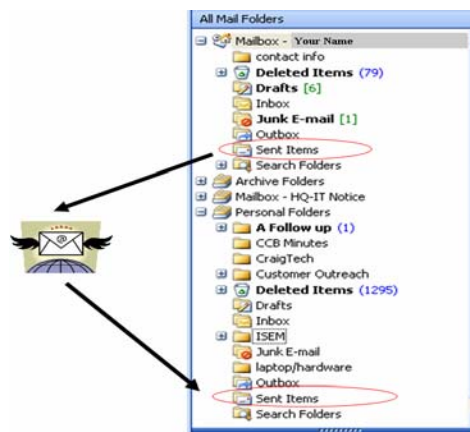
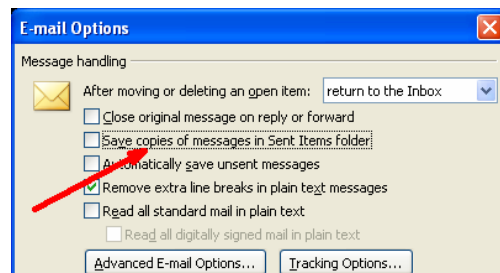
Sent Items, Junk E-mail, Deleted Items and other folders already exist in Personal Folders. Simply move items you wish to save from the server folders to the corresponding folder under Personal Folders. Server folders are subfolders and items under "Mailbox – Your Name."

### Moving Items from the Server – Automatically

You can configure Outlook to automatically save sent E-mails on the local workstation instead of on the server. Setup is a two-step process; both steps are required.

Part A - Configure your workstation copy of Outlook **not** to save messages automatically on the server.

1. Select **Tools, Options**, and then **E-mail Options**.
2. Uncheck the **Save copies of Sent messages in Sent Items folder**.
3. Click **OK** twice.



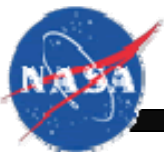
You can also move items into subfolders you create under Personal Folders. Personal Folders are Stored on the hard drive. The size of Personal Folders is unlimited and bound only by the space available on your hard drive.

### Creating Subfolders in Personal Folders

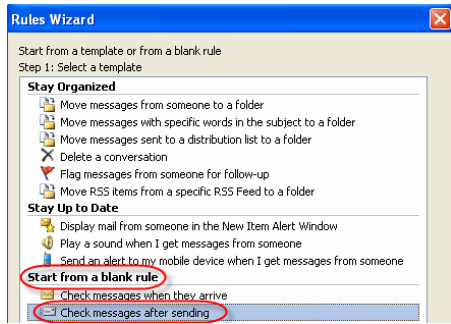
1. Right-click **Personal Folders** and select **New Folder**.

Part B - Create a rule to automatically save a copy of any mail you send to a specific folder on your local workstation.

1. Select **Tools, Rules and Alerts, New Rule**, and **Start from a blank rule**.
2. Select **Check messages after sending**, and click **Next**.



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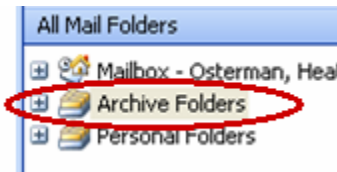
**Note:** This process only works on one workstation. Any other systems or Outlook Web Access using a browser will still create E-mails in the Sent Items folder on the server that will need to be moved manually.

## AutoArchiving

Instead of having to manually move messages from the server to your workstation, Outlook has the capability to automatically archive your messages through a service called AutoArchiving.

AutoArchiving will move messages older than a date you choose into a local personal folder. You can also set it to run at specific intervals or run it manually. Additionally, you can configure Outlook to AutoArchive all your server folders, or just specific folders.

Once you setup AutoArchiving, you will find a new set of folders in your Outlook Mailbox Window which contain your archived items. These items are not stored on the server.

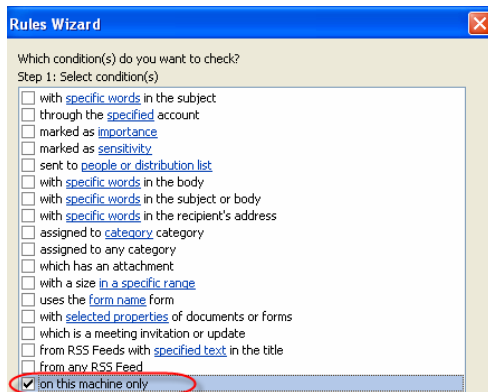


Each time AutoArchive runs, a file with an extension of .pst is created. Within that single file are all of the items you have elected to archive.

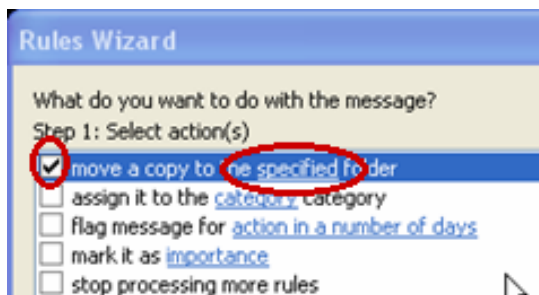
### Auto Archiving (Option 1)

1. Select **Tools**, then **Options**.
2. Click on the **Other** tab.
3. Check the **AutoArchive** button.
4. Select the **Run AutoArchive** check box.
5. Adjust the day setting to suit your preferences.
6. Select either **Move old items to:** or **Permanently delete old items.**
7. Click **Apply these settings to all folders now.**
8. Click **OK.**

3. Place a check in the box for **on this machine only** and click **Next**.



4. On the Select Actions screen, place a check in the box in front of **move a copy to the specified folder**. **DO NOT** click **Next**.



5. Click on the word "**specified**".
6. A browse window will appear. Select a folder where you want the local copy of your Sent Items stored.
7. Select **Finish** and **OK**.
8. Test the rule by sending a message to yourself. If it appears on the local workstation in the folder you chose and not the server, you have successfully set up the rule.



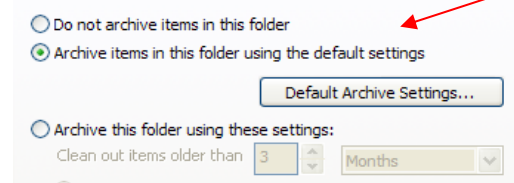
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**Note:** If you select **Move old items to:**, you may choose to accept the default location or select a different location. If you would like a different location, click the **Browse** button and browse to the folder you want the messages moved to. Due to potential corruption of .pst files, do not browse to a folder on a server. Instead, choose a folder on your hard drive. It is suggested that you create a folder under My Documents called E-mails and use that folder. By placing all your personal folder data files (.pst files) there, it will be easier to find them later when you wish to back them up.

## Auto Archiving (Option 2)

1. Right click on the folder to be archived.
2. Select **Properties**.
3. Click on the **Auto-Archive** tab.



4. Select **Archive items in this folder using the default settings** and click **OK**.

**Note:** You can also select **Archive this folder using these settings** and change the settings before clicking **OK**.

## Auto Archiving (Option 3)

You can run the Archiving manually whenever you wish by selecting **Tools, Mailbox Cleanup, and AutoArchive**. This will not impact any Automatic AutoArchive schedules you may have set.

## Backing Up Archived (PST) Files

PST files can be copied and pasted to a location on the server in order to easily back them up. Additionally, you can rename the .pst file. If you wish to keep the previous .pst file for any reason, be sure to rename the file in a folder where the archive is created before the next scheduled AutoArchive takes place. Typically, the .pst file is rewritten each time AutoArchiving is performed. Should you rename the .pst file, it is recommended that you name the file with a date reference in the name.

### More Information

Official NOMAD training materials and documentation are available at:

<http://nomadinternal.nasa.gov/nomad/nomadoutreach.html/documentation.html>

Provide suggestions or corrections to [nomadao@mail.nasa.gov](mailto:nomadao@mail.nasa.gov)

Help Desk and Center Outreach contact information is available at:

<http://nomadinternal.nasa.gov/nomad/nomadoutreach.html>