

# Exchange Account (Outlook) Mail Cleanup

## Overview

Exchange account users in the OET Domain each have a “mailbox” on the OET Microsoft Exchange Server. Exchange mailboxes have a physical size limit imposed by Microsoft which cannot be overridden by any Microsoft-supported settings. Therefore, to ensure that you have continued e-mail service through the Exchange Server, you need to maintain your mailbox within the established size limits. You can easily manage your Exchange account within Outlook.

Each mailbox has a size limit of 2GB. If all messages were 2MB in size, your mailbox could only hold 1000 messages. Attachments can cause an individual message to be several megabytes in size. The OET mail storage limits are set to warn us when our mailbox reaches 1.4GB in size. If the mailbox continues to grow, Exchange will suspend **sending** from the mailbox when it reaches 1.75GB and will suspend **sending and receiving** when it reaches the physical limit of 2GB.

## Mailbox Clean-up Techniques

Note: This document is based on examples using MS Office 2003. Office 2007 has all the same features but the following examples might not match the Office 2007 user interface. Some of the following techniques can also be done with Entourage (Macintosh) and with OET webmail, <http://webmail.oet.udel.edu>. For specific information, send an e-mail to OET support at [oet-help@udel.edu](mailto:oet-help@udel.edu).

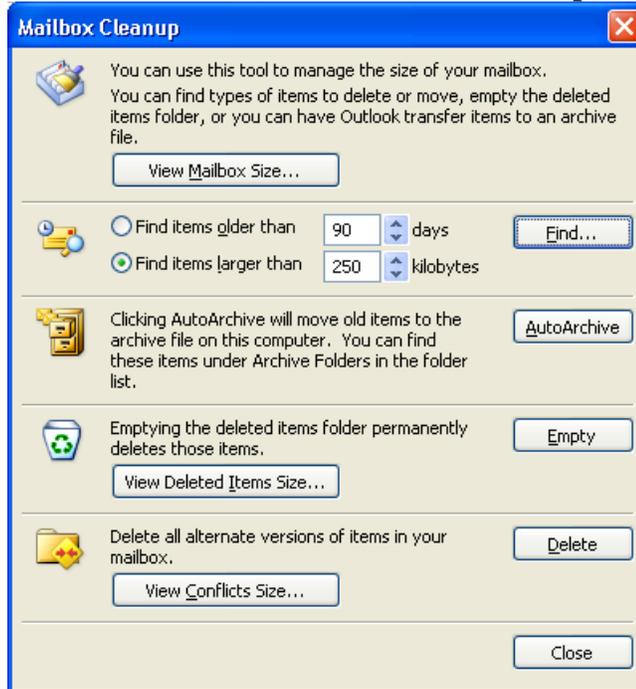
### *Eliminating Mail and Attachments*

Eliminating unneeded mail and attachments should be the first action in cleaning up e-mail. Most of the time “unneeded” is a function of e-mail age or e-mail size. It’s always easy enough to see how old mail is since it’s usually listed in date order. There are several ways to check the size of your folders or individual messages and stay on top of what items are making the mailbox big. Here are a few examples:

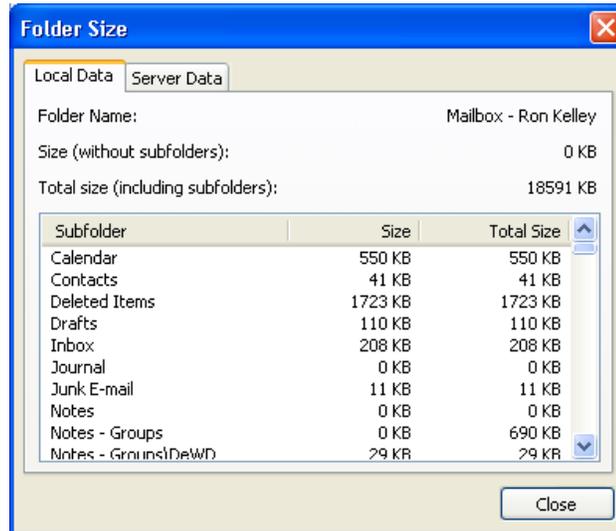
1. Beware of **Sent Items** and **Deleted Items**: These are 2 mail repositories that most people usually forget about. Microsoft doesn’t actually “delete” **Sent Items** or even **Deleted Items**, by default. Everything you send is saved in **Sent Items** and everything you “delete” is saved in **Deleted Items**, and they both tend to grow very large. You should periodically check them both but be sure to check the **Sent Items** first, because anything you “delete” from **Sent Items** will go to **Deleted Items**. When you’re done cleaning up **Sent Items**, check the **Deleted Items** and delete any that you’re sure you don’t need. When you delete them from **Deleted Items** they’re gone (and your mailbox size will go down). **Special note:** the **Junk E-mail** and **Deleted Items** folders have become so overloaded that OET recently instituted a new policy to permanently delete items from these folders that are more than 1 month old. However, this shouldn’t stop individual users from also policing these folders.

## Exchange Account (Outlook) Mail Cleanup

2. Look for large Folders:
  - a. On the Outlook **Tools** menu, select **Mailbox Cleanup**.



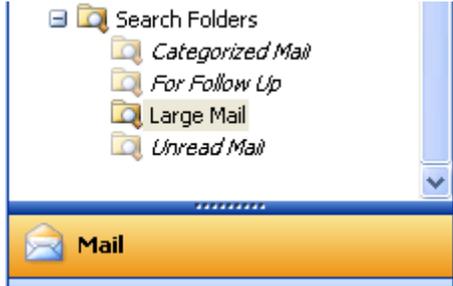
- b. Hit the **View Mailbox Size...** button.



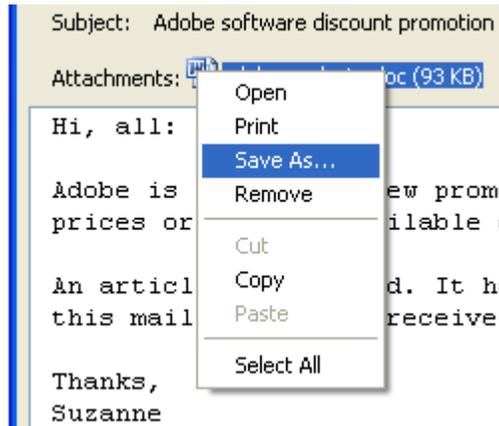
- c. Scroll through list of folders and take note of the largest ones. These are candidates for cleanup in the following steps.
    - d. If there are folders that are no longer needed, delete the folders along with all content. If you still need some of the messages in the large folders, look them over by date. There's a good chance that you won't need the oldest ones.
    - e. **Remember**, after deleting any folders or individual items, also delete them out of **Deleted Items**.
3. Look at your **"Large Mail"** items:
  - a. In Outlook, click the **Mail** button on your Navigation pane.

## Exchange Account (Outlook) Mail Cleanup

- b. Scroll to the bottom of your mail folder list and hit the “+” next to **Search Folders**.

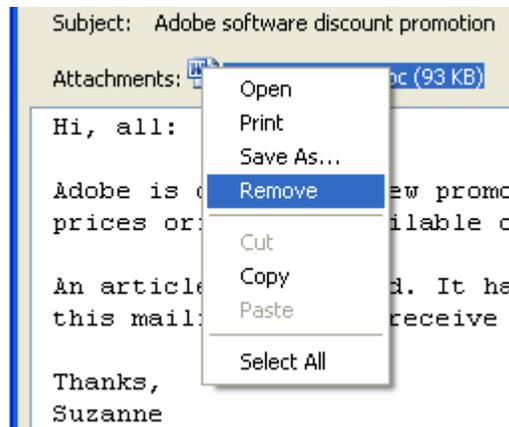


- c. Select **Large Mail**.
  - d. On the right side will be a list of large messages. Look them over and delete any that you no longer need. The largest of them will undoubtedly have an attachment. You can remove the attachment and save the note, if necessary, thereby saving lots of space. (See **Removing Attachments** below)
  - e. **Remember**, after deleting any folders or individual items, also delete them out of **Deleted Items**.
4. **Removing Attachments:** E-mail attachments can consume a tremendous amount of your mailbox space. Use the above techniques to get a good look at what are the largest folders and individual items in each folder, and then...
    - a. Determine if the large items are really any good to you any longer. If not, simply delete them, remembering to also delete them again from **Deleted Items**.
    - b. If the items you found cannot be deleted at this time, check to see if you need the attachments. If you **DO need** the attachments, save them outside of your Exchange mailbox and then detach/remove them from the mail item:
      - i. Within Outlook, open the message containing the attachment.
      - ii. Right-click on the attachment's icon and choose Save as... from the menu.



- iii. Choose an appropriate location to save the attached document, such as in the **Projects** folder on your **H:** drive.
- iv. Once saved, right-click the attachment's icon **again** and choose **Remove**.

## Exchange Account (Outlook) Mail Cleanup



- c. If you need to keep the mail item, but **do NOT** need the attachment, simply do the **Remove** step above.
- d. Whether you save the attachment or not, removing it from the mail message will usually dramatically save space in your mailbox.

### Exporting Outlook Mail

Note: Exporting is not Archiving. Outlook's Archiving feature has proven to be unreliable and OET does not recommend using it.

If you've done all the steps above and find that you cannot get rid of enough mail and/or attachments to reduce your mailbox size, then you might need to export some of your mail to an external file to free up space in your mailbox. Leave this as a last resort because it has some serious drawbacks. The drawbacks all have to do with tedious, time consuming data manipulation. The mechanics of exporting mail is fairly straight forward. What you do with the data after it is exported is **not** straight forward, but it is absolutely critical that it be done properly.

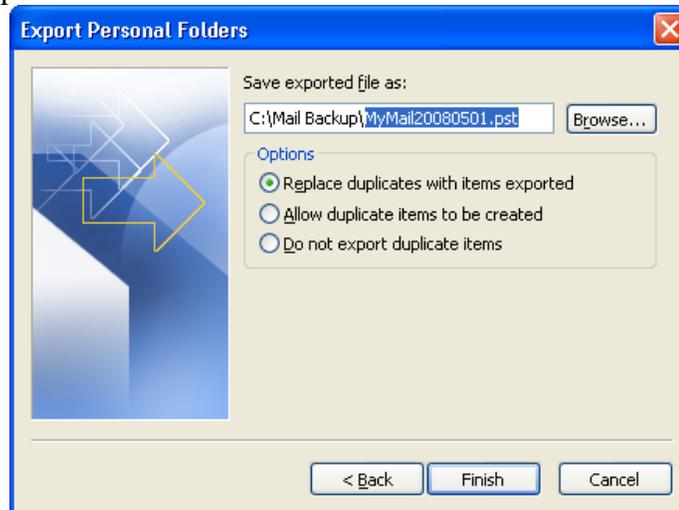
When you export mail within Outlook, the items being exported are written to a separate file outside of the (Exchange-server-based) mailbox and then must be manually deleted from the mailbox. The external file is stored on the C:\ drive of the machine performing the export. The good news is that valuable space is now saved in the user's mailbox. The bad news is that the exported data is now on the local C:\ drive, *the very worst place for long term storage of valuable data, but an acceptable staging area for making an offline copy of the exported mail.* Procedure:

1. Export the old mail:
  - a. Create a folder on your C: drive named **Mail Backup**.
  - b. On the Outlook **File** menu, choose **Import and Export...**
  - c. On the Import Export Wizard window, choose **Export to a file**
  - d. Hit the **Next** button.
  - e. On the Export to a File window, choose **Personal Folder File (.pst)**.
  - f. Hit the **Next** button.
  - g. On the Export Personal Folders window, select the **top level folder** (Mailbox – *Your Name*). **Be sure to also check the checkbox below to include subfolders.**

## Exchange Account (Outlook) Mail Cleanup

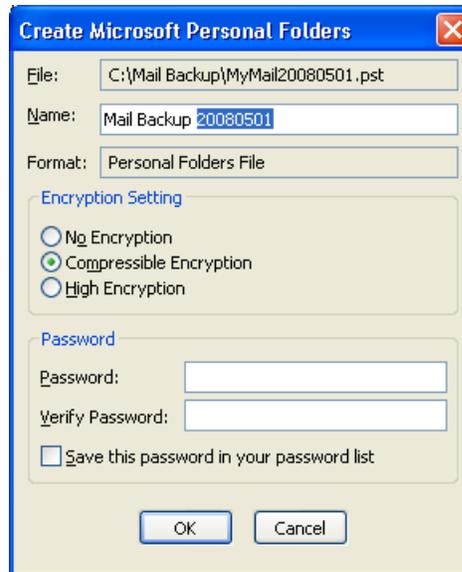


- h. Hit the **Next** button.
- i. The next window shows the location of the exported file. Change the location to **C:\Mail Backup\MyMail20080501.pst**. Specify the date as part of the file name. Note: Don't specify the H: drive. OET doesn't allow pst files on the H: drive.

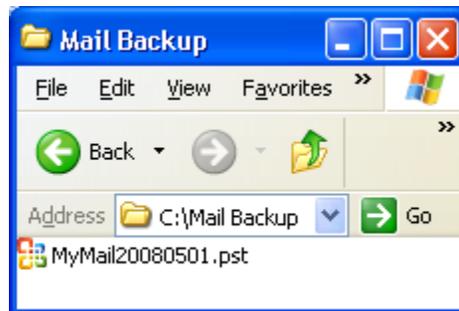


- j. Hit the **Finish** button.
- k. On the Create Microsoft Personal Folders window, change the **Name** field to a name of your choice, making sure to specify the date as part of the name. For demonstration, we'll use Mail Backup 20080501.

## Exchange Account (Outlook) Mail Cleanup

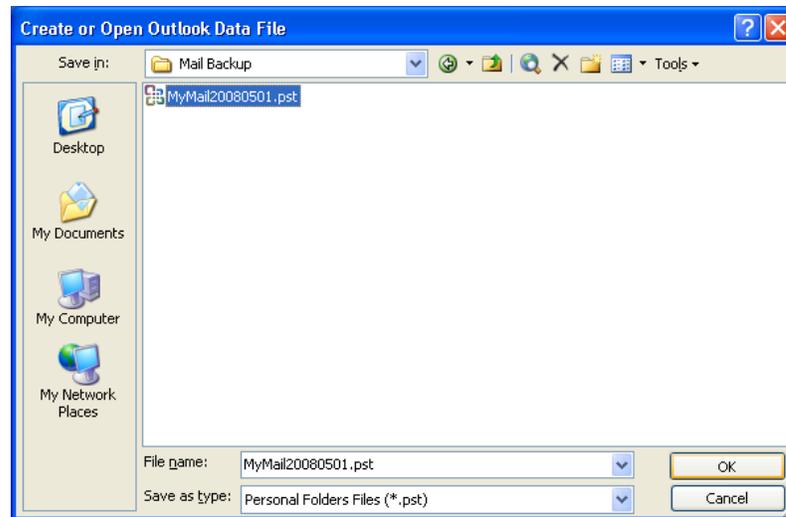


1. Hit **OK**.
- m. When the process completes, you will have a new pst file in C:\Mail Backup

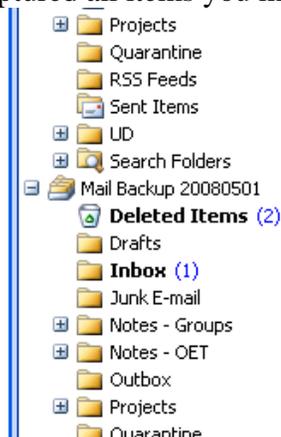


2. Verify that the export was successful.
  - a. On the Outlook File menu, choose **Data File Management ...**.
  - b. On the Outlook Data Files window, hit the **Add** button.
  - c. On the New Outlook Data File menu, select **Office Outlook Personal Folders File (.pst)**.
  - d. Hit the **OK** button.
  - e. Navigate to your **C:\Mail Backup** folder and choose the **MyMail20080501.pst** file.

## Exchange Account (Outlook) Mail Cleanup



- f. Hit **OK**.
- g. On the Personal Folders window, hit **OK**, again.
- h. **Close** the Outlook Data Files dialog.
- i. On the bottom of your Outlook folder list you now have a new item representing the exported mail. Browse through the exported mail to determine that you captured all items you meant to export.



- j. If you didn't capture everything you wanted, go back to the first step and export the items you missed.
3. Make a backup copy of the MyMail20080501.pst file on a CD or DVD. This document will not give detailed instructions on making the backup because every machine with CD or DVD burning capability is different. In a nutshell, the procedure should be:
    - a. **Close Outlook** (the CD/DVD copy will most likely fail if Outlook is open).
    - b. Prepare a CD for burning according to instructions for your personal machine.
    - c. Locate your MyMail20080501.pst file. The path should be: C:\Mail Backup\ MyMail20080501.pst

## Exchange Account (Outlook) Mail Cleanup

- d. Once you find the MyMail20080501.pst file, use your specific burning instructions for copying the pst file to the CD or DVD.
4. **NOW, the most important part!** Once the MyMail20080501.pst file is successfully saved on a CD or DVD, you must manually remove old/unneeded mail from your Outlook/Exchange mailbox.
  - a. Navigate through your Outlook folders (the folders directly under the top level – **Mail- Your Name**) and delete the contents of the folders that you successfully exported. In some cases, you might also want to delete entire folders, if no longer needed.
  - b. Delete them again from your **Deleted Items** folder.

### **Microsoft Online Training**

Microsoft has some valuable online training on Outlook mailbox cleanup. It shows all the basic steps in a friendly, easy to use tutorial:

<http://office.microsoft.com/training/training.aspx?AssetID=RC010294911033&pid=CR061832721033>

For further support, or if you have questions, e-mail oet-help@udel.edu.