

# Archiving with your Exchange account on Outlook 2010

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## Why archive?

All Duke Exchange accounts are limited in size. Most users will receive and want to keep more email than can be accommodated in their email account. The solution to limited storage with a growing collection of email is to create an archive. The archive is a location for automatically storing email outside of your account, but still accessible to your email client.

## How do I know if I am archiving?

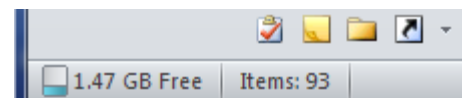
If we have configured your office desktop computer to archive, you should be asked once a week if you wish to archive email. *If you do not see a pop-up message on your office desktop once a week asking to archive, please contact the help desk (613-7072, [helpdesk@law.duke.edu](mailto:helpdesk@law.duke.edu), Law-HelpDesk) to have your computer properly configured.*



If your primary computer is a Windows laptop or a Macintosh computer, you will need to discuss with the help desk the options available to you. You should note that the only *fully* supported archiving solution is with a Windows desktop computer. Laptop and Macintosh computer users will need to participate in the archiving process to a greater degree.

## How do I know if I am running into the size limit on my account?

By default, Outlook 2010 will display how much of your quota is occupied in the status bar at the bottom of the Outlook window (if you don't see it, right-click on the bar to enable the quota status). The quota status is always viewable under the **File** tab. In Outlook Web App you can view your quota status by moving your pointer over your name in the folder list on the left.



If you reach the limit on your quota, you will be unable to send messages and then eventually unable to receive them as well. If you receive the following warning message, please take it very seriously and contact the help desk for assistance:

**Your mailbox is almost full. Please reduce your mailbox size. Delete any items you don't need from your mailbox and empty your Deleted Items folder. You are nearing your quota.**

## Archiving with Outlook 2010 on your office computer

Outlook is generally set up on Law office computers as follows:

- The archive is on your J: drive to assure that it is backed up

- Outlook will ask you every 7 days if you want to archive; if for any reason your network connection is not functioning well, do not archive that week
- Email older than 3 months will be transferred to your archive
- You will see your current archive on your desktop Outlook in the navigation pane under the name “Archives”
- You may also have other folders, such as an archive with the email messages from your GroupWise archive; in future years you will have multiple Outlook archives
- The archive will have your email messages in the same folders as your live mailbox
- When you search in Outlook and choose “all mail items,” that search includes all the email folders you can see in the navigation pane, i.e., your Outlook and your GroupWise archives
- Your trash will empty messages after 2 weeks
- In some cases you can recover emptied messages; click on the **Folder** tab and click the **Recover Deleted Items** button
- Note that for archiving and emptying purposes, Outlook does not look at the *sent* or *delivery* date and time, but rather its internal modification date and time – generally speaking, when you first viewed or when you last moved the message

### Accessing your archive from other computers

The best way to access your archive from other computers is to use Remote Desktop. Remote Desktop software (which runs on both PCs and Macintoshes) allows you to connect to your desktop computer and use it as if you were sitting in front of it. This requires your desktop PC to be configured to accept a remote connection, and we recommend getting a friendly Internet host name set for your computer (e.g., “JohnSmithOfficeComputer.law.duke.edu”). Your remote computer(s) will also need Remote Desktop software. The software is generally included in Windows (under Accessories and sometimes one or the other subfolder under Accessories). Mac users are not left out:

<http://www.microsoft.com/mac/remote-desktop-client>. Other clients are available as well. Please contact the help desk to make arrangements and get advice.

### Alternatives

Frequent travelers with desktop computers can *alternatively* copy their archive from the J: drive for access while on the road. The archive (look for “Archive 2011.pst”) should be in the “Outlook Files” folder on the J: drive. Once you’ve copied the file, go to the **File** tab, then **Open**, then **Open Outlook Data File** to access it. *Do not archive to the copy, or you will lose messages when you copy again!*

If your main computer is not a Windows-based office desktop computer, you may find that the best way to handle archiving is to do it manually. Windows laptop users can configure their laptops to use a local archive (on the C: drive). These users should *not* automatically archive, since a local archive is unsafe if it is not being backed up. They can manually initiate auto archiving under the **File** tab by selecting **Info** then **Clean-up Tools**. After archiving, copy the archive file (called a PST file) to network file storage for backup. A reminder in your calendar may be necessary to keep your mailbox from filling up. Macintosh users should consult the help desk for advice regarding how to create local files for archiving.

