

## OUTLOOK MAILBOX MAINTENANCE PLAN

It is a difficult task to maintain a mailbox which usually has a fixed mailbox size. Let's examine how we can automate the maintenance and moving of e-mails from mailbox folders to Personal folder using AutoArchive.

The Outlook Mailbox folders such as Inbox, Sent items & Deleted items are the frequent and over utilized folders. It is not always possible to maintain all e-mails in the mailbox. We will look in to a strategy on how to make this an easy process and free from manual interventions. The AutoArchive is a great option to maintain these. They can be configured to move or delete mails which are based how old they are

Outlook has been the favorite e-mail client for the reasons that it is easy to use and has rich features and is well integrated with other Microsoft applications. With the popular usage there are a pretty considerable amount of support calls. The only way to reduce the support calls is by implementing a comprehensive maintenance plan

### **1. List of support calls that we can avoid by implementing this comprehensive maintenance plan are**

- *"I am getting warning messages that my mailbox is full or reaching the limit, what do I do?"*
- *"I am unable to send e-mails, it sits in outbox"*
- *"An e-mail sender is stating that he is getting undeliverable messages when he sends e-mail to my mailbox"*
- *"I am trying to send a e-mail and it states that my mailbox is full but I don't find any e-mails in my Inbox which can eat up mailbox space"*

### **2. Comprehensive mailbox maintenance plan**

1. Configure an AutoArchive on Sent items
2. Configure the option to empty the deleted items folder on exit
3. Configure an AutoArchive on calendar & tasks
4. Optionally configure Mailbox Inbox for AutoArchive as per user's requirement

Tip: To find the exact folder in mailbox which is eating up the space, go the root of the mailbox and click Properties and click the folder size. This gives the space utilization statistic of each folder in the mailbox

Let us drill down to implement the comprehensive mailbox maintenance plan.

## Prerequisite

Before you go to configure each Mailbox folder to AutoArchive, we need to set the main AutoArchive properties so that it applies the same archive file to all the mailbox folders. It is a best practice to use the Personal Folder as the AutoArchive file.

If you don't have any personal Folder then create one by doing the below

Start from the File menu in the main Outlook window, and point to New.

Click Outlook Data File.

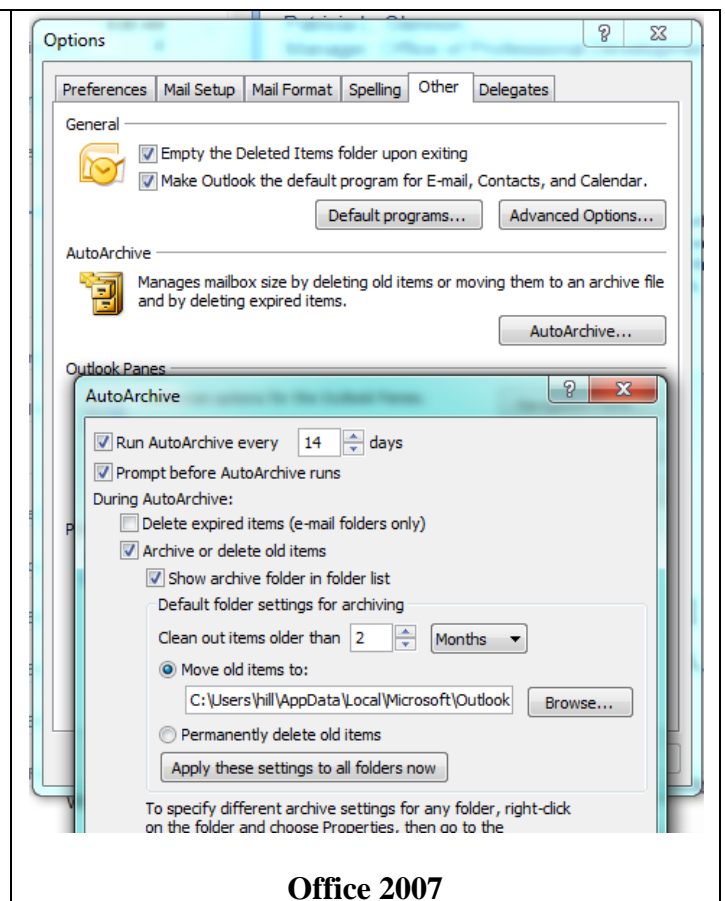
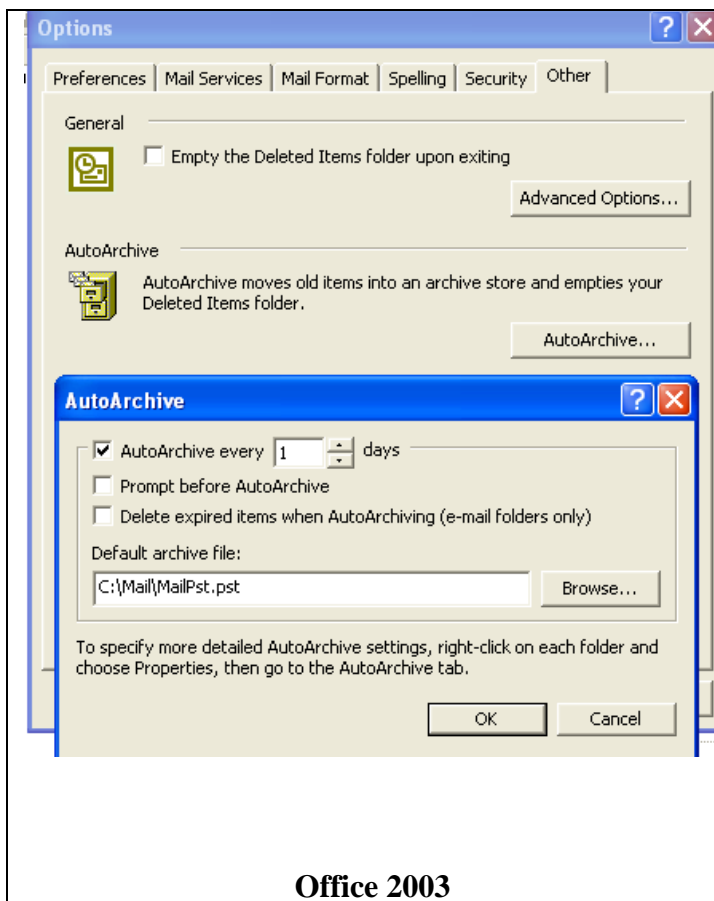
Select Office Outlook Personal Folders File (.pst).

Once you've gone through the process of creating the new Personal Folders storage file, you'll see the result in the Navigation Pane below Mailbox.

The next step is to make this Personal folder as the AutoArchive Folder.

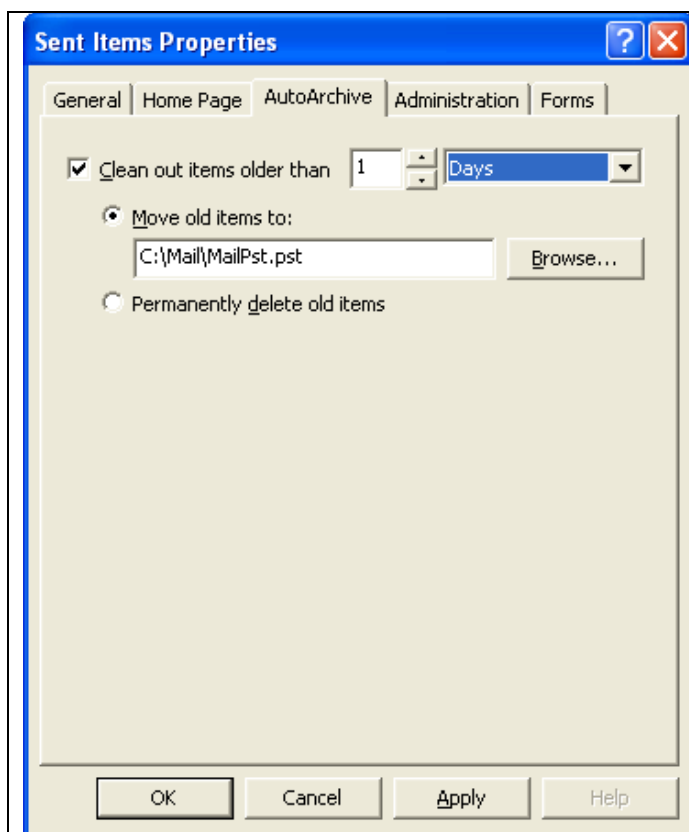
Go to Tool -> Options->Other->AutoArchive

Paste the Personal folder Path to the Default Archive File box

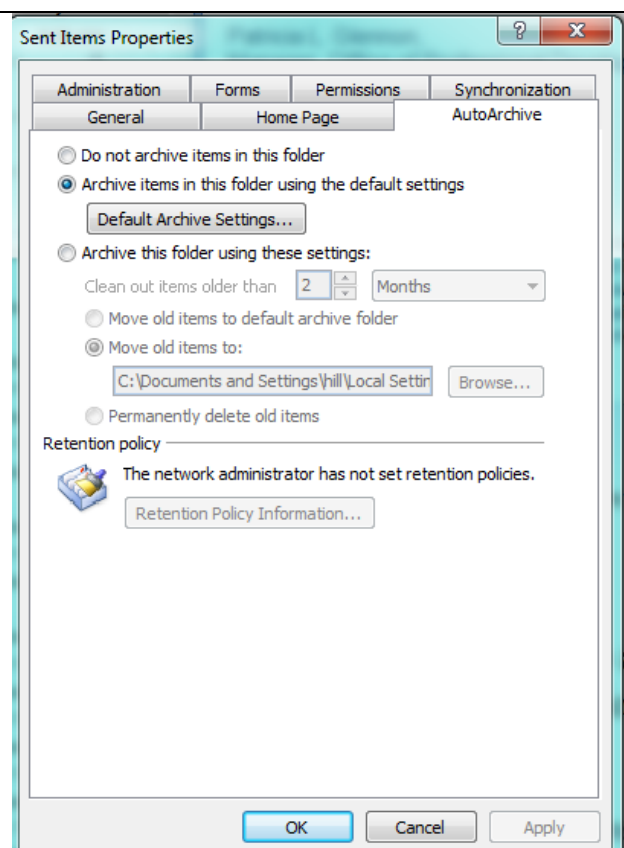


## 1. Configuring the AutoArchive on Sent items

- Right click on the Mailbox Sent items folder and choose Properties
- Click on the AutoArchive Tab; choose the options as shown below.
- It is always good to move the e-mails From Mailbox Sent Items to Personal folder sent items. Usually this is the main reason why mailbox gets full because the user forgets to clean up the sent items after writing the mails



**Office 2003**

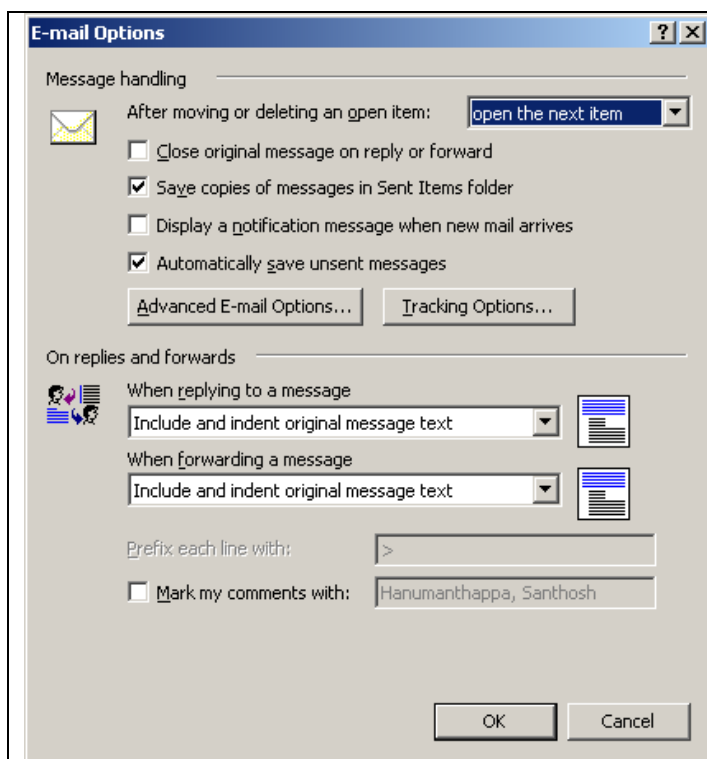


**Office 2007**

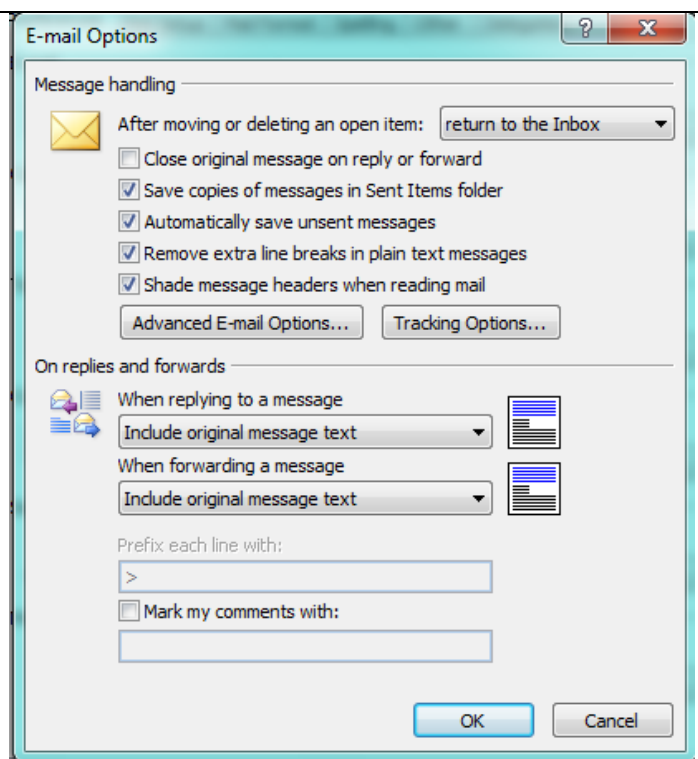
Tip:-

There is one method through which user can stop maintaining sent messages in sent items folder. To do this, go to

Tools->Options->Preferences->E-Mail options and uncheck the option “Save copies of messages in sent items folder”



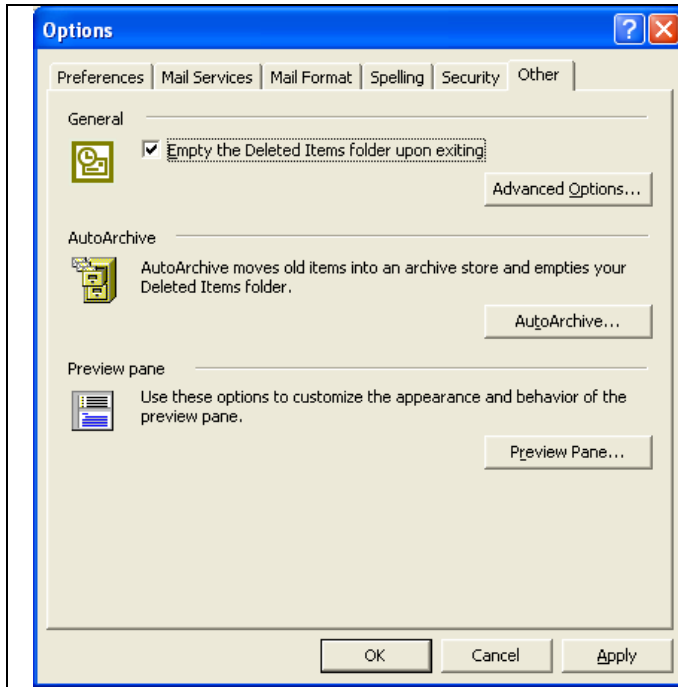
Office 2003



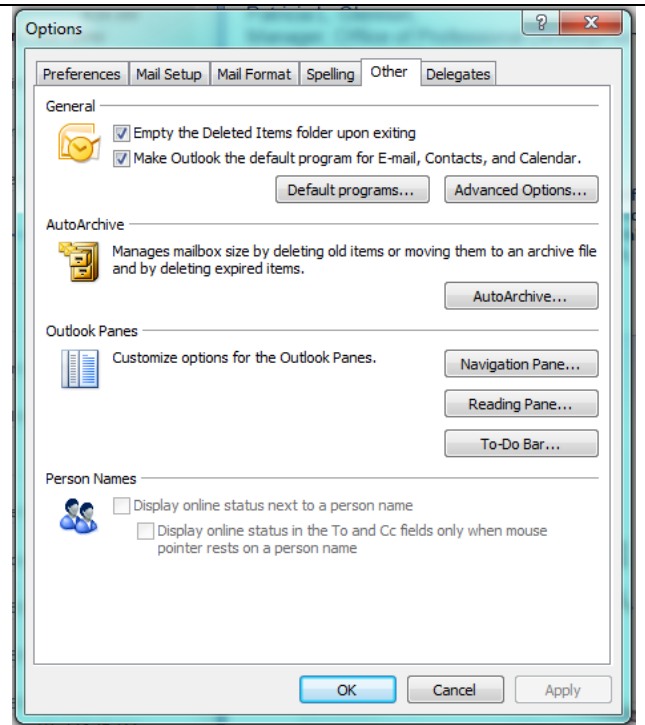
Office 2007

## **2. Configure the option to empty the deleted items folder on exit**

- It is a best practice to empty the deleted items immediately. To do this just go to Tools->Options and click the Empty the deleted items folder upon exiting

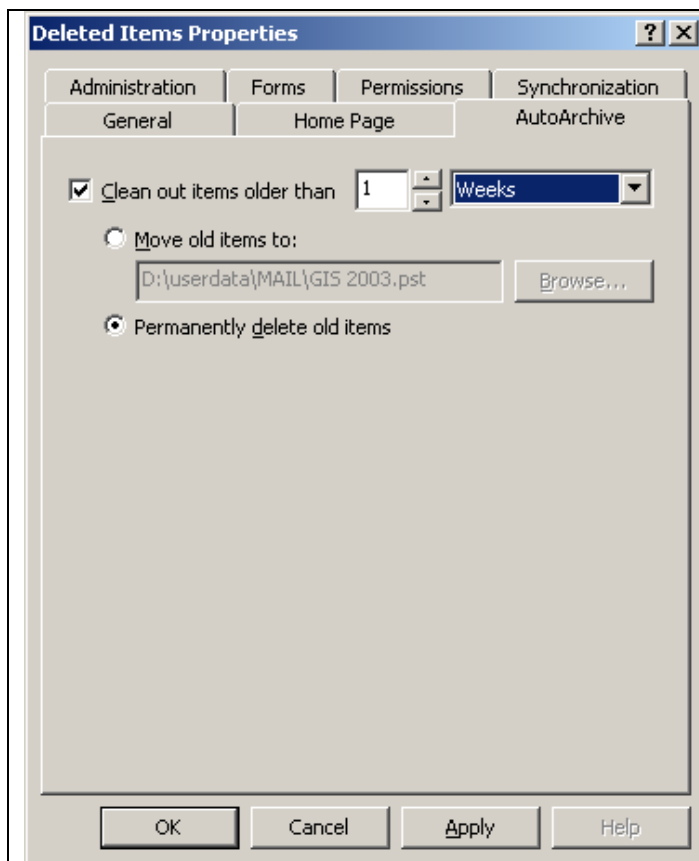


**Office 2003**

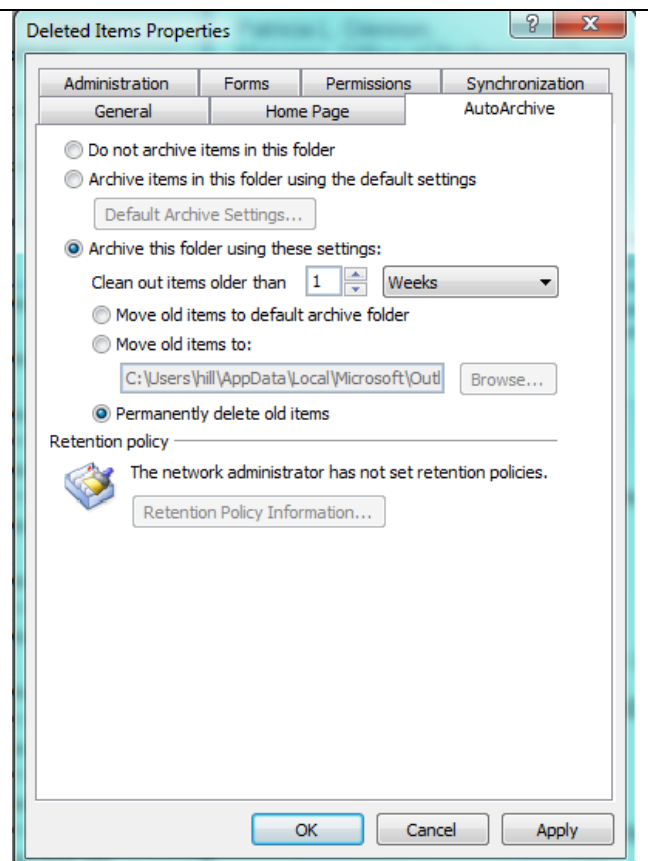


**Office 2007**

- If users prefer to maintain deleted items for some time or would like to maintain permanently in personal folder than this is possible through AutoArchive from the deleted items folder properties. To do this follow the below steps
- Right click on the Mailbox Deleted Items folder and then choose Properties
- Choose the options as per user requirement in AutoArchive tab
- The below is to delete e-mails permanently which are 1 week old.

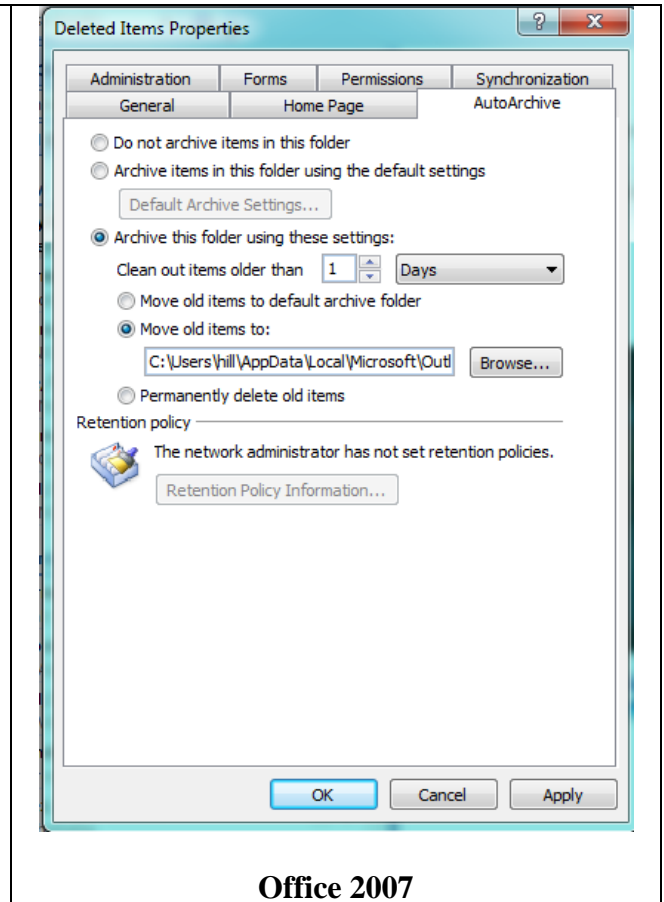
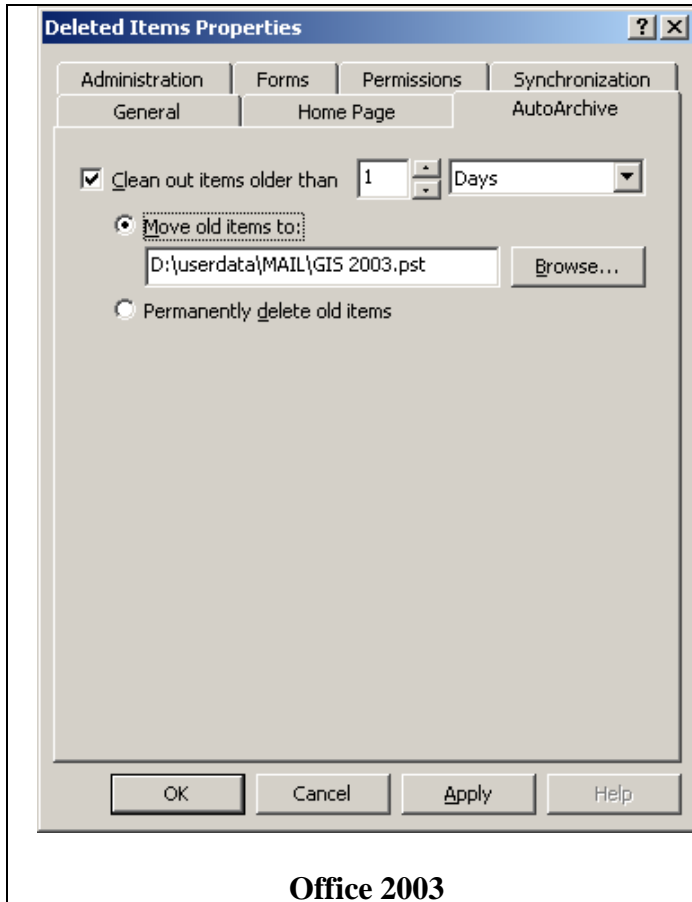


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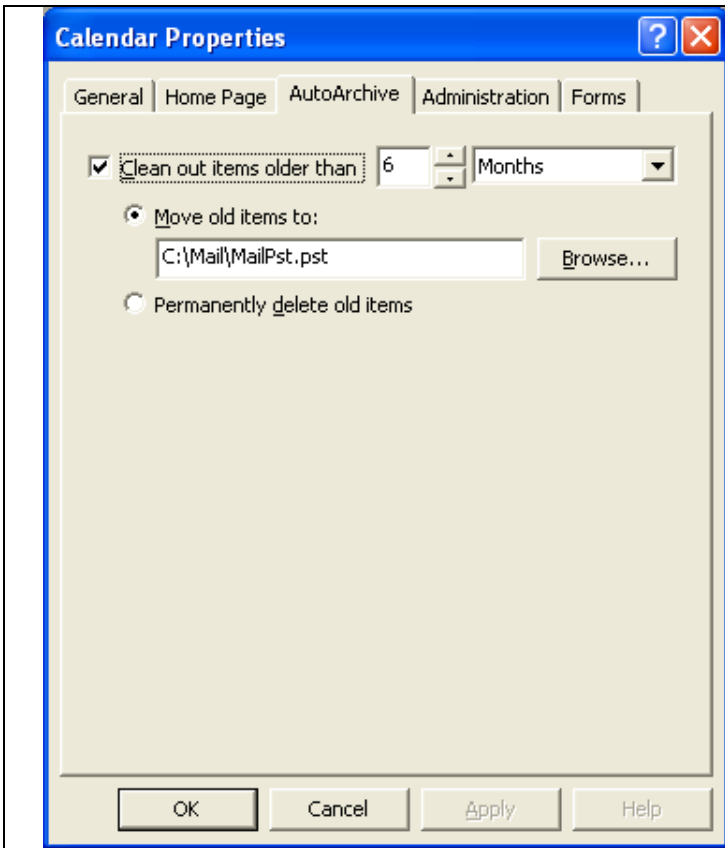
- The below is to Maintain the deleted e-mails in the personal folder deleted items folder permanently



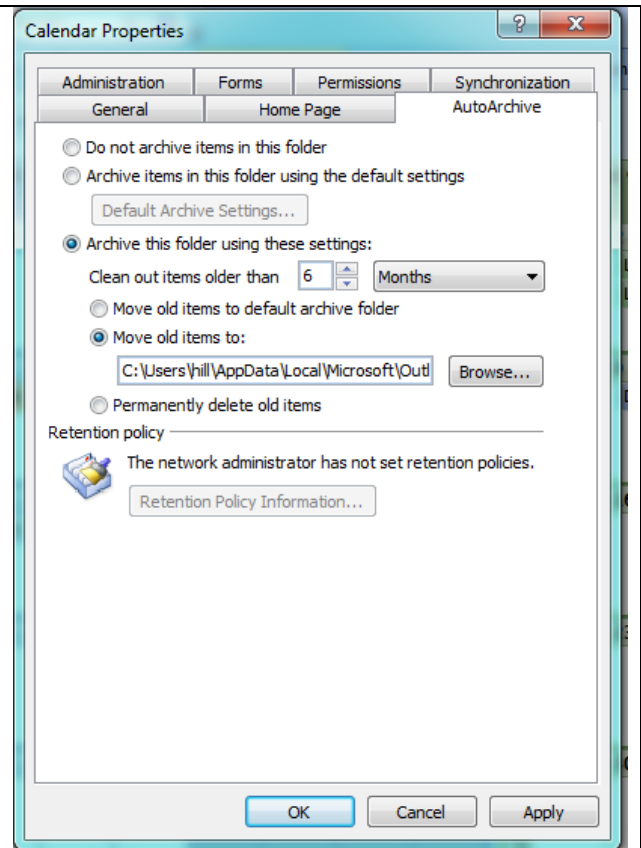
### **3. Configure an AutoArchive on Calendar & Tasks**

- Right click on the Mailbox Calendar or Tasks and then choose Properties
- On the AutoArchive Tab, Choose the options as shown below.
- It is always good to archive 6 months old Appointments and meetings or tasks

# Calendar Properties

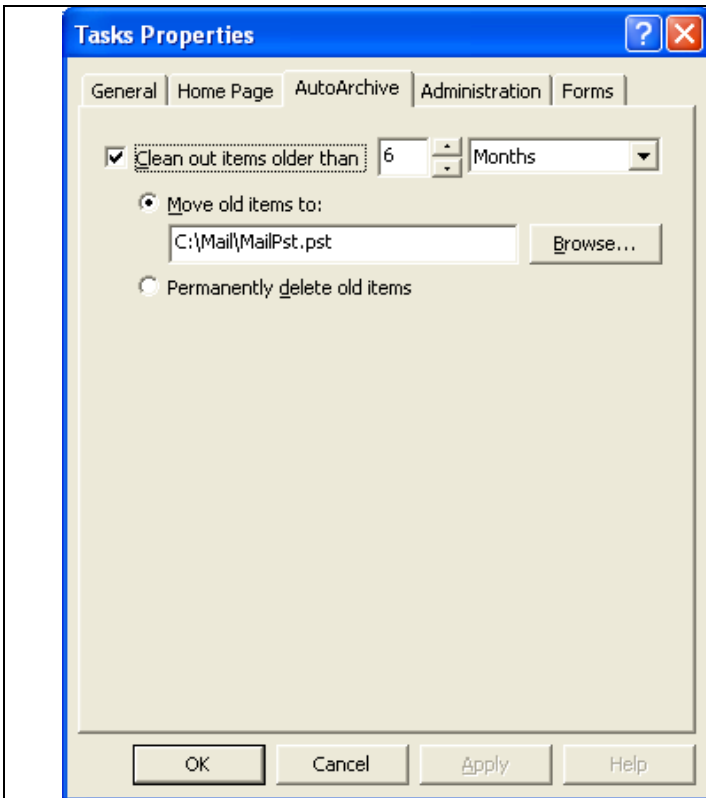


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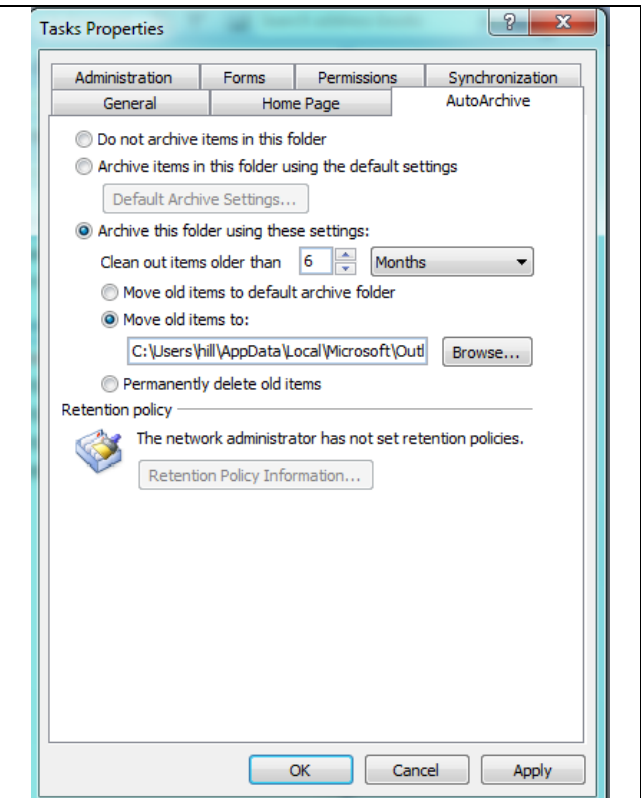


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# Tasks Properties



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#### **4. Optionally configure Mailbox Inbox for AutoArchive as per user's requirement**

- Right click on the Mailbox Inbox and then choose Properties
- Enter the number of days as per user requirement
- It is always good to archive 7 days old E-Mails

### **The flexibility of AutoArchive**

The AutoArchive not only works on the Mailbox folders but also on Personal folders also. You can configure personal folder also. In scenarios where they would like to maintain e-mails for some time in mailbox and then in personal folder and then finally would like to delete permanently after a month. Below is the example.

- It is possible to maintain deleted items for some time in mailbox and than for some time in personal folder and finally can be deleted automatically after a month from the personal folder. To do this just have to configure AutoArchive properties on mailbox and personal Folder Deleted items folders appropriately

AutoArchive is a cool option, having provisions to set it on the Mailbox folders and Personal folders with the moving or deleting e-mails based on e-mails age. If you want to manage e-mails based on the content or e-mail address, then the rules wizard is also another option to consider.