

How to import Email Data from Outlook 2010 in standalone mode to your Pushex Exchange mailbox

Moving to a Hosted Exchange mailbox from using Outlook in standalone mode has many advantages, here are 3:-

1. Your email data is backed up in several places both on our servers and on any PC you use Outlook on.
2. You can access your email from any location with Internet access using either your PC, someone else's PC, Mac or Linux computer, a smartphone or a tablet.
3. Your mailbox can be linked to a smartphone to give Push Email: instant notification and access to new emails.

In standalone mode Outlook collects emails from POP3 and IMAP accounts and stores all its data in a single PST file, on the local PC.

The process of moving to Pushex requires setting up a new Outlook profile to connect to your Pushex mailbox and then importing all your existing Outlook data from the PST file.

This process can take between 20 minutes and several days depending on the size of your existing mailbox. A couple of hours would be normal for a 1 GB mailbox.

It would be possible to just add the Pushex Exchange account to your existing profile but we find that starting with a new profile for Pushex causes fewer problems.

There may also be other data and settings that need moving over to the new profile such as:-

Access to additional PST files such as Archive Folders, Inbox Rules, Signatures, Extra accounts and Nicknames (email address auto-suggestions).

This guide takes you through transferring your email data and other additional data and settings.

Prerequisites:-

1 - Before you start you need to have Outlook 2010 installed on your PC with one profile for standalone mode and another profile for the Pushex Exchange server.

We've prepared another guide you can download, from our support page, which takes you through setting up an Outlook profile to connect to our Exchange server.

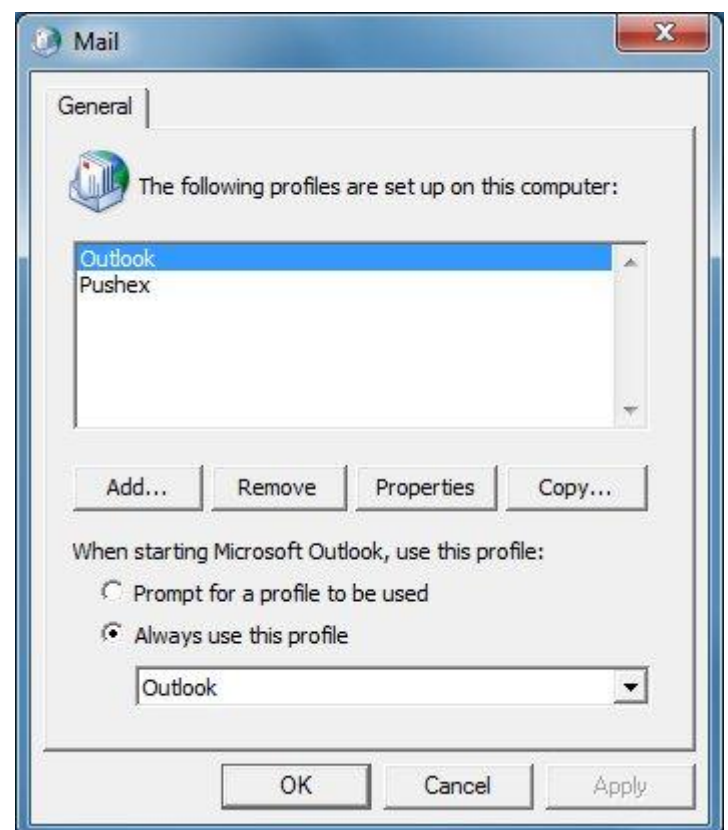
To change between profiles, close Outlook and go to:-

Start – Control Panel – Mail – Show Profiles...

then click on the arrowhead at the right of the box under **Always use this profile** and select the profile you want to use next time Outlook starts .

In this example you are moving **from** Outlook **to** Pushex.

2 - New emails need to have been diverted to your new mailbox and, once you start the transfer process, you shouldn't make changes to the old data, such as editing a calendar entry or sending an email, as these changes will not be copied across.



1 – Importing your Existing PST file into your Pushex mailbox

Close Outlook, if it's open, select the **Outlook** profile and then restart Outlook.

By default, all the PST files used by Outlook are stored in this folder:-

C:\Users\<user name>\Local Settings\My Documents\Outlook Files

(Substituting, of course, your username for <user name>.)

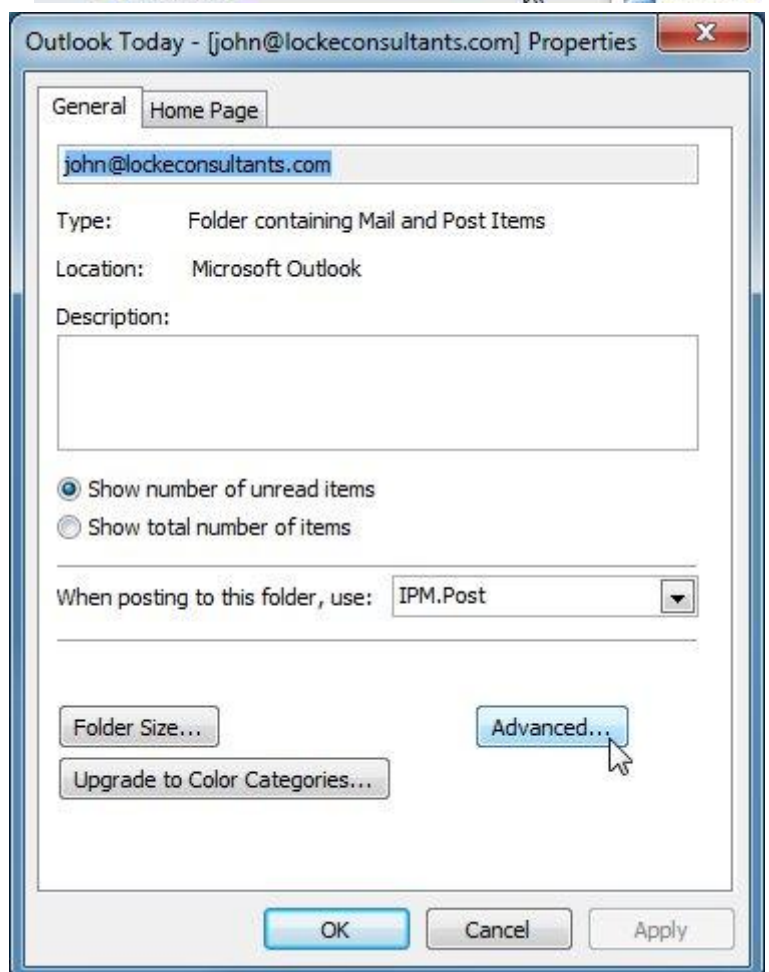
First you have to find out the name and size of the PST file you need to import.

Right-click on the top-level folder of your mailbox (usually called your email address) then select:-

Data File Properties...



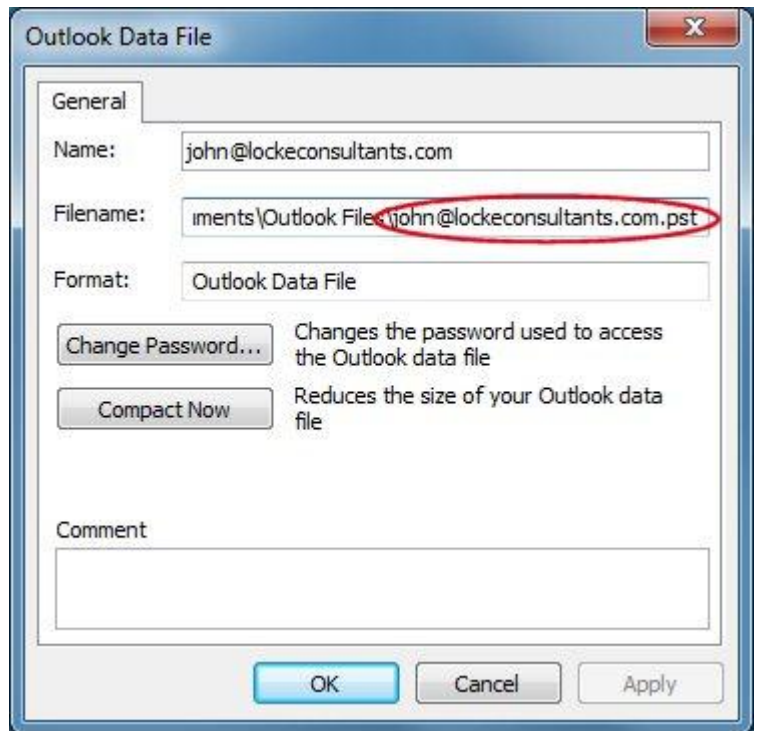
On the **Outlook Today – [...] Properties** window click: **Advanced**



The **Filename:** line shows the name and location of the PST file.

You will need to select this line then press **End** to scroll to the right so you can see the file name.

Make a note of the PST file name, ringed in red.

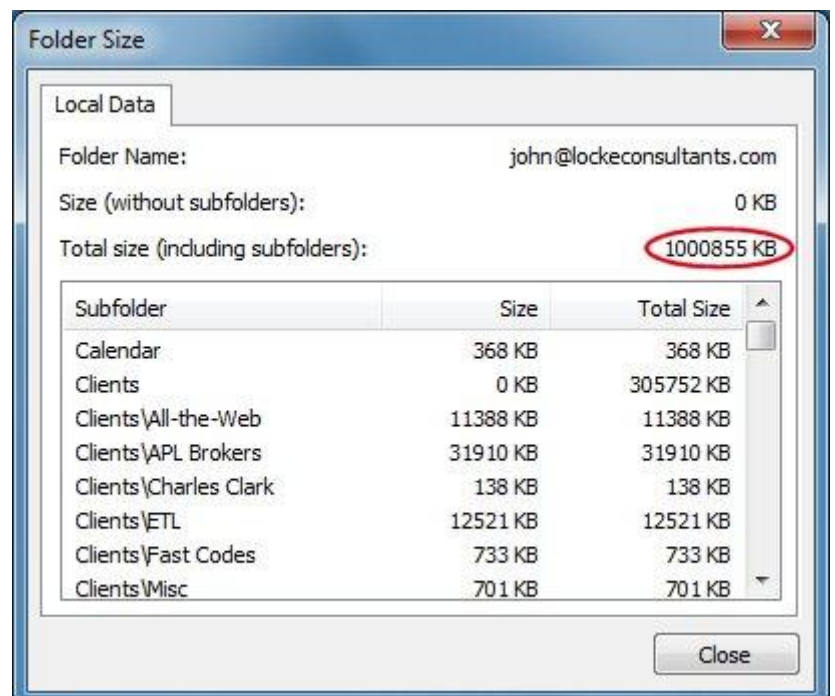


Click: **OK** to go back to the

Outlook Today – [...] Properties window and this time click: **Folder Size...**

The total size of all your email data stored in the PST file size is 1001mb (shown ringed in red).

This probably won't match the actual size of the PST file due to the way data is stored in the file.



With this information you can now start the importation process.

Click: **Close – OK**

Close Outlook, select the Pushex profile then restart Outlook.

From Outlook's main screen click:-

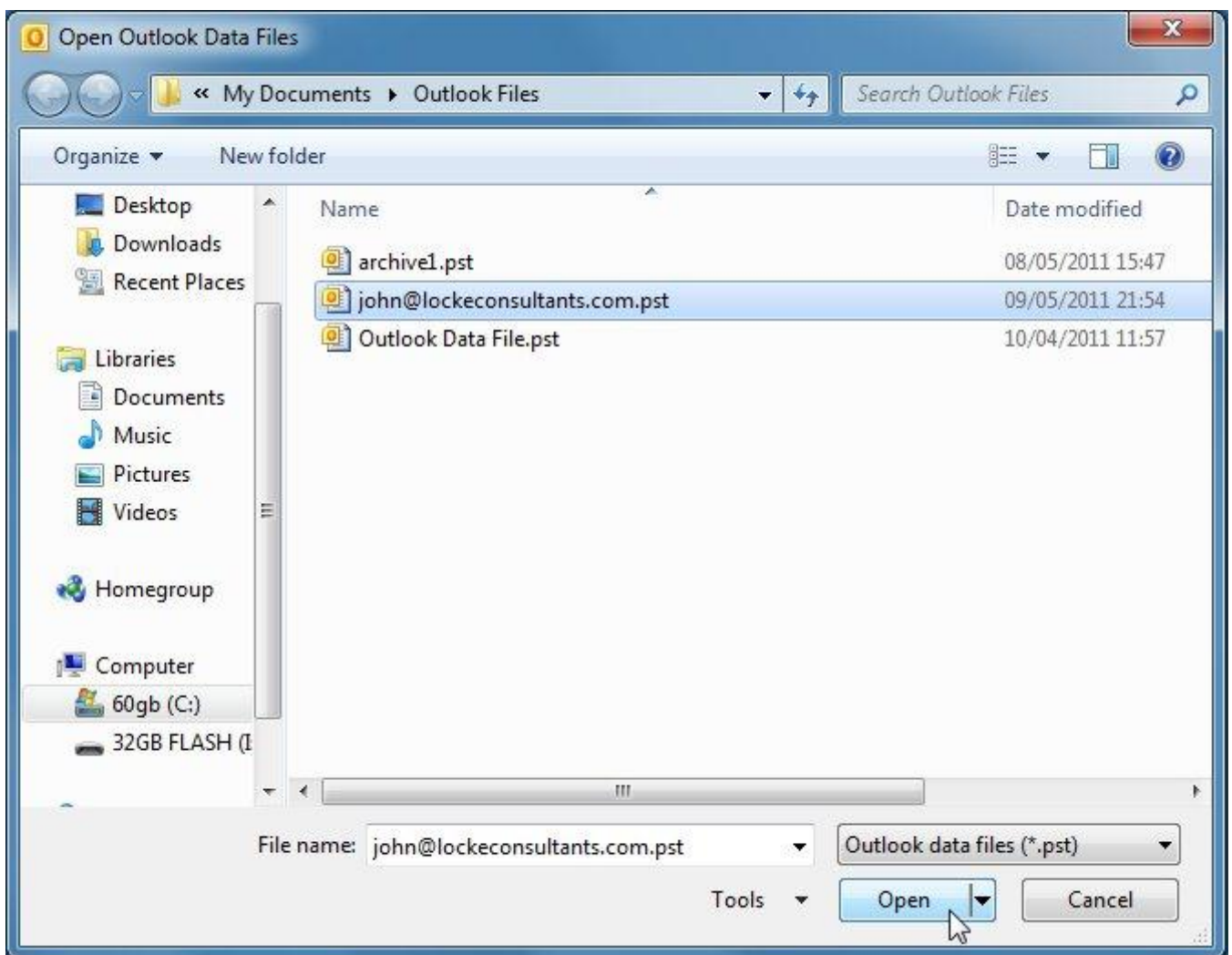
File – Open –Import - Import from another program or file – Next > -

Outlook Data File (.pst) – Next >

On the next screen click: **Browse...**

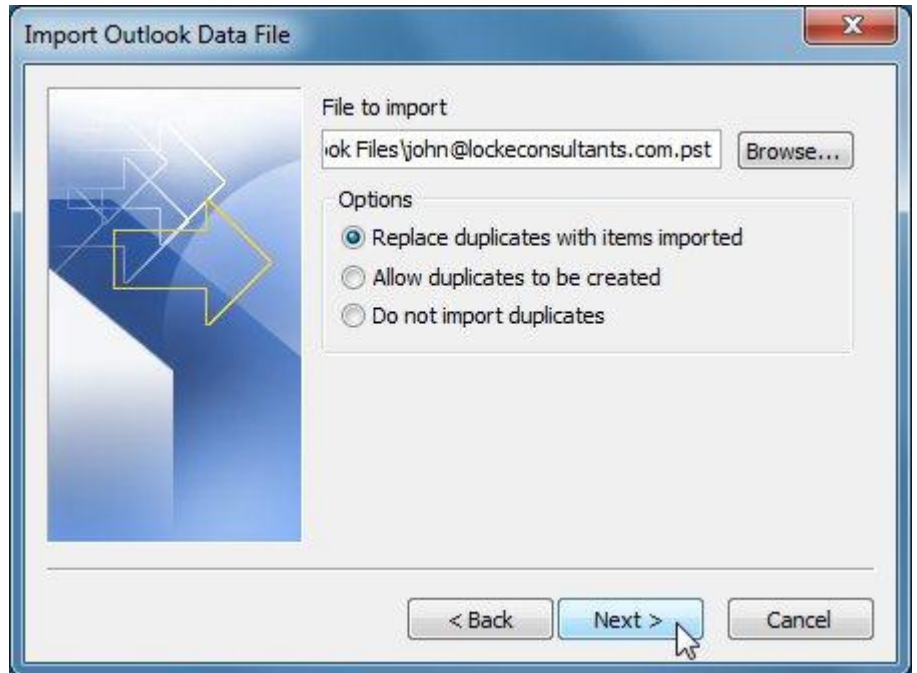


Select the PST file you identified earlier in this section, then click: **Open**



Back on the **Import Personal Folders** screen,

Replace duplicates... is the correct option to select.



Click: **Next >**

Select the top-level folder,

Select: **Include subfolders**

Import items into the same folder in:

<email address>



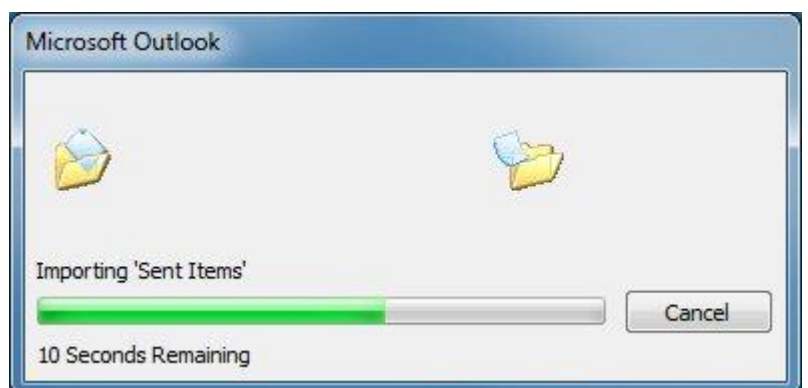
Click: **Finish** to start the import process.

This window will display while the exporting is taking place:-

The time remaining is only for the current folder so you don't know how long the whole process will take.

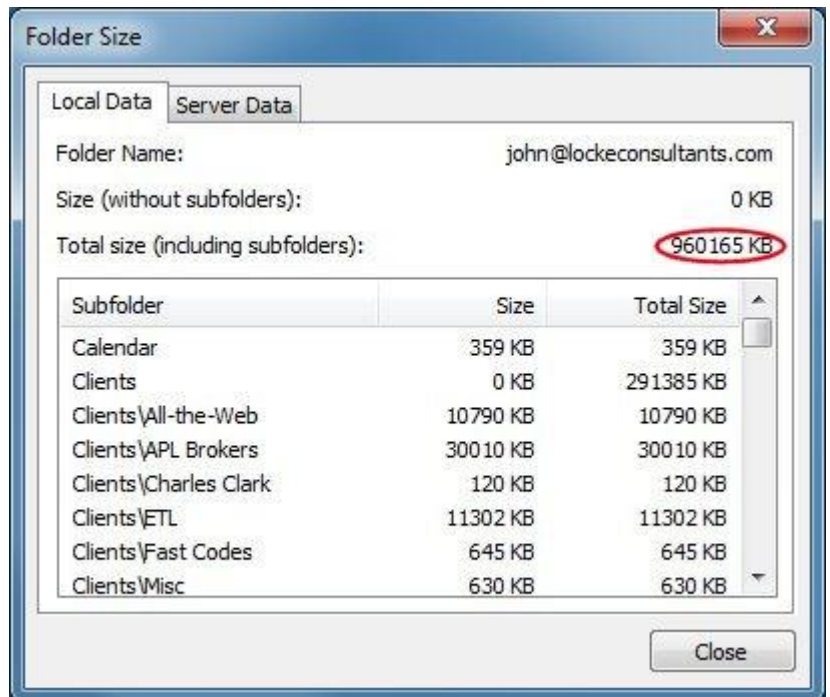
The data is being imported into the Local Cache and so nothing is passing over the Internet.

It should take about 10 minutes for every gigabyte of PST file, depending on the speed of your PC.



After the importing has finished let's look at the size of the Local Data:

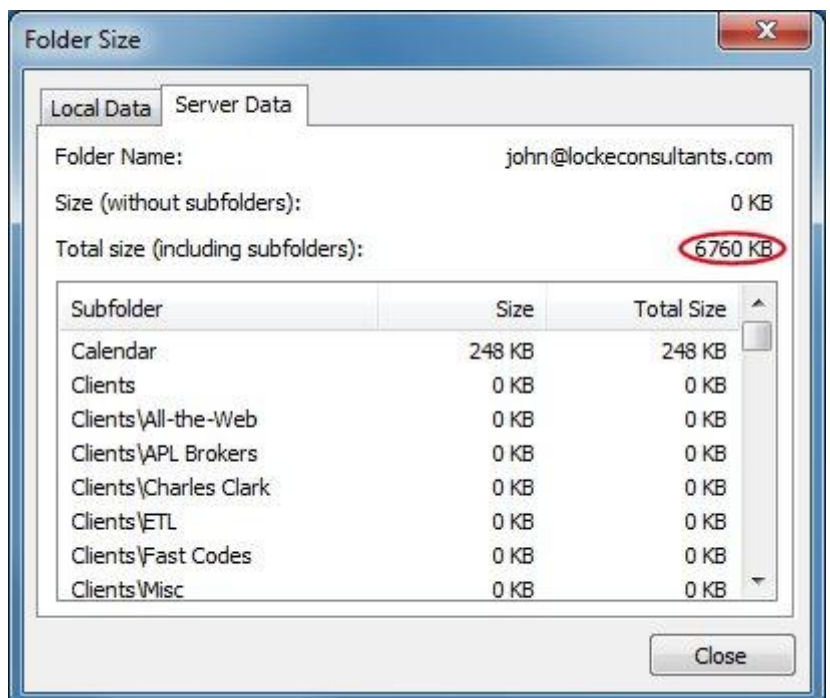
It's not exactly 1001mb, probably due to differences in the way data is stored, but it's near enough to be confident that everything has been imported.



However, the sizes shown on the **Server Data** tab are very different: -

This is because the **Local Data** hasn't had a chance to synchronise with the **Server Data**, which will require approximately 1GB of data to be uploaded to the server.

If you have an 8mb/s ADSL broadband connection the "A" in ADSL means that the speed you can **upload** data will be around a tenth of your **download** speed. At 800kb/s, 1GB will take around 3 hours to upload; other factors, such as contention with other broadband users, may mean it will take considerably longer.



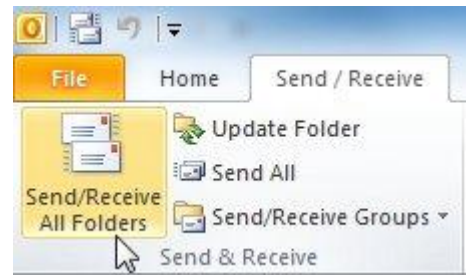
This difference between the **Local Data** and the **Server Data** is not necessarily a problem.

Outlook will eventually bring the 2 data stores into sync and, if you only use Outlook on one PC, then you'll still be able to access all your email data during synchronisation.

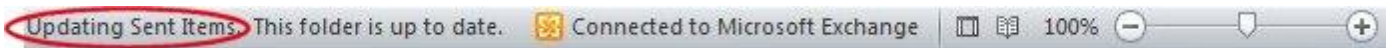
However, until the master copy of your data on the server is up-to-date, Outlook on **other** PCs and OWA won't have access to your full email archive.

We recommend that you now force Outlook to synchronise the **Local Data** and **Server Data**.

Select **Send/Receive All Folders** on Outlook's Send/Receive tab



Synchronising the Server Data with the Local Cache is neither sending nor receiving and so you don't get a progress window, but there will be a message in the bottom right of the Outlook window to indicate that Outlook is still updating the Server Data.

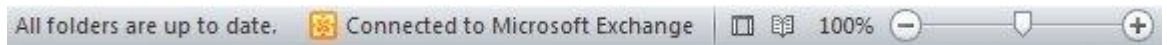


3 hours per GB is a good guide to how long it should take over an average broadband connection.

It's OK to close Outlook and then resume later if you need to.

This process can swamp your Internet bandwidth and make Internet access slow for other programs and users.

When synchronisation is complete you will see the **All folders are up to date** message in the bottom right corner of the Outlook window:-

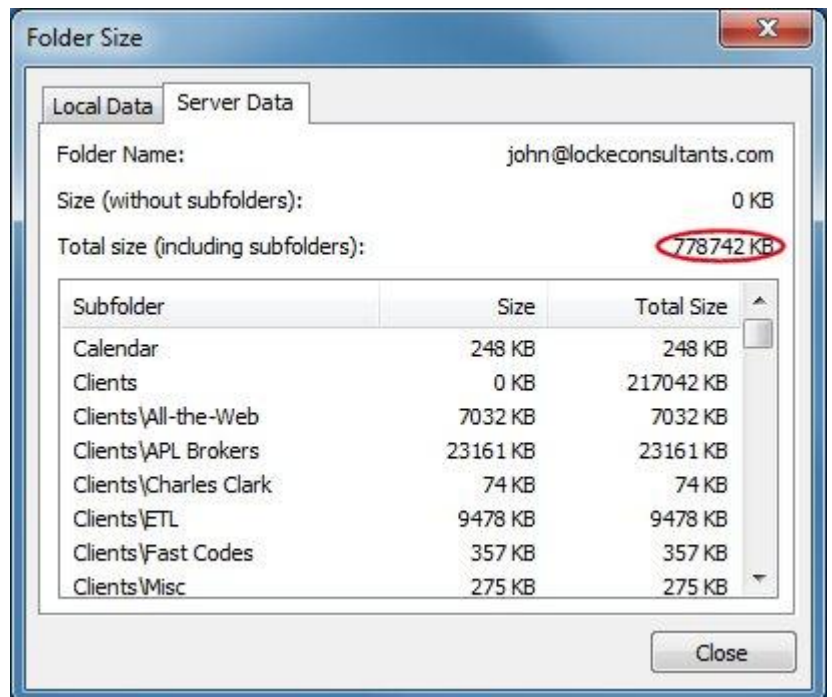


The **Server Data** will be much larger.

779mb is still a long way off of 960mb but, with Exchange 2010 this 20% difference is normal.

If you're not convinced that all your data has been imported, you can compare the number of emails in a few folders, using OWA which only looks at server data, with the same folder in your PST file using the Outlook profile.

There's normally no need to delete the original PST file and it's good to still have it available on your PC in case you discover some emails that haven't come across.



The importation of your main email data is now complete.

The rest of this document deals with other data and settings you may need to transfer.

3 – Transferring Inbox Rules

Inbox Rules are mostly used as an automatic filing system so that incoming emails, matching certain criteria, are moved to a specific folder and never appear in your Inbox.

There are 2 types of rules you can create in Outlook: Server Rules and Client-Only Rules.

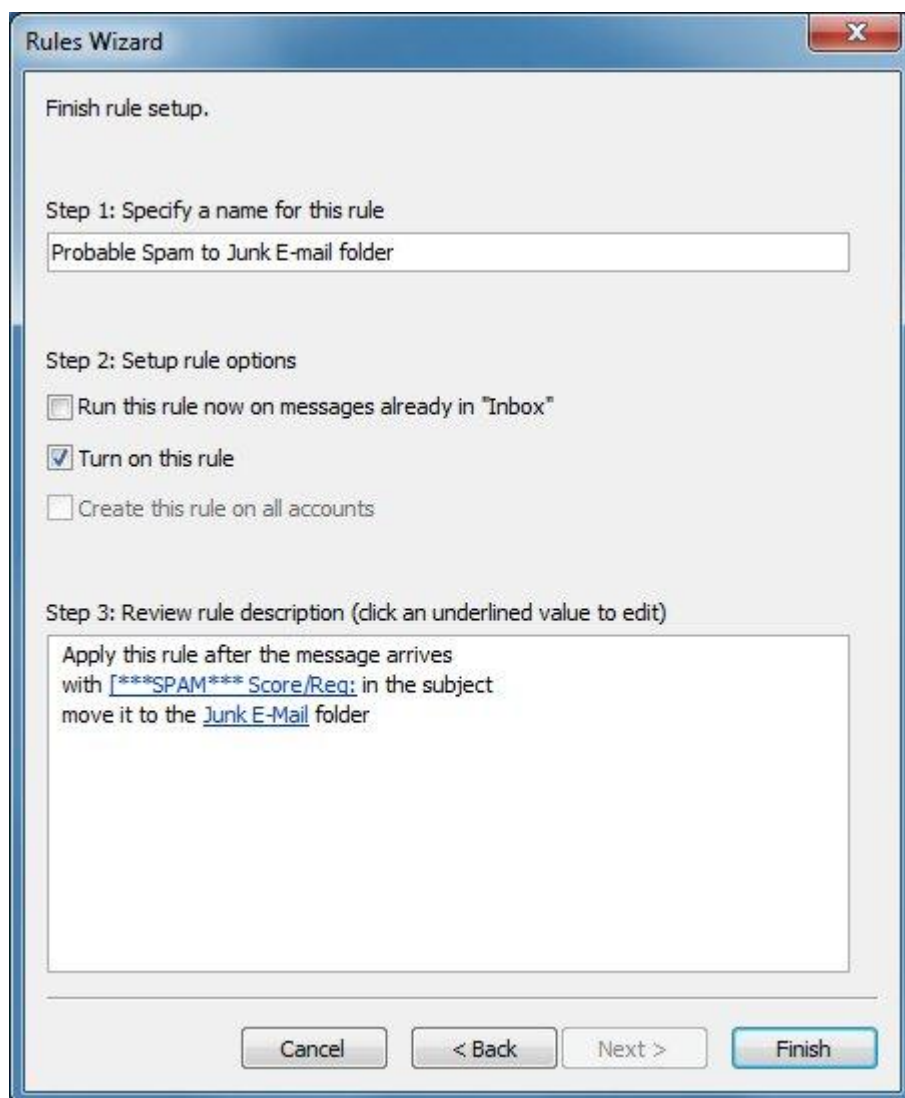
Server Rules are stored on the Exchange server, are in operation all the time and can be edited from Outlook on any PC or from OWA.

Client-Only rules are stored on just one copy of Outlook and only apply when that Outlook is open.

Server Rules are therefore more useful but, as you've been operating Outlook in standalone mode, Client-Only Rules are all you've been able to create.

Exchange has a limit to how much storage space each user has available for all their Server Rules. With Exchange 2010 the default limit is 64kbytes but, for all our mailboxes, we have this turned up to the maximum value of 256kbytes which is enough for at least 100 rules.

An example of a rule is the one we create for every new mailbox, to make it work better with our anti-spam system:



I think you can work out what's going on here:

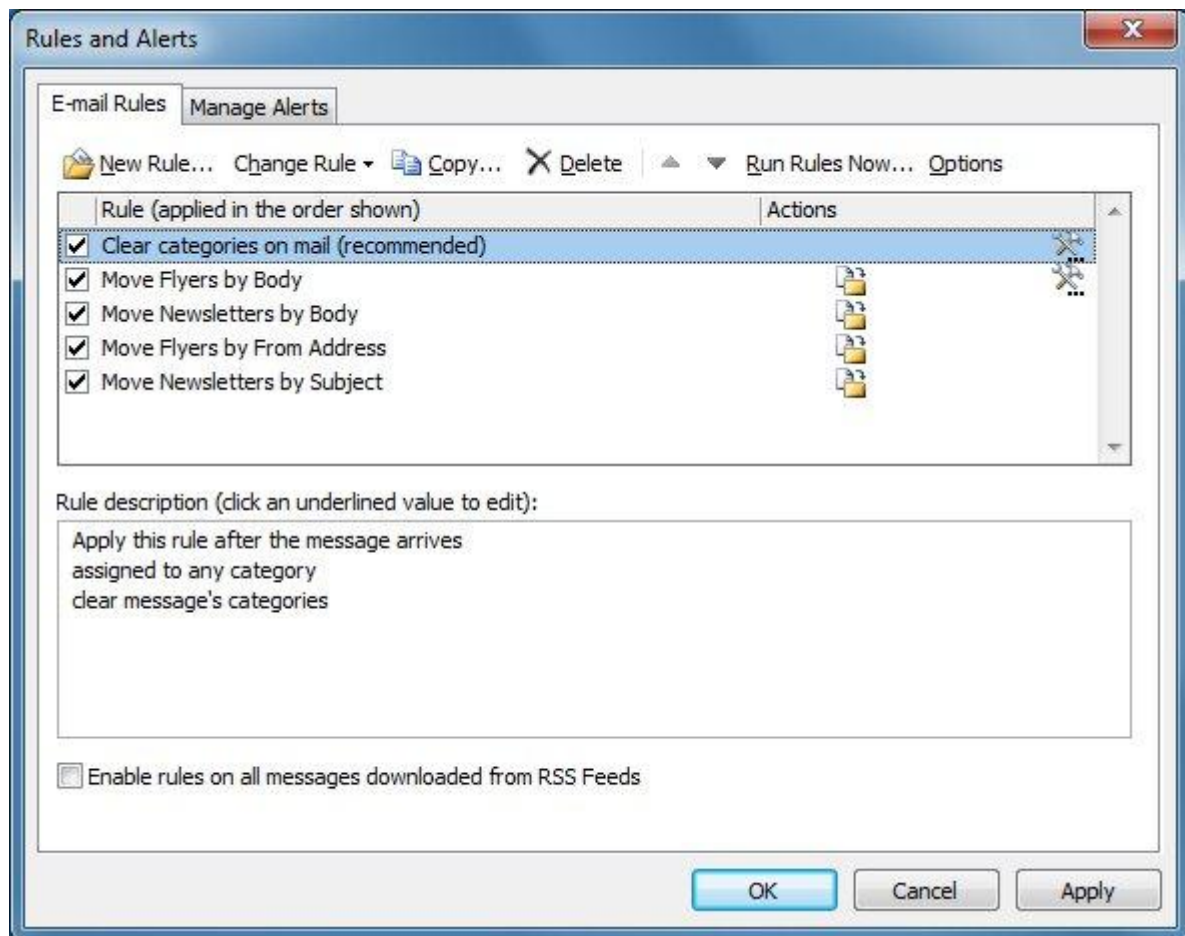
This is a Server Rule that runs whether or not Outlook is running.

Anyway, if you use Inbox Rules then it's much nicer if you can transfer over your existing rules rather than having to recreate them, from scratch, on the new system.

If you **don't** use rules then you can skip the rest of this section.

To access your rules, start Outlook with the **Outlook** profile. On the Home tab select:-

Rules – Manage Rules & Alerts...

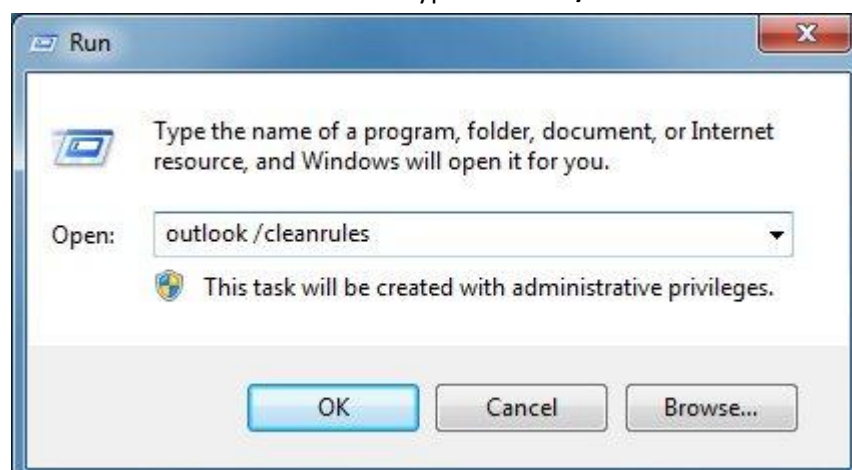


In this example there are 5 rules. The top **Clear categories...** rule is one that Outlook creates for you to remove any **category** that may have been assigned to incoming emails. You can delete this rule if you want but it's generally harmless.

Now might be a good opportunity to review your rules and delete any you no longer need.

If you have any Rules that won't delete, perhaps because they're corrupt you, can start Outlook with the **/cleanrules** option. Be careful as this will delete **all** your Rules.

To do this, close Outlook then click **Start – Run** then type: **outlook /cleanrules** and click **OK**

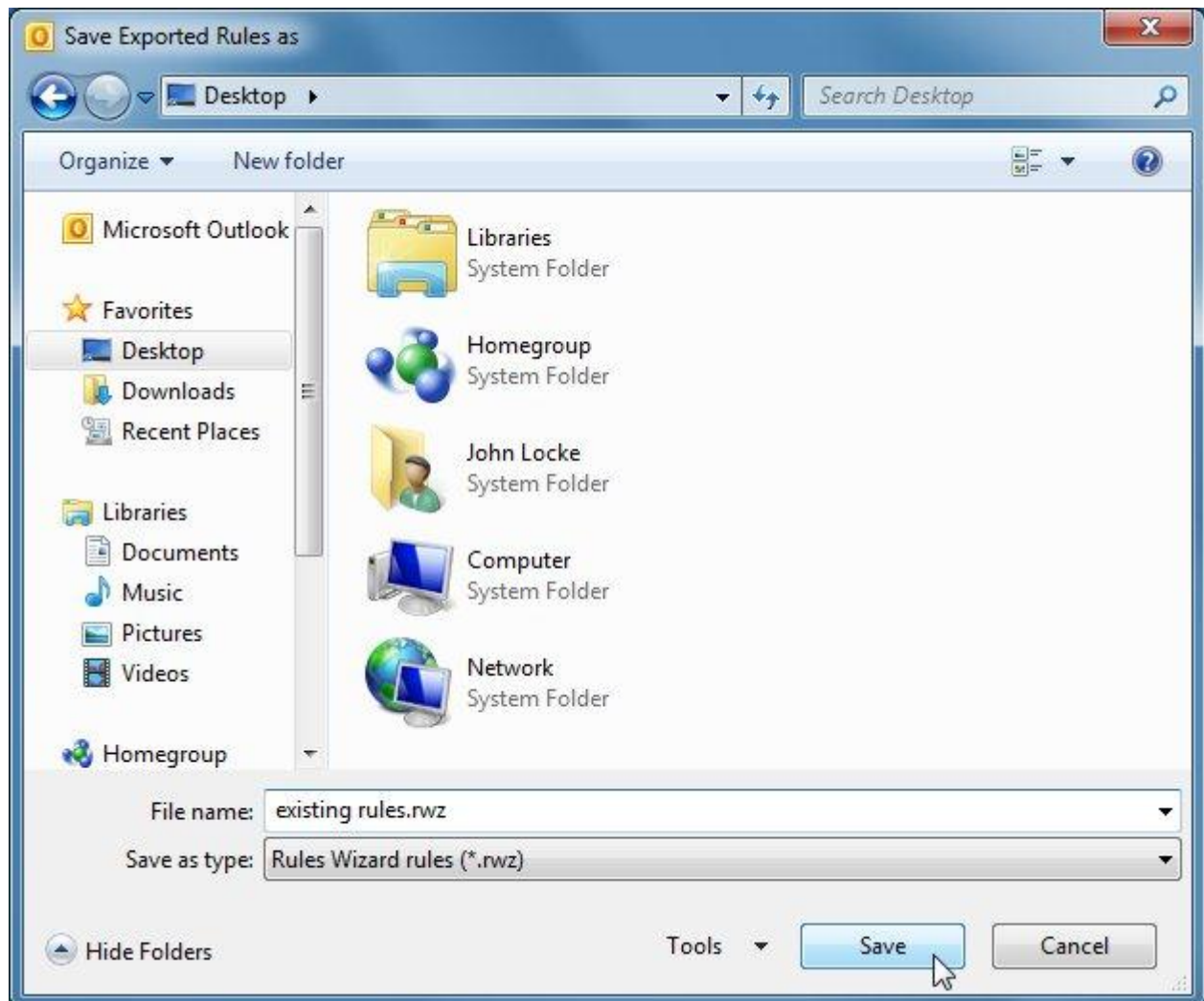


Back on the **Rules and Alerts** screen click: **Options**

then **Export Rules...**



Select: **Desktop**, choose a name for the rules file then click: **Save**



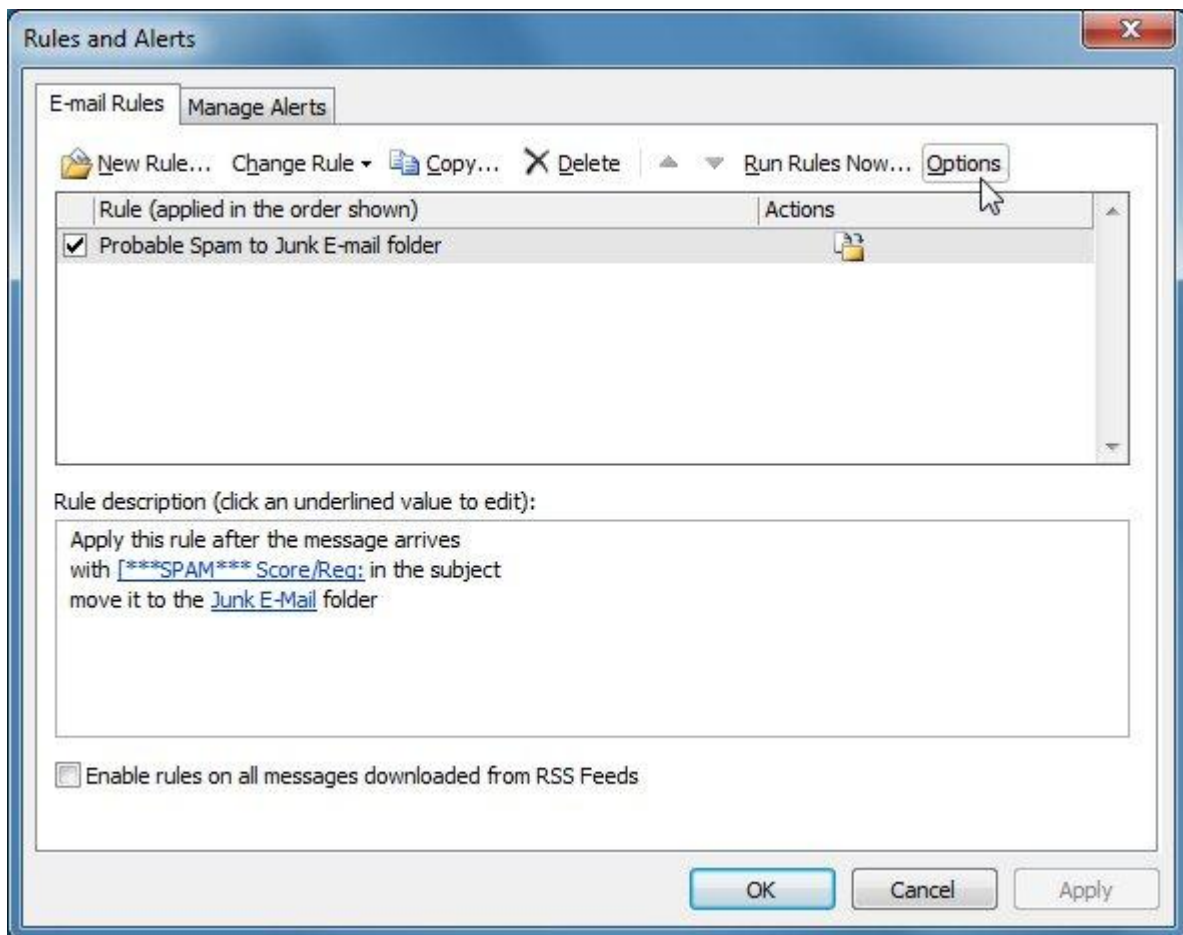
This will create an RWZ file on your Desktop.

Click **OK – OK** then close Outlook,

switch to the Pushex profile, as described on page 1,

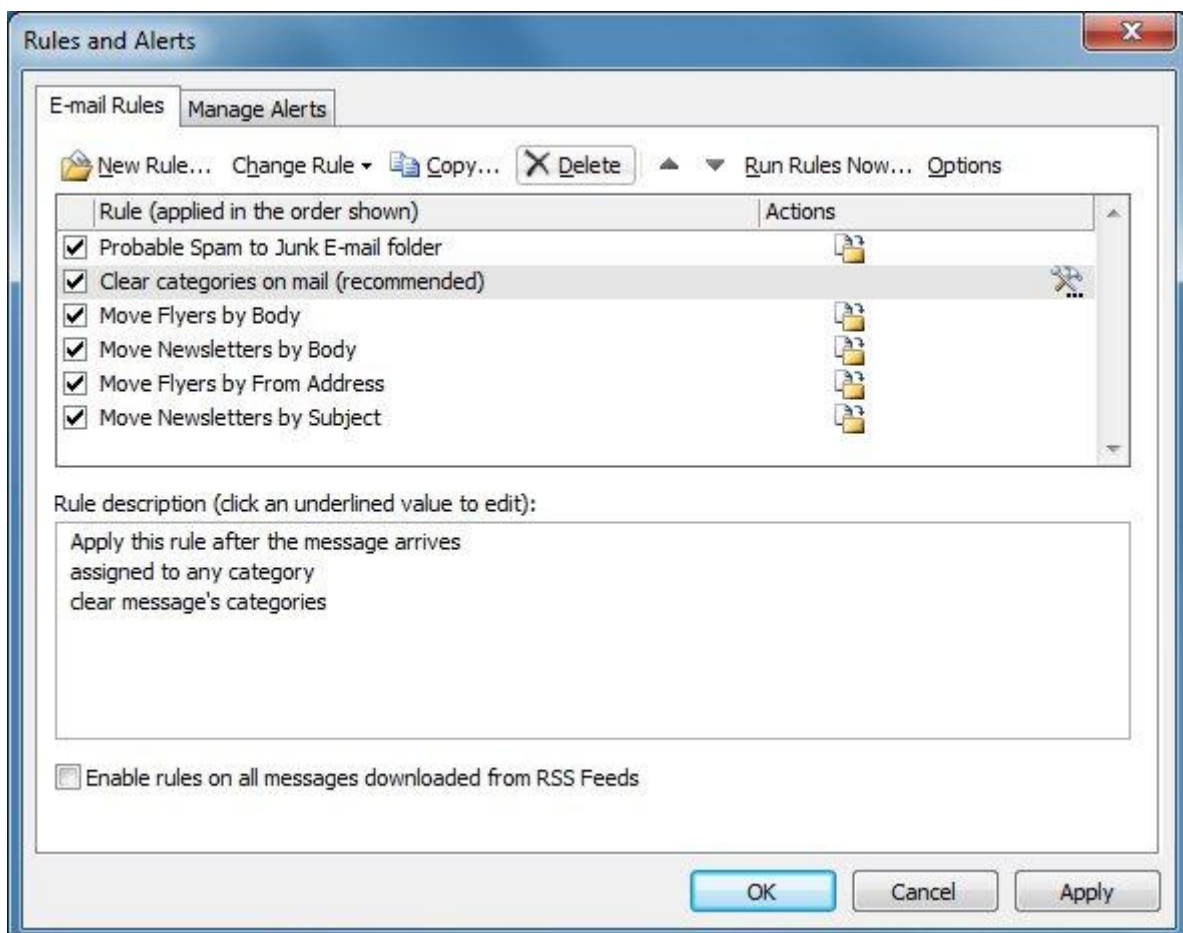
restart Outlook and, on the Home tab, go to **Rules - Manage Rules & Alerts...**

Your new mailbox will have the **Probable Spam** rule we created for you:



Click: **Options – Import Rules... - Desktop**
then select the file **existing rules.rwz** then **Open - OK**

Your old rules have now been imported, **and** they have been converted from **Client-Only** rules to **Server** rules so they'll run all the time and not just when Outlook is open.

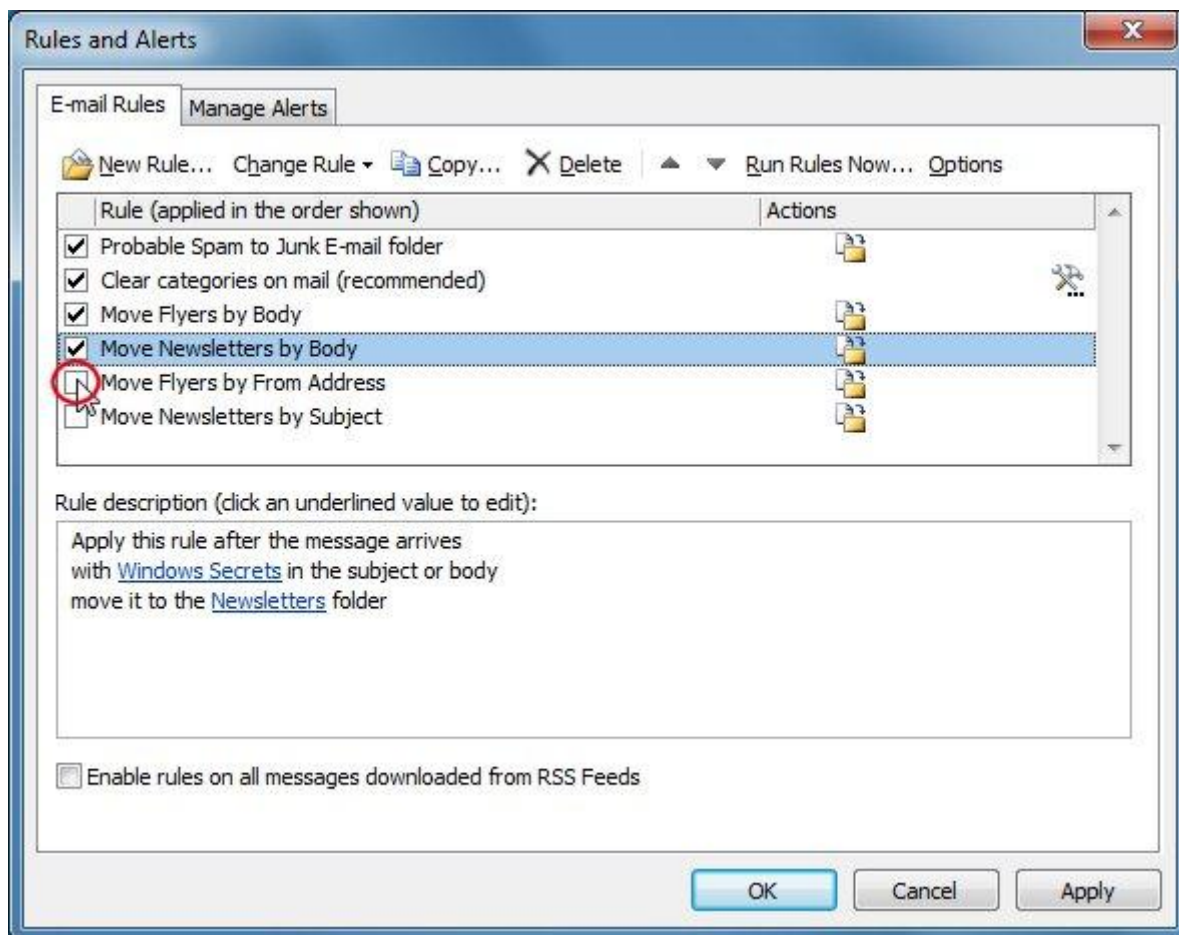


If you get this warning message when you try to close the **Rules and Alerts** window it's likely that some part of the rule has got lost in the importation process.



Double-click on each rule, in turn, to start the Rules Wizard and step through each screen looking for the missing information. It's often the destination folder where the information needs re-entering.

When you've finished supplying the missing information you need to reselect each rule by clicking the box next to it, in order for it to run.



Finally click: **OK** to finish and the process of importing your Inbox Rules is complete.

4 – Transferring your Signature

All the copies of emails you've sent in the past, stored in your Sent Items folder, will contain your signature so, after your email archive has been moved across to the Pushex servers, copy the signature from an email you've sent, and go to:-

File – Options... - Mail – Signatures...

and paste it into a new signature.

We recommend keeping signatures simple as pictures in a signature can increase the likelihood of your emails being classified as spam. There's also no real need to put your email address in a signature as it's already on every email you send.

5 – Accessing your Email Archive and other PST files

Outlook has always encouraged you to move emails, over a certain age, say 6 months, out of your mailbox and into a separate set of folders stored locally on your PC in a file called **archive.pst**.

We're not going to discuss, here, whether or not this is a good thing to do, but just tell you how to regain access to your Archive folders, if you use this feature.

You may also have other local PST files that you like to have open in Outlook, along with your main Exchange mailbox.

By default, in Windows 7 all the PST files used by Outlook are stored in this folder:-

C:\Users\\My Documents\Outlook Files

(Substituting, of course, your username for <user name>)

If you just want to have your Archive folders visible in your Pushex profile you don't have to move any files or even use Windows Explorer.

From Outlook click:-

File – Open – Open Outlook Data File

This shows a list of all the PST files in the default storage folder:-



Select the one you want to open and click: **OK**

The Archive Folders will now be visible as a separate folder tree beneath your Pushhex mailbox folder tree:-



In this case it was pretty obvious which PST file you needed to open but there could have been lots of PST files in this folder and perhaps many with the word “archive” in their name.

If you are in doubt which PST file to open, re-open Outlook with the **Company Exchange Server** profile and right-click on the Archive Folders top-level folder and select:-

Data File Properties... – Advanced...

The **Filename:** line shows the name and location of the PST file.
You may need to select this line then press **End** to scroll to the right so you can see the file name.



Repeat the process if you have other PST files you want to be displayed in the left-hand column in Outlook.

6 – Transferring Additional Accounts

Along with your main Exchange account, Outlooks allow you to setup other POP/SMTP or IMAP accounts you may use to access email accounts on other mail-servers.

At Pushex we encourage users to just have one account and to forward emails from other accounts to their main mailbox, or have our server collect emails from your POP3 accounts on other servers and drop them into your mailbox.

One reason for this is that PST files on your PC aren't usually backed up and can't be accessed from other PCs, while your main mailbox *is* backed up and *can* be accessed from multiple PCs and smartphones.

So *all* of your email in just one safe place, accessible from everywhere, is best, but if you still want to have multiple accounts then that's OK too.

An Outlook profile contains the settings for all your accounts and so when you create, and start using, a new profile for Pushex, it won't contain any of the extra accounts you had setup in the old profile and so you'll need to re-create them.

That's it really.

Outlook doesn't have any function to export and import account settings between profiles. There are some 3rd party programs that claim to do this plus there's some Registry editing that can copy account details but not the passwords.

Manually recreating your extra accounts in the new profile is the best we can suggest.

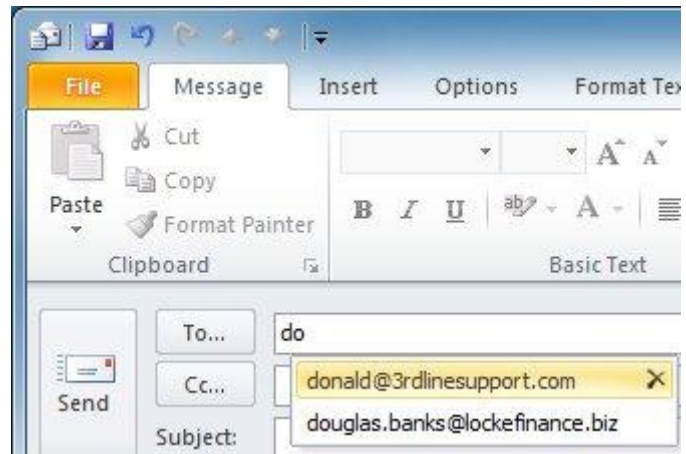
If you don't have the account details written down anywhere you can extract all the details, except for the passwords, by examining the accounts in the old profile. Maybe the operators of the additional accounts have websites where you can recover the passwords for those you don't know.

There's a free utility called **System Information for Windows** that's pretty good at revealing email account passwords you have stored on your PC. Download it from here: <http://www.gtopala.com/siw-download.html>

7 – Transferring the Email Address Auto-Complete Cache entries or Nicknames

Nicknames are the email address suggestions that pop-up when you're filling in the **To:** line of a new email after you've typed a few letters:

Outlook stores up to 1000 email addresses from the most recent addresses you've sent emails to and offers the best matches.



When you start to use Outlook with the new Pushex profile you'll find that all the previous nickname entries are missing.

There are 3 things you can do about this:-

1. Use your imported Outlook Contacts to find email addresses until the auto-complete cache builds up again.
2. Press **Ctrl+K**, after typing the first few letters of an email address, which will make Outlook search through Contacts for the best match, until the auto-complete cache builds up again.
3. Make Outlook use your previous nickname file - the rest of this section will tell you how to do this.

With Outlook 2010 and Exchange 2010, the auto-complete cache is now stored on the server as part of your mailbox data and so will be consistent across all the PCs you use Outlook on plus in OWA.

This document deals with migrating from using Outlook 2010 in standalone mode where the only copy of the existing AutoComplete cache is on your PC.

Whether Outlook 2010 is in standalone mode or working with an Exchange 2010 server, in Windows 7, Outlook stores its AutoComplete cache in this folder:-

C:\Users\\AppData\Local\Microsoft\Outlook\RoamCache

(Substituting, of course, your username for <user name>)

in a file called **Stream_Autocomplete_0_4598481D4C8EAD4F99B65BB352438818.dat** where the part of the filename after **Stream_Autocomplete_** will vary.

The first thing to do is to identify which file belongs to your old Exchange server. Unless someone has been using the new Pushex profile to send emails, there should only be one **Stream_Autocomplete** file. If there are several such files then you can open them in Notepad to see the email addresses, look at the "Last Modified" date and compare their sizes. If you are still struggling to identify the file you want, open Outlook with the Company Exchange Server profile, send an email to an address that doesn't appear in the auto-suggestions as you type it in, close Outlook and see which file has the most recent "Last Modified" date.

Make a note of this file name, in our example let's say it's:

Stream_Autocomplete_0_4598481D4C8EAD4F99B65BB352438818.dat

Now open Outlook with the Pushex profile and send an email to anybody in order to create an AutoComplete entry in a new **Stream_Autocomplete** file.

Close Outlook and you should find a new file in the RoamCache folder, let's say it's called:-

Stream_Autocomplete_0_220E4A8E1C367447B21851C7D1BB0B9C.dat

To migrate over the auto-complete cache:

1. Close Outlook, open Windows Explorer and navigate to the RoamCache folder.
2. Rename:-
Stream_Autocomplete_0_220E4A8E1C367447B21851C7D1BB0B9C.dat to
Stream_Autocomplete_0_220E4A8E1C367447B21851C7D1BB0B9C.old
3. Copy and paste:-
Stream_Autocomplete_0_4598481D4C8EAD4F99B65BB352438818.dat to the same folder.
4. Rename:-
Stream_Autocomplete_0_4598481D4C8EAD4F99B65BB352438818 - Copy.dat to
Stream_Autocomplete_0_220E4A8E1C367447B21851C7D1BB0B9C.dat
5. Restart Outlook with the Pushex profile and the AutoComplete entries from the previous server should now be available.

If the folder containing the **Stream_Autocomplete** files doesn't appear to exist it's because Microsoft's hidden it from you, on purpose, and we have support articles you can download which show you how to unhide it.