



Using Outlook Personal Folders (PST Files)

Outlook 2010 - Windows

April 2014

Follow the steps in this document to create, manage, and backup Outlook Personal Folders (.pst files). Your .pst file contains local Outlook folders, such as Calendar, Inbox, Tasks, Sent Items, Outbox, Deleted Items, and user-created folders.

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Storing Outlook Files

Store Outlook messages, contacts, appointments, tasks, notes, and journal entries in one of the following two locations:

Outlook Mailbox	Information in your mailbox is stored in your user account on the Exchange server (see Mailbox - jdoe in the example at right). Most Outlook mailboxes have a limited size of 1 GB. If the mailbox size reaches 990 MB, you will receive notifications that your mailbox needs to be decreased. If the mailbox size reaches 1 GB, you will still receive e-mail messages, but you will not be able send e-mail messages. Visit the Mailbox Management page for more information: http://itcd.hq.nasa.gov/mailbox_management.html
Personal Folders (.pst files)	Information in your Personal Folders (.pst files) are stored locally on your computer (e.g., not on the Exchange server). Files in these folders do not count against your server limit. However, it is recommend that you keep .pst files under 20GB.

The Importance of Using PST Files

There are many benefits to working with .pst files:

Faster and Better Performance

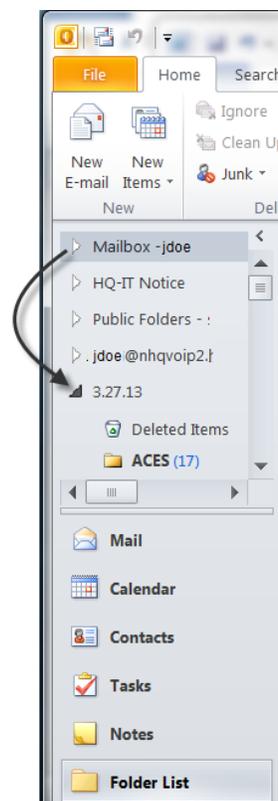
A large mailbox size can result in slow response times when opening Outlook, and sorting and/or searching files. Therefore, when you create Personal Folders (.pst files), such as the folder called 3.27.14 in the example at right, you can move items from your Outlook mailbox (on the server) into a .pst file on your local hard drive, thereby reducing the size of your Outlook mailbox, which improves performance.

Backup Protection

Once you [move Outlook data into a .pst file](#), as long as you are connected to the NASA network, these files are backed up regularly by Mobile Information Protection (MIP) during your scheduled backup.

Important!

If the .pst file is larger than 20 GB, it will not be backed up. See [Check PST File Size](#) for steps. If your .pst file is over 20 GB, split it into smaller files. See [Create PST File](#) for steps.



For additional protection, you can also choose to manually back up your .pst file on a regular basis. The [Backup up PST Files by Exporting](#) section describes this process. The size of your .pst file and the frequency with which you perform incremental backups determine the length of time it will take for the backup to complete. More frequent incremental backups reduce the length of time needed for each backup to run.

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Mobility

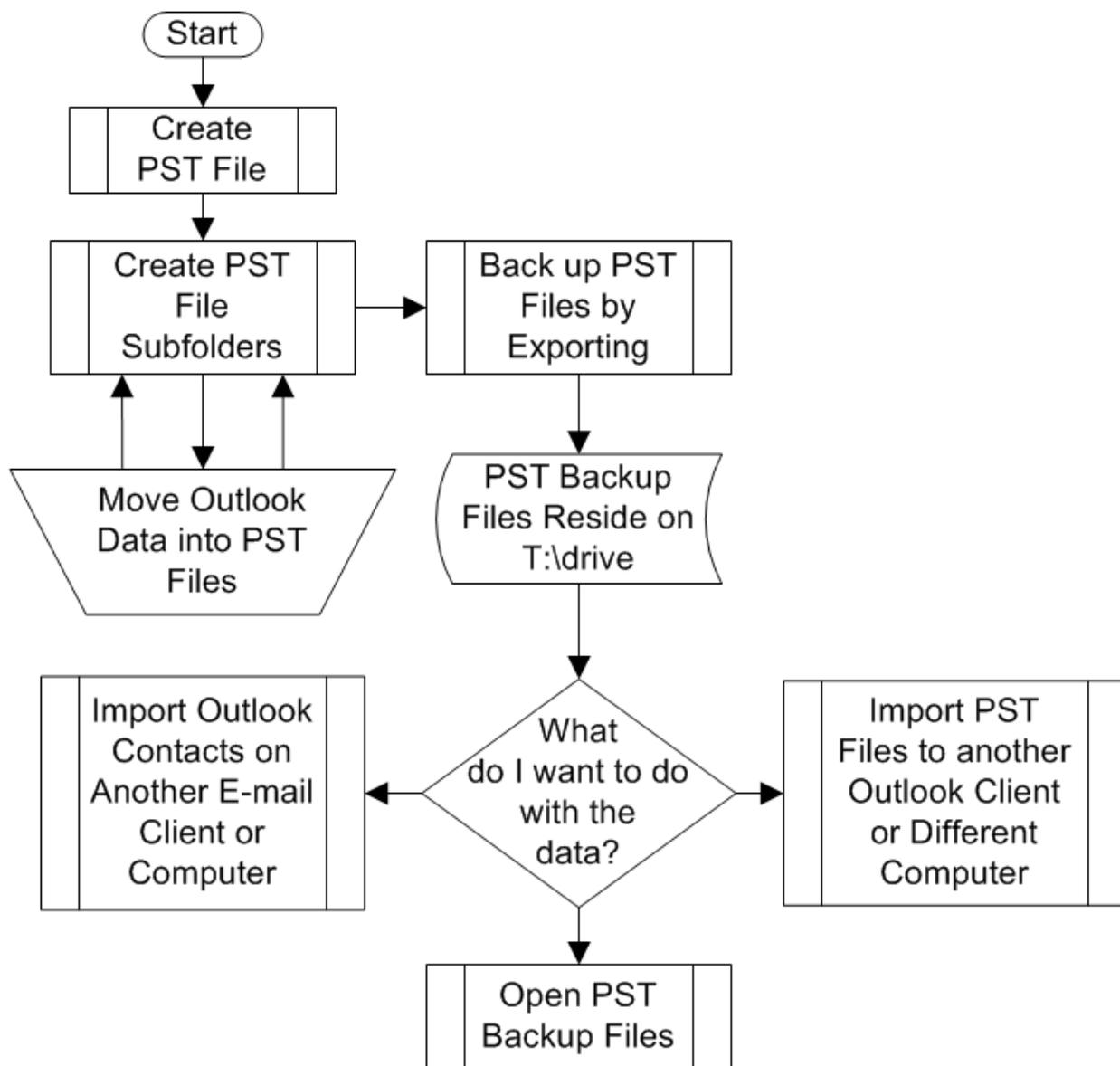
If you would like to import the .pst file to another Outlook client on a different machine, or use the Outlook contacts on another e-mail client or another computer, you need to first back up the .pst file.

Important!

Opening a .pst backup file from the network file share (T:\drive) could corrupt the backup file and you could lose data in the .pst file. If you need to access the file, follow the steps for [Open PST Backup Files](#).

PST Flowchart

The following sections of this document detail each part of the PST process, as illustrated below.



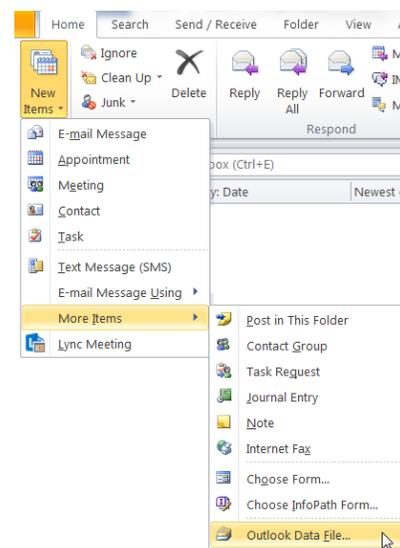
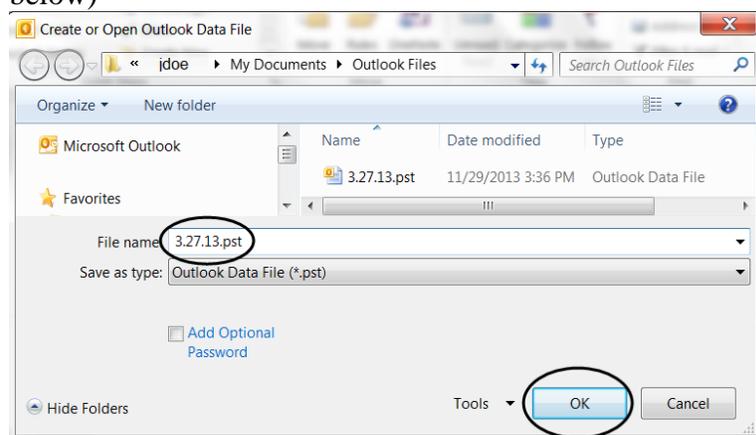
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Create PST File

You can create a .pst file with unique folders and subfolders to your preferences. There are differences between an Archive and a .pst file. An archive exactly mirrors the mailbox, has all the same folders, and the Auto Archive processing, when enabled, automatically moves messages based on the Auto Archive settings. With a .pst file, on the other hand, you manually maintain it. It is more flexible in design and can be customized to your preferences. To create a .pst file:

1. Click the **Home** tab | **New Items** | **More Items** | **Outlook Data File**, as shown right.

The **Create or Open Outlook Data File** window displays (shown below)



2. In the **File name** text box, type the .pst file name and then click **OK**.

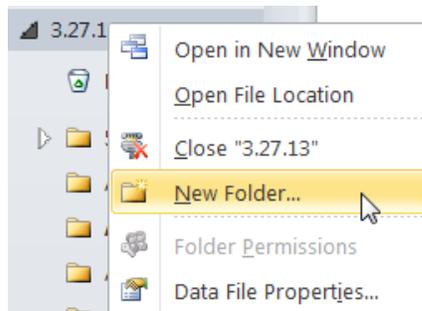
- Very large .pst files can become corrupt. Using multiple .pst files for unique projects or by year is recommended. In the example above, the .pst file is given the name 3.27.13. This can be a reminder to the user that a new .pst file should be created on 3.27.14.
- .pst files are not accessible through Webmail (OWA)

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Create PST File Subfolders

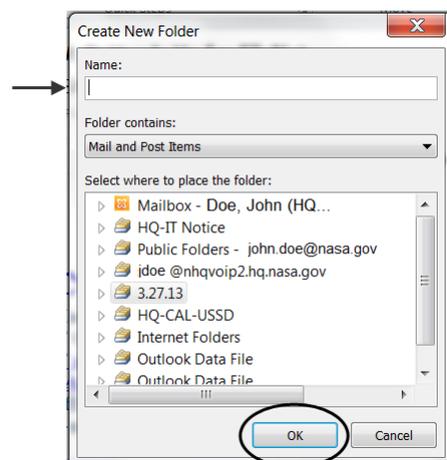
Once you've created a .pst file, start creating subfolders for it. These are the folders you will use to store your Outlook information, such as e-mails. You can create as many subfolders as you need, and name them whatever you wish. To create a .pst file subfolder:

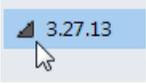
1. In the Outlook Navigation pane, right-click on the .pst file you just created | Click **New folder**



2. When the **Create New Folder** window appears, in the **Name** field, type a name for the new .pst subfolder.
3. In the **Select where to place the folder** list, ensure the new.pst file is selected and click **OK**.

The new subfolder is created and visible in the Outlook Navigation pane.

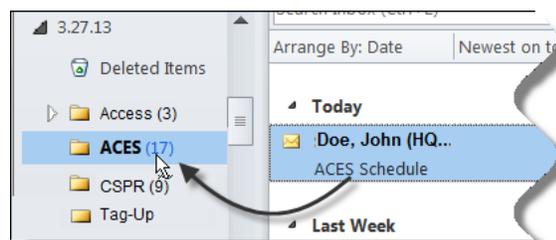


4. Click the triangle in front of the .pst file  to display the subfolder.

Move Outlook Data into PST File

The process of moving Outlook data into your .pst file is a continuous one. In the course of your day, as you work in Outlook, you can move previously viewed e-mails into the .pst file subfolders you created in the previous step. There are various methods for moving data into your newly created .pst file subfolders:

- Select the item you wish to store in a .pst file, such as an e-mail, and drag it into the specific .pst file subfolder (shown right).
- To move an e-mail message while it is still open, right-click on the item | Select **Move** | Select the desired folder if listed.



If the desired folder is not listed, click **Other Folder** | When the **Move Items** window displays, select the correct folder location | Click **OK**.

- Create rules to move items automatically. For more information, documentation on Rules and Filters is available at <http://nomadinternal.nasa.gov/nomad/documentation.html>.

Check PST File Size

As very large .pst files can become corrupt, and .pst files over 20 G will not be backed up, you may want to monitor the size. To check the size of your .pst file:

1. Right-click on the .pst file you just created | Select **Account Properties**.
2. Click **Cleanup Tools** | Select **Mailbox Cleanup**.
3. Click **View Mailbox Size...**
4. Look at the number next to **Total size (including subfolders)**: and reference the chart at right to ensure it is less than 20 GB.

Date Measurement Chart	
1 Bit	1/8 of a Byte
1 Byte	8 Bits
1 Kilobyte (KB)	1000 Bytes
1 Megabyte (MB)	1,000,000 Bytes
1 Gigabyte (GB)	1,000,000,000 Bytes

Back up PST Files by Exporting

Since your .pst files are periodically backed up throughout the day by Mobile Information Protection (MIP), a Connected Backup Agent, they are protected. However, if you choose, you can also back up your .pst files by exporting them to your T drive. More frequent incremental backups reduce the length of time needed for each backup to run. A good practice is to set up a recurring calendar reminder to back up weekly. To back up your .pst files by exporting, follow these steps:

1. Click **File** | **Open** | **Import**.
2. When the **Import and Export** wizard begins, select **Export to a file** | Click **Next**.
3. When the **Export to a File** window appears, select **Outlook Data File (.pst)** | Click **Next**.
4. When the **Export Outlook Data File** window appears, scroll to and select the .pst file | Click the **Include Subfolders** checkbox if desired. | Click **Next**.
5. On the **Export Outlook Data File** window, specify the location to save your .pst file backup.

It is recommended that you save the backup .pst file to your **T:\drive**. If you back up often, the last location and .pst backup file name should already be there. You can just change the .pst backup file name. E.g., For “T:\Backup.pst\07.05.13 backup.pst” you would change the “07.05.13” to the current date.

6. Under **Options**, select **Replace duplicates with items exported** | Click **Finish**.

If you choose to back up on a regular basis, it is recommended you overwrite the previous backup file. This option ensures that only changed or new items are added with each backup.

7. Select the desired password protection.

As the recommended backup .pst file storage location is your **T:\drive** on the server (see step 5), a password is unnecessary. If you create a password and then forget it, you will not be able to access the backup .pst file in the future.

8. Click **OK** to begin the export process.

While the export is running, you will not be able to do anything in Outlook until it completes.

Open PST Backup Files

Opening a .pst backup file from the network file share (T:\drive) could corrupt the backup file and you could lose data in the .pst file. If you need to access the file, follow these steps:

1. Copy it to this location: C:\Users\YourUserName\Documents\Outlook Files
2. Click **File | Open | Open Outlook Data File**.
3. When the **Open Outlook Data File** window displays, select the .pst backup file and click **Open**.

The .pst backup file displays in the Outlook Navigation pane.

Find Name and Location of PST Files

To identify the name and location of your .pst file, open Outlook 2010 and follow the steps below:

1. Click the **File** tab | From the left, select **Info**.
2. Click **Account Settings** | Select **Account Settings**.
3. Click **Data Files**. Note the path and file name of your .pst file. For **Name** and **Location**.

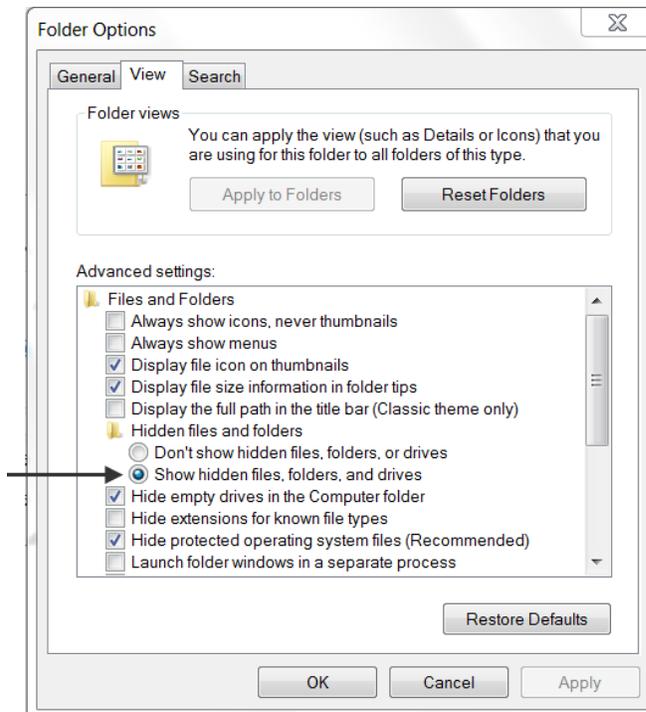
For Example, C:\Exchange\Mailbox.pst indicates a .pst file that is named Mailbox.pst located in the Exchange folder on your drive C.

4. Click **Close** | Click **OK**.
5. Follow the steps in the next section to adjust your settings to ensure all files and folders are visible.

Show Hidden Files and Folders

Once you know the file path of your PST file, make sure your computer is set up to show hidden files and folders in order to locate and copy your file to a new location.

1. Click the **Start** button | **Control Panel** | **Folder Options**.
2. Click the **View** tab.
3. Under **Advanced Settings**, click **Show hidden files and folders**, and drives | Click **OK**.



Import PST Files to another Outlook Client or Different Computer

If you would like to import the .pst file to another Outlook client on a different machine, you must first [back up the .pst file](#), and then follow the steps below:

1. Copy it to this location: C:\Users\YourUserName\Documents\Outlook Files
2. Click **File** | **Open** | **Open Outlook Data File**.
3. When the **Open Outlook Data File** window displays, select the .pst backup file and click **Open**.

The .pst backup file displays in the Outlook Navigation pane.

Import Outlook Contacts to Other E-mail Client, Computer, or Program

You can export your Outlook contacts as a .pst file that can then be imported into another e-mail client, computer, or program.

Export Outlook Contacts

To export your Outlook contacts as a .pst file:

1. Click **File** | **Open** | **Import**.
2. When the **Import and Export** wizard begins, select **Export to a file** | Click **Next**.

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3. When the **Export to a File** window appears, select **Outlook Date File (.pst)** | Click **Next**.
4. Under **Select folder to export from**, select the **Contacts** folder | Click **Next**.
5. On the **Export Outlook Data File** window, specify the location to save your .pst file backup.

It is recommended that you save the Contacts backup .pst file to your **T:\drive**.

6. Under **Options**, select **Replace duplicates with items exported** | Click **Finish**.
7. Select the desired password protection.

As the recommended backup .pst file storage location is your **T:\drive** on the server (see step 5), a password is unnecessary. If you create a password and then forget it, you will not be able to access the backup .pst file in the future.

8. Click **OK** to begin the export process.

While the export is running, you will not be able to do anything in Outlook until it completes.

You can now import the Outlook Contacts .pst file you just created into another Outlook e-mail client, as described in the next section.

Import Outlook Contacts

After you [export Outlook contacts](#) as a .pst file, you can then import them into another Outlook e-mail client:

1. Click **File** | **Open** | **Import**.
2. When the **Import and Export** wizard begins, select **Import from another program or file** | Click **Next**.
3. When the **Export to a File** window appears, select **Outlook Date File (.pst)** | Click **Next**.
4. Under **Select folder to import from**, browse to and select the contacts .pst you created in the section above | Click **Next**.
5. Under **Options**, select **Replace duplicates with items exported** | Click **Finish**.
6. In the **Import a File** window, under **Select destination folder**, click a folder for the imported contacts | Click **OK**.

This usually is the **Contacts** folder unless you have multiple accounts, or have created multiple contact folders for an account.

7. Click **OK** to begin the import process.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:

<http://itcd.hq.nasa.gov/instructions.html>