Staff email – Export Outlook items to a pst file

Note: The instructions in this guide are for Outlook client versions 2013 or above. This process cannot be followed in OWA (Outlook Web Access).

Why export Outlook content?

− If you are leaving the University, you may need to export some emails before your account is closed.

− If you need to export and pass on project emails.

What are .pst (personal storage) files?

.pst, or **p**ersonal **st**orage files, are Outlook archive folders. They are not stored on the Email Server, so they don't use up your file space allocation. They should **not** be used as additional storage for continuous, long term use as there is ample space in your mailbox quota.

Important to know

− *Limited Access:* **.pst** files are only accessible when you have a link to your H: drive, i.e. they are not available off campus or through OWA (Outlook Web App). You will need access to Outlook or other conversion software, to view your content.

− *Limited Size:* **.pst** files risk corruption if they exceed **2GB.**

− *Management:* **.pst** files may get lost or deleted if they are not given meaningful file names or backed up.

General guidelines

☑ Check file sizes; keep **.pst** files below **2GB**
☑ If a **.pst** file is too big, start a new one
☑ Give **.pst** files meaningful names
☑ Back up your **.pst** files
☒ Don't export items you will regularly require, or wish to access from other PCs
☒ Don't continuously add to a single **.pst** file
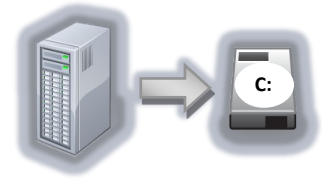
What to export

Export any messages that you rarely need to access but do not wish to delete. For example:

☑ Messages relating to a specific project that is now complete
☑ Documentation relating to a closed recruitment exercise
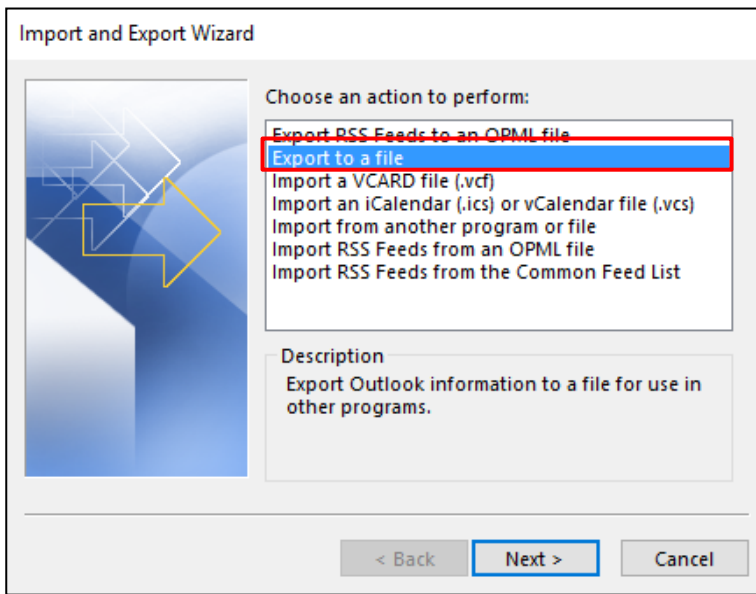
What not to export

☒ Messages relevant to current projects
☒ Items requiring follow up

How to export a mail folder

Step 1 - Create a .pst file on C:

1. Click the **File** tab and choose **Open & Export**

2. Click **Import/Export**

3. Choose the **Export to a file** option

1. Click **Next**

2. Choose **Outlook Data File (.pst)**

3. Click **Next**

4. In the **Export Outlook Data File** window, **select the folder** containing mail to export

5. Tick **include subfolders** if this is required

6. Click **Next**

7. Click **Browse...** and navigate to the **C:** drive

8. *Click* **New Folder** *and type the folder name* *s99jb7_OutlookExport* *(replacing* *s99jb7* *with your username. Then double-click on this folder to open it.*

9. Type a meaningful file name (**.pst**)
   e.g. export emails older than 01/01/2012 from *Project A*, into *2011_ProjectA_Export.pst*

10. Name the file

11. Leave the duplicates option as default unless you particularly require another option.

12. Click **Finish**

13. It is *optional* to add a *password*. If you want to do this enter the password twice and click OK, otherwise click **OK**

14. The export will commence and create the **.pst** file in the folder you created.

Step 2 - Backup an exported folder to H:

We don't recommend storing business critical data on the C: drive, where it may be susceptible to hardware failure. Instead, you should back up **.pst** files from **C:** to **H:**

1. Close Outlook and open your **C:** drive folder.

2. Right-click on your **.pst** file.

3. Select **Copy** from the drop-down menu.

4. Navigate to your **H:** drive and click **New Folder**, then name your folder **Outlook Exported Emails**.

5. Double-click on the new folder to open it.

6. Right-click on the white space in the folder, then select **Paste** from the drop-down menu.

7. Delete the original **.pst** file from **C:** if you wish.
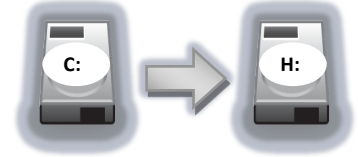
Step 3 - View an exported folder

To refer to the contents of an exported folder, open a *temporary* connection to your H: drive from Outlook:

1. Open Outlook and click the **File** tab, then click **Open & Export.**

2. Click **Open Outlook Data File**.

3. Browse to the **.pst** file on **H:**

4. Click **OK.**

5. A **Personal Folders** heading will be added to the folder list (below **Search Folders**). You can expand this to view content that you exported into the **.pst** file that you created.

▷ Personal Folders

> ⚠️ Leaving this connection live can cause performance issues with outlook and there is a risk of the .pst file becoming corrupted.
> It is good practice to **open** a **.pst** file, **view** the content you require and then **close** it / **disconnect** from it. Remember you can open it again at any time.

How to close an exported folder from Outlook

There is a known issue with maintaining a *permanent* connection to network drives from Outlook.

In order to avoid the risk of **.pst** file corruption, when you have finished with this folder on your H: drive, **you must remove its connection to Outlook**.

1. Click the **File** tab.

2. From the **Account Settings** option click **Account Settings…**

3. Click **Data Files**.

4. Select the folder.

5. Click **Remove**, then click **Yes** and click **Close.**

How to check the size of an exported folder

1. In Outlook, right-click on **Personal Folders**, then click **Data File Properties**…
2. Click **Folder Size***…*
3. Look at **Total size (including subfolders)**.

How to add to an existing exported folder

Before you add to an exported folder, remember to check the **.pst** file is not approaching **2GB**.

1. **Connect** to the .pst file so you can see it under **Personal Folders** (see view an exported folder above)
2. Move or copy any content you want to export from your Mailbox to folders within the Personal Folders of the .pst.
3. **Disconnect** the .pst again (see close an exported folder above).

Further information and help

Contact the IT Service Desk: https://myit.abdn.ac.uk