

## COMMUNICATING THE EXCHANGE MIGRATION – MAILBOX CLEAN-UP

The City of Albuquerque is in the process of upgrading Exchange 2003 to Exchange 2010 in an effort to stay ahead of the end of support declared by Microsoft in April of 2014. Once we upgrade to Exchange 2010 we will immediately upgrade to Exchange 2013. To accommodate the short implementation time and the new email retention policy we are asking all City of Albuquerque employees to clean up their email accounts and get them to a reasonable size as described below. These reductions will aid the transfer of email to the new system, responsiveness of the email system, and the efficiency of the mobile email environment. Thanks for your support in this matter.

**Who?** Email users with oversized mailboxes.

**What?** City of Albuquerque ITSD is migrating to a new email platform—initially to Exchange 2010—starting in early 2014. Our current email system, Exchange 2003 reaches end of support in April 2014. The migration requires users to reduce the size of overly large mailboxes.

**Why?** ITSD cannot transfer oversized mailboxes to the new system and there will be limits imposed on mailbox sizes in Exchange 2010. Oversized mailboxes (in terms of size of messages and overall number of messages) also negatively impact your email performance:

- Outlook takes a very long time to start up and switch between folders
- Outlook runs erratically, crashes and gives error messages
- Email on portable devices (smartphones, tablets) performs slowly or **fails to sync completely**

**When?** The Exchange Migration starts in early 2014 and will be completed in early April of 2014.

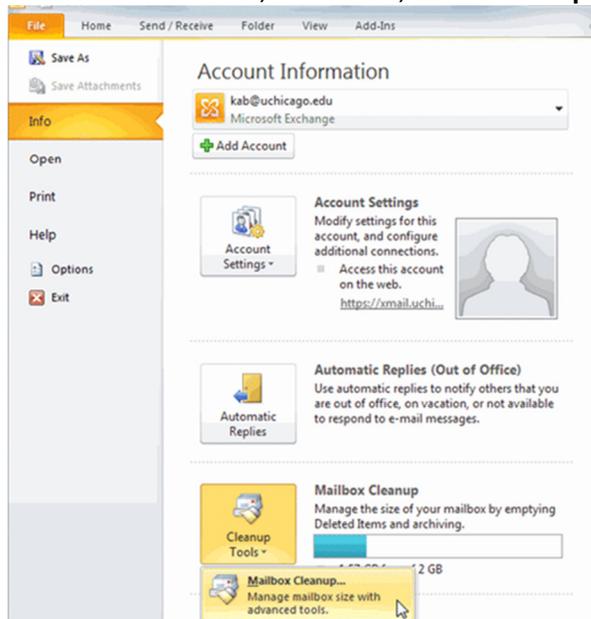
In the new email system you will have a **2 GB\* mailbox** and you will be able archive up to **5 GB** of old email. You'll receive a **warning** when your **mailbox reaches 1.75 GB**, at **2.0 GB** you **won't be able to send** email until you clean or archive excess emails. **At 2.25 GB you won't be able to send or receive** email until you reduce the size of your mailbox.

**We need reduce the size of many email accounts that have grown too large.**

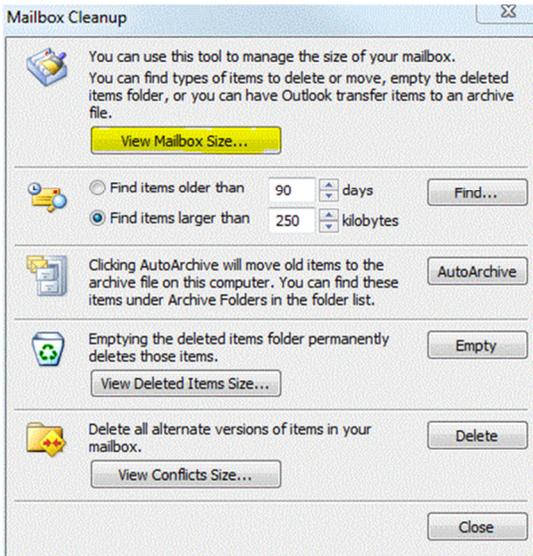
To start out with, here's how to **determine the size of your Exchange mail box** and associated folders:

### If you have Outlook 2010

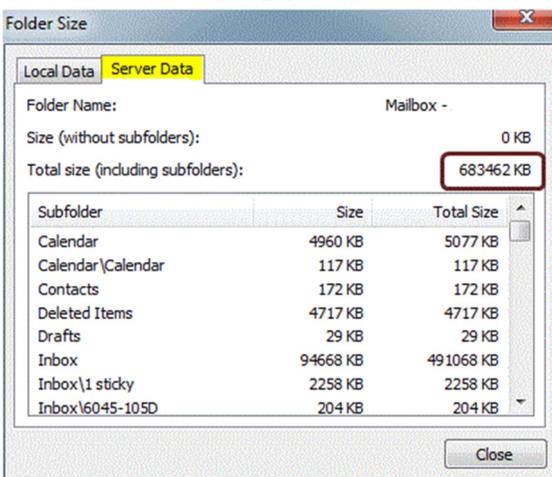
1. From the **File** tab, under **Info**, select **Cleanup Tools**, then **Mailbox Cleanup**



## 2. Click the **View Mailbox Size** button.



## 3. Select the **Server Data** tab of the **Folder Size** window.

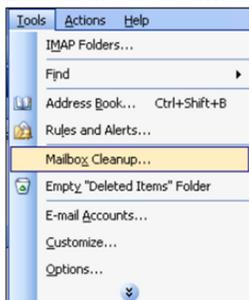


1,000,000 KB = 1 GB, the above example displaying 683,462 KB converts to 0.68 GB.

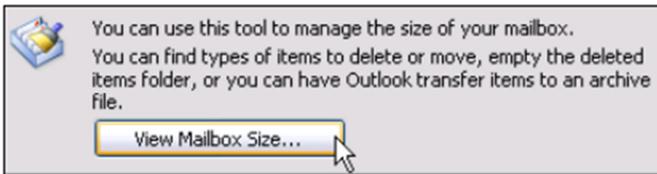
Note: Be sure to look at the **Server** tab, not the Local tab. The size of your folders listed on Local does not count towards your email storage quota, since these files are being stored on your "local" drive.

## If you have Outlook 2003

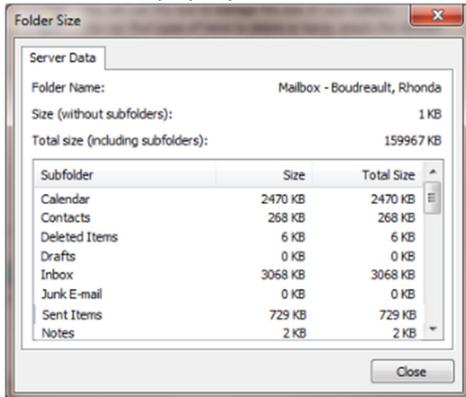
### 1. Click on the **Inbox**; go to **Tools**, then **Mailbox Cleanup** in the menu bar at the top of the page.



2. Click the **View Mailbox Size** button.



3. The next pop-up window will be **Folder Size**. Make sure you are on the Server Data tab of the Folder Size window.



Here are some excellent online guides on how to manage Outlook email sprawl:

Outlook spring cleaning

<http://www.businessmanagementdaily.com/30001/outlook-spring-cleaning-4-inbox-tips>

Tips for cleaning up your mailbox

<http://www.howto-outlook.com/howto/cleanmailbox.htm>

Manage the size of your mailbox

<http://office.microsoft.com/en-us/training/how-big-is-your-mailbox-RZ006181840.aspx?section=2>

As always, you can contact the Service/Help Desk. (ISD Helpdesk, ITSD Technical Support, 768.2930)

**\*Reference for file sizes**

2GB = 2048 MB

*Big, the size of your entire mailbox on the upcoming Exchange 2010 email system*

10MB = 10240 KB

*This would be a message with a big attachment. The sending/receiving size limit of messages on COA email systems is 12MB.*

1MB = 1024 KB

*Normal size for a message with a small attachment*

1KB = 1024 Bytes

*Small, probably a mail with just some text in it*