

# Hosted Exchange Outlook – additional information.

## Multiple profiles.

Yes, you can add several Outlook profiles so that when you start Outlook, you can be offered to select a particular one.

## Multiple email accounts within a single profile.

Yes, you can have several email accounts per profile. However, we would limit them to a max of 5 and 6 for a more powerful PC.

## Cached Exchange mode.

If you deal with very large data files (> 20GB) we recommend you disable cached mode.

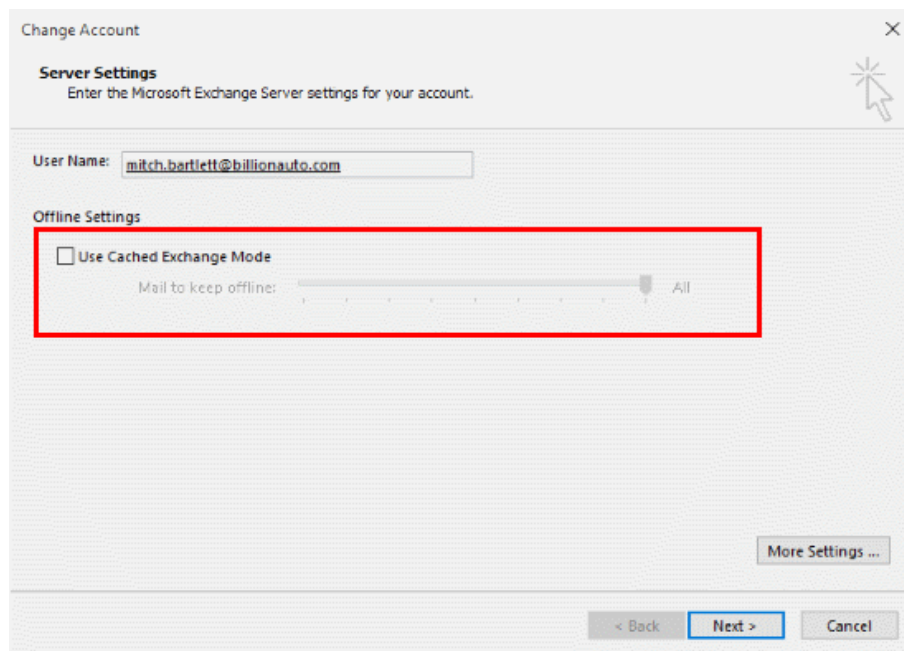
When Outlook reads email online, it can either download the email onto the computer or it can view the email online. Downloading the email onto the computer is referred to 'Cached Exchange mode' and Outlook may download a specific date range (6 months – 1-year etc) or all. This is fine if you deal with small amounts of data.

Once your datafile get close to about 20GB, we recommend you disable cached mode or set it to a period of 1 year or less.

In Outlook, select "File" > "Account Settings" > "Account Settings".

Select the Exchange account in the list under the "E-mail" tab, then select "Change...".

Un check the "Use Cached Exchange Mode" box to disable it.

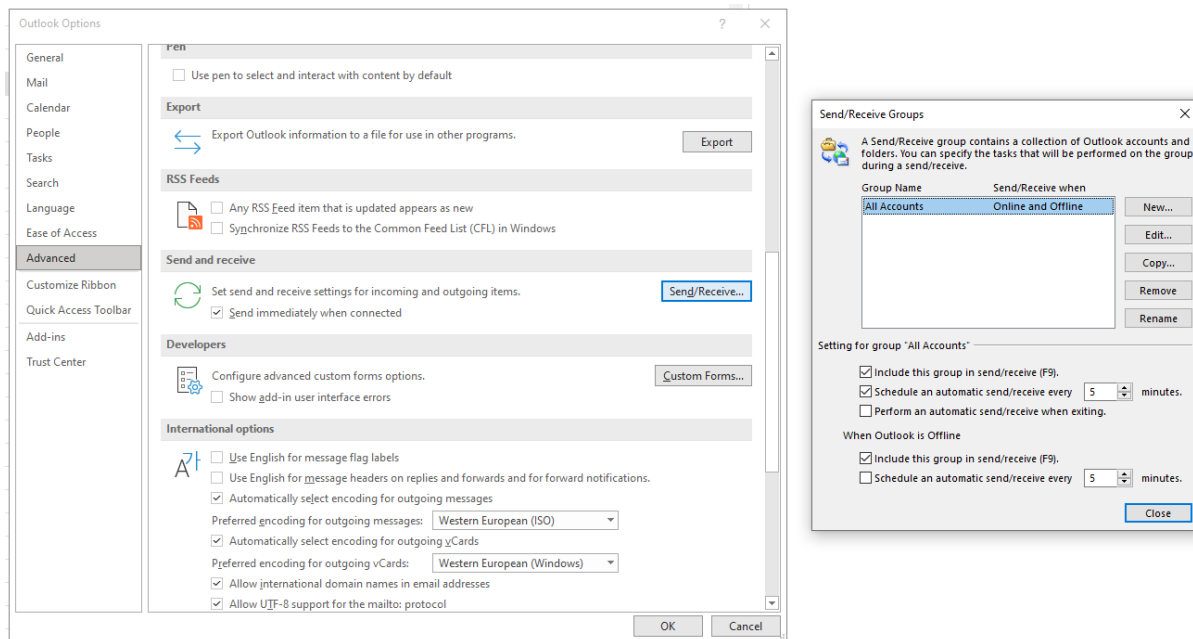


### Database over 50Gb.

Outlook can only download a maximum of 50Gb by default. Once a datafile gets over 50Gb, Outlook and the computer may become unstable. If you need to exceed 50Gb and understand the risks, we can increase this to 200Gb.

### Set Outlook to check for new email every 5 minutes.

File, options, Send and receive, and set the following.



### Disable add ins.

Sometimes add ins can conflict with the operation of Outlook. If you need to disable them, go to, File, Options, Add-ins and disable any you feel are unnecessary. They may be added back in later.

### Export your IMAP or hosted Exchange data to a .PST.

Outlook stores IMAP and Hosted Exchange email in an .OST file and not a .PST. However, you may export your outlook data to a .PST for backup. Go to File, Open and Export and select Import/Export. Then select Export to a file, Next, select 'Outlook Data File (.pst)', Next, then make sure you are selecting the entire data file and not a sub folder, then ensure you have ticked 'Include subfolders', Next. At this point you can select both the filename of the backup and the destination folder, which may be to a shared network folder or even a removeable drive.

### Get header information from an email.

We may request the header information from an email if we need to trace an email on your behalf. This is a useful feature if you need IP addresses or domains checked for Blacklisting. Within outlook, open the email, go to File and Properties. The internet headers will be in the box at the bottom of the window. You can copy and paste it all into a txt or word document for analyses.