

## **PST Files in Outlook 2003**

At times a user may encounter the problem of Outlook loading slowly due to a massive amount of data in their mailbox; and Outlook may lag while connecting to the Exchange server using RPC over the HTTP. The reason is - the larger and larger your mailbox becomes, the more time it will take for it to load. We recommend that every so often, you perform mailbox cleanup - go through email messages and delete them permanently if they prove to be unnecessary.

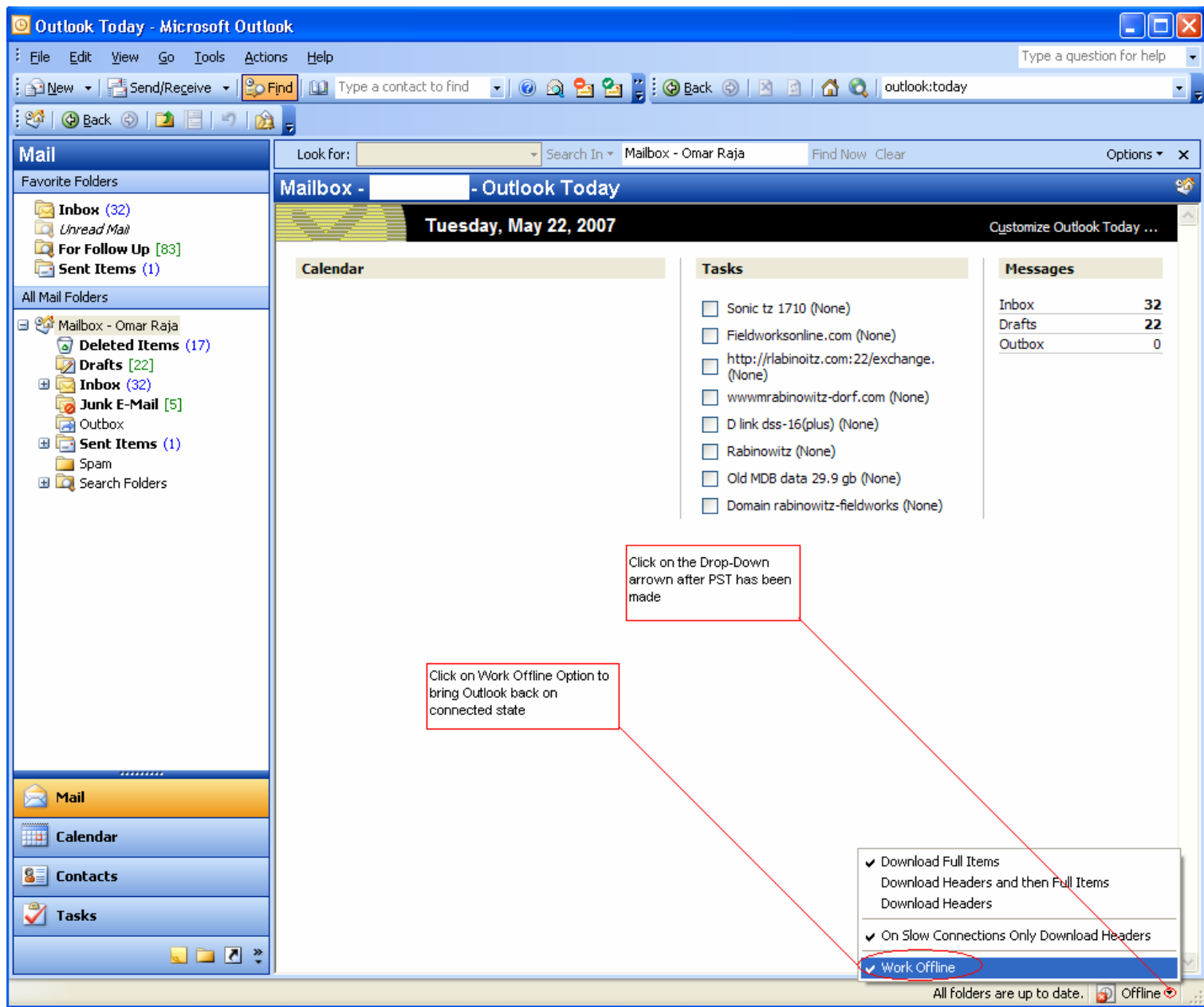
If you find that most of your emails are important and you may need to revert back to them in the future, we recommend creating a PST file of your emails. This is simply a matter of backing up your emails to your desktop or somewhere on your PC and then putting a copy of them onto a CD/DVD.

It is important to be sure you make a CD/DVD copy and keep it in a safe place. Once you remove the data, it will not be included in our back ups.

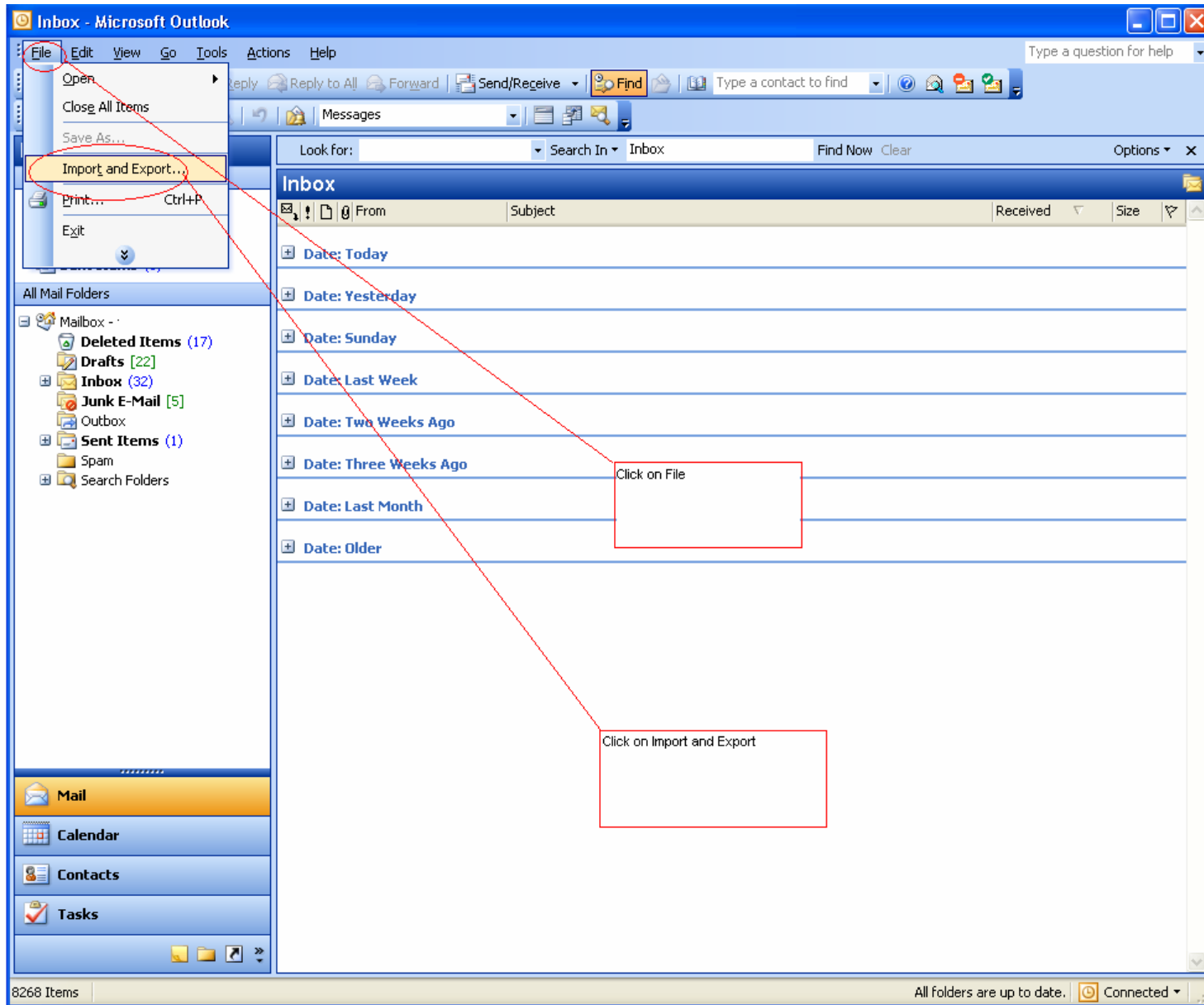
Once this PST file is created and you have a backup of that file on a CD/DVD, you can delete the emails. When your mailbox size decreases, the performance of your Outlook will improve and you will still have a copy of your old emails in a safe location in case you need to access them later.

To create a PST file, please follow the steps below:

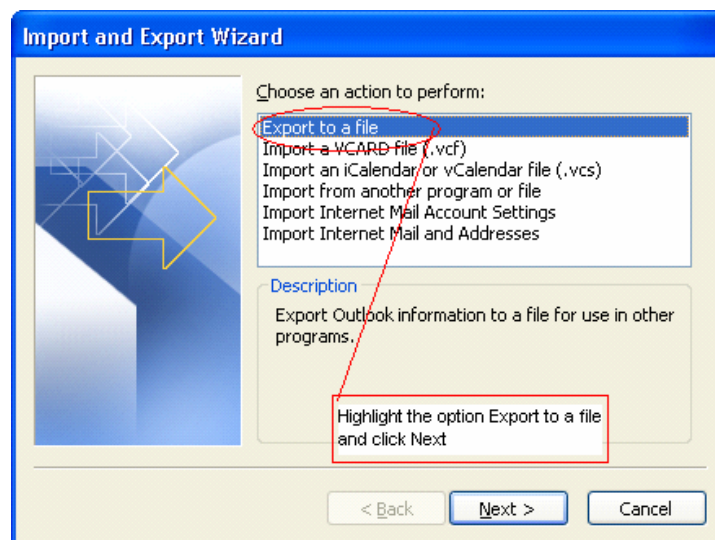
**Step1:** Put Outlook offline by clicking on the drop-down arrow next to the “connected” notification. Then click on “Work Offline.”



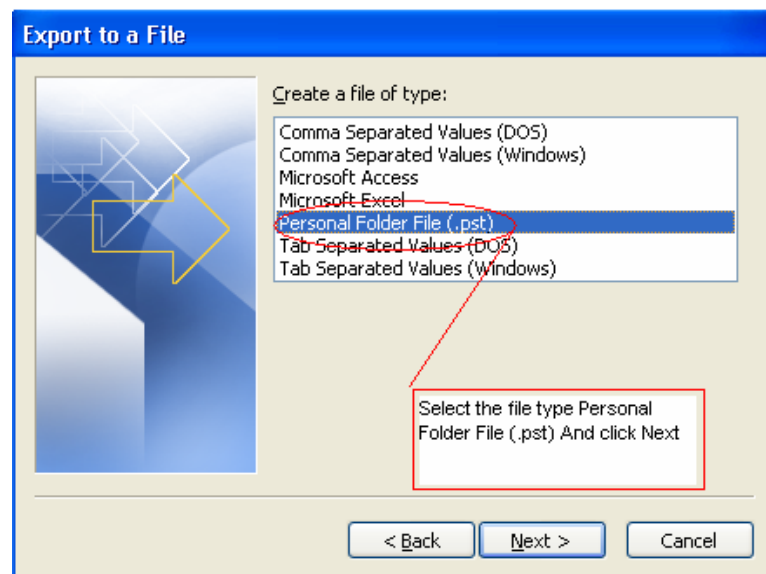
**Step 2:** Go to File---Import and Export



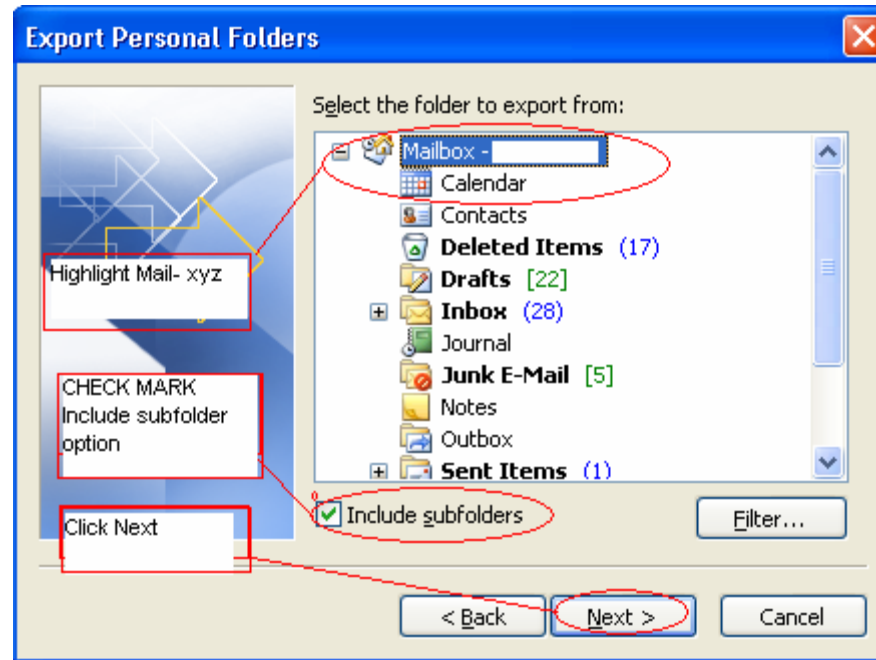
**Step 3:** Select the option to Export to a file and click Next



**Step 4:** Select file type as Personal Folder File

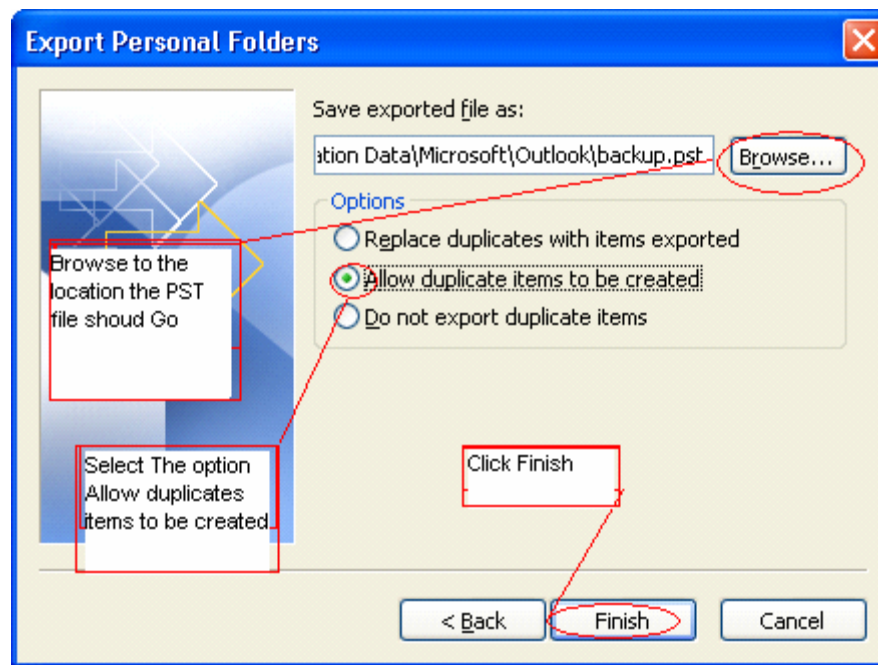


**Step5:** Highlight the Mailbox by clicking on it and place a check mark in the option “Include subfolders” and click Next.



**Step6:** Click on Browse to the location where the PST file will be placed after export for e.g. My Documents, Desktop, etc.. Check the option “Allow duplicated items to be created”

Please make a note of the PST file location.

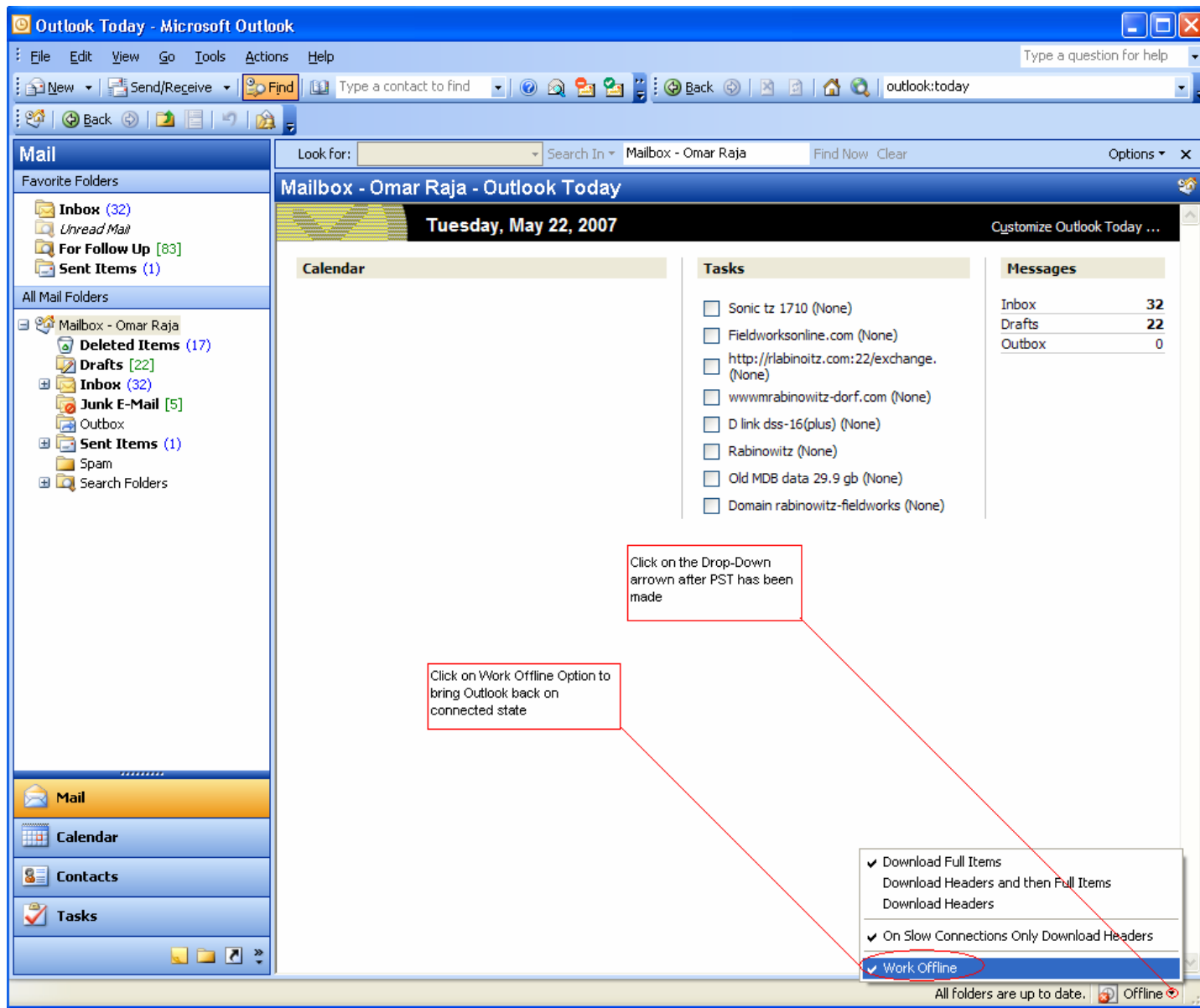


**Step 7:** Select the option of “No Encryption” and **DO NOT PUT ANY PASSWORD**. Click OK for the Export process to PST file to begin.



**Step 8:** After the PST file has been made, close Outlook and then burn a copy of the file to a CD/DVD.

**Step 9:** Then open Outlook, click on the drop-down arrow next to the Offline status notification and click on Work Offline to uncheck it. After performing that, Outlook will re-connect.



**Step 10:** Before permanently deleting any e-mails you should test the PST file. Go to File, Open and then select “Outlook Data File” and locate the PST file. If the file opens without any issues, you will notice a section called “Personal Folders”

You may expand this and browse the contents.

Now that you have tested the PST file and you have made a backup CD/DVD, you can start permanently deleting all unwanted contents from your mailbox section.

