

TECHNOLOGY SUPPORT CENTER

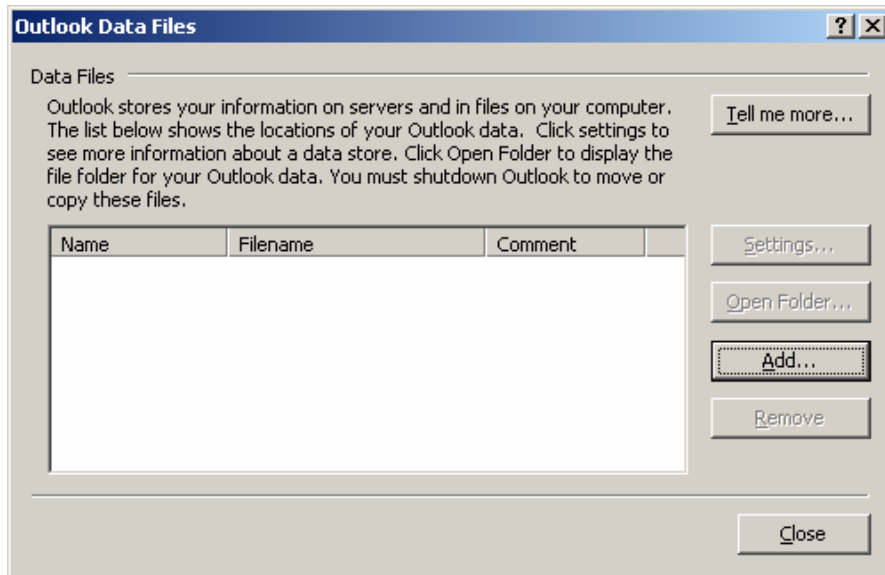
PST File Creation in Outlook		
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PURPOSE

This procedure describes how to create new personal folders in Outlook to store email in a separate storage location from the state email archive. This has the dual advantage of guaranteeing mailbox sizes on the Exchange server and diverting storage of email so that the individual user is responsible for maintaining storage.

INSTRUCTIONS

1. Create a ticket in Remedy, using the CTI listed above. Assign the ticket to **DAS Lan/Desktop, Analyst, Name of Analyst** and give it a case type of **Request**. You may want to Create a Macro in Remedy for this type of ticket.
2. Find out if the customer has emails that date prior to March 2004. If they do, please create a ticket and assign it to Email Administrator to unarchive these emails before you proceed.
3. Within Outlook, click on **File** drop-down menu on the Microsoft Outlook Window, then select the **Data File Management** option. A new window will display.



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Approved By: Debbie Fery, Manager Technology Support Center	Signature	Date

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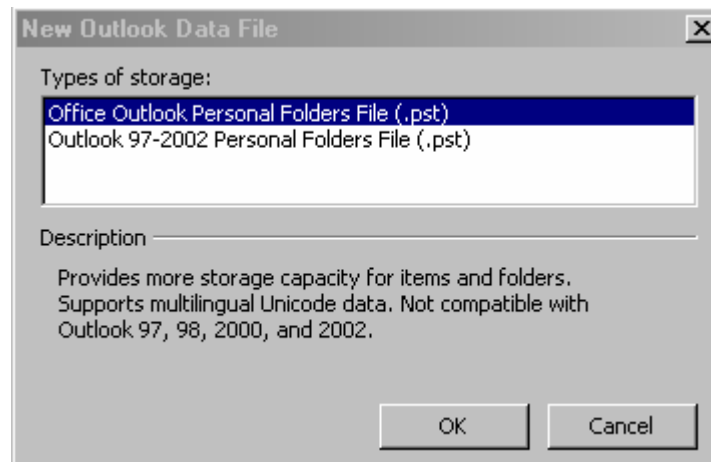
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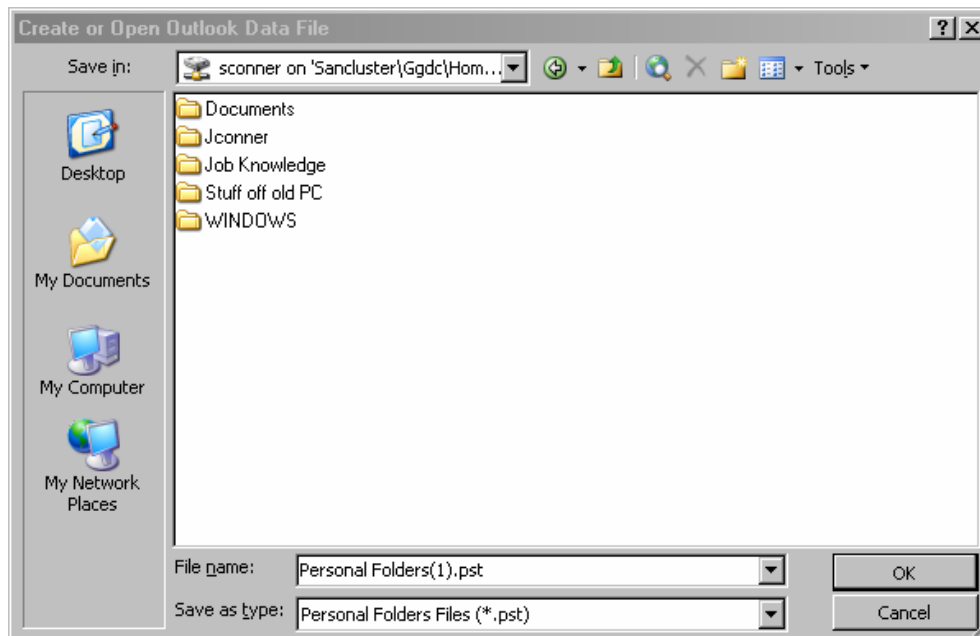
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4. Click **Add**. The **New Outlook Data File** dialogue box displays. If no option is listed, follow the procedure for enabling pst in appendix A. The following dialogue box displays. Generally you should select the Office Outlook Personal Folders File (.pst) and click on OK. Do not select the Outlook 97-2002 option if it is listed, unless your mail client is below the Outlook 2003 version.



5. Once you've made your selection above, you will see this window.



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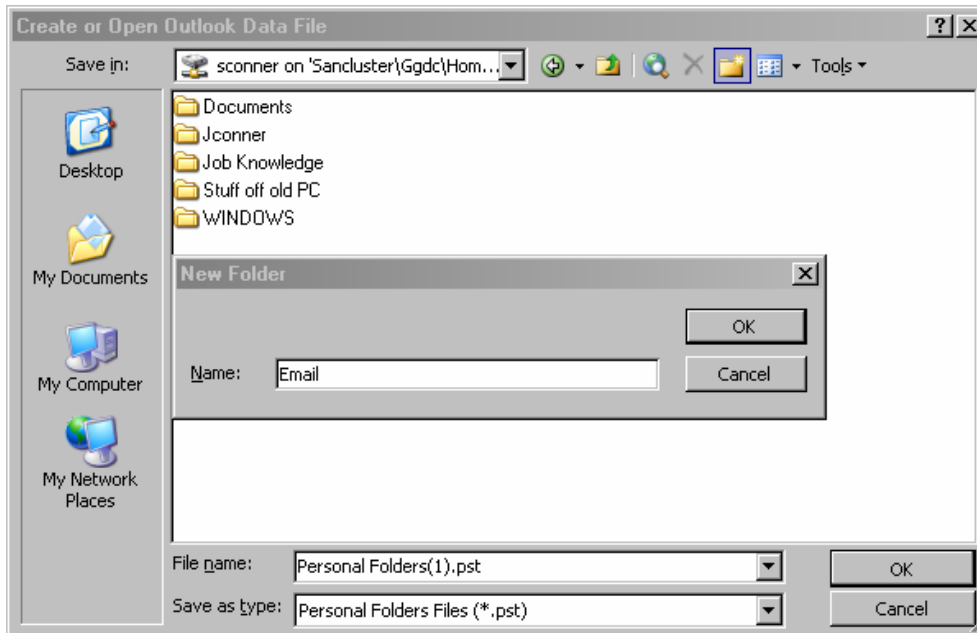
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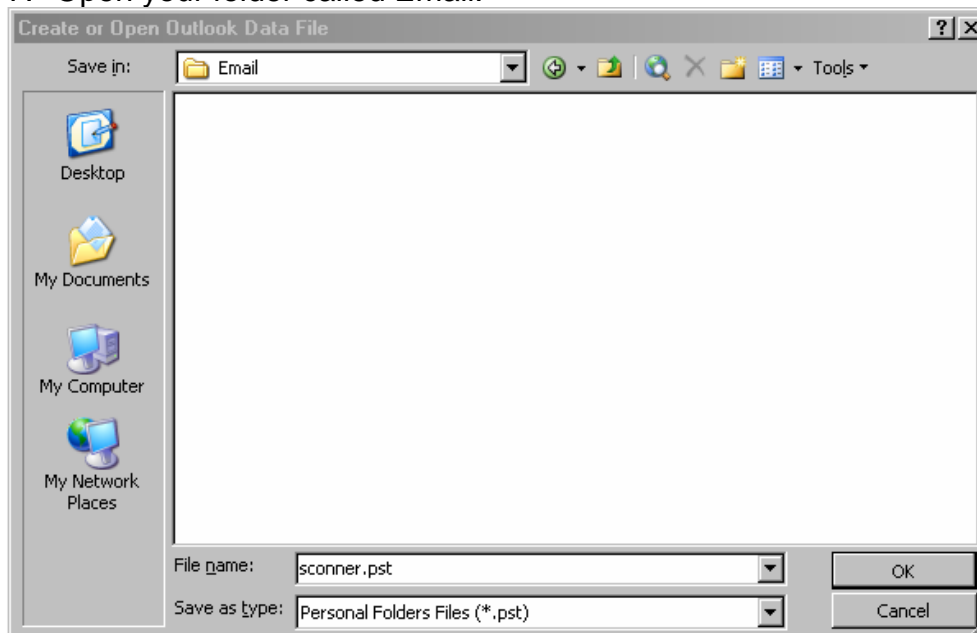
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6. In the **Save in:** box, select the **drive mapped to their login name**. Find or create a new folder called Email and press ok.



7. Open your folder called Email.



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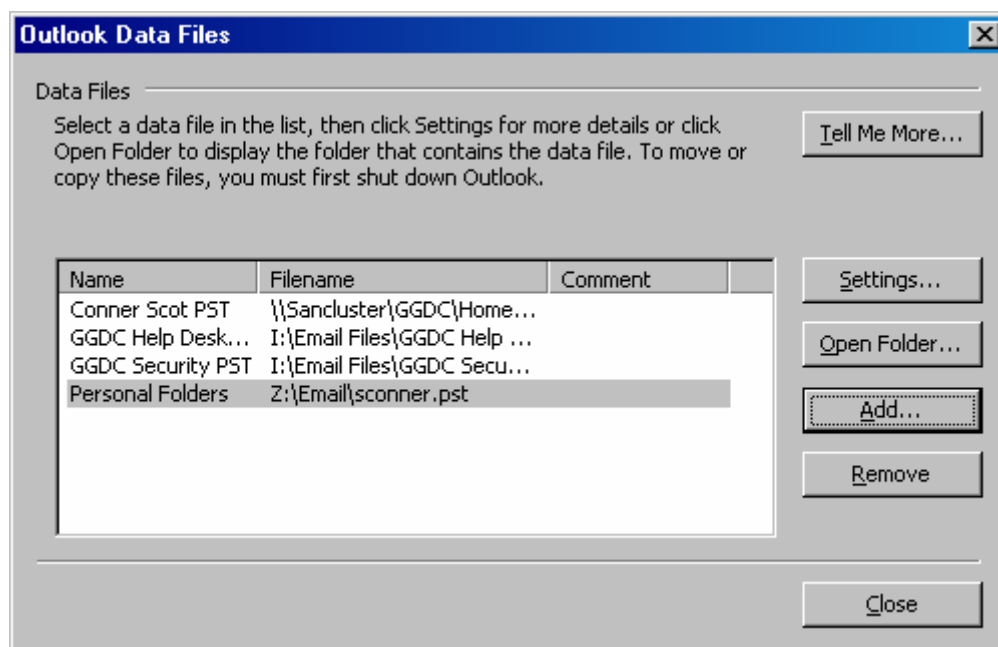
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8. Have them rename PERSONAL FOLDERS(x).pst to their **login name** in the **File name:** box. Leave at defaults and select **OK**.



9. You can change the folder name here if you want or that can be done later by right-clicking on the Personal Folder in the folder listing and going into **PROPERTIES**)



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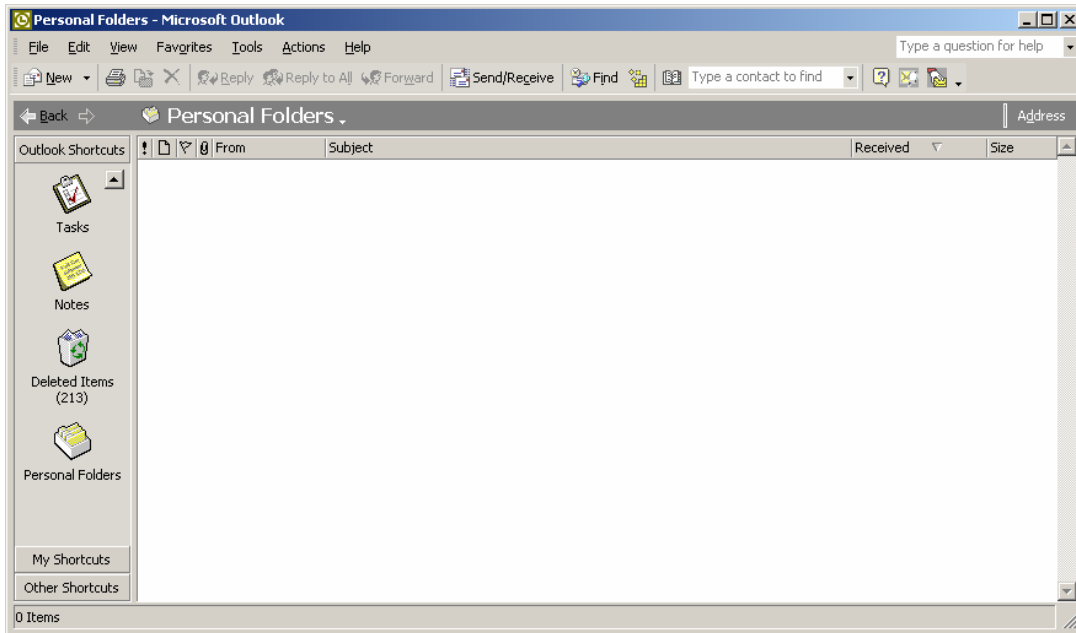
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10. To finish the task, Click **<Close>**. The personal folder displays in the Outlook Shortcuts bar and can be accessed as a standard folder in MS Outlook. If you are working with 2002, it may prompt for you to add an icon to the Outlook Shortcut bar.



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Appendix A

Enabling .PST in MSWindows

Purpose: to enable .pst file use in MS Outlook.

Background: To provide some control over .pst file use, Outlook 98 and later OS support a DisablePST registry value. This DWORD value is under the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\11.0\Outlook registry subkey in Outlook 2003; change "11.0" to "10.0" for Outlook 2002, "9.0" for Outlook 2000, or "8.0" for Outlook 98. The DisablePST value isn't present by default, so it will not necessarily be present. Allowable values are 1 (disabled) and 0 (enabled, the default).

If in the registry you see Office 8.0, 9.0, 10.0 or 11.0, no matter what version of Outlook the user is using, all **DisablePST** registry keys must be edited to the **DWORD Value of "0"**. If you try to edit the key and you get an error "cannot change", make sure that you are not in read-only mode.

WARNING: Do not allow users to modify the registry. The Analyst (via Desktop Authority) or Technician is required to do this function as it is a critical file for system operation.

A.1 Updating MSOutlook 2003

Steps:

1. Click **Start** on the toolbar menu in Windows.
2. Select **Run**. The Run dialogue box displays.
3. Key **regedit** in the **Open** text field, then click **<OK>**. The Registry Editor Window displays.
4. On the Registry Editor Window toolbar, click **File** then **Export**. The Export Registry File dialogue box displays.
5. Select the local drive (C:), then double-click on Temp directory.
6. Key today's date to identify the registry name in the **File Name** text field and click **<Save>**.
7. In the Registry Editor Window, locate (by following the series of subdirectories in the following path) and then click the following key in the registry:

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HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\11.0\Outlook\DisablePST

8. On the **Edit** menu, click **<Modify>**.
9. Key **0** (zero), then press **<Enter>**.
10. On the Registry Editor Window toolbar, click **File** then **Exit**.

A.2 Updating MSOutlook XP/2002 (most commonly used)

Steps:

1. Click **Start** on the toolbar menu in Windows.
2. Select **Run**. The Run dialogue box displays.
3. Key **regedit** in the **Open** text field, then click **<OK>**. The Registry Editor Window displays.
4. On the Registry Editor Window toolbar, click **Registry** then **Export**. The Export Registry File dialogue box displays.
5. Select the local drive Temp directory to save the document.
6. Key today's date to identify the registry name in the **File Name** text field and click **<Save>**.
7. In the Registry Editor Window, locate (by following the series of subdirectories in the following path) and then click the following key in the registry:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\10.0\Outlook\DisablePST

8. On the **Edit** menu, click **<Modify>**.
9. Key **0** (zero), then press **<Enter>**.
10. On the Registry Editor Window toolbar, click **File** then **Exit**.

A.3 Updating MSOutlook 2000

Steps:

1. Click **Start** on the toolbar menu in Windows.

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2. Select **Run**. The Run dialogue box displays.
3. Key **regedit** in the **Open** text field, then click **<OK>**. The Registry Editor Window displays.
4. On the Registry Editor Window toolbar, click **File** then **Export**. The Export Registry File dialogue box displays.
5. Select the local drive Temp directory to save the document.
6. Key today's date to identify the registry name in the **File Name** text field and click **<Save>**.
7. In the Registry Editor Window, locate (by following the series of subdirectories in the following path) and then click the following key in the registry:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\9.0\Outlook\DisablePST
8. On the **Edit** menu, click **<Modify>**.
9. Key **0** (zero), then press **<Enter>**.
10. On the Registry Editor Window toolbar, click **File** then **Exit**.