



Migration Guide

Hosted Exchange

Contents

- Introduction
- Onsite Drag and Drop
- Contacts

Introduction

We offer three options for mail migration to the Hosted Exchange service. Each method allows you to move your current mail data from its current location (internal mail server/pc based mail file or existing hosted solution) to our Hosted Exchange platform.

The method you decide to adopt will depend on a number of factors, which will include considerations such as location and access to the original mail data files, local network capability and speed, and the size of the data files.

We suggest that prior to any migration, especially large and/or old PST files, you attempt to attach the data file to an installation of Outlook. If there is any inherent corruption that may exist on what appears to be a correctly functioning data file, it will not attach and therefore will be unsuitable for import and should be investigated further. If the file is corrupted then it will not open and you will need the appropriate tool to scan or export it again.

Delete all unwanted items from the data file ie Junk/Deleted and Synchronisation Error files prior to migrating the data file. If you do not do this, this will slow down the process.

Onsite Drag and Drop

It is assumed that you have exported the previous mail solution to a PST file or similar format. Using the instructions from our Quick Start Guide Chapter 3 - Setting Up Outlook Anywhere - please create the new profile on the client pc.

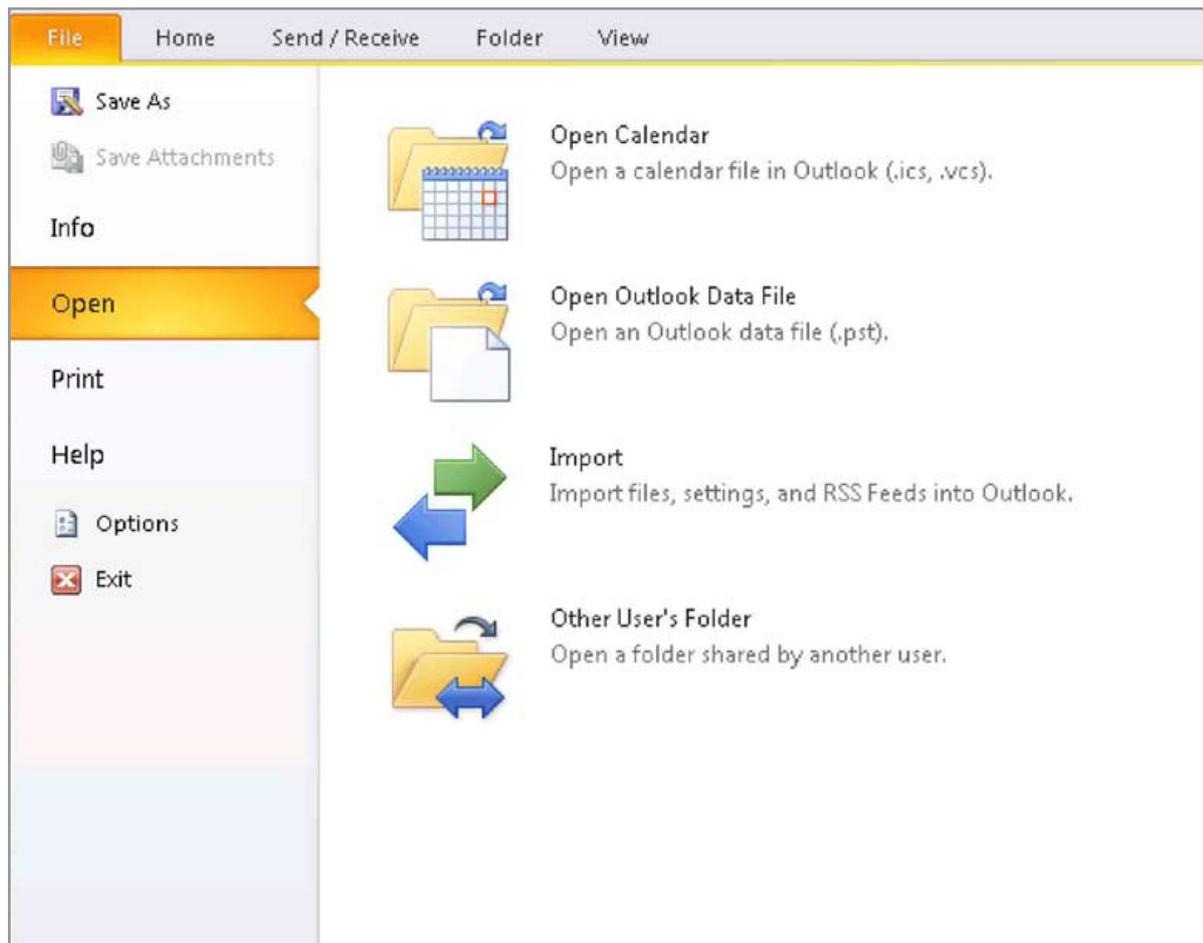
Open Outlook and select the newly created profile (if required).



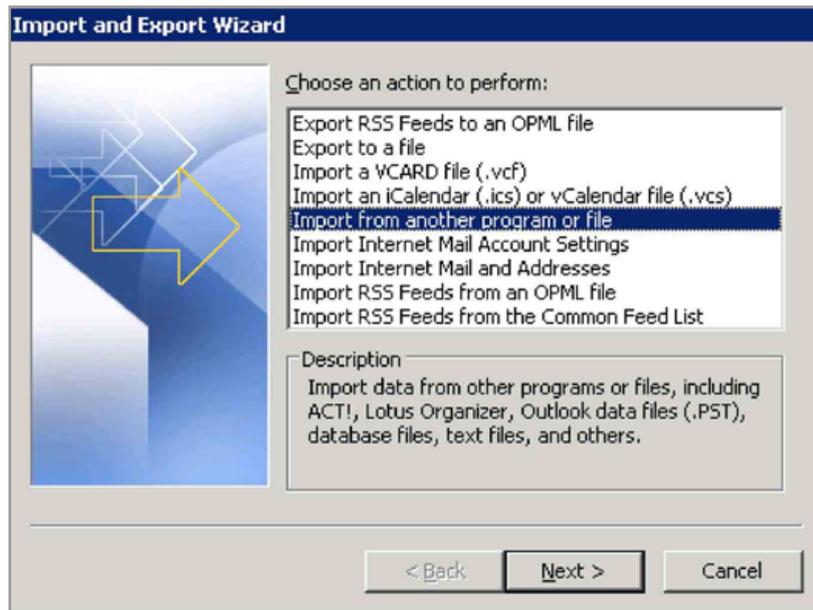
You can now import the client mail data file via the import/export option in Outlook.



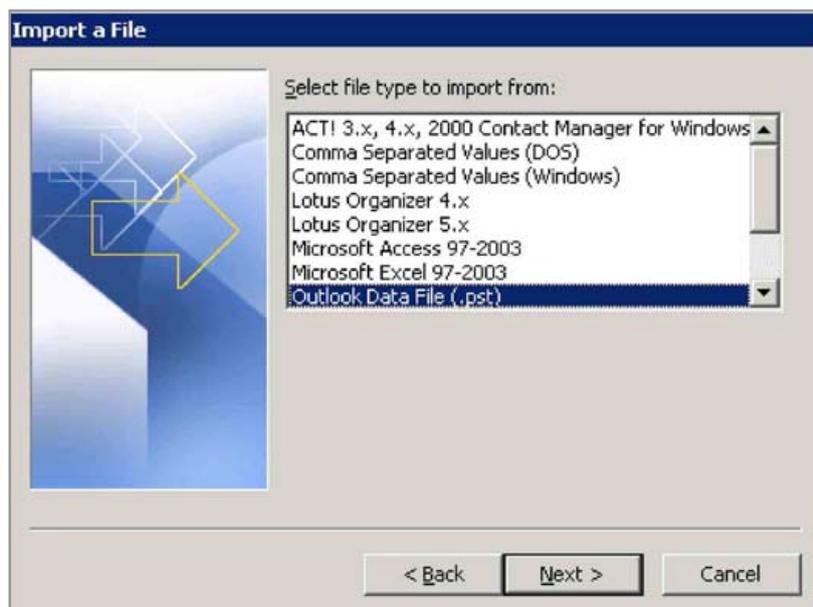
Click **Open** and **Import**



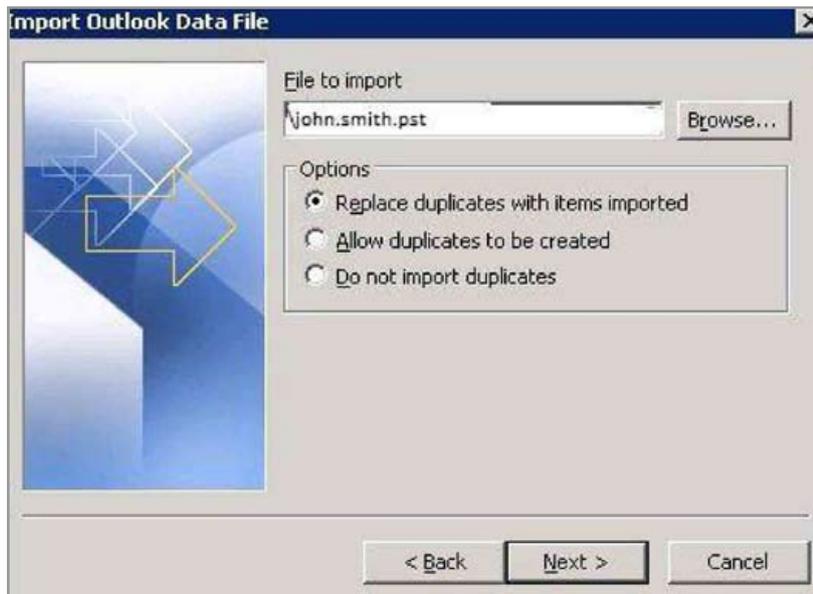
Click Import from another program or file and then click **Next**.



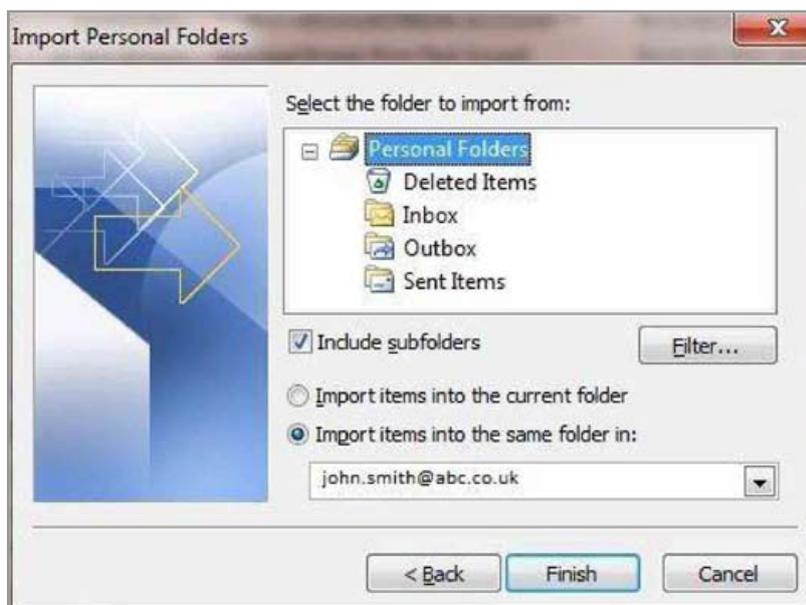
Use the data file type you require and click **Next**



Then browse to the folder where you have copied your data files to and click **Next**



Select the folder to import and click **Finish** (remember to select '**Include subfolders**')



This then can be viewed in the left pane of Outlook beneath the mailbox.

Outlook 2007/10 Mail folder



The email currently on the local file Personal Folders can be dragged up to the new Exchange Mailbox. Each folder and its sub folders under the Inbox must be moved individually. (You are unable to Drag and Drop system folders such as the Inbox, but the contents can be easily moved to another folder.)

Dependent on the local internet connection (ADSL broadband, 3G, satellite or dial-up), and the size of the files being uploaded, this will affect the time taken to complete the Drag and Drop operation.

The time taken can take from minutes, through to hours or days, so please consider this in your migration planning.

Approximate guide: a 200MB file at a speed of 450Kbs/s will take approximately 8 minutes to upload.

Contact Us:

If you have a question or enquiry, please contact our team on one of the numbers below for quick, friendly and efficient help.

Sales and Pre-Sales Support:

By phone: 0800 321 3812

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