



# Western Regional Center

## National Oceanic & Atmospheric Administration

U.S. Department of Commerce



## OCIO Systems Support Seattle IT Updates - May 2010

### Moving to Exchange mail system

As some of you might have read yesterday, the NOAA CIO sent an email about the proposed time table of moving to the new Exchange email system. The current plan is to start moving different offices starting this Fall. In preparation for this move, you will need to review your existing email storage requirements and begin an effort to reduce it as you ready your email account for the transition.

Please understand, message storage over and above the 800MB limit will not migrate over to the new Exchange/Outlook system so to assist you with the effort of reducing your message storage needs, we will be providing each of you with on-going reports that will show your message counts for each of your email message folders as well as the total amount of space for each.

In the meantime, please review your Trash, Sent, and Recycle folders and remove/delete as much as possible and continue to do so through transition. And remember, after June 14<sup>th</sup> all messages in your Trash folder will be automatically emptied after 15 days.

If you have any questions or concerns, please call the Computer Helpdesk at 6377.

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### May Tech Tips

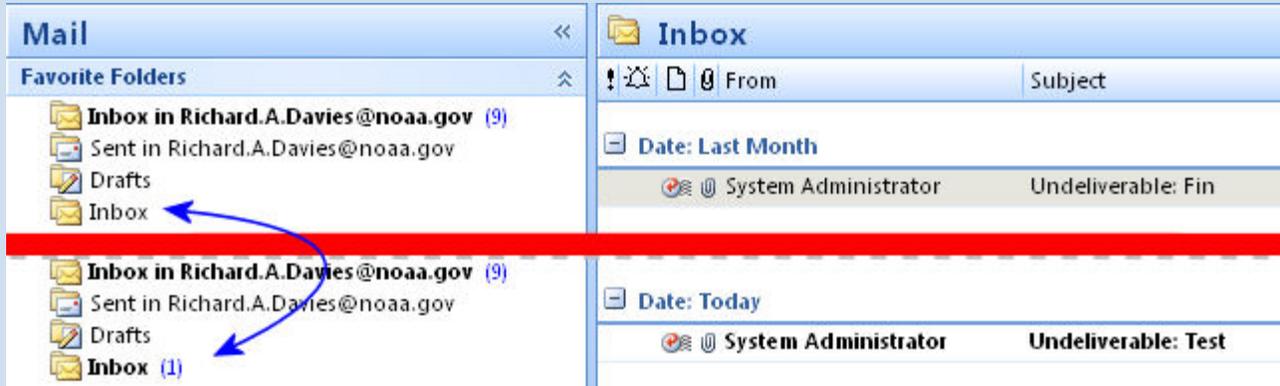
- **Undeliverable Email notifications hiding in Personal Folders Inbox**

We have recently found Undeliverable Message notifications are hiding in the Inbox of the Personal Folders. These Undeliverable notifications are for NOAA.GOV addresses that are mistyped in the address field, or incorrectly addressed from the previous sender when you do a Reply All.

Because of the way Outlook talks to the server, any noaa address that does not exist will cause Outlook to create an Undeliverable notification, but it puts it in the Personal Folders Inbox instead of your main Email Inbox. This causes people to think they have sent an email to someone and unless you check your Personal Folders Inbox, you will never know it was not sent.

There are two ways you can help find these notifications. One is to remember to check your Personal Folders Inbox regularly, or secondly, the better way is to put the Personal Folders Inbox up in your Favorite Folders at the top of your mail folder column. The Inbox folder will

normally show in thin text, but will change to BOLD if you get a message in that folder. You can then check the other Inbox to see what was placed there.



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