



Re: Exchange/Outlook 2003 mailbox sizes – best practises

software.

He also opens up an archive.pst file across the LAN which is around 4GB in size.

This is not supported. See <http://support.microsoft.com/kb/297019>.

Also see

<http://www.exchangepaq.org/faq/Exchange-5.5/Why-PST-BAD/q/Why-PST-BAD/qid/1209>  
PST files should be shunned entirely. You can't manage the data in them. If the data is important enough to keep, it belongs on the server.

Needless to say he finds that he has a very poorly performing Outlook experience.

Plus others say that the network grinds to a halt on the days that he is in the office.

He also finds working remotely over a VPN a very slow painful experience.

How did he get here ?

That's pretty obvious! :)

Well he stores practically everything that he does into his mailbox rather than storing it in folders on the server.

Exchange is not a file server. I can't find you any documentation on that because I don't know of any. We all just know this because we know it. I also don't know of any that states that Exchange is not a toaster-oven, for similar reasons.

basically he finds it a lot easier as he say sthat verything is always with him when he's out of the office.

Sure.

I know it's an education issue but he just won't listen.

Write up your profesional opinion and print it out and make him sign it. When something crashes you can show it to him, quietly. and you're blamed for iut, you can whip it out.

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He has thousands and thousands of subfolders in his mailbox.

Hell, at least he makes subfolders.

Don't let users create subfolders under built-in folders. Create a top-level folder like "\_User's Saved Items" and have all subfolders created there. If you ever want to use mailbox management (managed folders in E2008) on the inbox, sent items, whatnot, it will act on all subfolders as well. And even right now, it's a lot easier to do something with a custom parent folder than with subfolders that you'd have to drag/move individually.

What I'm after is any good links to any reference or best practices information that I can wave at him to try and make him understand that he's killing the LAN and server performance.

Well, he's \*seeing\* the results right now, isn't he? And so are his staff.

The size of the mailbox is an issue only because you use Standard. In Enterprise, you could grow the store pretty much as large as you want, as long as you have the hardware to support it (and the backup media...and can deal with the long backup and restore times). In Enterprise you could put his mailbox into its own storage group, too.

The number of items in any given folder is actually a bigger issue than the size of the mailbox. See <http://support.microsoft.com/kb/905803> for more info.

Does anyone know of any good reference material or have any comments/ advice on this.

Jim.