

Hisense Gorenje Europe, d.o.o.
IT department

Exporting the mailbox

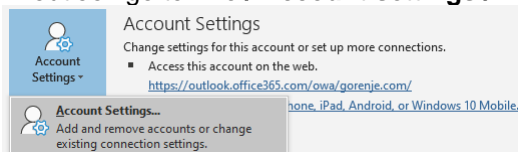
This document describes the method of exporting the entire contents of the mailbox from Microsoft Outlook on Microsoft Windows.

Please pay extra attention to proper handling of sensitive data including but not limited to personal and business-related data.

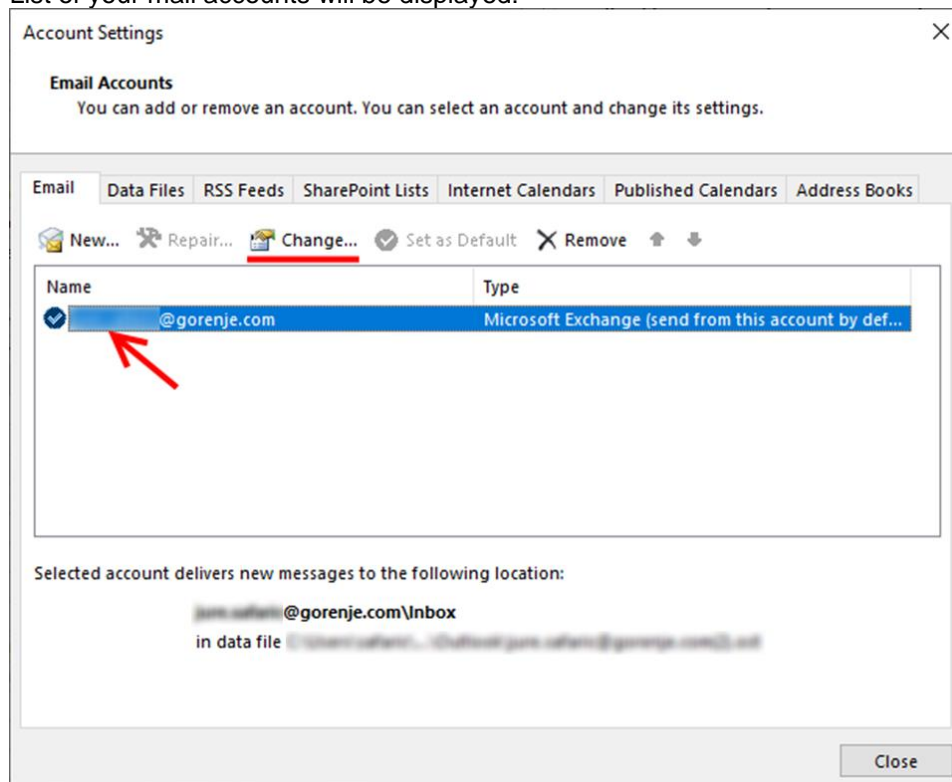
1 Disable the cached mode in Outlook

With default configuration, Outlook stores locally just the data from the last year. To export all the mailbox contents, you need to disable the cached mode.

1. In outlook go to **File / Account settings / Account settings**

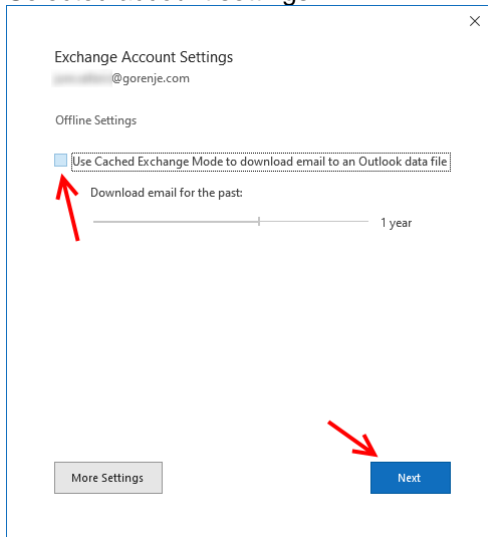


2. List of your mail accounts will be displayed:

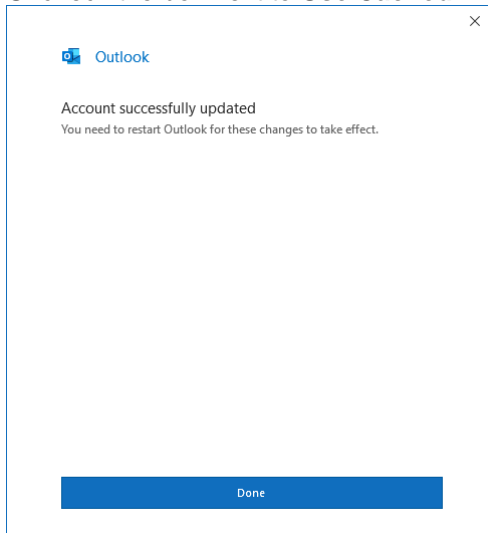


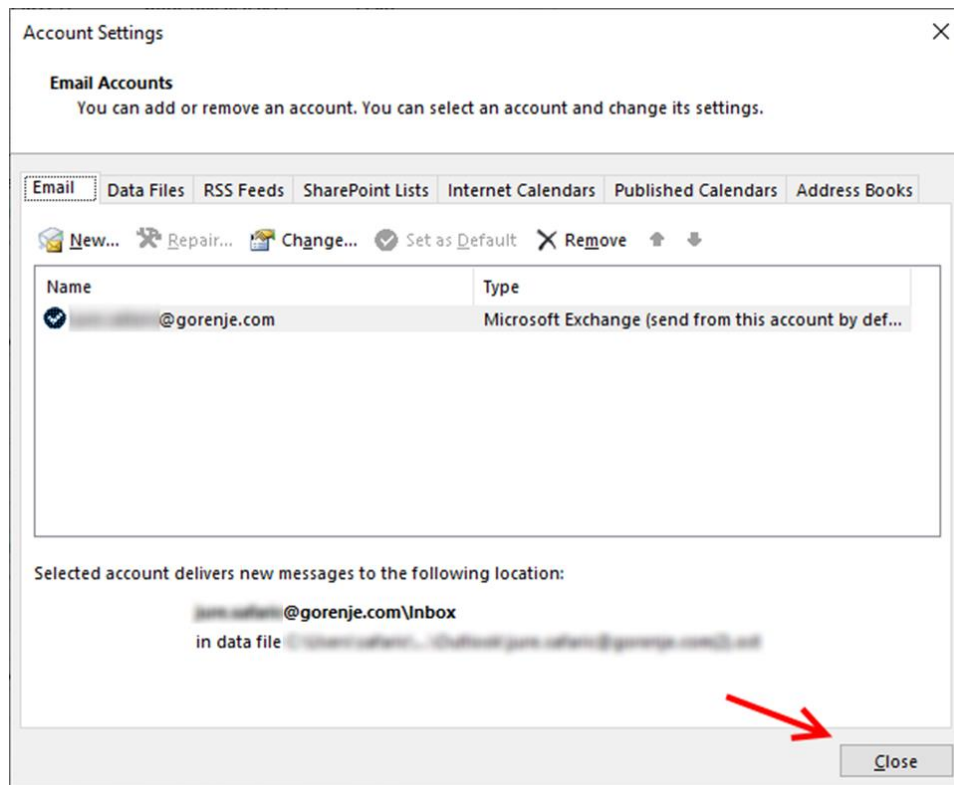
Mark your mail account and click **Change**

3. Selected account settings:



Uncheck the box next to **Use Cached Exchange Mode** and click **Next**

4. Click **Done**.



5. Click **Close**

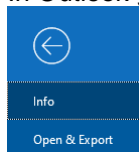
2 Export the mailbox

Before you start the export of the mailbox:

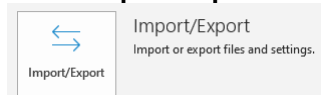
- make sure you have reliable network connection – if possible, avoid using Wi-Fi or mobile network
- if you are using a portable computer make sure it is plugged into the external power as this process might take long time to complete

To export the mailbox:

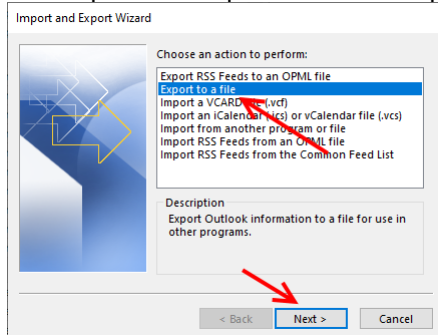
1. In Outlook go to **File / Open & Export**



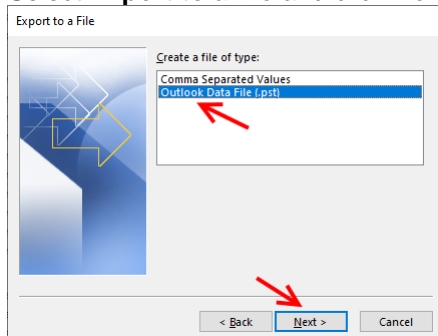
2. Select **Import/Export**



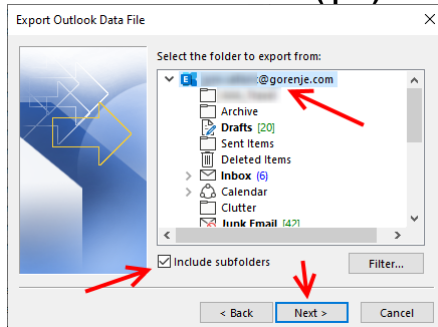
3. The Import and Export Wizard will open



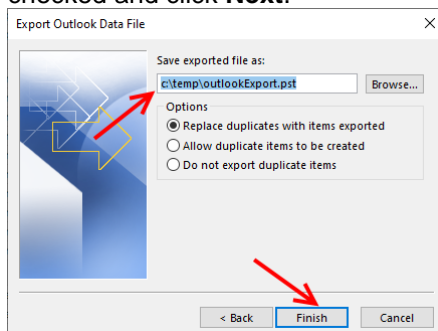
Select **Export to a file** and click **Next**



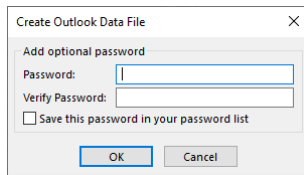
4. Select **Outlook Data File (.pst)** and click **Next**



5. Select the entire mailbox (the top of the hierarchy), make sure **Include Subfolders** is checked and click **Next**.



6. Select the filename to use for export and click **Finish**

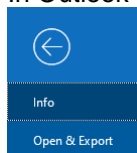


7. You can protect the Outlook data file with a password. If you don't want to provide the password, you can leave password fields empty. Click **OK**.
8. The outlook might show progress indicator (it might not be visible if the export is quick). The outlook will stop responding until the export is finished.

3 Open exported PST file

To open the PST file:

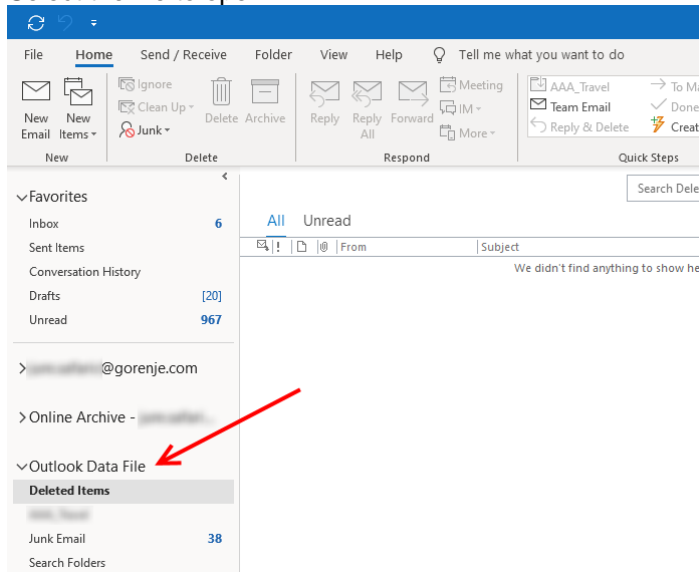
1. In Outlook go to **File / Open & Export**



2. Select **Open Outlook Data File**



3. Select the file to open



4. The contents of the outlook data file will be visible in the navigation pane.

See also

Export or backup email, contacts, and calendar to an Outlook .pst file

<https://support.office.com/en-us/article/export-or-backup-email-contacts-and-calendar-to-an-outlook-pst-file-14252b52-3075-4e9b-be4e-ff9ef1068f91>