



## Preparing For Cruise Email Migration

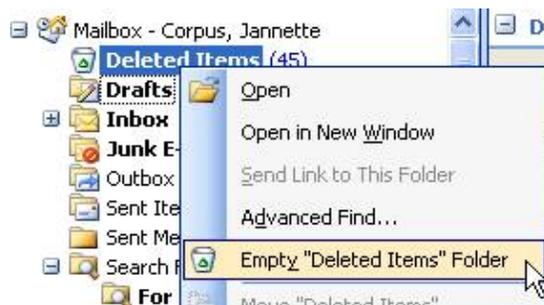
If you will be a cruise this summer, you should prepare your email for migration. Preparation on your part is simple but it will greatly facilitate the actual email process when it occurs.

Sometime the week prior to when the ship leaves for the start of cruise, the email accounts for all cruise participants will be migrated from the email server on campus to the ship's email server. It takes a day to migrate everyone's account. During that time, affected users may experience a short email outage that lasts anywhere from 10 minutes to a couple of hours. The actual length of this outage for a particular user will depend how many messages and attachments he/she has accumulated in his/her email account.

To ensure a smooth transition, all cruise participants should clean-up the email they have stored in their Inbox, Sent Items, Deleted Items and other email folders. This will facilitate the migration, conserve disk storage space and reduce the time required to backup the Exchange server.

Here's how you can help. Please delete old or unnecessary email from the following folders in the following specific order.

- 1) **Inbox**
- 2) **Sent Items**
- 3) **Sent Messages** (*if this folder is available*)
- 4) **Drafts**
- 5) **Junk E-mail**
- 6) **Deleted Items** (*make sure you right click on the Deleted Items folder and select the Empty "Deleted Items" Folder option as depicted below*).



When the IT Department performs the actual email migration, there will be NO interruption to the network or internet connectivity. Your email messages may be temporarily unavailable during this transition, however, but only for that period of time that your personal email store is being transferred.

If you have any questions or concerns, please contact the Help Desk at 707-654-1048.

*We'd love to hear from you! Please send your questions and comments to [HelpDesk@csum.edu](mailto:HelpDesk@csum.edu). Previous tips are online at: <http://www.csum.edu/IT/tipoftheweek.asp>*

