



Outlook Hosted Exchange Account Configuration

Thank you for choosing Erado for your Exchange hosting needs. This document is designed to assist you in

- exporting your existing exchange or email account data
- creating your new hosted exchange account
- importing your existing exchange or email account data to your new account.

Please follow these directions step by step to avoid any loss of data, and to make your account setup and transition as smooth as possible.

Step 1: Export All Existing Email, Contacts and Calendars to .pst file

You can copy/export messages and other items into a new or existing set of personal (.pst) folders. This option lets you select which items you want to export and which you want to exclude. You can use this method whether your mail is stored in a hosted Exchange server mailbox or in a set of personal folders.

To create a .pst file of your Mailbox and all of its folders:

1. Go to File > Import and Export > Export to a File.
2. Click Next.
3. Select Personal Folder File (.pst); click Next.
4. Highlight "Mailbox-Your Name". If you want to backup a selected subfolder, such as your Calendar, highlight only the Calendar folder.
5. Check "Include Subfolders". Do not check "Include Subfolders" if there are no subfolders required for the backup.
6. Click Next.
7. In the "Save Exported File as:" field use the Browse button to select the location and file name of this .pst file
8. Select "Replace Duplicates with Items Exported".
9. Click Finish.

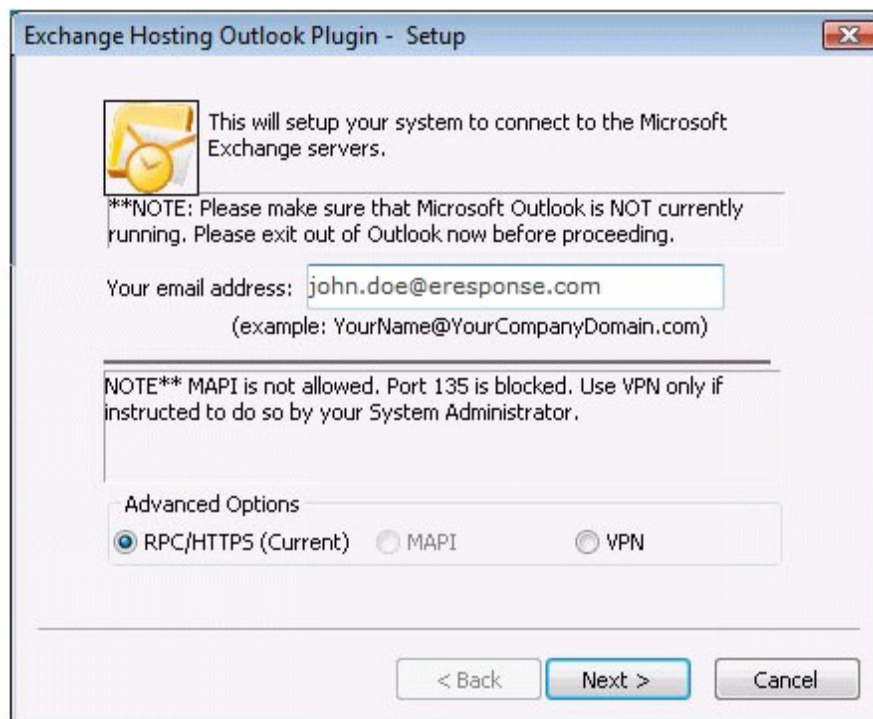
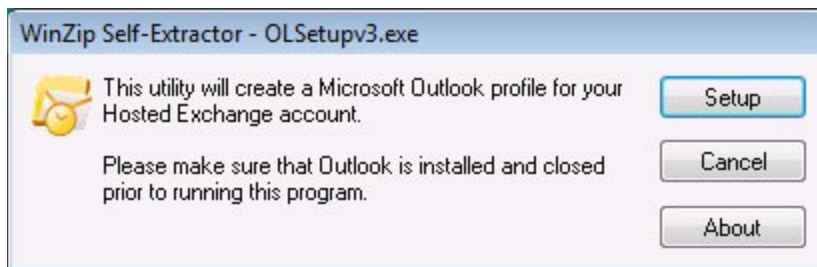


Step 2. Setting Up your new hosted Exchange account.

1. Close Microsoft Outlook.
2. Download and run the pre-setup software:
Manual Download : <https://support.erado.com/downloads/olsetupv3.exe>

WARNING: This will delete your existing Outlook Profile and create a new profile if you did not export your existing email, contacts and calendar please refer to step 1.

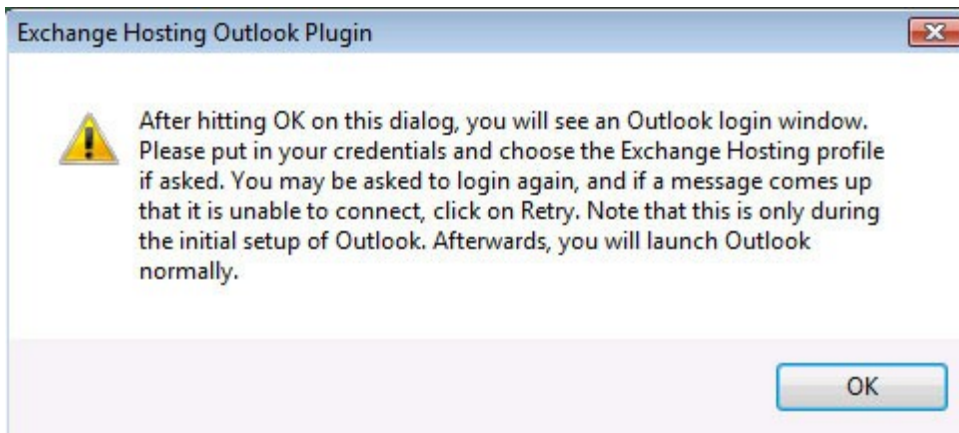
NOTE: For Windows 7 users, you will need to download the pre-setup software first, then run the setup tool as the administrator. To run as an administrator, go to the location the file was downloaded to, right click on the file and select "Run as Administrator".



3. Click Setup.



- The Outlook Setup tool will select the setting which is most appropriate for your client. **Please do not change this.**



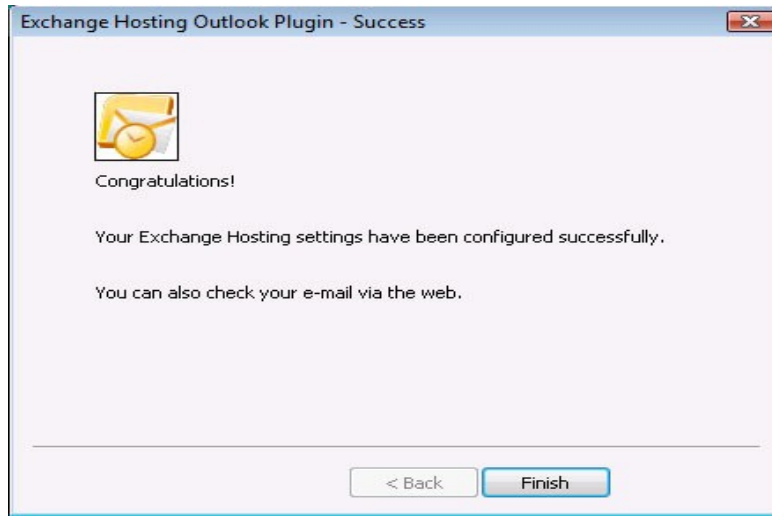
- You will see the following information box:

Click OK.

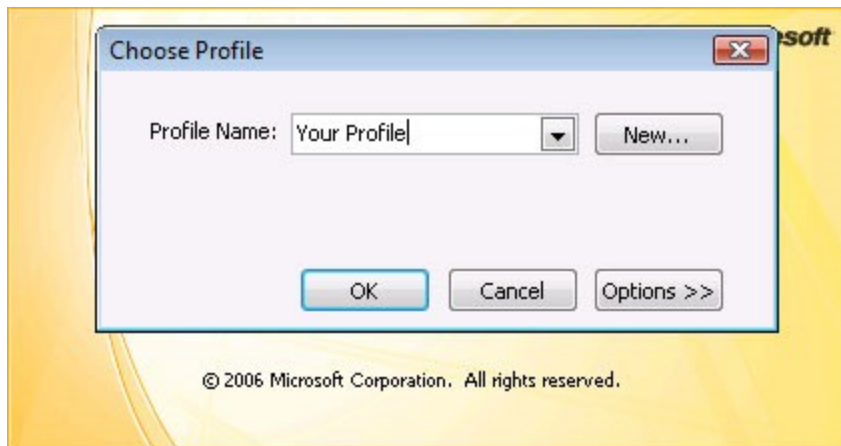
- The login window will come up and prompt you to login. Enter your full email address and password:



- Click Finish.
NOTE: This window may be hidden behind the Outlook window.



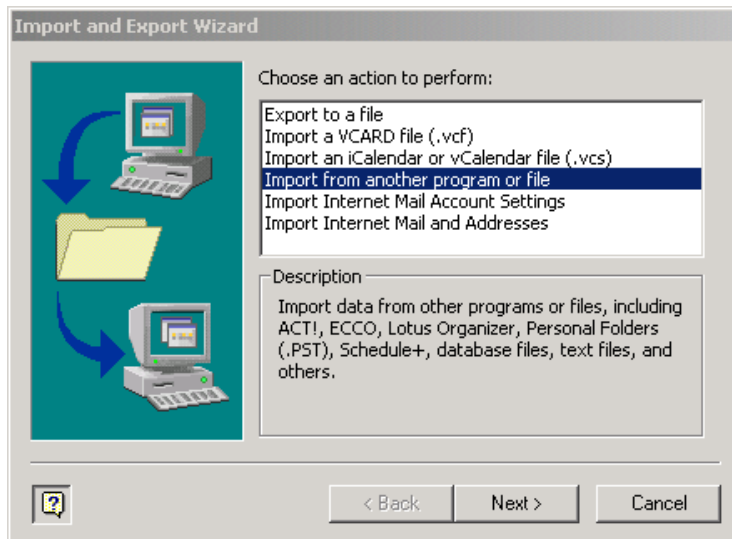
8. Outlook will open automatically. If you have multiple profiles you will be prompted to select a profile. The profile name will be in the following format: "Exchange Hosting john.doe@eresponse.com ". Select the profile and click OK.



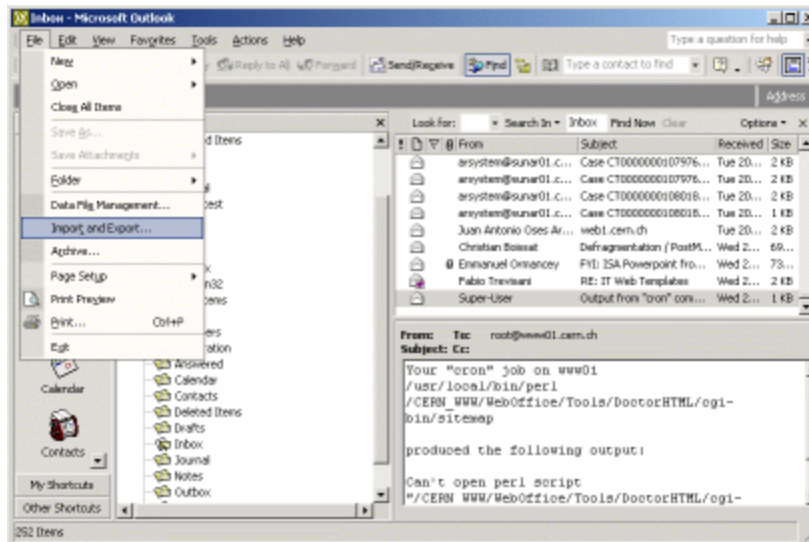
9. You will be asked to login again, please do so.
10. If the Setup Tool encounters a problem while creating your Exchange profile a window will come up with the error message "Your Microsoft Exchange Server is Unavailable."; please click Retry.
11. You are now ready to use Outlook. Each time you start Outlook you will be prompted to log on with your user name and password.
12. You can access Outlook Web Access (webmail) with your entire email address and password at: <https://exchange.erado.com>.

Step 3: Importing Your Old Mail, Contacts & Calendar into Your New Exchange Account

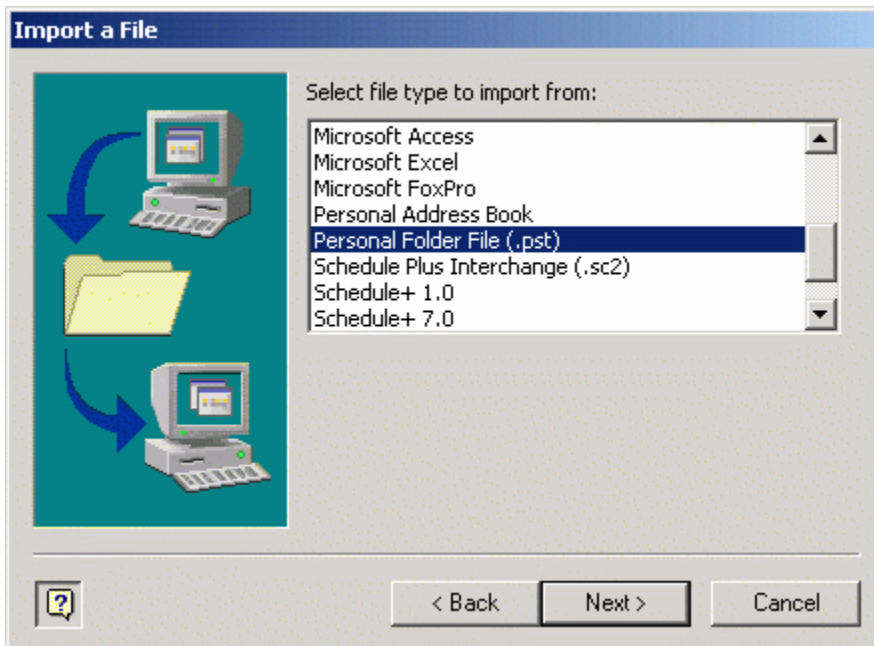
1. Open Outlook



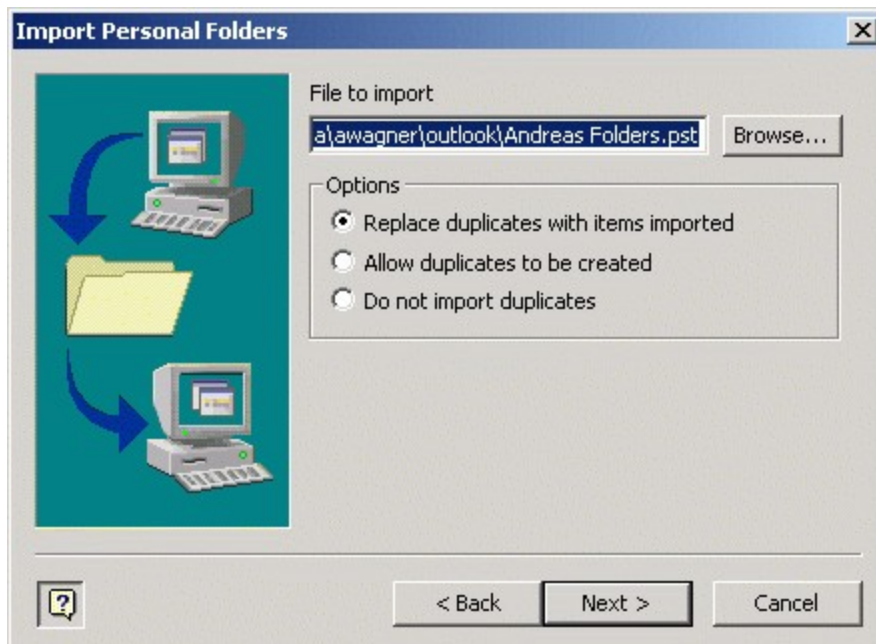
2. Select File > Import and Export.



3. Select "Import from another program or file"; click **Next**.



4. Select "Personal Folder File (*.pst)"; click **Next**.



5. Select the PST file and click **Next**.



The default location of the PST file is:

C:\Documents and Settings\YourLoginName\Application Data\Microsoft\Outlook\outlook.pst

NOTE: If you have used the Office Tool "Configure OUTLOOK PST File Location" you must take the PST file from the location you have previously specified.

6. Leave the default selection and make sure you click "Include subfolders" and click **Finish**.

The import process may take between just a few moments or hours depending on the amount of data to be imported and your internet connection speed.



Known MS Exchange transition issues:

Unable to forward or reply to old message(s)

Users' email messages and calendar appointments are associated with their old Exchange email address information. Adding the x500 addresses for the users from their old Exchange server will prevent errors

Symptoms:

1. Replies to old internal emails will result in a Non Delivery Report (NDR).
2. Sender receives the error: "You are not allowed to send this message because you are trying to send on behalf of another sender without permission to do so."

Fix:

Delete their nickname cache. Deleting the nickname cache will prevent Outlook from sending the old messages to the old Exchange server.

Outlook maintains a "nickname" list that is used by both the automatic name checking and the AutoCompletion features. The nickname list is automatically compiled as you address email messages. If the nickname cache becomes corrupt, Outlook may not be able to identify recipients, may offer incorrect recipients, may send to an incorrect or old email address, or may send the message to the wrong person.

If the user is having problems with a single recipient, they easily can delete the one cached entry as shown in the following section, "Delete a single cached entry." Otherwise, proceed to the section titled "To delete your Nickname Cache file" further below.

To delete a single cached entry

1. Open Outlook
2. Open a new message window; go to the File menu and choose New - Mail Message.
3. Type one or more letters of the recipient name or address, which will show memorized (cached) entries in a drop-down list. Use the arrow keys on your keyboard to select the entry to be deleted. With the entry highlighted, press the DEL or DELETE key on your keyboard.
4. This removes the entry from your Autocompletion cache.

To delete your Nickname Cache file use the following steps that are appropriate for your version of Microsoft Windows to reset the Outlook nickname cache. After you restart Outlook, Outlook generates a new nickname cache.

Microsoft Windows Vista / Windows 7

1. Exit Outlook
2. Click the Start Menu
3. Click Search
4. Click Advanced Search
5. Check the box for 'Include non-indexed, hidden, and system files (might be slow)
6. Search for *.NK2 in the 'Name' field
7. Delete any files found

Microsoft Windows XP

1. Exit Outlook



2. Start Microsoft Windows Explorer
3. On the Tools menu, click Folder Options, and then click the View tab.
4. Under Advanced Settings, select the Show hidden files and folders check box.
5. Click OK.
6. Click Start, point to Search, and then click All files or folders.
7. In the Search Companion box, type *.NK2 in the All or part of the file name box.
8. In the Look in box, select your local hard disk drive.
9. Click Search.
10. Delete any files found
11. Exit Windows Explorer.
12. Restart Outlook.

In some cases deleting the Outlook Nickname file does not work for customer with local Active Directory (AD) servers. Please check to see if there is a local Active Directory server and if applicable have your Windows Server administrator delete the nickname cache [Erado does not provide any Active Directory support.](#)

Erado Exchange Support Limitations:

Erado can not provide technical support for the following issues relating to Exchange accounts:

- POP3/IMAP exports/imports from non-Erado hosted mail servers
- Exchange exports/imports from non-Erado Exchange accounts
- Active Directory
- Remote desktop services