



## ARTICLE 4

# Integrating Windows Mail and Outlook

Copying Messages and Addresses to Outlook. . . . .	65	Migrating Messages and Addresses Between Outlook and Outlook Express . . . . .	75
Migrating Messages and Address Between Outlook and Windows Mail . . . . .	66	Copying Accounts . . . . .	83

**E**ven if you do use all of Outlook's features in your everyday work, you might still encounter times when you need an alternative to Microsoft® Office Outlook® 2007. You might be going out of town, for example, and want to check e-mail while you're gone but not use any of Outlook's other features. Either Microsoft Windows Mail or Microsoft Outlook Express is probably already on your notebook computer, has a smaller footprint than Outlook, and is a good choice as a POP3, IMAP, and HTTP client—with a few features even Outlook doesn't match.

Because this book focuses specifically on Outlook, this chapter doesn't cover all the details of how to use Windows Mail or Outlook Express. Rather, it explains how to integrate the two programs (Windows Mail and Outlook 2007, or Outlook Express and Outlook 2007), moving messages and addresses between them. Information about integrating the two programs can be particularly useful if you're switching from one to the other or if you need to use Windows Mail or Outlook Express for a short period and want your addresses and selected messages on hand.

### Use POP3 or IMAP with Microsoft Exchange Server

If you have a Microsoft Exchange Server account, you can connect to it by using Windows Mail or Outlook Express if the Exchange Server is running the POP3 connector or a virtual POP3 or IMAP server. You might also be able to access your Exchange Server account using a Web browser. Check with your system administrator for details, or see Chapter 44, "Accessing Your Outlook Items Through a Web Browser," for information on accessing the Exchange Server through a browser.

## Copying Messages and Addresses to Outlook

You can move messages from Windows Mail (or Outlook Express) to Outlook, and vice versa. This functionality is extremely useful if you're making a switch from Windows

Mail (or Outlook Express) to Outlook or want to transfer messages from Outlook to Windows Mail (or Outlook Express) for use out of the office. The following sections explain how to transfer messages between the two programs. Because the storage formats used by Windows Mail and Outlook Express are different, each mail application is discussed in its own section.

## Migrating Messages and Addresses Between Outlook and Windows Mail

To move or copy messages between Outlook and Windows Mail, you need to understand how Windows Mail stores information. If your Windows Mail and Outlook information is not stored on the same computer, you also need to move your Windows Mail to be on the same computer as Outlook. In the following section, the storage and movement of Windows Mail is discussed, and the steps for migrating between Outlook and Windows Mail is explained.

### Understanding How Windows Mail Stores Messages

By default, Windows Mail is stored in the `\Users\<username>\AppData\Local\Microsoft\Windows Mail` folder (although you can configure it to be located elsewhere). Folders within Windows Mail (such as the Inbox) are created in a folder called Local Folders—for example:

```
\Users\<username>\AppData\Local\Microsoft\Windows Mail\Local Folders\Inbox
```

Each folder in Windows Mail has a corresponding folder on the hard drive, and Windows Mail stores messages in individual message files on the hard drive. A message file in Windows Mail has an .EML extension, and the filename portion is constructed as two hyphen-separated alphanumeric strings as shown here:

```
52606B3D-00000002.eml
```

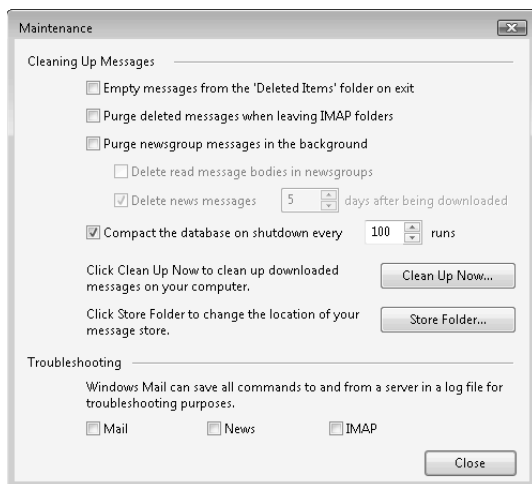
Knowing the location and filename structure isn't required to migrate your messages to Outlook, yet it's useful when you want to back up the files or folders or if you decide to move your messages between two Windows Mail installations.

### Migrating Windows Mail Messages Between Systems

You can move your messages and addresses from Windows Mail to Outlook 2007, provided that your Windows Mail message store is on the same computer with your Outlook profile. Consequently, if your Windows Mail and Outlook message stores are on different computers, the first thing you have to do is get your Windows Mail message store on the computer where Outlook is installed. Then you can easily import messages and addresses into your Outlook profile.

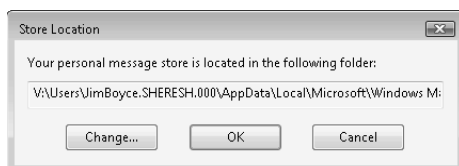
To move the location of the message store in Windows Mail, perform the following steps:

1. Open Windows Mail; choose Tools, Options, and then Advanced; and click Maintenance. The Maintenance dialog box shown in Figure A4-1 is displayed.



**Figure A4-1** Use the Maintenance dialog box to locate your Windows Mail message store folder.

2. Click Store Folder to display the current location of the store folder.



**Figure A4-2** The Store Location dialog box shows the folder that Windows Mail stores information in.

3. Click Change, scroll down to Network, and select the computer you are moving the Windows Mail store to. Select the new location (an empty folder) for your store folder (or create a new folder), and then click OK.



**Figure A4-3** The Browse For Folder dialog box lets you select the computer and folder to store Windows Mail information in.

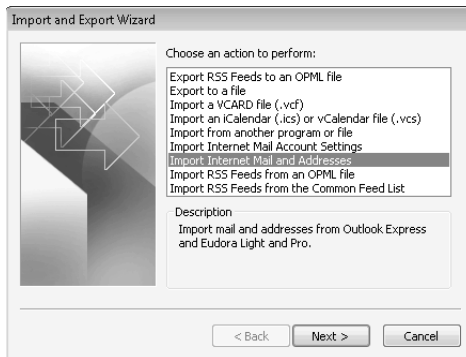
4. Click OK to use the new location for the message store.
5. You are prompted to restart Windows Mail before these changes will take effect. Click OK, and close Windows Mail. Messages and folders are then copied into the new location. Restart Windows Mail to use the new Store Folder location.

## Migrating Messages and Contacts from Windows Mail to Outlook

Once you have your Windows Mail message store on the same computer as Outlook 2007, you can easily migrate your messages and contact information from Windows Mail to Outlook by using Outlook's import operation.

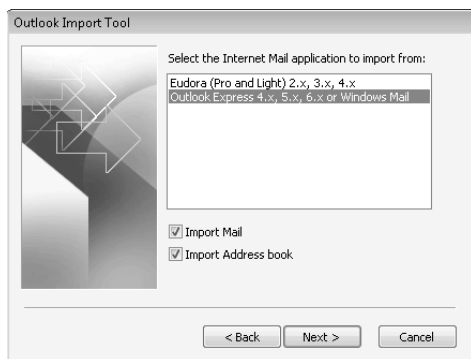
To import your Windows Mail messages and contact information into Outlook, perform the following steps:

1. Start Outlook 2007.
2. Click File, and select Import And Export to start the Import And Export Wizard (shown in Figure A4-4).



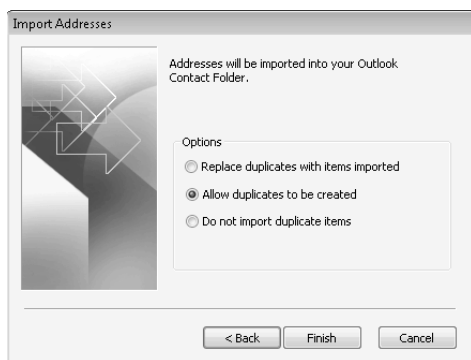
**Figure A4-4** Use the Import And Export Wizard to import mail and addresses from Windows Mail.

3. Select Import Internet Mail And Address, and click Next.
4. Select Outlook Express 4.x, 5.x, 6.x, or Windows Mail. There are also two check boxes (selected by default): Import Mail and Import Address Book. (See Figure A4-5.) Deselect either of these if it isn't relevant to the specific migration you are doing; however, to move all messages and contact information to Outlook, leave them both selected. Click Next to continue with the Import And Export Wizard.



**Figure A4-5** Choose the Windows Mail option, and leave import mail and addresses check boxes selected.

5. On the Import Addresses page (shown in Figure A4-6), you have to ability to control how duplicates are handled: Replace Duplicates With Items Imported, Allow Duplicates To Be Created, or Do Not Import Duplicate Items. Select the desired option, and click Finish.



**Figure A4-6** Select how you want duplicates to be handled during the importing of messages and addresses.

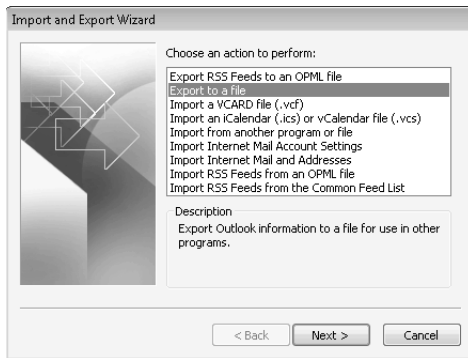
6. At this point, the import process begins. When it is completed, an Import Summary is displayed showing you the number of messages, addresses, distributions lists, rules, and filters imported. Click Save In Inbox to save a copy of the summary in your Inbox, or click OK to close the Import Summary dialog box.

## Migrating Contacts From Outlook to Windows Mail

When you use multiple computers and you have only Outlook 2007 on your main workstation, you will likely use Windows Mail for your secondary systems. However, you will likely want to have the same set of contacts you have in Outlook (or a selected subset) available within Windows Mail. You can migrate your contacts in Outlook 2007 to Windows Mail, yet you cannot directly import Outlook contacts into Windows Mail—accomplishing this is a two-step process. First you export your Outlook contacts to a CSV (comma-separated value) file, and then import this CSV file into Windows Mail.

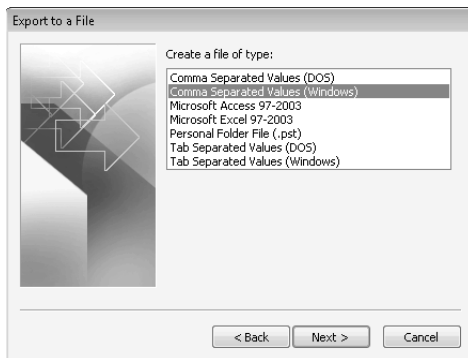
To export your Outlook contacts to a CSV file, perform the following steps:

1. Click File and then click Import And Export to start the Import And Export Wizard.
2. Select Export To A File (as shown in Figure A4-7), and click Next.



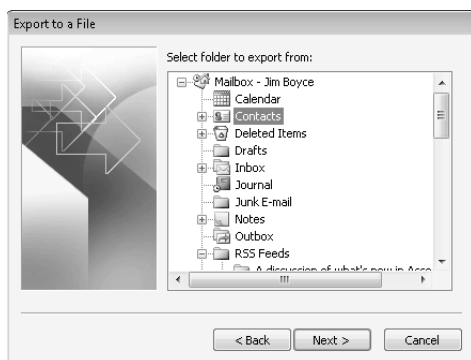
**Figure A4-7** Select the option to export to a file.

3. In the Export To A File page (shown in Figure A4-8), select Comma Separated Values (Windows) and click Next.



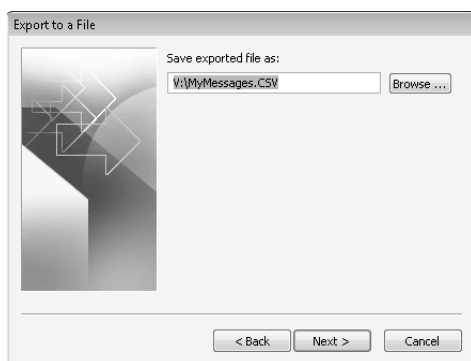
**Figure A4-8** Select Comma Separated Values to choose the export format.

4. Select the Contacts folder (as shown in Figure A4-9) to export as a CSV file, and click Next.



**Figure A4-9** Select the Contacts folder to export.

5. Enter the path and name for the file to store your contacts in, and click Next. (See Figure A4-10.) Alternatively, you can click Browse to select the location to save the file, enter the filename and click OK to close the Browse windows, and then click Next.



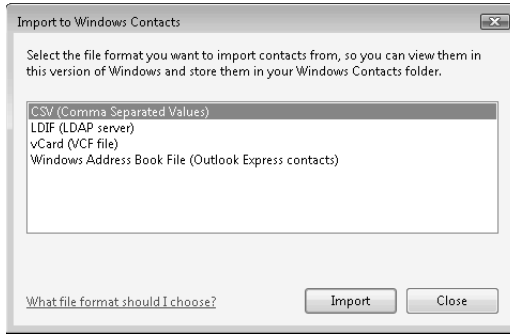
**Figure A4-10** Specify the location and filename for your CSV file.

6. Your export option is summarized, and you can click Finish to directly export your contacts folder item into the comma-separated values file as specified. Optionally, you can select Map Custom Fields to use the Map Custom Fields dialog box to modify the contact field associations. For the purposes of exporting contacts from Outlook to Windows Mail, mapping custom fields are not necessary.

Once you have exported your Outlook 2007 contacts, you can import this contact information into Windows Mail. Because you have saved the contact information from Outlook into a CSV file, you can have Windows Mail directly import it.

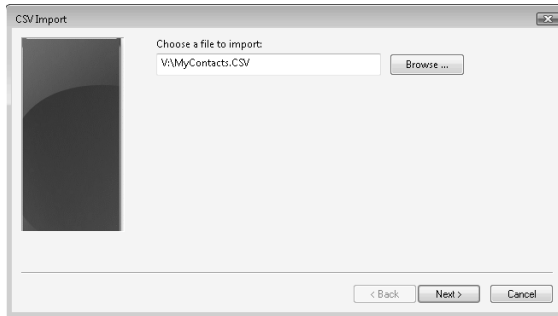
To import a CSV file into Windows Mail, perform the following steps:

1. In Windows Mail, click File, Import, and Windows Contacts.
2. In the Import To Windows Contacts dialog box (shown in Figure A4-11), select CSV (Comma Separated Values) and click Import.



**Figure A4-11** Choose to import your contacts information as comma-separated values.

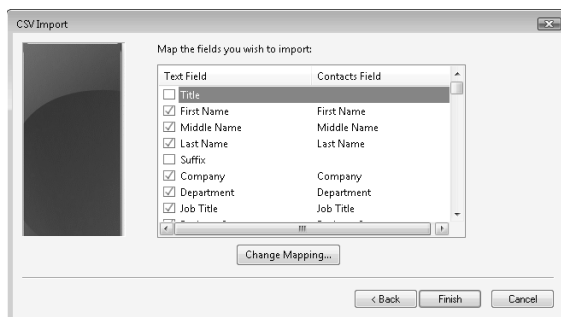
3. In the CSV Import dialog box (shown in Figure A4-12), enter the path and filename of the CSV file with your Outlook Contacts information. Alternatively, you can click Browse to browse to the location storing the CSV file, select the CSV file with your Outlook contact information, and click Open.



**Figure A4-12** Select your contacts file to import.

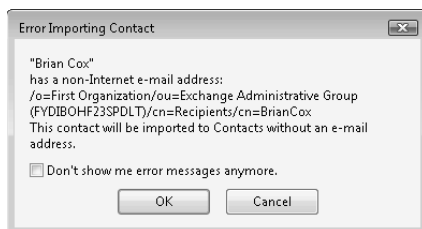
4. Once the filename is specified in the CSV Import dialog box, click Next.
5. Click Finish to begin importing your Outlook contacts. If you need to change the mapping of fields, you can click Change Mapping. (See Figure A4-13.) However, in importing contact information from Outlook into Windows Mail, you will not need to change the mapping of fields.





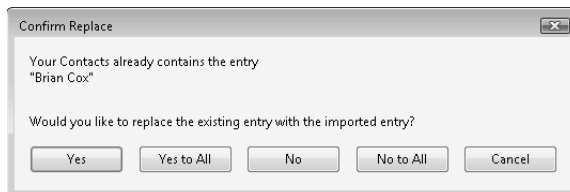
**Figure A4-13** Start importing your Outlook contacts into Windows Mail by choosing Finish.

6. If there are any errors in importing the contact information, Windows Mail presents the Error Importing Contact dialog box showing the error. You can select the Don't Show Me Error Messages Anymore dialog box to have Windows Mail not display further errors.



**Figure A4-14** Errors are reported in an Error Importing Contact dialog box.

7. If duplicates are found during the importing process, you are presented with a Confirm Replace dialog box that asks Would You Like To Replace The Existing Entry With The Imported Entry. You have the following options:
  - Click Yes if you want to replace this specific entry.
  - Click Yes To All if you want to replace existing entries with the new imported entries for all duplicate entries found.
  - Click No to leave the existing entry intact.
  - Click No To All if you want to leave all existing entries intact.
  - Click Cancel to interrupt the import.



**Figure A4-15** Select the desired option for how you want to handle duplicates during the import process.

8. Once the import process has completed, the Import To Windows Contacts dialog box is displayed. Click Close.

## Migrating Messages from Outlook to Windows Mail

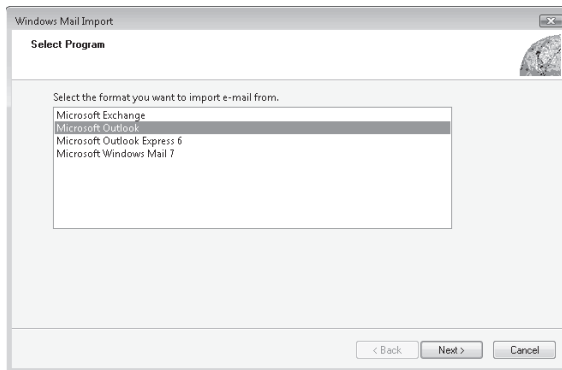
When using both Outlook 2007 and Windows Mail to send and receive e-mail, you might want to move some or all of your messages from Outlook to Windows Mail (going the other direction, of moving e-mail from Windows Mail to Outlook, is discussed in “Migrating Messages and Contacts from Windows Mail to Outlook 2007” earlier in this chapter). You can use Windows Mail to import your messages from Outlook, and when doing so, choose to import All Folders or Selected Folders.

### Note

When using the Selected Folders option, you can select only one folder at a time, but you can select multiple folders by holding down the Ctrl key and selecting more folders. You can also select a range of folders by selecting the first folder in the range you want to import, holding down the Shift key, and selecting the last folder.

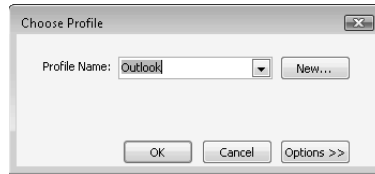
To import your Outlook messages into Windows Mail, perform the following steps:

1. In Windows Mail, click File, Import, and select Messages to start the Windows Mail Import Wizard.
2. In the Select Program page, select Microsoft Outlook (shown in Figure A4-16) and click Next.



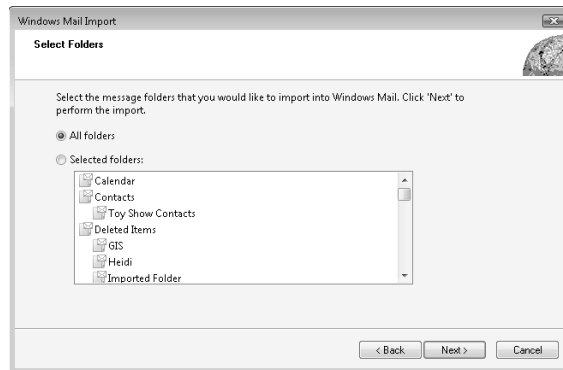
**Figure A4-16** Select Microsoft Outlook as the format to import your messages from.

3. In the Choose Profile dialog box (shown in Figure A4-17), select the Outlook profile to import from and click OK.



**Figure A4-17** Select the profile containing the messages you want to import.

4. In the Select Folders page, either select All Folders or click on Selected Folders. Then select the folders to import, and click Next. The folders are then imported from Outlook into Windows Mail.



**Figure A4-18** Select All Folders to import all messages, or select Selected Folders to choose specific folders of messages to import.

5. In the Import Complete page, click Finish to return to Windows Mail. The folders that you imported from Outlook are stored under Imported Folders in Windows Mail.

## Migrating Messages and Addresses Between Outlook and Outlook Express

To migrate your information between Outlook 2007 and Outlook Express, you need to know how Outlook Express stores information. If your Outlook Express and Outlook information is on different computers, you need to move Outlook Express to the computer with Outlook. In this section, storing and moving Outlook Express is reviewed, and the procedure for migrating information between Outlook and Outlook Express is explained.

### Understanding How Outlook Express Stores Messages

Outlook Express stores messages grouped in database files, not in individual files. Each database file represents an Outlook Express folder. (Outlook uses a single store file.)

The Outlook Express Inbox, for example, resides in the Inbox.dbx file. Other folders have their own files.

You don't really need to know where the Outlook Express folders are stored to migrate your messages to Outlook. However, it's a good idea to know where they are in case you want to back them up or you need to move your messages between two Outlook Express installations or to a disk with more space. It's also important because you might need to move your Outlook Express files from one computer to another before exporting them to Outlook.

## Migrating Outlook Express Messages Between Systems

You can move your messages from Outlook Express to Outlook, provided that the Outlook Express message store exists on the same system that holds your Outlook profile. Thus, the first task is to get your Outlook Express messages on the computer where Outlook is installed, if they aren't there already. Then you can easily export them to your existing Outlook profile.

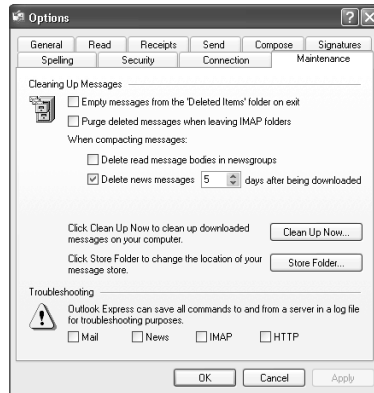
### Note

Don't bother trying to place the Outlook Express store on a shared network if you're changing the location of your store or moving to another computer. The Outlook Express store must be stored locally.

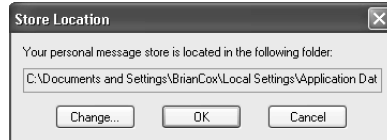
You can copy individual folders to Outlook if you don't need to import all your Outlook Express folders. For example, if you're interested only in the Inbox, you can copy only the Inbox.dbx file. If you want to perform a selective copy but want to include folders other than the Inbox, however, make sure that you also copy the Folders.dbx file from your Outlook Express store folder to your Outlook system.

Follow these steps if your Outlook Express messages are not already located on the computer where Outlook is installed:

1. On the system containing your Outlook Express data, choose Tools, Options to open the Options dialog box. Click the Maintenance tab, shown in Figure A4-19.
2. Click Store Folder to display the location of your Outlook Express information store. (See Figure A4-20.)
3. Note the path to your store folder and click Cancel.
4. Configure Windows Explorer to show hidden files and folders. (The Outlook Express folder is by default located in a hidden folder.)



**Figure A4-19** Use the Maintenance tab to locate your Outlook Express information store folder.



**Figure A4-20** Each user has an information store folder based on the user profile.

5. Copy the entire Outlook Express folder to the system where Outlook is installed. You can copy across the network, use a Zip disk or CD-R, or use a direct-cable connection if the computers aren't networked. The destination really doesn't matter because you'll be using the folders only temporarily. Make sure to copy the entire folder as a whole, rather than as individual files.
6. On the system where Outlook is installed, open Outlook Express. If Outlook Express prompts you to create an e-mail account, click Cancel.
7. Choose Tools, Options and click Maintenance.
8. Click Store Folder and click Change.
9. Locate and select the folder you copied in step 5 and then click OK.
10. Click OK in the Store Location dialog box.
11. Outlook Express detects that files are present in the specified location and asks whether you want to use them or replace them with the messages from your old store location. Click Yes to switch to that store.
12. Shut down and restart Outlook Express to have the change take effect.

**Note**

Copying the message files to the system where Outlook is installed doesn't also copy the Outlook Express Address Book, which is stored separately. See the following section if you need to move your address book from one computer to another.

**Note**

You can also use the Files And Settings Transfer Wizard on Microsoft Windows XP systems to move Outlook Express data to another computer.

## Migrating Your Windows Address Book Between Systems

Outlook Express uses the Windows Address Book to store addresses. The address book file has the same name as your Windows logon name with a WAB file extension. The address book file is located by default in the Application Data\Microsoft\Address Book folder of your user profile. Outlook can't use the WAB file directly, but you can easily import the addresses from a WAB file into Outlook's Personal Address Book (PAB). Before you can import the address book, however, it must reside on the same system as Outlook.

If your Outlook Express data is located on another computer, follow these steps to copy the address book to the system where Outlook is installed:

1. On the system where your Outlook Express data resides, locate your WAB file as explained earlier. If you're not sure where to look, perform a search on \*.wab to locate all WAB files on the system. Yours will be the one with a file name that matches your Windows logon name.
2. Copy the WAB file to the same location on the computer where Outlook is installed, either across the network, by disk, or by other means.
3. Open Outlook Express on the target system (where Outlook is located), and verify that all your addresses are intact.

## Copying Messages, Addresses, and Rules to Outlook from Outlook Express

Outlook 2007 does not include a Personal Address Book option as the destination for imported addresses. So, rather than export addresses from Outlook Express to an Outlook PAB, you must import the addresses from within Outlook.

## Importing Addresses Within Outlook

If you don't want the incoming addresses mingled with your existing contacts list, you need to do a little planning. Let's first look at an overview of the process and then examine the specific steps involved. Because the addresses always import into the Outlook Contacts folder, you need to move the existing contacts temporarily, import the addresses, move them to the location you want, and then restore your original contacts. If you want the incoming messages stored in a subfolder of the Contacts folder, create two folders: one as a temporary haven for your existing contacts and a second for the incoming addresses. In this example, assume that the first is called Temp and the second is called My Addresses.

Move the existing contacts from the Contacts folder to the Temp folder. Perform the import to add the incoming addresses to the Contacts folder. Move them to the My Addresses folder. Move the contacts from the Temp folder back to the Contacts folder, and then delete the Temp folder.

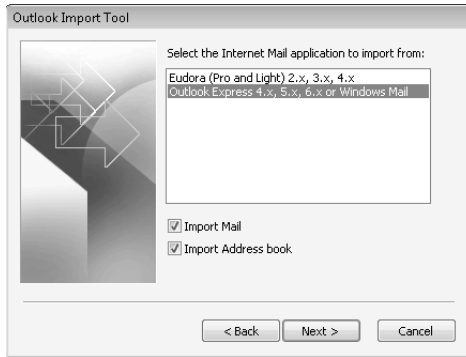
### Clean house before importing

Be sure to clean out unwanted messages and folders from Outlook Express before importing the messages, especially if Outlook Express contains numerous messages. You also should clean up the names and addresses in the Outlook Express address book, adding names to any addresses that include only the e-mail address. Otherwise, Outlook uses the domain from the user's e-mail address as the name.

After you have located your Outlook Express messages and address book on the same computer as Outlook, the hard work is done, and you can quickly and easily import those items into Outlook.

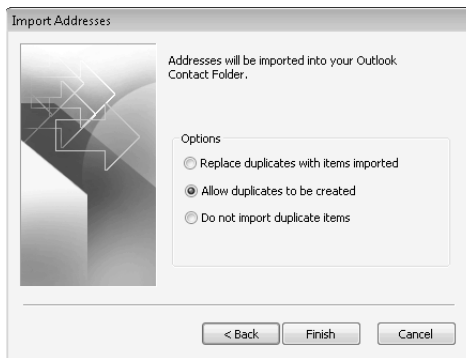
Because you can copy the messages and address book at the same time in Outlook, the following steps describe this particular approach:

1. Make sure that your Outlook Express messages (and, optionally, your address book) reside on the same computer as Outlook.
2. If you need to separate incoming addresses from your existing contacts, create folders as necessary. For example, create subfolders of the Contacts folder named My Addresses and Temp.
3. Move the existing contacts to the temporary folder.
4. In Outlook, choose File, Import And Export.
5. In the Import And Export Wizard, select Import Internet Mail And Addresses and click Next.
6. Select Outlook Express 4.x, 5.x, 6.x or Windows Mail in the list, and select the items you want to import. (See Figure A4-21.) Then click Next.



**Figure A4-21** Leave the Import Mail and Import Address Book options selected to import mail and addresses from Outlook Express.

7. Specify how you want duplicate items to be handled (as shown in Figure A4-22), and click Finish.



**Figure A4-22** Specify how duplicates should be handled.

8. If you want to separate the incoming addresses from your existing contacts, move the newly imported addresses from the Contacts folder to the location you want to use (such as My Addresses). Then move the original contacts back to the Contacts folder.
9. Delete the Temp folder.

Depending on the number of addresses and messages you have, copying your data from Outlook Express to Outlook could take a long time. That's why it's a good idea to clean out old messages and any other unwanted items from Outlook Express before you begin importing the data in Outlook.



## TROUBLESHOOTING

### Some contacts don't appear in the Outlook Address Book

You might run across a situation in which items in your Contacts folder don't appear in the Outlook Address Book, even when you select the contact items under Outlook Address Book in the Show Names drop-down list. This isn't a bug—it's by design. The Address Book shows only addresses that contain an e-mail address or a fax number. Any contact item that lacks both of those fields won't show up in the Outlook Address Book because it is "out of context" for the address book.

## Copying Addresses and Messages to Outlook Express

In addition to moving addresses and messages from Outlook Express to Outlook, you also can move them the other way. You might do this if you're going to be out of the office and need to check your e-mail but don't want to install Outlook on your notebook computer. Or maybe you want to use your Outlook contacts in Outlook Express on a different computer.

### Note

Microsoft Outlook Web Access is a much better solution than Outlook Express for accessing an Exchange Server mailbox when you don't have access to Outlook. See Chapter 44, "Accessing Your Outlook Items Through a Web Browser," for details on using Outlook Web Access.

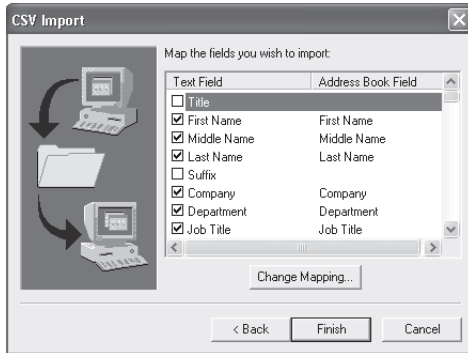
To copy addresses from Outlook to Outlook Express, you must run Outlook Express on the same system as Outlook. After copying the addresses to Outlook Express, you can copy the WAB file to another computer to make it available on that system. Then simply locate the appropriate WAB file and copy it to the appropriate location on the other computer.

## Copying Outlook Contacts to Outlook Express

Follow these steps to copy your Outlook contacts to Outlook Express:

1. In Outlook, choose File, Import And Export to open the Import And Export Wizard.
2. Choose Export To A File and click Next.
3. Choose Comma Separated Values (Windows) and click Next.
4. Select the Contacts folder and click Next.

5. Enter a path and file name for the file, giving it a CSV file extension. Click Next and then click Finish.
6. Open Outlook Express and choose File, Import, Other Address Book.
7. Choose Text File (Comma Separated Values) and click Import.
8. Select the file you created in step 5, and click Next to open the CSV Import dialog box shown in Figure A4-23.



**Figure A4-23** You can change field mapping, if needed, when importing to Outlook Express.

9. The default field mapping will work as is, so simply click Finish to import the contacts.

## Copying Messages from Outlook to Outlook Express

You can import messages to Outlook Express from Outlook by using a wizard provided with Outlook Express for that purpose. Outlook Express imports from your default message store (that is, the store you've configured in Outlook as the location for incoming mail). This means you might need to change the default store to import messages.

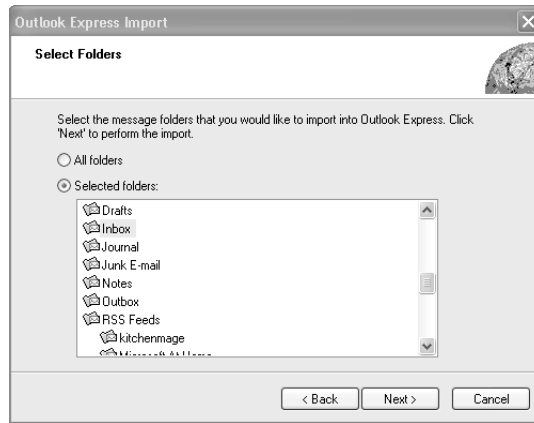
For example, assume that you have an Exchange Server account and have configured Outlook to deliver mail to your Exchange Server mailbox, but you want to import messages from your personal folders to Outlook Express. In that situation, you would configure the personal folders as the default store in Outlook, import the messages into Outlook Express, and then reconfigure Outlook to use the Exchange Server mailbox as the default store.

### Import from multiple message stores

You can import from multiple stores by performing multiple imports, changing the default store in Outlook before each import. Keep in mind that Outlook Express won't differentiate between stores, however; the messages in the Inbox folders for two different Outlook stores will all show up in the same Inbox in Outlook Express.

Follow these steps to import messages into Outlook Express from Outlook:

1. If you need to import messages from a store other than your current default store, configure Outlook to use that store for new message delivery.
2. Open Outlook Express, and choose File, Import, Messages.
3. Select Microsoft Outlook in the Select Program list and click Next.
4. If Outlook isn't running, Outlook Express prompts you to select the profile from which to import the messages. Select a profile and click OK.
5. Outlook Express prompts you to specify which folders to import. (See Figure A4-24.) Select All Folders to import all messages, or select Selected Folders, and then select the folders to include. (You can use the Shift or Ctrl key to select multiple folders.)



**Figure A4-24** Outlook Express prompts you to specify which folders to import.

6. Click Next to start the import, and then click Finish.
7. If you changed the default Outlook store in step 1, change it back.

If you import folders other than your message folders, you might not see what you expect in Outlook Express after the import is completed. Outlook Express imports everything as messages. Contact items, tasks, and calendar items all come in as messages because Outlook Express doesn't support these other item types.

## Copying Accounts

In most cases, it's as easy to create accounts from scratch as it is to copy them from Outlook to Outlook Express, or vice versa. If you want to save yourself a little typing, however, importing the account is the way to go.

### Import accounts automatically

Outlook checks for new Outlook Express accounts on startup, and it asks whether you want to import the account. Outlook prompts only once, so if you click No, it won't prompt you again. Instead, you must use the procedure outlined in the following section.

## Copying Accounts to Outlook

Copying accounts from Outlook Express to Outlook is simple, thanks to a wizard:

1. In Outlook, choose File, Import And Export.
2. Select Import Internet Mail Account Settings and click Next.
3. Outlook prompts you to select the e-mail client from which to import accounts. Select Outlook Express and click Next.
4. If more than one account exists in Outlook Express, Outlook prompts you to select one. Select the account you want to import and click Next.
5. Outlook then presents a series of wizard pages that include the account information. Verify the information and click Next on each page, and then click Finish.

## Copying Accounts to Outlook Express

The process for importing accounts from Outlook into Outlook Express is also easy, thanks to the wizard Outlook Express provides for that purpose.

Follow these steps to import Outlook accounts into Outlook Express:

1. In Outlook Express, choose File, Import, Mail Account Settings.
2. Select the option Microsoft Windows Messaging or Exchange or Outlook, and click Next.
3. Select an account to import and click Next.
4. In the Confirm Settings dialog box, verify the settings for the account. If they are correct, click Next and then click Finish. If you need to make changes, select Change Settings, click Next, and modify settings as needed.