How to back up and to restore Outlook Express data

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SUMMARY

This article describes how to back up and to restore the following items in Microsoft Outlook Express:

- Messages

- The Address Book

- Mail accounts

- News accounts

If you use multiple identities in Outlook Express, repeat the steps in the "More Information" section for each identity, and separate the backup data accordingly. This process will make it easier to restore each identity.

This article is intended for a beginning to intermediate computer user.You may find it easier to follow the steps if you print this article first.

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MORE INFORMATION

How to back up Outlook Express items

Step 1: Copy message files to a backup folder

Step A: Locate the Store folder

1. Start Outlook Express.

2. Click **Tools**, and then click **Options**.

3. On the **Maintenance** tab, click **Store Folder**.

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4. In the **Store Location** dialog box, copy the store location. To do this, follow these steps:

    a. Put the mouse pointer at one end of the box under the **Your personal message store is located in the following folder** box.

    b. Press and hold the left mouse button, and then drag the mouse pointer across the **Your personal message store is located in the following folder** box.

    c. Press CTRL+C to copy the location.

5. Click **Cancel**, and then click **Cancel** again to close the dialog box.

Step B: Copy the contents of the Store folder

1. Click **Start**, click **Run**, press CTRL+V, and then click **OK**.

2. On the **Edit** menu, click **Select All**.

3. On the **Edit** menu, click **Copy**, and then close the window.

Step C: Create a backup folder

1. Right-click any empty area on your desktop, click **New**, and then click **Folder**.

2. Type **Mail Backup** for the folder name, and then press ENTER.

Step D: Paste the contents of the Store folder into the backup folder

1. Double-click the **Mail Backup** folder to open it.

2. Right-click inside the **Mail Backup** folder window, and then click **Paste**.

Step 2: Export the Address Book to a .csv file

Important Make sure that you follow this step if you use multiple identities in Outlook Express.

Microsoft Outlook Express 5.x and Microsoft Outlook Express 6.0 use a Windows Address Book (.wab) file to store Address Book data. The individual data for each identity is stored in a folder by user name within the .wab file that is used.

The only way to separate the Address Book data for different identities is to export the data to a .csv file while you are logged in as a specific identity. If the .wab file becomes dissociated from the user identities, the data can be exported only as one total. In this case, the data cannot be exported folder by folder.

There is another reason to export the .wab file to a .csv file. If the .wab file not exported to a .csv file, but the .wab file is shared with Microsoft Outlook, the addresses are stored in the personal folders (.pst) file in Outlook. When you export the file to a .csv file by using the **File** menu in Outlook Express, the correct contacts are exported. However, if the Address Book is shared with Outlook, you cannot use the **File** menu option to export from the Address Book. This option is unavailable.

To export the Address Book to a .csv file, follow these steps:

1. On the **File** menu, click **Export**, and then click **Address Book**.

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2. Click **Text File (Comma Separated Values)**, and then click **Export**.

3. Click **Browse**.

4. Select the **Mail Backup** folder that you created.

5. In the **File Name** box, type **address book backup**, and then click **Save**.

6. Click **Next**.

7. Click to select the check boxes for the fields that you want to export, and then click **Finish**.

8. Click **OK**, and then click **Close**.

Step 3: Export the mail account to a file

1. On the **Tools** menu, click **Accounts**.

2. On the **Mail** tab, click the mail account that you want to export, and then click **Export**.

3. In the **Save In** box, select the **Mail Backup** folder, and then click **Save**.

4. Repeat these steps for each mail account that you want to export.

5. Click **Close**.

Step 4: Export the newsgroup account to a file

1. On the **Tools** menu, click **Accounts**.

2. On the **News** tab, click the news account that you want to export, and then click **Export**.

3. In the **Save In** box, select the **Mail Backup** folder, and then click **Save**.

4. Repeat these steps for each news account that you want to export.

5. Click **Close**.

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How to restore Outlook Express items

Note To restore items when you use multiple identities in Outlook Express, you may have to re-create the identities before you follow these steps. Repeat each step as needed for each identity.

Step 1: Import messages from the backup folder

1. On the **File** menu, point to **Import**, and then click **Messages**.

2. In the **Select an e-mail program to import from** box, click **Microsoft Outlook Express 5** or **Microsoft Outlook Express 6**, and then click **Next**.

3. Click **Import mail from an OE5 store directory** or **Import mail from an OE6 store directory**, and then click **OK**.

4. Click **Browse**, and then click the **Mail Backup** folder.

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5. Click **OK**, and then click **Next**.

6. Click **All folders**, click **Next**, and then click **Finish**.

Step 2: Import the Address Book file

1. On the **File** menu, click **Import**, and then click **Other Address Book**.

2. Click **Text File (Comma Separated Values)**, and then click **Import**.

3. Click **Browse**.

4. Select the **Mail Backup** folder, click the **address book backup.csv** file, and then click **Open**.

5. Click **Next**, and then click **Finish**.

6. Click **OK**, and then click **Close**.

Step 3: Import the mail account file

1. On the **Tools** menu, click **Accounts**.

2. On the **Mail** tab, click **Import**.

3. In the **Look In** box, select the **Mail Backup** folder.

4. Click the mail account that you want to import, and then click **Open**.

5. Repeat these steps for each mail account that you want to import.

6. Click **Close**.

Step 4: Import the newsgroup account file

1. On the **Tools** menu, click **Accounts**.

2. On the **News** tab, click **Import**.

3. In the **Look In** box, select the **Mail Backup** folder.

4. Click the news account that you want to import, and then click **Open**.

5. Repeat these steps for each news account that you want to import.

6. Click **Close**.

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How to preserve the Blocked Senders list and other e-mail rules

For more information about how to preserve the blocked senders list and other e-mail rules, click the following article number to view the article in the Microsoft Knowledge Base:

276511 How to back up and restore Outlook Express Blocked Senders list and other mail rules

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