

FAQ: Archive Migration

Frequently asked questions

If your OHSU email account was created prior to 7/5/17, your older Outlook data (historical archives) are stored in [Archive Manager](#). Starting in 2018, your historical data will be migrated to Exchange Online Archive system, which is accessible from most Outlook programs.

Historical archives will be *copied* from Archive Manager to Exchange Online Archive. Once your historical archives are completely migrated, you will use Exchange Online Archive to view these older emails, calendar appointments, tasks and notes.

Archive Manager does **not** store any Outlook items that were received **after** 7/4/17.

If your OHSU email account was created prior to 7/5/17, some of your archived Outlook items are stored in Archive Manager. This data will be migrated to Exchange Online Archive.

If your OHSU email account was created on 7/5/17 or later, you do not have any Archive Manager data.

Archive Manager is an older storage system which is no longer supported by vendor. As the system has been in use at OHSU since 2008, the hardware is beyond its serviceable life and is at a risk of experiencing an unrecoverable failure. OHSU made the decision to migrate existing historical archive to a modern and reliable system before Archive Manager experiences a hardware failure.

The timeline for migrating your historical archives will vary, depending on the size of your data. The entire migration process may take anywhere between a few hours and several months. You will receive email communications from ITG before your historical archive is migrated **and** after your historical archive is migrated.

Before your historical archive is migrated, you will receive an email notification from ITG.

During the migration process, some of your historical data (but not all) will be accessible from Exchange Online Archive. Items which have not been migrated yet will continue to be accessible from Archive Manager.

After your historical archive is migrated, use Exchange Online Archive to access your historical archive. Once all OHSU accounts with historical archive are migrated to Exchange Online Archive, the Archive Manager system will be inaccessible.

Note: While your historical archive is in process of being migrated, you will see a notification message after logging into Archive Manager.

Your email archive migration is in progress.

While migration is in progress, your archives are still accessible through Archive Manager. [To view them, click here.](#)

[Staff News Announcement](#)

For Windows users: Access your archived items through Outlook. You will see a new folder called *Online Archive - username@ohsu.edu* in the left-hand area of your Home window.

For Mac users and those accessing via Outlook Web App (OWA), archived emails will appear in a new folder called *Personal Archive - Your Name* in the left-hand area of Outlook Web Access (OWA).

[Help and How To content for your new archive can be found on O2 by following this link](#)

You can also reach the ITG Help Desk at: 503-494-2222

During the migration of your historical archive, first search for items in Exchange Online Archive. If you are unable to find specific historical data, search in Archive Manager.

OHSU has tested the reliability of the archive migration process, and discovered that less than one percent of data is lost during the migration process.

Note: OHSU staff whose network accounts were created prior to summer 2008 must make a special request to have their GroupWise archives migrated.

Exchange Online Archives are accessible from following devices:

- Windows-based Outlook 2013/2016 program, connected to the OHSU network
- Outlook via Citrix access
- Outlook Web App (except for archived calendar appointments AND TASKS)

Exchange Online Archives **cannot** be accessed from the following devices:

- Outlook for Mac
- Mail apps on smartphones

For resources and links to support articles, please visit the Exchange Online Archive O2 page.

This article applies to	OHSU staff, OHSU students
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