



Verifying and rebuilding a corrupt Entourage 2008 database

Microsoft Entourage Help-files Warn: “If you have a Microsoft Exchange Account, rebuilding the database deletes any information that is not synchronized with the Exchange Server.”

If you receive a message in Entourage 2008 indicating a corrupt database, do not attempt to immediately repair the database. **There is a high potential for data loss unless the following steps have been completed prior to the repair.**

Required steps before beginning the procedure

- Close all instances of Entourage and/or Outlook that the user may be running (Includes account access from other machines). Access via Outlook Web Access while repair process is performed is OK.
- * **Remove All Network Connections.** Unplug the network cable from the computer and, if available, turn off Airport (Wireless). Click on the Wireless Icon in the menu bar and click Turn Airport off.

Summary of steps to repair account

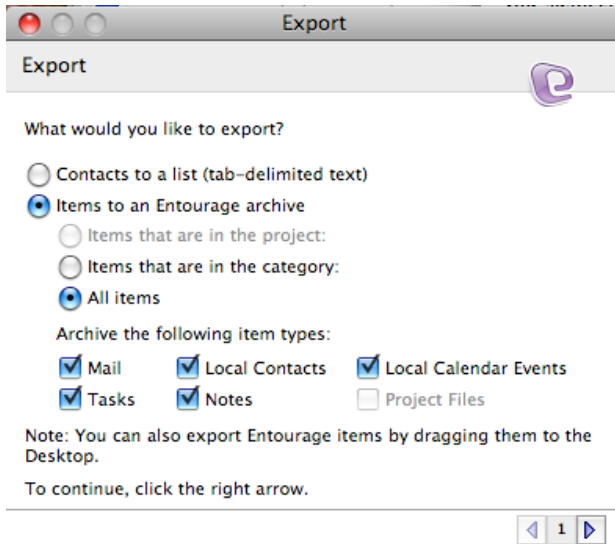
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Detailed instructions for each step in the repair process

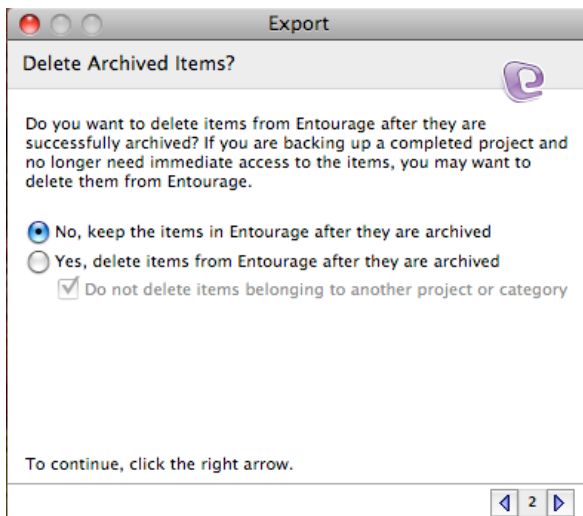
Archive Entourage 2008

1. To create an archive of Entourage 2008, from the **File** menu, choose **Export**.
2. In the Export Window, choose **Items to an Entourage archive**.

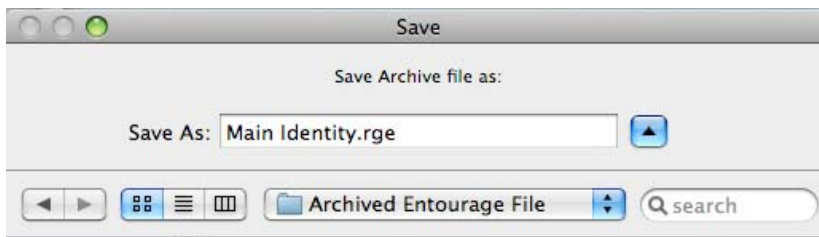
3. Choose **All Items**.



4. Click the right blue arrow.
5. In the **Deleted Archived Items** window choose **No, keep the items in Entourage after they are archived**.



6. Click the right blue arrow.
7. Choose the location to save the file. In this case, the **Main Identity.rge** file will be saved in a folder called **Archived Entourage File** located in the user's document folder.



8. Click **Save**

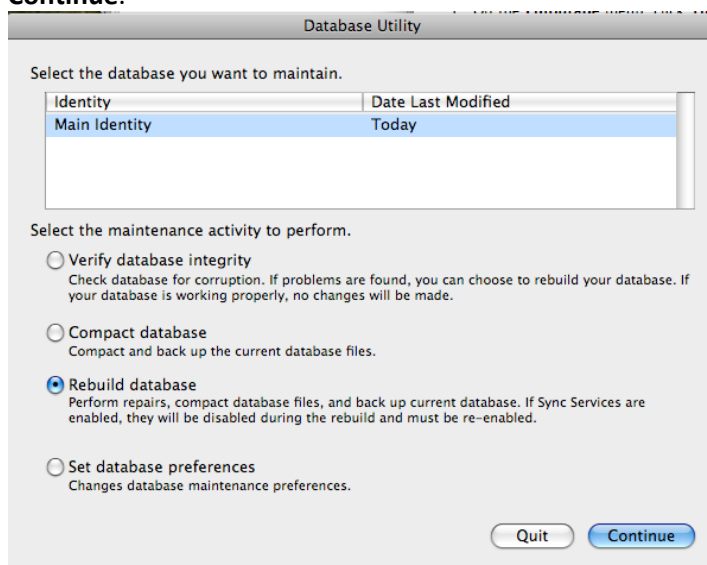
9. Entourage will begin to Archive the data.
10. When Export is completed, click **Done**.
11. You now have a current archive of Entourage 2008.

Verify Archived Data

1. Navigate to the location where the file **Main Identity.rge** was saved.
2. Right-click on the file and choose **Show Package Contents**.
3. Navigate to *Mail/On My Computer/Saved Messages*.
4. This folder will hold any local mail that was backed up during the Archiving process.

Rebuild the Entourage 2008 Database

1. With Entourage open, click **Entourage** on the menu bar and select **Turn Off Office Reminders**.
2. Close all Microsoft Office Applications, including Entourage 2008.
3. Navigate to Applications/Microsoft Office 2008/Office.
4. Double click **Microsoft Database Utility**.
5. In the Database Utility window select the appropriate database and choose **Rebuild database** and click **Continue**.



6. The database repair will commence. Depending on the size of the database, this process may take some time.
7. In the Rebuild Database Complete window, click **Done**.
8. In the Database Utility window click **Quit**.
9. You have now repaired the database. Entourage rules and signature files are not affected by the rebuild process and do not need to be recreated.

Remove the Exchange Account

1. Open Entourage; **do not reconnect the computer to the network at this time**.
2. Click **Entourage** on the Menu Bar and Choose **Account Settings**.
3. Highlight the **YaleConnect** account and choose **Delete**.

4. The time to delete will depend on the size of the account.
5. Once complete, close Entourage.

Apply Service Pack upgrade to Entourage 2008 EWS

Yale ITS recommends YaleConnect clients using Entourage 2008 apply a service pack upgrade to Entourage 2008 Exchange Web Services (EWS). If Entourage has not already been upgraded, the service pack upgrade should be applied at this point. It is available from the ITS Software Library (<http://www.yale.edu/software>). Please make sure that the entire suite is fully patched prior to EWS being applied.

The upgrade offers Entourage 2008 users enhanced stability and improved communication when accessing YaleConnect. It is configured and recommended for use by YaleConnect users - other Yale Mail users do not need to apply this service pack.

You may verify Entourage has been upgraded to the latest service pack by clicking on the **Entourage** pull down menu and selecting **About Entourage**. You should see "Version 13.x.x Web Services Edition".

Recreate the Exchange Account

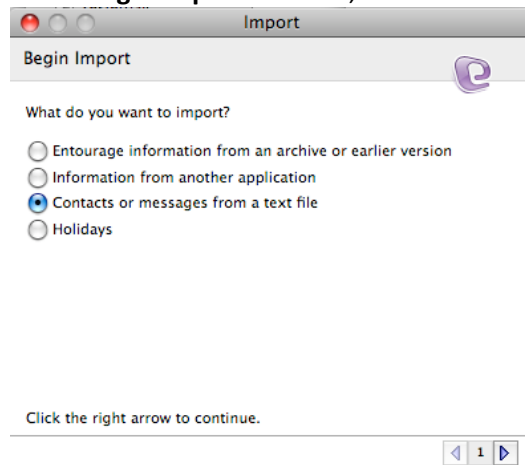
1. Reconnect the network connection.
2. Follow Entourage 2008 configuration steps at :
<http://www.yale.edu/its/software/mac/entourage/Entourage2008EWSclean.pdf>

In the Event of Missing Folders, Import Folders from Archive

1. If a folder is missing, it can easily be recovered from the archive using the import function.
2. Navigate back to the **Saved Messages** folder from the Archive.
3. Right click and copy the folders that are missing and paste them into a folder that is easy to locate to import into Entourage 2008 EWS. You will not be able to access the individual files through the Archived file.

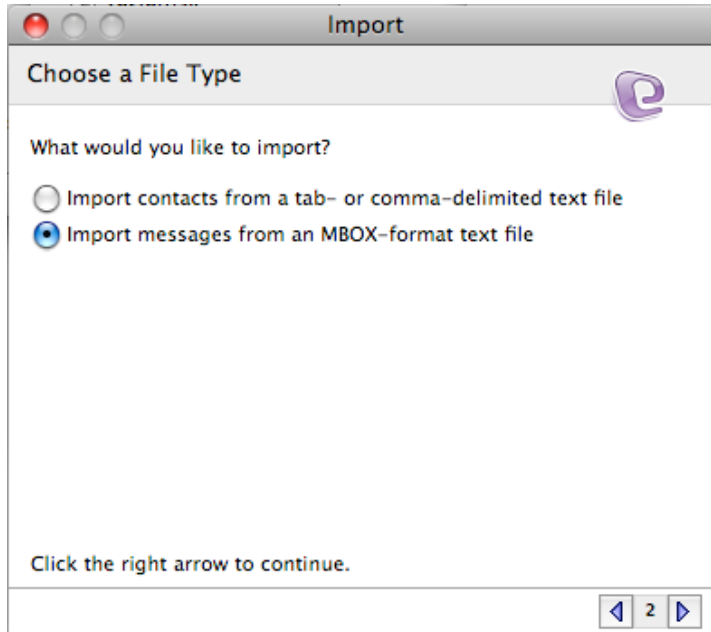
A suggested place to temporarily store folders for import would be the **Microsoft User Data** folder:
user/Documents/Microsoft User Data

4. Open **Entourage**, and from the **File** menu, select **Import**.
5. In the **Begin Import window**, choose **Contacts or messages from a text file**.



6. Click the right blue arrow.

7. **Choose a File Type** to import by selecting **Import messages from an MBOX-format text file**.



8. Click the right blue arrow.
9. Navigate to the location that you saved the missing files to, highlight and click Import.
10. Click Finish. The missing folders are now returned.