Entourage - Unsupported Issues/Features

Entourage Tips and Best Practices

While Microsoft has made strides in terms of functionality for its Entourage users, it is important to note that Entourage functions differently than Outlook 2001 for Mac and Outlook 2003 for the PC. Here are some items of interest that may benefit Entourage users and those who support them.

- A mail profile called an ‘Identity’ is created when Entourage is initially opened and an account is configured. It is beneficial to have multiple identities on a machine if there are multiple users accessing mail or if a single user wishes to access multiple accounts in isolated settings. A new identity can be created by selecting Entourage -> Switch Identity -> New. This is also the mechanism for switching between existing identities.

- One part the Microsoft User Data (MUD – yes, seriously) deposited locally when a new identity is created is the Entourage Database. This database keeps a local copy of all mail and PIM data. It allows Entourage users full access of their mailboxes while in offline mode. This is a storage consideration in that the locally stored file’s size will equal or exceed (more on that below) the server–stored mailbox.

- While user data is stored and backed-up on the Exchange servers, it is recommended that the Entourage database (and all Entourage MUD) be backed up on a regular basis as well. Most users will find the Microsoft User Data folder at \users\<user name>\Documents\Microsoft User Data.

- Database corruption has been an issue for some Entourage users. Known symptoms of this include:
  - Incoming mail being redirected into a folder other than 'Inbox'. This can be a folder that is part of the Exchange mailbox or even a local folder (in the 'Folders on My Computer' hierarchy). This can be perceived as mail being deleted from the account as incoming mail can be redirected to the 'deleted items’ folder. CMS should be contacted ASAP to verify that these items can be recovered.
  - Client ‘crashing’ upon opening of a particular message.
  - Junk Mail filter sorting mail incorrectly.

- If you suspect your database is corrupt, Entourage can be started in 'Repair Mode’ by holding down the Option key while clicking on the Entourage icon or alias. Regularly performing this maintenance can minimize the chances of corruption. Repair Mode offers several options:
  - Verifying the database integrity.
  - Compacting the database.
  - Rebuilding the database.
  - Running verification as a background process.

If repairing or rebuilding the database does not correct your problem, creating a new identity with a fresh database will usually solve any instability or redirect issues.

- Please keep in mind that the locally stored copy of a database will be as large as it has ever been. E.g. - a user receives many attachments which cause his/her mailbox to grow from 100mb to 150mb. He/She then deletes 50mb worth of mail. The database will remain at 150mb until the database is rebuilt or compacted and the resultant white space can be reclaimed. Please see above for more info on 'Repair Mode'.

- Distribution lists that are created with Entourage client are stored in the local database and are not replicated to the Exchange account. Accordingly, distribution lists created with Outlook 2003 or OWA are stored on the Exchange server and do not render properly on the Entourage client.
• Entourage lacks some calendar functionality familiar to Outlook users. It does not detect whether an invitation is out of date or conflicts with other events nor does it support invitation counterproposals.

• Although rules stored on the Exchange Server will run. Exchange Server-based rules cannot be created or changed by using Entourage. (Workaround – create rules in PC-based Outlook or OWA-premium client)

• There is no ‘Out of Office’ template for Entourage clients. Out of office notification must be treated as a new rule.

• Entourage does not support synchronizing Tasks or Notes to Exchange servers