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CHIEF OF NAVAL AIR TRAINING
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CNATRAINST 5230.5B
N6
11 Aug 16

CNATRA INSTRUCTION 5230.5B

Subj: NEXT GENERATION ENTERPRISE NETWORK OUTLOOK E-MAIL FILE
       SIZE LIMITS POLICY AND USER HELP GUIDES

Ref: (a) Navy Contract N00039-13-D-0013
       (b) SECNAVINST 5720.47B
       (c) CNATRAINST 5200.9
       (d) CNATRAINST 5230.2B

Encl: (1) Contact Information for COR, DCTR and ITPOCs
       (2) List of UICs
       (3) Web Links to References and User Help Guides
       (4) How to Send Large Outlook Attachments

1. Purpose. To provide policy and guidelines for Next
Generation Enterprise Network (NGEN) Outlook e-mail file sizes
and user's help guides. NGEN contract details are in reference
(a). E-mail content policies are in reference (b). Chief of
Naval Air Training (CNATRA) Chief Information Officer (CIO)
Mission, Functions and Policy are in reference (c). Help Desk
Procedures for CNATRA Technical and Application Support for NGEN
are in reference (d). NGEN Outlook e-mail file size limits have
been approved by the Chief of Naval Operations (CNO) and
executed by the Program Executive Office for Enterprise
Information Systems (PEO-EIS) to enforce and preserve bandwidth.
Enclosures (1) through (4) are for users who may require
assistance and guidance to store over the limit files either by
archiving old files, saving onto the hard drive, or storing
files in a personal storage file. In the event a user is not
sure on how to apply these guidelines, he or she may call the
NGEN Help Desk at 1-866-843-6624 at San Diego, California, for
further technical support.

2. Cancellation. CNATRAINST 5230.5A

3. Background. NGEN Outlook file sizes are limited to increase
bandwidth and provide better functionality to the mail exchange
server. This restriction is maintained under the NGEN contract.
Size limitations have been implemented to improve system
performance and reliability.

4. Policy. All NGEN Outlook e-mail users will have the following file size allowances:

    a. The default storage capacity of all standard account mailboxes is 2 GB.

The following table explains the thresholds for mailboxes on the NGEN Outlook Exchange 2010 server:

Exchange 2010 Mailbox Size	Mailbox Actions
Less than 5 MB below limit	If approaching the storage limit for any NGEN email profiles. An automated email will be received that the mailbox is almost full.
2 GB	If the storage limit is reached a second email notice will be received prohibiting emails from being sent until the mailbox size is reduced to less than 2097152 KB.
More than 2 GB	User is unable to send or receive email traffic.

        (1) The inbox size limit is based on all folders in the mailbox. This includes Contacts, Calendar Appointments/Meetings, Sent Items, Deleted Items, and any other user-created folders.

        (2) Laptop users: Data saved to the H: drive is available only if connected to the network either directly via docking station, port replicator, or remotely using Remote Access Service (RAS).

b. The type of NGEN account will determine the amount of H: drive storage space allotted. The table below outlines the amount of storage space per account type:

Account Type	H Drive Storage Space
Standard NMCI Account	5 GB
Lite Account	200 MB
Lite Account Without Storage	None
Logon Only Account (when available)	None

If 90 percent of storage limit is reached on the H: drive (5242880 KB or 180 MB for Lite Accounts), a warning window appears stating that the user is approaching capacity.

c. Total Shared file storage (S: Drive)is based on the number of network users in the command.

(1) Users will maintain Outlook folder sizes within allotted allowances. Anything exceeding over the collective limit must be archived, stored on the network storage H: or stored on the user's hard drive.

(2) When an excess over the limit warning message appears on the Outlook in-box, the user will continue receiving e-mails. However, the user will not be able to send e-mails, until the folder sizes have been reduced.

5. Procedures/Actions. Refer to references and user help guides at web links in enclosure (3) for assistance in maintaining and/or keeping under or within the prescribed folder sizes range. Enclosure (4) refers to How to Send Large Outlook Attachments.

6. Responsibility. CNATRA CIO is the official authority for NGEN for CNATRA, Naval Air Training Command (NATRACOM) and the Naval Flight Demonstration Squadron (NFDS/Blue Angels) units. All actions and documentations relative to NGEN will be channeled and coordinated through the CNATRA CIO office. Unit Commanding Officers will implement this policy and guidance within their commands upon NGEN implementation. Contact information for Contract Officer Representatives (COR), Deputy Contract Technical Representative (DCTR) and ITPOCs can be found

in enclosure (1) and a list of Unit Identification Codes (UICs) can be found in enclosure (2).

7. <u>Contact Information for CNATRA CIO</u>. CNATRA (N6), 9035 Ocean Dr., Suite 102, Corpus Christi, TX 78419, DSN 861-3213 or Commercial (361) 961-3213.

D. M. EDGECOMB
Chief of Staff

Distribution:
CNATRA Website
CNATRA SharePoint

CONTACT INFORMATION FOR COR, DCTR and ITPOCs

DCTR and COR: Frank Delafuente, CNATRA N6
9035 Ocean Street
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Corpus Christi, Texas 78419
DSN 861-5382 or (361) 961-5382

ITPOC: Ray Vanderpool Serving CNATRA HQ Staff, CNATRA N634
250 Lexington Blvd, Suite 1089
Corpus Christi, Texas 78419
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ITPOC: Jessie Brown Serving TRAWING ONE Units
101 Fuller Road, Suite 250, Room 2074
NAS Meridian, MS 39309
DSN 637-2437 or (601) 679-2437

ITPOC: Enrique Lopez Serving TRAWING TWO Units
614 McCain Street, Suite 216
Kingsville, TX 78363
DSN 876-6164 or (361) 516-6164

ITPOC: Rhonda Rombs Serving TRAWING FOUR Units
245 5th Street Suite 211
Corpus Christi TX, 78419
DSN 861-5258 or (361) 961-5258

ITPOC: Dwayne Johnson Serving TRAWING FIVE Units
7510 USS Enterprise Street
Building 1415 Suite 8
Milton, FL 32570-6000
DSN 868-7386 or (850) 623-7386

ITPOC: Robert Fast Serving TRAWING SIX Units and NAVFLTDEMRON
(NFDS/BLUE ANGELS)
390 San Carlos Rd, Suite S208
Pensacola, FL 32508
DSN 922-9523 or (850) 452-9523

<u>LIST OF UNIT IDENTIFICATION CODES (UICs)</u>
(To be used for MAC actions)

CNATRA   N63110

TRAWING ONE   N09251

TRAWING TWO   N09239

TRAWING FOUR   N52812

TRAWING FIVE   N52813

TRAWING SIX   N52814

NAVFLTDEMRON (NFDS/BLUE ANGELS)   N30929

WEB LINKS TO REFERENCES AND USER HELP GUIDES

Note: If clicking the link does not work, try copying the link and pasting it into the web browser.

N00039-13-D-0013 (June 27, 2013)
http://archive.defense.gov/Contracts/Contract.aspx?ContractID=5074

SECNAVINST 5720.47B, Department of the Navy Policy for Content of Publicly Accessible World Wide Web Sites
https://doni.daps.dla.mil/secnav.aspx

CNATRAINST 5200.9, Chief of Naval Air Training Command Information Officer Responsibilities, Functions, Relationships and Authorities
https://www.cnatra.navy.mil/pubs-instructions.asp

CNATRAINST 5230.2B, Help Desk Procedures for CNATRA Technical Support for Next Generation Enterprise Networks
https://www.cnatra.navy.mil/pubs-instructions.asp

NGEN HOME PAGE
http://www.public.navy.mil/spawar/PEOEIS/NEN/NGEN/Pages/default.aspx

NGEN CLIN INDEX
https://www.homeport.navy.mil/services/clin/

NMCI HELPDESK CONTACT INFORMATION
http://www.public.navy.mil/spawar/PEOEIS/Pages/ContactUs.aspx

SHORTCUT TO EMAIL FOLDER SIZE

The following is an easy short cut to reveal the status of personal Outlook e-mail folder size at any time of the day:

    a. INSTRUCTIONS 1

        (1) Open Outlook, right-click on email folder in the left menu.

Example: john.doe@navy.mil

(2) Click on "Data File Properties".

(3) Click on "Folder Size".

Note: Limit is 2097152 KB.

    b.   INSTRUCTIONS 2

(1) Open Outlook, click the "File" tab on the menu bar.

(2) Click on "Cleanup Tools".

(3) Click on "Mailbox Cleanup".

(4) Click on "View Mailbox Size".

(5) Click on the "Server Data" tab.

Note: Limit is 2097152 KB.

Note: ALL calendar + Contacts + Deleted Items + Drafts + Inbox +
Journal + Notes + Outbox + Sent items count for the maximum
folder size, that needs to be reduced. All Deleted files must
also be deleted in order not to count against the allotted
totals.

PERSONAL FOLDER (PST) FREQUENTLY ASKED QUESTIONS

    a. How to create a new .PST file.

    b. How to compact the size of .PST file.
https://www.homeport.navy.mil/training/tips/pst-faq/

WINZIP TOPIC GUIDE
https://www.homeport.navy.mil/support/articles/winzip-qrg/

MICROSOFT OUTLOOK TOPIC GUIDE

    a. Outlook User Information Guide:
https://servman/sm/ess.do

    b. What's new in Microsoft Outlook 2010

Enclosure (3)

https://support.office.com/en-us/article/Whats-new-in-Microsoft-Outlook-2010-18c53bbe-8280-4fdd-b3f1-198adc57fc86?ui=en-US&rs=en-US&ad=US

GOLD DISK SOFTWARE CONTENTS

    a. Windows7 Operating System

        (1) Office Suite

           (a) Microsoft Office

    b. Utility Applications

        (1) WinZip

        (2) Adobe Reader

    c. Web Support Applications

        (1) Internet Explorer

        (2) Flash Player

        (3) QuickTime

        (4) Real Player

    d. Security

        (1) Antivirus

    e. Miscellaneous Support

        (1) JAVA

        (2) .Net

STANDARD FIXED WORKSTATION
https://www.homeport.navy.mil/services/clin/0101ac/

LAPTOP TIPS ON MANAGEMENT
https://www.homeport.navy.mil/training/tips/shortcuts/

RAS USER GUIDE
https://www.homeport.navy.mil/support/articles/preparing-ras-windows7/

HOW TO USE OUTLOOK WEB ACCESS (OWA) USER GUIDE

This gives several links for requirements to use OWA. The user guide is under "Guides".
https://www.homeport.navy.mil/training/owa/

HOW TO MANAGE "H" DRIVE
https://www.homeport.navy.mil/training/tips/storage/

Enclosure (3)

<u>HOW TO SEND LARGE OUTLOOK ATTACHMENTS</u>

R 261335Z FEB 04 PSN 658655I35

From: COMNAVNETWARCOM NORFOLK VA

To: ALCND
ZEN/ALNGEN

INFO ZEN/COMNAVNETWARCOM NORFOLK VA

BT
UNCLAS
QQQQ
SUBJ: NGEN INFORMATION ADVISORY (NIA) 04-04, MAXIMUM EMAIL FILE
SIZE
UNCLASSIFIED//
THIS IS AN UNNUMBERED ALCND.

MSGID/GENADMIN/COMNAVNETWARCOM NORFOLK VA//

SUBJ/NGEN INFORMATION ADVISORY (NIA) 04-04, MAXIMUM EMAIL FILE
SIZE//

REF/A/GENADMIN/COMNAVNETWARCOM/231902ZDEC2002//

AMPN/REF A IS NGEN INFORMATION ADVISORY (NIA) AND BULLETIN (NIB)
PROMULGATION MESSAGE.//
POC/DAN DELGROSSO/CTR/NETWARCOM/LOC:NORFOLK/TEL:757.417.6754
(X9)
/EMAIL:DAN.DELGROSSO@NAVY.MIL//

RMKS/
1. IAW REF A, THIS JOINT NAVY - MARINE CORPS NIA ESTABLISHES
MAXIMUM EMAIL ATTACHMENT FILE SIZE TO 10MB FOR NGEN. THIS
POLICY APPLIES ONLY TO THE NGEN UNCLASSIFIED NETWORK.

2. <u>BACKGROUND</u>. NGEN EMAIL ATTACHMENTS IN EXCESS OF 10MB SLOW
NETWORK TRAFFIC AND DO NOT FOLLOW BEST PRACTICES FOR MAIL SIZE.
DIRECTOR NGEN AND THE STAKE HOLDERS COUNCIL HAVE PREVIOUSLY
AGREED TO THE 10 MB LIMIT. BY REDUCING UNUSUALLY LARGE EMAIL
AND ATTACHMENT QUANTITIES, ALL NGEN USERS WILL BENEFIT FROM
GREATLY IMPROVED STABILITY AND FASTER RESPONSE TIME OF THE NGEN
EMAIL SERVICE.

3. <u>POLICY</u>. ON 01 APR 2004, THE TOTAL SIZE OF ALL ATTACHMENTS
TO ANY SINGLE OUTGOING EMAIL WILL BE LIMITED TO 10MB. THE NGEN
CONTRACTOR WILL SET THIS LIMIT ON ALL NGEN USER EMAIL ACCOUNTS.
AS A RESULT, EMAILS WITH ATTACHMENTS THAT EXCEED 10 MB WILL BE
REJECTED.

4. IN THE NEAR FUTURE, THE ABILITY WILL EXIST FOR NGEN USERS TO
POST LARGE FILES TO THE ENTERPRISE FILE SPACE (EFS).

5. AT THE PRESENT TIME, AS AN ALTERNATIVE TO SENDING LARGE
EMAILS, THE FOLLOWING PROCEDURE MAY BE USED, GIVING NGEN USERS A
MEANS TO ACCESS LARGE FILES:

   A. NGEN USERS MAY SHARE FOLDERS AND FILES ON THEIR PERSONAL
SHARE DRIVE (H:) SPACE WITH OTHER NGEN USERS. THE ORIGINATOR
GIVES PERMISSIONS TO INTENDED ADDRESSEES AS FOLLOWS:

      (1) IN WINDOWS EXPLORER, RIGHT CLICK ON THE H: DRIVE
FOLDER OR FILE THAT YOU DESIRE TO SHARE WITH OTHER NGEN USERS.

      (2) LEFT CLICK PROPERTIES, LEFT CLICK SECURITY TAB, AND
CLICK ADD BUTTON.

      (3) IN THE TOP MOST PULL-DOWN MENU, SELECT NADS.NAVY.MIL
AS THE DIRECTORY TO BE SEARCHED FOR. OTHERWISE IN THE NEXT
STEP, ONLY USERS IN YOUR DOMAIN WILL BE EXAMINED.

      (4) IN THE BOTTOM BOX, TYPE IN THE NGEN USERS LOG-IN
NAME (E.G. FIRSTNAME.LASTNAME). THE CORRECT LOG-IN NAME CAN BE
FOUND IN THE NGEN GAL, CLICKING ON THE NGEN USERS NAME, AND
PROPERTIES. THE CORRECT LOGIN NAME IS LISTED UNDER THE ALIAS
BLOCK.

      (5) NAMES ARE REQUIRED TO BE SEPARATED BY SEMI-COLONS.

      (6) AFTER TYPING IN THE NAME IN THE BOTTOM BOX, SELECT
CHECK NAME. THE NAME SHOULD RESOLVE INTO AN EMAIL ADDRESS.

      (7) CLICK OK. REPEAT THE PROCEDURE UNTIL ALL INTENDED
ADDRESSES ARE SELECTED. THE NAMES SHOULD THEN AUTOMATICALLY BE
ADDED TO THE TOP BOX.

(8) THE BOTTOM BOX WILL NOW SHOW BLOCKS THAT NEED TO BE CHECKED TO GIVE FULL ACCESS, READ, WRITE ETC. SELECT THE APPROPRIATE ACCESS. CLICK OK. INTENDED USERS NOW HAVE ACCESS TO ONLY THE FOLDERS AND FILES YOU AUTHORIZED.

(9) EACH NGEN USER WILL NOW NEED TO MAP TO YOUR H: DRIVE. TO DETERMINE PATH TO MAP TO THE INTENDED FILE, GO TO WINDOWS EXPLORER, AND SCROLL DOWN TO YOUR H: DRIVE.

(10) THE NGEN SERVER NAME THAT YOUR ACCOUNT USES SHOULD BE LISTED AFTER YOUR LOG-IN NAME FOLLOWED BY A $ SIGN. FOR EXAMPLE: JOHN.DOE$ ON NAEAWNYDFS02VB. DETERMINING THE PATH IS A MATTER OF TYPING A DOUBLE BACK SLASH, THE SERVER NAME, YOUR LOGIN NAME AND A $ SIGN FOLLOWED BY A BACK SLASH, THEN THE NAME OF THE FOLDER OR FILE.

EXAMPLE:\\NAEAWNYDFS02VB\JOHN.DOE$\FOLDERNAME.

(11) THIS PATH WOULD THEN BE SENT TO THE INTENDED NGEN USERS WHO WOULD NEED TO MAP TO YOUR H: DRIVE.

(12) THE NGEN USER SHOULD SELECT MY COMPUTER, TOOLS, MAP NETWORK DRIVE, PASTING THE PATH IN THE FOLDER BLOCK AND FINISH. WINDOWS WILL THEN CONNECT TO THE AUTHORIZED FOLDER OR FILE.

B. THESE PROCEDURES WILL ALSO BE MADE AVAILABLE ON THE NGEN HOMEPORT HTTP:/HOMEPORT, UNDER USER TRAINING THEN NGEN USER INFORMATION.

6. <u>EXCEPTIONS</u>. UNIT COMMANDERS MAY HAVE THE 10 MB LIMIT REMOVED FOR THOSE USERS WITH A CURRENT OPERATIONAL NEED TO SEND FILES LARGER THAN 10 MB. THE EXCEPTION SHALL ONLY BE GRANTED WHEN THE ALTERNATIVE SUGGESTED ABOVE CAN NOT MEET THE FUNCTIONAL NATURE OF THE USER'S JOB.

NOTE: THE OPERATIONAL NATURE OF COMMAND CENTER WATCH OFFICERS IS SUCH THAT THEY SHOULD ALWAYS BE WAIVED.

7. THE FOLLOWING PROCEDURE WILL BE FOLLOWED TO OBTAIN WAIVERS:

A.   CURRENT USER. UNIT COMMANDS MAY PREPARE AN INITIAL, NO COST ADMIN MOVE ADD CHANGE (MAC) REQUEST THAT CONTAINS A LIST OF ALL USERS THAT MEET WAIVER CRITERIA. COMMANDS WILL SUBMIT THE INITIAL USER WAIVER LIST THROUGH NORMAL MAC PROCESSING CHANNELS NO LATER THAN 15 MAR 2004. INCLUDE FULL NAME, NGEN EMAIL ACCOUNT AND COMMAND NAME OF EACH USER. THE WAIVED USERS WILL REMAIN ON THE EXCEPTION LIST UNTIL REMOVED BY THE COMMAND. COMMANDS WILL MAINTAIN A CURRENT EXCEPTIONS LIST AND WILL REVIEW AND MODIFY THE LIST QUARTERLY. AN ADMIN MAC WILL BE SUBMITTED AS REQUIRED TO UPDATE THE LIST. THE REVISED LIST WILL INDICATE USERS AS DELETIONS, ADDITIONS OR NO CHANGE.

B.   ACCESSIONS. WHEN NEW MEMBERS JOIN A COMMAND, COMMANDS WILL INDICATE USERS WHO REQUIRE WAIVERS ON THE SERVICE REQUESTS FOR NEW COMMAND MEMBER.

C.   EMERGENT NEED. COMMANDS MAY SUBMIT AN ADMIN MAC AT ANY TIME TO ADD USERS TO THEIR WAIVER LIST.

8. ACTIVITIES CUTTING OVER. PRIOR TO BEGINNING CUTOVER, ACTIVITIES WILL IDENTIFY USERS REQUIRING A WAIVER ON THE SERVICE REQUEST PREPARED DURING THE TRANSITION PROCESS.

9. 30 MB INBOUND/OUTBOUND LIMITS. REGARDLESS OF THE 10MB WAIVER, THERE IS AN ABSOLUTE LIMIT OF 30MB FOR INBOUND/OUTBOUND EMAIL.

10. FORCED WAIVER REDUCTION. HP ENTERPRISE SERVICES WILL NOTIFY NETWARCOM (NAVY), THROUGH NNSOC/GNOC AND HQMC C4 (MARINE CORPS), IF THE NUMBER OF WAIVERS BECOMES EXCESSIVE, EFFECTING OVERALL EMAIL PERFORMANCE. IN THIS CASE, NETWARCOM AND HQMC C4 WILL TAKE APPROPRIATE STEPS TO REDUCE THE NUMBER OF WAIVERS.

11. THIS NIA WILL REMAIN IN EFFECT UNTIL CANCELED OR SUPERCEDED.

BT
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NNNN

ACTION:
MDSOPR CNATRA