



DEPARTMENT OF THE NAVY
CHIEF OF NAVAL AIR TRAINING
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CNATRAINST 5230.5D
N6
16 Aug 2018

CNATRAINST 5230.5D

From: Chief of Naval Air Training

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

Ref: (a) Navy Contract N00039-13-D-0013 awarded to HP Enterprise Services, June 27, 2013
(b) SECNAVINST 5720.47B, Department of the Navy Policy for Content of Publicly
Accessible World Wide Web Sites
(c) CNATRAINST 5200.9A, Chief of Naval Air Training Command Information Officer
Responsibilities, Functions, Relationships and Authorities
(d) CNATRAINST 5230.2d, Help Desk Procedures for Technical and Application
Support for Next Generation Enterprise Networks

Encl: (1) Contact Information for NATRACOM DCTR and ITPOCs
(2) List of UICs
(3) List of Web Links to References
(4) Shortcut to Email Folder Size
(5) Frequently Asked Questions

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 5230.5C

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.

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.

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 (2097152 KB or 180 MB for Lite Accounts), a warning window appears stating that the user is approaching capacity.

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

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. 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 NGEN authority 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 NATRACOM 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. Review and Effective Date. Per OPNAVINST 5215.17A, CNATRA N6 will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, DoD, SECNAV, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will automatically expire 5 years after the effective date unless reissued or cancelled prior to the 5-year anniversary date, or an extension has been granted.

8. Contact Information for CNATRA CIO: CNATRA (N6), 9035 Ocean Drive, Suite 322, Corpus Christi, TX 78419, DSN 861-3213 or Commercial (361) 961-3213.

S.B. STARKEY
Chief of Staff

Distribution:
CNATRA SharePoint and CNATRA Website

CONTACT INFORMATION FOR NATRACOM DCTR and ITPOCs

NATRACOM DCTR: Frank Delafuente, CNATRA N61
9035 Ocean Street
Building 10, Suite 325
Corpus Christi, Texas 78419
DSN 861-5382 or (361) 961-5382

ITPOC: TBD, serving CNATRA Headquarters
250 Lexington Blvd., Suite 1089
Corpus Christi, Texas 78419
DSN 861-2456 or (361) 961-2456

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: Blane Padilla Serving TRAWING SIX Units
390 San Carlos Rd, Suite S208
Pensacola, FL 32508
DSN 922-9523 or (850) 452-9523

ITSS: David Bone Serving NFDS/Blue Angels
390 San Carlos Rd, Suite A
Pensacola, FL 32508-5333
(850) 736-6512

LIST OF UNIT IDENTIFICATION CODES (UICs)
(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

LIST OF WEB LINKS TO REFERENCES

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 5200.9A, Chief of Naval Air Training Command Information Officer Responsibilities, Functions, Relationships and Authorities

<https://www.cnatra.navy.mil/pubs-instructions.asp>

CNATRAINST 5230.2D, Help Desk Procedures for Technical and Application Support for Next Generation Enterprise Network

<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>

NMCI e-Learning

<https://www.homeport.navy.mil/training/elearning> (Instructions to create an account)

<https://nmcitraining.skillport.com/skillportfe/login.action> (e-Learning/Skillport access)

HP Service Manager

<https://servman/sm/index.do>

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.

FREQUENTLY ASKED QUESTIONS

1. Access the NMCI e-Learning website/Skillport for training on topics listed below or for other topics of interest.

<https://nmcitraining.skillport.com/skillportfe/login.action>

Note: User's may need to create an account in Skillport to access.

2. Follow the instructions on the Homeport website to create an account.

<https://www.homeport.navy.mil/training/elearning>

3. Access the HP Service Manager website information and knowledge base articles for topics below or other topics of interest. Select Search Knowledge Base for required information or answers to questions.

<https://servman/sm/index.do>

- a. PERSONAL FOLDER (PST)
- b. OUTLOOK WEB ACCESS (OWA)
- c. MICROSOFT OUTLOOK TOPICS
 - (1) What's new in Microsoft Outlook 2016
 - (2) Windows 10 Operating System
 - (a) Office Suite
 - 1. Microsoft Office
 - (3) Utility Applications
 - (a) WinZip
 - (b) Adobe Reader
 - (4) Web Support Applications
 - (a) Internet Explorer
 - (b) Flash Player
 - (c) QuickTime

(d) Real Player

(5) Security

(a) Antivirus

(6) Miscellaneous Support

(a) JAVA

(b) .Net

d. LAPTOP RAS USER GUIDES

e. WINZIP TOPIC GUIDES