

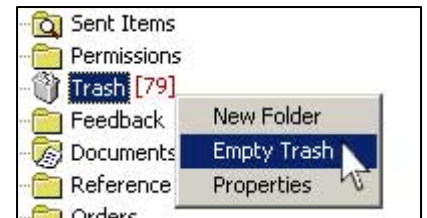
## AU GroupWise Mailbox Quota

Your GroupWise mailbox has a size limit of 100mb. If you reach your quota you will still be able to receive emails, however you will not be able to send any emails until your mailbox is below 100mb.

### Here are some tips to reduce the size of your mailbox:

Empty your Trash folder - sound simple? It is. Right click your trash bin and choose Empty Trash.

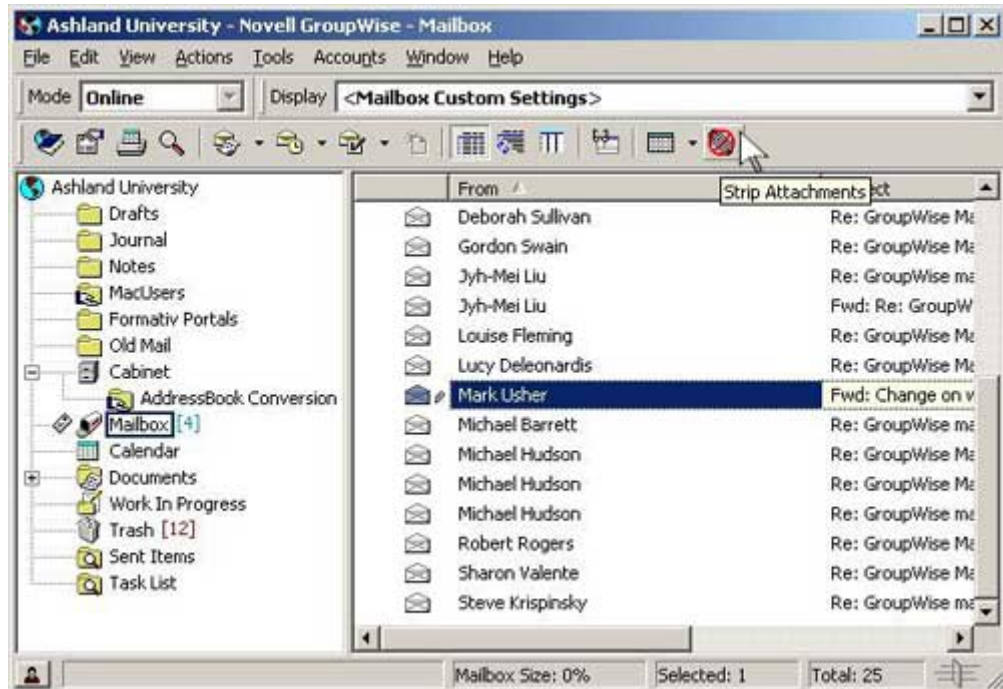
**Delete unneeded Sent items** - Many users do not even realize that the sent items use a considerable amount of space. This is especially true for photographs, music files and PDF's. Often times disk space usage is duplicated by the attachments in your sent items. You probably have another copy of this attachment on your local drive, H: drive, or department folder.



Save received attachments and delete the e-mail - Attachments can be saved to another location or burned to CD. Once the needed file is saved elsewhere, you can delete the e-mail and recover the space.

**Need to save the e-mail, but not the attachment?** - There is a freeware utility that can do this for you. <http://personal.ashland.edu/~helpdesk/gwstrip.zip> . You may install this program on your local computer. After restarting the GroupWise client, a new icon will appear in the toolbar. You may need to maximize your GroupWise window or change your toolbar setting to see this icon. Highlight the e-mail with the attachment you want removed and click the strip icon. A copy of the e-mail, without the attachment, will be created. The original e-mail and attachment will be deleted. For further help with this product, please contact the helpdesk at 5405.

*(GWStrip Screenshot)*



**Need to save the e-mail and attachment together** - Archive it. An archive mailbox looks almost identical to your GroupWise mailbox. The files in your archive are encrypted and can only be opened with the GroupWise client. You can manually archive important e-mail or setup autoarchive. To access your archived messages, simply choose file, open archive from the GroupWise window. The default location for your archive is your H: drive. Make sure you are logged into Eaglenet as yourself before archiving messages. Just like the mailbox itself, your H: drive will run out of space if care is not taken to manage the content.

<http://help.ashland.edu/faq/documents/manualarchive.pdf> or

<http://help.ashland.edu/faq/documents/autoarchive.pdf>

**Want to keep the size of your mailbox down and not fight the quota?** - When you need to send an attachment, on or off campus, place the attachment in your H:\www folder and send a link in the email instead of the attachment. An example of this link is <http://personal.ashland.edu/~username/filename.extension> . This greatly reduces the amount of space in everyone's mailbox. Many e-mail systems have extremely small quotas and one large attachment could put the recipient over their quota.

**Want the receiver to have to login to get this attachment?** - Place it in your H:\www\internal folder instead and use <http://personal.ashland.edu/~username/internal/filename.extension> as the link.

If you have any problems or questions please feel free to contact Information Technology at ext. 5045 (419-289-5045 off campus) or e-mail the HelpDesk at [help@ashland.edu](mailto:help@ashland.edu)

