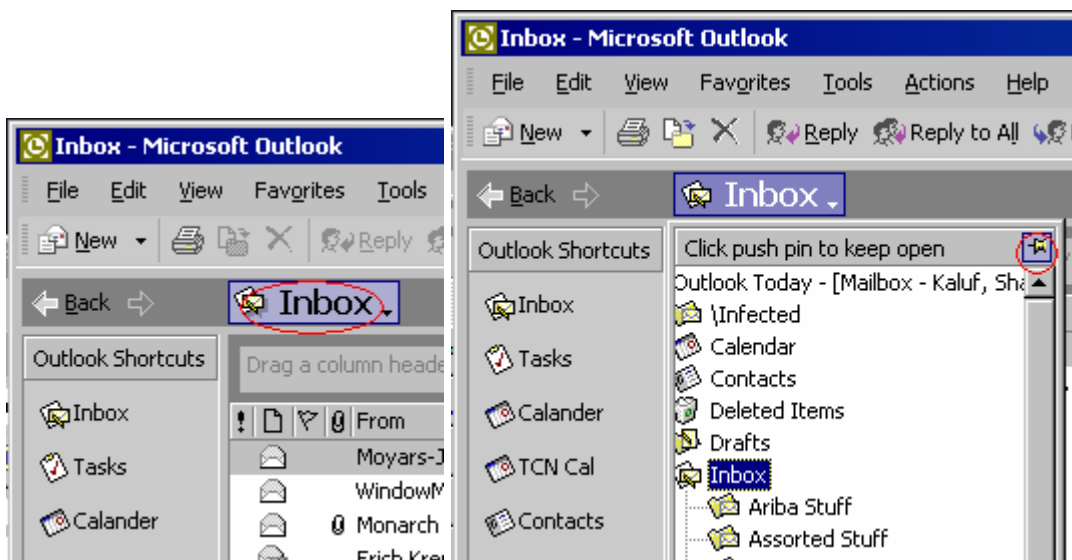


Outlook 2000/XP Over-quota Messages

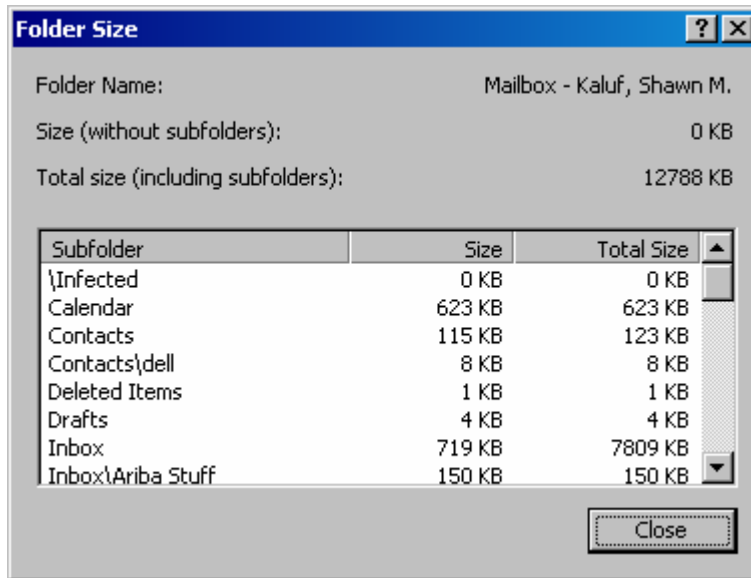
Your School of Technology e-mail account has limits to the amount of messages and their contents. These are called quotas. You will receive a warning about approaching the soft limit at 180MB. The soft limit quota is 200MB at which point you will not be able to send any messages although you will still be able to receive them. At 250MB, you will not be able to send or receive any messages. When you reach these values, you will receive an e-mailed warning from the system informing you of that fact. Below are some things you can do to see [where the bulk of the messages are](#), how to remove them, [how to recover them](#), and [how to archive them](#).

Finding the Large Messages

First, you can get a listing of what folders in your mailbox are taking up the most space. Typically, it will be your Deleted Items, Sent Items, or Inbox. To get this listing, first open up the Folder List in Outlook by clicking on the “Inbox” icon and clicking on the pin to hold the list in place.

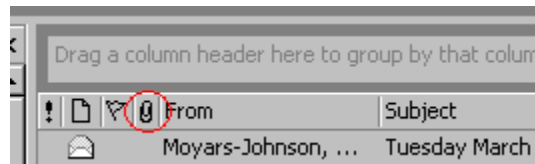


Next, right-mouse click on the top of your mailbox where it says “Outlook Today – [Mailbox – *Your full name*]” and go to Properties. Then click on the “Folder Size” button and it will report the size of all the messages in each folder in your mailbox.

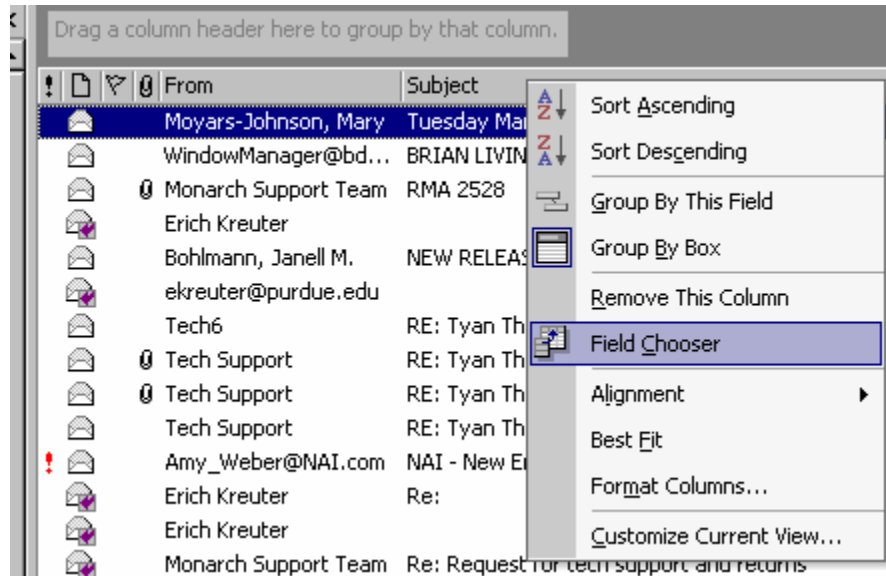


Note the “Total size (including subfolders)” to see how much stuff you have in your mailbox. As shown above, the mailbox listed has 12.788MB (12,788KB) worth of messages. If you scroll down, you’ll be able to see which folders have the most stuff in them as a starting point to see where to start deleting/removing items.

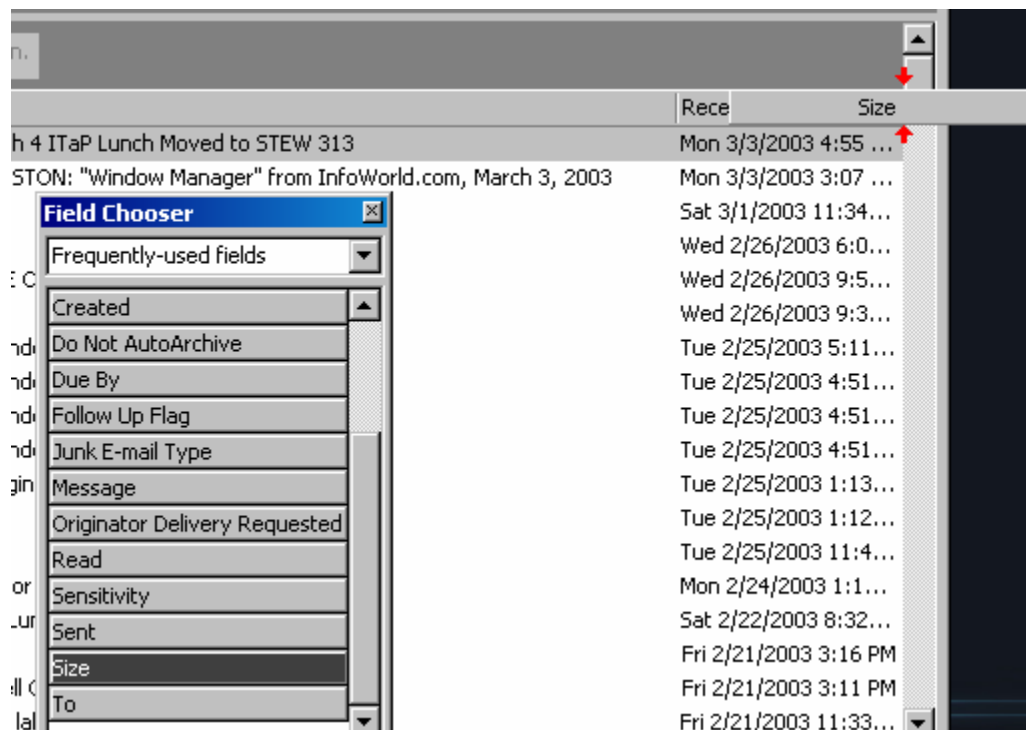
In this case, the Sent Items folder had 4MB worth of stuff in it, so these two windows were closed and the Sent Items folder was opened. Typically, messages with attachments will be the largest ones, so the messages could be sorted by those with attachments by clicking on the paper clip column.



Another more precise way would be to resort the messages by size. If you do not have a “Size” column, you can add it by right-mouse clicking on the columns and picking “Field Chooser”.



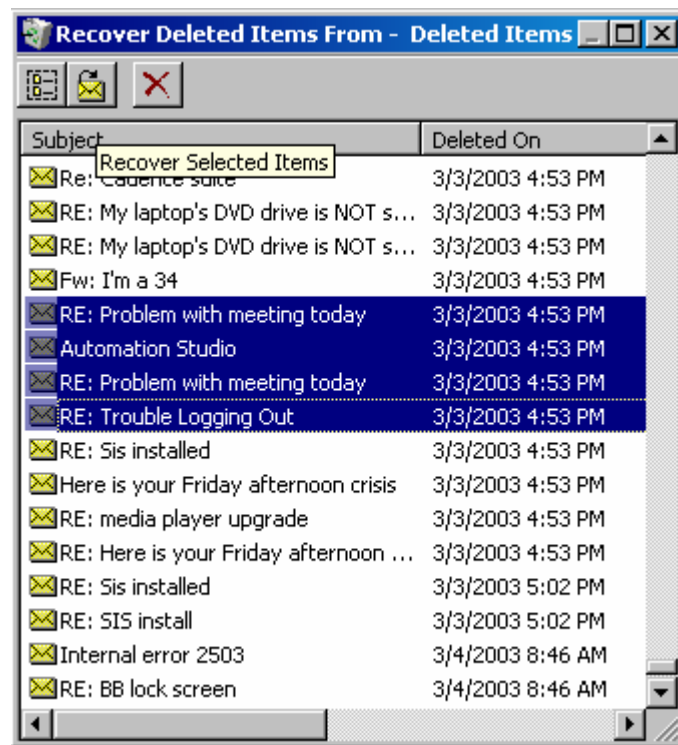
Scroll down and find the Size option, click on it, and drag it to the far right side of the column headings until the two red arrows show up. Then release to place the column heading.



Finally, click the Size column to resort the messages by size and then scroll down to the bottom to find the largest messages (again, probably having attachments). At this point, you can either save off the attachment to your H:\ drive, delete the message, or archive it. As with any deleting of messages, just deleting them will put them in your Deleted Items folder.

Recovering Deleted Items

You will need to empty your Deleted Items folder periodically to make sure they're gone. Also, if you delete items normally, empty the Deleted Items folder, and later realize you need to recover those items, there is a process for that as long as it's only been a few days since you emptied the folder. To do that, go to the Deleted Items folder and then go to the menu Tools->Recover Deleted Items.



Just select the items you wish to recover and click the middle icon on the top. This will move the previously deleted items back into your Deleted Items folder.

Archiving messages

Sometimes people would rather back up their messages rather than just deleting them. To do this, you can use the archive function of Outlook which can move the messages into a single file which can be stored on your H:\ drive (1Gb quota) rather than on the Exchange server (250Mb quota). There are three ways to do this depending on how automated you would like to make the process.

AutoArchive

The AutoArchive function is activated by going to Tools->Options->Other and clicking on the AutoArchive button. Checking the box to "Run AutoArchive every XX days" only turns the option on. At that point, you can select what operation you wish to run at

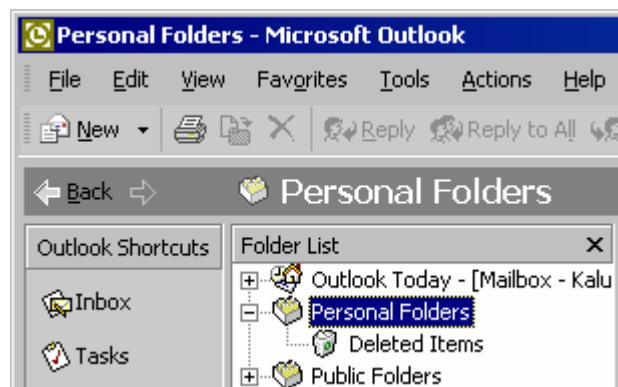
the scheduled times such as deleting the items and/or archiving the items into the file you specify. Next, you need to specify for each folder under your mailbox what archiving you would like for that folder. This can be done by right-mouse clicking on the folder in the “Folder List”, going to Properties, and then the AutoArchive tab. This is useful if you don’t want to archive a particular folder or want to set different archiving settings. Finally, when the time comes for a scheduled archive to run, Outlook will open the archive file temporarily, move the items into it, and then close the archive file.

Forced Archive

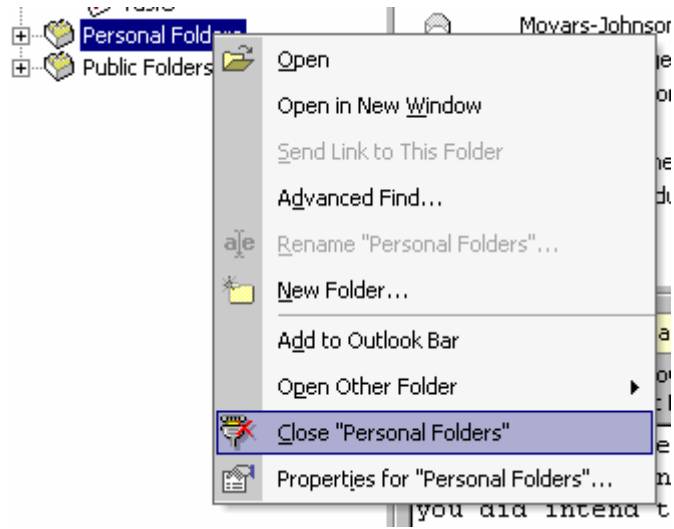
To force an archive of any specific folder at any given time, you can run the Archive function by going to File->Archive, selecting what folder you want to archive, how far you want to go back, and what file to archive the items into.

Manual Archiving, Opening and Closing Archive File/Folder

You can manually archive items by opening up a new Personal Folder, create the necessary folders you’ll need under it, and then dragging and dropping items from your mailbox on the Exchange server into the Personal Folder. Just go to File->Open and select “Outlook Data File” in Office XP or “Personal Folders File (*.pst)” in Office 2000, then select the archive file you wish to open. This will then display the Personal Folder in the Folder List window as shown below.



To close this Personal Folder, just right-mouse click on it and choose Close “Personal Folders”.



- Open
- Open in New Window
- Send Link to This Folder
- Advanced Find...
- Rename "Personal Folders"...
- New Folder...
- Add to Outlook Bar
- Open Other Folder
- Close "Personal Folders"**
- Properties for "Personal Folders"...