

Adjust Mailbox Size

One of the primary duties of the Administrator is to monitor the size of your users' mailboxes to ensure that they do not exceed the size limit on the server. Once the mailbox limit has been exceeded by approximately five percent (5.0%), the communication to the Exchange mailbox will shut down and the users will no longer be able to send or receive email. Users receive an Exchange system notification email when their mailboxes reach a pre-defined "warning limit" that the mailbox is approaching capacity. Upon receiving such a warning, the mailbox needs to be managed by either utilizing the archiving features of Outlook or Entourage, or by increasing the mailbox size.

Administrators should routinely access the *Storage Usage Report* in order to remain aware of users' mailbox size limits and usage in order to effectively manage the total allocated storage space.

1. Log into the Control Panel.

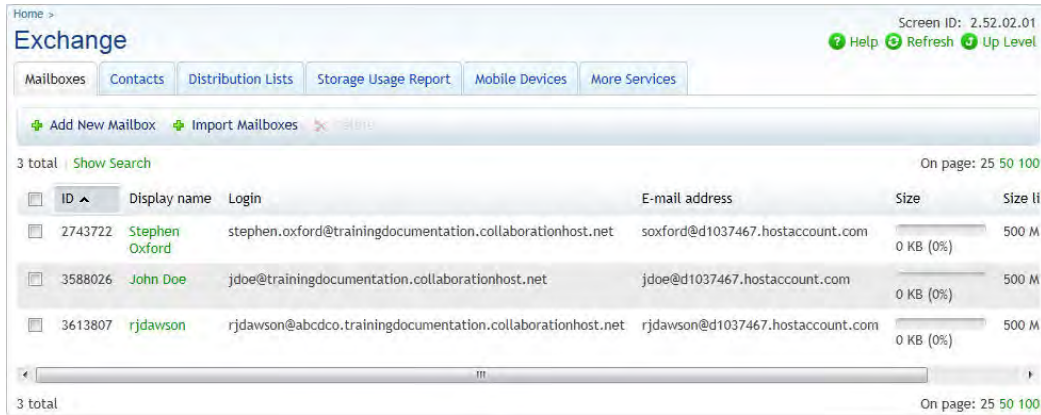
The Apptix Control Panel's main dashboard displays:

The screenshot displays the Apptix Control Panel dashboard. At the top, the Apptix logo is on the left, and the user's account information (Subscriber: SharePoint Enterprise - 10GB 500 Users: 1037467, Account ID: 1024809) and a Logout button are on the right. A navigation bar includes Home, Users, Exchange, SharePoint, More Services, Account, and Help & Support. A notification banner at the top left states: "Information: You have an unread notification from your provider. Read Now". The main content area is divided into several sections:

- Service Information:** Shows subscription details (SharePoint Enterprise - 10GB 500 Users (ID:1037467)), IP addresses (0 unit used of 1 unit), Diskspace (40.3 MB used of 10 GB), and SharePoint Sites (1 unit used of 1 unit). Links for "All Resource Usage" and "Subscription Resources" are provided.
- Exchange:** Provides managing facilities for mailboxes, public folders, distribution lists, contacts, and mail service general settings. Links for "Add New Mailbox" and "Mailboxes" are visible.
- SharePoint:** Allows viewing and managing SharePoint sites and users, as well as configuring administrator accounts. Links for "Add New Site", "Sites", "Add New User", and "Users" are present.
- More Services:** A section for managing special features of the current subscription, with a link for "Boundary Defense for Email".
- Account:** Displays "Outstanding Invoices" for \$ 0.00 and links for "Financial Documents", "Payment Methods", "Admins", "Change Password", and "Subscriptions".
- Users:** Offers options to "Create and manage users" and "Assign services to created users", with links for "Users" and "Create User".
- Store:** A section for purchasing additional services, domains, and more, with links for "Buy More Services", "Register New Domain", "Buy Additional Resources", and "Change Service Plan".
- Domains:** Provides a way to "Manage your domains and domain names", with links for "Registered Domains" and "Hosted Domains".

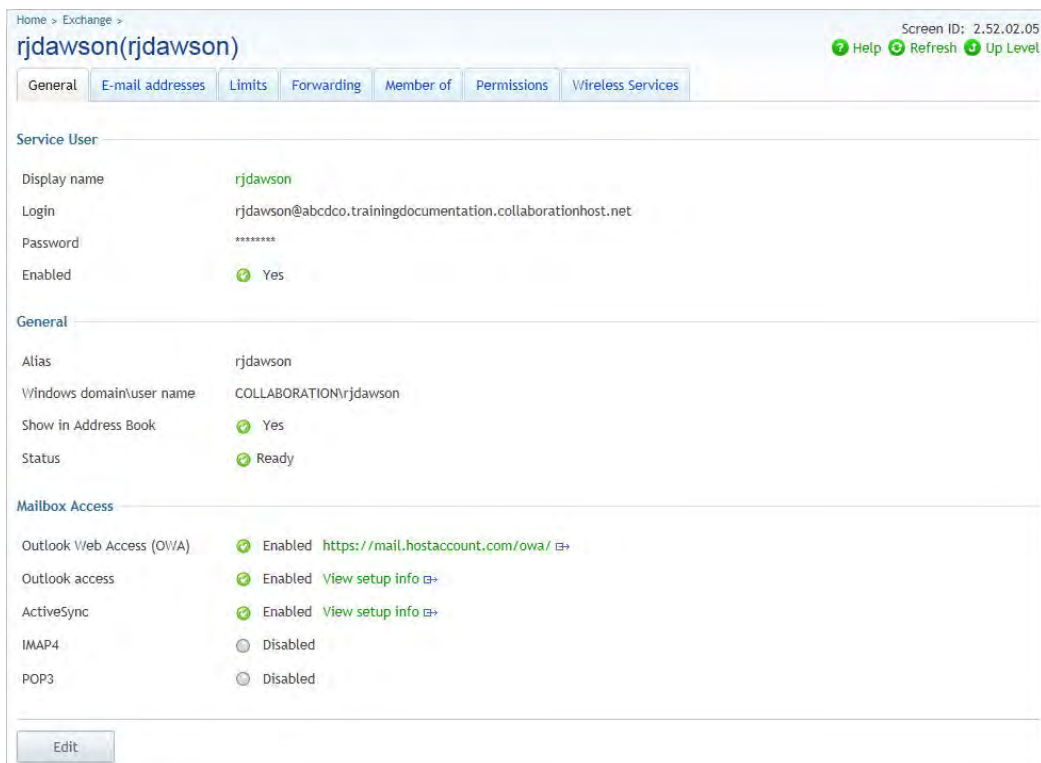
2. Select the **Mailboxes** shortcut from the **Exchange** section of the main dashboard.

The **Exchange** dashboard displays:



3. Select the mailbox in the list for which you wish to adjust the mailbox size by clicking the appropriate **Display name**.

The **Mailbox Details** for the selected mailbox display:



4. Select the **Limits** tab:

Home > Exchange > rjdawson(rjdawson) Screen ID: 2.52.02.20
Help Refresh Up Level

General E-mail addresses **Limits** Forwarding Member of Permissions Wireless Services

Mailbox Size

Size	0 KB (0%)
Issue warning at	450 MB Storage size the mailbox can occupy before a warning message is sent to the mailbox owner
Prohibit send at	500 MB Storage size the mailbox can occupy before the system prevents the mailbox owner from sending more messages
Size limit	500 MB Maximum storage size the mailbox can occupy before the system prevents the mailbox owner from sending and receiving more messages

Update Size

Delivery Restrictions

Maximum incoming item size	50 MB Maximum size of message that can be received to the mailbox
Maximum outgoing item size	50 MB Maximum size of message that can be sent from the mailbox
Maximum number of recipients	500 Maximum number of recipients the mailbox owner can send a message to

Deleted Items Retention

Keep deleted items for	14 day(s)
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Edit

Notice the **Mailbox Size** fields in the top half of the screen.

5. On the **Limits** tab, click the **[Edit]** button to access editable mailbox size information:

Home > Exchange > rjdawson(rjdawson) Screen ID: 2-52.02.21
Help Refresh Up Level

General E-mail addresses **Limits** Forwarding Member of Permissions Wireless Services

Mailbox Size

Size KB (0%)

Issue warning at MB
Storage size the mailbox can occupy before a warning message is sent to the mailbox owner. This value cannot be greater than the mailbox size limit

Prohibit send at MB
Storage size the mailbox can occupy before the system prevents the mailbox owner from sending more messages. This value cannot be greater than the mailbox size limit

Size limit MB
Available mail storage size: 9,240 MB; Maximum allowed mailbox size: 25,000 MB

Delivery Restrictions

Maximum incoming item size: 50 MB
Maximum size of message that can be received to the mailbox

Maximum outgoing item size: 50 MB
Maximum size of message that can be sent from the mailbox

Maximum number of recipients: 500
Maximum number of recipients the mailbox owner can send a message to

Deleted Items Retention

Keep deleted items for: 14 day(s)

Submit Cancel

6. Change the **Mailbox Size** limits as necessary:

- **Issue warning at:** When the mailbox reaches this size, the system notification warning email is sent to the user to indicate that the mailbox is approaching its capacity prior to being locked down. For a typical 5 GB mailbox, we advise setting this value at 500 MB less than the actual size of the mailbox in order to provide adequate warning for the mailbox size to be adjusted.
- **Prohibit send at:** We advise admins to set this value to 250 MB less than the actual mailbox size. When this limit is reached, the user will no longer be able to send email, though if the mailbox still has capacity the user will continue to receive email. This limit is utilized for users who routinely send large attachments in order to avoid accidentally locking down the mailbox due to sending a large email when nearing mailbox capacity.
- **Size limit:** This represents the actual capacity of the mailbox. Base the other two inputs above upon the value set here as the mailbox capacity.

7. Click **[Submit]** when finished.

Changes display on the **Limits** tab.

8. You may click the **[Update Size]** button to refresh the **Mailbox Size** information.