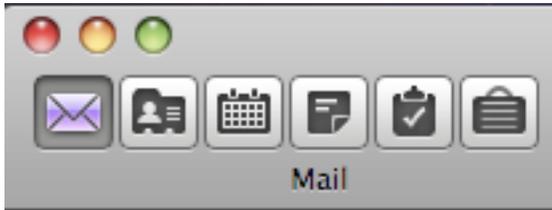




Entourage 2008 Mailbox Management

Mailbox Limits



What are Mailbox Limits?

A mailbox limit is the amount of E-mail that you can store in your mailbox on the server. These limits are put into effect to ensure the maintainability and recoverability of the E-mail system for all users.

The mailbox limits established for the system are as follows:

- **Warning:** 375 MB / 375000 KB You will receive an automatic system E-mail message stating that you are getting close to reaching your mailbox limit.
- **Prohibit Send:** 400 MB / 400000 KB You will **not** be able to send a message until your mailbox size is reduced to less than 400 MB.

Note: You will not be prohibited from receiving messages, even if you have reached your mailbox limit.

How will I know when I'm Approaching My Limit?

You will receive an automatic system E-mail message stating that you are getting close to reaching your mailbox limit.

Performance Issues Caused by Too Much Email on the Server

Entourage users experience poor performance when they work with a folder that contains too many items on a server.

Having a high number of items in the primary folders (Inbox, Sent Items, Deleted Items, Calendar, etc.) can cause Entourage to take a very long time to open. 5000 items is the recommended maximum amount of items in any one of the primary folders. Ideally, the number of items should be around 3500 or less for maximum performance.

Having more items in the primary folders causes Entourage to send multiple requests to the server every time the view is changed, the messages are scrolled through, etc.

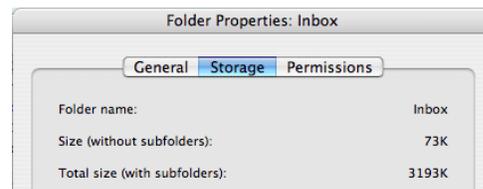
How can I Check How Much Space I'm Using?

You can easily view and manage how much disk space your Exchange Mail folders are using to ensure you are within established storage limits.

1. Open Entourage and click **Mail**.
2. Click the **Microsoft Exchange Server Icon** at the top of the Folder Tree.



3. Click **Edit** on the Menu Bar.
4. Scroll down and click **Folder Properties**.
5. Click the **Storage** Tab.



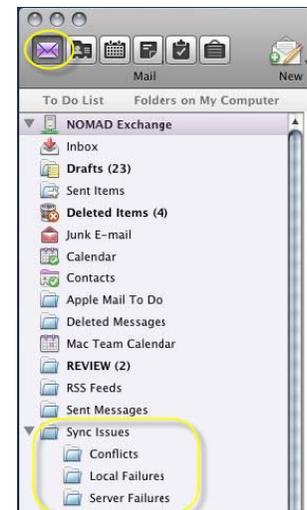
In the example shown above, the total size of all folders is 3193KB which is well under the limit of 200000 KB.

Tips for Reducing Your Mailbox Deleting 'Sync Issues' Items

The Sync Issues folder contains logs and items that your mail client is unable to synchronize with your mailbox on the Exchange server. When expanded, there are a total of four synchronization issues folders (Sync Issues, Conflicts, Local Failures, and Server Failures) that appear in the Folder List to the left of the mailbox window.

The Sync Issues folder is only displayed when you select the **Mail** icon from the **View** Options above the folder list.

Items in the Sync Issues folder are counted as part of your mailbox storage limit. The way to reduce the size of your mailbox is to delete the items in these folders. Since the Sync Issues folders are not always visible, the number of messages and storage space could increase with time, eventually consuming





Entourage 2008 Mailbox Management

valuable space in your mailbox.

Empty Your Deleted Items Folder

The Deleted Items folder on the server counts toward your. Empty this folder frequently.

- A) Position your mouse over the **Deleted Items** folder in your folder list, control click and choose **Empty "Deleted Items" Folder**, or
- B) From inside Entourage, select **Tools, Run Schedule, Edit Schedules**, and double click **Empty Deleted Items Folder**. Verify that **Action** says to **Deleted Mail from Deleted Items (your account name)** and not from **Deleted Items On My Computer**.
 - 1 Then, choose select **Tools, Run Schedule, Empty Deleted Items Folder**, or
 - 2 Set your Deleted Items Folder to automatically be emptied every time you exit Entourage by choosing **Tools, Run Schedule, Edit Schedules** and changing **When to On Quit**.

Empty Your Deleted Items Folder – Manually

1. Select the **Deleted Items** Folder.
2. Select all items in the deleted items folder. You can hold **Command** and click the letter A to select all items if you wish.



3. Click **Delete**.
4. A message will display which says, "Are you sure you want to permanently delete the selected message(s)?" Click **OK**.

Tip: You can shift-click to select a range of contiguous E-mails and/or command-click to select many non-contiguous E-mails if you do not wish to select all of your E-mails.

Note: Once you delete items from your Deleted Items folder, they are permanently deleted.

Delete Sent Items - Manually

When you send messages, a copy of the message is saved in your Sent Items folder. Items stored in the Sent Items are counted towards your limit. Sent Items can be deleted or moved from the server in order to reduce your Mailbox size.

1. Select the **Sent Items** folder from the folder list.
2. Select the messages you want to delete.

3. Press **Delete** on your keyboard.
4. Empty your Deleted Items Folder.

Tip: You can sort your messages by subject, recipient, or date and selectively delete your messages.

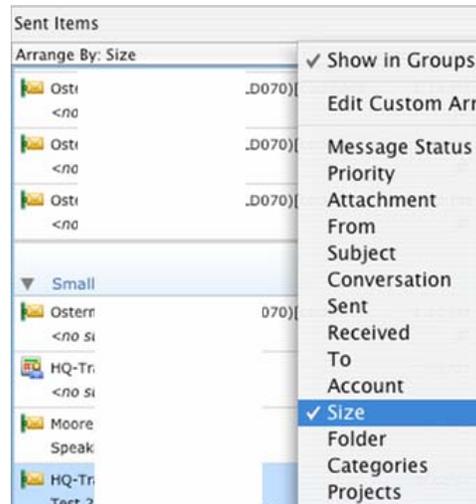
Archiving and PST files

In Entourage 2008, you can manually move messages from the server to your workstation, use rules to move incoming E-mails from the Server, or configure Entourage to automatically save sent E-mails on the local workstation.

Delete or Move Messages with Large Attachments - Manually

Moving or deleting messages with large attachments is a very useful way to reduce your Mailbox size on the server. Perform these steps for the Inbox, Sent Items and Deleted Items folders on the server. (You do not need to perform these steps for the Inbox, Sent Items and Deleted items folders under Folders on My Computer. Those folders are stored on your computer, not the server.)

1. In the Inbox, click the column header at the top of the Reading Pane and select **Size** to sort items by size.



2. Look for messages categorized as **Huge** or **Very Large**.
3. Select one of the three following options:
 - Option 1** — Delete the entire message if the E-mail and the attachment are no longer useful to you.
 - Option 2** — Open the message and save the attachment to a folder on your hard drive. After saving the attachment, delete the message.
 - Option 3** — Select the message and move the message to a folder on My Computer.



Entourage 2008 Mailbox Management

Note: Folders on My Computer do not count towards your mailbox limits.

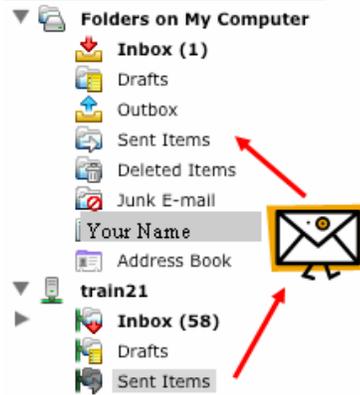
- Under **Add Action**, select **Move message**, and select **Inbox (On My Computer)**.
- Click **OK**.

Move Items from the Server to a Folder on My Computer – Manually

- Select a folder from the folder list on the server, such as the **Sent Items** folder.
- Open the folder and select the message(s) you want to move from that folder.
- Click the **Move** button.



- Select a folder under **Folders on My Computer**, such as the **Sent Items** folder.
- Click **Move**.
- or -
- Click **New Folder**, type a name for the new folder, and be sure to click a location for the new folder under **Folders on My Computer**, and click **Move**.



Using Rules to Move Incoming E-mails from the Server – Automatically

- On the Menu Bar, select **Tools** and then **Rules**.
- In the Rules Window, select **Mail (Exchange)**.
- Click **New**.
- Give the rule a name, such as “Move Incoming E-mail.”
- Select the Criterion, **From**, and **Is not**, and type your E-mail Address in the blank provided.

Note: Locate your correct E-mail address by looking yourself up in the Entourage Address Book, looking at the GAL in Outlook, or by calling the Help Desk. If your address is incorrect, the rule will not work.



Using Rules to Move Sent Items from the Server – Automatically

You can configure Entourage to automatically save sent E-mails on the local workstation instead of on the server. Setup is a two-step process; both steps are required.

Note: This process only works on one workstation. Any other systems or Outlook Web Access using a browser will still create E-mails in the Sent Items folder on the server that will need to be moved manually

Part A - Configure your workstation copy of Entourage not to save messages automatically on the server.

- From the menu bar, select **Entourage, Preferences**, and then **Compose**.
- Uncheck the **Save copies of Sent messages in Sent Items folder**.
- Click **OK**.

Part B - Create a rule to automatically save a copy of any mail you send to a specific folder on your local workstation.

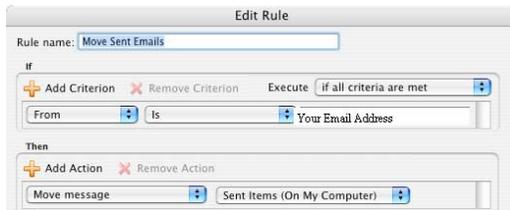
- On the Menu Bar, select **Tools** and then **Rules**.
- In the Rules Window, select **Outgoing**.
- Click **New**.
- Give the rule a name, such as “Move Sent E-mail.”
- Select the Criterion, **From**, and **Is**, and type your E-mail Address in the blank provided.

Note: The criterion **Is me** does not always work, particularly if you have multiple accounts configured. Therefore, locate your correct E-mail address by opening the Address Book in Entourage, clicking this icon with your name to the right of it, and typing in your name in the search box in the top right of the window. Or, you can call your local ODIN Help Desk.



Entourage 2008 Mailbox Management

- Under **Add Action**, select **Move message**, and select **Sent Items (On My Computer)**.



- Click **OK** and test the rule by sending a message to yourself. If it appears in the Sent Items folder under My Computer and not the Sent Items folder on the server, the rule is working.

More Information

Official NOMAD training materials and documentation are available at:

<https://nomadinternal.nasa.gov/nomad/documentation.html>

Provide suggestions or corrections to nomadao@mail.nasa.gov

Help Desk and Center Outreach contact information is available at: <https://nomadinternal.nasa.gov/nomad/nomadoutreach.html>