


Application: IT User Guide
Status: Published

Subject: **Lotus Notes**

Topic: Email

Title: **Managing Mailbox Disk Space R5**

Purpose: Use this procedure to limit the size of your mailbox.

Note: this procedure is to be read in conjunction with [Ricoh Email and Internet Usage Policy](#) 

Users are allowed a limit of 50 Mb of disk space for their mailbox. As the mailbox holds not only email message but also appointments and To Do list items, the disk space used can increase quickly. Users are prevented from sending email once the size of their mailbox exceeds the 50 Mb limit after receiving a warning at 45 Mb. The notes administrators will receive a message from the server and they in turn will require that you clean up your mailbox immediately. The message looks like this:



This procedure

- shows how to tell how much disk space is being used by your mailbox
- shows how to compact the mailbox to reduce wasted space within it

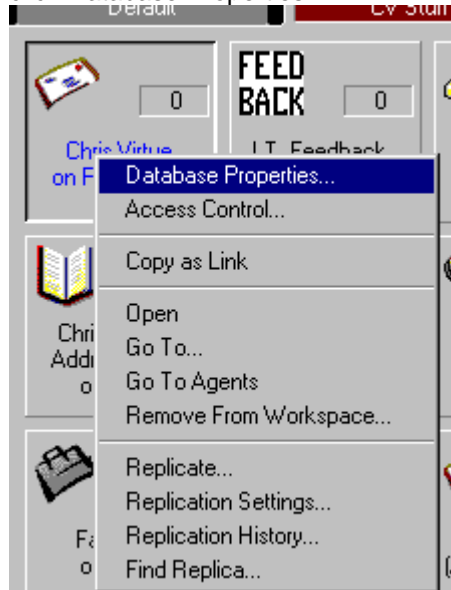
- provides tips on reducing the size of you mailbox

These tasks are part of regular housekeeping and should be performed by users once a month or when the size of the mailbox gets beyond 45 Mb.

Step	Action	Information
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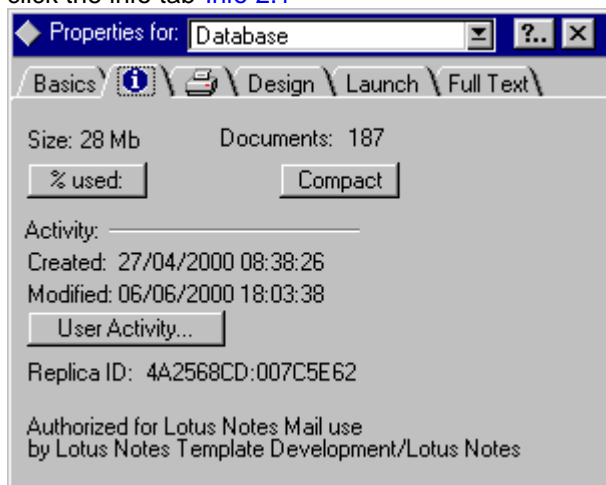
1 **Check how much disk space your mailbox is using:**

- from the Lotus Notes Workspace, right-click on your mailbox icon
- click Database Properties



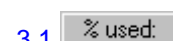
2 **At the Database Properties box:**

- click the info tab [Info 2.1](#)

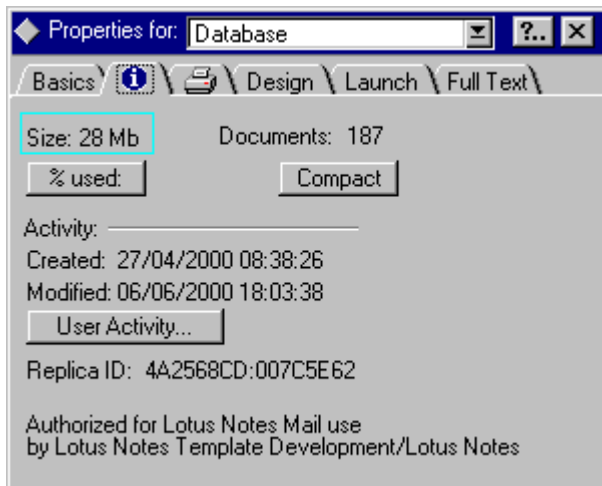


3 **Check the size of your mailbox:**

- check the figure in the top left corner



Some of the disk space used by your mailbox is not data. It is space that was used by deleted documents. Compacting the mailbox will



- to see how much of the space is being used by data
 - click the % used button [Info 3.1](#)
- to compact your mail box [Info 3.2](#)
 - ensure that your mailbox is closed
 - click the Compact button

4 To reduce the size of your mailbox:



- regularly delete messages that are no longer required [Info 4.1](#)
- delete messages that have attachments after you have detached the file [Info 4.2](#)
- regularly peruse your Sent folder [Info 4.1](#)

not only recover that unused space, but also make your mailbox perform better. It is good practice to compact your mailbox at least monthly. You should compact your mailbox when the percentage used drops below 90%.

3.2

How long your mailbox will take to compact will vary according to the size of the mailbox and the percentage used. It usually takes only a couple of minutes if done regularly.

Note: you can't use your mailbox while it is being compacted.

[4.1](#) Don't keep messages that are older than a month. If you really need to keep a record of correspondence, set up an archive. [See: Archiving Messages](#)  or use your journal. [See: Setting up and Using a Notes Journal](#) . That way, your messages are kept within the Notes system, but they're not clogging up the server.

[4.2](#) Because of the way that files are attached to messages, attachments are one and a half times the size of the original file! After receiving a file by email detach it, check that it is OK and then delete the message. Similarly, when you send an attachment, delete the message - you still have the original.

[4.3](#) The Sent folder is often overlooked when cleaning up - don't forget to purge sent messages, too.

