Lotus Notes
Automated eMail Data Base Size Warning
Frequently Asked Questions
April 7, 2008
Questions: Contact the UNMC Helpdesk at 559-7700

1. **Why did I get the warning popup?**
   The popup appeared because your mail box is becoming full and you need to delete old emails which are no longer needed. If you do not clean up your mail box soon, the mail box will continue to grow and when you reach the size limit you will be unable to save a copy of an email you are sending, save a draft or do anything where you write to your mail box. However, you will be able to send and receive emails.

2. **I have deleted my old emails and am still receiving the popup. What is my next step?**
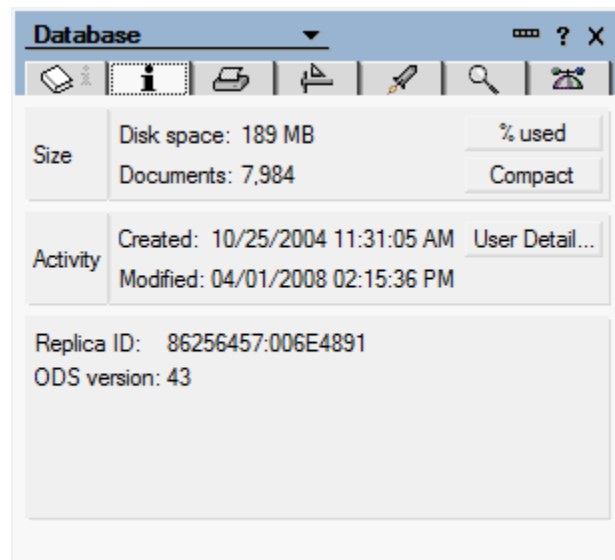   *In order to recover the disk space, you must delete your trash and then the system will compact your mail overnight.*

3. **I have done everything I can and am still receiving the popup. Can I get a larger mail box?**
   The HelpDesk will submit your request for a larger mail box to the Information Security Officer. She will work with your unit managemen to determine next steps.

4. **How will I know when I am reaching the full capacity?**
   The goal is for all email data bases to be less than 1 gigabyte (1000 megabytes which is about 53,000+ pages). To check the size of your mail database from the mail client, click File > Database > Properties and click on the ¡ (info) tab. From web mail, you'll see the usage indicator above the inbox and below the tabs.

5. **If I delete my email but don't empty my trash, is the email in the trash counted in my mail database size?**
   *Yes. You must **empty** your trash. In order to recover the disk space, you must delete your trash and then the system will compact your mail overnight.*

6. **What is the record retention policy for email?**
   Record retention is based upon subject matter and not the form of communication. Just as you would go through a stack of papers and decide what you needed to keep and what could be discarded, you must go through your email.

7. **Why am I getting the warning when it appears that I still have a lot of space based upon the "meter" in the web client?**
    This is a phased rollout of the notification process. In order to ensure that you did not "fill" your mailbox and not have any time to clean it up, we have set the warning when you are at 50%. In the future, this will change.

8. **I am a Blackberry or Good Mobile user. How does this affect me?**
    When using your mobile device, you will not receive the popup screen. However, when you access your device via the network, you will receive the popup. ITS will be monitoring the accounts of people utilizing the mobile devices to ensure that their mail boxes get cleaned up and do not become full.

    Click here for tips on managing your email