

Outlook 2003 Mailbox Cleanup

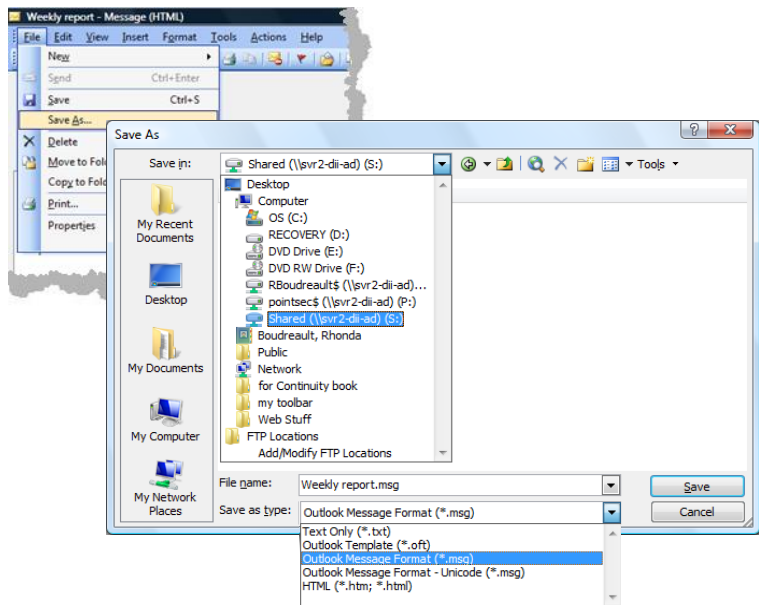
Do you know how big your mailbox is? What is the default size limit of an Outlook/Exchange mailbox? How much e-mail are you storing? What happens when you're near the limit? It is important to understand the answers to these questions so you will not be prevented from sending and/or receiving e-mail.

The default mailbox size limit is 300MB, set by the DII e-mail administrators. As your mailbox exceeds this limit, you will receive a series of messages warning you that clean up is necessary:

- ✓ At 305MB you will receive a warning that you have exceeded your size limit.
- ✓ At 310MB you will receive a warning that you have exceeded your size limit and will no longer be able to send mail.
- ✓ At 315MB you will receive a warning that you have exceeded your size limit and will no longer be able to send or receive mail.

The exchange server is not designed to be a file store. Important files/emails should be stored within your personal drive (H:) or the shared drive (S:). To save messages you may need for future reference:

- ✓ Open the message you want to save
- ✓ Go to **File** -> **Save As...**
- ✓ From the **Save in** dropdown box, choose the location where you want your email to be saved.
 - For consistency, you can create folders with the same names as the ones you have created in outlook.
- ✓ From the **Save as type** drop down box, choose **Outlook Message Format (*.msg)**
- ✓ Click **Save**
- ✓ Delete the message from your **"Inbox"** or other Outlook folder.



What can you do?

In Outlook 2003 there is a tool called Mailbox Cleanup used to manage the size of your mailbox. You can use this tool to view the size of your mailbox and individual folders. It can also locate any items that are older than a certain date or items larger than a certain size. You can also View or Empty items in your Deleted Items folder. From the top menu in Outlook 2003 select **Tools**, then **Mailbox Cleanup** and you'll see a window like this one:

Finding Total Size of Mailbox and Individual Folders

Click on the **"View Mailbox Size..."** button. You'll see the total size of the mailbox and individual mail folders.

Finding Large Messages

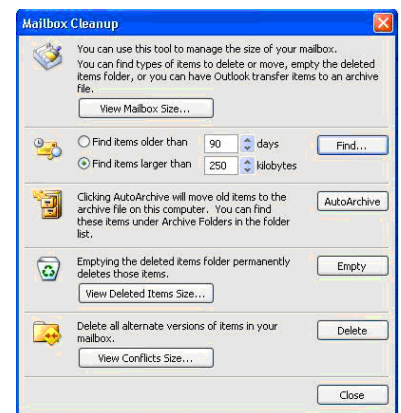
Select **"Find items larger than"** and then fill in a size. Press **Find...** and you'll see an Advanced Find window open and it will locate the messages. You can delete the messages you no longer need.

Finding Old Messages

Select **"Find items older than"** and then fill in the number of days. Press the **"Find..."** button. The Advanced Find window opens and it will locate the messages. You can delete the messages you no longer need.

Cleaning Out Your Trash

After deleting unneeded items from your **"Inbox"** and **"Sent Items"** folders, click on the **"View Deleted Items Size..."** button to view items in your Deleted Items folder and/or press **Empty** to delete items from your Deleted Items folder. You can still retrieve them via Recover Deleted Items feature for 30 days. Deleted Items folder should probably be emptied upon each exit from Outlook. This is set via: Tools; Options; Other... place a checkmark in the top box.



Finding Messages with Attachments

From the **Tools** menu select **Find** and then **Advanced Find**. Press the **Browse** button and click on the top-most folder (e.g. Mailbox - ...) and press **OK**. Select the **More Choices** tab and place a checkmark in the box labeled **"only items with - one or more attachments"**. You can fill in a minimum size in the lower part of this window too if you want (e.g. "greater than" and "1000" to find those > 1MB). Press the **Find Now** button and it will begin the search. When it is completed you can delete the messages you no longer need from the displayed window. Another way to locate emails with attachments is to click on the *attachments* icon to sort emails by attachment.



Removing Attachments from messages

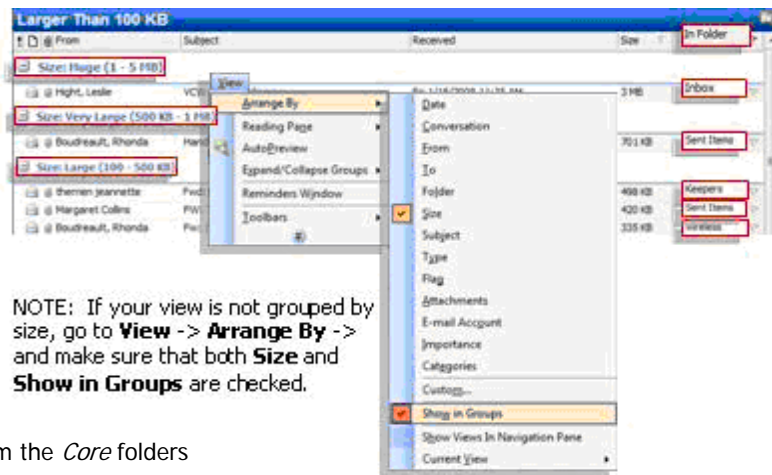
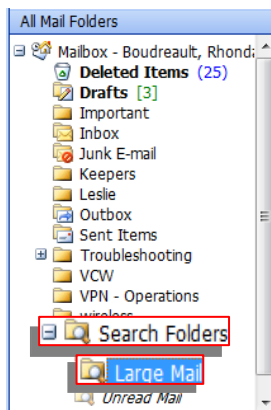
Based on the previous procedure (Finding Messages with Attachments); once you find the messages with attachments, you may choose to remove the attachment only and leave the original message in your mailbox: Open the message in Outlook, right click the attachment, and select **Remove**. Then save the message when prompted. Note that there will be no indication that there ever was an attachment after this action is taken.

Reduce Items Count in Core Folders

For performance reasons, it's strongly suggested that both the **"Inbox"** and **"Sent Items"** folders (known as Outlook *Core* folders) are kept with the minimum amount of items at any given time. The recommended amount is between 2500 to 5000 items. A range is given since email messages come in various sizes. The larger the messages in your Inbox, the lesser the number of messages you ought to keep in it. To obtain optimal performance for your online Outlook client, the contents of each of these two core folders should not exceed 5000 items.

Quick Cleaning Tips:

1. With Outlook 2003, use the **"Large Mail"** under the **"Search Folders"** (bottom of Outlook left pane) to identify really big messages. You'll see messages grouped by Size categories (Enormous, Huge, Very Large and Large). Review and delete those you don't need any longer.



NOTE: The last column indicates the folder that the large email is located in.

NOTE: If your view is not grouped by size, go to **View -> Arrange By ->** and make sure that both **Size** and **Show in Groups** are checked.

2. Remove all unneeded messages from the *Core* folders (**"Inbox"** and **"Sent Items"**)

3. Look for mail items you may have in your **"Junk E-mail"** folder, review and delete unwanted messages.

4. Delete meeting requests, cancellations, and accepted notices as well as other calendar items from the *Core* folders (**"Inbox"** and **"Sent Items"**). They can be easily found by using the "Sort by Icon" option.

