

## Reducing Your GroupWise Mailbox Size

For the GroupWise to Outlook (G2O) e-mail transition, up to 250 megabytes (MB) – 500 MB for VIPs - of material saved in your existing e-mailbox can be migrated to the new e-mail system. Some staff will need to reduce e-mailbox size so their most recent or most important e-mail will be migrated. Follow the instructions below to do so.

Mailbox and file attachment size limits make it easier to manage growth and help agencies control e-mail storage expense. They also promote quicker recovery if a service failure occurs.

### Helpful hints

Before starting the steps below, please remember:

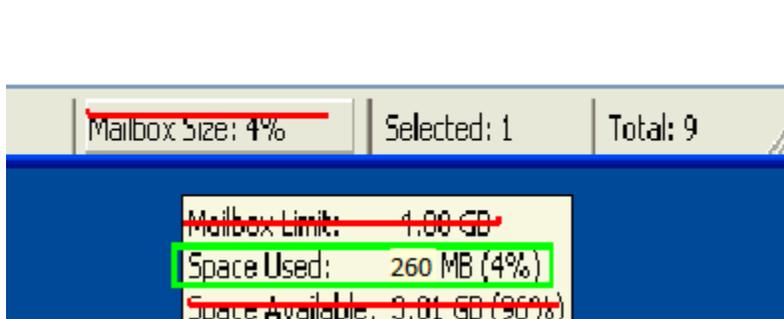
- All folders in your mailbox including Received and Sent Items, Cabinet folders, Calendar, Draft and Trash folders, count toward your size limit.
- Archived data (saved on your computer's hard drive) does *not* count toward your mailbox size limit.

### **1** View your mailbox size.

First, check the size of your mailbox to see if you're over or under the limit of 250 MB (500 MB for VIPs) for the e-mail upgrade.

**Note:** If you are a GroupWise user with Web access only, please refer to [separate instructions](#) that reference "Web access only."

You can quickly view your Mailbox limit, Space Used and Space Available by positioning your cursor (without clicking) over the **Mailbox Size** button at the bottom right of your GroupWise screen. (See following screen shot).



Pay attention only to the "Space Used" value (framed in green above). The "Mailbox Limit" and "Space Available" are not accurate or relevant to this exercise. "Space Used" is your mailbox size.

In this example, mailbox size is 260 MB and would need to be reduced to 250 MB (500 MB for VIPs) for the e-mail upgrade.

## 2

### Check where data resides in your mailbox.

From the main GroupWise screen, select **Tools -> Check Mailbox Size...** to display the **Mailbox Size Storage Information** box, which tells you -- among other things -- how much space your mailbox is consuming. (See following screen shot.)

**Mailbox Storage Size Information**

You have used 4% of your mailbox storage limit. Once you have exceeded the storage limit, you will not be able to send new items until you either archive or delete some of your existing items.

**View**

- Trash
- Sent items
- Received Items
- Posted/Draft items

**Mailbox information**

- Current mailbox size: 260 MB
- Maximum storage limit: 4.00 GB

**Close**

	Size	Date	Subject	From
	22551545	7/3/2012 2:10	RE: Archive Test 7	Paul Nayyar
	22551545	7/3/2012 2:11	RE:Archive Test 8	Paul Nayyar
	578604	7/3/2012 2:12	RE:Archive test 9	Paul Nayyar
	578604	7/3/2012 2:14	RE:Archive Test 10	Paul Nayyar
	289558	7/3/2012 2:08	RE:Archive test 3	Paul Nayyar
	289558	7/3/2012 2:09	Archive test 4	Paul Nayyar
	512	7/3/2012 2:06	Archive test 2	Paul Nayyar
	512	7/3/2012 2:07	RE:Archive test 3	Paul Nayyar
	512	7/3/2012 2:09	R:Archive test 6	Paul Nayyar

**Archive**

**Delete**

**Stop Query**

Here are some important things to know about the "Mailbox Storage Size Information" view:

- The default view is the Trash folder. Switch to the Sent Items, Received Items, or Posted/Draft (calendar) items view by clicking the radio button next to the desired view.
- Sort items by any of the column headings: *size*, *date*, *subject*, or *to*. By default, items are displayed by size in descending order. To sort by a different column heading, click the column header name (e.g. "Date"). To toggle between descending and ascending order click on the header a second time. An arrow to the right of the column header indicates the sorting order. (See screen shot below.)

Size	Date	Subject	To
6111			
2111			
2023			
1602			

Size	Date	Subject	To
1148	05/10/03 01:03P	emails	
1197	05/07/03 11:02P	reunion	
1230	05/08/03 09:48A	Re: security	
1398	05/12/03 09:06A	boot diskette	

### 3

## Archive or delete items to trim mailbox size.

### Deleting mail

- You can delete mail directly from the Mailbox Storage Size Information window (screen shot shown on page 2). However, this does not send mail to Trash. Items deleted from this window **cannot be restored easily**, so be careful what you delete.
- Posted/Drafted Items folder contains your Calendar items, so be careful not to delete needed appointments.
- E-mails with file attachments typically account for some of the largest items in your account. You can quickly reduce mailbox size by deleting (or archiving – see following section) some of these messages.

### Archiving mail

Archiving removes items from the GroupWise server and places them in your GroupWise Archive. Your GroupWise Archive is located in your computer's folder called C:\archive.

Archived items are easily accessed later as needed. Use the archive to save mail or phone messages, appointments, reminder notes, or tasks.) You can view archived items only when you are logged onto your work computer.)

You can archive from your mailbox or the 'Mailbox Storage Size Information' window by following these directions:

- From your mailbox, right click on a message(s) and choose **Archive**.
- From the 'Mailbox Storage Size Information' window, highlight an item(s) and click the **Archive** button on the right.

To view your archive: in the main GroupWise window, click File, then click Open Archive.

### 4

## Completely empty your Trash folder.

Deleted messages in the Trash folder count toward your mailbox size until they are emptied.

Empty your trash by opening your Trash folder and selecting all items to delete (empty).

**5** **Check your mailbox size again to ensure you're within size limits.**

Now that you've reduced your mailbox size by deleting and/or archiving messages, go back to Step 1 to see if your "Space Used" is less than 250 MB (500 MB for VIPs). If you're still over the limit, repeat Steps 3 and 4 to further reduce your mailbox size.

If your "Space Used" value has not changed after deleting and archiving files, please log out of GroupWise and log back in before checking once more. If the value is still unchanged, please call the GETS Consolidated Service Desk at 877-GTA-3233 for assistance.