

Managing Disk Space

Overview

Most WizMailer packages come with a shared disk space limit. This means that there is a total amount of space allocated for all users in the group. If one user uses 25% of the shared storage space, then only the remaining 75% will be available to the other users.

Disk Meter Graph

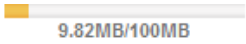
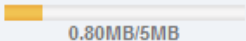
Each account has a disk meter graph in the lower left-hand corner of the web interface. If you are logged into the group admin account, this meter will show how much space is used by all of the accounts in the group. If you are logged into a subaccount, it will only show how much space is used by the subaccount.

Per folder graphs

If you click on the disk meter graph, a new window will pop up and will show how much space each folder in the account is using. This is helpful to analyze which folders need to be inspected first when trying to reduce disk space usage.

Checking other account's usage

Go to Settings -> Email Account Management. There is a column that shows much disk space each user is using.

| | | | | | | | | | |
|--------------------------|----------|-----|-------|----------------|------------|--|-----|----|-----------|
| <input type="checkbox"/> | Login | tcl | ***** | Lathem, Teresa | 04/22/2004 |  | 100 | MB | Active |
| <input type="checkbox"/> | lifeline | | ***** | Line, Life | 04/21/2004 |  | 5 | MB | Suspended |

Size column in webmail

You can also add a column that displays the size of each message in the webmail interface. You can find this in Settings -> Web Settings -> Web Display Settings. Where it says "Message list column order", select Size and click "Add Column." Then click update. When you return to the mail tab, each message will show its size. You can also use this to sort a folder by message size.

Deleting

When you delete a message in the webmail interface, it is moved to the Deleted Items folder. If you are trying to reduce disk space, make sure to empty the Deleted Items folder as well. If you are deleting from an IMAP client, you may also need to purge/compact the folder before the deletion is finalized.

Updating

Disk space usage normally updates right away. However, in certain cases it may take up to 24 hours to update. If you are concerned that you are over your limit and that your mail may start bouncing, you can contact support and ask them to manually update your disk space usage.

Setting disk space limits

If you are concerned that one user might use all your shared disk space, you can set limits for particular users. This is under Settings -> Email Account Management.

| <input type="checkbox"/> | Login | User Name | Password | Last, First | Creation | Disk Space | Hard disk limit | Status |
|--------------------------|-------|--------------|----------|----------------|------------|--------------------|-----------------|--------|
| <input type="checkbox"/> | Login | demouser1234 | ***** | , | 07/12/2007 | 0.30MB/20000MB | 0 MB | Active |
| <input type="checkbox"/> | Login | chomp | ***** | Chomp, Chompy | 01/15/2007 | 868.03MB/20000MB | 0 MB | Active |
| <input type="checkbox"/> | Login | radiohead | ***** | Farias, Missy | 01/26/2004 | 9.29MB/25MB | 25 MB | Active |
| <input type="checkbox"/> | | trashcan | ***** | Lathem, Pat | 01/06/2004 | 1,379.82MB/20000MB | | Active |
| <input type="checkbox"/> | Login | tcl | ***** | Lathem, Teresa | 04/22/2004 | 9.82MB/100MB | 100 MB | Active |

Where it says hard disk limit, you can enter a limit. You can also enter 0 if you do not want a limit for that particular user. When you have finished making changes, click the Update Disk Limits button.

Reaching the disk space limit

When 90% of the available disk space has been used an email warning is sent. Once 100% of the available disk space has been used a final warning is sent. If usage is not brought under the limit under the limit within 24 hours, mail will start bouncing until the overage is corrected.

Anti-spam database and all other account data

A small amount of space is used to train spam filters when you mark a message as spam or as not spam. This is shown at the bottom of the per folder disk space graph. If you would like this space removed, please contact support and this will be done for you.