



# Microsoft Outlook 2003

## Mailbox Storage Capacity Management

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=Shortcut =Advice =Caution

### Definitions

**Storage Capacity**— Formerly called quota, in computer terms is a space allocation limit. The current storage capacities for the Towson University servers are:

#### E-mail

Faculty and Staff: 100 MB                      Students: 50 MB

#### Home Directory (H:\drive) on TU Server

Faculty and Staff: 1000 MB                      Students: 100 MB  
(includes Web space)

#### Departmental Shares (O:\ drive) on TU Server

Department specific, check with supervisor.

#### Web Pages

Faculty and Staff: 200 MB                      WWWNew: 500 MB

### Summary

#### Definitions

#### Storage Capacity Management

1. Displaying Folders
2. Storage Capacity Status
3. Trouble Spots
4. Managing the Inbox Folder
5. Managing the Sent Items Folder
6. Emptying the Deleted Items Folder
7. Turning Off the Journal
8. Managing Network Space
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**Mailbox**— A mailbox is where sent and received e-mails , personal folders, calendar items, and task requests are stored. The storage capacity limit assigned to each account is 100 MB. A warning message will be sent when the capacity reaches 90 MB. When the capacity reaches 95 MB the account will not be able to send messages. When an account exceeds its storage capacity it will be unable to send or receive messages until the account owner can reclaim used space.

**Personal Folders**—At Towson University, personal folders (.pst files) are stored on the user's H:\ drive and are backed up by OTS twice a day. The Storage capacity for the H:\ drive is 1000 MB. Personal Folders can not be accessed Outlook Web Access.

**Public Folders**—These are also stored on the e-mail server, but no password is required. Everyone within a specific group has access to e-mail messages in a Public Folder.

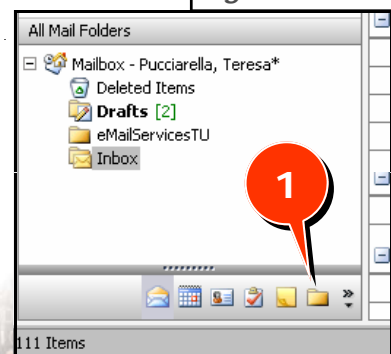
## Storage Capacity Management

### Displaying the Folder List

The 'Folder List' is an alphabetical listings of folders grouped together by type and located in the Navigation Pane.

To view the Folder List, hold the **Ctrl** key down and press the number **6 (Ctrl+6)** or **Select** the Folder List icon from the bottom of the Navigation Pane (Figure 1, 1).

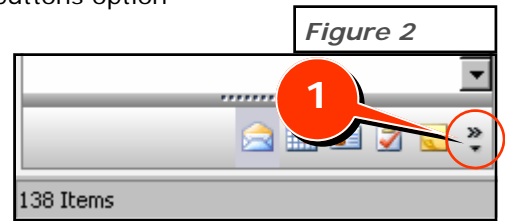
Figure 1



If you do not see the Folder List icon choose the Configure buttons option (Figure 2, 1). Otherwise go to Figure 3.

After choosing the Configure buttons option (Figure 2, 1)

1. Select Add or Remove Buttons
2. Select the Folder List button to add to the Navigation Pane



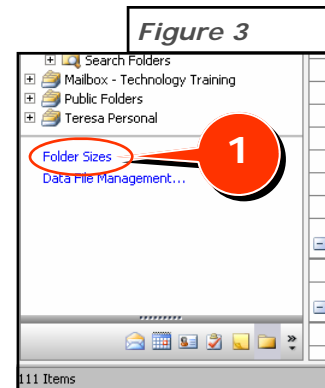
### Looking Up Your Current Storage Capacity Status

After you have displayed the Folder List, you will see a link for **Folder Sizes** (Figure 3, 1).

Select the Folder Sizes link to open the Folder Size dialog window (Figure 4). Use the scroll bar to display your folders and look for those that have a large size (Figure 4, 1).

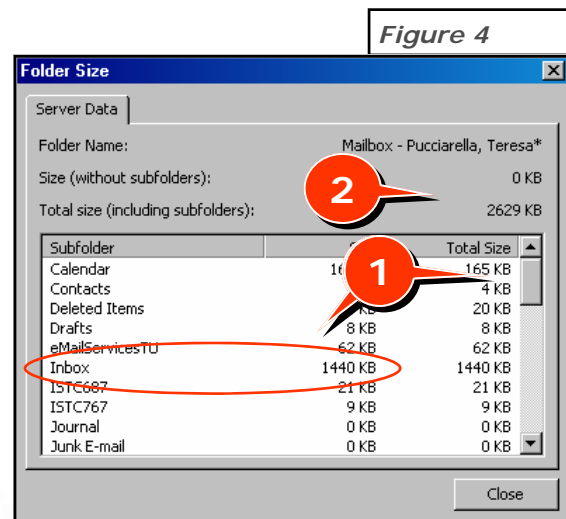
The Folder Size dialog window helps you identify which folders should be looked at to reclaim space.

The Total size (including subfolders) will give you the total size of your mailbox in kilobytes (KB) (Figure 4, 2).



When you display your folder size in Outlook, the sizes are given in kilobytes (KB). However, the storage capacity is given in megabytes (MB). To determine your mailbox size in megabytes, divide the total size given in Outlook by 1000.

In this example the total folder size, 2629 KB / 1000 is equal to 2.6 MB.



### Storage Capacity Trouble Spots

- ◆ **Inbox**— Every message, appointment and task request arrives here first.
- ◆ **Sent Items Folder** — A copy of every item you send is copied here automatically.
- ◆ **Deleted Items Folder** — Every message you delete is moved here automatically
- ◆ **Journal Folder** — The journal automatically creates an entry for every Microsoft document you open to work on that is attached to an Outlook contact.

## Managing the Inbox

Each column heading in the list of messages is a sort button. By clicking on each of these buttons, you will notice the messages sorting alpha-numerically according to that particular category. To sort in reverse order, just click the heading a second time. Once you have the messages sorted, you can easily mark items for deletion or move them to another folder. For more information please see the OTS Quick Sheet:

[http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlook\\_2003\\_Organizing\\_Messages.pdf](http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlook_2003_Organizing_Messages.pdf)

If you are a Faculty member and communicate with you students using e-mail you should read:

[http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlook\\_2003\\_sorting\\_student\\_email.pdf](http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlook_2003_sorting_student_email.pdf)

If you have unwanted messages in your Inbox, hold down the **Ctrl** key and use the mouse to **Select** the messages for deletion. Once the unwanted messages are highlighted, you can drag them to the 'Deleted Items' folder or you can press the delete key.

## Managing the Sent Items Folder

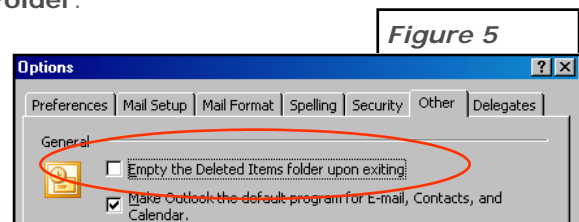
A copy of every item you send which includes mail, appointment and task requests are copied here automatically. It's easy to see how this folder can grow to a large size. You can manage this folder by using the column headings to sort items and then move unwanted items to the 'Deleted Items' folder.

## Emptying Deleted Items Folder



To delete all items in the Deleted Items Folder at once, **Right Click** on the Deleted Items folder on the Outlook Bar and select **Empty 'Deleted Items' Folder**.

To automatically empty this folder when exiting Outlook, click on **Tools**, **Options** and then click the **Other** tab and check to 'Empty the Deleted Items folder upon exiting' (Figure 5).



## Turning Off the Journal

When activated, the Journal automatically records actions that you choose relating to the contacts that you choose and places the actions in a timeline view. In addition to tracking Microsoft Outlook items, such as e-mail, or other Microsoft Office documents, such as Microsoft Word and Excel, you can keep a record of any interaction you want to remember. This sounds like a great deal but this option will use additional space against your 40 MB mailbox allotment.

The Journal folder is off by default. If it has been turned on and you wish to turn it off go to the **Tools** menu, select **Options**, then click on the **Journal Options** button. **Deselect** the checkmarks next to options you want to turn off.



A better way to track all Outlook items is to use the Activities tab on the contact item in your local contacts folder. You will be able to see each item sent and received and its location. Please see the OTS Quick Sheet:

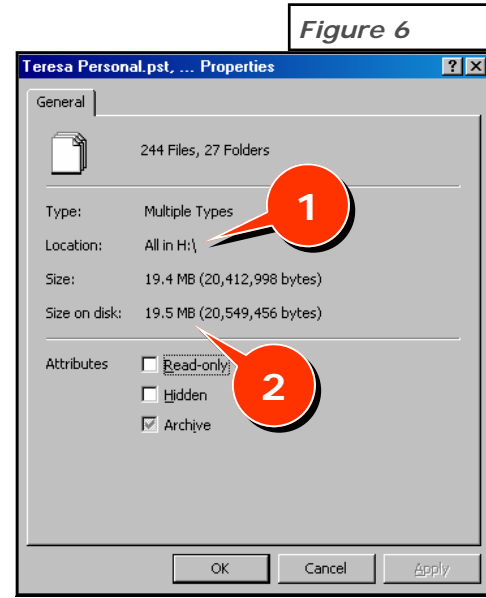
[http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlook\\_2003\\_Locating\\_Correspondence.pdf](http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlook_2003_Locating_Correspondence.pdf)

## Managing Your Network Space

### Home Directory (H:) Drive Storage Capacity

In addition to your mailbox folders, you also have network file storage space usually referred to as the "H: drive". To see your current usage on your H: drive:

1. Double-click on **My Computer**
2. Double-click on the listing for your **H: drive**
3. Select all of the files and folders by going to the **Edit** menu and choose **Select All**
4. View the properties for the collection of files and folders by going to the **File** menu and choose **Properties**
5. Note that the **Location** is on the **H: drive** (Figure 6, 1)
6. The total usage is listed in the "Size on disk" field (Figure 6, 2)



To learn how to manage your Home directory storage capacity on the TU network see the OTS Quick Sheet:

[http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Tuning%20Up%20PC/Managing\\_H\\_O\\_Drives.pdf](http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Tuning%20Up%20PC/Managing_H_O_Drives.pdf)

Another way to manage your Outlook mailbox size is to create a personal folder in your Home directory (H:\) drive. This folder can help to alleviate storage capacity problems in your mailbox. It's size is counted against your Home directory allotment of 1000 MB rather than the 100 MB allotted to your Outlook mailbox.

To learn more about creating Personal folders see the OTS Quick Sheet:

[http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlok\\_Personal\\_Folder.pdf](http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlok_Personal_Folder.pdf)

If you already have Personal folders created in you Outlook mailbox and need to move them to your Home directory (H:\) please see the OTS Quick Sheet:

[http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlook2003\\_CreatingAndRelocatingPSTFiles.pdf](http://wwwnew.towson.edu/adminfinance/OTS/training/documentation/Outlook%202003/Outlook2003_CreatingAndRelocatingPSTFiles.pdf)

## Archiving Messages

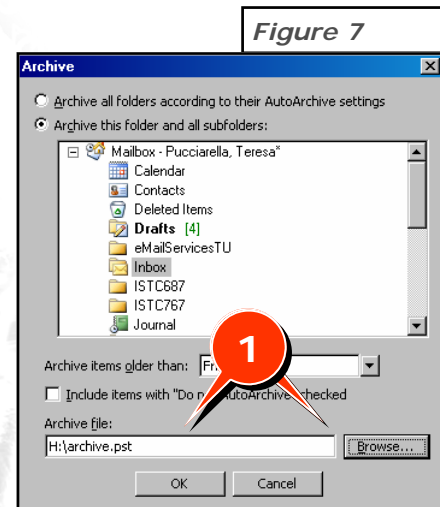
An archived folder is stored as a PST folder so you can easily archive any of your already created personal folders to your Home directory (H:\) drive.

1. Click on the **File** menu and select **Archive**.
2. Use the dialog box to set the archive settings.  
(Notice that more than just mail messages can be archived) (Figure 7).
3. Click **OK**.



Warning: The Archived Messages file is a (.pst) file and is located on the C:\ drive by default.

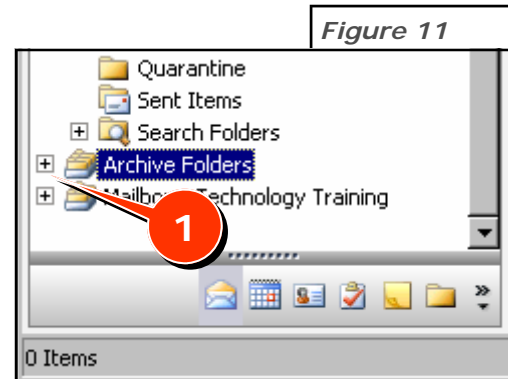
**This must be changed to your Home directory (H:\) drive** (Figure 7, 1).



## Retrieving Archived Messages

Once you have archived information, you may need to reference the material at a later date. When you open the archive file, your messages will maintain the same organizational structure as before. For example, if you archive messages in a folder called *Campus Announcements*, then there will be a folder under Archive called *Campus Announcements* with the related messages inside.

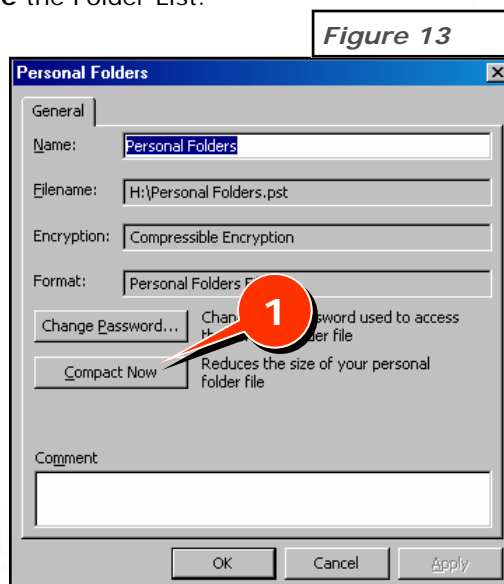
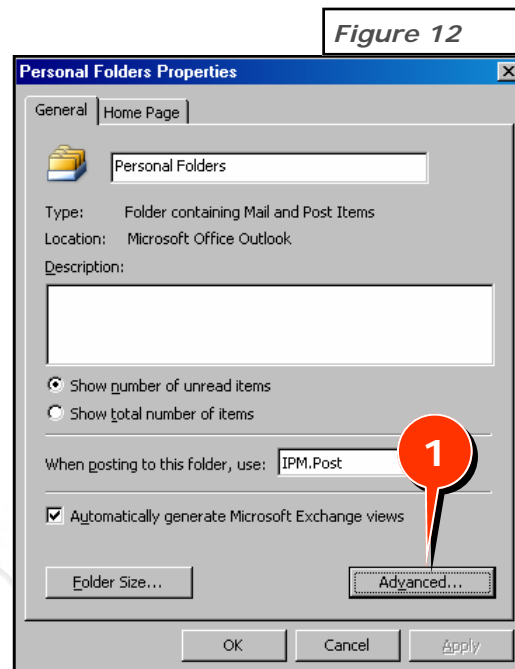
1. From the main Outlook Window, go to the **File** Menu, select **Open**, then **Outlook Data File**.
2. **Browse** to the location specified when you have preformed the archive and **double-click** on the archive file.
3. **Display the Folder List** using the View menu, then expand the Archive folders by clicking on the + sign (Figure 11,1), and select the desired folder from the list displayed.
4. **Close the Folder List** when finished.



## Compacting Folders

Another strategy for reducing the size of your folder is to compact them.

1. Display the **Folder List** using the toolbar.
2. Right click on either **Outlook Today** or **Personal Folders**.
3. Select **Properties** from the bottom of the menu to display the Properties display window .
4. Click on the **ADVANCED** button (Figure 12, 1).
5. Click on the **Compress Now** button (Figure 13, 1).
6. To exit, click **OK**, then **OK** again.
7. **Close** the Folder List.



## Using AutoArchive

You can choose to have Outlook Automatically archive information on a regular basis. This is a two-step process.

1. Click on the **T**ools menu and select **O**ptions.
2. Click on the **O**ther tab and select the **AUTOARCHIVE** button (Figure 8, 1).
3. Click in the first checkbox 'Run AutoArchive every' (Figure 9, 1) and change any settings to suit your preferences.
4. Click on **OK** until you've returned to the main window.

You may apply this setting to all of your folders by selecting the 'Apply these setting to all folders now' button (Figure 9, 2).

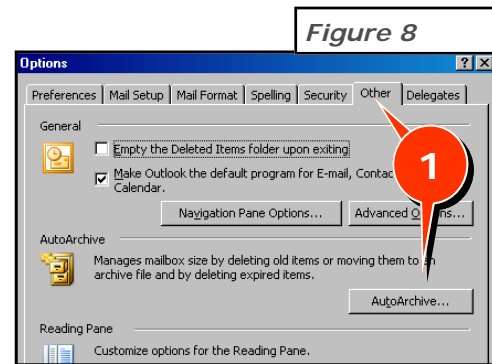
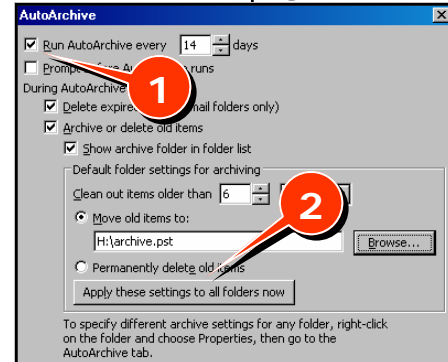


Figure 9



## Set the AutoArchive Properties For Each Folder

Now that AutoArchive has been turned on, Outlook needs you to tell it how you want to archive each folder.

1. Display the Folder List using the Toolbar.
  2. **Right click** on the desired folder and select **P**roperties.
  3. Click on the **A**utoArchive tab (Figure 10, 1).
  4. Choose either:
    - **Archive items in this folder using the default settings** (Figure 10, 2).  
The default settings are those chosen in "Using AutoArchive" above.
- Or
- **Archive this folder using these settings** (Figure 10, 2).
    - ♦ Set the time interval to your preference (Figure 10, 3).
    - ♦ Items will be moved by default to the default archive folder defined during the AutoArchive configuration.
    - ♦ Click **Move old items to** (Figure 10,4). This should be filled in with the choice from "Using AutoArchive"
    - ♦ or you can choose to permanently delete old items (Figure 10, 5).

5. Click on **OK**.
6. **C**lose the Folder List.

Figure 10

