

## Information Technology Services Updates

### ITS Update – 1/8/07

#### *Final Reminder: New Process for Managing Email Storage in GroupWise – Jan. 8*

Most recently we noted that Hamline will be moving to a new process for the management of email storage beginning January 2, 2007. You may have noticed that nothing changed on that day. We have delayed the beginning of this new process until **Today, January 8<sup>th</sup>** to make sure everyone is ready for this change. At that time email messages will begin to be managed in two ways: a) *user-controlled* auto-delete, and b) a space quota. This is how the new system will work:

Auto-delete will continue to function as the “default” process as it always has. However, users will now have the option to turn it off entirely or leave it on but control the timeframe. (Our strong recommendation is to simply leave it on as before). But in addition, *all mailboxes* will now be subject to a **space quota of 750 Megabytes** (a very generous amount compared to other organizations) and **all will be expected to live within that limit**.

When on campus and using the GroupWise client you can determine how much space you’re using by looking at the lower right border of the GroupWise window. It will say “Mailbox Size: xx%”. That percent is of 750 Megabytes or your total allocation. (You can also click on Tools > Check Mailbox Size... to get more detail). When off-campus and using the web access version, the message is in the upper right corner of the border and says “Mailbox Usage: xx%” and includes a little bar graph. Please recall that messages that need to be preserved for whatever reason are best “archived”: (“*select message, right click, select “Move to Archive”, done*). **The Archive is not subject to any auto-delete policy nor the 750M quota.**

#### **Tips for keeping your mailbox clean:**

- *Regularly check the “Mailbox size” message on the GroupWise window*
- *Set your “Trash” to be deleted automatically after no more than 5 days. (Tools > Options > Environment > Cleanup > Empty trash > Automatic after...)*
- *Once a month, sort your Inbox by Size (Click on the “Size” column heading twice to have messages sorted descending by size; after you’re done, click on date twice to restore original order). This will locate the biggest messages that most likely have large attachments that can be deleted.*

If you have questions or need more information about this or any other ITS Update, or if you are experiencing problems related to the spam filtering service, please contact Harry Pontiff, CIO (2860; [hpontiff@hamline.edu](mailto:hpontiff@hamline.edu)).