

# Email Rejected (Mailbox Full)

Version 1.0.0

This guide includes instructions for remedying Email Rejected (Mailbox Full) condition for mailboxes on the OSITMAIL server.

## Description

Once the space allotted for your mailbox becomes full and there is no room to accept more emails, you may see the following message: "Email to your mailbox was rejected because it would exceed its quota..." in new messages delivered to your Inbox.

## Instructions

There are several remedies to this situation based on your particular account set up.

1. Outlook users with POP3 connections can shorten the number of days that email is to be maintained on the server. In Outlook (**File, Account Settings**, double-click on your POP3 mail account, **More Settings, Advanced**) reduce the number after **Remove from server after XX days** and make sure that the checkbox is checked for this.
2. Outlook users with IMAP or MAPI connections can permanently delete messages in their Deleted Items folder (**File, Cleanup Tools, Empty Delete Items Folder**). Also, since this type of account maintains all messages on the server, messages can be archived to a local folder on your computer (while still being available in the left column in Outlook (**File, Cleanup Tools, Archive**)).
3. Any email user can log into WebMail (<http://webmail.yourdomainname.com/> from a computer, tablet or smartphone browser using the full email address as username and your actual domain name) in order to delete messages directly on the mail server. Please keep in mind that email archiving is not available via WebMail and that this method can be more time consuming than handling through Outlook. If your domain name does not work, you may also log in using your credentials at <http://webmail.outsourceit.com>.

## Summary

It is highly advised that users strictly employing IMAP or MAPI connections on a device (e.g., laptop, smartphone) also maintain a POP3 connection on another device (e.g., desktop computer) that regularly connects to the mailbox with the **Remove from server after XX days** option enabled in order that messages are automatically groomed from the server to avoid this problem.

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