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Mailbox Size

Manual

Mailbox Size / Limits

Mailbox Size / Limits General

The maximum memory capacity available for mailboxes depends on the web hosting offer selected.

You can select how much memory capacity is assigned to which mailbox.

The maximum size/limit per mailbox is in any case 25 GB.

Define Mailbox Size / Limit

The size of a mailbox is defined in the System Configurator and is set to 1000 MB for standard mailboxes.

For CloudOffice Personal these are fixed at 25 GB, for CloudOffice Team at 50 GB and CloudOffice Team Pro at 1 TB.

Adjust Mailbox Size / Limit

If the assigned memory capacity is exceeded, e-mail that is no longer needed must be deleted or deleted from the server by downloading it.

Alternately, the size of the mailbox can be adjusted.

Mailbox Size Limits / Messages

Mailbox 80% memory capacity limit

The following message will be sent to the account holder when memory usage exceed 80% of the available memory space:

Attention: your e-mail account is almost full !
Your email account storage space is limited. You use currently over 80% of the available space. If you exceed the available space, no more E-Mails can be received. We therefore strongly advise you to delete unneeded E-Mails in your E-Mail account or expand the storage space for your E-Mail account in the System Configurator.

This message will only be sent once.

To assure that the e-mail account does not fill up completely, please delete e-mails you no longer need or delete them by downloading them from the server.

Alternately, the size of the e-mail account can be adjusted.

Mailbox "Full" Message

If the mailbox is completely full, a message will be sent only to the e-mail sender:

The original message was received at Thu, 21 May 2020 14:55:12 +0200
 ----- The following addresses had permanent fatal errors -----
<felix.muster@muster-gmbh.ch>
 ----- Transcript of session follows -----
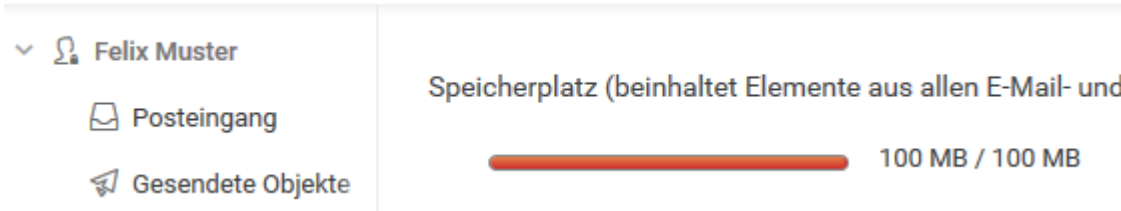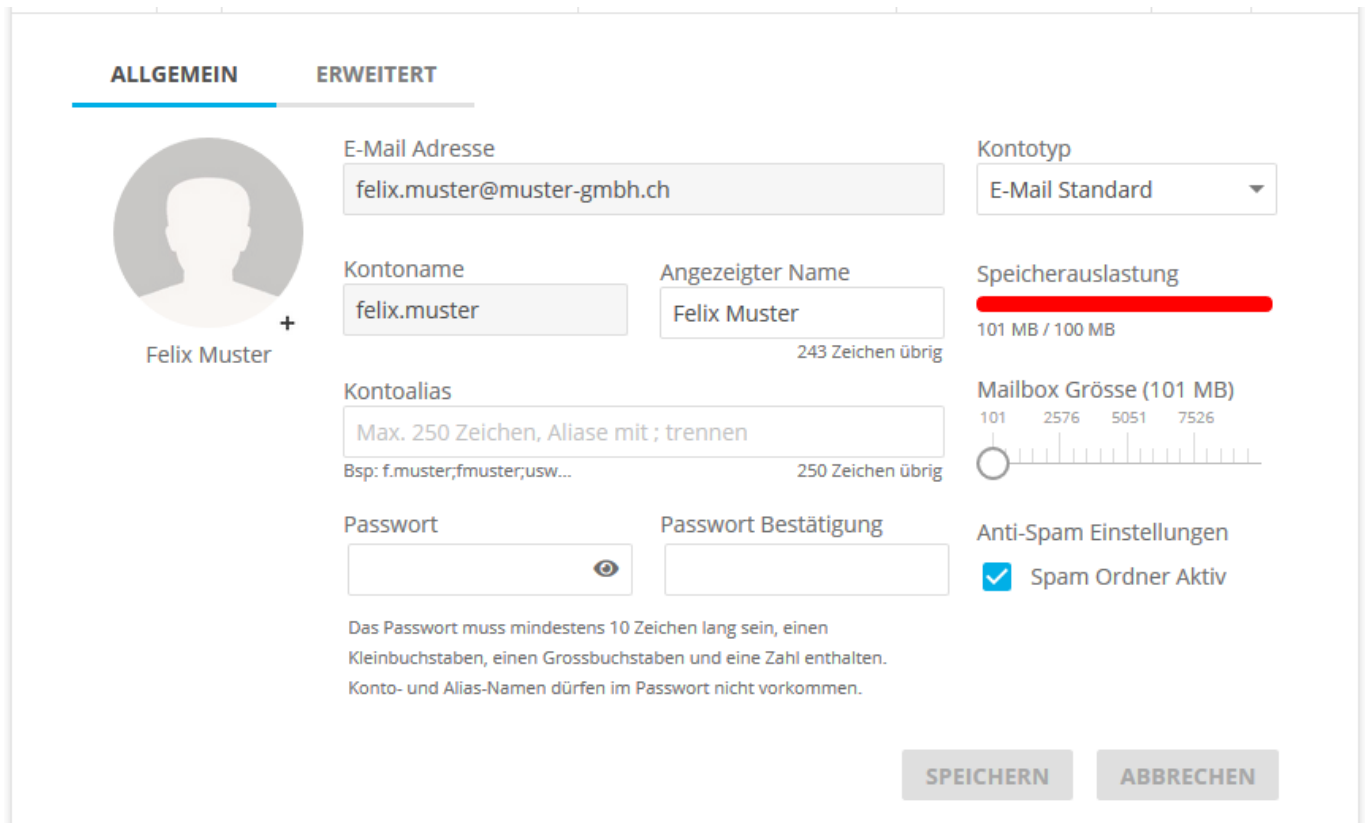.. while talking to ms.webland.ch
>>> RCPT To:<felix.muster@muster-gmbh.ch>
<<< 552 5.2.2 <felix.muster@muster-gmbh.ch> **Mailbox has exceeded the limit**

To assure that the account does not become completely full, always delete e-mails you no longer need or delete them by deleting them from the server.

Alternately, the size of the e-mail account can be adjusted.

Adjust Mailbox Size / Limits

You can see the current use of the memory space assigned to the mailbox in Webland Web Access (webmail):

or in the system configurator:

Proceed as follows to adjust the memory space:

Login to the System Configurator under Logins.
Enter your customer number and the password.

Select **Manage Hosting / E-Mail**.
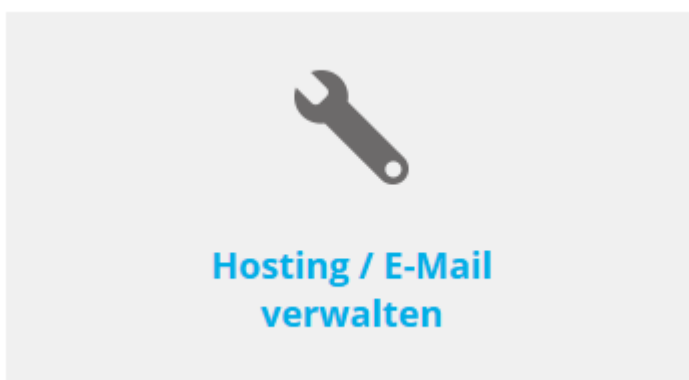
Select the host/domain name and select **Manage**.

Select **E-Mail / CloudOffice** in navigation.

Select **E-Mail / CloudOffice accounts**.

In the overview you will see inter alia the subscribed and assigned (allocated) memory space.

Kontotyp	Eingerichtet	Abonniert	Speicherplatz	Konten Bestellen
E-Mail Standard	3	Unlimitiert	1.07 GB / 100 GB	Abonnieren Sie jetzt zusätzliche CloudOffice Konten
CloudOffice Personal	2	2	20.0 GB / 20.0 GB	
CloudOffice Team	8	9	400 GB / 450 GB	JETZT BESTELLEN
CloudOffice Team Pro	0	1	0.00 MB / 500 GB	

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Select the corresponding account.

			Kontoname ↑	Kontotyp	Speicherplatz	Spam	Admin
›	☐	✓	beat.schmid	✉ CloudOffice Team	1.00 MB / 50.0 GB	🛡	👤
›	☐	✓	corina.burri	✉ CloudOffice Team	1.00 MB / 50.0 GB	🛡	👤
›	☐	✓	denise.meier	✉ CloudOffice Team	1.00 MB / 50.0 GB	🛡	👤
›	☑	✓	felix.muster	✉ E-Mail Standard	101 MB / 100 MB	🛡	👤
›	☐	✓	hans.muster	✉ CloudOffice Team	1.00 MB / 50.0 GB	🛡	👤
›	☐	✓	juerg.buchli	✉ CloudOffice Team	1.00 MB / 50.0 GB	🛡	👤
›	☐	✓	markus.huber	✉ E-Mail Standard	1.00 MB / 500 MB	🛡	👤
›	☐	✓	paul.jaeger	✉ E-Mail Standard	1.00 MB / 500 MB	🛡	👤
›	☐	✓	regula.aebi	✉ CloudOffice Personal	1.00 MB / 10.0 GB	🛡	👤
›	☐	✓	rolf.mueller	✉ CloudOffice Team	1.00 MB / 50.0 GB	🛡	👤
›	☐	✓	sepp.meyer	✉ CloudOffice Team	1.00 MB / 50.0 GB	🛡	👤
›	☐	✓	thomas.berger	✉ CloudOffice Team	1.00 MB / 50.0 GB	🛡	👤
›	☐	✓	ursula.keller	✉ CloudOffice Personal	1.00 MB / 10.0 GB	🛡	👤

Under **Mailbox size** you will see the allocated memory space.
Increase it as needed. Then select **Save**.

Should you receive the following error message, you need to reduce the reserved memory space for mail accounts before performing the action shown above.

Nicht genügend Mailbox Speicher verfügbar! Es sind noch 2'560 MB verfügbar!

The newly allocated memory space will then be available immediately.

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