MSU Mail Quota Overview

There isn’t an endless supply of e-mail resources on the University’s mail.montclair.edu server. Every user on the MSU e-mail system has a quota — or limit — for receiving and storing messages.

What is my mail quota?
The quota is the allocated e-mail space on the mail server for each user. Each faculty/staff member has a quota of 1 gigabyte for receiving and storing messages on the server. Students, on the other hand, have a 150 megabyte message quota on the mail server. When a user’s messages get to 90 percent of this quota, the user is automatically sent a warning by the e-mail system. Mail kept in all folders on the server counts toward the quota.

While the total number of email messages saved has no bearing on the quota; it is all about the size of the messages. If you have messages with attachments, the attachments are generally larger and will bring you closer to the storage limit.

There are several ways users can find their account over quota:
- Receiving very large message attachments
- Sending out a very large message to several people with large attachments
- Forgetting mail kept in all folders on the server counts toward the quota

To check your quota usage:
- Login to Webmail
- View your live quota monitor under the mail heading

If you exceed the storage limit, your account will stop receiving messages.
I’m over the quota, what should I do?
If you receive a message saying that you are at 100% quota, you should consider one of the options below:

Unwanted Mail
All deleted mail is temporarily saved in a folder called “trash”. Items that are older than fourteen days are automatically deleted by the server by default. Your mail account can be configured so that every time you log out your trash folder it is emptied automatically. If the trash folder is not emptied, all the mail inside that folder will count against your mail quota thus reducing your total available quota until it is deleted.

Wanted Mail
Archiving is the practice of saving mail from the mail.montclair.edu server to your local machine. You can either do a “rolling” approach where you move mail as you read it or you can do it in batches every semester or every month depending on your preference. For example, create a “hold” or “archive” folder that you examine on a regular basis. If you have stored messages that you access infrequently, move/file them to your local machine and delete them from the mail server. Detailed instructions are available on the documentation page at oit.montclair.edu

I did everything above but I’m STILL OVER QUOTA

Beyond the inbox
All folders stored on the webmail server will count against the quota. If you frequently send mail with large attachments doing so will decrease the mail quota quickly as well. You would follow the same archive procedure for all files to reduce the amount of mail on the mail server.

Find large email attachments
In either webmail or Thunderbird, you will notice that there’s a column heading called “size.” Just by clicking on the heading you will be able to sort your messages in ascending or descending order.

Now that you know how to sort by size, remember that large messages should be archived or the message attachment should be downloaded to your computer – provided it is virus free.

Detailed instructions for this and many more topics are available on the documentation page 24 hours a day 7 days a week at oit.montclair.edu