

Re: Mailbox is doubling in size daily

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2005-06/msg01148.html>

- *From:* "Hank Arnold" <rasilon@xxxxxxx>
 - *Date:* Thu, 9 Jun 2005 04:53:26 -0400
-

Sounds like a call to PSS is in order.....

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Regards,
Hank Arnold

"Donald Palmer" <DonaldPalmer@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:4F0B36DF-01B6-402C-AD84-D91667D4BD97@xxxxxxxxxxxxxxxxxxxx

- > We are using Symantec Antivirus Corporate edition on the desktop and I am
- > using Symantec for Exchange on the server. When I arrived to work on
- > Monday
- > morning at 8am things were fine. By 9am the exchange store shut down
- > because
- > it reached the 16GB limitation. I was able to mount the store and look at
- > the sizes of the mailboxes and found that the one user's mailbox was about
- > 3
- > to 3.5 GB in size. I had run the offline defragmentation and even had
- > other
- > people archive and delete unnecessary mail. Everytime that space was
- > cleared
- > up, this user's mailbox would fill the empty space. By 5pm on Monday, the
- > mailbox had reached just under 5GB of disk space and my store was shutdown
- > again. By the next morning, I used the registry entry to temporarily to
- > increase the limitation to 17GB and we exported all of his mail. It
- > created
- > a 5GB .PST file. I then was forced to delete his mailbox and purge it
- > from
- > the system. Once I ran maintenance and an offline defrag the database
- > size
- > had decreased back to 11gb. I then created a new mailbox for the user and
- > we
- > imported select information back to the exchange server (like items from
- > his
- > calendsr) His mailbox is currently at about 33MB. We ran antivirus scans
- > on
- > the server and on his computers. No viruses were found. The only thing
- > we
- > were able to determine was that all of his file attachments were now huge.

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> Files that should have been less than 1mb were now over 100mb in size.
> They
> are still that way in the .PST file. So this is where I am at now. I am
> stuck trying to determine what caused the problem in the first place.
> Also,
> as an extra precaution I had him change his password in case someone had
> stolen it but like I said there was no indication of a virus and we even
> checked for spyware and adware. Nothing.
>
> So any help would be great.
>
> Thank You,
> Donald Palmer, MCSE
>
> "Arlo Clizer [MVP]" wrote:
>
>> "=?Utf-8?B?RG9uYWxkIFBhbG1lcg==?="
>> <DonaldPalmer@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
>> news:245D3C2F-6944-432D-973B-7196F221E2B4@xxxxxxxxxxxxxxxx:
>>
>>> I have an extreme situation. I have a user that their mailbox is
>>> growing in size too quickly. I am not seeing the user being used as a
>>> relay as I would expect his inbox to fill up. What looks like is
>>> happening is that any email with a file attachment, the file
>>> attachment is increasing in size. A simple Visio document that is
>>> less than 1MB in size is now listed as being 122MB in size in the
>>> mailbox. I do not know what is causing the file attachments to grow.
>>> I am currently running Virus Scans to look for trouble but I would
>>> expect everyone to be affected and it is only the 1 user. I am
>>> getting ready to delete the mailbox and start over.
>>
>> I've sure never heard of this before. What are you using for antivirus?
>> What does the size show up as from the client side?
>>
>> Regards,
>>
>> --
>> Arlo Clizer
>> Exchange MVP
>> FAQ: <http://www.exchangefaq.org>
>> Archives: <http://groups.google.com>
>>
>>

• **References:**

- ◆ **Mailbox is doubling in size daily**
◇ From: Donald Palmer

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◆ **Re: Mailbox is doubling in size daily**

◇ *From:* Arlo Clizer [MVP]

◆ **Re: Mailbox is doubling in size daily**

◇ *From:* Donald Palmer

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