

Exchange 2003 Mailbox Size Guidelines?

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I was wondering if there is any documentation from Microsoft or third parties that have stated mailbox size limitations, performance based on mailbox size and specific Outlook clients, etc?

I'm familiar with the documentation related to Outlook <-> Exchange network traffic, and limitations on Store size based on specific versions, Outlook PST/OST file limitations in earlier versions, etc...but I never see any details regarding mailbox size vs performance, except some MS documents related to mailbox size limits for calculation of store size/migrations...

My constant struggle is trying to get our business community to follow some sort of guidelines in regards to mailbox size, number of email items, etc... I've read a lot of emails saying "you can have it as large as you'd like", but at some point there has to be some sort of guidelines to keep things usable and keep performance balanced for the entire exchange platform.

I have users with 500 items and 50mb stores, and others with 8gb of storage and 140,000 emails. One user kept it all in their inbox root... Obviously someone with 140,000 emails in their root inbox is going to have Outlook slowness opening up and sorting data and drag down the performance of others by taxing the server with requests. However, I never have any solid documentation that states "Guess what – you can buy a quad processor Xeon and you're Outlook would still be slow... you have too much mail". So the business owners continue to say "make it work, I want to keep everything...and can you take off my 5mb file attachment size limitation so I can send some 20mb jpegs"... you know how it goes... I'm not expecting something that cut and dry, necessarily...just something that I can put together enough of an logical plan to keep peace and order (for both users and engineers!)

Any assistance is appreciated...
Pete