

E-Mail Limits – Best Practice

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From: sid (*justsid_at_i-dont.net*)

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I am up against the wall as far as our e-mail capacity is concerned. I can always buy more disk space, but I can't buy more hours in the day. Our backups are taking forever, our restores frequently fail, and if we ever go down, we're going down hard.

I have 200 users and have set a default mailbox limit of 100MB.

We have about 10 executives for whom that is not enough, and I have repeatedly had to increase their limits. All 10 are now over 500 MB, 4 are over 1 GB, and one is at 2.3 GB.

Most of the problem is attachments, of course. Almost every e-mail contains one or more spreadsheets or proposal with embedded .jpps.

I have explained to them repeatedly why this is not a good idea, and I have begged them to save the attachments somewhere besides their inbox. Their reply is that most of the time, the attachments arrive with some introduction or preface or explanation in the body of the e-mail. When they "Save As," they lose that contextual reference.

For instance, the body of the e-mail might read: "Dear Jim, here are the spreadsheets you asked for. Please note that I recalculated the fixed assets total in the second worksheet. Let me know if they are okay."

Well, when Jim "Saves As," he loses all that information. If he later goes back to that e-mail, it contains no reference to the filenames. If he later goes to the files, he loses the memo about the fixed assets.

Questions:

1. I am using Exchange 5.5. We will be upgrading to 2003 before the end of the year. Does 2003 offer any feature that has a reference to the filename of attachments *_after_* the attachments have been saved off the mail store?
2. Does Exchange 5.5 have such a feature that I am ignorant of?

3. It occurs to me that one option may be to buy a separate server for the executives, but I have no idea how or if that would work and don't even know where to start . Would I look up keywords "connectors" or "enterprise" or "two servers one domain"?

Thanks