

OVER QUOTA ERROR



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QUESTION: I'm getting a message, in Outlook Express, from my Server saying, "You are over the quota permitted. Remove some of the messages from the Server before continuing." How do I fix that?

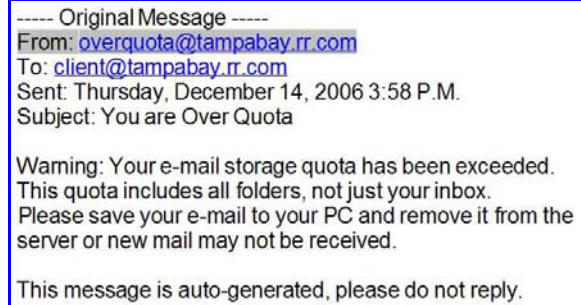


Figure 1

ANSWER: While it's possible that the person's inbox on their ISP's server simply contains email(s) with very large attachments, which could generate the this warning. However, it's more likely that the problem is that you have got your Outlook Express setup to leave copies of your messages on the Server. An *email server* distributes outgoing e-mail messages, and stores incoming messages until users next connect to the Internet to collect them. Normally, it provides two services POP3 (incoming email) and SMTP (outgoing email).

CAUTION: Do *not* make any other changes in the Windows that are shown in this lesson *except* the changes I tell you to make.

So let's change that setting.

1. Open Outlook Express and, from the MenuBar, select Tools > Accounts (Figure 2).

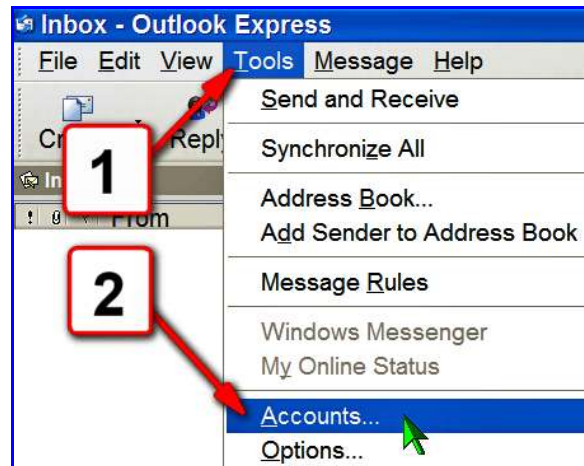


Figure 2

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2. “Internet Accounts” opens (**Figure 3**).

- 1 Click on your account — the one labeled “mail (default)”.
- 2 Click on the “Properties” button.

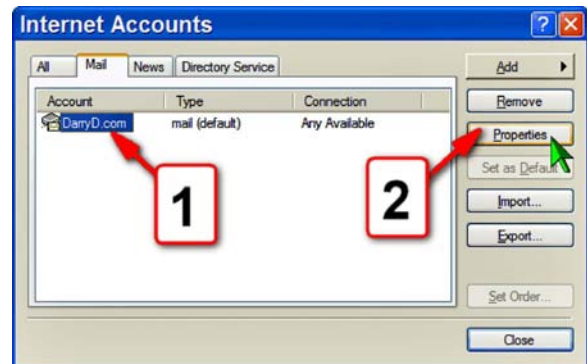


Figure 3

3. “Properties” opens (**Figure 4**).

- 1 Click on the “Advanced” tab to the far right of the tabs.
- 2 Click to remove the next to “Leave a copy of messages on server.”
- 3 Click on “OK” button.

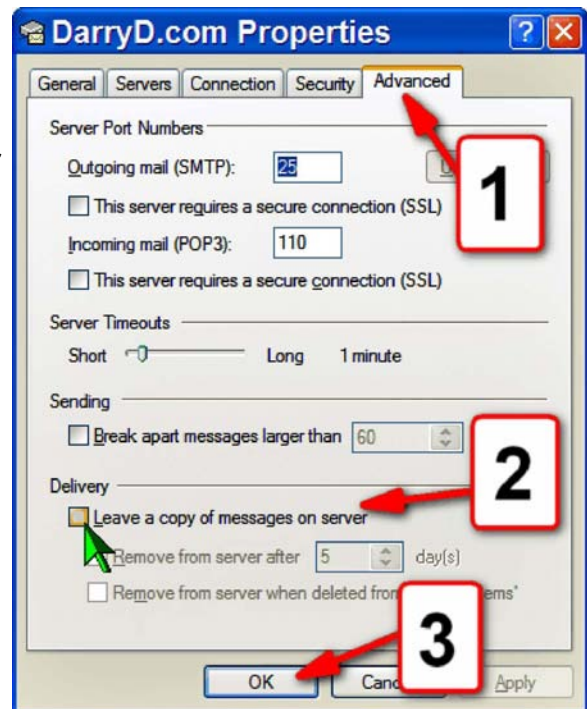


Figure 4