



Mailbox Problems And Deleting Spam

We sometimes get calls from users who have a large file blocking their mailbox, and ask if we can remove it for them so their mail will flow normally.

Yes, we can do this - but so can you!

There are a number of programs which enable you to look at the headers in your mailbox, and then select one or more for deletion from the server so that you do not have to download it.

The easiest to use is Office 365. This program is already set up for you and can be used with most common browsers programs from any ISP, from any computer with Internet access, Internet cafes, libraries, etc. When you access Office 365, only your user name and password is required.

Programs which you can run on your own PC include a program called **MailWasher**, which keeps you aware of incoming mail and enables you to delete unwanted mail before downloading. Its instructions may be a little difficult to understand. The key is to ensure that you load the configuration file. Take the trouble to persevere with this step and be sure to set it up before you have a full mailbox and are in a panic. **MailWasher** is available for download from <http://www.mailwasher.net/>.

Configuration of MailWasher is very simple - use **Tools | Email Account | Add Account** to add a new Account, with the **POP3 Server** as outlook.office365.com, your **Login Name** eg username@melbpc.org.au, and your Password where indicated. For each account your required settings can be set using **Connection | Account Options** and the **Mail List** tab for selecting which information you wish provided.

Mailbox "lock" in place

When your mailbox is accessed using a mailer program or one of these mailbox management programs, the mailbox is "locked" by the system and you may receive a message to this effect. The locking of the mailbox delays any further incoming messages until the mailbox has been freed by the accessing program.

However unless the mailbox has been successfully freed which may occur due to an interrupted download, the mailbox will remain "locked" until the system detects the problem and then resets the mailbox ready for access or to accept messages which may have been held back. This could take

up to ten minutes, but all should be normal after that time

Removing downloaded mail from the server.

The default setting for all mailer programs is to delete all downloaded mail from your mailbox after it has been successfully downloaded. This is done by your mailer program advising the server that the mail has been downloaded, and thus can be deleted from the system.

It is possible to retain downloaded mail on the server by removing the default switch in your mailer program, however this is unwise as each time your mailer program has to sort through all messages in your mailbox and decide which to download. In the meantime the mailbox continues to accumulate mail, and can become overfull and having reached this stage, messages will be returned to the sender with appropriate notification.

Mailbox size and capacity.

Subscribers' mailboxes may have a capacity limit. New mail will continue to be received provided that limit has not been reached prior to the latest message; however once the limit has been reached no further mail will be accepted although the sender will be advised of this and the explanation of the mailbox problem similar to the following:

```
----- The following addresses had permanent fatal errors -----  
<stanj@melbpc.org.au>
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```
----- Transcript of session follows -----  
stanj has exceeded their disk quota allocation and  
incoming mail for them is being returned to the sender.
```

```
Postmaster will not notify stanj for you.  
554 <stanj@melbpc.org.au>... Service unavailable
```

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