Email Management and Archiving FAQ

What is the difference between Exchange and Mimosa/Nearpoint?
Exchange is the live email database that manages the day-to-day email transactions, district-wide. Mimosa is the email archive. Every 4-hours, Mimosa makes a copy of the Exchange database, compresses the data and makes it available to you in archive form.

What is my quota?
OJRSO staff will receive a max quota of 500MB of space on the Exchange server.

Can I request more space?
No.

Will I be warned when I am approaching my limit?
Yes. At around 475MB you will see a message letting you know you are getting close.

What happens if I have exceeded my quota limit?
Your mailbox will shutdown and although you will still be able to access it, you will not be able to send mail until you drop below the prescribed quota. You will, however, be able to receive mail.

How do I find out how large my mailbox is?
In Outlook, at the left in the folder list, right-click the mailbox name which will be your email address (“jdoe@ojrsd.com”) and choose Data File Properties, then click Folder Size. Look at the number beside “Total Size” for the total amount. Below that number you will see a list of all folders in your mailbox and how many items are contained in each.
In OWA, you can simply place your mouse pointer over your name at the top of the folder list. A little pop-up box will appear displaying your current capacity.
What can I do to reduce the amount of email I have in my Exchange mailbox?

Some best practices are as follows:

- Only maintain 1 year’s worth of mail in your mailbox (how often do you really have to retrieve something from more than 1 year ago)
- Get in the habit of removing items from your Sent Items folder, your Calendar, your Deleted items folder and your Draft folder. These are common areas often overlooked where lingering mail may be found.
- Delete those items from Exchange, knowing you have it stored in Mimosa already.
- Calendar items can be removed quickly by: With your calendar open, select View then Change View and select the List option. Sort your calendar entries by End date (for example) and select items in groups (click on first one and Shift click on last) and use the delete key to delete the extraneous entries.

Does deleting the mail remove it from the archive?
No.

Is it true that the Deleted Items folder will be purged?
Yes; however only those items older than 30-days will be purged.

When the email is archived, do I lose any subfolders I created?
No. The archive has been running for the past month...you will notice no folders are missing (unless you deleted them).