



93d Signal Brigade (Strategic)
Strategic Communications Message 15-08, 20 Apr 14
Fort Eustis, Virginia



Subject: Defense Enterprise Email Mailbox Size Limitation

Team,

PEO EIS is working with DISA to begin enforcing the published mailbox size limits for Defense Enterprise Email (DEE) users. Most Army users are authorized the ArmyBasic Service Class, which has a 512MB mailbox storage limit. The Business Class mailbox has a 4GB total storage limit. The intent is to reduce all DEE accounts to under the mailbox size limit NLT 1 Oct 15.

The Army is working with DISA on a plan of action to accomplish three specific things:

- 1) Stop the growth of the number of mailboxes over 4GB;
- 2) Put limits on those already in compliance, and let them begin to experience the normal system warnings before the mailbox gets to 4GB; and,
- 3) Phase in the changes on anyone over 4GB, and allow for targeted messages to that set of users.

When a user's email account approaches the storage limit, the user will receive an auto-generated warning. Once a user reaches the storage limit, they will not be able to send email, though they will continue to receive email. When the mailbox size exceeds a specific threshold (either 700MB or 4.6GB), the mailbox will no longer receive email. At that point, anyone sending an email to that account will receive a Non-Delivery Receipt (NDR) email.

As the Army implements mailbox size limitation, the Army Enterprise Service Desk (AESD) Federation will be ready to respond to user/manager issues and questions. AESD-Worldwide (AESD-W) is working with the federation to ensure all service desks are ready to assist.

In addition, NETCOM has written a guide on how to reduce the mailbox size by creating personal folder (.pst) storage files on the user's local computer. Your local NEC can provide this TTP upon request and will assist our mission partners as needed.

I realize this may require some changes for many of our customers. My NEC Directors and their teams will work with you to manage any inconvenience as we work towards reaching these goals and controlling the overall costs of providing this service to you.

My lead on this effort is CW3 Dion Hopkins, DSN 826-6467, dion.j.hopkins.mil@mail.mil. My thanks to you in advance for your support.

Respectfully,
Lightning Warrior 6

Colonel Frank J. Snyder
Commander, 93d Signal Brigade