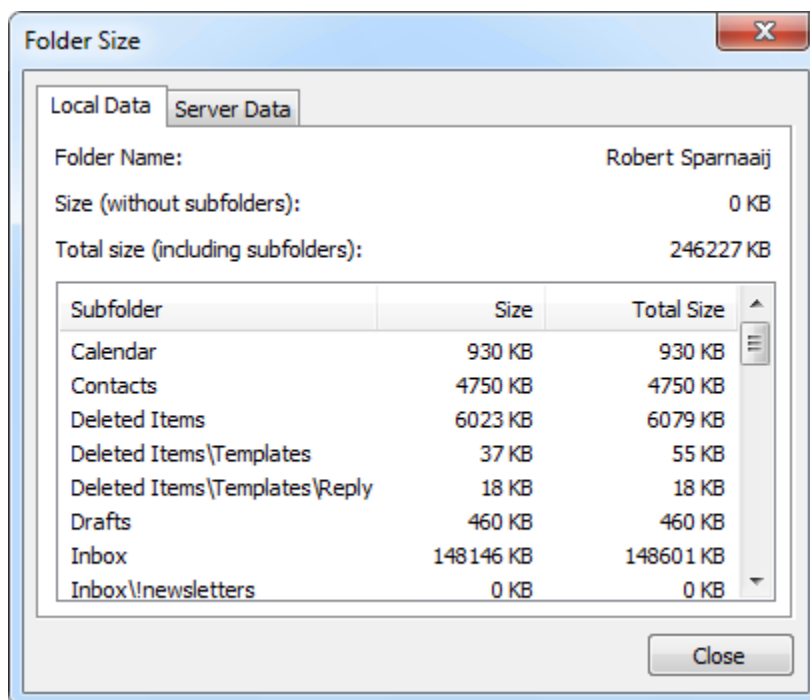


## How big is my current mailbox?

Before starting with cleaning up, you'll first need to know how "dirty" your mailbox really is. To get an overview of the total size of your mailbox and each individual folder you can open the Folder Size dialog;

1. Open the Mailbox Cleanup dialog;
  - Outlook 2010,  
File-> section Info-> button Cleanup Tools-> Mailbox Cleanup...
2. Click the button: View Mailbox Size...
3. In the window that is being displayed now, you'll see an overview of your mailbox folders and their sizes.

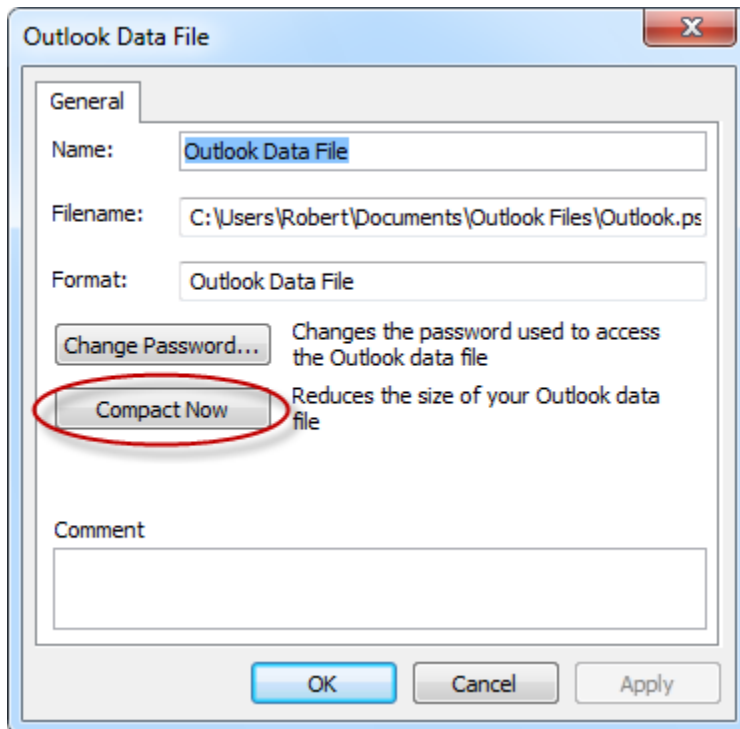


*Overview of folders in the mailbox and their sizes.*

## Compress the pst-file after cleanup

If you are working with a pst-file and you've deleted quite a lot of mail, the file size still isn't reduced in Explorer. To remove the empty space created in the pst-file you'll need to compact it. To do this;

1. Open the Data Files dialog:
  - Outlook 2010  
File-> Account Settings-> Account Settings...-> tab Data Files
2. Double click on the pst-file that you wish to compact.
3. In the dialog that is being displayed now, press the Compact Now button.



## General Tips To Keep Your Mailbox Small

- **Don't store attachments in Outlook** but **store them outside your mailbox in a folder on a shared drive where it belongs.**
- **Send as little attachments as possible.** When you know the receiver can also access the file on the same network, SharePoint website or other web storage, **think about sending links instead.** Use Insert- Hyperlink (If you need to send attachments, send them in a compressed format like zip-files. This will save you some bandwidth and the receiver some mailbox space; hopefully he/she will return you the favor.
- Periodically check the size of the individual folders by using the [View Mailbox Size button](#) so you can react on a fast growing mailbox in time. This way, you'll prevent the need to clean your mailbox for several hours at the end of the year or when it becomes full and be able to do it with just minutes a week or even a month.

## Bits and Bytes

1GB = 1024 MB	Big, probably the size of your entire mailbox if you send attachments and saved all your mails of the last couple of years
10MB = 10240 KB	This would be a message with a big attachment. The sending/receiving size limit of a message has often been set to somewhere between 10 and 20 MB.
1MB = 1024 KB	Normal size for a message with a small attachment
1KB = 1024 Bytes	Small, probably a mail with just some text in it

# Use Conversation Clean Up to eliminate redundant messages

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Applies To: Outlook 2010,

You can reduce the number of messages in your mail folders by using the new Conversation Clean Up feature in Microsoft

Outlook 2010. Redundant messages throughout a Conversation are moved to the **Deleted Items** folder.

## What is a conversation?

You might know a Conversation by the term email thread. A Conversation is the complete chain of email messages from the first message through all responses. The messages of a Conversation have the same subject.

For example, when you send a message to someone and then they reply a Conversation results. In many Conversations, there might be many replies back and forth, or even multiple people all replying to parts of the Conversation.

## What does Conversation Clean Up do?

Conversation Clean Up evaluates the contents of each message in the Conversation. If a message is completely contained within one of the replies, the previous message is deleted. Consider the following example.

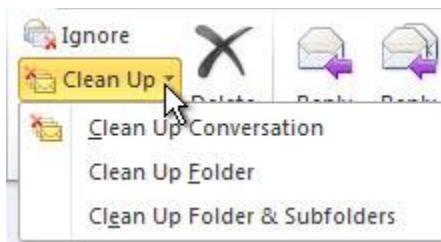
Justin sends a message to Melissa and Andrew. Melissa replies to both Justin and Andrew and in her Outlook message body, all of Justin's original message is included. Now, Andrew sees Melissa's message and replies to both Justin and Melissa. Andrew's reply includes all of the previous messages in the Conversation.

Conversation Clean Up can delete all of the messages except the last one from Andrew because within that message is a copy of all of the previous messages.

Conversation Clean Up is most useful on Conversations with many responses back and forth especially with many recipients.

## Remove redundant messages

1. On the **Home** tab, in the **Delete** group, click **Clean Up**.



1. Click one of the following:
  - **Clean Up Conversation** The current Conversation is reviewed, and redundant messages are deleted.
  - **Clean Up Folder** All Conversations in the selected folder are reviewed, and redundant messages are deleted.
  - **Clean Up Folder & Subfolders** All Conversations in the selected folder and any folder that it contains are reviewed, and redundant messages are deleted.

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# Change Conversation Clean Up options

You can specify which messages are exempt from Clean Up and where messages are moved when they are deleted.

1. Click the **File** tab.
2. Click **Options**.
3. Click **Mail**.
4. Under **Conversation Clean Up**, do any of the following:
  - To change where items are moved, for **Cleaned-up items will go to this folder**, click **Browse**, and then select an Outlook folder. By default, messages are moved to the **Deleted Items** folder. If you have multiple email accounts in your Outlook profile, each account has its own **Deleted Items** folder. Messages are moved to the **Deleted Items** folder that corresponds to the email account.
  - To replicate the folder structure of items **Clean Up** deletes (when you use the **Clean Up Folders & Subfolders** command), select **When clean sub-folders, recreate the folder hierarchy in the destination folder**.
  - To always keep any message that you haven't read, select or clear the **Don't move unread messages** check box. We recommend that you don't select this option. The remaining Conversation messages will contain any



messages that are deleted, such as those that you might not have read.

- To always keep any message that is categorized, select or clear the **Don't move categorized messages** check box. We recommend that you select this option. Categories apply to specific messages and deleting a categorized message would result in the loss of the categorized message.
- To always keep any message that is flagged, select or clear the **Don't move flagged messages** check box. We recommend that you select this option. Flags apply to specific messages and deleting a flagged message would result in the loss of the flagged message.
- To always keep any message that is digitally signed, select or clear the **Don't move digitally-signed messages** check box. We recommend that you select this option.
- To always keep the original message if someone alters the message when it is included in replies, select or clear the **When a reply modifies, a message, don't move the original** check box. We recommend that you select this option. This makes sure that you have a complete record of all content in the Conversation in the event someone alters a message that is contained inside a reply.