GSD. Outlook - How to manage Outlook Data File has reached the Maximum Size error

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/56f11880c38a1a100acd330015013196', 'value': '56f11880c38a1a100acd330015013196'}

General Information:

Possible symptoms/errors:

User receives an error Outlook Data File has reached the Maximum Size

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The solution is to compress the PST file, so the user does not receive the error anymore:

Ask the user to go to File.Click on Account Settings.Choose Account Settings once again and then open Files tab.Please advise the user to double-click on the affected email profile and then select Outlook Data File Settings.

5. Press Compact Now button.

SD agents may additionally guide the user to archive old mail items - GSD. Outlook - Manually Archive Emails in a Microsoft Outlook Inbox

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A