

Setting Maximum Message Sizes

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Introduction

In Cisco E-Mail Manager, if a message is over a certain size, the system does not download the complete message. The size limit is configurable, but the maximum size is 1900 KB. This document discusses the configuration parameters that you use in order to set the maximum value. The document also discusses how the parameters interact.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Post Office Protocol 3 (POP3) and Multipurpose Internet Mail Extensions (MIME)-encoded messages
- How to set up inboxes and global settings in E-Mail Manager

Components Used

The information in this document is based on E-Mail Manager version 4.0.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Global Settings

In order to set Global Settings, choose **Configuration > Incoming Mail > Global Settings**.

Maximum Stored Message Size

The maximum stored message size is the most space, in KB, that storage of a message uses in the database. You can set the size to a maximum of 1900 KB. If the message is larger than the maximum stored message size, the directory Program Files\cisco\E-Mail Manager\Instances*instance name*\InBasket\Oversized stores the entire message. This storage allows you to manually process the message later.

Truncated Message Size

When a message exceeds the maximum stored message size, the likely cause is an attachment in the message. In this case, you can truncate the message and still process the message correctly by the rules. The truncated message size represents the portion of the mail for download, process, and storage. Only messages that exceed the maximum stored message size undergo the truncation.

Inbox Settings

You set inbox settings for each inbox individually. You set inbox settings in the inbox configuration window. Choose **Configuration > Incoming Mail > Inbox Name**.

Maximum Message Size

The maximum message size represents the maximum amount of space, in KB, that storage of a message from a particular inbox uses. There is no limit for the maximum message size. However, the system only considers values that are less than the maximum stored message size. If the maximum message size exceeds the maximum stored message size, the system uses the maximum stored message size. Otherwise, the system uses the maximum message size. If a message exceeds the maximum message size, the directory Program Files\cisco\E-Mail Manager\Instances*instance name*\InBasket\Oversized stores the entire message. This storage allows you to manually process the message later.

Lines to Retrieve for Truncated Messages

This parameter establishes the size, in lines, of the message to retrieve when a message reaches the maximum message size. This parameter functions in a way similar to the truncated message size parameter.

Leave Big Messages on Server

The leave big messages on the server option allows you choose one of these options for a message that exceeds the maximum stored message size or the maximum message size:

- Delete the message from the POP3 box, just like the deletion of mail of a normal size
 - Leave the message on the POP3 box so that an administrator can manually download the message into another tool
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Related Information

- **Technical Support & Documentation**
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