

I'm getting a disk quota error

(Mail Hosting: NTT Communications (Thailand) Co., Ltd.)

When you set up your email account with NTTCT mail hosting service, you are given a specific amount of space on the server (disk space) to store your emails.

With IMAP accounts, a lot more is stored on the server, so your account requires a larger amount of space. When the mailbox is full, you may still be able to send but all email that is sent to you is bounced back to the customer.

To rectify this situation, there are a couple of options:

- 1.1 Deleting mail that is stored on the server.**
- 1.2 Increase more disk space.**

To delete mail from the server, you must login to your webmail account (<https://webmail.ntt.co.th/>) and delete any unwanted mail. Simply deleting mail from your computer will not delete it from the server. You can program your computer to delete mail from the server at specific period. This is usually done through the advanced options in your mail program. Please note that when mail is deleted from the server, we will be unable to retrieve it.

Credit: bignames

Last update: 20/02/2017