

Mailbox Administration FAQs

What are the current size limits on mailboxes?

Each user is restricted to a mailbox size limit of 95MB for Warning, 105MB for Prohibit Send and 150MB of Prohibit send/receive limit. Resource accounts have a limit of 50MB, and Public Folders have a maximum of 50MB.

How do I check the size of my mailbox?

Click the top-level Mailbox folder; click File on the menu bar, then select Folder → Properties of Mailbox. Click the Folder Size button, on the General tab and the size of your mailbox is displayed.

What should I do if I receive a message stating that I am over my mailbox size limit?

You should verify the size of your mailbox as specified above. If your mailbox is over the limit, you should archive messages to a personal folders file. If you require assistance with this task, please contact your agency IT Help Desk.

How do I request a temporary increase in the size of my mailbox?

Submit a Remedy ticket with the business justification for the increase and the length of time of the increase.

How do I request a permanent increase in the size of my mailbox?

Submit a Remedy ticket with your agency CIO approval attached.

What is the maximum send recipient limit on any message?

To prevent the flow of spam on the mail server, the number of individual send recipients to receive a single mail message is restricted to 1000.

How do I send a mass email message to the Commonwealth or my agency?

1. The agency administrator receives a request from their executives to send a broadcast email to CWOPA users.
2. The agency administrator submits a Remedy ticket to exchange administrators with all the details of the message. The ticket must include the subject message, the attachment size, the time the message has to be sent, and the mailbox for responses. A separate email is also sent to the exchange administrators with the message to be sent. NOTE: Attachments should be in Word, Excel, or PDF format. The suggested message size should be less than 200KB.
3. The exchange administrators receive an approval from the exchange operations manager.
4. An email is sent to OA- HR about the mass notification.
5. Once the mass notification is approved, the message is sent out from the exchange administrator mailbox to the DL OA-All Exchange users.
6. If there is no mailbox defined for receiving responses within the Remedy ticket, then the reply mailbox will be set to the xxxemail replies mailbox.

7. The exchange administrators will send the responses to the concerned agency before closing the ticket.

How do I configure a server to relay mail through the Exchange system?

Submit a Remedy ticket with the IP address of the server that will be sending the mail. Also, include an estimate of the expected mail volume, and if the emails will be internal only or external as well.

How do I configure my system if I am using an IMAP or POP client?

1. Use the following configuration for configuring POP/IMAP client.
 - a. POP Server - webmail.state.pa.us
 - b. IMAP Server - webmail.state.pa.us
 - c. SMTP - smtp.state.pa.us
2. Check "My outgoing server (SMTP) requires authentication."
3. Check "This server requires an encrypted connection (SSL) for both Incoming and Outgoing servers."

Why am I unable to send or receive email from the Internet?

If your email address ends in "@pa.lcl" you are listed as a restricted email user and you are only able to send/receive **internal** email. If this is not correct, contact your agency IT Help Desk.

I'm having trouble accessing Outlook Web Access, what do I do?

1. Verify you are using the following link <https://webmail.state.pa.us> to get to the CWOPA OWA servers.
2. When entering your user credentials, type your username.

If still unable to access OWA, submit a Remedy ticket to the Exchange Management Team to verify if your account has been enabled for Outlook Web Access.

What do I do if I need to access my mailbox when I'm away from the office?

You can use Outlook Web Access (OWA) at <https://webmail.state.pa.us/> to access your mail through the internet. If you are away from the office extended periods, you can change your CWOPA password before it expires by logging into OWA, and selecting Shortcuts > Options. Click on the "Change your password" option and follow the prompts.

You can also have your mailbox hidden from the GAL and configured to be restricted from receiving any messages

How do I share my Outlook Calendar?

In Outlook 2002 (Outlook XP):

1. Right-click Calendar, Select Properties
2. Select Permissions tab
3. Click Add...

- a. Type name of user to share Calendar with, in the “Type Name or Select from List:” field; Click “Add - >”; Click OK
4. Assign permissions to user
 - a. Select User
 - b. Select appropriate permission for user in “Permission Level:” drop-down
5. Click OK

What is a delegate in Outlook and what can they do?

The process of granting someone permission to open your folders, read and create items, and respond to requests for you is called delegate access.

As the person granting permission, you determine the level of access the delegate has. You can give a delegate permission to read items in your folders, or to read, create, modify, and delete items. You can give a delegate permission to send mail and to respond to mail on your behalf. The delegate can also organize meetings on your behalf and respond to meeting requests and task requests sent to you. By default, if you grant someone access to your folders, that delegate has access to the items in the folders, except items marked private. You must grant additional permissions to allow access to private items.

Note: If you want to use the Delegate Access feature, your mail must be delivered to your mailbox on the server, not to a personal folders file on your hard disk.

How do I access a resource account using OWA?

Append the actual Resource Account name to the OWA URL as follows:

1. <https://webmail.state.pa.us/exchange/ResourceAccountName>
2. Supply CWOPA credentials with permissions to access the resource account.

How do I request a new public folder?

All agency Public folders reside under All Public Folders>Agency Resources. New public folder requests for a specific agency should be sent to your agency IT Administrator.

How long does it take for the replication of a Public Folder?

Public folders replicate every 15 minutes.

How do I publish an Exchange form in an organizational library?

To request an Exchange form to be published in an organizational library, submit a Remedy ticket and the Exchange team will take care of the request. Forms accessed by multiple agencies are only published in the organizational forms library. Agency-specific forms should be published in public folders whenever necessary.

Why can't I see Attorney General or Treasury users in the Global Address Book?

These agencies are not under the jurisdiction of the Governor and are not part of the CWOPA domain.

How do I use Enterprise TopCall to send / receive a Fax?

TOPCALL is integrated with CWOPA Exchange, so users can send and receive faxes from their desktops using Microsoft Outlook. Anyone in the CWOPA domain can send a fax; however, only certain authorized users can receive a fax.

To receive a fax, a user must be assigned a DID or fax number. This fax number is entered into the Office Fax field in Active Directory as a ten digit number preceded by the letters "TC"; e.g., TC7177059390.

Nightly, Directory Synchronization is run on the TOPCALL Fax Server. Records that have a fax number in the Office Fax field preceded with the letters "TC" are synchronized in the Active Directory with the entries in the address book on the TOPCALL Fax Server. Once this process is completed, any new users will be able to receive faxes.

An agency can purchase fax numbers or DIDs in blocks of 20 or 100 at a current cost of 20 cents a month per DID. Contact Glenn Mitzel at (717)772-8054 or gmitzel@state.pa.us for more ordering information.

Agencies also have the option of keeping their existing fax numbers but removing their analog lines. The existing fax numbers will just become part of the DID block. Agencies may want to assign their existing fax numbers to a resource account in Exchange rather than an individual e-mail account. The individual monitoring this resource account can then forward the fax to the appropriate person or set up rules in Outlook to forward faxes automatically.