

What do I do if I notice my mail bagging system is rapi...

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During primary mail server down time, it is always recommended to login to your mail bagging system frequently to keep an eye on the amount of disk space being utilized. If the system reaches full capacity, messages will bounce back to the sender AND our staff will not be able to add disk space. When you login as an administrator, the first screen is a System Information screen that shows Real Memory, Virtual Memory, and Local Disk Space as well as other information.

Both the memory usage and disk space indicators are shown as bars. The blue section of each bar indicates the amounts available, while the red section indicates the amounts being used.

If the primary mail server outage is planned in advance, we recommend preparing for any unforeseen issues by purchasing additional storage space ahead of the time. By doing so, you may avoid special engineering charges.

If the primary mail server outage is not planned and as an administrator you notice the Local Disk Space indicator rapidly increasing at a high rate and/or if it's nearing 70%-80% capacity, please create a support ticket at: <http://support.webservio.net> requesting additional disk space be added to your mail bagging system.

If the request is made during normal office hours of Monday - Friday, 9AM - 5PM EST, our staff will make every effort to add more disk space to your system within 4 hours. The additional disk space will be billed to your account at the rates listed on the plans pages of our websites or according to the specifications listed within your contract.

If the request is made after 5PM EST Monday - Friday, our staff will make every effort to add more disk space to your system within 12 hours. The additional disk space will be billed to your account at the rates listed on the plans pages of our websites or according to the specifications listed within your contract. After hours emergency engineering rates will also be applied on an hourly basis.

If the request is made on a weekend (between 5:01PM EST - Friday - 8:59 AM EST Monday), our staff will make every effort to add more disk space to your system within 24 hours. The additional disk space will be billed to your account at the rates listed on the plans pages of our websites or according to the specifications listed within your contract. Weekend emergency engineering rates will also be applied on an hourly basis.

Premium support packages with customized SLA's made be purchased for any of our services. Please contact our sales team at sales@webservio.com for more information.