

# General

## Why can't I delete Emails?

If Emails can't be deleted probably the Quota is exceeded. Please learn here what „Quota“ means:

<http://faq.euserv.com/content/17/308/en/what-does-%E2%80%9Equota%E2%80%9C-mean.html>

### How can I determine if Quota is exceeded?

- Log in to EUser customer panel
- Choose 'Select' on the right side next to the concerning contract
- Click 'Email-Accounts' in the menu 'Email'
- Choose the concerning Email-Account in the table 'Bisher angelegte Email-Accounts:'
- Check if in column 'Quota (used/max)' the upper value (used) is higher or equal the lower value (max.).

In this case the Quota is exceeded

### How can I solve the problem?

#### Option 1:

Increase the Quota. The following Wiki instructions will help you:

[http://wiki.euserv.de/index.php/Kundencenter\\_Email-Accounts#Email-Account\\_.28Postfach.29\\_bearbeiten.2FI.C3.B6schen](http://wiki.euserv.de/index.php/Kundencenter_Email-Accounts#Email-Account_.28Postfach.29_bearbeiten.2FI.C3.B6schen)

OR

#### Option 2:

Delete Emails via EUser WebMail-Service until Quota falls below the corresponding value. Get more information here:

[http://wiki.euserv.de/index.php/Webmail#E-Mails\\_.I.C3.B6schen\\_bei\\_.C3.BCberschrittener\\_Quota](http://wiki.euserv.de/index.php/Webmail#E-Mails_.I.C3.B6schen_bei_.C3.BCberschrittener_Quota)

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