Allgemein

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 EUserv customer panel

- Choose 'Select' on the right side next to the concerning contract

- Click 'Email-Accounts' in the menue '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.2Fl.C3.B6schen

OR

Option 2:
Delete Emails via EUserv WebMail-Service until Quota falls below the corresponding value. Get more information here:
http://wiki.euserv.de/index.php/Webmail#E-Mails_l.C3.B6schen_bei_.C3.BCberschrittener_Quota

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URL: https://faq.euserv.com/content/17/405/en/why-can_t-i-delete-emails.html