What is using up all my disk space and generating a disk quota warning for my hosting account?

When your account generates Disk Space warnings first you have to determine the type of warning it is. Is it an email address warning for a specific person, or is it an overall hosting package warning?

You can easily determine this by simply reading the warning that was generated.

1) <u>Email</u> disk space warnings are self evident as they state: "**Mailbox Size Warning for Mail Accounts**" in the subject line, and will specify the address in the body of the email.

2) <u>Hosting</u> disk space warning will have a subject line similar to: "**Disk Usage Warning critical**" and will include your account username, domain name and the quota limit information for your package.

Once you've determined the type of warning generated you can then determine the steps to be taken.

If it was an email disk space warning that was generated for a single account simply log into your webmail (see instructions "How to purge my webmail" elsewhere on our site) and empty it out. **Note:** *deleting emails from your email client such as outlook will not resolve this. Please read the instructions on purging webmail carefully.*

The second method is to log into http://yourdomain.com/cpanel and enter your *hosting account* username and password (this is different from any of your email account logins). This login information would have been supplied when your account was created, however if you no longer have a copy please contact us.

Once logged in go through the sections until you see the header **"Files"**. In this area, look for the icon called "Disk Usage Viewer"; usually located in the 2nd row, 1st icon.

Once you've clicked on the icon you can see where the space is being used. Everything listed in this area contributes to the amount of storage being used, but often disk usage quotas warnings for your hosting are generated from a combination of online webmail storage and your public_html folder.

Email can be purged, freeing space until the accounts fill up again but avoiding the necessity to upgrade your hosting package with a little judicious management. The public_html are the actual site files and when this is the source of the quotas on your account generating a warning, a package upgrade is the next step.

To purchase an upgrade to your hosting package, please email support@webacom.com or call:

Toll Free: 1-866-376-4240,
Nanaimo: 250-756-1846