

Using the Exchange 2003 Quota Message Service

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Abstract

In this article I will give you some information how to use the Exchange 2003 Quota Message Service from the Microsoft Exchange team (more specifically, Jason Nelson and KC Lemson). With the help of this tool you can customize quota messages for users on Exchange server 2003 without editing DLLs.

Let's begin

First we need to download the Exchange Quota Message tool here:

<http://www.gotdotnet.com/workspaces/workspace.aspx?id=b82dabfa-8353-472c-b82b-1423263ab1bb>. The download size is about 4 MB.

Please read the following terms and conditions carefully:



Figure 1: Read the terms and conditions carefully

Requirements and limitations

- ? The service requires a mailbox on each server
- ? The service mailbox may be disabled, but SYSTEM must be granted full mailbox rights The service must be installed on the exchange server
- ? Exchange 2000 - hotfix package 225595_enu_i386.exe or later must be installed on the Exchange server before running the quota service. This is build 6488 or later of STORE.EXE and EMSMDB32.DLL. The April Post SP3 rollup contains all fixes needed to run the quota service
- ? Exchange 2003 is supported starting with SP1
- ? The quota service does not provide quota messages for public folders

Preparations

Create a mailbox on the Exchange Server for the Quota Service. We will name the Exchange Mailbox *MessageQuota*.

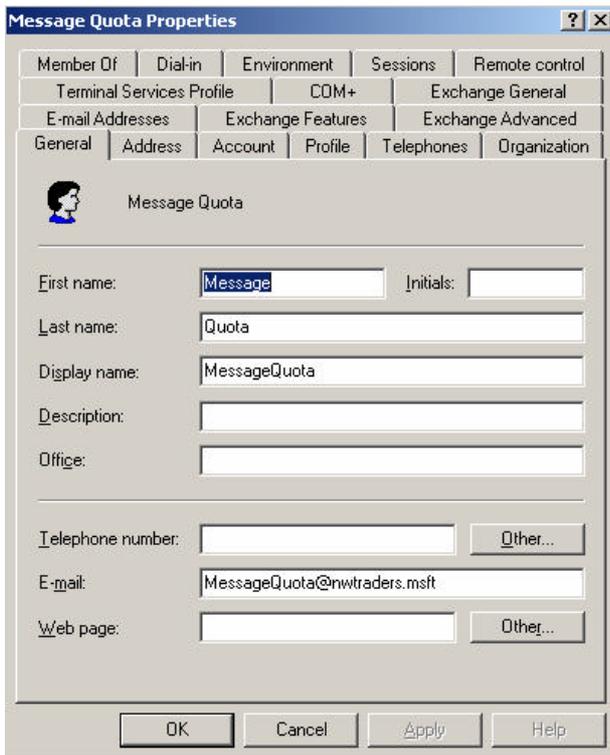


Figure 2: MessageQuota account properties

You must ensure that the built-in SYSTEM account has full mailbox right. Start *DSA.MSC*, ensure that *Advanced Features* are selected, doubleclick the account *MessageQuota*, and click *Security*.

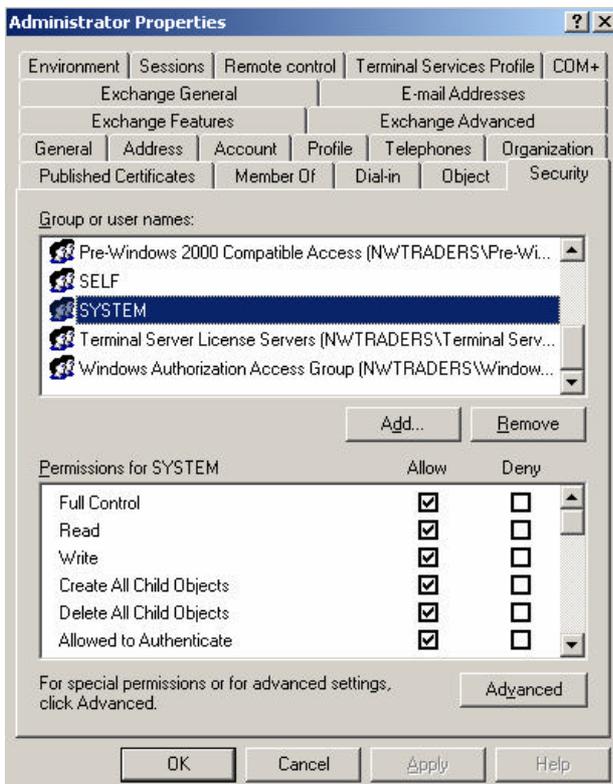


Figure 3: SYSTEM account with Full Control

Configure a MAPI profile for the MessageQuota account and log onto the mailbox.

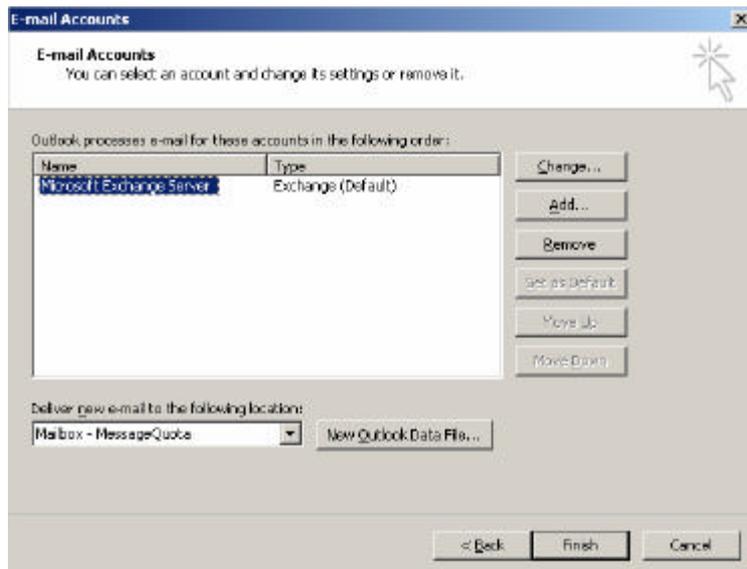


Figure 4: Creating a MAPI profile for the MessageQuota account

Copy the content of the QUOTAMSG.PST file into the MessageQuota mailbox. The QuotaMessages folder must be at the root, not a sub folder of inbox. You will find the QUOTAMSG.PST file in the installation directory of the Quota Message program.

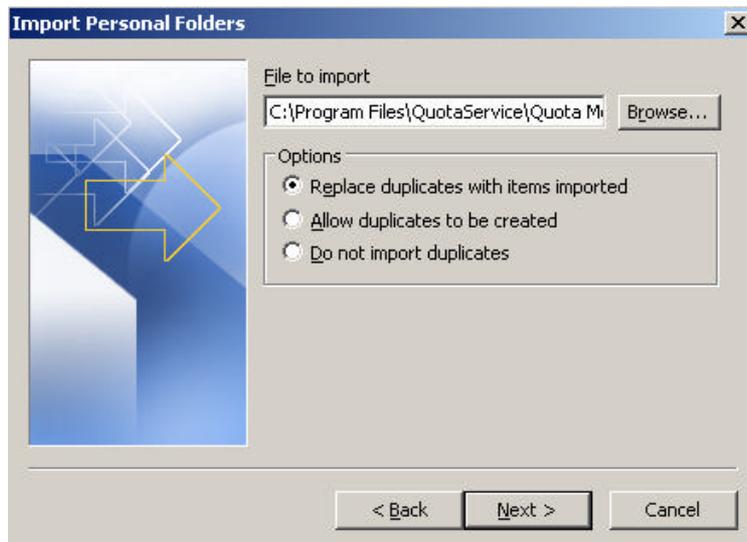


Figure 5: Importing the QUOTAMSG.PST file into the MessageQuota mailbox

In Figure 6 you can see the mailbox for the QuotaMessage user after importing the QUOTAMSG.PST file. You must ensure that the QuotaMessage folder is under the root of the mailbox.

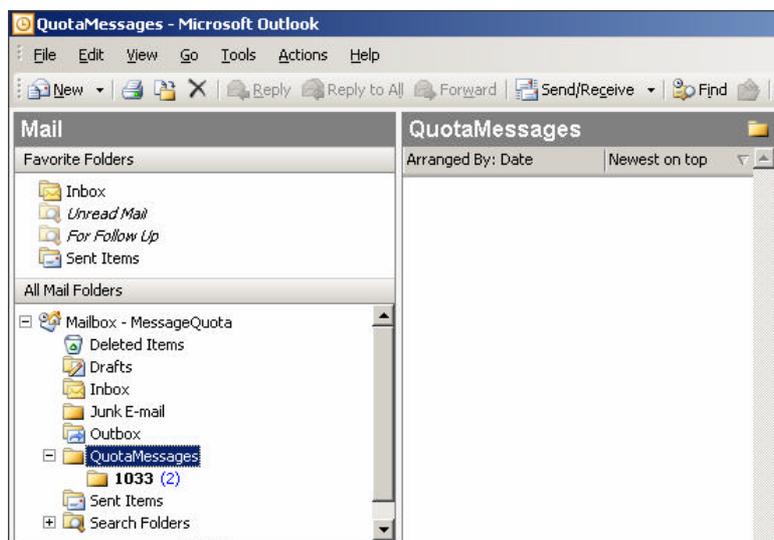


Figure 6: The QuotaMessage folder under the QuotaMessage account

Customizing Quota Messages

The Quota Message service stores Quota message templates under a folder named *QuotaMessages* in the QuotaMessage mailbox. The default folder is named 1033. You can create localized quota messages in your language. To do so, create a new folder under the root of the mailbox. The folder must have a LCID (LoCallIdentifier). You can read more about LCIDs [here](#). For a list of LCIDS click [here](#). The default LCID is 1033 or hex 0x0409.

You can copy the quota template into the new LCID folder and customize these messages to change the text for a language.

The parent messages for quota template messages have the subjects "Warning", "NoSend", and "NoSendReceive".

The body of the quota message template can contain references to insertion strings which will be replaced with information about a mailbox.

%1 - current mailbox size

%2 - size at which mailbox will receive warning messages.

%3 - size at which the mailbox will no longer be able to send.

%4 - size at which the mailbox can no longer send or receive.

%5 - difference if any between warning threshold and current mailbox size.

%6 - difference if any between send prohibited threshold and current mailbox size.

%7 - difference if any between send and receive prohibited threshold and current mailbox size.

If a limit is not set, do not reference it in the quota message template - no limit is displayed as -1.

Please not:

After you have modified the quota message text, you must restart the Microsoft Exchange Quota service on the Exchange Server and if you need the new Quota Message immediately you must start the quota maintenance in Exchange System Manager.

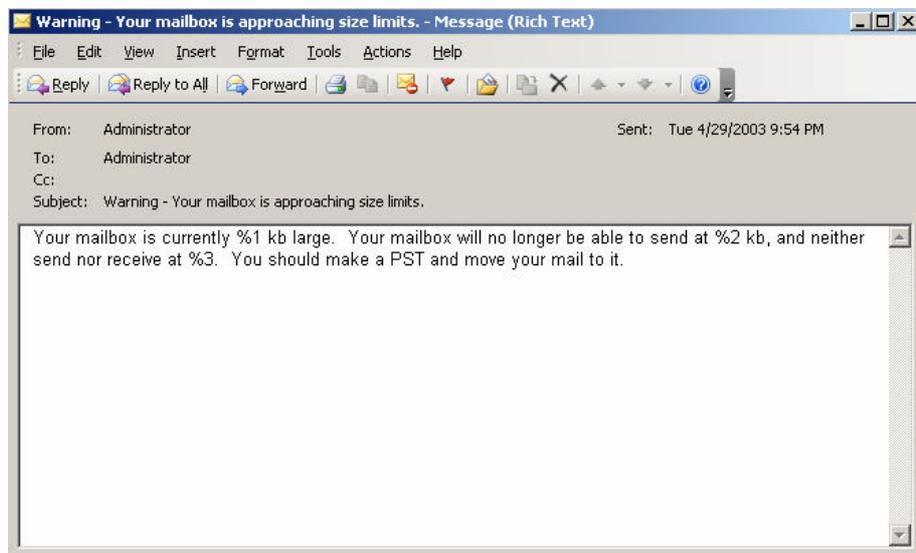


Figure 7: Insertion strings

Installation

After downloading, simply extract the download file and start the setup process by doubleclicking the file *QuotaSetup.msi* and follow the instructions of the installer wizard. The next page asks for the primary SMTP address of the MessageQuota mailbox. Enter the primary SMTP address of the quota service mailbox for this server, and click next.

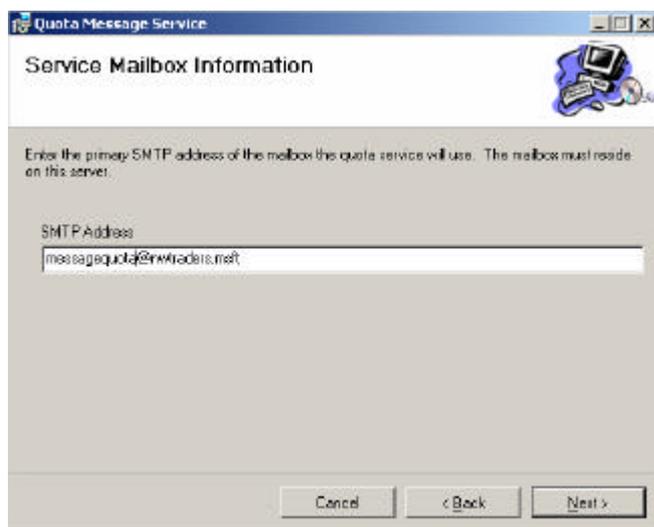


Figure 8: Enter the SMTP address of the Quota

After setup has finished, you must set two registry keys to fully configure the Quota Message service:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangel\servername\<mdb guid>, create a REG_DWORD value named "Local System Ignores Quota", and set the value to 1. This value must be set on each <mdb guid> entry. Without this,

the quota service will not be able to save messages to users who are over shutoff (prohibit send and receive) quotas. If the exchange server does not use shutoff quotas, this value can be set to 0, or omitted.

Under HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangelS\servername\<mdb guid>, create a REG_DWORD value named "Disable Quota Messages", and set the value to 1. This value must be set on each <mdb guid> entry. This value prevents the MSExchangeIS process from generating internal quota messages.

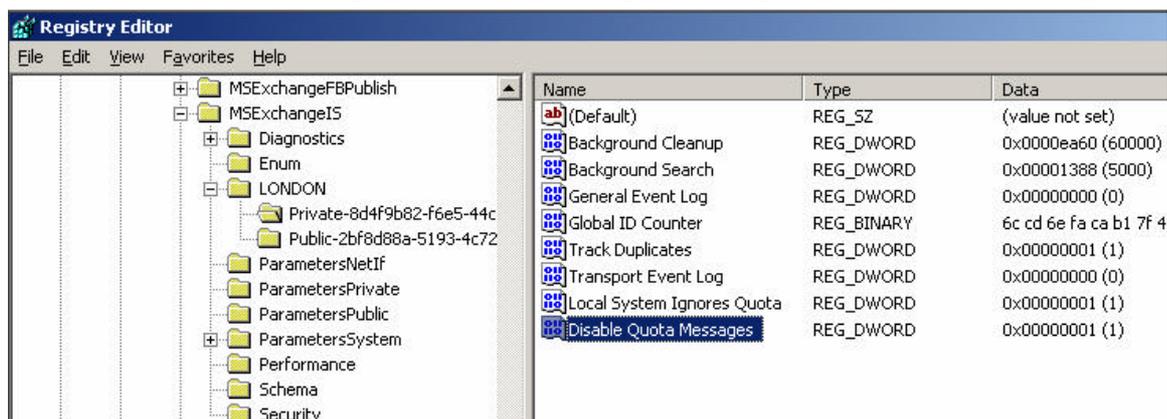


Figure 8: Required Registry entries

You must restart the Microsoft Exchange Information Store.

Now you can start the Quota Service (net start MSExchangeQuotaSvc).

For more information about the setup process, read the document "Quota Service Setup.doc". You will find this document in the installation directory of the Exchange Quota Message Service.

Manually start the Quota maintenance

The scheduled run interval of Quota maintenance defaults to 24 hours. If you want to run the Quota maintenance manually, start the quota maintenance at the server object level in the Exchange System Manager.

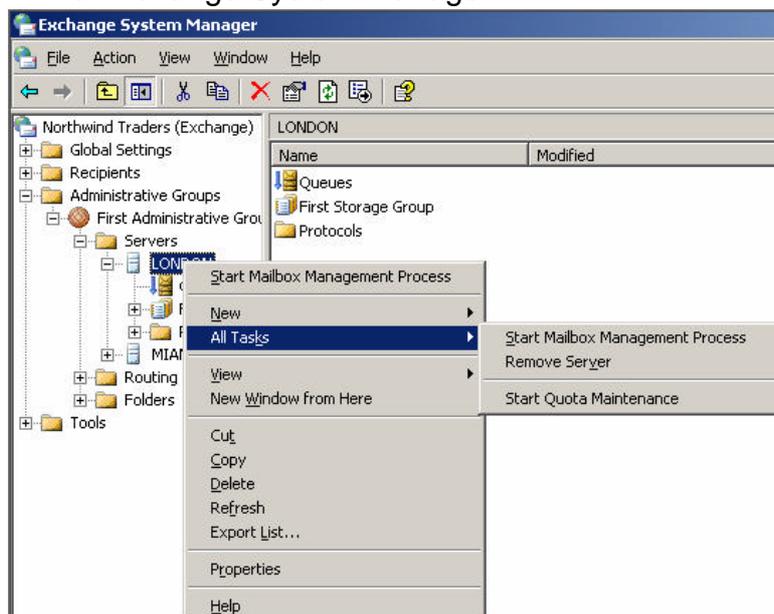
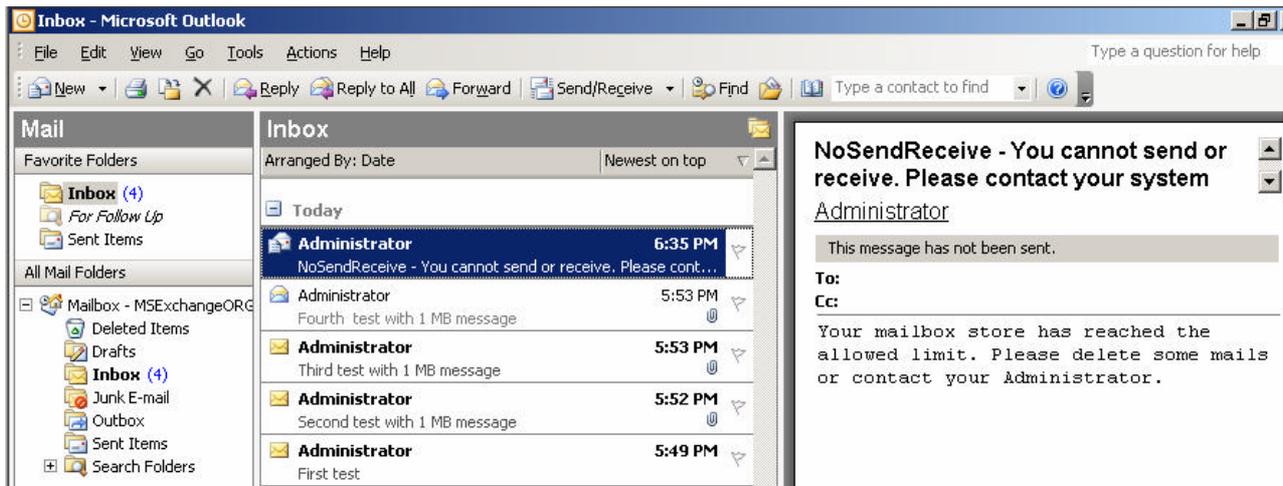


Figure 9: Manually starting quota maintenance

When a mailbox has reached the limits, you will get an e-mail like this:



Conclusion

The Exchange Quota Message Service is a great tool to give you the opportunity to customize the quota message for your exchange users. The installation is not as simple as installing Microsoft Word, but with the help of this tutorial it should be possible without pain.

Related Links

Download the Exchange Quota Message Service

<http://www.gotdotnet.com/workspaces/workspace.aspx?id=b82dabfa-8353-472c-b82b-1423263ab1bb>

Generate a custom Quota Message limit

<http://blogs.technet.com/exchange/archive/2004/04/20/117024.aspx>