
Subject: Purging private messages does not clear the threshold to send new messages

Posted by [Gary](#) on Thu, 10 Aug 2023 18:18:09 GMT

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I purged my PM inbox/send folders to clear the 147% threshold for me to be able to send private messages. But after doing so I still cannot create a private message.

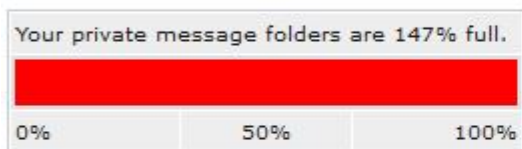
File Attachments

1) [pm.JPG](#), downloaded 845 times

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Select	Subject
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There are no messages in this folder.

2) [Pm1.JPG](#), downloaded 865 times

No space left!

Your private message folders exceed the allowed storage size of **300000 bytes**. They currently contain **440000** messages.

Remove some old messages to clear up space.

OK