



56 Common Email Problems and Solutions

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Full version

This is the free version of this book, which can also be found at qwertyts.com.

"Google" if your Email problem hasn't been solved in this book.

The full version of the book contains additional Information:

1. Reasons why you're having that Problem.
2. Detailed Pictures

You can buy the full version by sending an email to kehindebadejo@qwertyts.com

Detailed Computer Based Training Videos on Microsoft Office can be requested to help you learn further.

Introduction

If you run or work in a Small or Medium Scale Business in Nigeria, Your Number one challenge is your email. Email is how your prospective customers will reach you for information about your products/service. Email is also the number one means through which you communicate officially. Email is one of those systems that almost no business can function without in this day and age

When your Email goes down, all hell is broke loose. This is when you realize how essential this means of communication within and outside the company is.

This small book will highlight the major problems users have with their Emails.

This small book will also show users how they can solve their Email problems themselves.

The Email problems and solutions addressed are some of the common ones we have attended to over the years that do not require the presence of an IT Expert.

Some Email Tips, Tricks and Tweaks have also been added to enable the user work effectively and efficiently.

SMEs rarely use Exchange Server for their Emails so there'll be very few of those here.

Email is the generic term used here. We'll use either Outlook or Webmail when we want to be specific.

This book also doesn't have a structure so you can pick any page and still be informed.

Auto-complete

Auto-complete is a common feature that is found in most email clients. As you type the name of the person you want to email, your email software automatically selects their email address for you.

This way, you do not have to remember the email addresses of all your contacts, just the recipient's name. The problem with auto-complete comes when you have contacts that share similar names. It is very easy for auto-complete to select the wrong email address for you.

To protect yourself against this, always double check the name and the email address before you hit send.

CC / BCC

Most email clients have two options besides the "To" field: Cc and Bcc.

"Cc" stands for "Carbon copy," which means you want to keep people copied and informed.

"Bcc" means "Blind carbon copy." It is similar to Cc, but no one can see the people you have Bcc'ed.

Phishing Emails

Phishing Attacks are when Hackers send an email trying to fool you into revealing your personal details.

->156 million phishing emails are sent every day.

->16 million phishing emails get through protection software.

->8 million phishing emails are opened

->800,000 links are clicked

->80,000 people will be scammed or give away personal details

What happens when you click the link or open the attachment in a phishing email.

1. You are directed to a fake website which asks for personal information e.g. usernames and passwords. This details will be used to hack into your account.
2. Clicking other links or attachments will attempt to install malicious software e.g. KeyLoggers on your PC. This will collect your username and password and send to the hacker. The hacker can also use this access to wreck havoc on the network.

Identifying Generic Phishing Emails.

1. Check the "From" Email Address to be sure it's from the correct email address/website
2. Phishing emails have generic greetings instead of having your name
3. Phishing emails have grammatical errors.
4. Phrases like "Update immediately" or "you will be fined" is used.
5. place your cursor on any link within the email to see the underlying address.
6. Check the name at the bottom of the email.
7. Instead, open your browser, and visit the site specified by typing its address.

What to do after your email was hacked

1. Update your Anti-Virus and Anti-Malware Programs and then Run a Full Scan on your Computer.
2. Change your Password, Make it Stronger, Easy to Remember and Harder to Guess.
3. Send an Email to as many contacts that you can, telling them to disregard any message initially gotten from you (if they got any).
4. Be absolutely sure about any application, game or video before downloading it.
5. Change your Email Security Questions.
6. Enable two Factor Authentication. This will require your password plus an additional form of identification to access your email.

Creating an Email address in Cpanel

- > Browse to Cpanel of hosting account
- > Select the Email Tab
- > Create Email Address
- > Create Password
- > Create Mailbox Quota

Accessing webmail i.e. email via web browser

Type in the webmail address e.g. www.-----.com/webmail (where ----- is your website)

Click enter

Type in the email address in full

Type in the password and click enter

What is Outlook?

Outlook is a Personal Information Manager from Microsoft.

It is mainly used as an email application however it has a calendar, task manager, contact manager and a Task/Journal Taking Function.

Outlook is synonymous with Office Email

Tracking a Message in Outlook

1. This shows when the recipient received and read the email.
- 2a. For One Message
 - Create new email
 - Options Tab -> Tick “Request a delivery receipt and Request a read receipt -> Send
- 2b. For All Sent Messages
 - File-> Options -> Mail -> Scroll to Tracking.
 - Check “delivery receipt confirming the message was delivered to the recipient’s email server” and “Read receipt confirming the recipient viewed the Message
 - Ok

Recalling a Message in Outlook

- The first condition for recall to work is that you must be using an exchange account or the recipient must use outlook. Recall won't work with pop3,imap or outlook.com accounts.
- You can create a rule (using the manage rules & alerts ribbon) which delays sending all messages for one or two minutes.
- Open the message in sent items
 - File → Info → Click “Message Resend and Recall” and Follow Prompts

Secure methods for sending and receiving Email.

Ensure you're always logging on through https:// to prevent your password being sniffed out by hackers

Check with your email provider that it supports SSL and verify you're using those settings in your email program to send and receive messages. This ensures that your username and password are encrypted when sent to or from the server.

Save an Emails as PDF

Saving an email to your desktop as a PDF file gives you an offline backup that you can share or print as required.

-> Open the message you want to save

-> Click Print

A new window will open

-> Select 'Save as PDF'

-> Click Save

-> Change file name and destination

-> Click Save again

Not able to deliver sent mails in Outlook

Open "Outlook"

Click "Tools"

Click "Account Settings"

Select "Email"

Click "More Settings"

Click "Outgoing Server"

Check "My Outgoing Server requires Authentication"

This message exceeds the maximum message size

-Send to alternate email address

-Shrink the size of the attachment/document and resend

To access webmail Online

e.g. www.----.com/webmail or webmail.----.com (where ----- is website)

Type in Your Username and Password.

Saving Messages to both Outlook and Webmail

- > Outlook
- > Tools
- > Account Settings
- > Edit Email Account
- > More Settings
- > Advanced
- > Leave a Copy of Messages on the Server

Backing Up .Pst file (Outlook)

Close Outlook

Start

Control Panel

Mail

Show Profiles

Data Files

Under name, Click the personal folders service you want to backup

->Settings

->Compact Now

->Close Properties

->Copy File to another Device.

Exporting .Pst File (Outlook)

Click File

Select Import and Export

Click Export to a file

Next

Click "Outlook data file"

Next

Select Folder to Export

Next

Click Browse

Select Location and name to save a new file

Importing .Pst file (Outlook)

-File

-Import and Export

-Import from another program or file

-Next

-Personal Folder File (.pst)

-Next

-Path and Name of .pst file you want to import

-Next

-Select Folder you want to Import

Checking an email to see the source

Right click anywhere in the mail.

(View -> Page Source) if reading email in a web browser

Log on to www.ip2location.com and type in the originating IP address for the message

The website will reveal the originating address and ISP of the email.

Recall a sent email within 30 seconds (Gmail)

To switch on the undo send feature,

Click the settings cog

Settings

Tick the enable undo send box

chose 30 in the dropdown menu

then click save changes

Corporate Mails not delivering

Check if your IP/Domain is blocked as spam here: spamhaus.org/lookup

Your IP Address has changed

If you are getting Your IP address has changed. Please Log in again error message when trying to access your webmail .

Try https://server_name:2096/

replace server_name with the name of the webmail server

-Also check the date on computer is set incorrectly.

-Check if your browser is set to accept cookies.

-Check if your IP isn't dynamically changing

Outlook keeps Crashing

Log into your webmail and delete your most recent messages.

Open Outlook

Outlook shouldn't crash anymore

Move deleted messages in Webmail to Inbox one after the other.

Open outlook to be sure message moved is in your inbox and application doesn't crash

One (or several) particular message will be moved to inbox in your webmail and cause Outlook to crash when opened.

This is your culprit.

Outlook Message not sending

Check that there are no huge messages in your sent folder.

This might be stopping recent emails from sending.

Delete the Email in question or wait for the message to be sent.

Backup your email by Forwarding messages to Gmail.

This is a very simple way of backing up your emails.

Email Clients vs Webmail

Email Client = Apps installed on local devices.

e.g. Microsoft Outlook, Windows Live Mail, Thunderbird

Email protocols are used by those apps to connect to your emails.

POP3

App connects to email server.

Downloads messages to PC.

Deletes those emails from the Servers, if you choose to.

Works best if mail is needed in one physical location

-If emails get deleted on the web server, you only have the copy on your client.

-sent emails will only be seen on client

-each client will download messages

IMAP

All messages stored on the server.

Easily managed from anywhere.

Deleted messages on the client gets deleted on the server and all clients.

-The challenge will be mail box space.

Microsoft Exchange

Syncs emails, contacts, calendars and other features on Microsoft Exchange Servers.

E.g. Outlook

If you use/check your email from a lot of devices, Use webmail or IMAP email Client

If you use your email from one device a lot, Use an IMAP email client.

If you use one email client for the office e.g. your pc. Use POP3

If you use company email and your company uses exchange server, Use Exchange

Webmail = Operated over the internet through a browser

Gmail, Outlook.com, Yahoo mail, your company mail via browser

Error (0x800ccc0f: The Connection to the Server was interrupted.)

This occurs when Microsoft Outlook cannot establish a connection with your email Server.

So be sure you cannot connect to the internet.

Error (550 No Such User Here)

Occurs when you send an email and the email gets bounced

Either the username cannot be found or is not accessible by the receiving server.

- Make sure the recipient email address is correct.
- Tell the person you're contacting to contact their hosting provider to fix email permissions.

Error (Repeated Request for Passwords) on Outlook

Sometimes when you try to send an email in outlook, it keeps requesting for a password.

- Go to Control Panel.
- Select mail
- Edit your outlook profile, inserting the correct password.

Unable to Open Outlook

If outlook keeps crashing.

Restart your Computer.

This should fix the problem temporarily.

For a more permanent Fix,

- Go through your add-ins and delete unnecessary ones.
- Disable your anti-virus, Close your Outlook, If it reopens successfully after this. You might need a different antivirus software.
- Reduce the Size of your outlook data files, by compacting it.
- Update Outlook

Unable to send messages on outlook

You can change the format of the message from HTML to plain or Text Format

Error (Data File got corrupted)

This can be corrected by repairing the PST file.

- To access your data files
- Go through the Microsoft file.
- Click SCANPST.EXE
- Click through the instructions.

Limited Data Space on Outlook

- You'll first have to increase the email storage space on your email host
- Compact the data file.
- Check if the file is not corrupt.

General Solutions to Outlook Errors

-Ensure Internet Connectivity.

-Delete suspicious mails from the mailbox. Set your spam filter high. You'll have to understand that this might filter legitimate email addresses though.

-Reinstall Outlook

-Make sure there are no messages in your outbox. Either send them or delete them.

To delete them you might need to switch outlook to offline or revert messages back to draft.

-Increase the server time-out setting.

Open Outlook

Go to Files

Click on Info

Click Account Settings

Select POP3 and click change

Click more settings

In the advanced tab, increase the server time-out setting

Error ("Cannot open your default folders. The information store could not be opened")

Locate Outlook.exe file

C:\Program files (x86)\Microsoft Office\Office 14

Right click on outlook.exe

Click on properties

Select compatibility tab

Uncheck the "run this program in compatibility mode"

Click ok and restart outlook

or Run the Inbox repair tool i.e. scanpst.exe

Error: (None of the authentication methods supported by this client are supported by your server)

-Click on Account Settings

-Click on Change

-Click on more settings

Select the Outgoing Server Tab

-Uncheck "my outgoing server requires authentication"

-uncheck "log on to incoming mail server before sending mail"

Error: (Outlook Exceeds allowable limit)

- Delete unwanted emails especially those with large attachments
- Archive Outlook Data Files
- Back up your PST files in case of corruption issues

Error: (Add-Ins can only be disabled by the Administrator)

- Close Outlook
- Right Click Outlook and Open as Administrator

You should be able to disable add-ins

Outlook sending spam Emails automatically.

- Change your email password
- Scan your computer for viruses

If outlook is stuck on "processing" when open

- open cmd
- type in -> outlook.exe /safe (to open in safe mode)
- click ok
- Close Outlook and reopen again normally

To Create a New Outlook Profile (if you have a challenge with the one you're using)

- Open Control Panel
- Click on User Accounts
- Click on Mail
- Click Add (you can select the old profile and click remove if you want to delete it)
- Enter a name for the profile
- Click Ok
- Type email address and password
- Click next
- Click Finish
- In the General tab
- Select "Prompt for a profile to be used"
- Click Apply, Then ok
- Open Outlook
- Select the new profile created when prompted
- Click OK

Error: ("Not Implemented")

You will have to repair or reinstall outlook.

To Repair Outlook

- Open Control Panel
- Click on Programs and Features
- Select Outlook and Right-Click It
- Click Change
- Select the repair option in the new screen
- Click Continue

When the repair completes, Outlook will start working again.

You will not receive emails in your webmail inbox if:

1. Your email account is over its disk quota
2. Your email is sent into your spam folder
3. Your email client (often POP3) is not set up to "leave mail on server"

Alternate Outlook Mail Settings

Incoming mail- POP3 (995 or 110) IMAP (143 or 993)

Outgoing mail- 465 or 587 or 25

To forwarding emails using email forwarder in webmail.

- Log into Cpanel.
- Select Email
- Select Forwarders
- Click Add forwarder
- Type in the email address to forward from
- Type in the email address to forward messages to
- Click Ok

To check if your email address is on a Public blacklist

You receive an email showing "IP is banned by -----" or " your IP is on our blacklist"

-> check on (multirbl.valli.org/lookup) by typing in your IP address

or

-> (mxtoolbox.com/blacklists) by typing in your domain

If sending Large files via Email

This might make your webmail/outlook work slowly.

Also there's a limit to the size of files that can be attached.

A solution is to use **wetransfer.com**, Upload the files, type in your email address, type in the recipients email address and send.

Sending Attachments.

Most Webmail will not allow the attachment of .exe files

Your email will reject attachments close to the maximum size allowed.

You might not be able to open some attachments if the software to open it with is not installed on your computer.

To Backup (export) email in RoundCube and Horde

-select the required emails

-Click on the more icon

-Select Download (.eml)

-Horde will give you an option to select (mbox or zipped mbox)

-Specify the location you want to save the emails to

To import email using Roundcube webmail

Click on the gear icon

choose import messages

select the backup file to input

click upload

Download Pictures in Emails Automatically (Outlook for Mac)

-> Preferences

-> Click on the "Reading" Tab entry

-> In "Automatically download pictures from the internet"

Select either "in messages from my contacts" or "in all messages"

Setting up Gmail in Outlook

->Log In to Gmail

Click the gear icon

Select "Settings"

Click the "Forwarding and POP/IMAP" tab.

Select "Enable IMAP"

Click "Save Changes"

->Log in to Outlook

->File

->Account Settings

->New

->Type in Gmail address

->Click "Connect".

->Type in password

->Click "Connect".

-> Click "Ok"

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