

Emails

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Trouble Logging into Roundcube? Error: Invalid Request. No Data was Saved.

If you're having trouble logging into Roundcube and you receive the error message "Invalid Request. No Data was Saved," there may be an issue with your web hosting or reseller account associated with that email address. But don't worry, we're here to help you get back up and running.

Solutions for Web Hosting Accounts

First, check to see if your web hosting account associated with the email address you are trying to access has been suspended for any reason. Web hosting accounts are typically suspended due to a lack of disk space or suspected spamming activity. If disk space is the issue, upgrading your account will resolve the problem and unsuspend your account.

If you don't want to upgrade, you can temporarily ask us to unsuspend your account so that you can check if it is possible to free up some space and resolve the issue. However, if the account continues to exceed the allocated disk space, it may be automatically suspended again overnight.

Next, check if the email account you are trying to log in to has been disabled. On DirectAdmin, if it was suspended automatically for bounced emails, you can re-enable the account by changing the password. For other web hosting control panels or other reasons, you will need to contact us to remove the suspension.

Additional Instructions for Reseller Hosting Accounts and Managed Servers

If you have a reseller account or manage the accounts on a managed server, you can check if the web hosting account and email address account are suspended for any reason.

If you need to unsuspend the web hosting account or email address account, even if it's exceeding the allocated disk space, you can do so. If you're having trouble removing the suspension yourself, simply contact us and we'll be happy to help you out.

Conclusion

We hope these suggestions have been helpful in resolving most of the common issues. If you need further assistance, don't hesitate to contact our support team. We're always available to help you!

Missing or Disappearing Emails? Here's What to Do

Email is an essential part of our daily routine, connecting us with work, friends, and the world around us. But what happens when we encounter issues with our email inbox, such as missing or disappearing emails? It can be frustrating and stressful, but don't worry - we're here to help! We will guide you through the steps to take if you're experiencing issues with your emails.

Some Emails Are Missing

If you are missing emails, one of the first things to try is using the search function in your email client. Simply type in keywords, the sender's name, or the subject line of the missing email to see if it appears in your search results.

Some Emails Are Not Arriving at the Inbox

If some of your emails aren't arriving in your inbox, don't panic! First, check your spam or junk folder. Legitimate emails can end up in these folders, especially if they contain certain keywords or phrases. If you find the missing emails in your spam or junk folder, you can create email rules to prevent them from being filtered in the future.

If the missing emails aren't in your spam or junk folder, it's possible that the emails are being filtered into a different folder. Check for email rules you created in your email clients to see if this is the case. Another possibility is that the sender's email address has been blocked or marked as spam, so review your email settings to see if this is the issue. In rare cases, there may be a temporary network issue causing delays in email delivery.

My Inbox Is Empty, and All Emails Disappeared

If your inbox is empty, and all of your emails have disappeared, it can be a very alarming and stressful situation. There are a few things you can do to try and recover your missing emails. First, check your email trash or recycle bin folder. If you accidentally deleted your emails, they may still be recoverable from this folder. Simply select the emails you want to recover and move them back to your inbox.

If you're using an email client with POP3, it's possible that your emails have been downloaded and removed from the server. In this case, your emails will be located at the device where you used POP3. To avoid this issue, try changing the settings of all your email clients to use IMAP instead, which will keep your emails on the server and synchronize them across all devices and clients.

If your missing emails aren't in your email trash or recycle bin folder, and you're not using POP3, it's possible that your email account has been hacked or compromised. In this case, change your password immediately to prevent any further unauthorized access to your account.

More Information

If you've gone through all the previous steps and are still struggling with missing or disappearing emails, don't worry, there's still hope! The best course of action at this point would be to restore a backup. Luckily, many of our managed services come with nightly backups included, so you may be able to restore a backup of your emails to recover any missing ones.

Restoring a backup is a simple and effective solution that has helped many of our clients in similar situations. By utilizing this option, you can potentially retrieve any lost emails and get back to your day-to-day activities without

any further interruptions.

Conclusion

In summary, missing or disappearing emails can be a frustrating issue, but by following the steps we've outlined, you can hopefully recover any missing emails and avoid similar issues in the future. Remember to always check your spam or junk folder, use the search function in your email client, and review your email settings.

If you're still experiencing issues or you're not sure how to restore a backup, don't hesitate to contact our support team for additional assistance. We're always here to help you navigate any technical issues that may arise, and we pride ourselves on providing top-notch, professional service to all of our valued clients.

We're committed to making sure your email experience is as seamless and stress-free as possible! Thank you for choosing our services, and we look forward to helping you resolve any issues you may be experiencing!

Why Your Emails Might Be Delayed (And What to Do About It)

Email is an amazing tool for connecting with others, but it can be frustrating when messages get delayed during transit. Short delays of a few minutes or hours are usually no problem, but longer delays can be a hassle, especially if your message is time-sensitive. Don't worry if you've received a "Warning: message 0abCDe-123fGH-4i delayed 24 hours" notification! Let us explore some of the most common reasons why emails get delayed.

Reasons for Email Delays

There are various factors that can cause email delays, such as:

- **Network congestion:** If there is a high volume of email traffic on the internet, messages can get backed up and take longer to reach their destination.
- **Server issues:** Technical difficulties with either the sender's or the recipient's email server can cause delays in message delivery.
- **Spam filters:** Many email providers use filters to block spam messages. If your email is flagged as spam, it may take longer to reach the recipient or may not be delivered at all.
- **Other unforeseen circumstances:** Other reasons for email delays may include internet connectivity issues, power outages, or other technical difficulties.

How Long Can Emails Be Delayed?

If an email is delayed, it can take up to 24 hours before the message is delivered to the recipient. However, it is common for emails to experience additional delays beyond the initial 24-hour period before ultimately failing. The specific time limit for additional delays can vary depending on the email service provider and the recipient's email setup. In some cases, the email may be retried for several days before ultimately failing and returning a delivery failure message to the sender.

What to Do About Delayed Emails

If you're facing email delivery delays, there are a few things you can consider before assuming the issue is on your side:

- **Wait it out:** If the email delay is only a few hours, it may be best to wait and see if the message is delivered. In many cases, the delay will resolve on its own.
- **Resend the message:** If the email has been delayed for an extended period, you may want to consider resending the message. However, it's essential to wait at least 24 hours before doing so to avoid potential duplicate messages.
- **Check with the recipient:** If you're not sure whether the recipient has received your email, you can reach out to them directly to confirm. They may be able to provide more information about any delays or issues with their email setup.
- **Send a test email:** You can send an email to another email address that you own in another provider to check if the problem is on your side.

Conclusion

Email is an excellent means of communication, but delays can occur for a variety of reasons. By understanding the common causes of email delays and the best practices for addressing them, you can rest assured that your messages will be delivered, despite any delays. If you're experiencing persistent issues with email delivery, don't hesitate to contact our support team for further assistance. We're always here to help you, and we can provide additional insights into the cause of the delay and either fix it or suggest possible solutions.

Error SMTP (550): failed to add recipient (No such recipient here)

When you try to send an email, this error usually occurs because the email address does not exist in the remote server.

How can I resolve this?

You cannot resolve this issue unless you are using our servers to host the recipient's email service or you have access to the email and DNS servers of the recipient's domain.

Why is this happening?

So far, we have identified three possibilities.

Possibility 1

Did you type the recipient's email address correctly? If yes, the person you are trying to contact may have given you the wrong email address. We suggest that you contact the user in another way.

Possibility 2

If the domain of the recipient's email address is hosted on the same server while it's using an external mail server or provider, it is necessary to configure the server to not handle the e-mails on the same server. On servers with a web control panel, such as cPanel or DirectAdmin, it is as easy as changing an option.

Possibility 3

If you are certain the recipient's email address is correct, you can try to use a third-party tool to test the reception of emails in the recipient's email address: <https://testconnectivity.microsoft.com/tests/O365InboundSmtplib/input>

Kindly note, in the field of that webpage, you must enter the recipient's email address.

If the result is negative (showing at least one error): You will not be able to solve the issue on your side because it is a technical difficulty on the remote server. If this is the case, you can move forward to the following possibility available in this article.

If the result is positive (showing no errors): If the website of the recipient's domain is hosted on the same server you are using to send your email, and the email service is hosted by a third-party, make sure to unselect the option use the server to handle or receive emails.

If that option is already unselected or disabled, check the MX entries on the DNS servers in the test result.

If there are multiple MX entries on the DNS servers, associated with different email services, it may be possible that the email service for that domain is hosted on different email services. What is likely to be

happening is that the email address is not associated with one of these email servers.

In the particular case of this test, the email was sent to the correct email server. Basically, this type of situation will cause intermittent sending failures which you do not have any control over.

In these types of situations, you may be able to send emails via the same email service where the domain is hosted. For example, if the domain is using Microsoft's email service, it may be possible to send emails from a Microsoft email service successfully. The tool provided by Microsoft to test the reception of email may show a positive result in this case as well.

If there are no multiple MX entries on the DNS servers, it is possible that changes to the domain have occurred recently. If so, we suggest that you wait between 24 to 48 hours before trying to send your email again.

Regardless of the case, it is a technical difficulty related to the recipient's domain. On your side, there is nothing you can do unless you are using our servers to host the recipient's email service or have access to the email and DNS servers of the recipient's domain.

Possibility 4

If you are using our servers to host the recipient's email service, your domain and server must be configured correctly to be able to receive emails. Moreover, the email address must exist, obviously. If you are using our servers to host the recipient's email service, contact us for additional information and assistance.

If the recipient's domain is using a third-party service to host the email, contact the company providing this service so they can provide technical support and fix the issue.

Conclusion

The possibilities mentioned in this article are the most common ones. If you still require assistance, please contact us.

Read and Send Emails with Ease: A Guide to Setting Up Email Clients

Are you looking to learn how to read and send email messages in your email client, such as Microsoft Outlook or Apple Mail? If so, you're in the right place!

The first step is to decide which protocol - IMAP or POP - you would like to use to retrieve emails from the server. With IMAP, you'll be able to read your email messages on multiple devices, as messages will sync in real-time. Alternatively, you can use POP to read email messages, but it doesn't support synchronization across devices.

Email Client Configuration: IMAP, POP, and SMTP Settings

To set up your email client, use the following information:

Settings for IMAP

- Incoming Mail (IMAP) Server: mail.yourdomain.com
- Requires SSL: Yes
- Port: 993

Settings for POP

- Incoming Mail (POP) Server: mail.yourdomain.com
- Requires SSL: Yes
- Port: 995

Settings for SMTP

- Outgoing Mail (SMTP) Server: mail.yourdomain.com
- Requires Authentication: Yes

Option 1: SSL

- Requires SSL: Yes
- Port: 465

Option 2: TLS/STARTTLS

- Requires TLS: Yes (if available)
- Port: 587

Troubleshooting

If you encounter any issues during the setup process, try these quick troubleshooting tips:

1. Double-check your settings: Make sure you've entered the correct server addresses, ports, and authentication details.
2. Update your email client: Ensure that you're using the latest version of your email client, as outdated software might cause compatibility issues.
3. Check your internet connection: Verify that your device has a stable internet connection, as connectivity issues can cause problems with sending and receiving emails.
4. Restart your email client: Sometimes, simply restarting your email client can resolve minor glitches.
5. Verify your login credentials: Ensure that you're using the correct email address and password for your account.

Managed vs. Unmanaged Servers: What to Expect

Please keep in mind that these settings are specifically designed to work for our managed servers. If you're using unmanaged servers, you should find a similar setup by default, depending on the web control panel you are using (e.g., DirectAdmin, cPanel, or any other). For other ports and more information on this topic, [please consult the following third-party article](#).

Support and Assistance: We're Here to Help!

We hope that this information has been helpful, and we're thrilled for you to start using your email client with ease! If you need any assistance using the above information, you can search your email client's documentation for instructions or feel free to ask us for additional help. We're always available and happy to assist you in any way we can!

If you have any further questions or need assistance, don't hesitate to contact us.

Troubleshooting Bounced Emails

This chapter provides an overview of the common reasons why emails can bounce back to the sender, as well as the steps you can take to troubleshoot and resolve these issues. Whether you are sending emails to individuals or to a large list of recipients, it can be frustrating to receive a message indicating that your email was not delivered. However, there are many factors that can contribute to delivery failure, including technical issues, spam filters, and incorrect email addresses. This chapter will help you identify the underlying cause of the bounced email and provide practical solutions to help you improve your email deliverability and avoid common pitfalls.

Troubleshooting Email Rejection: Common Reasons and Solutions

We are sorry to hear that your email was rejected, but don't worry, we are here to help you get it delivered successfully. If you've received a bounce email, this article assumes that you can send emails to other recipients and have encountered an issue with this particular email.

When an email is returned like this, it's usually due to a problem with the recipient's email server or an issue with the email address. The subject line of the returned message should indicate that it's a bounce, and the body of the message should provide more information about what caused the bounce. By reviewing this information, we can identify the issue and work to resolve it as best we can.

If the error code and phrase are present, try to search for them on our BookStack as we might already have a dedicated page for that error specifically. Otherwise, keep reading to learn about the most common reasons.

Common Reasons for Email Rejection by Recipient's Email Provider

It's important to understand why an email can be rejected by the recipient's email provider. The most common reasons why this might happen include:

- The email address is incorrect or doesn't exist: If you accidentally mistype the recipient's email address, the email won't be delivered. Similarly, if the recipient's email address no longer exists, the email will be rejected.
- The recipient's mailbox is full: If the recipient's email inbox is full, they won't be able to receive any more messages. In this case, the email will be rejected.
- The email contains spam or a virus: Email providers have spam filters and anti-virus software that detect and reject suspicious or potentially harmful emails. If your email contains spam or a virus, it will be rejected.
- The recipient's email provider has blocked your email address: If the recipient's email provider has blocked your email address, your email will be rejected. This can happen if your email address has been flagged as spam or if the recipient has marked your emails as spam in the past.

Solutions for Troubleshooting Rejected Emails by Recipient's Email Provider

The first step is to double-check that you've entered the correct email address for the recipient. You can also try resending the email, in case there was a temporary issue with the recipient's email server. If the problem persists, reach out to the recipient through a different method, such as phone or other messaging apps, to confirm their email address and check if they're having any issues with their email provider.

If you suspect that your email is being marked as spam or contains a virus, you could try modifying the content of the email and removing any links or attachments. You could also try sending the email from a different email address of a different service provider, to see if it works. If it doesn't work, the problem most likely lies with the recipient's email address instead of the sender.

Conclusion

Receiving an error message that your email was rejected by the recipient's email provider can be frustrating, but there are several ways to resolve the issue. By checking the email address, adjusting the email content, and communicating with the recipient, you can often fix the problem and send your message successfully. If you need further assistance, don't hesitate to contact our support team who are always available to help.

Your message wasn't delivered because the recipient's email provider rejected it

Sending an email is usually a quick and efficient way to communicate, but sometimes it can be a bit more complicated than we'd like. One common issue that email users face is receiving an error message that says, "*Your message wasn't delivered because the recipient's email provider rejected it.*"

This error message is usually found in the subject of an email, which is vague and not very informative. Typically, there is an error code associated with a small phrase within the body of the email, specifying the reason for the error.

If you find the error code and phrase, we recommend that you search for them on our BookStack. We might already have a dedicated page for that specific error that can provide you with more detailed information.

However, if you don't find what you're looking for, [please read more about the common reasons for email rejection on this page](#).

We hope this points you in the right direction to understand why your email might have been rejected, but if you need further assistance, please don't hesitate to contact our support team. We are always here to help.

Mail delivery failed: returning message to sender

Sending an email is usually quick and efficient, but sometimes it can be more complicated than we expect. If you're here, you're probably facing the frustrating issue of receiving an error message that says, "Mail delivery failed: returning message to sender." Don't worry, we're here to help you understand what's going on!

First of all, the error message you see in the subject of your email is not very informative. To get to the root of the problem, you need to find the associated error code and phrase within the email body. Once you locate them, we suggest you search for them on our BookStack. We may already have a page dedicated to that specific error that can provide you with detailed information. However, if you can't find what you need, please take a look at our page on common reasons for email rejection.

If you find the error code and phrase, we recommend that you search for them on our BookStack. We might already have a dedicated page for that specific error that can provide you with more detailed information. However, if you don't find what you're looking for, [please read more about the common reasons for email rejection on this page](#).

We hope this information helps you get back on track with your email communications, but if you need further assistance, please don't hesitate to contact our support team. We are always here to help.