

## Email Troubleshooting

### Returned Mail

Sometimes email you have sent is returned to you with a message saying that your email has been rejected by the recipient's mail server. Below is a list of common reasons why email can be returned to you. If you look closely in the response of your returned email you will be able to identify the reason why it was returned.

#### **Reason 1 - User Unknown**

One of the main reasons email is returned is because the mail server on the recipient end does not recognise their email address. The message will resemble the following:

*The message could not be sent because one of the recipients was rejected by the server. The rejected e-mail address was 'bettepond@maxnet.co.nz'. Subject 'What is new?', Account: 'bobpond', Server: 'smtp.maxnet.co.nz', Protocol: SMTP, Server Response: '550 <bettepond@maxnet.co.nz>: User unknown', Port: 25, Secure(SSL): No, Server Error: 550, Error Number: 0x800CCC79*

Often this is caused by incorrect spelling of the recipient's email address.

**Solution:** Check the email address again and correct it. Contact the recipient if you are sure you have the correct address.

#### **Reason 2 - Exceeded Storage Allocation**

You are receiving bounced email because the recipient's mail account has reached its maximum limit.

The message from the Postmaster reads:

*This Message was undeliverable due to the following reason:  
Requested mail action aborted: exceeded storage allocation*

Some mail services such as Hotmail.com and Yahoo.com - **and some ISPs** - have a maximum mailbox limit. Therefore if you send an email to someone whose mailbox is currently at the maximum then it will be automatically bounced back to you, as the mailbox cannot store any more emails due to its restrictions and limitations. Some have maximum limits on the size of attachments, so your email may be rejected if there is an attachment that exceeds 1Mb in size.

**Solution:** Contact the recipient and ask them to remove some of the stored email or break apart the attachment into smaller sections.

### Timeouts

Server timeouts can occur when the email client (e.g. Outlook Express) detects there is no response from the server (usually in the form of no data moving from our servers to your computer).

The most common reason for this happening is if there is a large or malformed email trying to download. If you have a slow connection and are downloading a large email, the email software sometimes thinks the connection has timed out.

**Solution:** go to <http://webmail.kinect.co.nz> and login using your username and password. You can download the attachment here, and delete the email, or just delete it if you don't want it.

If there is no large email, it could be a malformed email in which case it will still most likely be able to be viewed using webmail. If this is the case, you will most probably have to delete it before you can continue to download any further messages.

If neither of these are the problem, then it could just be that your mail download speed is very slow. In this case you will need to adjust the server timeout length. In Outlook Express this can be done by clicking on **Tools** -> **Accounts** -> **Mail**. Make sure the account that is timing out is selected by clicking on it and then click **Properties** on the right. Click on the **Advanced** tab, and move the **Server Timeout** slider to the **Right** for a longer time before Outlook Express decides the connection is timed out.

If you are still having any troubles, please contact our Helpdesk.

### **Unable to locate mail server**

While attempting to send email, and you get an error message stating:

*Unable to locate the server pop3.kinect.co.nz*

This means that your email program is having trouble connecting to the Maxnet server.

#### **The common reasons for this are:**

You are not connected to the Internet

You have a spelling mistake in **pop3.kinect.co.nz** in your email program settings.

Your computer requires a reboot.

Please check the above settings, reboot your computer, then try again.