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P-mail trouble-shooting

People loose their p-mail all the time! There are a number of reasons for this. The most common is that they have opened programs up before the PC has initialised properly. It's important to stress to people that they have to wait to open anything until the egg timer has stopped running.

However.....if they have not listened to our advice the mail may be gone.

The most common faults are that the mail is being stored in the wrong directory. Users mail (as you know from doing lib-srv4 Sysadmin setups) should be held at e.g.
\\lib-srv4\users1\forrest\mail faults will occur if mail is held in any other place.

Some common symptoms of mail not being in the right place:

1. New mail folders missing

This is the most common fault. New mail which has been read has not transferred to the Main folder and has 'disappeared'. The most likely cause of this is that the Mail system has opened a new Main folder in a different directory because the correct Main Folder has not been seen in the initialisation process.

The way to fix this:

From **<Start>, <Find>, <Files or Folders...>**
Do a find for ***.pm*** in **F:**

If you find folders (usually three *.pm files, sometimes two) these are the lost mail. Check the dates on them just to make sure they are current lost mail.

To copy them back to the correct place:

You need to rename them, if you copy them back as they stand they will overwrite the Main Folder which is there already. (Bad thing!).

Highlight each folder in turn. **Right click**, Choose **Rename**. Rename them as something like '**Main2.pmm**' etc. If there are 3 files (.pmt;.pmi;.pmm) call them the same name e.g. main2.pmm, main2.pmi, main2.pmt

When you have renamed them all. **Highlight** them all (using the shift key) and **right click** then **Copy**. **Open explorer** (or My Computer) and **paste** into the correct mail directory.

You will now need to **reindex** the folders. (**See the next fault**). Once the folders have been reindexed, a new Main folder should appear with the lost mail. Ask the user to move the mail from the new Main folder then delete it (we don't want two Main folders).

Once the mail has been satisfactorily retrieved (check with the user that it is definitely ALL the mail they have lost). Go back into F: find the Main2.p* folders and delete them.

2. Existing mail folders missing:

There could be a number of reasons for this.

2.1 Check tray list, check consistency, reindex

The first thing to try is to check-tray list, check consistency and reindex any problems.

In p-mail open <folders>, then from the menu choose <Folders>. In the drop down menu there will be <Check traylist>, <Check consistency> and <reindex folder>

(Note: you should always do this when you have set up a new user, after you have set up their home mailbox location)

Do them in order. Any faulty folders (ones that pop back) should be checked for consistency <check consistency> then reindexed <reindex> do this each folder in turn.

Unfortunately there may be deleted messages which pop back (there can be quite a few!). You need to tell people they will have to go through them and delete the ones they don't want.

2.2 Mailbox has moved from \\lib-srv4\users1***\mail**

In p-mail, check in <Tools>, <Options>, <Home mailbox location> check what's there. It may have slipped back to <DEFAULT>. **Type in the correct Mailbox path** (Note: you may need to check in Useradmin to see what the user's home directory name is). Click on <Apply>

Do a check tray list and see if they pop back, if they don't, go back into Home Mailbox and click on the box 'move mailbox contents to new location'.

Go back and do another check tray list and see if they pop back, if not you may still need to search for mail.

Look in H: to see if the mail has flipped to the root directory.

From <Start> <Find> <Files and Folders> search for *.p* in H:

If you find any that are not in the Mailbox, **copy and paste** from H: to e.g. H:\\forrestal\\mail.

Then **check traylist** and **reindex folders** as above.

If mail folders are still missing and you can't find them on F: or H:. Ask Morag or Keith to Salvage them from the server. For this you will need to know the time of loss.

Other P-mail problems for general interest.

Other problems we deal with regularly are attachments coming in different formats, attachments not sending, attachments too big to send etc.... If there are any problems accessing attachments one

of the best things to do is to get the user to save the file onto K: (if it is not confidential!) and you can look at it remotely.

One of the most common problems with mail attachments is documents being sent in Office 97 format. If this happens you can ask the person to log on to a machine which has Office 97 installed and get them to view the document there.

Sometimes attachments do not send to a whole Mail list if it is a particularly large mail list, if this happens advise the user to save on a shared drive (departmental or K:)

Mail lists: If Derek hasn't updated the mail lists on F6 they may miss out new people (this is something to note if someone says they are not getting any e-mails).

Mistakes with mail list addresses. If people get bounced, if they've typed in the wrong address they may get bounces from everyone on the list. For example: sending to libstaff@lists, if they do this incorrectly they may get hundreds of bounces. They will have to ok every error message that is sent to them before they can continue.

Mail being set to autoforward e.g. sometimes people will have their mail accounts autoforwarded (by EUCS) temporarily to their Holyrood account, if they are away on business for example. It has happened a few times that they have forgotten to tell us when they are back (or we have forgotten to remind EUCS) so mail may appear to be arriving at lib-srv4 by showing mail alerts, then when the user goes in to read new mail they find it is not there, because it has been forwarded on.

People typing in the wrong address. You have to be careful how you ask, but if you suspect somebody is typing in the wrong address (you could ask to see what they sent, and if it bounced Morag will have a copy) get the address they were trying and do a test.

Returned mail bouncing: Sometimes external contacts may have a problem with their servers etc...if their network is down our users may get bounced mail. If the problem continues it may be there is a problem with the intended recipient's return-to address. If this is the case, ask the sender to type in the address and see if that works.