Information and Digital Technologies
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Eudora 6.2.4 for Macintosh User Guide
Excerpt On Errors

The following troubleshooting table provides the suggested corrective action for some of the most common error messages or symptoms.

Symptom	Corrective Action
Eudora displays the following error when you try to send or queue mail: "Sorry, can't queue this message; all messages must have addresses in the to: or bcc: fields.	Either the message you are trying to send, or the first message queued in your Out mailbox, doesn't have a valid address. You need to enter a valid email address in the To: or Bcc: field. An address in just the Cc: field will not work.
Eudora displays the following alert when you try to launch the program: "Memory is tight. You may need to close some windows, clean up your In, Out, and Trash mailboxes, or increase Eudora's memory size"	Mail stored in Eudora's In, Out, Trash, and any open mailboxes increases the amount of memory Eudora needs to operate (mail stored in other mailboxes does not). If you have a large amount of mail in these mailboxes, try transferring them to other mailboxes to decrease Eudora's memory requirements.
Eudora displays the following alert when you try to launch the program: "Eudora cannot continue. Error opening your settings file."	Quit Eudora (click the **Quit Now** button in the alert) and make sure you are not already running another copy of Eudora. If you *are* already running another copy, either quit that copy and relaunch the second copy, or continue using the first copy. You cannot use two different copies of Eudora simultaneously.
Eudora displays the following error when you try to check mail: "-ERR Maildrop lock busy"	This usually happens after your Macintosh has "hung" during a mail check and you are now attempting to reconnect to the mail server. Try checking your mail again in 1 minutes. If the problem persists, contact your email administrator and tell them you have a POPper process that needs to be disconnected. System Administrators: You might also want to try the QUALCOMM popper. It has a timeout that will reset the mailbox if the connection closes

Symptom	Corrective Action
	abnormally.
Eudora displays the following error when you try to check mail: "There has been an error transferring your mail. I said: PASS and then the POP server said: -ERR Password supplied for "<username>" is incorrect."	First, verify the correct spelling of your entries in the Username and Mail Host fields of the Getting Started Settings found in Settings under the Special menu. Make sure that each entry is complete and uses proper lettercase throughout. Remember that these entries are the respective components of your POP account name that appear before and after the at "@" sign; your POP account name is of the form username@mailhost. Second, verify that you're entering your password correctly (the Caps Lock key must be off). If the problem persists, see your email administrator.
Eudora displays the following alert: "Mailbox <mailboxname> has a damaged table of contents. Shall I build a new one?"	When the dialog appears after the alert message appears, click **Create New Table of Contents**.
Correspondents are complaining that lines in the messages you send are not wrapping correctly (lines are broken in funny places).	The best solution is to turn on the Word wrap option in the Sending Mail Settings found in Settings under the Special menu. When composing a message, press **Return** only when you want to start a new paragraph. Eudora will take care of breaking your paragraphs into lines.
Your mail server complains that you do not have a Date header in your mail.	Eudora will not put a Date header on your mail if you haven't set the correct time zone information on your Macintosh. You can set the time zone on your Mac by going to System Preferences: Date & Time. Remember to change your time zone for Daylight Savings Time so that Eudora can set the Date header correctly.
You have received a message that contains columnar text, and when you open the message, the columns do not line up properly.	Your screen font is probably a proportional font. This is true if the Screen Font field of the Fonts & Display Settings found in Settings under the Special menu is set to a proportional font. In this case too, a Fixed Width button appears on the icon bar of the open incoming message. Click **Fixed Width**.

Symptom	Corrective Action
	The message text is temporarily reformatted in the fixed-width font specified in the Fixed-Width Font field of your Fonts & Display Settings. Be sure that a fixed-width font, such as Courier, is selected in this field. The message text remains formatted in your fixed-width font until you turn off the Fixed Width button or close the message.
You receive the following message: Domain name does not exist.	Your Mail Host (incoming server name) in the Getting Started Settings found in Settings under the Special menu is probably misspelled. Check with your ISP or email administrator for the correct spelling.
Any kind of TCP/IP errors	Check with your ISP or email administrator to make sure your TCP/IP addresses are correct and entered in the proper fields.