#538334 MailBird Hangs with EWS Account

Submitted	Received via	Requester
July 30, 2025 at 16:47	Web Form	Paul Smith <paul.smith@airnexus.co.uk>

Type	Status	Priority	Group	Assignee
-	Open	High	General Support	Shubham Patel

Nature of enquiry	Country
Something else which isn't listed here	United Kingdom

Paul Smith   July 30, 2025 at 16:47

Hello,

I purchased MailBird because I understood it supports Exchange Web Services (EWS), and I like the idea of having a unified mailbox. However, when trying to connect to my Grommunio mail server (which supports EWS by default), MailBird just hangs - as shown in the attached screenshot.

I'm a little disappointed by this behaviour, especially because there isn't a separate control panel in order for me to delete the offending account, change settings, or see what the problem is. Having left MailBird open for an hour or so, it is clear this condition will not clear on its own.

At this point, I would imagine my only option is to re-install and try again, or look to see if there are config files I can edit manually.

I would be grateful for your assistance!

Kind regards,

Paul Smith.

Paul Smith   August 1, 2025 at 16:56

Dear Sirs,

I would be grateful for an update on this issue. Alternatively, please issue a full refund, thank you.

Yours faithfully,

Paul Smith
England, UK

Shubham Patel   August 2, 2025 at 04:01

Hi there Paul,

I hope this message finds you well! My name is Shubh, and I'm part of the customer happiness team here at Mailbird.

Thanks for the screenshot and for explaining your issue in a detailed manner.

Can you please send us your Mailbird log file for inspection, here is how to get it:

- **Locate the following folder on your device**: 'C:\Users\(YourUserName)\AppData\Local\Mailbird\'.
  - Please make sure to replace (UserName) with your Windows user name - e.g. Jim
- Inside this folder, you will see a file called 'log.log'
- Now **attach the file 'Log.log' to your reply** to us

Please note that some of the directories mentioned above might be hidden by default on your device. We have no control over this as it's a Windows setting, but if your *AppData* folder is not visible to you, then

please follow the steps outlined below, depending on which version of Windows you use:

- If you use Windows 11, **click on the three horizontal lines next to** *View* when you are in the folder which is called by your Windows user name (e.g. Jim)
- Now, **hover over** *Show* from the menu which appears and on the next pop-out menu **make sure that a checkmark is applied next to** *Hidden items*, as shown in the image below.
- This should make sure that the *AppData* folder appears - once it does, you can open it, then open the *Local* folder, and finally the *Mailbird* folder where you will find the *log.log* file which you need to send us.
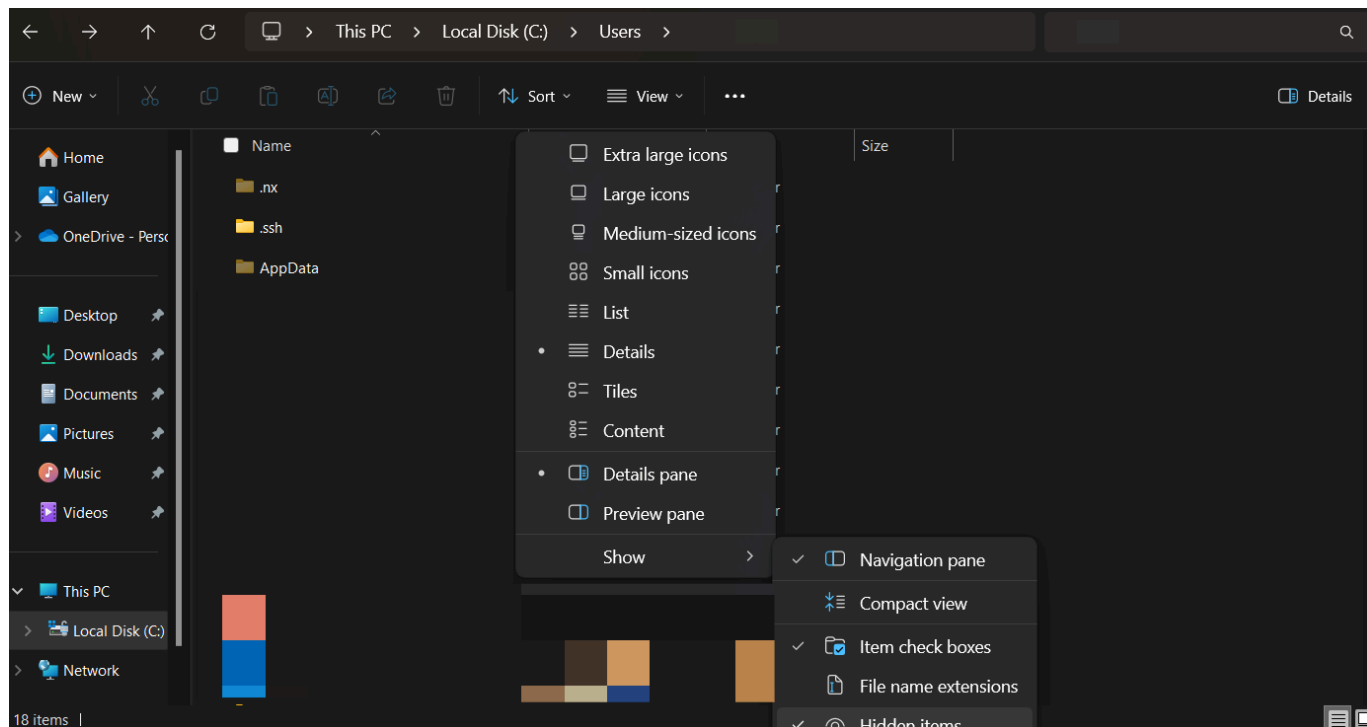
- If you use Windows 10, **click the "View" tab, and then enable the "Hidden Items"** inside the *AppData* folder, as shown below.
- This should make sure that the *AppData* folder appears - once it does, you can click on it to open it, then open the *Local* folder, and finally the *Mailbird* folder where you will find the *log.log* file which you need to send us.
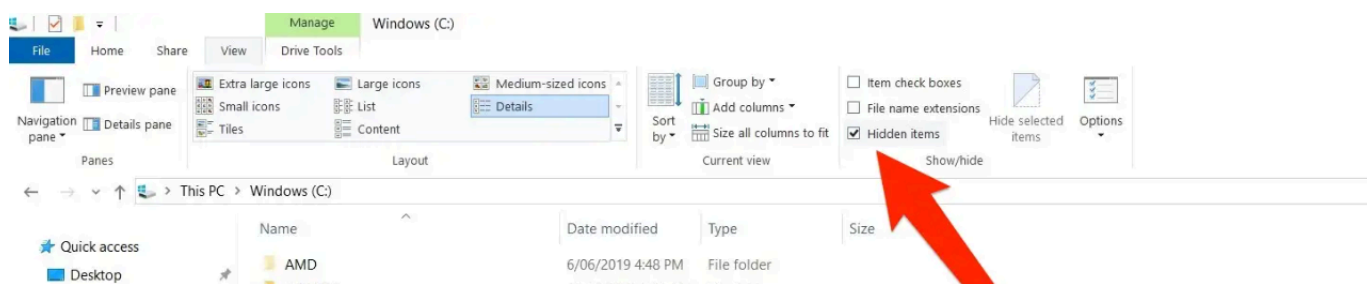
We look forward to receiving your log file at your earliest convenience.

All the best,
Shubham Patel

Paul Smith August 2, 2025 at 19:51

Hello Shubham,

Thanks for your assistance with this.

After examining the log file myself (attached - I deleted the MailBird folder under AppData\Local so the licence key shows as missing), I believe the issue lies in how Mailbird handles EWS responses from non-Microsoft Exchange servers — specifically, Grommunio in my case.

Mailbird attempts to sync calendar data via EWS, but fails with the following error:

"ServiceXmlDeserializationException:
An element node 'm:DescriptiveLinkKey' of the type Element was expected,
but node 'm:Items' of type Element was found."

This indicates that Mailbird is expecting the <DescriptiveLinkKey> element to appear at a particular point in the XML — even though, by Microsoft's own documentation, that element is optional.

Grommunio is a standards-compliant Exchange alternative with working EWS support. It syncs fine with Outlook, Apple Mail, BlueMail, and eM Client — all of which correctly parse Grommunio's EWS responses.

Mailbird, however, assumes rigid field ordering and presence, and fails if anything differs from Microsoft's exact output — even when the response is technically valid and within spec.

Please could you raise this with your development team? Mailbird would benefit significantly from improved resilience in its EWS parser — specifically:

* Tolerating missing optional nodes like DescriptiveLinkKey
* Supporting wider EWS compatibility with non-Microsoft servers

Until this is addressed, I'm unable to use Mailbird with my Grommunio server, which is disappointing as I otherwise like the client very much. I only have another week left before I lose my right to request a refund - if this can't be fixed before then, would you please process my refund? Thank you.

Best regards,

Paul Smith.

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