

🙀 #538461 No display of content in e-mail

Submitted Received via Requester

August 1, 2025 at 07:01 Web Form Chris Van Beers <chris.van.beers@outlook.com>

Status Type Priority Group **Assignee** Open Normal General Support Shubham Patel

Country **Nature of enquiry Next**

Netherlands I'm having problems sending and/or receiving emails

Chris Van Beers August 1, 2025 at 07:01

Up on receiving mail from Prime Video the content will not display.

Shubham Patel August 2, 2025 at 03:41

Hi there Chris.

My name is Shubh, and I'm a member of the Mailbird for Mac Customer Happiness Team. It's a pleasure to meet you today.

In order to better understand the root cause of your problem, could you kindly send us a copy of your Mailbird for Mac log file? This file will allow us to get a detailed history on Mailbird for Mac as it runs on your machine, including any specific errors it may be encountering. I've listed the steps below which will allow you to find this file on your device:

- First, right-click on the Finder and select Go to Folder.
- There, please copy and paste the path below into the field which appears:
 - ~/.local/share/MailbirdNext/Release/
- Please locate the *Logs* folder, right click on it and select *Compress "Logs"* from the context menu.
- Attach the newly created **Logs.zip** file to your reply to this Support ticket.

Please accept our apologies for any inconvenience which this issue is currently causing you, but rest assured that we will do our best to get to the bottom of it as soon as possible.

I look forward to hearing back from you.

Chris Van Beers August 2, 2025 at 07:03

Dear Shubham,

Thanks for your quick respons.

You'll find the logs zipfile in the attachment.

Kind Regards,

Chris van Beers

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Op 02-08-2025 05:41:54 schreef Mailbird for Mac < support@mailbirdnextmac.zendesk.com:

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