📇 #535708 Support ticket #535260

Submitted		Received via	Requester	
June 27, 2025 at 08:22		Mail	johnainslie31@gmail.com <johnainslie31@gmail.com>	

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

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johnainslie31@gmail.com June 27, 2025 at 08:22

Hello, Shubham.

I did as you suggested and reinstalled Mailbird. I then tried it out, sending a few emails from john.ainslie@btinternet.com, my standard email address. They sent Ok. Then this morning I used it, and we are back to where we were, with a failed 'send'. The message given was "invalid user ID or password from 46.31.82.250".

I immediately sent the same message from the BT email native program and had no problem.

Mailbird is no good if I cannot rely upon it! I attach the latest log file.

John

Shubham Patel July 1, 2025 at 13:00

Hey again John,

Thank you for getting back to me and for providing the latest log file. I want to extend my sincerest apologies for the ongoing frustration this issue is causing. You are absolutely right to expect reliability from your email client, and I am committed to helping you get this resolved.

I've carefully analyzed the detailed log file you sent. I see the following issues:

- `Mailbird.Business.Connections.ServerAuthenticationException: invalid user ID or password from 46.31.82.250`

- `Limilabs.Client.ServerException: An established connection was aborted by the software in your host machine.`

- `System.IO.IOException: Unable to read data from the transport connection: An existing connection was forcibly closed by the remote`

Here's what I believe is happening: Your antivirus or firewall software is likely interrupting the connection between Mailbird and BT Internet's servers. When this connection is suddenly cut off during the login process, the BT server responds with a generic authentication error, even though your password is correct. This explains why it works intermittently and why your native BT email client is unaffected (it's likely already trusted by your security software).

So, please try the following steps:

1. **Identify Your Security Software**

2. **Add Mailbird as an Exception:** You will need to add the Mailbird application to the "allow list" or "exceptions list" of your security program. The executable file is usually located at: `C:\Program Files\Mailbird\Mailbird.exe`

I appreciate your patience as we work through this together.

All the best,
Shubham Patel

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johnainslie31@gmail.com July 5, 2025 at 08:29

After successful sending of emails from john.ainslie@btinternet.com for several days, this morning I am back to the old problem with "invalid user ID or password from 46.31.82.250".

I use Norton 360 as my security software. I have accessed Settings and found Mailbird. The three settings 'Ransomware Protection', 'SafeCam' and 'Browser Data Protection' were all marked as BLOCKED. I changed them to ALLOWED and saved. I then rebooted the system. Still no success with sending from john.ainslie@btinternet.com

I attach the latest log.log file, also the config file.

Help!

John

Shubham Patel July 7, 2025 at 10:22

Hey again John,

I do apologize for the delay in getting back to you.

Thanks for the new log file.

To resolve this issue, can you please reset your account?

To reset, please try to remove and re-add the affected account to Mailbird? Before doing this though, it's prudent to take a few important steps.

Start by creating a backup of all your emails and settings in Mailbird, just to be on the safe side. Simply open your Windows File Explorer, then go to: *C:\Users\"your user name"\AppData\Local* and copy the Mailbird folder which is located there to a safe location (e.g. your desktop). **Please ensure that Mailbird isn't running whilst you do this.**

Once you have taken this important step, it will be fine to remove and later re-add an email account in Mailbird. If you use an IMAP connection, all your emails will be downloaded automatically and be made visible in Mailbird after you have added your account again, so you will not lose any data. If you use POP3 however, you will be able to use the backup you created previously to recover your email account's data (i.e. your emails).

To find out what email protocol you're using (whether it's POP3 or IMAP), please follow the steps below:

- Go to Mailbird Menu in the top left corner of the page (i.e. the three horizontal lines)
- Click on *Settings*
- Then click on *Accounts*
- Double click on the account you're interested in, and check the port number.

  - **If the port number is 995 or 110, then it's a POP3 account**
  - All other port numbers are IMAP

Please feel free to get back in touch with me if you have any further questions or require any additional guidance - we'll always be happy to help!

All the best,
Shubham Patel

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johnainslie31@gmail.com   July 7, 2025 at 10:43

Hello again, Shubham.

This is becoming very frustrating.

Yesterday at 20.30 BST emailing from john.ainslie@btinternet.com was fine. This morning, despite a system restart, I am getting the same message as before. And sending from the BT email environment was fine.

I attach the current log.log file.

I will reset the system, as you suggest. But this is the last time. If Mailbird fails again, I will have to look for different email software. Very disappointing.

John

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johnainslie31@gmail.com   July 7, 2025 at 13:13

To report further:

I deleted and reinserted john.ainslie@btinternet.com on my desktop computer, and it's now sending OK.

I had also installed Mailbird on my laptop, and even though I did not delete and reinsert that account, it too is working OK.

Here is the new log.log file from the desktop.

John

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