#540514 35 email recipients

Submitted	**Received via**	**Requester**
August 25, 2025 at 16:45	Web Form	Tom Makowecki <farm@tmakowecki.com>

Type	**Status**	**Priority**	**Group**	**Assignee**
-	Open	Urgent	Senior Team	Andrew Mojko

Nature of enquiry		**License Key Identifier**	**Country**
I'm having problems sending and/or receiving emails		Makowecki	Canada

Problems Sending or Receiving

My emails take a long time to send

Tom Makowecki August 25, 2025 at 16:45

MailBird will not allow me to send to a large number of recipients at the same time. Can I change that default to allow me to send to all my club mates at one time?

Andrew Mojko August 26, 2025 at 13:54

Hello Tom,

My name is Andrew, I am a part of the Mailbird Customer Happiness Team. It's great to meet you!

Thank you for your message. Mailbird does not have any limits on the number of recipients.

There are limits of multiple recipients to which an email can be sent and this is usually set by your email account provider. I would recommend contacting their support to find out more about these limits.

I really hope this was helpful, please let me know if you have any more questions.

All the best,
Andrew Mojko

P.s.: Join our newly launched official subreddit to stay up to date with the latest news and features for both Mailbird for Windows and Mailbird for Mac! https://www.reddit.com/r/mailbird_official/

Tom Makowecki August 30, 2025 at 17:28

When I tried to send an email to club 35 members.
I received a message that for privacy reason I could not send to that
many....and would need to use .bcc
As a club we want everyone to have members email address's
I am sure the message was from MailBird
It would be nice to stop that from happenning. I think I had to
continue sending messages several times to the members who were not sent
to.
Can you halp me
Thanks;
Tom Makowecki

Tom Makowecki September 1, 2025 at 16:48

When I tried to send an email to club 35 members.
I received a message that for privacy reason I could not send to that
many....and would need to use .bcc
As a club we want everyone to have members email address's
I am sure the message was from MailBird
It would be nice to stop that from happenning. I think I had to
continue sending messages several times to the members who were not sent

to.
Can you halp me
Thanks;
Tom Makowecki

Andrew Mojko September 2, 2025 at 10:57

Hello Tom,

Thank you for your reply, I will be happy to investigate this further to find the best solution.

Once this happens again, could you please provide me with a screenshot showing the message to use BCC which you receive? This would be very helpful for me to understand better what the problem is precisely, and how exactly it is presenting itself:

If you are unsure of how to take a screenshot, I am including below a useful guide on how to create one: https://www.wikihow.com/Take-a-Screenshot-in-Microsoft-Windows

In addition to this, please could you send us your Mailbird log file? This file allows us to get a detailed history on Mailbird as it runs on your machine, including any errors it may find. Here is how to find it:

- In Mailbird, **hold down CTRL and SHIFT whilst you click on the Mailbird menu**. This will display a previously hidden item called 'Open Data Directory' in the menu.
- **Click on 'Open Data Directory'**
- Windows Explorer will now open a folder from your computer.
- In this folder, there is a file called 'Log.log'. This is the Mailbird log file.
- Please make a copy of it and attach it to your reply to us.

We look forward to hearing back from you, and sincere apologies for any trouble this may cause you.

All the best,
Andrew Mojko

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Tom Makowecki September 2, 2025 at 20:58

Hello Andrew;
I am attaching a "Log Mailbird" file.
I hate to inconvenience my friends by creating the problem again....before I have to.
I can send as a "REPLY TO ALL" from my phone but I try and remember to do it on my Desktop and use Mailbird next time.
I hope you can see the problem on the LOG file.
Tom

Tom Makowecki September 2, 2025 at 21:14

On 2025-09-02 2:58:38 PM, Tom Makowecki <farm@tmakowecki.com> wrote:
Hello Andrew;
I am attaching a "Log Mailbird" file. AND I recreated the message...The screenshot is also attached

I hope you can see the problem on the LOG file. or figure it out.
 Thank you Tom

Andrew Mojko September 3, 2025 at 13:49

Hello Tom,

Thank you for your reply, image and the log sent, I appreciate this very much.

I have checked the log thoroughly, it did not contain any errors related to sending emails to multiple recipients. There is one connection error registered; it was lost, but after 10 seconds fully recovered, so this should not affect Mailbird's operation at all.

The image you have sent however, seems to be displayed in the webmail interface, so the error comes directly from your email server. Perhaps there is a setting there that could allow you to put as many addresses in the TO field as you wish but there is a chance this is not allowed by email server security policies. I would recommend contacting your email hosting service support to ascertain your choices here.

Mailbird allows you to provide as many addresses in the TO/CC/BCC fields ,but it is up to the email server to allow such a message to be sent or rejected; we have no control over this.

If you have any further queries, please feel free to get back in touch and I will be happy to help.

Thank you and have a great day!

All the best,
Andrew Mojko

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Tom Makowecki September 3, 2025 at 22:18

I have gone to my main emaIL AND SNET LARGE EMAILS to multiple people
and no problems...
I cannot see them posting a message on Mailbird, like the one I sent
you...
It can be frustrating as it is noce to combine eamils all on Mailbird,
but this is a pain.
I am not sure what to do
Tom

Andrew Mojko September 8, 2025 at 08:25

Hello Tom,

Thank you for your reply.

There is another way we could try to pinpoint and interpret the error that you receive when sending email to multpile recipients.

In order to better diagnose the issue, it would be hugely helpful for us if we could see the exact communication between Mailbird and the server. In order to obtain this information, could we please ask you to follow the steps which will generate a server log for us to examine?

- In Mailbird, hold CTRL and SHIFT on your keyboard while clicking the top left Menu button (the 3 horizontal lines). Then click on "Open debug window".
- Select the account with the issue at the top, tick "*Force restart*" and click on the "*Start*" button.
    - Please note that if you have multiple email accounts in Mailbird, then it will only display the account you selected. The other accounts however will be enabled the next time you restart the application
- Server logging is now active and all interactions with the server (except your password) will be logged to a text file on your computer. Note that incoming/sent emails will be logged with the rest of the data, so avoid receiving/writing confidential emails while it's active.
- **Compose and sent email to your group of 35 recipients. Make sure it is either fully sent or you can observe the error message, and allow 2-3 minute to move to the next point.**
- Now open the debug window again and stop logging, selecting a location to save the server log (the desktop for instance).
- Send me the server log file in your reply
    - Often the log file can be far too large to be sent via email - we would therefore advise to upload it to a cloud drive of your choice, such as for example Google Drive, OneDrive or Dropbox, and then share the link to it with us.
- Restart Mailbird if you have multiple accounts, so they enable again.

I will be looking forward to hearing from you.

Thank you.

All the best,
Andrew Mojko

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Tom Makowecki September 8, 2025 at 16:43

Hello Andrew;
Today is likely another day that I will attempt to send emails to all members.
I am hoping it will get over the glitch. I am getting OLD and doing too much investigation starts to confuse me..I will keep, this in mind later and if it happens again, I MAY attempt the procedure you have described to get to the bottom of this. We shall see.
Tom

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