◫ **#535388 mails not received for the period when system is off**

Submitted	**Received via**	**Requester**
June 23, 2025 at 11:50	Web Form	Sudhir <sudhir@smithcrafts.net>

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

Nature of enquiry	**Country**	**Problems Sending or Receiving**
I'm having problems sending and/or receiving emails	India	I can only send or receive emails after I restart Mailbird

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Sudhir June 23, 2025 at 11:50

Mails do not download for the duration when system is off. Some mails do not download at all.

Sudhir June 23, 2025 at 12:24

I WAIT

REGARDS

SUDHIR

Shubham Patel June 23, 2025 at 13:37   Internal note

Request #535141 "I purchased Mailbird . It is ins..." was closed and merged into this request. Last comment in request #535141:

I purchased Mailbird . It is installed on three computers. We are not satisfied and need support.
Whom should I contact. Please provide phone / e mail.

Do you have a rep in India.

Submitted from: https://www.getmailbird.com/pricing/?utm_location=IN

Shubham Patel June 23, 2025 at 13:38

Hi Sudhir,

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

Could you please send us your Mailbird log file? This file allows us to get a detailed history of Mailbird as it runs on your machine, including any errors that might have occurred. It could be very useful in diagnosing the root cause of your problems.

Here is how to find it:

- In Mailbird, **hold down CTRL and SHIFT whilst you click on the Mailbird menu** (i.e. the 'hamburger' icon in the top left-hand corner of Mailbird).
  - 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' **or** 'Log.log'. This is the Mailbird log file.
- Please make a copy of it and attach it to your reply to us.

Thank you so much for your help and patience - once we have this file we will be able to investigate the matter in greater detail.
All the best,
Shubham Patel

Sudhir June 25, 2025 at 16:39

Nice to see your e mail.
Can we talk on phone tomorrow so that I can explain my problems.

My Number is 9810056033
India 91, if you are out of India

You can advise a time between 10 am to 6 am Indian Time

Sudhir June 26, 2025 at 04:01

replied once.

Had requested a call back at 91 9810056033

the ticket should remain open

regards

Sudhir June 26, 2025 at 04:08

Dear Mr. Shubh

Is this what you desired ?

Please advise

Best Regards

Sudhir Rastogi

Shubham Patel June 27, 2025 at 10:42

Hi again,

Thanks for your patience and the log file.

The log files consistently show a specific type of error that points to a **network connectivity issue** on your computer.

1. **DNS Resolution Errors:** Throughout the logs, we see the error message: `The remote name could not be resolved: 'accounts.google.com'` . This is a `System.Net.WebException` . In simple terms, when Mailbird tries to connect to Google to check for new mail, your computer is unable to find the correct address for Google's servers. This same issue also appears for Mailbird's own servers (e.g., `magicalmailapp.com` , `updates.getmailbird.com`), which prevents the app from checking for updates or validating your license.

2. **Connection Timeouts:** We are also seeing numerous `System.Net.Sockets.SocketException` errors, such as: `A connection attempt failed because the connected party did not properly respond after a period of time` . This means that even when your computer finds the server's address, something on your system or network is preventing a stable connection, causing the request to time out. The logs even suggest a potential cause: `Please make sure that antivirus and firewall software are disabled or configured correctly.`

The root of the problem lies in your system's network configuration or security software interfering with Mailbird's connection. Let's try the following steps to fix this. Please try to sync your emails after each step to see if the issue is resolved.

1. Temporarily Disable Antivirus and Firewall

This is the most common cause of these specific errors. Security software can sometimes be too aggressive and block Mailbird's connection to the server.

- Please temporarily disable your antivirus and firewall software.
- Restart Mailbird and see if your emails begin to download correctly.
- If this works, you will need to add Mailbird as an exception or a "trusted application" in your security software's settings before turning it back on. The application to add is `Mailbird.exe` , located in `C:\Program Files\Mailbird\` .

2. Flush Your DNS Cache

This will clear out any old or incorrect server addresses that your computer might have stored.

- Press the **Windows Key** and type `cmd` .
- Right-click on **Command Prompt** and select **Run as administrator**.
- In the black command window, type the following command and press Enter:

```
ipconfig /flushdns
```

- Once it's done, restart Mailbird.

3. Change Your DNS Server

Sometimes, the default DNS servers provided by your Internet Service Provider (ISP) can be slow or unreliable. Switching to a public DNS server like Google's can often resolve these issues.

- Press the **Windows Key + R**, type `ncpa.cpl` into the Run box, and press Enter.
- Right-click on your active network connection (e.g., "Wi-Fi" or "Ethernet") and select **Properties**.
- Select **Internet Protocol Version 4 (TCP/IPv4)** from the list and click **Properties**.
- Select the option "Use the following DNS server addresses:".
- Enter the following:
  - Preferred DNS server: `8.8.8.8`
  - Alternate DNS server: `8.8.4.4`
- Click **OK**, close the windows, and restart your computer.

I am confident that one of these steps will resolve the connectivity problem. I understand that this is a technical process, so please don't hesitate to ask if you have any questions about any of the steps.

Let me know how it goes!

All the best,
Shubham Patel

Sudhir July 4, 2025 at 05:15

Dear Mr. Shubham

Problem is NOT NOT NOT resolved.

I had sent you the log as desired by you.

Please advise if anything else I can do.

Best Regards

Sudhir Rastogi

Shubham Patel July 7, 2025 at 12:02

Hi Sudhir,

I truly empathize with the frustration you're experiencing with this ongoing issue. I'm here to help, and I'd like to delve deeper to understand what's happening.

When you have a moment, could you create a quick screencast to show me the problem as it occurs? This will really help me grasp the situation better. I recommend using this simple and free program to record your screen:

http://www.techsmith.com/download/jing/

You can share the video link with me directly through Jing, or use a file-sharing service like Dropbox. Alternatively, you can also attach it in a response on mailbird.zendesk.com.

Please note that replying directly to this email won't allow for attachments, so just be mindful of that.

If you need any assistance with this process, don't hesitate to reach out. I'm here for you, and I look forward to helping you resolve this soon.
All the best,
Shubham Patel

Sudhir July 7, 2025 at 13:35

I really do not understand who is doing what.

Can we have a chat ?

Regards

Sudhir Rastogi

Sudhir July 8, 2025 at 04:50

------ Forwarded Message --------
From: sudhir@smithcrafts.net <sudhir@smithcrafts.net>
Date: 07-07-2025 19:04:46
Subject: Re: [Mailbird] Re: Your recent Mailbird Support Ticket
To: Mailbird Support <support+id2dr0ek-mwd0y@mailbird.zendesk.com>

I really do not understand who is doing what.

Can we have a chat ?

Regards

Sudhir Rastogi

On Mon, Jul 7, 2025 at 5:32 PM Mailbird Support <support@mailbird.zendesk.com [mailto:support@mailbird.zendesk.com]> wrote:

##- Please type your reply above this line -##
Your ticket (#535388 [https://support.getmailbird.com/hc/requests/535388]) has been replied to by a member of our team.
You can reply to this email if you like, or alternatively you can click the link below to view your conversation history:
https://support.getmailbird.com/hc/requests/535388 [https://support.getmailbird.com/hc/requests/535388]
Shubham Patel (Mailbird)
Jul 7, 2025, 12:02 UTC
Hi Sudhir,

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http://www.techsmith.com/download/jing/ [http://www.techsmith.com/download/jing/]

You can share the video link with me directly through Jing, or use a file-sharing service like Dropbox. Alternatively, you can also attach it in a response on mailbird.zendesk.com [http://mailbird.zendesk.com].

Please note that replying directly to this email won't allow for attachments, so just be mindful of that.

If you need any assistance with this process, don't hesitate to reach out. I'm here for you, and I look forward to helping you resolve this soon.

All the best,
Shubham Patel
Sudhir
Jul 4, 2025, 05:15 UTC
Dear Mr. Shubham
Problem is NOT NOT NOT resolved.
I had sent you the log as desired by you.
Please advise if anything else I can do.
Best Regards
Sudhir Rastogi
Shubham Patel (Mailbird)
Jun 27, 2025, 10:42 UTC
Hi again,

Thanks for your patience and the log file.

The log files consistently show a specific type of error that points to a network connectivity issue on your computer.

* DNS Resolution Errors: Throughout the logs, we see the error message: The remote name could not be resolved: 'accounts.google.com [http://accounts.google.com]'. This is a System.Net.WebException. In simple terms, when Mailbird tries to connect to Google to check for new mail, your computer is unable to find the correct address for Google's servers. This same issue also appears for Mailbird's own servers (e.g., magicalmailapp.com [http://magicalmailapp.com], updates.getmailbird.com [http://updates.getmailbird.com]), which prevents the app from checking for updates or validating your license.

* Connection Timeouts: We are also seeing numerous System.Net.Sockets.SocketException errors, such as: A connection attempt failed because the connected party did not properly respond after a period of time. This means that even when your computer finds the server's address, something on your system or network is preventing a stable connection, causing the request to time out. The logs even suggest a potential cause: Please make sure that antivirus and firewall software are disabled or configured correctly.

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2. Flush Your DNS Cache

This will clear out any old or incorrect server addresses that your computer might have stored.

* Press the Windows Key and type cmd.
* Right-click on Command Prompt and select Run as administrator.
*
In the black command window, type the following command and press Enter:
ipconfig /flushdns
* Once it's done, restart Mailbird.

3. Change Your DNS Server

Sometimes, the default DNS servers provided by your Internet Service Provider (ISP) can be slow or unreliable. Switching to a public DNS server like Google's can often resolve these issues.

* Press the Windows Key + R, type ncpa.cpl into the Run box, and press Enter.
* Right-click on your active network connection (e.g., "Wi-Fi" or "Ethernet") and select Properties.
* Select Internet Protocol Version 4 (TCP/IPv4) from the list and click Properties.
* Select the option "Use the following DNS server addresses:".
* Enter the following:
* Preferred DNS server: 8.8.8.8
* Alternate DNS server: 8.8.4.4
* Click OK, close the windows, and restart your computer.

I am confident that one of these steps will resolve the connectivity problem. I understand that this is a technical process, so please don't hesitate to ask if you have any questions about any of the steps.

Let me know how it goes!

All the best,
Shubham Patel
Sudhir
Jun 26, 2025, 04:08 UTC
Dear Mr. Shubh
Is this what you desired ?
Please advise
Best Regards
Sudhir Rastogi
Attachment(s)
Log.log [https://support.getmailbird.com/attachments/token/7jbhhIcizCRbW0LlcHGoMd0CO/?name=Log.log]

Sudhir
Jun 26, 2025, 04:01 UTC
replied once.
Had requested a call back at 91 9810056033
the ticket should remain open
regards
Sudhir
Jun 25, 2025, 16:39 UTC
Nice to see your e mail.
Can we talk on phone tomorrow so that I can explain my problems.
My Number is 9810056033
India 91, if you are out of India
You can advise a time between 10 am to 6 am Indian Time
Shubham Patel (Mailbird)
Jun 23, 2025, 13:38 UTC
Hi Sudhir,

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* 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' or 'Log.log'. This is the Mailbird log file.
* Please make a copy of it and attach it to your reply to us.

Thank you so much for your help and patience - once we have this file we will be able to investigate the matter in greater detail.

All the best,
Shubham Patel
Sudhir
Jun 23, 2025, 12:24 UTC
I WAIT
REGARDS
SUDHIR
Sudhir
Jun 23, 2025, 11:50 UTC
Mails do not download for the duration when system is off. Some mails do not download at all.
This email is a service from Mailbird. Delivered by Zendesk [http://www.zendesk.com].
[2DR0EK-MWD0Y]
[2aa455bf-10ab-4731-8df0-e7cd5b218eec]

Shubham Patel   July 8, 2025 at 11:27

Hi again, Sudhir

To add an exception in Quick Heal Antivirus, go to Protection > Scan Settings > Exclude Files & Folders, then add your file or folder.

Here's a step-by-step guide to add an exception (exclude files or folders from scanning) in Quick Heal Antivirus:

1. **Open Quick Heal Antivirus** on your computer.

2. In the left pane, click **Protection** and then select **Scan Settings**.

3. On the Scan Settings screen, click **Exclude Files & Folders**.

4. The Exclude Files & Folders screen will show you the current list of excluded items. Click **Add** to add a new file or folder.

5. In the Item text box, enter the path to the file or folder you want to exclude. You can also use the file/folder icon to browse and select the path. (The application to add is `Mailbird.exe`, located in `C:\Program Files\Mailbird\`)

6. Under **Exclude From**, choose the modules (like Known virus detection, DNAScan, Ransomware detection, etc.) from which you want to exclude the selected file or folder.

7. Click **OK**.

8. Finally, click **Save Changes** to apply your settings.

Once done, restart your device and then monitor for 24 hrs.

All the best,
Shubham Patel

Sudhir July 8, 2025 at 12:57

did as advised

shall check result tomorrow and inform

regards

sudhir

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