

## 🔼 #539694 I have version 3, but limited to 5 tracking notifications

**Submitted** Received via Requester

August 15, 2025 at 07:47 Web Form Neil Renzow <neilrenzow6@gmail.com>

**Type Status Priority** Group **Assignee** Open Normal Senior Team Andrew Mojko

L2 Escalation Nature of enquiry License Key Identifier Country License Key or Subscription Question South Africa Yes Renzow

**License/Subscription Question** 

I need to change my registered email address

Neil Renzow August 15, 2025 at 07:47

My e-mail address was nren@worldonline.co.za, now changed to above

**Axel Garcia** August 15, 2025 at 15:02

Hi there!

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

This is likely happening because you own a Standard license which is limited to 5 tracked emails per month, to verify this could you please send me your license key?

Looking forward to your reply.

All the best.

Axel Garcia

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/

Neil Renzow August 15, 2025 at 15:17

Lic. key d7b0fe0d-dfe7-446c-b7b9-c4c3ddd95d8c Thanks Neil

Neil Renzow 14 Krantzkloof Park 40 Abelia Road Kloof, KZN 3610 South Africa

++27 76 132 4394

Axel Garcia August 18, 2025 at 19:31

Hello again and thank you for sharing that information with me

The license key you provided is not generating any results on our system which likely means the key is incorrect, could you double check the key and re-send it?

I was also able to find a few licenses under the name Neil Renzow associated with the email nren@worldonline.co.za, do you own this email? If so, I have just sent your Premium key to that email.

After activating your Premium key you should not have any issues with email tracking.

Let me know if you have any other questions for me, I'd be happy to assist.

All the best, Axel Garcia

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**Neil Renzow** August 19, 2025 at 07:47

Hi Axel.

The old e-mail address nren@worldonline.co.za is closed and new one reads neilrenzow6@gmail.com

The Key code d7b0fe0d-dfe7-446c-b7b9-c4c3ddd95d8c is in fact correct and provided by Mailbird letter dated 4/4/24, Order No MAI240404-5154-90205.

- \* Kindly advise if version is up to date. Version 3 purchased by me on or about 16/5/2024
- \* Please send me the Premium key to this address.

Best wishes Neil Renzow

7 PM, Mailbird Support <support@mailbird.zendesk.com> wrote:

Axel Garcia August 20, 2025 at 19:15

Hello again and thank you for sharing that information with me

I'll paste your Premium license key below for your convenience:

5ae39c93-c793-4856-9fa3-5a9845af7623

In order to activate your Mailbird license and enjoy all the benefits of your subscription, please follow the steps which I have included below:

- · First, open Mailbird.
- Next, navigate to the Mailbird Menu (i.e. the 3 horizontal lines in the top left-hand corner of the page).
- · Now click on Settings.
- · Then click on About Mailbird.
- Here you should be able to see Change license key please click on this.
- When the new window opens, you can input your license key and click on Continue.

Mailbird should now be activated with your license key, but if you encountered any difficulties or require additional guidance, please let me know, and I will do my very best to investigate the matter further.

All the best.

Axel Garcia

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Neil Renzow August 23, 2025 at 07:47

Thank you for that. I now have 3.0.42.0 is that the latest? Mailbird has always been a little slow to open. Could this be due to the volume of e-mails? If so, which is the best method to remove old data? Kind regards,

Neil

Axel Garcia August 25, 2025 at 15:30

Hello again and thank you for your reply

Yes, that is the latest version of Mailbird, you can corroborate this in our changelog by following the link below:

https://updates.getmailbird.com/ReleaseNotes/LatestReleaseNotes.html

As for your second inquiry, yes a high volume of emails can slow down Mailbird, as a workaround you can set Mailbird to only download emails when they are opened which should greatly boost performance.

- Open the *Mailbird menu* in the top lefthand corner (i.e. the three horizontal lines).
- Click on Settings.
- Navigate to the Advanced tab.
- · Here, you will see the option to Download emails on demand

Thank you so much for your help and patience - I look forward to hearing back from you.

All the best, Axel Garcia

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Neil Renzow September 1, 2025 at 06:03

Hi.

I did not notice any difference in performance. Thanks

Neil

Axel Garcia September 1, 2025 at 21:02

Hello again and thank you for your reply

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.

Axel Garcia

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Neil Renzow September 2, 2025 at 05:00

Thank you file attached ..

Neil

Axel Garcia September 3, 2025 at 15:26

Internal note

**Escalation details** 

**Brief description of the problem:** User reports Mailbird is slow to open even after enabling the download emails on demand feature

Andrew Mojko September 4, 2025 at 13:02

Hello Neil,

My name is Andrew - I am a Senior member of the Customer Happiness Team here at Mailbird, and it's a pleasure to meet you today.

In order for me to begin more accurately diagnosing the root cause of your problem, could I please ask you to create a quick screencast to showing the problem with slow opening of Mailbird?

This small, free program is perfect for recording a screencast on your device, and it will help capture the moment that your problem appears so that you can share it with me:

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

Please either send us a link to the video file in Jing directly, or share it from your preferred filesharing service (such as Dropbox for example), or attach it to your reply in mailbird.zendesk.com.

## Replying directly to this email and attaching the file will, unfortunately, not work

Please let me know if you require any further guidance - I'll be looking forward to hearing back from you.

All the best,

Andrew Mojko

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## Neil Renzow September 5, 2025 at 06:15

Hi Andrew

The program is a bit too complicated for me so I have abandoned it and advise Mailbird takes approx 10-12 secs to open.

Is this a normal level of performance?

Furthermore did the log.log file I sent show any issues?

Kind regards,

Neil

## Andrew Mojko September 8, 2025 at 09:26

Hello Neil,

Thank you for your reply with the additional information.

The log did not contain any records of startup issues; a 10-12 second launch time for Mailbird is not unusual.

Of course, if it takes 10-12 seconds to maximise it, or bring back from tray bar/system bar, then this is too long; this should be immediate and Mailbird should be brought to the foreground in less than a second. If that's the case I would be happy to look further into this this.

If there would be anything I could do for you, please let me know.

Thank you.

All the best.

Andrew Mojko

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Neil Renzow September 8, 2025 at 10:04

Thank you that will be all for now

Neil

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