

🔼 #536351 email account error

Submitted Received via Requester

July 7, 2025 at 12:33 Web Form Mcrooks <mcrooks@xigent.biz>

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

Nature of enquiry

License Key Identifier Country

I'm having problems sending and/or receiving emails Michael Crooks

United States

Problems Sending or Receiving

I cannot send or receive any emails

Mcrooks July 7, 2025 at 12:33

One of my accounts is not sending or receiving mail. I get the error message below:

The request failed. The remote server returned an error: (401) Unauthorized.

Teh account email is michael@whitestarusa.com

Shubham Patel July 8, 2025 at 12:29

Hi there.

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

Mcrooks July 8, 2025 at 14:44

Please see the attached log as requested.

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