Troubleshooting

- FAQ
- Common Problems
- Common Setup Questions
    - How to Set Up a Forward and Delete Rule

FAQ

1. How many e-mails can I send per day ?
2. How many recipients can I send to in one message ?
3. How to add a signature with embedded image in Afterlogic Webmail ?
4. How to add multiple accounts in GroupOffice WebMail ?
5. How to add HTML signatures in GroupOffice WebMail ?
6. How to create a distribution list in GroupOffice WebMail ?
7. How to sign and cryptograph e-mails digitally in GroupOffice WebMail ?
8. How to backup my email account ?
9. Do you support Apple Push Notification ?

How many e-mails can I send per day and what size ?

There is a limit of 300 e-mails per day and up to 50 megabytes per e-mail. The primary reason is to limit the potential damage caused by computers infected with spam-sending trojans. After 300 e-mails have been sent from your account, you will receive the following error message when attempting to send further messages:

```
462 Daily send limit reached. Please try again tomorrow
```

If you need to send more than 300 messages per day as part of your regular operation, please contact our Support team.

In the user control panel, option **Track Deliveries**, you are able to see how many messages the account has sent out in the last 24h.

How many recipients can I send to in one message ?

You can address up to 100 recipients in one single e-mail message. If you add more than 100, you will receive the following error:

```
551 sorry, maximum number of recipients reached
```

How to add multiple accounts in the WebMail?

After logging in to Group Office, click the **E-Mail** link at the top.

Then, click on the **Administration** link and then choose **Accounts**.

Click **Add** to add a new account. In the first tab, **Properties**, specify the user's **Name** (with space / accents) account and **E-mail** address of the external account.

Still on the first tab, you can create a text signature, if desired. More info on how to create HTML signatures in our other FAQ.

In the **Incoming mail** tab, specify the **hostname** imap.emailarray.com, the account's e-mail address in the **Username** field and respective **Password**. Also select the **SSL** check box.

Click on **OK** and then **Close**.

You now have setup an external account and it shall appear on the folder tree, including separate Sent Items folder for it. When composing a new e-mail, you can select to use this secondary account instead of your primary one.

Note: If only want to use a different sender when sending e-mails, without setting such as sender external account, the procedure is similar to that previously seen.

After logging in to Group Office, click the on the **E-Mail** link at the top. Then, click on the **Administration** link and choose **Accounts**.

Double click on your account and navigate to the **Identity** tab. Click the **Add** button to add a new **name**, **e-mail signature** (optional), and finally click the **OK** button twice in a row. Now, you can choose another identity in the pull down menu **From** of the e-mail composition window

How to create a distribution list in the WebMail ?

After accessing Group Office WebMail, on the black background bar, click on **Address Book> Administration (below, in the blue background bar) > Addresslists**.

Give your distribution list a name in the first tab (**Properties**) and in the **Contacts** tab, add desired addresses. Note you can add directly from your address book.

When sending a new email (**Compose** option), click on the **Address Book** button at the top of the compose window, followed by the **Addresslists** tab. Click on the contact list that you want to email, then click on one of the **buttons to add** (add to recipients in to, add to CC or add to BCC) and then click on **Close**.

How to sign and cryptograph e-mails digitally in the WebMail ?

After accessing Group Office WebMail, on the black background bar, click on **Address Book> Administration (below, in the blue background bar) > Addresslists**.

First of all, please open a ticket so that we can enable the possibility to sign and cryptograph e-mails for your domain.

Choose a vendor that sells S/MIME certificates. In this example, we will use the free StartCom, which does not diplay information about your or your company in the free certificates.

Or the StartCom site, click on **Sign-up** and complete the process. When request, choose security level High.

During the process, install the certificate in your Firefox browser.

After the certificate has been installed to Firefox, access **Options > Advanced > Certificates > Certificates button > Personal tab** and click on the **Export button**. You will need to type in a password for your exported .p12 certificate.

In Group Office Webmail, access **E-mail > Administration > Accounts > double click on your e-mail account > S/MIME settings tab** and click on the **Select new PCKS12 certificate button**, then upload your certificate which you exported from Firefox.

In the **Group-Office password field**, type in your e-mail account's password. You can choose **always sign e-mails digitally**, by enabling the respective checkbox or simply use the feature only when needed.

You can choose always sign e-mails digitally, by enabling the respective checkbox or simply use the feature only when needed.
click on **OK** and then **Close**.

When sending a new e-mail, click on the **Extra options** button/drop down menu, where you can choose to **Sign or Encrypt with SMIME**.

Ideal is to first send a digitally signed e-mail, so that the recipient can obtain your public certificate and add it to his address book. If you've received a digitally signed e-mail, webmail automatically saves the sender's public certificate in your contacts for that person, so that you can receive cryptographed emails from him.

How to backup my email account ?

For the Windows platform, we recommend Mailstore, which lets you easily backup multiple IMAP accounts.

Other e-mail clients, such as Thunderbird, have features or plug-ins that also allow backup of an IMAP account.

Do you support Apple Push Notification

Yes we do.Although iOS devices support the IMAP protocol for synchronizing e-mail messages, they don't support the IDLE command which is used on other platforms to provide push notifications to the device. Apple implemented another protocol called Apple Push Notification which is much less taxing on the device's battery and which also provides instantaneous notification when a new e-mail arrives. We fully support the Apple Push Notification protocol out of the box, without any configuration being required on your device. It will automatically detect our capability and use it.

Common Problems

Common Errors

Error code: 550 sorry, you can't send as this user

Symptom: The messages that you send out come back as a bounce message with the following error:

```
550 sorry, you can't send as this user
```

Cause: You are not allowed to send emails on behalf of this user. We have enabled a strict check to see if the sender matches the authenticated user, or is related to it somehow.

Solution: Authenticate as the same user you wish to send or log in to your Admin Panel to define other email addresses that can **send as** this user (Admin Panel → Users → click on Permissions for the desired user → Send email as).

Error code: 550 sorry, no mailbox here by that name

Symptom: The messages that you send out come back as a bounce message with the following error:

```
550 sorry, no mailbox here by that name
```

Cause: The system is attempting to deliver the email locally, but the specific user account does not exist on our servers. This often occurs during the testing phase of a migration if certain mailboxes have not been created yet.

Solution: If you are still in the process of migrating and have not created all accounts, you can temporarily disable local delivery for the domain. This forces the system to look externally for the mailbox.

1. Log in to the **Admin Panel**.
2. Navigate to **Domains** and click **Edit** on the affected domain.
3. Locate the **Local Delivery** setting and change it to **"No"**.
4. **Important:** Once your migration is complete and all mailboxes are created, remember to switch **Local Delivery** back to **"Yes"** to ensure internal mail routing works correctly.

Error code: 550 sorry, you are blacklisted on this server

Symptom: The sender receives a bounce message with the following error:

```
550 sorry, you are blacklisted on this server
```

Cause: You have blacklisted this sender on our servers.

Solution: Remove the blacklist from your Admin Panel (Admin Panel → Filtering → Blacklist → check Include Users Blacklist → search for the sender's email or domain → remove the entries). Alternatively, you can access your email's User Panel and go to Filtering → Blacklist → do a Control F and search for the sender's email address, then click on the minus sign next to it, to remove it.

Error code: That sender cannot send mail here

Symptom: The message is not delivered and in the Incoming Logs the delivery status is **Rejected** and you see this message:

```
That sender cannot send mail here
```

Cause: The sender's domain is blacklisted. Usually, it's a TLD that has a very bad reputation.

Solution: Open a support ticket requesting the whitelisting of the domain.

Error code: You have exceeded your messaging limits

Symptom: When sending out a message, you receive the following error:

```
451 You have exceeded your messaging limits
```

```
462 Daily send limit reached. Please try again tomorrow
```

Cause: You have sent more than 300 emails (for Basic) or 1200 emails (for Enhanced) during the day thus reaching your daily send limit.

Verification: If you hit this limit, you can use the **Track Deliveries** option in the **User Control Panel** to see your activity for the last 24 hours.

Solution: If you did not send that many emails, immediately run a full virus scan of your computer, change your email address password or contact your administrator.

Error code: 553 sorry, that domain isn't in my list of allowed rcpthosts

Symptom: The messages that you send out come back as a bounce message with the following error:

```
553 sorry, that domain isn't in my list of allowed rcpthosts
```

Cause: SMTP Authentication is not enabled in your e-mail client

Solution: Enable SMTP Authentication in your e-mail client

Error code: 4.4.2

Symptom: The email client is getting the following error:

```
The server response was: timeout (#4.4.2)
```

Cause: Your email client hasn't sent a command in 20 seconds

Solution: Verify your email client and internet connection

Fixing Constant Username & Password Requests

Symptom: When sending messages out, the server repeatedly asks for your username & password, despite having entered the right ones

Cause: If you are sending out using the regular port 25, it is possible that your local Internet Provider is intercepting SMTP communications on port 25 and forcing you to use their own SMTP servers. Your SMTP credentials would thus fail against their servers

Solution: Change your outgoing SMTP server port to another value. You can use ports 26 or 587 for regular/TLS server or port 465 for SSL service.

Sender receives: sorry, you are blacklisted on this server

Symptom: When someone sends you an email, they get the error below:

`552` `cuda_nsu sorry, you are blacklisted on this server`

Cause: You changed default domain or user filtering settings inside the Filtering option. Instead of using the default **Accept e-mails from Everyone**, such option was changed to **Accept e-mails from whitelist and address book only**, which means account will receive e-mails only from addresses in the whitelist or contacts and all other e-mails will be rejected.

Solution: Change the mentioned option to **Accept e-mails from Everyone**. Verify both on admin (domain level) and user control panels, by clicking on Filtering, in the top menu.

Common Setup Questions

How to Set Up a Forward and Delete Rule

A "forward and delete" rule is a way to automatically send all incoming messages to a different email address while instantly discarding the original copy. This keeps your webmail inbox completely empty, saving storage space while ensuring you never miss a message.

Common Use Cases

- Centralizing your inboxes: If you prefer to read and manage all your emails from a single personal account, this rule sends everything there and keeps your server space clean.
- Connecting to CRM or Ticketing Systems: Support and sales teams often route emails directly into a software platform. Deleting the local copy prevents your mailbox from filling up with duplicate support tickets.
- Managing former employee accounts: When a team member leaves, you can forward their incoming mail to a manager to ensure continuity, while discarding the local copy to avoid hitting mailbox storage limits.
- You are phasing out an old mailbox but still want to receive messages sent to it

Step-by-Step Setup Guide

Follow these steps to configure your rule:

Create a new rule

1. Access your dashboard: Log in to your User Panel using your full email address and password.
2. Open your rules: Click the Delivery Rules icon on your dashboard.
3. Start a new rule: Click the New Rule button.
4. Name it: Enter a unique name for your rule and click Add Rule. Please use underscores or hyphens instead of spaces.
5. Open the editor: Click the pencil icon next to your new rule to define what it does.

Define the Condition

Conditions tell the system which emails to pick up. Since you want to forward all emails sent to you, we will set it to look for your email address.

1. Click New 'AND' Condition.
2. Set the Match Field to "To".
3. Set the Condition to "contains".
4. Enter your current email address in the Term box.
5. Click Add Condition.

Choose Your Actions

Actions tell the system what to do with the messages it finds. You will need to **add two actions for this setup**.

1. Click Deliver to E-mail. Enter the destination email address where you want the messages to go.
2. Click Delete. This ensures the original message is automatically discarded from your inbox.

Enable Your Rule

New rules are created in a **Disabled** state to prevent unfinished rules from running.

1. Look for the **Status** indicator at the top of the editing screen.
2. Click the red DISABLED label to toggle it to the green ENABLED state.
3. Click Save Rule at the bottom of the page to finalize your settings.

Explore More Delivery Rules

Forwarding and deleting is just one way to keep your inbox organized. You can also use delivery rules to filter newsletters, flag VIP clients, or set up automatic out-of-office replies.

To explore all the available conditions, actions, and advanced automation tips, check out our comprehensive guide: Manage Your Incoming Email Rules.