Mac Mail issues

If Mac Mail unexpectedly quits when viewing certain messages:

Mail may unexpectedly quit when displaying a message that is malformed or damaged.

Mail may quit when you view an email message that is malformed or damaged, and it may continue to quit as long as the message remains selected. Resolve the issue by following these steps to delete the message:

1   Open Mail and immediately hold the Shift key until Mail opens. This causes Mail to open without any message or mailbox selected.

2   Hide the message viewer portion of the window by carefully dragging the thin separator bar between it and your list of messages. Keep dragging until Mail shows only the list of messages, not the message viewer. In this view, you can see messages only by double-clicking to open the message.

3   Click the affected message once to select it without opening it. Then press Delete or choose Message > Move to > Trash.

If you can't receive email, try the following:

- Send yourself a test email. The mail has to go out through your outgoing mail server and back into your incoming mail server. This is a good basic test of your account and server information.

- Your account may be "offline" if Mail can't access the account. Check your Inbox to see if it is dimmed. If so, connect to the Internet, then choose Mailbox > Go Online. If you have more than one account, you can take a specific account online by choosing Mailbox > Online Status > "Take '[account]' Online."

- Check and make sure you have an internet connection by opening a web browser and doing a google search.

- Restart Mac

Other errors

- To clear full mailbox error, do the following. From the Mac Mail application, go under the menu item Mail and choose Preferences. Click on button named Accounts, then select and email to the left. Click on the Advanced tab and check "Remove copy from server after retrieving a message". Change the drop down menu to "Immediately" and click on the remove now button. Repeat for each email address. Close box and save.
- If you have an bounce back, check for errors in email address you are sending to. If there is an attachment, check file size. Keep all attachments under 7 mb.
- In the unlikely event that Mail unexpectedly quits twice in a row, clicking the Try Again button should successfully open Mail. You will then be guided through setting up your Mail account (or accounts) again. Your previous Mail messages will appear after you complete the account set-up (assuming that you've set up the same account that you were using before). **Important**: If you enter different account information than before, Mail will not show messages for the account you were using prior to the two unexpected quits. But it doesn't delete those missing messages either—they'll be available once you set up that account again in Mail preferences.

Tips to keep it running

- Keep Mac Mail clean from un-needed emails. This program has a limitation of 2 gb before it starts having problems.

- Remember to empty the trash. From menu select Mailbox, Erase Deleted Items, All accounts.

- Occasionally rebuild mailbox. From menu select Mailbox, rebuild.

Help

- If you are still unable to receive or send emails, fill out the following form for support. support.cnhi.com/