

Receiving Duplicate Emails in DC Metro, IL, MA, NY and PA- Article no. 2140

Self-Service Support Alert: this article is available for customers on help.astound.com

Introduction

Note: The message '**Retrieving 1 of xx**' with **less than xx messages** displaying, **does not indicate** missing email

- Your email is loading; please wait for all mail to load

Resolution Steps

1. The Email Spool is Clogged:

- If you keep downloading the **same messages**, you likely have a **clogged mail spool**.
 - A **large email** or an email with a **corrupted header** is causing your email program to **time out**, and **interrupt the download**, **without** giving an **error message**
 - Since the email program **did not finish** the download, it **never marked** the messages as **downloaded** and **left them** on the **server**

- The **next time** you download your mail, all of the **same messages** are **still** on the server

- When you check mail, your mail program reports "**Retrieving 1 of 5**" and only downloads **one new** message
- It may then **delete all five** messages from the server, leaving you **wondering** where the **other four messages** are
 - This can also happen when you receive **attachments** that have been **split** by the person who sent them, possibly without them even knowing it
 - When you receive the **split attachments**, your e-mail program **recombines** them into a single e-mail, but still **reports the "missing"** numbers
- The **solution** is to **use RCN's web-based mail client** to **remove** the offending message from the server at <http://webmail.rcn.net>

3. A File on your System Needs to be Removed

- This is a **rare source** of the problem that you have been experiencing, but it can happen
- You should only consider this possibility **after** you have looked at the first two possibilities
- Check with your mail client vendor for support articles that may identify a fix

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=435>