

# 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](https://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

- Then the same thing **happens again**, and you never see the messages that come **after** the **offending message**
- The **solution** is to use RCN's **web-based mail client** to **remove** the offending message from the server at <http://webmail.rcn.net>
- RCN Webmail **displays all** of your mail on the server, and you can **delete** mail from the servers
- **When** you **delete** the message(s) with RCN Webmail, message(s) are **permanently removed** from the servers

## 2. Your Email Program is Setup to Leave Messages on the Server

- If you are **not** repeatedly downloading the same messages, you are likely **not missing** any email
- Most likely, there is mail on our server that you **have already downloaded**
- You may have your email program to leave your messages on the mail server
  - Also, your **email program** may **occasionally** download an email, **mark it** as downloaded, and **neglect to remove it** from the server
- **Example:**
  - Lets assume that you currently have **4 messages** on our servers and that you have **downloaded them all**
  - Now a **new email arrives** bringing your total messages to 5, but the number of **unread messages is 1**

- 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>