

# Duplicate Emails

(Mail Hosting: NTT Communications (Thailand) Co., Ltd.)

Receiving duplicate copies of an email message is a rather common problem that can occur while using email client like Microsoft Outlook. Most common configuration issues which lead to email duplication happening following information below:

## 1. Rules on mail client

Rules and more specific such as Move to folder rule is the most easiest to get some duplicates because of email received, mail client (Microsoft Outlook) will fire all configured rules against it.

### Example:

rule 1 = move messages from contact XX to folder A

rule 2 = move messages that contain NTT in the subject to folder B

If you receive email from contact XX that also contains NTT in the subject, then you will have the same email in both folder A and B.

You have to changes your rules setup and sift through all folders to delete those duplicate emails.

## 2. Data file or Mail profile (.PST or .OST)

- If you import emails from different mail client's data files in your current profile, the one you imported will be displayed. If the same emails present in both data files, you will see duplicates.
- If you recreate your data file or mail profile or reinstall your machine and ever set leave a copy of message on mail client earlier, it will download all emails from the server again even when you have received in previous. You have to make sure that you start mail client at least once with a clean data file or mail profile before reconnect the old one including setting it as the default.

## 3. Internet traffic is reaching the limit from sender.

During mail client trying to connect to internet, the email message also trying to sending out but not 100% completed. Mail client has been going to send out the email message until 100% complete. So the effective is all recipients will receiving the duplicate emails as looping until the mail client processes from sender can access to internet as normal also the mail client can send out the email message as 100% complete.

#### 4. Internet traffic is reaching the limit from recipient.

If mail client on recipient side fails to respond during receive email, then the next sync process of mail client will download the previous emails again.

#### 5. IMAP account

If you have setup mail client to retrieve new emails and open the inbox automatically upon startup, you will see each message is duplicated.

- If you have only one account defined, please uncheck the option to perform Send/Receive at startup.
- If you have more accounts defined, please uncheck the option to go directly to inbox at startup.

#### 6. Forwarding from another machine.

If you forward your email from one machine to another, the forwarding rule can create loops where messages are continually bounced back and forth between its. So it will creating an infinite number of duplicates. You have to change your rule accordingly.

#### 7. Mailing list

If you subscribe multiple time to mailing list, it can be cause of duplicate.

#### 8. Large email

If you have a large of mail and you have set leave a copy of message on the server and set the mail client check for new mail every few minutes, you will get duplicates. Mail client especially Microsoft Outlook will never complete check mail pass before the next one start.

You have to extend the time interval that mail client check for mail.

#### 9. Multiple accounts

If you have added multiple accounts in mail client, make sure that all email are indeed separate accounts and not just aliases for same mailbox. If you have multiple accounts added and set leave a copy of message, all accounts will get the same email leaving with duplicates.

You have to configure aliases account not to receive email since it are already being received by the original account.

## 10. Anti-Virus scanner

If your Anti-Virus software is set to integrate with mail client especially Microsoft Outlook, it will intercept the Send/Receive request from mail client. The Anti-Virus software has the default setting up and close the connection with mail server properly synchronized with mail client plugin. If the connection with mail server isn't closed properly, mail client will not mark email as received and then it will duplicates.

We suggest you to disable email protection plugin from Anti-Virus software in mail client.

## 11. Bug from Microsoft Outlook 2007

If you using mail client with Microsoft Outlook 2007, kindly update to service pack 2 as well. The receiving copies email (duplicates) is the bug of service pack 1.

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