

Why am I getting errors that say something about a POP lock, or I just randomly cannot connect?

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

Site manager by default uses a POP3 mail server.

POP3 is a mail protocol that handles all email for a user in one large file. In order to prevent data corruption, it puts a lock on the email file while you are checking your email. This means that if you have more than one device connecting at the same time, it can kick you out due to that lock. Because of that, you'll want to give a minute or so between checking with one device or another.

Sometimes POP locks won't release themselves correctly. If that seems to be happening, please contact support-mail team so that we can remove it.

Additionally, a POP lock can sometimes be put on if there is already some corruption in the mail file. That is another thing that you would want to contact support-mail team. In order to prevent that, we recommend setting up your email program to periodically **remove messages from the server**, or to clear them out periodically yourself by logging into webmail.

Alternatively, you can install IMAP on your account instead.

If you have any questions or concern ...

Please take note of any error messages and contact support-mail team as soon as possible.

Credit: westhost

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