

## ***Download messages to IMAP inbox some, but not all of the time***

This is a known problem with Outlook 2003 and 2007 which as of Aug 2009 has not been resolved by Microsoft (see <http://support.microsoft.com/kb/821298/en-us>)

What Business UX recommend is to isolate the problem by creating a new user profile. We have found that this may solve the problem.

How to create a new e-mail profile in Outlook 2007 and Outlook 2003

E-mail accounts are contained in profiles. An e-mail profile is made up of e-mail accounts, data files, and information about where your e-mail is stored. A new profile is created automatically when you run Outlook for the first time. After that, the profile runs every time that you start Outlook.

Follow these steps to create a new e-mail profile in Outlook 2007 and in Outlook 2003:

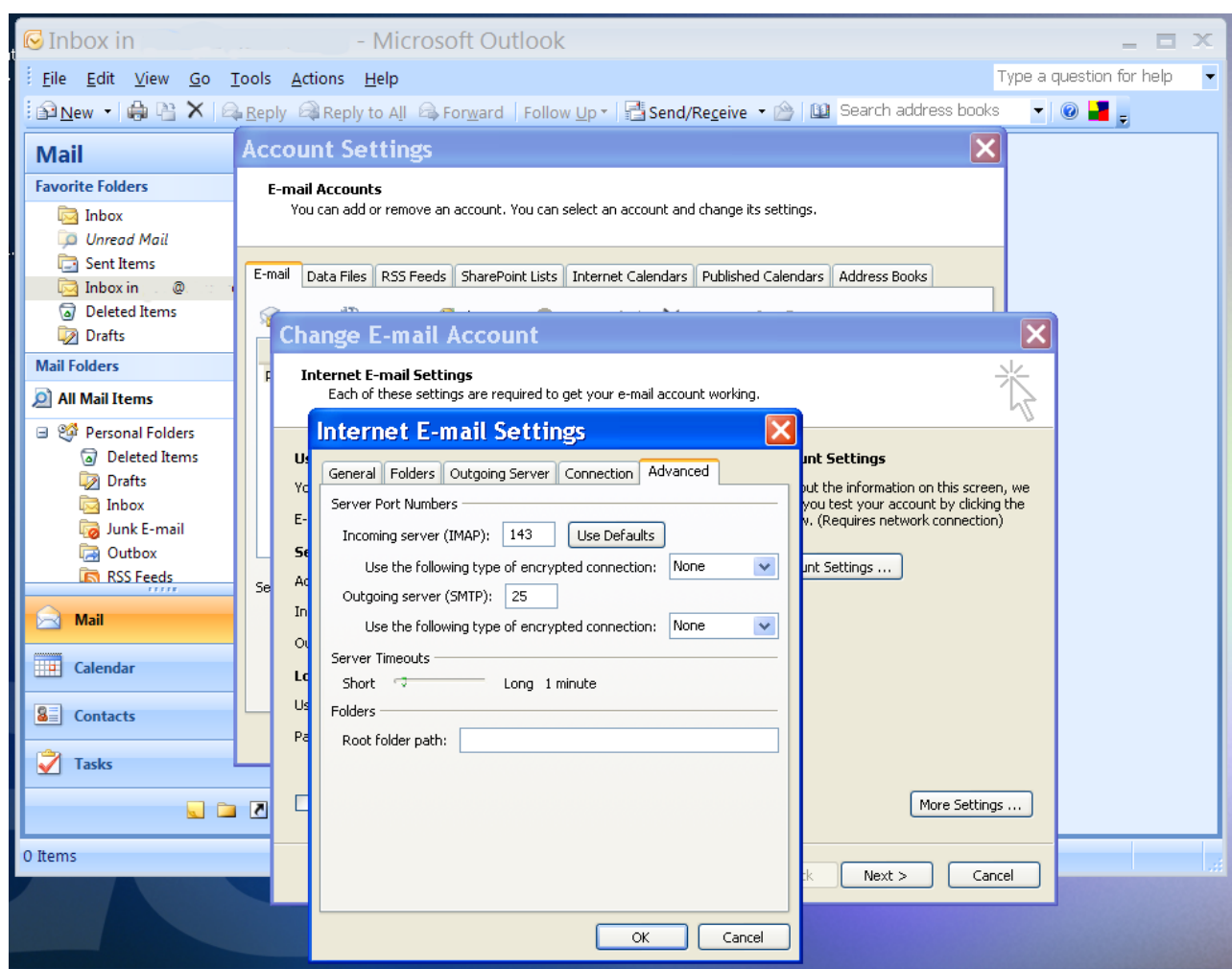
1. Open control panel
2. If you are in Classic View, double-click Mail. The Mail Setup dialog box opens. Go to step 4.
3. If you are in Category View, under Control Panel, click Switch to Classic View, and then double-click Mail. The Mail Setup dialog box opens.
4. In the Mail Setup dialog box, click Show Profiles.
5. On the General tab, under When starting Microsoft Office Outlook, use this profile, click Prompt for a profile to be used, and then click Add.
6. In the Profile Name box, type the name that you want to use for the new e-mail profile, and then click OK.
7. In the E-mail Accounts dialog box, click Add a new e-mail account, and then click Next.
8. Click the appropriate server type for your new e-mail account, and then click Next.
9. Type your account information in the required boxes, and then click Next.
10. Click Finish, and then click OK.
11. In the Mail Setup dialog box, click Show Profiles.
12. On the General tab, under When starting Microsoft Office Outlook, use this profile, click Always use this profile or select the checkbox to be prompted for the profile that you want to use, and then click OK.

**Outlook error: "Your IMAP server has closed the connection. This may occur if you have left the connection idle for too long."**

## Your server timeout setting may be set too short

To adjust the server timeouts setting:

1. Click on **Tools > Email Accounts**.
2. Select **View or change existing email accounts** and click **Next**.
3. Select the email account you would like to modify and click on **Change**.
4. Now click on the **More Settings** button which will display the Internet Email Settings window.
5. Select the **Advanced** tab.



6. Click on the pointer on the sliding bar and drag it nearer to the far right (max 10 minutes).
7. Click **Apply** and then **OK**.

## **You may have Outlook set to retrieve mail after X minutes. If you use IMAP this may cause a conflict.**

An IMAP user does not need to have Outlook check for new messages every few minutes as IMAP automatically downloads new mail as it arrives.

To check and disable this setting:

1. Click on **Tools > Options**
2. Click on the **Mail Setup** tab
3. Click on the **Send/Receive** button
4. Uncheck **Schedule an automatic send/receive every 5 minutes** (or however many minutes you may have it set to).
5. Click **Close**.

## **Talk to your ISP**

Check with your ISP and ask if they have a setting where the NOOP command from an IMAP mail client will cause the server software to close the connection within "X" amount of time. If they are agreeable and if they turn this feature off at the server, your problem should stop.

Some implementations of IMAP at the ISP end will cause this problem.

Here is a response to the problem from a major ISP in Australia:

*"The mail logs show that those users are logged in for about 12 hours per day. The logs also show that this problem has happened only once today and 3 times yesterday. Unfortunately IMAP can do this from time to time and there's not much that can be done about it. If the users do get disconnected, they should be able to reconnect almost immediately. They might also like to investigate using POP3 instead of IMAP, as POP3 generally has far fewer problems."*