OX Business Email troubleshooting

OX Business Email · https://www.aeserver.com/support/ox-business-email-troubleshooting/

Most email problems come down to your domain's DNS records or a mail app's settings rather than the email service itself. Start with the first check below, then work through the section that matches what you are seeing.

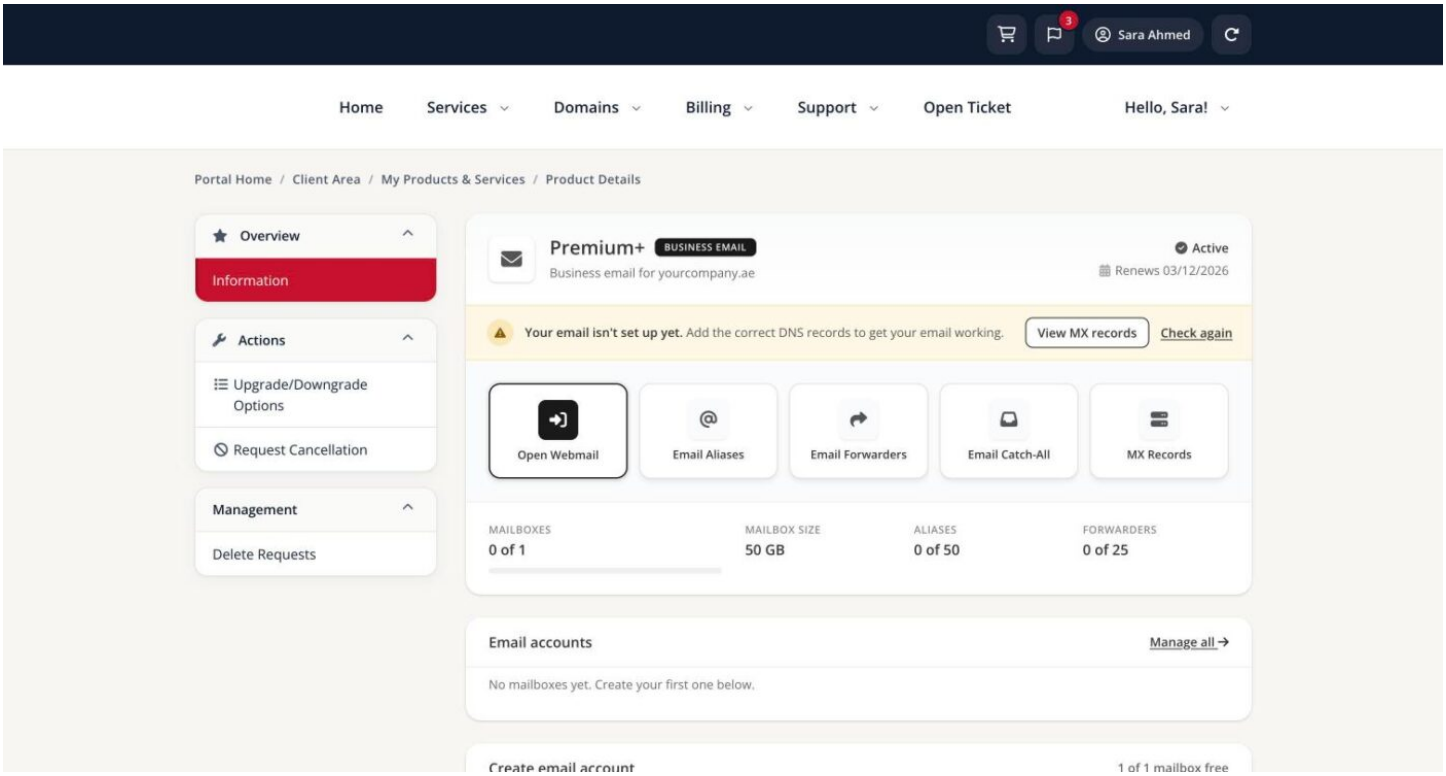
First, check webmail

Sign in at **eu.appsuite.cloud** with your full email address.

- **Webmail works but your mail app does not:** the problem is in the app's settings. See "Email works in webmail but not in your app" below.
- **Webmail does not work either:** check the password. The account owner can set a new one with **Reset password** on the service page.

You are not receiving email

Open your service page in the client area first. If it shows **Your email isn't set up yet**, your MX records still need attention.



This notice means your domain's DNS records still need attention.

Check 1: your MX records

Select **View MX records** and compare them with your DNS. Remove any MX records left over from your old provider, then select **Check again**. Changes can take up to 24 hours.

Check 2: your Spam folder

Look in Spam in webmail. If you find genuine email there, mark it as not spam.

Check 3: your storage

A full mailbox rejects new email, and the sender receives a bounce message. Storage used is shown next to each mailbox on your service page, and under **Mail storage** in webmail.

Check 4: your rules

A mail rule may be moving messages into another folder. Check the rules in your webmail settings.

TipAsk the sender for the bounce message they received. It usually names the exact cause.

You cannot send email

1. Check the outgoing (SMTP) settings in your mail app: `smtp.eu.appsuite.cloud`, port 587, STARTTLS.
2. Make sure outgoing authentication is switched on, with your full email address and your account password.
3. Try a different network. Some networks block outgoing mail ports. If port 587 is blocked, try port 465 with SSL/TLS.
4. Check the size of your message. Each message can be up to 30 MB, with attachments up to 25 MB. On Premium and Premium+, share large files from Drive instead.

Your email goes to other people's spam

1. Check that your domain has only one SPF record, and that it includes `spf.cloudeu.oxcs.net`.
2. Ask our support team to set up DKIM for your domain.
3. If you use DMARC, keep your policy at `p=none` until DKIM is in place.

See **Point your domain to OX Business Email** for the exact records.

Email works in webmail but not in your app

1. Run the device wizard again for that app: the gear icon, then **Connect your device**. See **Set up OX Business Email on your phone and computer**.
2. Use your full email address as the username.
3. Use your account password. If you changed it recently, update it in every app and on every phone.
4. On Android, if new email arrives late, set your mail app's battery setting to **Unrestricted** so it can check for email in the background.

Outlook shows your email but not your calendar

This is expected. Outlook does not support the calendar and contact sync that OX Business Email uses. Use webmail or App Suite on your phone for calendars and contacts, or a CalDAV and CardDAV client such as Apple Calendar or Thunderbird.

You forgot your password

The account owner can set a new password from the client area: open the service page and select **Reset password** next to the mailbox. Then update the password in every mail app and on every phone that uses it.

You deleted an email by mistake

Check your **Trash** folder first. If the email is not there, Premium and Premium+ can restore it from Mail Backup:

1. Open **Mail Backup** from the app launcher at the top left of webmail. It opens in a new tab and signs you in automatically.
2. Choose a folder on the left. The time of the latest backup is shown below the folders.
3. Select the emails you want back, then select **Restore** and confirm. They go back into their folder.
4. To bring back a whole folder, select the restore icon next to its name. To keep copies on your computer instead, select **Download**.

NoteBasic does not include Mail Backup, so once Trash is emptied, deleted email cannot be recovered.

Still need help?

Our UAE-based support team is available 24/7/365

- Open a ticket from your client area
- Start a live chat on aeserver.com

Include your email address, whether webmail works, the app and device with the problem, and the exact error message. For delivery problems, add the bounce message and the time of an example email. That alone usually identifies the cause.

Get OX Business Email Reading this before buying? See pricing and get started.