

## Re: Bug with Inbox app and POP3 account

*Source:* <http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc/2004-09/0241.html>

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I'd like to know if you get the same trouble on a MDA2/XDA2 device. I am trying to troubleshoot mail problems with the h6315 right now and it seems to be much slower and more problematic performing identical mail send/receive functions. If you send me mail account information I'll try it on my MDA/XDA devices if you want. I support several devices and I have almost no trouble with them but I just got this HP and I can't get it to send mail properly. I just want to be sure it is or isn't a specific hardware problem.

"Adam Lynch" <[alynch@gmail.com](mailto:alynch@gmail.com)> wrote in message news:490f01c49088\$d49ac000\$a301280a@phx.gbl...

I've got a new (2 day old) iPaq 6315, purchased from CompUSA. Very few additional apps install, save SPB Pocket Plus and Voice Command.

Today, I went to add a POP3 account to the Inbox app. Works fine, except when there are messages in the mailbox on the server.

When I do a send and receive (when I know there is mail on the server for me), it fails, with an error of:

"Messages cannot be downloaded to your mobile device. Make sure that you are connected, and that your email account settings are correct. Then, try to download messages again."

I've tracked this down a bit, since I'm in a fairly unique position to do so (I'm the Senior UNIX Admin for my ISP). It seems that when the client sends a "UIDL" command to the POP3 server (to return the list of messages), it dies if the returned filename is longer than 40 characters, the client sends a "QUIT" mid-stream, and never downloads the file.

(The above was captured by a tcpdump running on the server, and its output run through the open-source network analyzer Ethereal. )

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If I jump onto the server, rename the mailfiles to something under 40 characters, things are fine. Messages download with no errors.

Now, this is a fairly major problem, and one I've *\*never\** seen with any other POP3 client. We run Qmail and Postfix on our mailservers, and deliver to Maildir format mailboxes, which add the fully qualified hostname to the filename. That is a very common configuration.

Any thoughts? Official word from Microsoft? (Oh, and whats the proper venue to report this?)

Thanks!

Adam