

MacSonik IMAP Backup Tool: Troubleshooting Guide

Stuck on IMAP email backups or migrations? Try these troubleshooting tips to figure out and fix the common issues you're dealing with.

Common IMAP Backup Problems & Solutions

Common Issue	Possible Cause	Recommended Solution
Unable to connect to the IMAP server	Incorrect credentials, server details, port, or security settings	Verify the email address, password, IMAP host, and port. Confirm whether the server requires SSL/TLS or STARTTLS and ensure IMAP access is enabled.
Authentication failed	Incorrect password, restricted IMAP access, or two-factor authentication	Recheck the credentials and confirm that IMAP access is permitted. If two-factor authentication is enabled, use an app password when required by the email provider.
Emails are missing after migration	Filters applied, folders not selected, or emails skipped during processing	Check the selected folders and review date, sender, recipient, or subject filters. Review the migration report for skipped or failed items.
Folder structure is not preserved	Incorrect folder mapping or insufficient destination permissions	Review the source folder hierarchy and destination mapping. Ensure the destination account has permission

		to create the required folders.
Batch mapping is not working	Incorrect CSV entries, missing details, or invalid source-to-destination mapping	Verify the CSV file, email addresses, source accounts, and destination accounts. Check each mapping entry before starting the batch migration.
Mailbox type mapping is incorrect	Incorrect mapping of primary, shared, archive, online, or public folder mailboxes	Review the source and destination mailbox types and map each mailbox to its appropriate destination. Verify permissions before migration.
Migration is taking too long	Large mailbox size, multiple accounts, network limitations, or server response time	Use date and folder filters to reduce the data volume. Process accounts in manageable batches and ensure a stable internet connection.
Duplicate emails appear in the destination	Mailbox migrated more than once or duplicate removal was not enabled	Enable the Remove Duplicate Emails option. For subsequent migration runs, use Incremental Migration where applicable.
Attachments are missing	Incorrect attachment settings, source limitations, or unsupported attachment conditions	Check the selected attachment handling option and verify that the source emails contain the attachments. Review the migration report for skipped items.
Incremental migration does not transfer new	Incremental mode is disabled, or filters	Confirm that the initial migration completed

emails	exclude newly added emails	successfully, enable incremental migration, and check whether active filters are excluding the new messages.
PST or MBOX file is too large	Large mailbox or excessive email data in a single output file	Use the Split Large File option where available, or apply date and folder filters to generate smaller output files for easier storage and management.
Migration stops unexpectedly	Network interruption, insufficient storage, server restrictions, or application interruption	Check the internet connection and available disk space. Verify source and destination accessibility, review the migration log, and retry the process in smaller batches if required.
Shared mailbox data is not migrated correctly	Incorrect mailbox mapping or insufficient permissions	Verify the shared mailbox configuration, destination mapping, and account permissions. Use Mailbox Type Mapping to assign the appropriate destination.
Archive mailbox data is not appearing	Archive folders were not selected or are inaccessible through the source connection	Confirm that the archive data is accessible through the IMAP account and select the required folders before migration.
Public folder data is not mapped correctly	Folder permissions or destination mapping issues	Verify access to the source public folders and configure the appropriate folder and mailbox mapping before migration.

Still facing an issue	Configuration, authentication, server, or data-specific problem	Save the migration report and error details, note the source and destination configuration, and contact MacSonik Support for further assistance.
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IMAP Backup Troubleshooting FAQs

Q1. Why am I getting an authentication error while connecting to IMAP?

Ans. The short answer is, it's probably a problem with your login details; maybe the username and password are wrong, IMAP might be switched off on your end, or the security settings just aren't right. Double-check your login credentials and make sure that IMAP is enabled on your email account.

Q2. Why are duplicate emails appearing in my backup?

Ans. If duplicate emails are being included, verify whether the Remove Duplicate Mail option was enabled. You can configure duplicate detection using supported fields such as Subject, Body, From, and To

Q3. Why is the backup process using more storage than expected?

Ans. That's going to take up a whole lot of storage space. Try using Date Range Filter, Remove Duplicate Mail or a few other tricks like Exclude Empty Folder, Exclude Deleted Mails, or Fetch Emails Without Attachments to quickly trim down the data you're dealing with.

Q4. What should I do if the IMAP backup or migration process gets stuck?

Ans. First, verify the network connection and source mailbox accessibility. Check the configured filters, mailbox mappings, and authentication settings. If the issue continues, record the error message or processing details and contact MacSonik Support for further assistance.

Q5. Why does the IMAP connection fail even when my credentials are correct?

Ans. First off, check that you've got the right address for your IMAP server, not to mention the port number and encryption settings. Make sure you've enabled IMAP

on your mailbox and that your email provider is cool with the way you're trying to connect.

Q6. Why am I getting an SSL/TLS or secure connection error?

Ans. Then it's probably because you got your port and encryption settings mixed up. Check to see if the settings you've selected actually match what your IMAP server is set up with; otherwise, it's just going to sit there, unable to make the connection.

Q7. Why is the email count different between the source and destination?

Ans. Check whether filters such as Date Range Filter, Advanced Email Filter, Exclude Deleted Mails, Exclude Empty Folder, or Skip Previously Migrated were enabled. These settings can intentionally reduce the number of processed emails.

Q8. Why are some folders not appearing after migration?

Ans. Verify Preserve Folder Hierarchy and check whether Exclude Empty Folder was enabled. Also confirm that the source account has access to all required folders.

Q9. Why does Batch Mapping process some mailboxes but not others?

Ans. Review the batch mapping list and verify the source mailbox, destination mailbox, credentials, and mailbox type mapping for each entry. An incorrectly configured individual mapping can prevent that mailbox from being processed.

Q10. Why is the software not freeing server space after migration?

Ans. Verify that Free Up Server Space is enabled and that the operation has completed successfully. Also confirm that the source mailbox allows the required cleanup operation.

Q11. Why are some mailbox folders inaccessible?

Ans. Some folders may have access restrictions or may not be exposed through the configured IMAP connection. Verify the mailbox permissions and confirm that the required folders are available through IMAP.

Q12. Why are previously migrated emails not being skipped?

Ans. Confirm that Skip Previously Migrated is enabled and that the software can identify the messages as previously processed. Review the migration status and processing information if emails continue to be reprocessed.

Q13. Why does the software show “Connection Failed” while my internet is working?

Ans. A working internet connection does not always guarantee IMAP connectivity. Verify the IMAP server hostname, port, SSL/TLS configuration, authentication method, and firewall or network restrictions.

Q14. Why does the process fail after changing filter settings?

Ans. Review the newly configured filters and ensure that the criteria are valid. Test with a smaller date range or simpler filter configuration to determine whether a specific filter is affecting processing.

Q15. What information should I provide to support when reporting a technical issue?

Ans. Provide the exact error message, source and destination type, affected mailbox type, operation being performed, selected filters/options, approximate mailbox size, processing stage, and relevant logs or screenshots. This information helps the support team diagnose the issue more efficiently.

Q16. When my activation is successful but some premium features are still locked?

Ans. Make sure you're running the right version of the software. Advanced features are only available with the higher-end licenses (Single User, Admin, Technician, or Enterprise).

Q17. Why is my activation key showing "Invalid Activation Key"?

Ans. Check that the activation key is typed as given, without any extra spaces. Be sure to use the correct key for the product and edition that you purchased.

Q18. What log files should I collect before contacting support?

Ans. Share a backup log, software version, Windows version, license details, screenshots of the error, and a description of the issue with steps to reproduce the issue.

Your Text is Human written



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