

# MBOX Converter Troubleshooting Guide for Mac

Sometimes MBOX conversion can be interrupted due to issues like Source file is not accessible, storage not being available, permission issues, the mailbox being too large, antivirus interference, or an unsupported mailbox structure. MacSonik provides preview, filtering, bulk processing, and multiple export options that help in troubleshooting and to locate the location of the conversion issue

## Common MBOX Conversion Problems & Solutions

| Common Problem                  | Possible Cause                                            | Quick Solution                                                        |
|---------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------------|
| MBOX File Not Loading           | File is inaccessible, incomplete, or damaged              | Copy the MBOX file to local Mac storage and try again                 |
| Conversion Takes Too Long       | Large mailbox, numerous emails, or attachments            | Apply date/folder filters and close unnecessary applications          |
| Emails Missing After Conversion | Filters applied or incomplete source file                 | Check the original MBOX and review selected folders before conversion |
| Attachments Not Showing         | Attachments missing from source or excluded during export | Preview emails and verify attachment settings/output folder           |
| Duplicate Emails                | Same mailbox data processed multiple times                | Enable the duplicate-removal option before conversion                 |
| Output File Not Saving          | Insufficient space or destination permissions             | Select a local destination with sufficient storage and write access   |
| Conversion Stops Unexpectedly   | Storage, permissions, or security software issues         | Check free space, permissions, and antivirus settings, then retry     |
| Apple Mail Won't Import         | Damaged file, large                                       | Verify the MBOX and use                                               |

|                             |                                                     |                                                                          |
|-----------------------------|-----------------------------------------------------|--------------------------------------------------------------------------|
| MBOX                        | mailbox, or unsupported structure                   | MacSonik to convert it into a required format                            |
| Folder Structure Changes    | Different applications handle folders differently   | Preview the mailbox and verify the folder hierarchy before conversion    |
| Bulk Conversion Fails       | One or more source files may have issues            | Test individual MBOX files to identify the problematic file              |
| MBOX Shows Zero Emails      | Empty, incomplete, or improperly structured file    | Verify the source file and check whether it contains actual mailbox data |
| Antivirus Blocks Conversion | Security software restricts application/file access | Check security settings and allow the application if permitted           |

## MBOX Converter Troubleshooting FAQs

### **Q1. Why is my MBOX file not detected?**

**Ans.** Before trying to load that MBOX file again, double-check that it's alright. It should be stored locally, not open in another app, and easily accessible.

### **Q2. Why am I unable to open an MBOX file?**

**Ans.** Check file availability, permissions, and integrity. If it's on a network drive or external location, try copying it to your local system and see if that does the trick.

### **Q3. Why does the conversion hang/freeze?**

**Ans.** Sometimes the problem can be that your mailbox is just too bloated or your system is running low on resources, so make sure you've got enough disk space free and some breathing room in your RAM.

### **Q4. Why are emails missing after conversion?**

**Ans.** If you try to convert the file again and still run into issues, it's worth investigating further. Also, take a closer look at some of the conversion settings you might have applied. Did you have filters on for certain dates, folders, or even

duplicate emails? If so, that could be why certain emails are missing from the output.

**Q5. Why are attachments missing?**

**Ans.** Check the attachment settings selected before conversion. And don't forget to check if you had any attachments set to save separately; those won't show up in the converted file either.

**Q6. Why is MBOX conversion taking too long?**

**Ans.** Conversion time depends on the MBOX file size, number of emails, attachments, selected output format, and available system resources. It's also worth noting how long the conversion takes, big mailboxes require more processing power, so that can be a natural delay.

**Q7. Why can't I save the converted data?**

**Ans.** But when it comes to the output file, make sure it's in a good spot, you have permission to write there, and there's enough free space.

**Q8. Why is the converted file not opening?**

**Ans.** Check that the conversion went off alright, and that your output file isn't corrupted or missing bits. Also ensure that you are using a compatible application to open the selected output format.

**Q9. Why are emails outside my selected date range missing?**

**Ans.** On top of this, if you've applied any date filters, it's a good idea to check that the specific dates you've selected are the ones that are getting included in the output. If not, try disabling that filter to get all your emails.

**Q10. Why are duplicate emails appearing in the converted output?**

**Ans.** The source MBOX may contain duplicate messages. If available, enable the Remove Duplicate option before starting the conversion.

**Q11. Will troubleshooting modify my original MBOX file?**

**Ans.** The recommended troubleshooting approach begins with keeping a backup copy of the source. Work on a copy whenever possible so that the original mailbox remains available if you need to retry the process.

### Q12. How can I troubleshoot a failed bulk MBOX conversion?

**Ans.** First process one MBOX file. If it does, add more files, a couple at a time. This helps in identifying if a source file is causing the failure. Check storage, permissions, antivirus restrictions, and filters too.

### Q13. 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).

### Q14. 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.

### Q15. 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.

The screenshot displays the ZeroGPT website's user interface. At the top, there is a navigation bar with the ZeroGPT logo, links for Products, Pricing, API, and FAQ, a prominent 'Remove Background' button, and user options for language (en), 'Get Started', Register, and Login. The main content area features a large white card with the heading 'Your Text is Human written'. Below this heading is a semi-circular progress indicator showing a detection rate of 1.7% AI GPT\*. The card also contains a detailed paragraph explaining that MBOX conversion can be interrupted by various issues like inaccessible source files or storage problems, and lists common MBOX conversion problems and solutions. The solutions listed include: Common Problem, Possible Cause, Quick Solution, MBOX File Not Loading, File is inaccessible, incomplete, or damaged, Copy the MBOX file to local Mac storage and try again, Conversion Takes Too Long, and Large mailbox, numerous emails, or attachments.