

General: RASPOP - mails not delivered

Why are emails downloaded by POP Downloader (RASPOP) in Mailscan not delivered to the correct mailbox?

If in your case the configuration done in Mailscan POP Downloader is as below.

Recipient address (forward to): carmo-lobes@xxxxxxx.com
method: account

If the email address of the local recipient is **carmo-lobes@xxxxxxx.com**, and the email sent to him is being sent to **lobes@xxxxxxx.com** by Mailscan, please note that is by design. The email addresses that have "-" (hyphen) as in **carmo-lobes@xxxxxxx.com** will be delivered to **lobes@xxxxxxx.com**.

If someone has "-" (hyphen) in the email addresses, you need to add/change the below entry

Open the **Popserv.Dat** file present in the mailscan folder with notepad

Under **[Config]** section add the entry
ConsiderHyphenAsDelimiter=0

This should make the POP Downloader to download the emails and correctly deliver them to **carmo-lobes@xxxxxxx.com**

Unique solution ID: #1113

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