Gmail

Help and

Troubleshooting
NOTES

Use caution between the words GMAIL and Google
When told to contact Google or Gmail, contact SUNY Orange ITS help desk (845-341-4749/4735)
At this time, the Gmail Notifier has been turned off for our emails.
Lab tab has also been turned off.
There are a view video’s to help you and they are highlighted in RED.
When using the help files, it is best to use the Internet Explorer as some links will not work well with other internet browsers.
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• Loading issues
• I accidentally removed Gmail from my Google Account
• I'm signed in to Gmail automatically
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• My account is under maintenance
• Gmail is slow
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• Oops 103
• 'Bad Request: Your client has issued a malformed or illegal request'

Privacy and Security

Watch a video on your privacy and ads in Gmail.

Account Security

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Changing your username
Changing your alternate email address
Changing your settings

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Moving mail from another account to Gmail
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- Forwarding inline images

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- A message I sent bounced
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- Outgoing messages marked as spam
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- Links or buttons aren't working
- 'Oops...' errors
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- Auto-complete
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- Maximum message size
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Getting Started

• Maximum attachment size
• Adding attachments

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• Some file types are blocked
• A message I sent bounced
• 'Oops...' errors
• 'Document Contains No Data' errors
• An attachment I sent was garbled or missing

Learn More

• About anti-virus scanning
• Maximum message size
• Zipped attachments
• Forwarding inline images

Reading

Getting Started

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• Sidebar icons
• Marking messages 'read' or 'unread'
• Printing messages

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• Receiving someone else's mail
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• Improper message threading
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• Some characters display as boxes
• Never send to Spam
• Mail from contacts is marked as spam

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• Sidebar links
• Reply by chat
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• Muting or ignoring conversations
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• Receiving someone else's mail
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• An incoming message bounced
• An incoming message hasn't arrived

Learn More

• How can I tell if a message was sent to just me or to a mailing list?
• Blocking mail from certain senders
• Message headers
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• Removing spam

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• Legitimate mail is marked as spam
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• Filters
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• Deleting
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• Searching Spam and Trash

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  Watch a video on using advanced search

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• Searching on multi-word labels
  View a brief demo

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- Editing contacts
- Searching for contacts
- About the Contact Manager
- Default contact groups

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- Importing CSV files
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- Exporting Gmail contacts
- Sending to multiple contacts
- Creating contact groups
- Sending to a contact group
- Managing contact groups

Access Choices

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- About the Google Notifier
- Installing or uninstalling the Notifier
- Making Gmail your default mail application
- Changing Google Notifier settings
- Audible notifications
- Notifier privacy concerns
- Selective notifications with the Google Notifier
- Notifier icons
- Error 12029
  I received an error that says 'Cannot connect to your mailbox. Invalid username or password.'
- Error 12007
- Bad Data 1
- Error 12037
- I can't install the Notifier
- Bad Data 3
Gmail for Mobile Application

Getting Started

Note: The Gmail app is not supported for Windows Mobile, Palm Treo, or BREW-enabled devices

- Which Gmail for mobile option is best for me?
- To find out which method suits you and your mobile device best, watch a video
- What is the Gmail for mobile application?
- What are the Gmail application requirements?
- How do I access the Gmail for mobile application with my mobile phone?
- What does it cost to use Gmail for mobile?
- How do I sign out of the Gmail for mobile application?
- How do I find out which version of the Gmail for mobile application is installed?
- Which languages are supported by the Gmail for mobile application?
- Can you explain the options under "Settings"?

Troubleshooting

- Where can I find the Gmail for mobile application after I have downloaded it?
- What type of network connection should I use with the Gmail application?
- I'm getting this error: 'This program requires a data connection. Please contact your carrier, or visit the Gmail Mobile FAQ on your computer for more info.'
- I'm getting this error: 'Sorry, the Gmail mobile app will not work on your phone. Your phone doesn't have the appropriate certificate to communicate with Gmail. Try accessing Gmail on your mobile browser at http://m.gmail.com'
- I can't sign in to the Gmail application
- I'm getting this error: "This program can't access Gmail until you grant it permission to send and receive data over the network."
- How can I prevent the prompts from appearing each time I make a network request on my Nokia phone?
- When I try to sign in on my phone, it says my password is incorrect.
- I'm getting this error: 'This program requires a working data connection. Please check your signal strength.'
- I'm getting this error: "Network error. Your enterprise Blackberry server does not allow connections to Gmail. See the Gmail Mobile FAQ for more information."
- I'm getting this error: "Attachment could not be displayed."
- Errors when attempting to read or send mail

Learn More

- Can I get the Gmail for mobile application on my Blackberry?
• Is Gmail for mobile in sync with Gmail on my desktop?
• How can I minimize battery and data usage?
• How do I uninstall the application?
• Does the Gmail for mobile application support Google Apps mail accounts?
• Can I use any shortcuts in the Gmail application?
• Can I save a draft on the Gmail application?
• Does the Gmail for mobile application support auto-refresh?
• How do I configure multiple accounts?
• How can I confirm that the Gmail for mobile application will work with my Sony Ericsson phone?
• Can I use the Gmail application on my Treo?
• Can I use the Gmail for mobile application on my Windows Mobile device?

Mobile Browsers

Need help with Gmail on Android? Visit the Google Mobile Help Center.

Getting Started

• Which Gmail for mobile option is best for me?
• What is Gmail for mobile browser?
• How do I access Gmail for mobile from my phone's browser?
• What does it cost to use Gmail for mobile browser?
• Is Gmail for mobile browser available in all languages?
• Which phones work with Gmail for mobile browser?

Troubleshooting

• Why can't I log in on Gmail for mobile browser?
• Why won't Gmail for mobile browser work on my phone?
• Why do I get a security / certificate error when I go to Gmail from my mobile browser?
• Username or password is incorrect.
• How do I access Gmail for mobile browser from my Motorola RAZR phone?
• I received a message that says: 'Error: Connection to Server Lost.'
• I get a cookie error when I try to sign in.
• I get a 'Page too large' error when I go to Gmail from my mobile browser. Why?
• I'm not directed to the Gmail for mobile browser interface on my mobile phone. Why not?
• Why do I see a message that says: 'For a better Gmail experience, use a supported browser'?
• Why do I get a "502 bad gateway" error when I go to Gmail from my mobile browser?
• I don't see when new mail arrives if I use Gmail for mobile browser.
• Why is Gmail so slow on my mobile phone?
• I sent a text message to my phone with the Gmail URL, but it never arrived.
• I get a message that says: 'fetch redirected page' when I go to Gmail from my mobile browser.

Learn More

• What are the minimum phone requirements for Gmail for mobile browser?
• Is Gmail for mobile browser in sync with Gmail?
• How do I find the model number of my phone?
• How do I create a bookmark on my mobile phone?
• How do I go to the URL contained in the text message?
Troubleshooting

Common Issues

If you are using the new Gmail Labs feature, please temporarily disable Labs before troubleshooting your issue. To share feedback or report an issue about Labs, visit the Labs Help Group.

Encoding

- Message text is garbled
- Messages aren't displaying properly

Attachments

- Some file types are blocked
- Attachments won't download or open
- An attachment I sent was garbled or missing

Sending and Receiving

- Receiving someone else's mail
- Messages I send aren't arriving at their destination
- Links or buttons aren't working
- 'Oops...' errors
- My messages have gone missing
- Legitimate mail is marked as spam
- An incoming message bounced

General

- My features disappeared
- Supported browsers
- Third party applications and Gmail
- Gmail is slow
- Third-party extensions stopped working
- 'Some Gmail features failed to load'

Logging In

- I cannot access my account
- Gmail says my browser's cache is full
- My username and password are saved on the login page
- Temporary Error (502)
- Loading issues
- I accidentally removed Gmail from my Google Account
- I'm signed in to Gmail automatically
- 'Your browser's cookie functionality...'
- 'Oops...' errors
- 'In order to log in to Gmail, your browser must be set...'

### Chat and Contacts
- 'Your network administrator has disabled chat...'
- I don't have chat
- Chat is frozen
- 'We're experiencing technical difficulties...'

### POP, IMAP and Mobile
- My account was locked after I enabled POP
- Some mail was not downloaded
- My 'Sent Mail' is downloaded to my POP inbox

### Gmail Error Messages

Getting an error in Gmail? Search for the error message you're seeing, or browse through different types of errors using the tabs below.

<table>
<thead>
<tr>
<th>Type</th>
<th>Error</th>
<th>Description</th>
<th>Learn more</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>'Temporary Error (502)'</td>
<td>The system encountered a temporary problem accessing Gmail's servers.</td>
<td>See article</td>
</tr>
<tr>
<td>General</td>
<td>'Your browser's cookie functionality...'</td>
<td>Make sure your web browser has cookies enabled.</td>
<td>See article</td>
</tr>
<tr>
<td>General</td>
<td>'Oops...' errors</td>
<td>A conflict with software on your computer, browser cache that needs to be cleared, or a temporary problem on the Gmail server.</td>
<td>See article</td>
</tr>
<tr>
<td>General</td>
<td>'Some Gmail features failed to load'</td>
<td>A poor network connection may be temporarily preventing all of Gmail's features from loading completely. The suggestions provided in the error message should resolve the issue.</td>
<td>See article</td>
</tr>
<tr>
<td>General</td>
<td>'Bad Request_ Your client has issued a malformed or illegal request'</td>
<td>Your browser has a bad or outdated cookie.</td>
<td>See article</td>
</tr>
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<tr>
<td>General</td>
<td>'In order to log in to Gmail, your browser must be set...'</td>
<td>Your web browser's permissions settings are preventing Gmail from loading.</td>
<td>See article</td>
</tr>
<tr>
<td>Chat and Contacts</td>
<td>'Your network administrator has disabled chat...'</td>
<td>Your network administrator or ISP has chosen to block chat in Gmail, or there might be a conflict with software on your computer.</td>
<td>See article</td>
</tr>
<tr>
<td>Chat and Contacts</td>
<td>'Unable to reach Gmail. Please check your internet connection'</td>
<td>Your web browser may be blocking images from mail.google.com. Check your browser's settings to make sure images are displaying.</td>
<td>See article</td>
</tr>
<tr>
<td>Chat and Contacts</td>
<td>'We're experiencing technical difficulties...'</td>
<td>Problems accessing chat may be caused by a software conflict on your computer or a temporary problem with Google's servers.</td>
<td>See article</td>
</tr>
<tr>
<td>Chat and Contacts</td>
<td>'Chat is disabled. You have been signed out of Gmail. You must sign back in to reenable chat.'</td>
<td>You may have been signed out of your account. If this error persists, clearing your browser's cache and cookies usually resolves the issue.</td>
<td>See article</td>
</tr>
<tr>
<td>POP, IMAP and Mobile</td>
<td>'Lockdown in Sector 4'</td>
<td>If we detect unusual activity with your Gmail address, we may disable access temporarily. Access should be restored within 24 hours, most often sooner.</td>
<td>See article</td>
</tr>
<tr>
<td>POP, IMAP and Mobile</td>
<td>'This program requires a data connection...'</td>
<td>Make sure you have a working data plan and that your phone allows the Gmail application to make network connections.</td>
<td>See article</td>
</tr>
<tr>
<td>POP, IMAP and Mobile</td>
<td>'Sorry, the Gmail mobile app will not work...'</td>
<td>The application requires a secure connection to connect to Gmail's servers. There is a mismatch between the Gmail certificates on the server, and those provided by your phone's manufacturer.</td>
<td>See article</td>
</tr>
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<td>POP, IMAP and Mobile</td>
<td>'Error_Connection to Server Lost.'</td>
<td>Your phone has lost its signal. Try signing in again after your phone is able to pick up a signal.</td>
<td>See article</td>
</tr>
<tr>
<td>POP, IMAP and Mobile</td>
<td>'This program can't access Gmail...'</td>
<td>Your phone's settings prevent the Gmail application from accessing the network. You'll likely need to change your network access or network permission settings, depending on your phone.</td>
<td>See article</td>
</tr>
<tr>
<td>POP, IMAP and Mobile</td>
<td>'Page too large'</td>
<td>Make sure your phone meets the requirements for Gmail, then try accessing via <a href="http://m.gmail.com">http://m.gmail.com</a>.</td>
<td>See article</td>
</tr>
<tr>
<td>Issue Description</td>
<td>Possible Solution</td>
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<tr>
<td>'502 bad gateway'</td>
<td>Make sure your phone meets the minimum requirements for Gmail. If you continue to experience the same error message, contact your mobile service provider. See article</td>
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</tr>
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<td>'This program requires a working data connection...'</td>
<td>Make sure you have a working data plan and that your phone allows the Gmail application to make network connections. Contact your provider to make sure your plan is still valid. See article</td>
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<td>'Network error. Your enterprise BlackBerry server...'</td>
<td>Check with your BES administrator, and inquire how you can get access to a third party network-aware application from your BlackBerry. See article</td>
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<tr>
<td>'Attachment could not be displayed'</td>
<td>It may be that your mobile device cannot handle this type of attachment. We recommend viewing it on a desktop computer. See article</td>
<td></td>
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</tr>
<tr>
<td>'Too many simultaneous connections'</td>
<td>You reached an IMAP connection threshold. If you're using more than one mail client, we recommend closing any mail client you're not actively using. See article</td>
<td></td>
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<tr>
<td>'Unable to append message'</td>
<td>Some messages can't currently be uploaded to Gmail via IMAP due to formatting incompatibilities. Note: uploading is not currently supported by Gmail. See article</td>
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<tr>
<td>'The server you are connected to is using a security certificate...'</td>
<td>Your mail client is likely misconfigured. Verify your settings are for IMAP access, not POP access. See article</td>
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</tr>
<tr>
<td>'Cannot Connect Using SSL'</td>
<td>Make sure your iPhone settings are correct. If you've verified your settings, try accessing Gmail again on a connection other than wi-fi. See article</td>
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<td>'Document Contains No Data'</td>
<td>The message you were trying to send contains an attachment that's not permitted by the system. See article</td>
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<td>'Some addresses in the &quot;Reply-To&quot; field were not recognized'</td>
<td>The Reply-to address you've set on your Accounts tab is not formatted properly. See article</td>
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<td>'You have sent a message in a trashed conversation...'</td>
<td>You may be replying to a message that's part of a previously deleted conversation. See article</td>
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- [Customize your Settings](#)
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- Other Issues
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