

OUTLOOK UNREAD EMAIL COUNT ERROR

AVENUE 18 COMPUTER

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- **YOU CHECK YOUR OUTLOOK BUT IT SAYS YOU HAVE NEW EMAIL THAT YOU CANNOT FIND. IS THE EMAIL COUNT WRONG?**
- **Some of my Outlook Email customers report receiving duplicate Emails, or that the Un-Read Email count is wrong, and that these unread mails cannot be found.**
- Technically the Email count is "De-Synchronous" with the Email Server...

The QUICK FIX

Simply Right Click on the **In-Box Folder** in Outlook Folder View and choose "Mark All Read" Presto Change-O, and you are Back To Zero.

The SERVER SIDE FIX

If you own your own Domain and your Email Server is professionally hosted then 99% of them will furnish a WEB based login portal where you can *view/edit/delete* and mark Read any emails.

→ For example, Earthlink uses: **webmail.earthlink.net**

Perform any Cleanup needed at the Web based email site for **your domain**.

→ *End users report this is this is the **only fix** that has corrected the erroneous Unread Email Count.*

**** CONTACT YOUR EMAIL HOST COMPANY for the exact Web address to your Hosted Email ****

Technical Section (FYI Only)

a) Client Server Database Error

- 1) Resolve at Server Side via **Login and tag** rogue emails as read
- 2) Make sure email PST files are under 50GB
- 3) Boost Server/Host email capacity (\$\$) Call Host vendor.
- 4) Upgrade PC to more Ram to handle big (32GB plus) PST files.

b) APP LEVEL

- 1) Check for the Latest Outlook Updates - Get Office 365 to stay current.
- 2) **Adjust Mark As Read Timeouts and Options in Advanced Setup part of Outlook**
- 3) Update passwords as required (Yahoo and others use separate app level passwords)
- 4) Adjust Local Port settings when necessary (not needed for Exchange Server)
- 5) **Switch over to Exchange Server Cloud Hosted Mail** for more reliability/no PST files.
 - ~Exchange based hosted email eliminates PST files and ensures 100% folder synchronization with the cloud, no local PST files to Backup. Most rugged solution.
 - ~Requires Web domain name ownership and additional setup time.
- 6) Run a **compaction** option to reduce PST email file sizes when over 45-50GB

Related: <https://tinyurl.com/yxdxzpje>

USER ADJUSTMENTS TO OUTLOOK

A failure of the READ EMAIL COUNT to increment properly could be exacerbated by Outlook settings. You may want to activate or adjust the **Mark As Read** Timeout as follows:

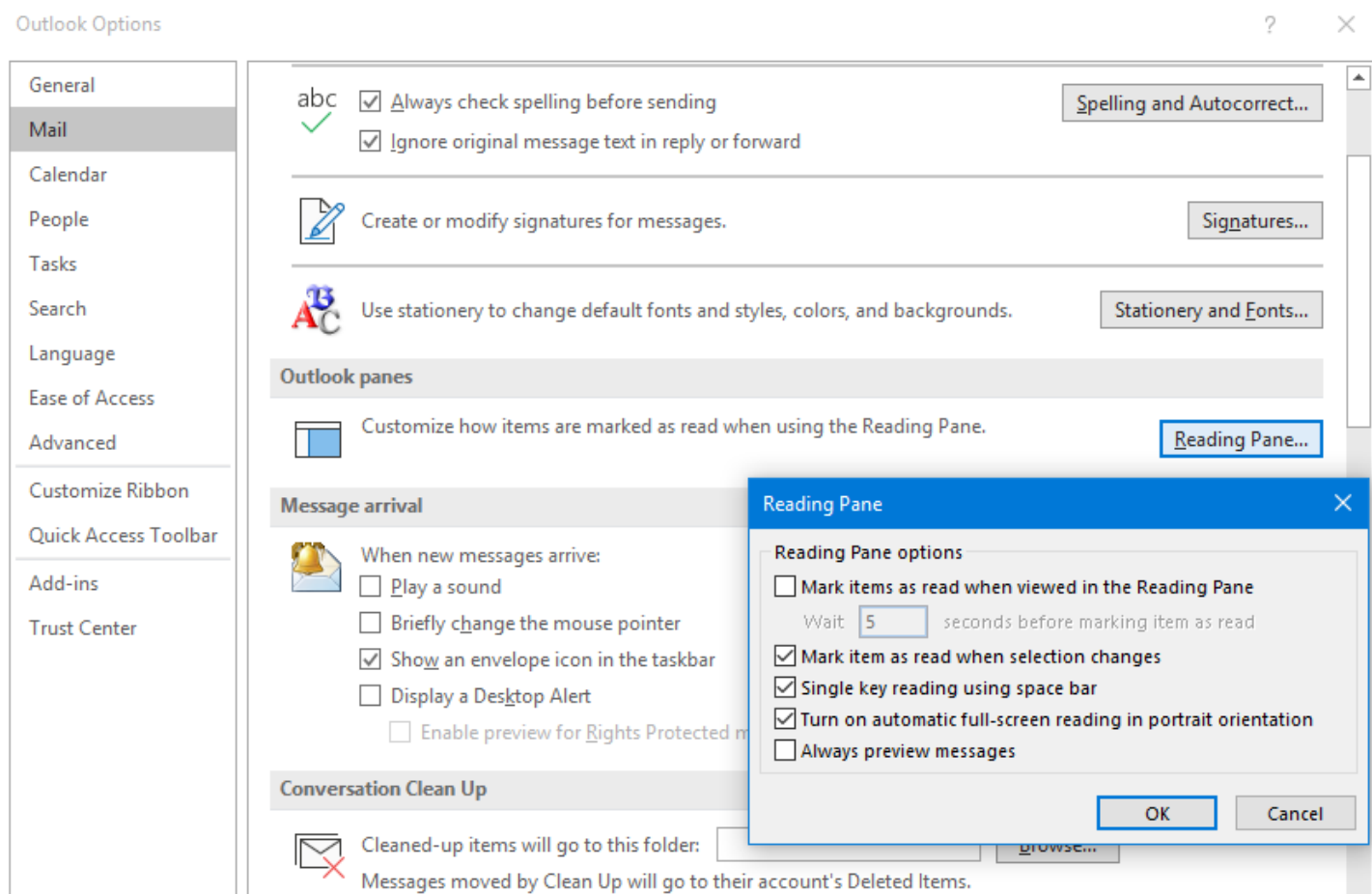


Fig 1 Advance Screen, Reading Pane Option Menu

- 1) To set **Mark As Read Timeout**, please Select File menu, then Options.
- 2) From the Options Menu Select the Mail Option at left.
- 3) From the Mail Menu (Shown) select Reading Pane at right.
- 4) Check the TOPMOST checkbox and adjust the timeout to suit. Try a Wait Time of One second or Zero for fastest "Marked as Read" response. OK and Exit from Options.

TIP#1: You **Must** have a Mail Preview window active for this Timeout to Work. (See View menu).

TIP#2: Get my PDF Guide to the [Best Outlook HOTKEYS](#), set preferred VIEW and more!

Related: <https://tinyurl.com/y2ycozxx>

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