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## Exchange.charter-business.net email login

Small business, no server, 3 pcs. I have a pc using outlook 2013, I recently configured it using OWA through Charter-Business.net (IMAP). I set it up a couple weeks ago and it worked at the time. For the past couple of days the customer has not been able to send emails. When you hit send the email disappears and does not show in the sent folder. The email never arrives at the destination. The settings are set to save sent mail in the sent mail folder. All settings have been triple checked against other working machines and I can send emails from the OWA interface, so it is definitely something in Outlook. Charter tech support came to the same conclusion. I have deleted the outlook account on the pc then set it up again. Still the same. I am hoping someone here can point me in the right direction. Solution: There isn't one to the problem, only a workaround. Since it seems to be IMAP causing the problem, I changed to POP. The user does not use mail on a phone or tablet. He can always use his laptop when offsite to open the OWA. Are they all in the outbox folder? Edited Mar 13, 2014 at 00:42 UTC Check that they are not being placed in the wrong directory if you're using IMAP rather than SMTP to send. See Jono, I'll try that tomorrow. Are you receiving email fine? If so then it is something with your SMTP settings. Check and make sure you have the ports and everything setup the way Charter-Business requires. For desktop email it should be something like: Username: username@charter.net (Make sure you enter @charter.net after your username or you will be unable to login) Password: The password you use to login to your email account Server Type: IMAP Incoming Mail server: IMAP.charter.net Port: 143 Outgoing Mail Server: SMTP.charter.net Port: 25 Web Mail Address: So check those ports in advanced settings. The settings point to charter-business.net as indicated by Charters instructions. Ports are ssl and tls and the port numbers are correct. All settings were confirmed with charter yesterday. Plus, all settings have been triple checked against other working machines and the original printouts/screenshots I make of settings for customers. I will be revisiting the machine later this morning. Try using a different email program just for tests, like Thunderbird or something. Update: Jono's suggestions didn't work. I tried Thunderbird and it did. But I still need to repair outlook. After a bit I noticed that not only was there no sent messages folder, there was no Outbox. I tried creating them manually but they don't work. I then opened the default outlook profile and it has an outbox and a sent messages folder, filled with all of the outgoing messages, but none of the incoming messages are in the inbox. I went to the data tab settings and tried to make the users profile the default, but the "make this default" selection greys out when I try to do so. It will only allow Outlook as the default data file. I also tried a repair re-install of Office to no avail. At that point I had to leave and will return today. Any other thoughts? If you fully uninstalled and reinstalled that would be my final suggestion. After that it may be corruption in the users profile and it's not storing outlook files properly. Try logging into a different account on that machine and try outlook then. Amazing. Complete uninstall and reinstall of Office and service packs. Re-created the user account and it came up exactly the same. No sent folder, no outbox. That puts the blame on the PST or email profile. I am going to delete the user from the Charter user and OWA interfaces and make a new user with a different email id. You mention PST files and IMAP, can you clarify? Are setting up Outlook as a POP3 account or an IMAP account? You also mention OWA, and that this works. This means that its on an Exchange Server, have you tried setting up Exchange accounts in Outlook? Are you using IMAP or SMTP to send? Imap: exchange.charter-business.net smtp.charter-business.net Here is the problem as it currently stands (I have over 6 hours into this piece of @#%\*&"). I created a new user in the OWA interface on charter-business control panel. I deleted all of the account info in both the emails and data tabs in Outlook. Upon opening up Outlook I entered in the email account for the user in the wizard. When done I tested the settings (good) then it passed me through the setup wizard. Now I look at the left side of Outlook and it shows two listings. One is "Outlook" and the other is user@domain.com. the outlook account has an outbox and a sent messages folder. The user account does not. This means that the user account puts the messages in the outlook account outbox and the without sending. To reiterate: If I send an email from the user account it goes to the outlook accounts outbox. If I click on send/receive all, the email goes nowhere. If I highlight the outbox folder and hit send/recv all, nothing happens. If I look at the email properties there is only the users account shown. If I look at the data file properties there are two data files, one for outlook and one for the user. If I attempt to set the user data account as default it will not let me. If I try to delete the outlook data account it won't let me. How do I set up a user account without outlook creating its own default data file? I even tried deleting the outlook.pst but the program recreates it immediately if the program is opened. I have used both the Mail wizard in the control panel and the Outlook account wizard. I am leaving a lot of hair behind on this job. How can I create an account without Outlook creating its own data file or at least attach it to the user account. To turn the Outlook Cache off - Select Tools - Email accounts - Change - Remove the tick from the Cached Exchange box As your using IMAP i don't think that you can disable the Cache? Edited Mar 11, 2014 at 03:38 UTC Solution: There isn't one to the problem, only a workaround. Since it seems to be IMAP causing the problem, I changed to POP. The user does not use mail on a phone or tablet. He can always use his laptop when offsite to open the OWA. If possible change them over to Activesync its much more efficient Charter.net (Charter Communications) provides IMAP access to your Charter.net (Charter Communications) account, so you can connect to your email from mobile devices and desktop email clients. This means you don't have to use Charter.net's webmail interface! You can check your email and send messages using other email programs (like Mailspring, Outlook Express, Apple Mail, or Mozilla Thunderbird). Using desktop email applications can improve your workflow. They typically offer more options, and your email is still available on your computer when you're disconnected from the internet. 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