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Generated on 15/11/2026 00:35

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Common webmail errors and how to fix each one

Webmail & Mailboxes

CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-498	v2026.10.18	International · English

MozOut International
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Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/498

Common webmail errors and how to fix each one

Webmail & Mailboxes Created on **August 16, 2026** Updated on **October 18, 2026** 3 min read



Webmail is your e-mail seen straight from the server, with no program in between. That is exactly what makes it your best diagnostic tool: if it works here, the service is fine.

The error you see	What it usually is
Login failed	The username must be the **full address** (name@yourcompany), not just the part before the @. Also check caps lock, and whether the password was changed in cPanel recently.
Connection to storage server failed	Almost always a wrong password. If you are sure of it, the mailbox may be full: reset the password in cPanel and try again.
Mailbox full / quota exceeded	The mailbox hit its limit and starts **refusing new messages**. Delete what you do not need (empty Trash and Spam too, they count) or raise the quota in cPanel.
The session keeps expiring	Cookies blocked in the browser, or the computer clock badly out of sync. Try a private window.
The message never arrived	Check **Spam**, and whether a filter is quietly moving it elsewhere - **Roundcube filters** do that silently.
I cannot send	Attachment too large, or the recipient server refused it. The bounce message says why - keep it, that is the clue.

What to try before writing to us

1. Open **webmail** and try **sending to yourself**. If it arrives, the service is fine.
2. If you cannot log in, reset the mailbox password in cPanel and try again. That is the fix in more than half the cases.

3 Check how much **space** the mailbox uses. A full mailbox misbehaves in odd ways, including errors that look unrelated to space.

4 If webmail works but Outlook or your phone does not, the problem is there - see **common Outlook errors** .

A full mailbox loses messages.
Once the quota is exceeded, incoming messages are returned to the sender. They are not held for you. If you are near the limit, deal with it today.

Keeping everything forever has a cost.
If you need years of history, a bigger mailbox beats constant deleting. Talk to us about the right quota.

NEED A HAND?

Still cannot get into webmail? Send us the address and the exact message.

Open a support ticket →

Where to see it in your account

- On hosting plans the number of mailboxes is unlimited, and the size of each one is set by you: in cPanel open **Email Accounts**, click **Manage** next to the mailbox and change **Storage Space** (a value in MB, or unlimited).
- The Email Accounts list also shows how much each mailbox is using.
- Mailboxes share the plan's disk with the site: 10 GB on Pro, 20 GB on Plus, 30 GB on Ultra and 50, 100 or 200 GB on the Business plans. A very large quota does not add space; it only stops a single mailbox from being capped.

SEE ALSO

- **Common Outlook errors: 0x800CCC0E, password prompts and more** →
- **SPF, DKIM and DMARC: why your e-mail lands in spam** →
- **The Professional E-mail plan** →

Need e-mail on your domain? See the Professional E-mail plans. →

PROFESSIONAL E-MAIL

Your e-mail should carry your company name.

Mailboxes on your own domain, with webmail, antispam and automatic setup on phone and desktop.

See e-mail plans →

Works in Outlook, on your phone and in the browser

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