

Updated on ↓

Updated by

Fri, 9 Sep 3:42 AM (2 days 17 hours ago) Admin : Yassar
+0200

I have now done a full refund and marked your account for cancellation.

The refund should be reflected in your next bank statement and your account should be permanently deleted in around 7 days from today.

Regards.

We are waiting for more information about this ticket. If your problem is resolved, you can close this ticket now by checking the 'Close ticket' box and clicking on the 'Add Update' button.

This ticket will be automatically closed if no update is made in 7 days.

To user : yoav@fm.gingerlime.com
Cc user : yoav@gingerlime.com

Thu, 8 Sep 6:09 PM (3 days 3 hours ago) User : yoav@fm.gingerlime.com
+0200

Please issue a refund.

To user : yoav@fm.gingerlime.com
Cc user : yoav@gingerlime.com

Thu, 8 Sep 11:30 AM (3 days 10 hours ago) Admin : Yassar
+0200

This is probably a timeout issue. I can check with our engineers to see what's causing this. I would really like to get this resolved for you.

However, if you insist on a refund, let me know and I'll do the needful.

Regards.

To user : yoav@fm.gingerlime.com
Cc user : yoav@gingerlime.com

Thu, 8 Sep 11:17 AM (3 days 10 hours ago) +0200 User : yoav@fm.gingerlime.com

I tried again, choosing the migrated folder and it still produces an error... There must be thousands of duplicate emails primarily in the migrated folders, but your system crashes when I try to flag them.

Sorry, an unrecoverable internal error has occurred trying to process this request.

We have logged this error and will try and fix the problem as soon as possible. In the meantime, please return to the home page by clicking the link at the top of this page. If you see this screen again, please close your browser window and try again.

If you consistently receive this error, please send an email to webmaster@fastmail.com with the following details:

To: webmaster@fastmail.com

Subject: Fatal session error

The request id web6-2637490-1473326097-105

The error id f9513dd59f7b3e6f-1473326244

Your operating system

Your web browser and version number

Your ISP

A brief description of what you were trying to do at the time (eg 'clicked 'Send' on the compose screen, etc)

Thank you

Can you please delete my account and issue a full refund? I am sorry, but having bumped into several problems already, I just don't feel like Fastmail is stable or robust enough for me, and I'm overall very unimpressed by your support system and responses to support issues I reported.

Attachments

[Screen Shot 2016-09-08 at 11.15.16.png](#) (82.86KB image/png)

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Thu, 8 Sep 11:03 AM (3 days 10 hours ago) +0200 Admin : Yassar

I just tested this on your Inbox and it appears to be working fine. Currently 835 duplicate emails are flagged on your Inbox. You can go through them and if you think everything is fine, you can use the "Mass delete/Download/Remove duplicates" to "Remove Duplicates" from your inbox. Note that, you need to select the folder from the "Folder" drop down at the top.

Some of these emails are in your "Trash". So, its best to first clear your "Trash" folder before removing the duplicates.

Regards.

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Thu, 8 Sep 10:45 AM (3 days 10 hours ago) +0200 User : yoav@fm.gingerlime.com

Tried again and still getting an error

Sorry, an unrecoverable internal error has occurred trying to process this request.

We have logged this error and will try and fix the problem as soon as possible. In the meantime, please return to the home page by clicking the link at the top of this page. If you see this screen again, please close your browser window and try again.

If you consistently receive this error, please send an email to webmaster@fastmail.com with the following details:

To: webmaster@fastmail.com

Subject: Fatal session error

The request id web4-1381870-1473324171-58

The error id 6ead06d4ea015985-1473324313

Your operating system

Your web browser and version number

Your ISP

A brief description of what you were trying to do at the time (eg 'clicked 'Send' on the compose screen, etc)

Thank you

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Thu, 8 Sep 10:42 AM (3 days 10 hours ago) +0200 User : yoav@fm.gingerlime.com

I eventually found it. It wasn't under Advanced. It was under settings -> folders. I tried to flag duplicates and got this error:

Internal error

Sorry, an unrecoverable internal error has occurred trying to process this request.

We have logged this error and will try and fix the problem as soon as possible. In the meantime, please return to the home page by clicking the link at the top of this page. If you see this screen again, please close your browser window and try again.

If you consistently receive this error, please send an email to webmaster@fastmail.com with the following details:

To: webmaster@fastmail.com

Subject: Fatal session error

The request id web4-1377037-1473322502-26

The error id 0d8a8df4c5ff2709-1473322640

Your operating system

Your web browser and version number

Your ISP

A brief description of what you were trying to do at the time (eg 'clicked 'Send' on the compose screen, etc)

Thank you

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Thu, 8 Sep 10:36 AM (3 days 10 hours ago) +0200 Admin : Yassar

> I still don't understand why the migration can't give some status of completion

We do send a migration status report as email. Haven't you got any migration status report yet?

> I'm still confused why the system doesn't do this automatically, or warn me

> before starting the migration that ended up overfilling my quota.

I'll pass this as a feedback to our engineers.

> Where can I find "Advanced" ?

Sorry about that. The "Advanced" is no longer applicable. I accidentally gave the instructions of our old screen.

Its currently under the "Settings->Folders" screen. Check the "Mass delete/Download/Remove duplicates" link a the bottom of that screen.

Regards.

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Thu, 8 Sep 10:13 AM (3 days 11 hours ago) +0200 User : yoav@fm.gingerlime.com

Thanks for finally answering my actual question. At least about the size difference. I still don't understand why the migration can't give some status of completion or any way to stop / tune it ...

I'm still confused why the system doesn't do this automatically, or warn me before starting the migration that ended up overfilling my quota. This will save a lot of trouble ahead of time, and now I'm risking losing important emails.

Where can I find "Advanced" ?? I don't see it anywhere on the menu or the settings

Attachments

[Screenshot - 080916 - 10:11:43.png](#) (26.21KB image/png)

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Thu, 8 Sep 10:05 AM (3 days 11 hours ago) +0200 Admin : Yassar

Hi,

The space discrepancy can be due to two different reasons:

A. Emails in Gmail are stored by labels, so if you have many emails with multiple labels, we download a copy of the email for every label. This will result in duplicate emails, so the actual number of emails on Fastmail might be more than that in Gmail. We try and minimise these duplicates by special casing the AllMail, Starred and Important labels, but if you have custom labels, we can't reliably find duplicates, so the storage usage on fastmail will be higher.

B. Another issue is email encoding. See the section 'Size mismatch':

https://www.fastmail.fm/help/email_resource_limits_bandwidth_usage.html

We report the encoded size of the attachments, but if Gmail reports the binary-size of attachments(I am not sure what Gmail reports), that could result in a discrepancy.

So, even though you have enabled no duplicates, it might result in some duplicate emails being downloaded due to the "label" issue mentioned above.

An easy way to find and remove the duplicates is using our own tool in the Advanced->Mass delete/Download/Remove duplicates screen. If you set the 'based on' field to 'messages in all folders', the tool will look for duplicates in the current folder for any messages in other folders, and will flag(or delete, depends on what you choose) the duplicates in the current folder.

I would suggest flagging the dupes, and then do a quick review, and then delete the duplicates.. This would be far more easier/reliable than manual handling..

Regards.

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Wed, 7 Sep 4:52 PM (4 days 4 hours ago) Admin : Shabana

+0200

I am transferring your ticket to my supervisor for further clarifications.

They should get back to you soon. Please note that they have other tickets in their queue, so please be patient.

Regards.

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Wed, 7 Sep 4:09 PM (4 days 5 hours ago) User : yoav@fm.gingerlime.com

+0200

Shabana,

This still does not answer my questions. Let me explain again:

The space usage is MUCH higher than the mailbox I'm importing from (Gmail). As I explained, on Gmail I'm using around 11Gb, but on Fastmail it's consuming 19Gb+

Here's the question again: Any idea why it's eating the space despite marking to remove duplicates?

To clarify, I know how to see the quota. I know that most of it is taken by the migrated emails. I am asking why the usage is so much higher than the original mailbox I'm importing from.

> You will receive an email notification once the migration is completed.

Again, I know that I should receive an email when the migration is finished, but I have no way to see when this will be or how far down the migration path it is... Is it 90% finished or 10% ? How many more Gb's of emails are left? How long is this expected to take?

Yoav

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Wed, 7 Sep 4:02 PM (4 days 5 hours ago) Admin : Shabana

+0200

>I marked to avoid duplicates and it's running for a couple of days or so, but my mailbox size on FM seems considerably larger than the space I use on Gmail.

> Granted I have more emails in my Inbox, but not that many. When I started my mailbox was nearly empty.

>Any idea why it's eating the space despite marking to remove duplicates? I'm also getting worried that it will max out my storage space.

I am not sure whether you misunderstood my last update. I have updated about quota usage because I see that the migrated folders took the most used space in your account. So, to get a broad idea on it I have instructed you to view the Quota usage of your account that would list all the folders, their used space and the percentage of *used* space .

> I have no idea how long it still has to go with the import process.

You will receive an email notification once the migration is completed.

Let me know your concern for further assistance.

Regards.

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Wed, 7 Sep 3:31 PM (4 days 6 hours ago) User : yoav@fm.gingerlime.com

+0200

Hi Shabana,

Did you actually read my question or are you just copy&pasting based on a couple of keywords I use? This completely ignores my question.

Yoav

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Wed, 7 Sep 3:28 PM (4 days 6 hours ago) Admin : Shabana

+0200

Hi,

You can check the Quota usage of your Account from,

“Settings->Folders->Quota usage” screen.

that would list all the folders, their used space and the percentage of *used* space

Currently your MIGRATED Folders takes the most of the used space.

You can “Sort” INBOX or any other folder by “Size” to list the large emails at the top that would help to identify the larger emails in your account.

Let me know if you need further assistance.

Regards.

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com

Wed, 7 Sep 2:59 PM (4 days 6 hours ago) User : yoav@fm.gingerlime.com

+0200

Hi Fastmail,

I've started an import from Gmail a couple of days ago. I marked to avoid duplicates and it's running for a couple of days or so, but my mailbox size on FM seems considerably larger than the space I use on Gmail. Fastmail is showing that I'm using 19Gb+ whilst on Gmail my mailbox size is 11.62Gb. Granted I have more emails in my Inbox, but not that many. When I started my mailbox was nearly empty... Any idea why it's eating the space despite marking to remove duplicates? I'm also getting worried that it will max out my storage space. I have no idea how long it still has to go with the import process.

Cheers,

Yoav

To user : yoav@fm.gingerlime.com

Cc user : yoav@gingerlime.com
