

Fixing email issues

ANSWER ID:9229

Here are some solutions to the most common email errors and issues. Can't find what you need? Try the [community forum](#) or [contact us](#).

Mac OS X 10.11 (El Capitan) and Mac Mail

There is a known issue with attempting to email directly from AccountEdge to Mac Mail on Mac OS X 10.11 El Capitan. The PDF of the invoice or purchase, etc. will not be attached to the email when sending directly from AccountEdge. This only occurs in Mail and does not occur when sending emails through Outlook.

An AccountEdge update is now available. See [Emailing from AccountEdge using Mac OS X 10.11 El Capitan](#) or later for more information.

I'm getting an error

"An error occurred sending email."

"IO Error -5000 in Reset Routine"

Something else isn't working

Sent emails not appearing in Outbox or Sent Items folder

A field is missing from my emailed attachment

PDFs are not being attached to emails

I want to remove emails waiting to be sent (without sending them)

Unable to select a customer or supplier when emailing

Setting "To Be Emailed" as the default invoice delivery method for a customer

Sent emails include an attachment called "Winmail.dat"

FAQs

Which email programs can I use to send emails?

Related topics

[Setting your default email program or email address](#)

[Uninstalling, repairing or reinstalling](#)

[Error: "I/O Error in Routine" when emailing](#)

[Emailing from AccountEdge using Mac OS X 10.11 \(El Capitan\)](#)