

# How to check the mailbox status?

**In the event of a POP3 retrieval issue, the online mailbox diagnostic service can help users quickly determine whether the issue exists on the PC side or the mail server side and thereby find a solution.** The diagnostic system simulates POP3 client operation and reads mail from the specified mailbox (the system does not delete mail from the server), to obtain information such as whether the mail server is operating normally, the subject line and quantity of emails in the inbox, and the storage capacity and usage statistics. The following describes how to use the diagnostic service.

## Step 1

1. Enter [the Email Diagnostic System](#).

## Step 2

1. Enter the domain of your email address, e.g., "oz.nthu.edu.tw".
2. Enter your email account and password.
3. Click Submit after correctly entering the information.

Mailbox check system

Usage  
This system is used for you to check your mailbox status.

\* POP3 configuration: [Students mailbox](#) and [staff mailbox](#).

Please fill out the following fields and click **Submit** to view the result.

Language:  Chinese  English

Your mailbox:  @

Your password:  [Forget password?](#)

Verification code:

**Submit** **Reset**

Please [report problems](#) to opr@net.nthu.edu.tw. Thanks!

## Step 3

After sending the query, you will see the following.

1. POP server status: **If you don't see "The system is operating normally.", please contact us** and provide a screenshot to facilitate troubleshooting.
2. Shows personal directory capacity statistics. **If the storage is full or nearly full, please**

**delete emails to free up space** (You can use Webmail, "How to Configure the Mailbox to Delete Old Mail," or other mail client software to manage storage) or other spaces (please use FTP to manage storage). This ensures that new emails can reach the mailbox. For the Center's email recovery function, please see "["Can I Recover Deleted Email?"](#)

3. Sender and subject line information. Undecoded Subject is the raw subject line data which has not been decoded and may appear as scrambled code. Decoded Subject is the email subject line that has been decoded.
4. The total number of emails in the inbox.

**Mailbox check system**

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Mailbox: yuchen@ccs.nthu.edu.tw  
 Time: Wed Apr 22 15:45:49 2020  
 Source: 148.114.61.34

**POP3 server (ccs.nthu.edu.tw)**  
 The system is operating normally.

Home directory and disk quota (yuchen)		
Used disk space	Used disk space: 0KB	Total disk space: 12162912KB
Mailbox directory MBOX	Used disk space: 0KB Used file and directory number: 0	
Homepage directory WWW	Used disk space: 0KB Used file and directory number: 0	

The mail subjects of your mailbox are listed below.

1. From: IoT World News <sender@outbound.lightreading.com>  
 Undecoded Subject: Get a \$10 Starbucks Card | Register for "Delivering Enterprise Grade IoT Security" webinar with HARMAN Connected Services  
 Decoded Subject: Get a \$10 Starbucks Card | Register for "Delivering Enterprise Grade IoT Security" webinar with HARMAN Connected Services

2. From: "Yahoo" <no-reply@yaho-inc.com>  
 Undecoded Subject: 雅虎電子信箱已(已忘)的移轉郵件  
 Decoded Subject:

3. From: UBB2020 <receiver@outbound.lightreading.com>  
 Undecoded Subject: Get a \$10 Starbucks Card | Register for "G fast: Delivering on the Gigabit Promise" Webinar with ADTRAN, Huawei, and Viavi  
 Decoded Subject: Get a \$10 Starbucks Card | Register for "G fast: Delivering on the Gigabit Promise" Webinar with ADTRAN, Huawei, and Viavi

4. From: "acc3" <acc3@nyu.edu.tw>  
 Undecoded Subject: =?gb2312?B?uuaA+3DvNcTqsaLPlk\jCw9INobuauqG4uLCl8+qR1dFXuLDU2huQ==?= =?gb2312?B?u=QjzV?uauThpniPCMj#GUs+juNWuPeGus7uS8z7LgoD7P4OgQ2V?u== =?gb2312?B?uacE=?=

Decoded Subject: =?gb2312?B?u=QjzV?uauThpniPCMj#GUs+juNWuPeGus7uS8z7LgoD7P4OgQ2V?u== =?gb2312?B?uacE=?=

5. From: Light Reading <sender@outbound.lightreading.com>  
 Undecoded Subject: Register for website | Reality is Virtual: Simplifying Digital Customer Engagement for Service Providers  
 Decoded Subject: Register for website | Reality is Virtual: Simplifying Digital Customer Engagement for Service Providers

6. From: Vimpanda <sender@outbound.lightreading.com>  
 Undecoded Subject: New Complementary Heavy Reading NFV & OSS Report Available Today  
 Decoded Subject: New Complementary Heavy Reading NFV & OSS Report Available Today

7. From: Telco Transformation <sender@outbound.lightreading.com>  
 Undecoded Subject: Get a Starbucks gift card | Join ON-LabONF for "Open CORD Project Paves the Way for 5G Innovation"  
 Decoded Subject: Get a Starbucks gift card | Join ON-LabONF for "Open CORD Project Paves the Way for 5G Innovation"

8. From: Light Reading <sender@outbound.lightreading.com>  
 Undecoded Subject: Get A Starbucks Card | Register for "Cloud Native Architectures Will Be Key to 5G NR Core" Webinar with Nokia and Heavy Reading  
 Decoded Subject: Get A Starbucks Card | Register for "Cloud Native Architectures Will Be Key to 5G NR Core" Webinar with Nokia and Heavy Reading

Note: Over than 200 mails, the data will not be shown.

There are total 1196 mails in your INBOX folder.

From:  
<https://net.nthu.edu.tw/netsys/> - 網路系統組

Permanent link:  
[https://net.nthu.edu.tw/netsys/en:faq:check\\_mbox](https://net.nthu.edu.tw/netsys/en:faq:check_mbox)

Last update: **2020/04/23 14:43**