Trouble Logging into Roundcube? Error: Invalid Request. No Data was Saved. *

If you're having trouble logging into Roundcube and you receive the error message "Invalid Request. No Data was Saved," there may be an issue with your web hosting or reseller account associated with that email address. But don't worry, we're here to help you get back up and running.

Solutions for Web Hosting Accounts

First, check to see if your web hosting account associated with the email address you are trying to access has been suspended for any reason. Web hosting accounts are typically suspended due to a lack of disk space or suspected spamming activity. If disk space is the issue, upgrading your account will resolve the problem and unsuspend your account.

If you don't want to upgrade, you can temporarily ask us to unsuspend your account so that you can check if it is possible to free up some space and resolve the issue. However, if the account continues to exceed the allocated disk space, it may be automatically suspended again overnight.

Next, check if the email account you are trying to log in to has been disabled. On DirectAdmin, if it was suspended automatically for bounced emails, you can re-enable the account by changing the password. For other web hosting control panels or other reasons, you will need to contact us to remove the suspension.

Additional Instructions for Reseller Hosting Accounts and Managed Servers

If you have a reseller account or manage the accounts on a managed server, you can check if the web hosting account and email address account are suspended for any reason.

If you need to unsuspend the web hosting account or email address account, even if it's exceeding the allocated disk space, you can do so. If you're having trouble removing the suspension yourself, simply contact us and we'll be happy to help you out.

Conclusion

We hope these suggestions have been helpful in resolving most of the common issues. If you need further assistance, don't hesitate to contact our support team. We're always available to help you!

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