Why am I unable to create or view email accounts?

Troubleshooting · https://wpemailmanager.com/docs/why-am-i-unable-to-create-or-view-email-accounts/

If you are unable to create or view email accounts please ensure the following:

1. The server credentials are correct.
2. The subsite in a multisite installation has a domain.
   Domains can be added to a subsite using WP Ultimo's domain mapping or WordPress native domain mapping.
3. The website's domains are added to the server or 3rd party service (e.g. MXroute). Domains can be added to an integration using our Domain Manager Addon.
4. If integrated with WP Ultimo V2.0+, the subsite is enabled to create email accounts, while if using WP Ultimo V1.0+, the subsite's admin has an active subscription.
5. If the Domain Manager addon is enabled, the site's domains are active i.e. they are enabled to create email accounts.

If any of the above conditions have been met, and your issue is not yet resolved then you will have to debug further. This can happen if the integration's API requests are being blocked.

You can try any of the following to find the conflict / cause:

1. Disable all plugins except for WP Email Manager in a staging environment. If this resolves the issue, run a conflict test and let us know via our support page.
2. Ensure that your email server is not blocking requests from the network server. For a quick test, you can try a different server of the same type i.e. if you are using the cPanel integration, test with a different cPanel server. If this works, then your email server is blocking requests from your WordPress server.
3. If you use the WP_HTTP_BLOCK_EXTERNAL constant in wp-config.php file, ensure that your website can contact your email server by using the WP_ACCESSIBLE_HOSTS constant. Learn more here.