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Email Problem reporting

How to report a problem with the delivery or with the email service in general

Please try to find and report as many details as possible by the following hints.

- What is the problem? E.g. missing message, undeliverable message, sending message, login to the mailbox.
- Where is the problem? Which account/mailbox, which e-mail client, which message.
- What remains correct? Are other functions ready? E.g. Affects the problem the one message only or more of them etc.?
- Did you try to fix it yourself? Did you restart email program, logout/logon to the webmail, did you tried another client etc.?
- When the problem occured? When it was ready last time (as you know)?

Lost message, undeliverable message or the other problems with them.

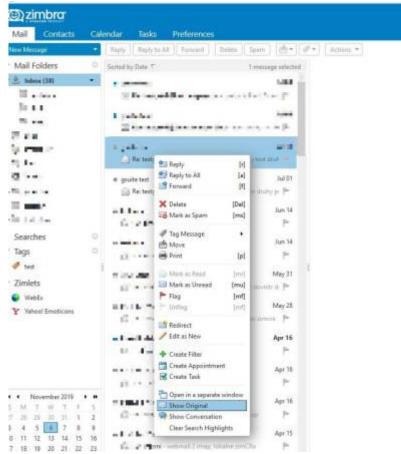
- 1. Date and time
- 2. Sender's address
- 3. Subject
- 4. Has the sender received any error message? Screenshot or copy of it.

Messages filtered to spam

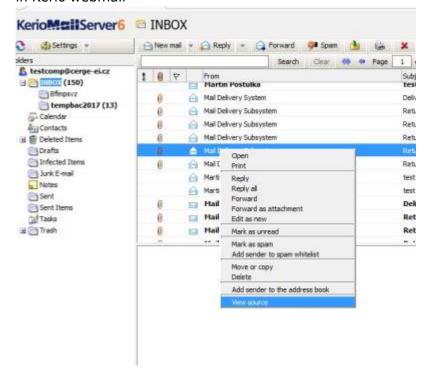
• **Source** of the message (**header** part of it with delivery details)

How to get source of the message (including headers)

- in Thunderbird
 Select message, use shortcut Ctrl+U
- in Zimbra webmail



in Kerio webmail



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