2025-09-08 11:18 1/3 Email Problem reporting

Email Problem reporting

See article about incoming email filtering: https://wiki.cerge-ei.cz/doku.php?id=public:emai:spam_chain|

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, dealing with quarantine problem...
- Where is the problem? Which account/mailbox, which e-mail client, which message, which link...
- What remains functional? Is the remaining functionality intact? E.g. Is there a problem with the specific message/task or with the others too etc.?
- **Did you try a basic troubleshooting to fix it?** Did you restart email program, logout/logon to the webmail, did you tried another client, network connectivity, etc.?
- When the problem occured? The time perpective of the problem. What was the last time it worked? What is the time of the last unsuccessful attempt etc.?

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

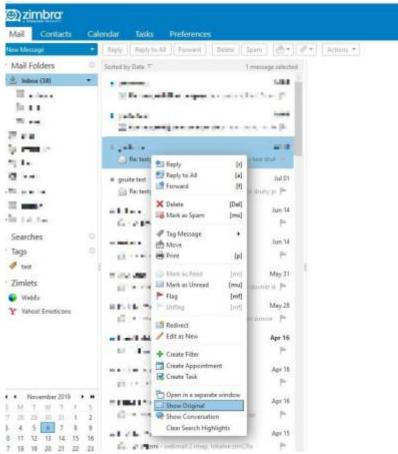
- 1. Date and time
- 2. Sender's address
- 3. Subject
- 4. Has the sender received any error message? Screenshot or copy of it.

Messages filtered to spam

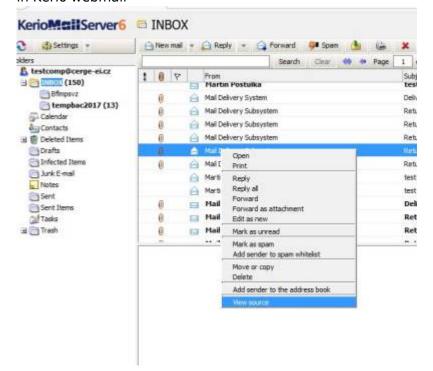
• **Source** of the message (**header** part of it with delivery details)

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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2025-09-08 11:18 3/3 Email Problem reporting