## **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

Specifically for the lost messages or undeliveries, collect at least these facts:

- 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

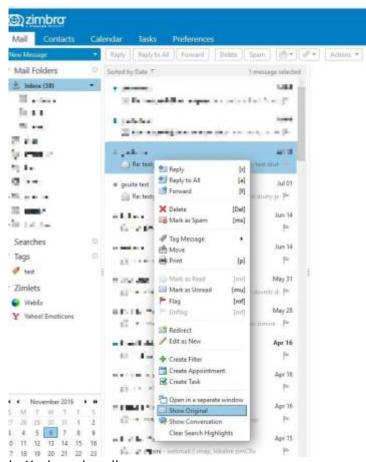
• Source of the message (header part of the message which contains all the delivery details)

### How to get source of the message (including headers)

Copy-paste the header part as a plain text to the email sent to helpdesk

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





in Kerio webmail

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