

# Mail Delivery Reports

This document is for a previous release of cPanel & WHM. To view our latest documentation, visit our [Home page](#).

## For cPanel & WHM 11.48

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## Overview

This interface allows you to search for emails that users on your system sent and received.

### Important:

- **Only** users with `root`-level privileges can access emails for all accounts.
- Resellers can **only** access emails that belong to accounts that they own.

## Search for emails

Use the *Report Inquiry* section of the interface to define your search parameters.

To search for emails, perform the following steps:

1. Enter the text for which you wish to search in the *Search...* text box.

### Note:

Search terms are **optional**.

2. Select the part of the email that you wish to query. The default trait is *Recipient*.
3. Select a *Search Type* button.

### Important

*Partial* searches may require more time to complete than other search types.

4. Select a *Delivery Type* button.
5. Enter a date range in the *Start Date* and *End Date* text boxes, or click the calendar icons to select dates.

### Important

- Enter dates in the `MM/DD/YYYY` format, where `MM` is the two-digit month, `DD` is the two-digit day, and `YYYY` is the four-digit year.
- A large date range drastically increases query time for busy mail servers.

6. Enter a time range in the *Start Time* and *End Time* text boxes. Select *AM* or *PM* next to each text box.
7. Click *Run Report*.

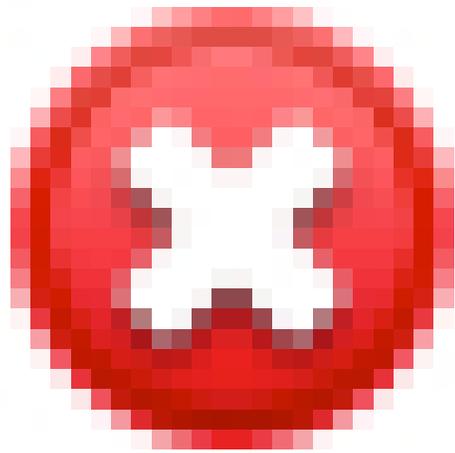
## Results

By default, results for your query appear in the following columns:

| Column       | Description   |
|--------------|---|
| <i>Event</i> | <p>This column contains an icon that indicates the email's delivery status:</p>  <ul style="list-style-type: none"><li>— The system delivered the email successfully.</li></ul>  <ul style="list-style-type: none"><li>— The email's status is unknown, or delivery is in progress.</li></ul> |



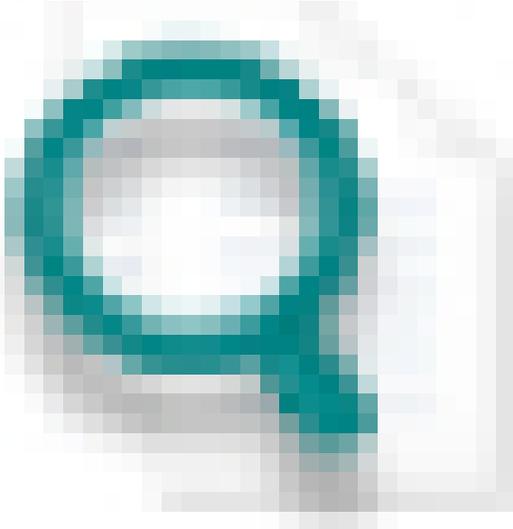
- — The email was deferred.



- — The email encountered a delivery error.



- — The email was rejected at SMTP time. This typically occurs because the sender's server is configured insecurely or is listed on a RBL.

|                   |  |
|-------------------|--|
|                   |  <ul style="list-style-type: none"> <li>— The mail server accepted the email but did not deliver it to the recipient's inbox. This typically occurs because spam software filtered the email.</li> </ul> |
| <i>Sender</i>     | The email address that sent the email.   |
| <i>Sent Time</i>  | The date and time at which the email was sent.   |
| <i>Spam Score</i> | A score that the system bases on the number of spam-related traits that the email contains.  |
| <i>Recipient</i>  | The email address to which the email was sent.   |
| <i>ID</i>         | The unique identifier for the outgoing email.  |
| <i>Result</i>     | This column contains a short email about the delivery.   |
| <i>Actions</i>    | <p>Click the magnifying glass icon (</p>  <p>) to view and print information about the selected email. This information includes the email's sender, recipient, and username.</p>                      |

## The Search and Advanced Search features

You can further refine your results in the results table's *Search...* text box.

**Note:**

The results remain filtered until you clear the search box.

The results table also features an *Advanced Search* option. Click *Advanced Search* to access the four available checkboxes:

| Checkbox                | Description   |
|-------------------------|---|
| <i>Show Deliveries</i>  | Select this checkbox to view the emails that the system delivered successfully.   |
| <i>Show Deferrals</i>   | Select this checkbox to view the emails that were deferred.   |
| <i>Show Failures</i>    | Select this checkbox to view the emails that were not delivered.  |
| <i>Show In-Progress</i> | Select this checkbox to view the emails that were received by the mail transport agent but that the system has not yet processed (for example, <i>succeeded</i> , <i>failed</i> , or <i>deferred</i> ). |

You may deselect checkboxes to remove the email types from the results table.

**Note:**  
cPanel & WHM limits results to 5000 per *Advanced Search* type filter.

## Additional results columns

You may add columns to the results table to view more information. To add columns, perform the following steps:

- Click the gear icon () in the top right corner of the results table, and select the checkbox for the information that you wish to view in the table. To hide information from the table, deselect the checkbox.
- To automatically select the default columns, click *Reset to Default*.

You can choose the following additional columns:

| Column                 | Description   |
|------------------------|---|
| <i>User</i>            | The sender's cPanel username.   |
| <i>Domain</i>          | The sender's domain.  |
| <i>Sender Host</i>     | The sender's hostname.  |
| <i>Sender IP</i>       | The sender's IP address.  |
| <i>Authentication</i>  | The sender's authentication type.   |
| <i>Delivered To</i>    | The recipient's email address.  |
| <i>Delivery User</i>   | The username that owns the recipient's email address.                               |
| <i>Delivery Domain</i> | The recipient's domain.   |
| <i>Router</i>          | The internal router that the mail server uses to determine the email's destination. |
| <i>Transport</i>       | The recipient's SMTP type.  |
| <i>Out Time</i>        | The date and time at which the intended recipient received the email.               |
| <i>Delivery Host</i>   | The recipient mail exchanger's hostname.  |
| <i>Delivery IP</i>     | The recipient mail exchanger's IP address.  |
| <i>Size</i>            | The size of the outgoing email, in bytes.   |