Track Delivery

(cPanel >> Home >> Email >> Track Delivery)

Overview

This interface displays reports about email message delivery attempts from your account. You can also use this feature to trace a message's delivery route, which can help you to identify message delivery issues.

Search for the status of an email address's message delivery attempts

By default, this interface lists the 250 most recent message delivery failures to and from your cPanel account's mailboxes.

To view the status of message delivery attempts, perform the following steps:

1. Enter a recipient email address in the *Search* text box and click *Run Report*.

   - To display all of the account's messages, do **not** enter an address in the *Search* text box.
2. Click *Show All* to refresh the results in the *Delivery Report* table and the *Email Server Trace* diagram.
   - To display only the delivery failures, click *Show Blocked & Failed*.

The Delivery Report table

> ⊘ **Warning:**
>
> Your hosting provider **must** enable the *Eximstats* option in WHM's *Service Manager* interface *(WHM >> Home >> Service Configuration >> Service Manager)* for the *Delivery Report* table to display messages. The *Delivery Report* table only displays messages for which the `eximstats` database stores data.

By default, the table sorts your query's results into the following columns:

> ⚠ **Note:**
>
> To add columns to the *Delivery Report* table, follow the directions in the Column selection section.

Column	Description

| Event | An icon that indicates the message's delivery status:

— The system successfully delivered the message.

— The message's status is unknown, or delivery is in progress.

— The system deferred the message.

— The message encountered a delivery error.

— The system archived the message. For more information, read our Archive documentation.

— The system rejected and discarded the message at SMTP time. This typically occurs because the sender's server does not use a secure configuration or appears on a Real-time Blackhole List (RBL).

— The mail server accepted the message but did not deliver the message to the recipient's inbox. This typically occurs because spam software filtered the message. |
|---|---|
| From Address | The email address on your system that sent the message. |
| Sender | The sender's cPanel username. |
| Sent Time | The date and time when the user sent the message. |
| Spam Score | The message's Apache SpamAssassin™ score. |
| Recipient | The email address to which the user sent the message. |
| Result | A message that describes the delivery results. |
| Actions | Click the information icon (   ) to view and print information about the selected message. This information includes information such as a message's sender, recipient, and username. |

The system retains this data for the amount of days that your hosting provider specifies for the *The interval, in days, to retain Exim stats in the database (Minimum: 1; Maximum: 365,000)* option in the *Stats and Logs* section of WHM's *Tweak Settings* interface *(WHM >> Home >> Server Configurations >> Tweak Settings)*.

Table Options

Record selection

To filter the records by result, select any of the following checkboxes:

- *Show Successes*
- *Show Deferred*
- *Show Failures*
- *Show In-Progress*

Select the maximum number of results to display from the *Max Results/Type* menu.

Column selection

To select the columns that you wish to display or hide in the *Delivery Report* table, click the table options icon (   ). A new window will appear.

- To display the column, select the checkbox.
- To hide the column, deselect the checkbox.

From the *Table Options* window, select or deselect the checkboxes for the following column headers:

Option	Description
Select All	Selects all available options.
Event	An icon that indicates the message's delivery status. For more information, read the *Events* section.
User	The email address on your system that sent the messageThe sender's cPanel username.
Domain	The sender's domain.
From Address	The email address on your system that sent the message
Sender	The sender's cPanel username.
Sent Time	The date and time when the user sent the message.
Sender Host	The sender's host's IP address.
Sender IP Address	The sender's IP address.
Authentication	The sender's authentication type.
Spam Score	The email's Apache SpamAssassin score.
Recipient	The email address to which the user sent the message.
Delivery User	The username that owns the recipient's email address.
Delivery Domain	The recipient's domain.
Delivered To	The recipient's email address.
Router	The internal router that the mail server used to determine the message's destination.
Transport	The recipient's SMTP type.
Out Time	The date and time when the intended recipient received the message.
ID	The outgoing message's unique identifier.
Delivery Host	The recipient email exchanger's hostname.
Delivery IP Address	The recipient email exchanger's IP address.
Size	The size of the outgoing message.
Result	A message that describes the delivery results.
Actions	Click the information icon ( ) to view and print information about the selected message. This information includes the message's sender, recipient, username, and more.

The Email Server Trace diagram

This diagram displays the sent email's delivery route from its source to its destination. Under the *Legend* heading, the following icons appear:

Icon	Description
	The mail routing errors that your message encountered.
	The filters through which the message passed.
	The message's SMTP destination.
	The local mailbox to which the system delivered the message.

Each icon displays information about the message's delivery path.