

Track Delivery

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For cPanel & WHM version 62

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Overview

This interface displays reports about email message delivery attempts from your account and allows you to trace message delivery routes. You can also use this feature to trace an 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.
 - 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:

You **must** enable the *Eximstats* option in WHM's [Service Manager](#) interface ([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.

The system sorts your query's results into the following columns:

Column	Description
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In This Document

Related Documentation

- [Track Delivery](#)
- [Autoresponders](#)
- [BoxTrapper](#)
- [Email Accounts](#)
- [Email Filters](#)

For Hosting Providers

- [How to Configure the Apache SpamAssassin Report_Safe Option](#)
- [How to Keep your Email out of the Spam Folder](#)
- [How to Prevent Spam with Mail Limiting Features](#)
- [Email](#)
- [How to Configure the Exim Outgoing IP Address](#)

<i>Event</i>	<p>An icon that indicates the message's delivery status:</p> <ul style="list-style-type: none">  — 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 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.
<i>User</i>	The sender's cPanel username.
<i>Sender</i>	The email address on your system that sent the message.
<i>Sent Time</i>	The date and time when the user sent the message.
<i>Spam Score</i>	The message's Apache SpamAssassin™ score.
<i>Recipient</i>	The email address to which the user sent the message.
<i>ID</i>	The outgoing message's unique identifier.
<i>Result</i>	A message that describes the delivery results.
<i>Actions</i>	Click  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 you specify 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 ([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*

You can also select the maximum number of results to display from the *Max Results By Type* menu.


Column selection







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

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

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

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

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.