

Email Problem reporting

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.*
- **Where is the problem?** *Which account/mailbox, which e-mail client, which message.*
- **What remains correct?** *Are other functions ready? E.g. Affects the problem the one message only or more of them etc.?*
- *Did you try to fix it yourself? Did you restart email program, logout/logon to the webmail, did you tried another client etc.?*
- **When the problem occurred?** *When it was ready last time (as you know)?*

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

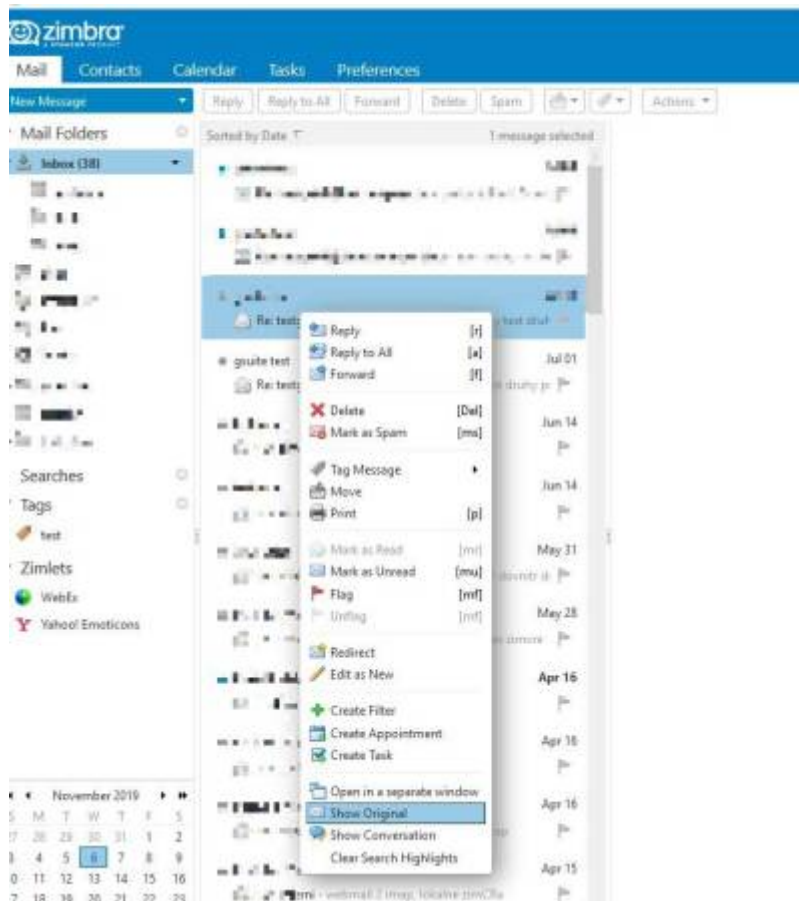
1. Date and time
2. Sender's address.
3. Subject
4. Has the sender received any error message? Screenshot or copy of it.

Messages filtered to spam

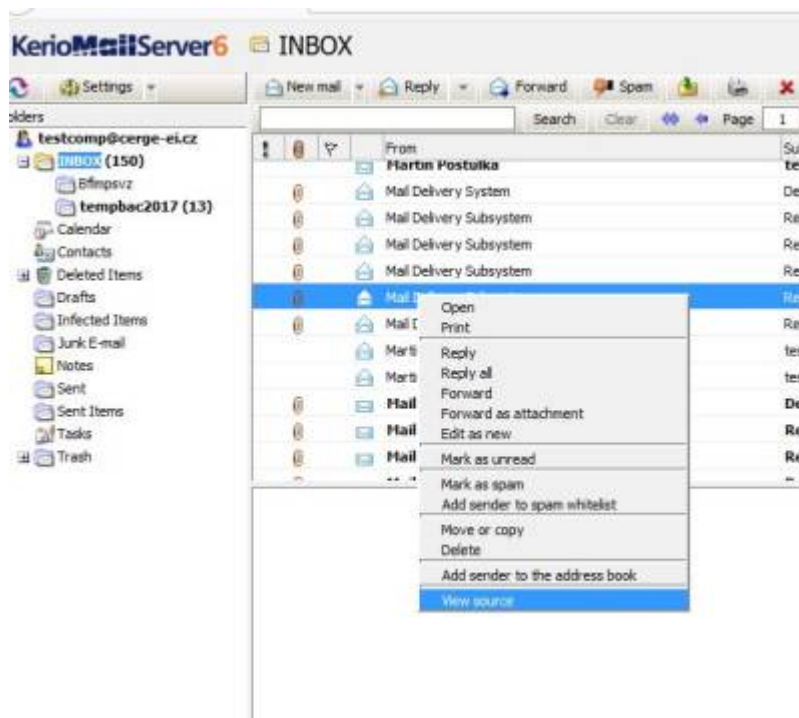
- Source of the message (header part of it with delivery details)

How to get source of the message (including headers)

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



- in Kerio webmail



From:
<https://itinfo.cerge-ei.cz/> - **CERGE-EI Infrastructure Services**

Permanent link:
https://itinfo.cerge-ei.cz/doku.php?id=public:emai:em_problem_report&rev=1573055508

Last update: **2019-11-06 15:51**



