

# Email Problem reporting

See article about incoming email filtering:

[https://wiki.cerge-ei.cz/doku.php?id=public:emai:spam\\_chain](https://wiki.cerge-ei.cz/doku.php?id=public:emai:spam_chain)

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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 occured?** *When it was ready last time (as you know)?*

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

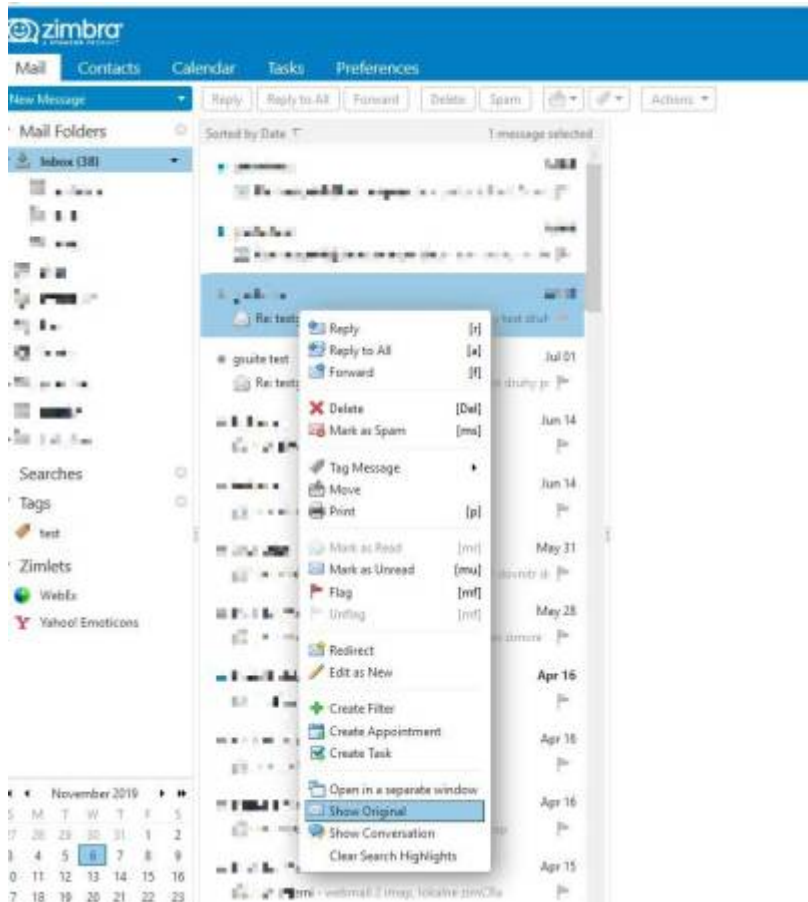
1. **Date and time**
2. **Sender's address**
3. **Subject**
4. Has the sender received any error message? Screenshot or copy of it.

**Messages filtered to spam**

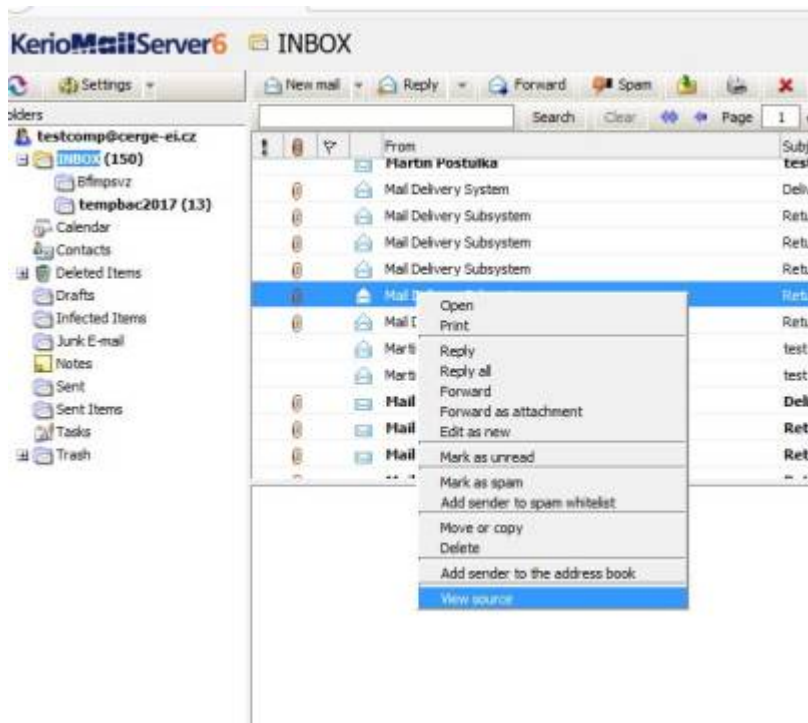
- **Source** of the message (**header** part of it with delivery details)

How to get source of the message (including headers)

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



- in Kerio webmail



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