Email Problem reporting

See article about incoming email filtering:
https://wiki.cerge-ei.cz/doku.php?id=public:emai:spam_chain|

It is important that the individual reports the problem or situation in a descriptive way, gives useful details, mentions the observed circumstances and invests at least some effort to the basic troubleshooting.

Well reported and documented issue may greatly shorten the overal time of the processing.

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, dealing with quarantine problem...*
- **Where is the problem?** *Which account/mailbox, which e-mail client, which message, which link...*
- **What remains functional?** Is the remaining functionality intact? *E.g. Is there a problem with the specific message/task or with the others too etc.?*
- **Did you try a basic troubleshooting to fix it?***Did you restart email program, logout/logon to the webmail, did you tried another client, network connectivity, etc.?*
- **When the problem occured?** *The time perpective of the problem. What was the last time it worked? What is the time of the last unsuccessful attempt etc.?*

Lost message, undeliverable message or the other problems with them

Specifically for the lost messages or undeliveries, collect at least these facts:

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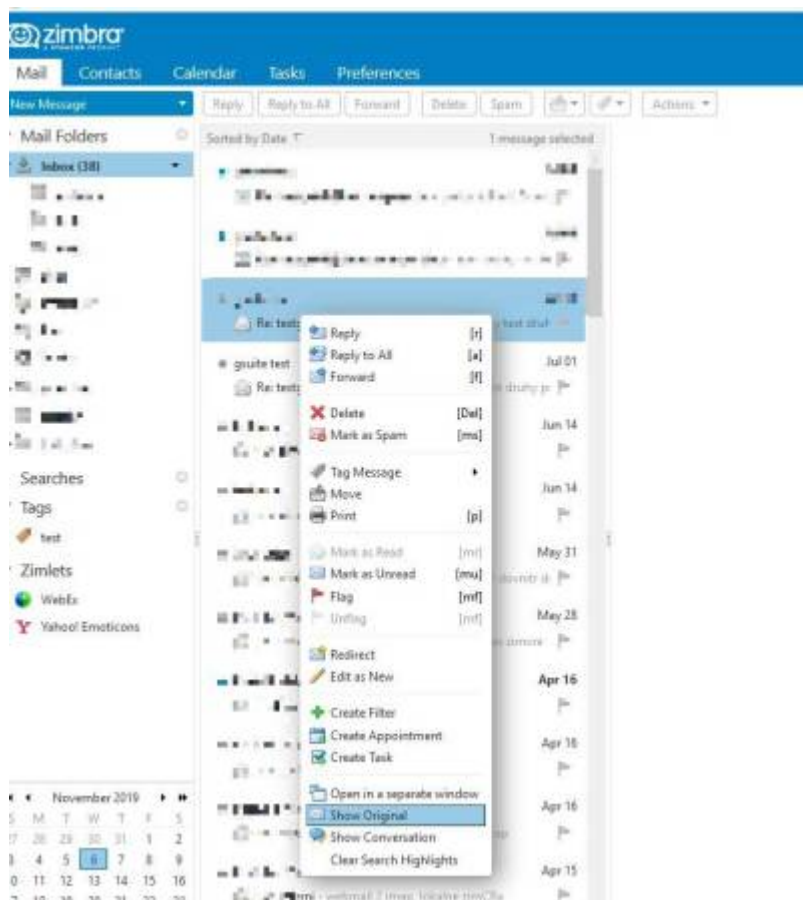4. Has the sender received any error message? Screenshot or copy of it.

Messages filtered to spam

- **Source** of the message (**header** part of the message which contains all the delivery details)

How to get source of the message (including headers)

Copy-paste the header part as a plain text to the email sent to helpdesk

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

- in Gmail webmail
  - From a browser, open Gmail.
  - Open the email you want to check the headers for.
  - Next to Reply , click More. Show original. In a new window, the full header shows.
  - Click Copy to clipboard.