

Mail Delivery Reports

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Overview

This interface allows you to search for emails that users on your system sent and received.

Important:

- **Only** users with `root`-level privileges can access emails for all accounts.
- Resellers can **only** access emails that belong to accounts that they own.

Search for emails

Use the *Report Inquiry* section of the interface to define your search parameters.

To search for emails, perform the following steps:

1. Enter the text for which you wish to search in the *Search...* text box.

Note:

Search terms are **optional**.

2. Select the part of the email that you wish to query. This menu defaults to *Recipient*.
3. Select a *Search Type* button.

Important:

Partial searches may require more time to complete than other search types.

4. Select a *Delivery Type* button.
5. Enter a date range in the *Start Date* and *End Date* text boxes or click the calendar icons to select dates.

Important:

- Enter dates in the `MM/DD/YYYY` format, where `MM` represents the two-digit month, `DD` represents the two-digit day, and `YYYY` represents the four-digit year.
- A large date range drastically increases query time for busy mail servers.

6. Enter a time range in the *Start Time* and *End Time* text boxes. Select *AM* or *PM* next to each text box.
7. Click *Run Report*.

Results

By default, results for your query appear in the following columns:

Column	Description
<i>Event</i>	An icon that indicates the email's delivery status:

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- The system delivered the email successfully.

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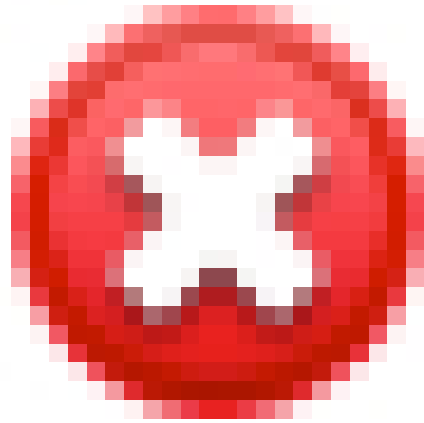


- The email's status is unknown, or delivery is in progress.

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- The system deferred the email.



— The email encountered a delivery error.



— The system rejected the email at SMTP time. This typically occurs because an RBL contains the sender's server or that server contains an insecure configuration.

<i>From Address</i>	The email address that sent the email.
<i>Sender</i>	The system user that sent the email.
<i>Sent Time</i>	The date and time when the user sent the email.
<i>Spam Score</i>	A score that the system bases on the number of spam-related traits that the email contains.
<i>Recipient</i>	The email address to which the email was sent.
<i>ID</i>	The unique identifier for the outgoing email.
<i>Result</i>	The result of the email transaction.

Actions

Click the magnifying glass icon (



) to view and print information about the selected email. This information includes the email's sender, recipient, and username.

The Search and Advanced Search features

You can further refine your results in the results table's *Search...* text box.

Note:

The interface will filter the results until you clear the search text box.

The results table also features an *Advanced Search* option. Click *Advanced Search* to access the four available checkboxes:

Checkbox	Description
<i>Show Deliveries</i>	Select this checkbox to view the emails that the system delivered successfully.
<i>Show Deferrals</i>	Select this checkbox to view the emails that the system deferred.
<i>Show Failures</i>	Select this checkbox to view the emails that the system has not yet delivered.
<i>Show In-Progress</i>	Select this checkbox to view the emails that the mail transport agent received, but the system has not yet processed (for example, <i>succeeded</i> , <i>failed</i> , or <i>deferred</i>).

You may deselect checkboxes to remove the email types from the results table.

Additional results columns

You may add columns to the results table to view more information. To add columns, perform the following steps:

- Click the hamburger icon (



) in the top right corner of the results table, and then select the checkbox for the information that you wish to view in the table. To hide information from the table, deselect the checkbox.

- To automatically select the default columns, click *Reset to Default*.

You can choose the following additional columns:

Column	Description
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<i>Sender User</i>	The sender's cPanel username.
<i>Sender Domain</i>	The sender's domain.
<i>Sender Host</i>	The sender's hostname.
<i>Sender IP</i>	The sender's IP address.
<i>Authentication</i>	The sender's authentication type.
<i>Delivered To</i>	The recipient's email address.
<i>Delivery User</i>	The username that owns the recipient's email address.
<i>Delivery Domain</i>	The recipient's domain.
<i>Router</i>	The internal router that the mail server uses to determine the email's destination.
<i>Transport</i>	The recipient's SMTP type.
<i>Out Time</i>	The date and time at which the intended recipient received the email.
<i>Delivery Host</i>	The recipient mail exchanger's hostname.
<i>Delivery IP</i>	The recipient mail exchanger's IP address.
<i>Size</i>	The size of the outgoing email, in bytes.

Additional documentation

Suggested documentation [For cPanel users](#) [For WHM users](#) [For developers](#)

- [Mail Delivery Reports](#)
 - [Mail FAQ](#)
 - [Mail Queue Manager](#)
 - [View Mail Statistics Summary](#)
 - [View Sent Summary](#)
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- [Mail FAQ](#)
 - [Email Routing](#)
 - [Archive](#)
 - [Autoresponders](#)
 - [Default Address](#)
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- [How to Configure the Exim Outgoing IP Address](#)
 - [Mail Delivery Reports](#)
 - [Mail FAQ](#)
 - [Mail Queue Manager](#)
 - [View Mail Statistics Summary](#)
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- [WHM API 1 Sections - Mail](#)
 - [WHM API 1 Functions - get_unique_sender_recipient_count_per_user](#)
 - [WHM API 1 Functions - get_unique_recipient_count_per_sender_for_user](#)
 - [WHM API 1 Functions - validate_exim_configuration_syntax](#)

- WHM API 1 Functions - `get_mailbox_status`