Using Email Trace

Track delivery of a specific email message through the cPanel mail server.

Email Trace (also called Track Delivery) helps you diagnose delivery problems by showing whether a message was accepted, deferred, or rejected by the mail server.

Trace a message

1. Go to **Email → Track Delivery** or **Email → Email Deliverability**.
2. Enter the recipient email address and optionally the sender address or date range.
3. Click **Run Report** or **Show**.
4. Review the delivery log for the message status and any error details.

Understanding results

- **Delivered** — the server accepted the message for delivery to the recipient mailbox.
- **Deferred** — temporary failure; the server will retry delivery.
- **Failed/Rejected** — the message was not delivered; check the reason code for details.

If mail to external providers is failing, also verify SPF, DKIM, and DMARC records under **Email → Email Deliverability**.

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