How to trace and email in cPanel

Search for the delivery status of an email

To see the delivery status of an email:

1. Enter a recipient email address in the search box.
2. Click *Run Report* to show the *Delivery Report* table and the *Email [Server Trace](#)* diagram.

The Delivery Report table

By default, results for your query are sorted into the following columns:

Column	Description
Event	This column contains an icon that indicates the message's delivery status: • ✅ — The message was delivered successfully. • ❓ — The message's status is unknown, or delivery is in progress. • ⚠️ — The message was deferred. • ❌ — The message encountered a delivery error. • 🚩 — The message was rejected at [SMTP](#) time. This typically occurs because the sender's server is configured insecurely or listed on a RBL. • 🔻 — The mail server accepted the message but did not deliver it to the recipient's inbox. This typically occurs because the message was filtered by spam software.
User	The cPanel user who owns the email account that send the message.
Sender	The email address on your system that sent the message.
Sent Time	The date and time the message was sent.
Spam Score	A score based on the number of spam-related traits found within the message.

Recipient	The email address to which the message was sent.
ID	The unique identifier for the outgoing email message.
Result	This column contains a short message about the delivery.
Actions	Clicking the icon allows you view and print information about the selected message. This information includes the message's sender, recipient, username, and more.

The Table Options button

You can select the columns you wish to display in the *Delivery Report* table by clicking the options icon ( ) on the right. To hide information, de-select the checkbox.