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Generated on 15/11/2026 00:13

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Track Delivery: finding out what happened to a message you sent

Delivery & Spam

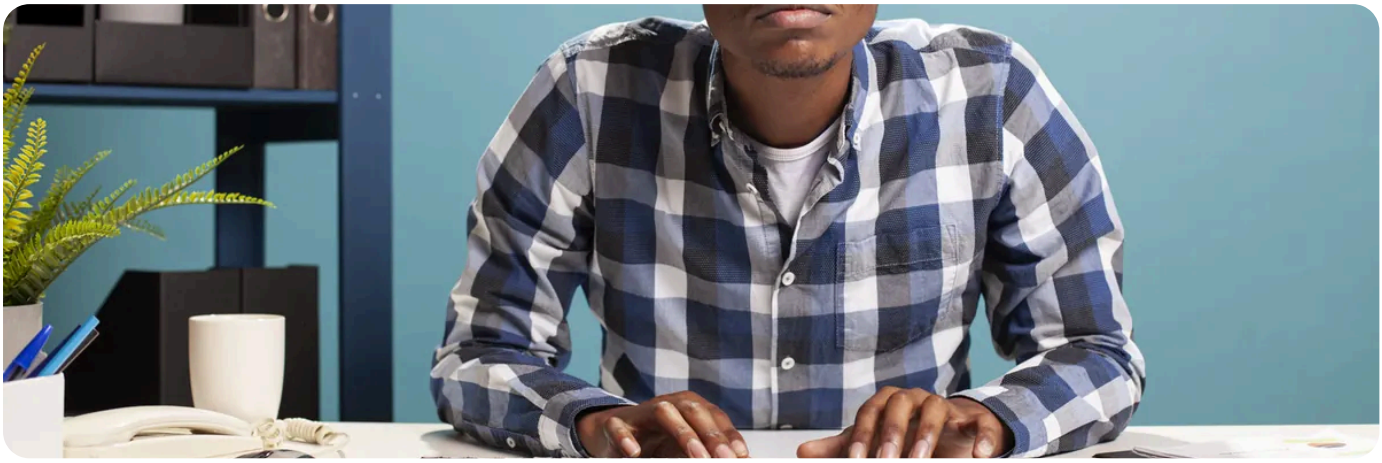
CODE	VERSION	COUNTRY · LANGUAGE
RLX-AO-KB-1014	v2026.10.10	Angola · English

Interweb Angola
RLX Angola, Lda. · Group RLX Holdings
Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

https://www.meu.interweb.ao/knowledgebase/1014

Track Delivery: finding out what happened to a message you sent

Delivery & Spam Created on **October 10, 2026** 3 min read



“I sent it, and they say they did not receive it.” Instead of guessing, cPanel has a screen that shows the **trail of each message** that went through the server: when it left, to whom, and **what the other server replied**. It is called **Track Delivery** and sits in the **Email** section.

Using the screen, step by step

1. In cPanel, **Email** section, open `Track Delivery`.
2. Filter by the recipient’s (or sender’s) address and by domain, to see only what interests you. Without a filter you see the whole account.
3. Find the line for the time you sent and read the **Result** column: it is the final reply to that attempt.
4. If you need more, open the line. You will see the **Delivery Host** and the **Delivery IP** (the server the message was delivered to or that refused it), the size, and the full reply.

What each column tells you

Column	What it is for
Sent Time	The time the message left or reached the server.
Sender / Recipient	Who sent and to whom. Check that the recipient is really the address you expected.
Result and Event	The outcome of the attempt: delivered, deferred or refused, with the destination server’s text.

Column	What it is for
Delivery Host / Delivery IP	The server that received (or refused) the message. If it is not the recipient's, the destination's MX may be wrong.
Sender Host / Sender IP	On incoming messages, where they came from. Useful to tell whether a sender exists.
Spam Score	The score the filter gave the incoming message. A high score explains why it went to spam.
Size	The size. A heavy message is the usual suspect behind a refusal.

The three cases where it helps most

1. They said they did not receive it. If the Result shows delivery to the destination's server, the message left here: the search goes on in their spam folder. If it shows a refusal, the text says why; see **the 550 bounce**.

2. You were told they wrote and nothing arrived. Search by sender. If the message does not even appear, it never reached the server (their side, or the MX). If it appears and was delivered, it is in your account: check the filters and forwarding rules that may have moved it. See **filters in Roundcube**.

3. A message is slow. The Result shows the deferral and the reason the server gave: see **error 421 and 451**.

The screen does not keep the history forever.
Look at it soon after the problem appears; a send from long ago may no longer be there. Keep a screenshot of what you see, in case you need to show it to us.

Want to know whether the domain is in good shape to send, before a problem shows up?
Use **Email Deliverability**, which audits SPF, DKIM and reverse DNS: **Email Deliverability: the panel that audits your domain**.

NEED A HAND?

Cannot make sense of what the Result says? Send us the line, with the time and the destination address.

Open a support ticket →

SEE ALSO

Bounce message 550: what each one means →

- **Error 421 and 451: temporary failures**
- **Email Deliverability: the panel that audits your domain**
- **Why your e-mail is not sending or receiving**

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