
NCMail: Microsoft Outlook Express 6 View Email Headers Guide



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This document covers how to view email headers then send them to the NCMail team for further analysis. All email servers “stamp” header information onto each email as it passes through their servers. These headers help the NCMail team determine where the email is originally from and what path it took to get here.

The syntax used in this document is as follows:

Boldface = Names of input fields such as text and check box names.

Boldface and Italics = Input expected from user.

If you have any questions please direct them to your local Customer Service Center, Helpdesk or Local NCMail administrator

If your questions cannot be answered by your local contact, your local contact can open a ticket with the ITS Customer Service Center by telephone at 919.754.6000 or 1-800-722-3946 or email at ITS.incidents@ncmail.net.

Our staff will be happy to answer any of your questions.

Viewing Headers

To view the headers of an email in Outlook Express 6, double click the email as if you were going to read it. Then click on **File, Properties** as shown in Figure 1.

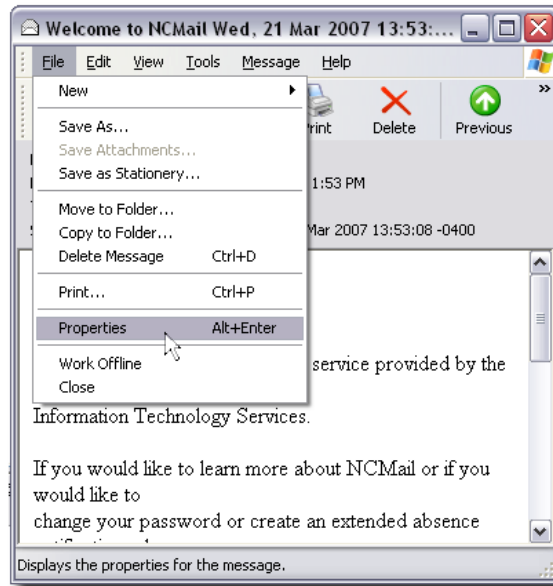


Figure 1

Click on the **Details** tab. The **Internet headers** will be visible in the large text box as shown in Figure 2.

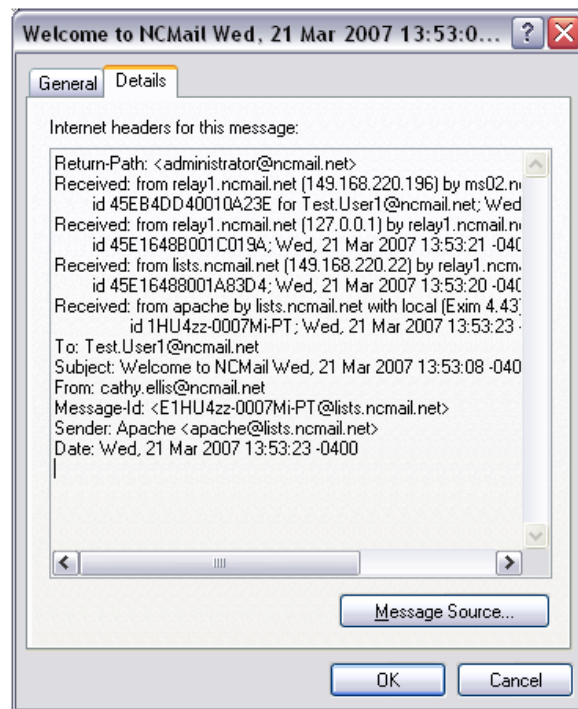


Figure 2

Copying Headers

Place your mouse pointer at the beginning of the first line in the text box, hold your left mouse button down and drag down over the entire text box to select all of the text as shown in Figure 3. Use your mouse to right-click anywhere in the selected area and click on **Copy** in the menu box. This command will copy the headers onto the clipboard located internally in your Windows operating system. You may then press the **OK** button to exit out of the **Details** screen.

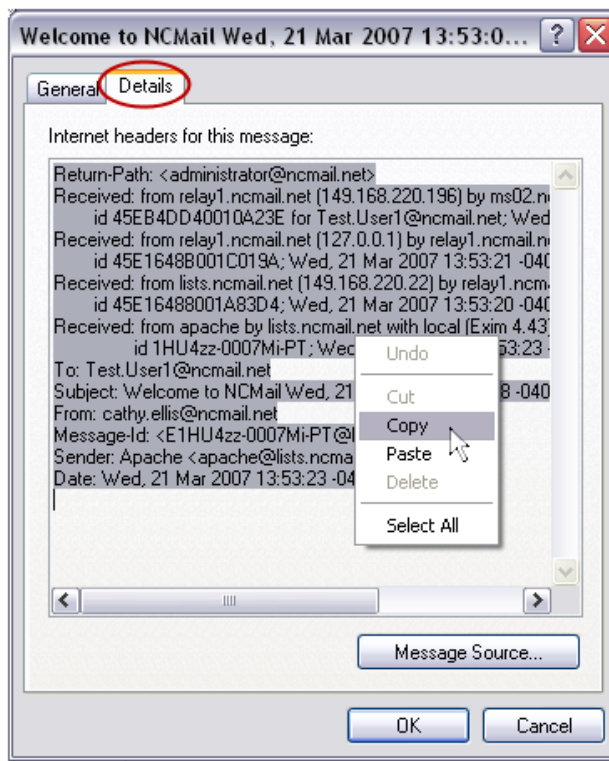


Figure 3

To email these headers to the NCMail team simply create a new email and address it to access.denied@ncmail.net. Click once in the body of the email then press **Ctrl+V** on your keyboard (e.g., press and hold down the Ctrl key on your keyboard then press the letter "V") as shown in Figure 4. This will paste the contents of the Windows clipboard (the headers we copied above) into the body of the email. Then press **Send**.

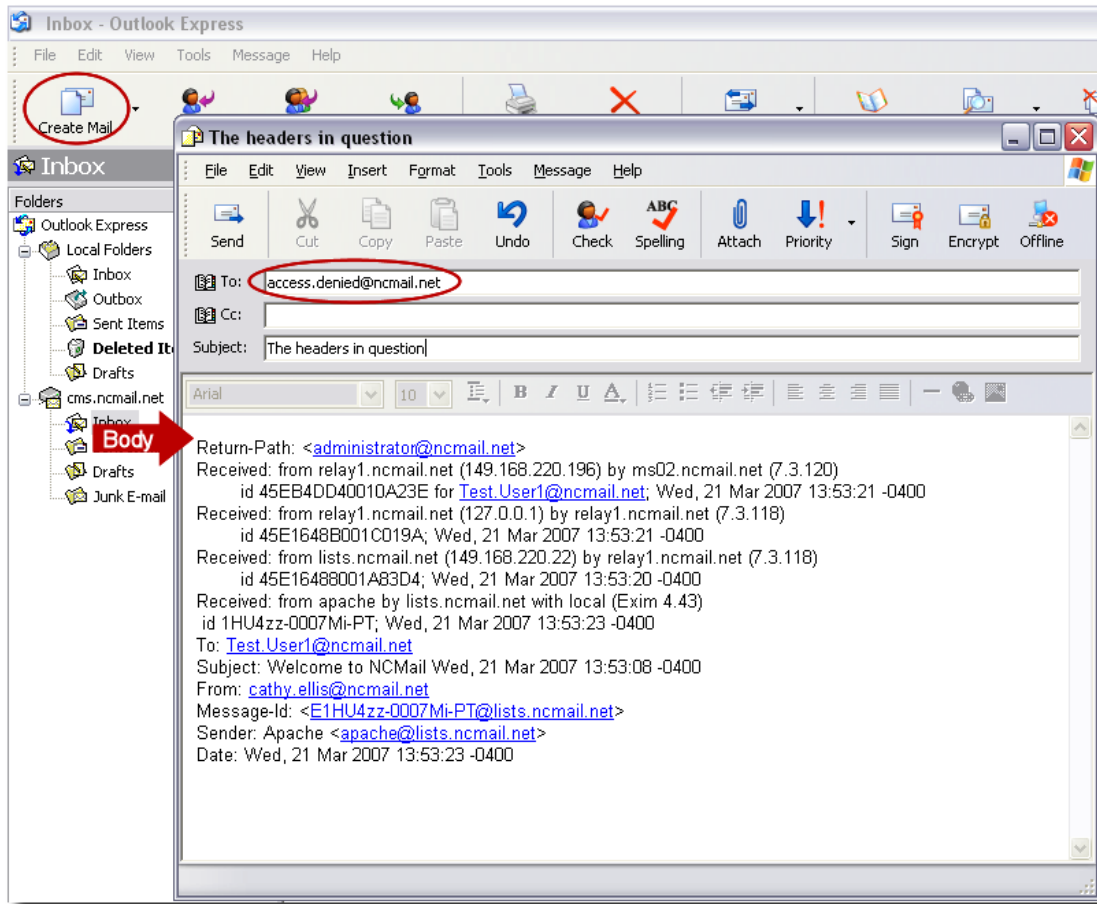


Figure 4