
NCMail: Mozilla Thunderbird 1.5 View Email Headers Guide



Revision 1.0
03/21/2007

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 Thunderbird 1.5, double click the email as if you were going to read it. Then click on **View, Message Source** as shown in Figure 1.

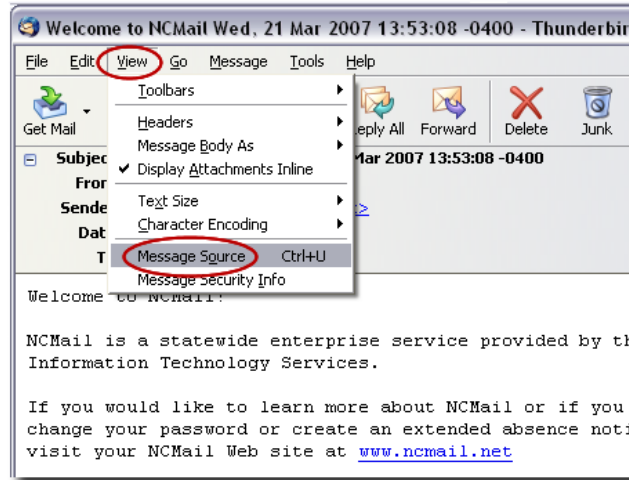


Figure 1

If you get a **Security Warning** click on the **OK** button. The headers are then visible above the body of the email in the **View Source** window.

Copying Headers

Use your mouse to highlight all of the text that is above the actual body of the email as shown in Figure 2. Once it is highlighted right-click then click **Copy** on the menu. This will copy the headers onto the clipboard located internally in your Windows operating system. Click the red X to exit out of the headers.

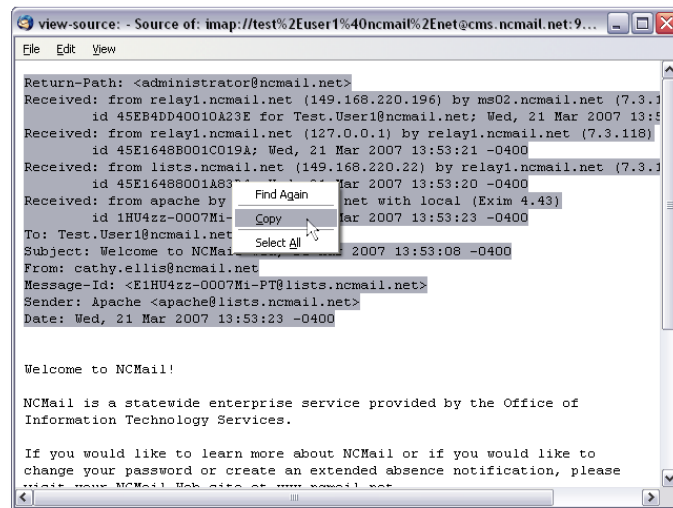


Figure 2

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** as shown in Figure 3. This will paste the contents of the Windows clipboard (the headers we copied above) into the body of the email. Then click **Send**.

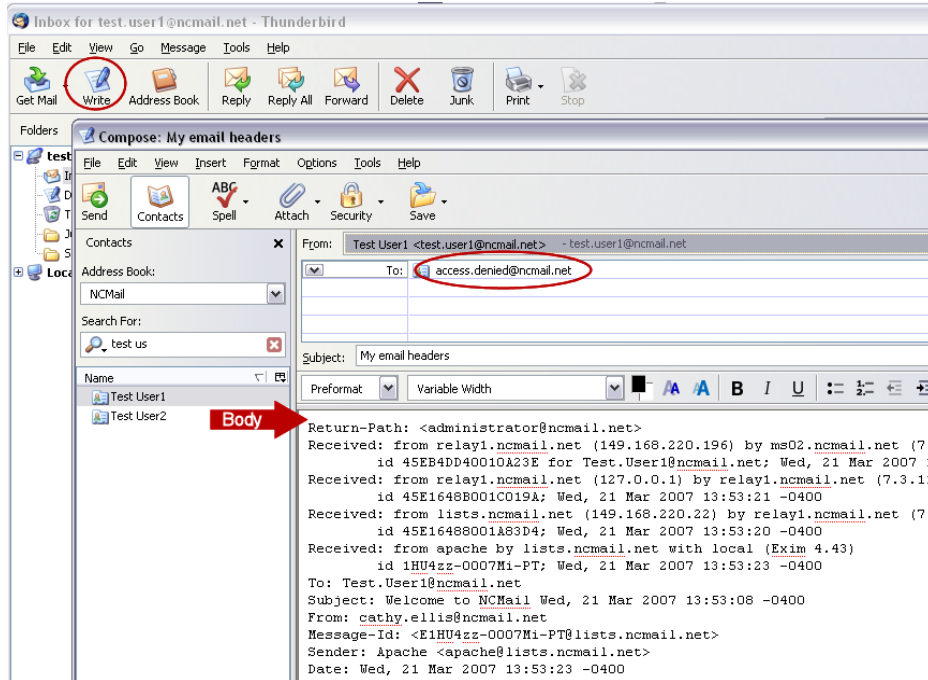


Figure 3