

How to deal with mail delivery errors

It might happen in a campaign that mails get rejected, blocked or not delivered. You can [identify problems in mail delivery](#) at two sections in LUCY:

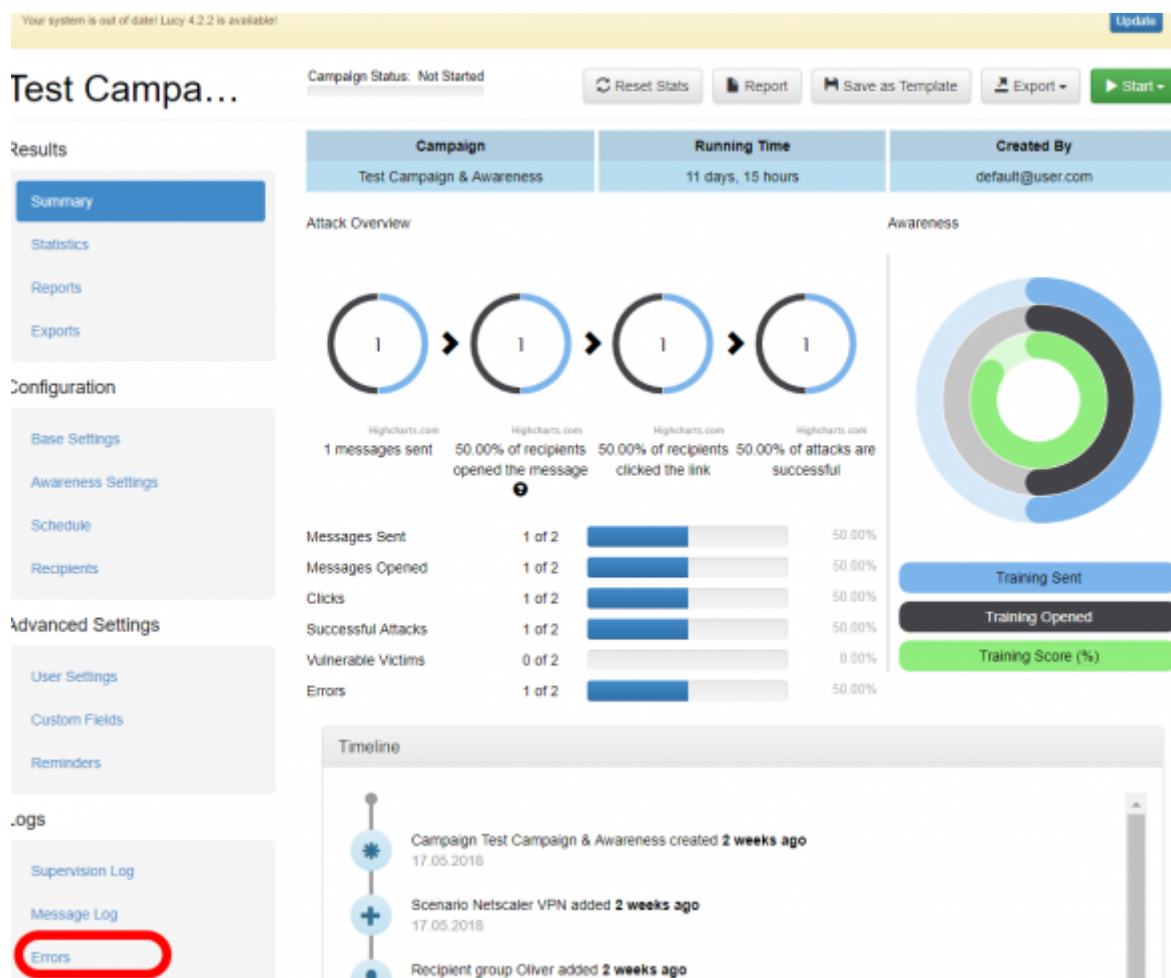
- mail log within the campaign
- postfix mail log

The mail log can be located under "support/service logs":

The screenshot displays the LUCY interface's 'Service Logs' section. At the top, there's a navigation bar with 'Support' and a user profile icon. Below it, a breadcrumb trail shows 'Home / Service Logs'. The main heading is 'Service Logs'. A red box highlights the 'File' field, which contains the path '/var/log/mail.log'. Below this, the 'Period Start' is set to '18.08.2020 17:40' and the 'Period End' is '19.08.2020 17:40'. The 'Log' section shows a list of timestamps and mail delivery status. A dropdown menu is open on the right, showing various support options, with 'Service Logs' highlighted by a red box.

File	Period Start	Period End	Log
/var/log/mail.log	18.08.2020 17:40	19.08.2020 17:40	Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:09 mai Aug 18 17:40:18 mai Aug 18 17:40:18 mai Aug 18 17:40:36 mai Aug 18 17:40:44 mai Aug 18 17:40:45 mai Aug 18 17:41:01 mai Aug 18 17:41:01 mai

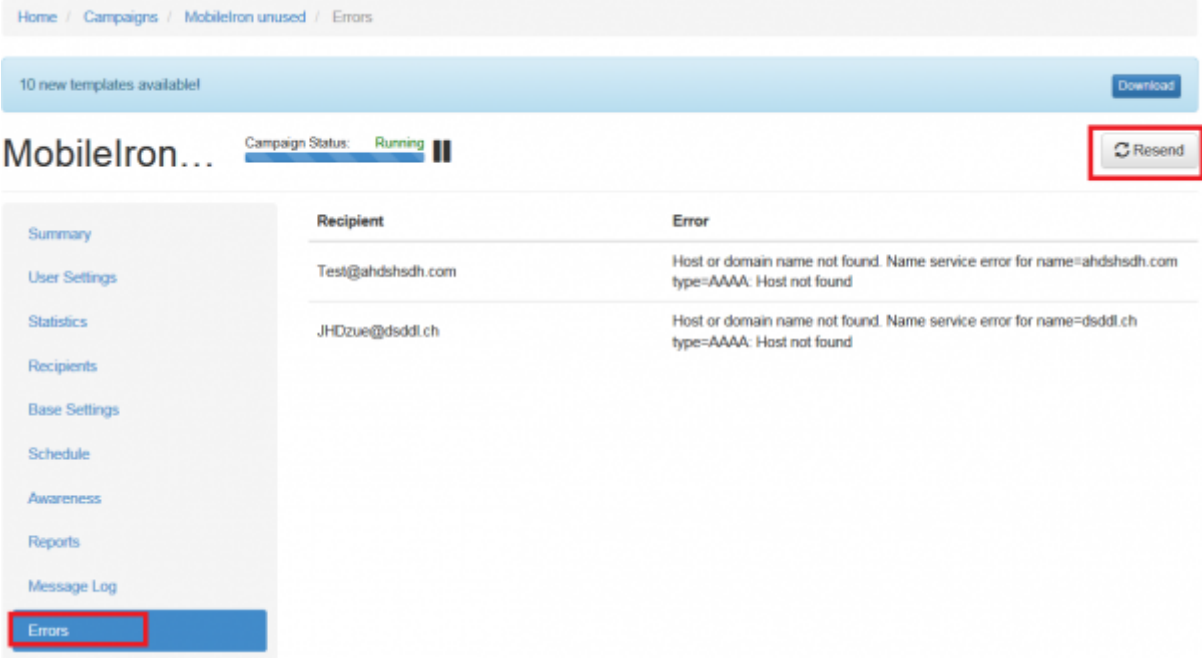
The error log in a campaign can be located at the bottom of the overview page in that specific campaign:



If a mail receives a [smtp error message](#) within the campaign, you can see the details here. The errors displayed in this log are the ones LUCY receives from the remote SMTP server.

How to resend mails, which initially failed to deliver?

If you want to resend them again you can go into the error log and then click the button "resend":



The resend feature would not be available in case the scheduler rules are applied to the running campaign. Make sure to remove the scheduler plan to be able to resend errored messages.

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