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":

ATLS Campages in	and heliop -	Support -	1 -
Home / Service Logs	Status		
Service Log	Manual Changelog		
File	/var/log/mail.log	Test email Performance Test	
Period Start	18.08.2020 17:40	System Monitoring Spam Test	m
Period End	19.08.2020 17:40	Backups	m
Log	Aug 18 17:40:01 mai Aug 18 17:40:01 mai	Migration Tool Exports	7EA3CBB9C0 : 7EA3CBB9C 9C0: no sig 9C0: no sig EA3CBB9C0: EA3CBB9C0: : 83214BB9C0 3214BB9C1: 7EA3CBB9C0 EA3CBB9C0:
		License Tickets Invoices Update	
	Aug 18 17:40:01 mai Aug 18 17:40:01 mai Aug 18 17:40:09 mai	Reboot SSH Password	3214BB9C1: 3214BB9C1: onnect from
	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 17:40:45 mai Aug 18 17:41:01 mai	Enable SSH Access Send Logs Service Logs Mail Manager	arning: unk isconnect f onnect from arning: unk isconnect f DE04DBB9C0 : DE04DBB9C

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

Your system is out of date! Lucy 4.2.2 is available	·			Update
Test Campa	Campaign Status: Not Started	C Reset Stats	Report Report	nplate 💆 Export - 🕞 Start -
Results	Campaigr	n R	tunning Time	Created By
Summary	Test Campaign & A	wareness 11	days, 15 hours	default@user.com
	Attack Overview		Awar	eness
Statistics				
Reports	\frown	$\cap \cap$	\sim	
Exports	()) (
Configuration		\sim \sim		
Base Settings	HighchartLeam 1 messages sent 50.0	Highcharts.com Highcharts 10% of recipients 50.00% of recipie		
Awareness Settings	-	ed the message clicked the lini		
		U U		
Schedule	Messages Sent	1 of 2	50.00%	
Recipients	Messages Opened	1 of 2	50.00%	Training Sent
dvanced Settings	Clicks	1 of 2	50.00%	Training Opened
uvanceu Settings	Successful Attacks Vulnerable Victims	1 of 2	0.00%	Training Score (%)
User Settings	Errors	1 of 2	50.00%	
Custom Fields				
Reminders	Timeline			
Portining and a				
ogs	I			A
Comparison I an	* Campaign 17.05.2018	Test Campaign & Awareness creat	ed 2 weeks ago	
Supervision Log	- Contraction in the	alexaler UDN added 8 mercine and		
Message Log	Scenario Netscaler VPN added 2 weeks ago 17.05.2018			

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":

2024/04/04 18:05	3/3	How to deal with mail delivery errors
Home / Campaigns / Mobil	letron unused / Errors	
10 new templates available!		Download
MobileIron	Campaign Status: Running	CResend
Summary	Recipient	Error
User Settings	Test@ahdshsdh.com	Host or domain name not found. Name service error for name=ahdshsdh.com type=AAAA: Host not found
Statistics	JHDzue@dsddl.ch	Host or domain name not found. Name service error for name=dsddl.ch type=AAAA: Host not found
Recipients		
Base Settings		
Schedule		
Awareness		
Reports		
Message Log		
Errors		

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.

