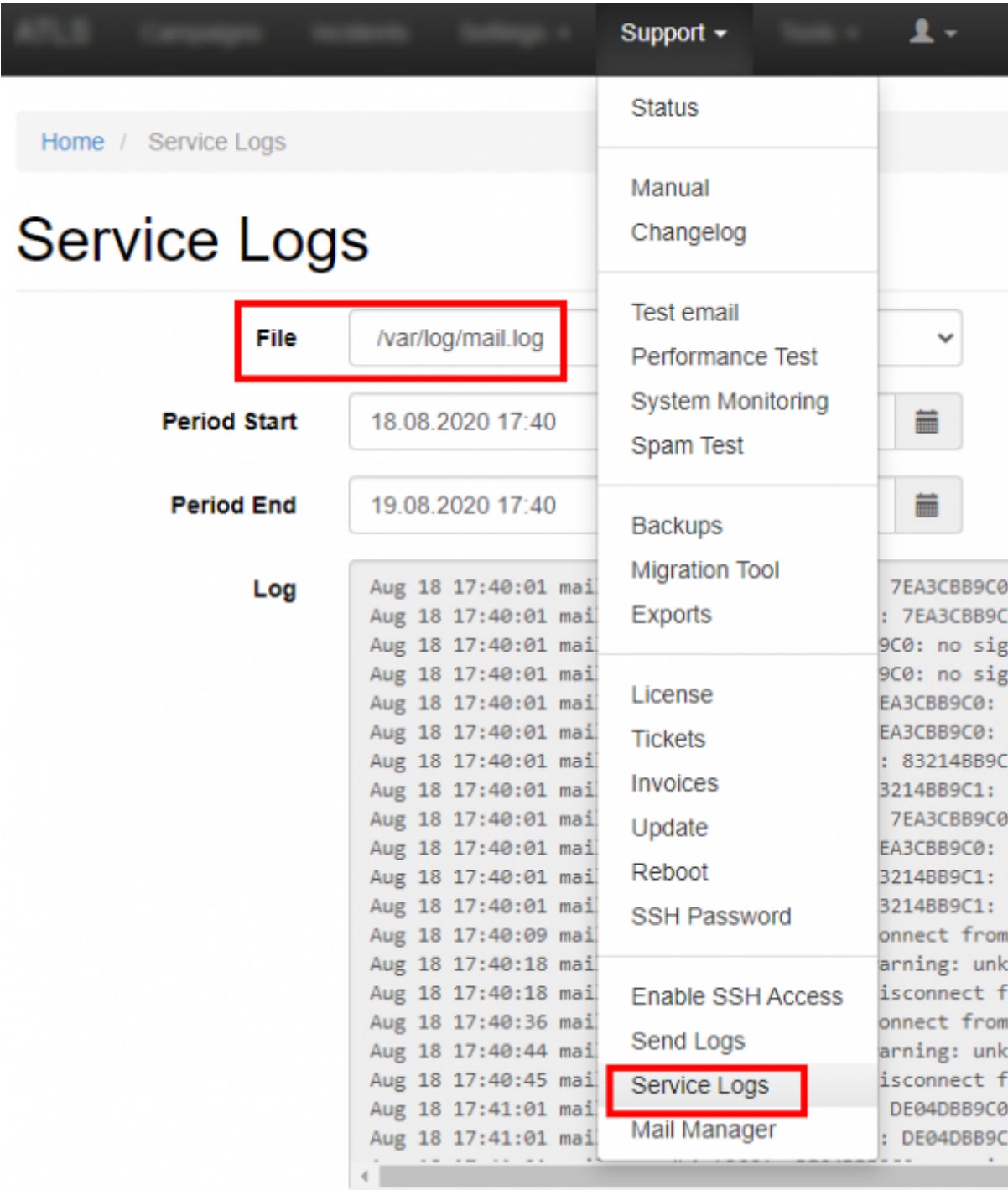


## How to deal with mail delivery errors

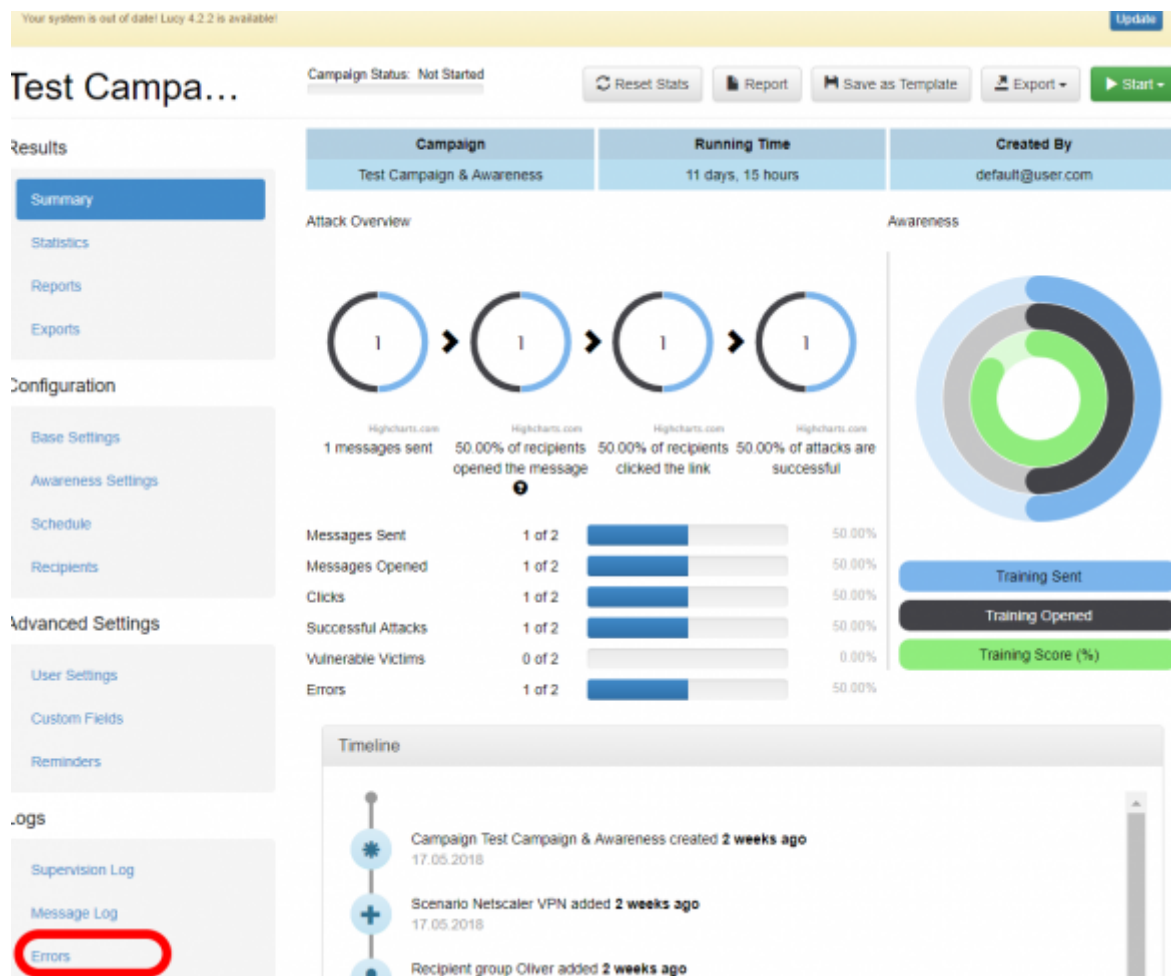
It might happen in a campaign that mails get rejected, blocked or not delivered. You can [identify problems in mail delivery](#) at two sections in LUCY:

- mail log within the campaign
- postfix mail log

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



The 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":

Home / Campaigns / MobileIron unused / Errors

10 new templates available! [Download](#)

MobileIron... Campaign Status: Running ⏸ [Resend](#)

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[Recipients](#)  
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[Awareness](#)  
[Reports](#)  
[Message Log](#)  
[Errors](#)

Recipient	Error
Test@ahdshsdh.com	Host or domain name not found. Name service error for name=ahdshsdh.com type=AAAA: Host not found
JHDzue@dsddl.ch	Host or domain name not found. Name service error for name=dsddl.ch type=AAAA: Host not found

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