How do I forward full email headers?

Answer

Message headers can help DoIT staff investigate:

- unwanted or dubious messages
- duplicate messages
- delayed message delivery
- other unusual email behavior

Follow the instructions below to learn how to view and forward full mail headers with your mail client. If you are using a mail client not listed here, please contact the Help Desk.

When you send the headers, be sure to include a description of the problem or behavior you’re seeing, and any background information that you think may be relevant.

Instructions

MS Outlook 2007

1. Start MS Outlook 2007 and double click the message to get it in its own window
2. Go to the Message tab, and in the Options group (which is the fourth block over) click the Dialog Box Launcher (a little button with an arrow on it)
3. In the Message Options dialog box, the headers appear in the Internet headers box
4. Right click in the Internet Headers box and choose Select All
5. Right click again in the Internet Headers box and choose Copy
6. You can now paste the copied text into an email

Apple Mail

1. Start Apple Mail
2. Go to the View menu and select Message and then Long Headers
3. Go to the Edit menu and choose Select All
4. Go to the Edit menu again and choose Copy
5. You can now paste the copied text into an email

Mozilla Thunderbird

1. Start Mozilla Thunderbird
2. Go to the View menu and select Headers and then All
3. Go to the Edit menu and choose Select All
4. Go to the Edit menu again and choose Copy
5. You can now paste the copied text into an email

Google Mail (Gmail)

1. Open the individual message
2. At the top-right corner of the message window, click the down arrow next to Reply, or select More options
3. Click Show original.
4. A new browser window will open showing full header information. In your browser, go to the Edit menu and choose Select All.
5. Go to the Edit menu again and choose Copy
6. You can now paste the copied text into an email.

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