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.