

Track Messages in Office 365

Last Modified on 21/10/2019 12:35 pm BST

At times, you may need to find out what happened to an email that was processed by your Office 365 service. Exchange Online provides the ability to trace messages for up to 90 days from the date they were processed.

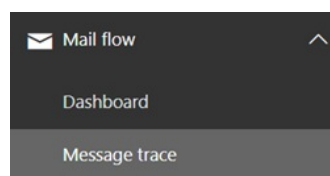
To perform message traces, you will need to have either the Help Desk, Compliance Management or Organization Management roles or greater.

Start a Message Trace

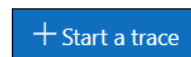
Message traces can be started in the Security & Compliance Center for your Office 365 service.

1. Log into your Office 365 Security & Compliance Center:

<https://protection.office.com>



2. Go to 'Mail Flow > Message trace'
3. Select **Start a trace**



4. Select the conditions for search you want to perform:

- By these people – the email address or user that sent the email
- To these people – The email address(es) or user(s) who received the emails
- Within this time range – The timescale to perform the search against

New message trace

Find messages that were sent: ⓘ

By these people

To these people

All recipients

Within this time range (UTC+01:00) - DST ⓘ Slider Custom

Last 2 day(s)

90 30 15 10 7 2 1 day 12 hr 6 hr 0

More search options

Choose report type Summary report

Search Save Cancel

5. Press Search

Note: If you attempt to perform a search that goes back past 10 days, your trace will be requested and you will need to return back to download it once it has completed. An email notification will be sent to confirm once this has completed.

Understanding Message Traces

Message traces can show a lot of information about an email. Some of the information that may not be immediately obvious is described below.

Message Status

Status	Meaning
Delivered	The email was delivered to the specified mailbox or recipient server
Pending	The email has not yet been delivered – The delivery will be re-attempted
Expanded	The email was sent to a group and was distributed to that group's members
Failed	The email was not delivered – The Message Events will show more information
Filtered as Spam	The email was handled as spam – Depending on your settings, this will either be routed to Junk or rejected
Quarantined	The email is held by the Exchange Online Quarantine service and is pending release
Getting Status	The email is still being processed by Office 365, the status will be updated shortly – The email may have already been delivered

Message Events

Event	Meaning
Receive	The email was received for processing by the Exchange Online service
Send	The email was sent on by the Exchange Online service The email could not be passed on to the next step – An error message

Fail	will confirm the reason for this
Deliver	The email was delivered to the recipient mailbox
Expand	The email was sent to a group and was distributed to that group's members
Defer	The email delivery was delayed – An error message will show the reason for the delay
Resolved	The recipient address was updated – Generally occurs when an email is sent to an alias

More Information

Field	Meaning
Message ID	A unique identifier for the email
From IP	The IP address of the source of the email as it is passed to Office 365
To IP	The IP address of the next hop the email was passed to
