Track Email Delivery in cPanel: Did Your Message Arrive, and Why Was It Rejected?

cPanel Guides · https://www.hyyat.com/en/knowledgebase/cpanel-track-delivery/

In short In cPanel open **Track Delivery**. Enter a recipient (optional) and click **Run Report**, or **Show All**. A table lists every message: sender, time, **spam score**, recipient and **result** (delivered, deferred, or failed with the reason). Data is kept for 10 days.

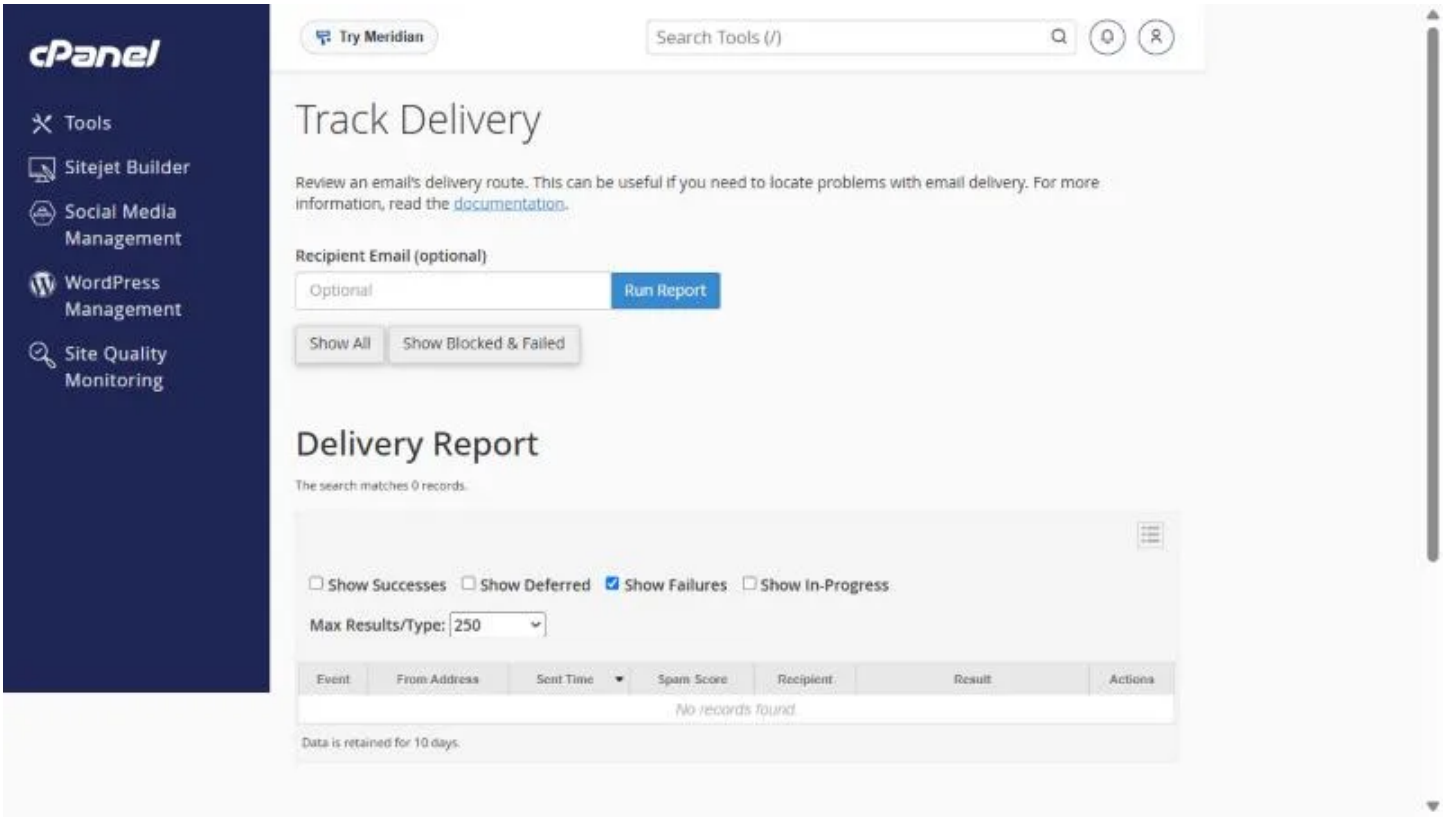
Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-email-track-en.mp4?_=1

A customer asked: "I sent an important quote and the customer says it never arrived. How can I check?"

"I sent it and it never arrived!" Before guessing, ask the server. **Track Delivery** shows the route of every incoming and outgoing message, its result and the failure reason if it failed.

Running the report

1. **Open Track Delivery** in the Email section of cPanel.
2. **Enter the recipient email** to trace mail to one address, or leave it empty.
3. **Click Run Report,** Show All, or Show Blocked & Failed to see only problems.



Reading the table

Column	Meaning
Event	Success, deferral or failure
From Address	The sender
Sent Time	When it was sent
Spam Score	The SpamAssassin score of the message
Recipient	The address it was sent to
Result	The server message: the failure reason or a delivery confirmation

The filters above the table control what is shown: successes, deferrals, failures and in-progress. Tick them all to see the full picture.

Common failure reasons

The result says	Likely cause	Fix

User unknown / No such user	The recipient address is wrong or does not exist	Check the spelling
Mailbox full / quota exceeded	The recipient mailbox is full	If it is yours, increase storage
Rejected / blocked / spam	The receiving server refused it	See SPF and DKIM
Deferred	The receiving server is busy and delivery will be retried	Wait

Data is kept for only 10 days. Trace a problem soon after it happens.

Before opening a support ticket

- Run the delivery report and copy the Result text exactly.
- Check that the recipient address is spelled correctly.
- Ask the recipient to check their spam folder.
- Include in your ticket: sender, recipient, sent time and the result text.

Situations that keep coming up

- **A customer sent to an address with one wrong letter**; the report showed a "user unknown" rejection. Correcting the address settled it.
- **A message to a major client** showed Accepted in the report, so the client checked spam and found it there.
- **A company saw repeated rejections** from one server because of SPF policy, and fixed its records in Email Deliverability.

Repeated rejections over SPF or DKIM? Fix them in Email Deliverability before resending.

Frequently asked questions

How do I check whether my message arrived?
In Track Delivery in cPanel, run the report and check the Result column.

What does Deferred mean?

The receiving server did not accept it yet, and the server will retry automatically.

How long does cPanel keep the delivery log?

10 days.

Does it show incoming mail too?

Yes, the report covers incoming and outgoing mail on your account.

Why can't I find a message from two weeks ago?

Because the log is kept for 10 days only.

Related guides

- The Email Section in cPanel: A Guide to Every Tool and When to Use It
- Enable SPF and DKIM with Email Deliverability in cPanel So Your Mail Avoids Spam
- Spam Filters in cPanel: SpamAssassin and the Spam Box Folder
- Why Do Your Website and Business Emails Go to Spam? Causes and Step-by-Step Fixes

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