Email troubleshooting – how to retrieve email error information

1. Microsoft Outlook Express:

How to find your Outgoing Mail Server:
- Open Outlook Express
- Go to Tools and click on Accounts
- Double click on your email account
- Go to the Servers tab
- The third box from the top is the Outgoing mail server

How to get the email's headers:
- Right-click on the subject of the email and click on Properties
- Go to the Details tab

2. Microsoft Outlook 1997:

How to find your Outgoing Server:
- Open Outlook
- Go to Tools and click on Services
- Double-click on your email account (or single click and click Properties below)
- Go to the Servers tab
- The first box is your Outgoing mail server

How to get the email's headers:
- Double-click on the email so that it's open in its own window
- Click on View and the Options

3. Microsoft Outlook 2000:

How to find your Outgoing Server:
- Open Outlook
- Go to Tools and click on Accounts
- Double-click on your email account (or single click and click Properties to the right)
- Go to the Servers tab
- The third box from the top is Outgoing mail server

How to get the email's headers:
- Double-click on the email so that it's open in its own window
- Click on View and the Options

4. Microsoft Outlook 2002:

How to find your Outgoing Server:
- Open Outlook
- Go to Tools and click on Email Accounts
- Select View or change existing email accounts (selected by default) and click next
- Double-click on your email account (or single click and click Change to the right)
- On the right hand side you will see Outgoing mail server

How to get the email's headers :
- Right-click on the subject of the email and click on Options
- At the bottom of the window you will see a box called Internet Headers

5. Microsoft Outlook 2003:

How to find your Outgoing Server:
- Open Outlook
- Go to Tools and click on Email Accounts
- Select View or change existing email accounts (selected by default) and click next
- Double-click on your email account (or single click and click Change to the right)
- On the right hand side you will see Outgoing mail server

How to get the email's headers:
- Right-click on the subject of the email and click on Options
- At the bottom of the window you will see a box called Internet Headers

6. Microsoft Outlook 2007:

How to find your Outgoing Server:
- Open Outlook
- Go to Tools and click on Account Settings
- Double-click on your email account (or single click and click Change to above the email account)
- Under the Server Information heading you will see Outgoing mail server

How to get the email's headers:
- Right-click on the subject of the email and click on Message Options
- At the bottom of the window you will see a box called Internet Headers

7. Microsoft Outlook 2010:

How to find your Outgoing Server:
- Open Outlook
- Click on the File tab, select Info and then Account Settings.
- Double-click on your email account (or single click and click Change in the bar right above the email account)
- Under the Server Information heading you will see Outgoing mail server

How to get the email's headers:
- In an open message, click the File tab, Info and then select Properties
- Header information appears in the Internet headers box

8. Microsoft Outlook 2011 for Mac:

How to find your Outgoing Server:
- Open Outlook
- Click on Tools then select Accounts
- Select Outgoing Server Tab

How to get the email's headers:
- Right-click on a message in a mailbox and choose View Source; this will open a new TextEdit document in which the full source of the message will be available

9. Microsoft Outlook 2013:

How to find your Outgoing Server:
- Open Outlook
- Double-click on your email account (or single click and click Change in the bar right above the email account).
- Under the Server Information heading you will see Outgoing mail server

How to get the email's headers:
- In an open message, click the File tab, Info and then select Properties
- Header information appears in the Internet headers box

10. Windows Mail:

How to find your Outgoing Server:
- Open Windows Mail.
- Click on the Accounts tab, select Properties and click on the Server tab

How to get the email's headers:
- In an open message, click File, Properties and then select the Details tab

11. Windows Live Mail:

How to find your Outgoing Server:
- Open Windows Live Mail
- Click on the Tools menu and click on Accounts
- Select your account, click on Properties and select the Servers tab

How to get the email's headers:
- In an open message, click File, Properties and then select the Details tab.

12. Eudora:

How to find your Outgoing Server:
- Open Eudora
- Go to Tools and click on Options
- Click on Getting Started on the left hand side
- You will see your SMTP Server (Outgoing) in the last box

How to get the email's headers:
- Open the applicable email
- Click on the Blah Blah Blah button (yes, that button does exist)
- You will see the headers there

13. Thunderbird on Windows:

How to find your Outgoing Server:
- Open Thunderbird
- Go to Tools and click on Account Settings
- Click on your email address on the left hand side
- On the right hand side at the bottom you will see Outgoing Server (SMTP)

How to get the email's headers:
- Double-click on the email to open it in its own window
- Go to View and click on Headers and then on All

14. Thunderbird on Mac:

How to find your Outgoing Server:
- Open Thunderbird
- Click on your email address in the left hand side panel
- Click on View settings for this account
- Click on your email address in the left hand side panel
- You should see your Outgoing server in the main section at the bottom, if not, click on Outgoing Server (SMTP) in the left hand side panel and your Server name will appear in the bottom section on the right hand side

How to get the email's headers:
- Double-click on the email to open it in its own window
- Go to View and click on Headers and then on All

15. Apple Mail:

How to find your Outgoing Server:
- Open the Mail application
- Click on the Mail drop down menu at the top of the screen on the left hand side
- Click on Preferences and then click on the Accounts tab
- Under Account Information at the bottom, click on Server Settings then at the top of that window you will see Outgoing mail server

How to get the email's headers:
- Select the message you want to view the headers of
- Press SHIFT-COMMAND-H to toggle full headers for the message
- (Alternatively you can click View in the menu bar, click Message and then click Long Headers)