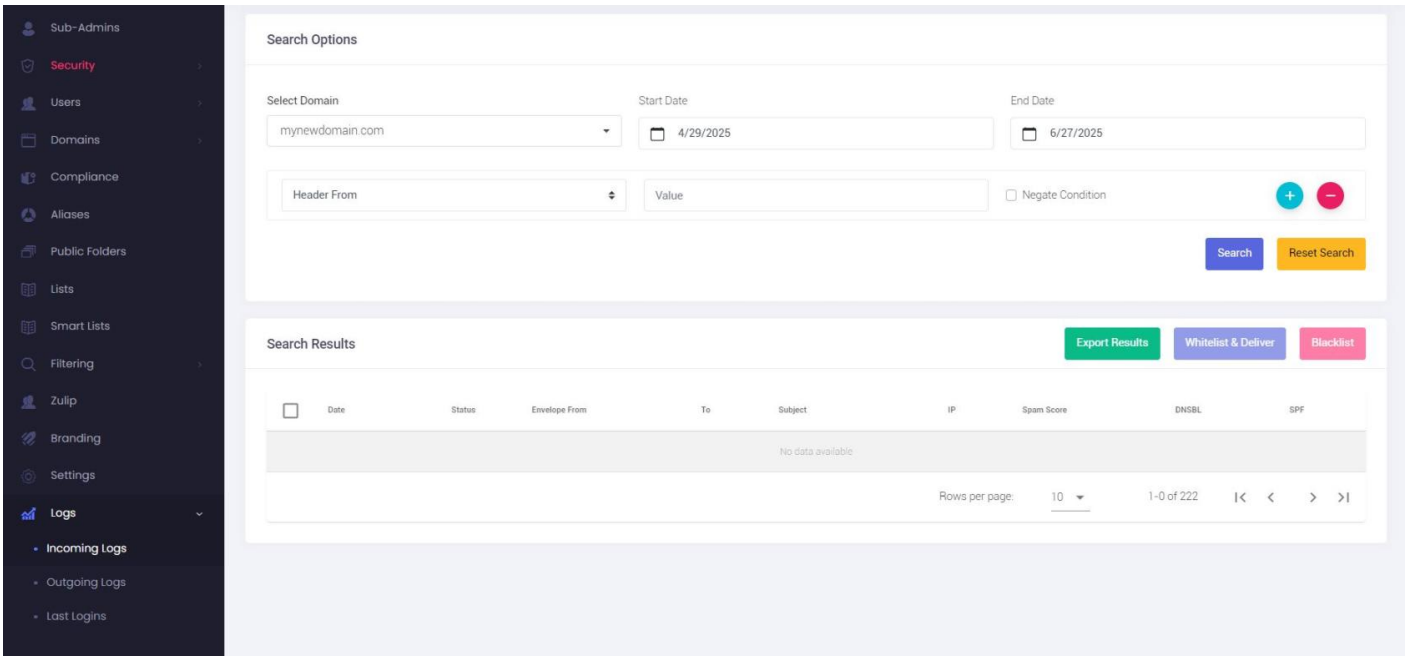
Incoming Logs - Track All Incoming Email

Use the **Incoming Logs** section in the Admin Panel to track all emails received by your domain. This tool helps you analyze delivery status, sender information, and potential issues with incoming mail.

> **Tip:** Use filters to quickly identify spam, delivery issues, or suspicious activity. You can apply multiple filters to narrow down results efficiently.

How to Access Incoming Logs:

1. Log in to the **Admin Panel** using your Admin username and password.
2. From the menu, go to **Logs → Incoming Logs.**
3. Select a **Domain**, **Start Date,** and **End Date**.
   - You can review incoming email data **for up to 60 days** in the past.
4. Click the **Search** button to view the results.



Filtering Options:

You can customize your search by adding one or more filters. Click the **+** button to add more filters to the search. All filters are optional.

Available filter fields include:

- **Header From** – The address in the email's "From" header.
- **Envelope From** – The actual sending address used in the SMTP transaction.
- **Remote IP** – The IP address the message was sent from.
- **To** – The recipient's address.
- **Subject** – Keywords from the email subject line.
- **Delivered** – Search for messages that were successfully delivered.
- **Delivered To** – The final delivery address (helpful for aliases or forwarding).
- **Undelivered** – Find messages that failed to be delivered.
- **Rejected** – Messages rejected due to policy or security settings.

You can also check the **Negate Condition** box next to any filter to exclude results matching that condition.

Understanding Search Results:

The search results table includes:

- **Date** – When the message was received.
- **Status** – Delivery status (delivered, undelivered, rejected, spam).
- **Envelope From** – The actual SMTP sender address.
  Hover to see the "Header From" address as shown in the email client.
- **To** – Recipient address.
- **Subject** – Message subject.
- **IP** – Sending server's IP address.
- **Spam Score** – Spam rating assigned to the message.
- **DNSBL** – Indicates if the IP was listed in a DNS blacklist.
- **SPF** – Shows whether the SPF check passed.

You can also:

- **Export Results** to a CSV file.
- **Whitelist & Deliver** selected messages.
- **Blacklist** unwanted senders or IPs.

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