

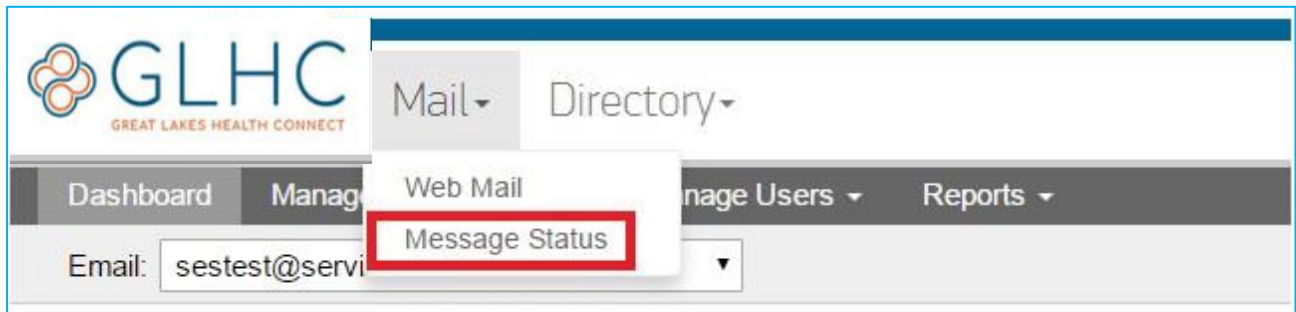


## Direct Messaging User Guide

### Message Status Report

#### Access the Message Status Report

View the **Message Status Report** by clicking **Mail** then **Message Status**.



#### Overview

The Message Status Report displays the status of your sent messages for any of your Direct Addresses including Organization/Shared Addresses, whether they were successfully sent or failed and provides additional information about the successful delivery or reasons for failure.

To view the Message Status for a **different Direct Address**, select the desired Direct Address from the box in the upper right-hand corner (**From**).

Message Status					
Date Sent	To	Message Type	Status	Extended Status	From
Sep 9, 2015 12:41 PM	djones@staging.directaddress.net	Not Mdn	Confirmed	23.21.106.252,250	djones@staging.directaddress.net
Sep 9, 2015 12:41 PM	djones@staging.directaddress.net	Mdn	Success	23.21.106.252,250	djones@staging.directaddress.net
Sep 9, 2015 12:41 PM	djones@staging.directaddress.net	Mdn	Success	23.21.106.252,250	seshie@staging.directaddress.net
Sep 9, 2015 12:52 PM	djones@staging.directaddress.net	Not Mdn	Confirmed	23.21.106.252,250	Sep 9, 2015 12:52 PM
Sep 9, 2015 12:52 PM	djones@staging.directaddress.net	Mdn	Success	23.21.106.252,250	Sep 9, 2015 12:52 PM
Sep 9, 2015 12:56 PM	jfrankin2@staging.directaddress.net	Not Mdn	Confirmed	23.21.106.252,250	Sep 9, 2015 12:56 PM
Sep 15, 2015 9:32 AM	jfrankin2@staging.directaddress.net	Not Mdn	Confirmed	23.21.106.252,250	Sep 15, 2015 9:31 AM
Sep 15, 2015 12:36 PM	jtougias@staging.directaddress.net	Not Mdn	Confirmed	23.21.106.252,250	Sep 15, 2015 12:36 PM
Sep 15, 2015 12:39 PM	jtougias@staging.directaddress.net	Not Mdn	Confirmed	23.21.106.252,250	Sep 15, 2015 12:39 PM
Sep 15, 2015 1:02 PM	jtougias@staging.directaddress.net	Mdn	Success	23.21.106.252,250	Sep 15, 2015 1:02 PM
Sep 15, 2015 1:05 PM	jtougias@staging.directaddress.net	Mdn	Success	23.21.106.252,250	Sep 15, 2015 1:05 PM
Sep 15, 2015 1:08 PM	jtougias@staging.directaddress.net	Not Mdn	Confirmed	23.21.106.252,250	Sep 15, 2015 1:08 PM

## Definitions of Report Fields

### Sent From

The sending Direct email address.

### Date Sent

The date and time when message was sent.

### Sent To

The destination Direct email address. Note that the same message could have been sent to multiple TO/CC addresses, but since the status could be different for each destination address, each TO address has a separate line in the message status report.

### Message Type

The Message Type can be one of two:

1. **MDN**
2. **Not MDN** - indicates that the record reflected is an actual message that was sent by the user.

### Status

The Status will be one of four:

1. **Success** – the message was successfully sent
2. **Accepted** – the receiving HISP returned the MDN:Processed acknowledging receipt of the message
3. **Confirmed** – the receiving HISP returned the MDN:Dispatched acknowledging that the message was delivered to the final destination
4. **Failed** – the receiving HISP was unable to deliver to the final destination

### Extended Status

If the message was successfully delivered to the destination email server, extended status will contain IP address of the server and return code (success is indicated by the SMTP code 250).

### Date/Time Accepted

In the Direct protocol, guaranteed message delivery is ensured by the use of MDNs - message disposition notifications. One such MDN must be sent by the receiving HISP once the message is received, validated and accepted for delivery to the recipient. Once our HISP receives such MDN, the date/time when it was sent is logged as the date/time accepted. This type of MDN is called **MDN:processed** and it is mandatory according to the Direct specification, receiving HISP must send it for each successfully received message.

### Date/Time Confirmed

Second MDN, so called MDN:dispatched may be sent by the receiving HISP - it is optional. When it is sent, it typically indicates that message was indeed delivered to the intended recipient. Note that not all HISPs send it. When our HISP receives **MDN:dispatched**, it is logged as date/time confirmed.

**Note:** Additional fields (MessageID and Size) are **ONLY available in the downloadable version** of the report.

### Message ID

Unique ID assigned to the message by the sender. ID is required by email standards and by Direct protocol, it can be useful if further troubleshooting is required, otherwise it can be ignored. (Only displayed in the downloadable report.)

### Size (bytes)

The total size of the encrypted message sent. (Only displayed in the downloadable report.)

## Message Status Icons



#### Filter

Filter your report by selecting this icon and entering the desired information into the form. Select the Green Filter button to apply.



#### Refresh

Selecting this icon will refresh your report.



#### Download

Selecting this icon will allow you to download the report being viewed to your computer.



#### Print

Selecting this icon will allow you to print this report.



#### Help

Selecting this icon will provide further information about the report