

HOW TO

View your bounced and rejected messages

How end users can view incoming messages that have been bounced or rejected in Mimecast for Outlook.

Bounced Messages

Bounced messages are those that Mimecast has accepted, but cannot deliver to the next hop or mail server. When this happens, a notification is sent to the sender of the message. Messages may be bounced due to a number of possible reasons.

Message Properties	
Bounce Type	Hard Bounce
Queue Reason	Bounce - Rejected by reviewer
Event Time	Thursday at 23:06
Remote IP	
Remote Name	
Bounce Info	Expired in queue - rejected by housekeeping

Content	
From	[REDACTED]
To	[REDACTED]
Subject	Infosecurity Alert - September 13, 2016
Size	33915

To view your bounced messages in the Mimecast for Outlook client:

1. Expand the Bounces and Rejections tab.
2. Click the Bounced Messages menu item.
3. Click on a message to display its properties. This includes:
 - The message properties.
 - Content.

Note: If the Mimecast for Outlook client isn't open, click on the Mimecast ribbon and click on the Online Inbox icon in the Email Continuity section.

Rejected Messages

Rejected messages match certain criteria (e.g. they contain a virus signature, or destined to a recipient that doesn't exist). In these instances no email data is accepted by Mimecast, and rejected messages cannot be retrieved.

With all rejections, Mimecast sends a rejection code to the sending mail server, and the mail server should forward a Non-Delivery Report (NDR) to the sender.



To view your rejected messages:

1. Expand the Bounces and Rejections tab. If the Mimecast for Outlook client isn't open, click on the Mimecast ribbon and click on the Online Inbox icon in the Email Continuity section.
2. Click the Rejected Messages menu item.
3. Click on a message to display its properties. This includes:
 - The rejection properties (e.g. rejection type).
 - Triplet information
 - Remote server information.