ClrStream SMTP Trace

Overview

The ClrStream Outgoing service is used by SkyConnect and other applications to deliver outbound mail.

The service ensures proper delivery of mail.

Often, Skyconnect and other customers need to trace the flow of mail via the service to the recipient server. This dashboard can be used to trace mail sent in the last 15 days.

Using the History Dashboard

Filtering the results

1. **By default, the dashboard will not show any results. You need to specify details such as the sending domain, date range and other mail details to get filtered results.**
2. To query, click on the **Show Search** button on the top.
3. When defining a search, **the following values are compulsory**:
    1. **Domain**: Select the sender domain from the drop-down list provided.
    2. **Start and End time** : Specify the start & end date and time (**NOTE**: The system restricts the date range to 5 days. Limit the period to get faster results.)
4. The **following values are optional**
    1. **Subject** - specify the subject. Leading and trailing spaces will be ignored. Any spaces within the content will be matched. This is an optional
    2. **From** - Specify the sender id
    3. **To** - Specify a envelop recipient id
    4. **Status** - specify the status of the mail
    5. **Queue id** - specify the queue id of the mail. Required for advanced analysis

NOTES:

1. When firing a search query, the system will load all the records for the selected domain and date range specified. **This operation may take a few minutes.**
2. Once this data is loaded, subsequent queries on the same domain and date range will be on this pre-loaded data. For date ranges earlier on today, the pre-loaded data is available for 8 hours. For today's data, the pre-loaded data is available only for 15 minutes.

Selecting the fields to show in the results

Click on the Show Fields button on the top left corner. Some fields are shown by default and cannot be deselected. To select the optional fields, click on the check box next to them.

Field	Enabled by default?	Description
Service	Yes	The service name. There are 2 services Scanner and Relay
Log Time	Yes	**Time shown in the local time zone of the device** used to access the dashboard
Queue Id	Yes	Queue ID of the Email
From	Yes	**From** Header of the Email
Subject	Yes	**Subject** Header of the Email
Message Size		Message size of the Email
Total Delay		Total time needed for the mail to pass through the Service in seconds
Envelope Recipient		Envelope Email ID
Response Code	Yes	SMTP Response Code
Response Details	Yes	SMTP Response Details
Response Message	Yes	SMTP Response Message
Bounce Service		Service name which generated the bounce
Bounce Status Message		Status Message for the bounce queue

Understanding the results

1. Every outgoing mail sent using ClrStream Outgoing flows via 2 services.
2. The first is the **Scanner** service, which scans the outgoing mail, and the **Relay** service, which delivers the mail to the destination server.
3. For every mail which flows out, you will see 3 rows as follows:
   1. The first two rows give the details of the scanner service
      1. The first row gives the result of the rate control module of the scanner. If the response message has "queued", then it has passed to the next stage
      2. The second row gives the result of the content check module of the scanner. If the response

message has "queued", then it has passed to the next stage

2. The third row gives the details of the relay service, if the response message has "queued", then the recipient server has accepted the mail for delivery.

4. If you are looking for the status of a mail, then you can use the Open Search pop-up to filter out the results. If you are looking to get reports on multiple mails, then download the results and filter using a spreadsheet.

Downloading the results

1. To download the search results, click on the down arrow next to the dashboard title.
2. The entire results will be downloaded into a CSV file.

NOTE: The date and time fields in a downloaded CSV file will be in the UTC format. This may differ from the time you see on the dashboard if the timezone of the device from which you are viewing the dashboard is different from UTC.