

How To Retrieve Email Headers In Outlook 2010

- [What are e-mail headers?](#)
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What are e-mail headers?

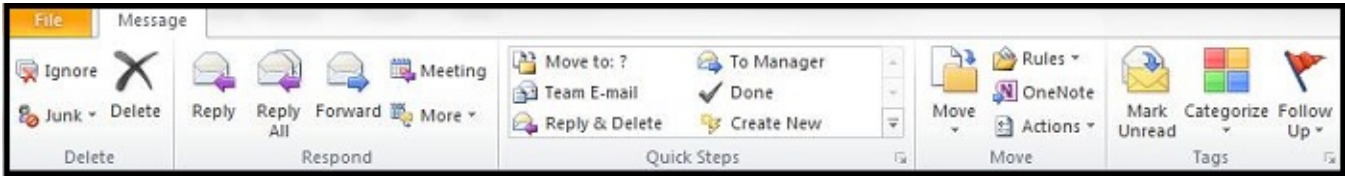
Headers include identifying information such as the routing information of the message: the sender, recipient, date, and subject. Some headers are mandatory, such as FROM, TO, and DATE. Others are optional, but commonly used, like SUBJECT and CC.

Other headers may include good time stamps for when the message was sent, and the recipient time of all mail transfer agents that are associated with the message's delivery. Whenever a message is sent, each server or service that touches it (the MTA or Mail Transfer Agent) will leave a stamp.

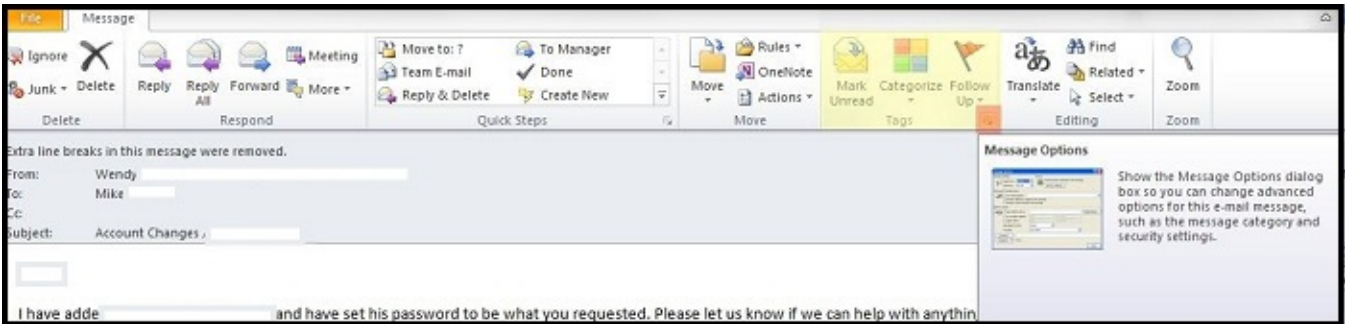
The headers precede the information sent in the body of the e-mail.

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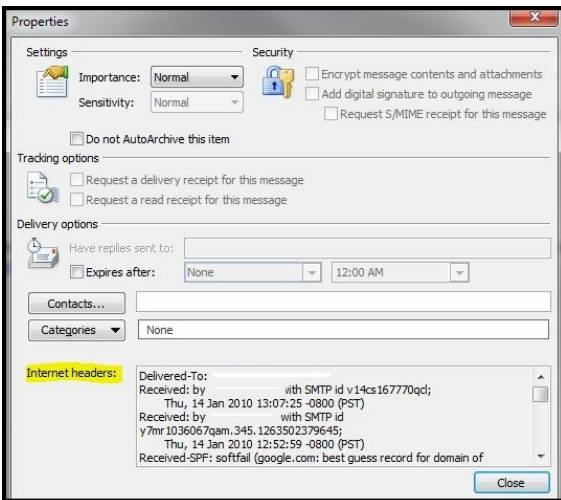
1. Double click on the e-mail message so that it is opened in it's own window.



2. On the "Message" tab in the "Options" section, there is a little button with an arrow in it. Click on it and you will see the message options menu with the internet headers in the bottom section.



3. This will bring up the Message Options window. The last component of this is the "Internet Headers."



4. Right-click inside the headers and choose "Select All," then right-click again and select "Copy."

5. Close the Message Options window.

6. You should now be looking at the original message window. Find the ticket if you have one with us and paste the headers in a reply. You can also paste it into a chat window or text file for Support to provide further assistance.