

Questions to ask when troubleshooting e-mail

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I found myself sending multiple e-mails asking the same questions when I help troubleshoot e-mail issues. I find that 90-95% of e-mail issues are user error. I may expand on each of these at a later date. For now, here's a quick list of things that help diagnose user related problems.

- Is your internet working?
- Is everyone is having problems, or just 1 person?
- List of e-mail addresses having issue?
- Is there a message? (I.E. Bounce back message that you receive when mail doesn't go through? Please fwd.)
- Are you trying to send file attachments?
- What e-mail client is he using, and version (Outlook, Webmail, thunderbird etc)
- When did the problem stat occurring?
- Is a SPAM filter is filtering some of the mail out?
- Who is your ISP?