Mailgun Message Log

Last Modified on 10/22/2022 9:46 am CDT

Tool Rights | Reviewing Mailgun Messages | Generate the Report

PATH: *Messenger > Mailgun Message Log*

PATH: *System Administration > Messenger > Mailgun Message Log*

When a message is sent from a Campus tool, the Sent Message Logs displays the status of the delivery of the message to the Mailgun API. The Mailgun Message Log found in System Administration contains all of the messages sent by the district via the Mailgun API with an indication of each event status, email recipient, subject of the email, and any potential errors which occurred. The Mailgun Message Log found in the Messenger module contains all of the same information but limits the messages displayed to only those sent by the person accessing the tool within Infinite Campus.

The status that displays in the Sent Message Log is not the same as the Event status found in the Mailgun Message Log. For example: A message can have a status of 'Sent' in the Sent Message Log but an Event status of 'Failed' in the Mailgun Log. In this scenario the message was delivered to the Mailgun API, but failed in its delivery to the recipient.

> - This tool is only available for users who have Mailgun functionality enabled in their district.
> - **Based on Mailgun restrictions and recommendation, the data in this tool is updated hourly.**
> - For information on setting up Mailgun within Campus, see the Email Settings article.
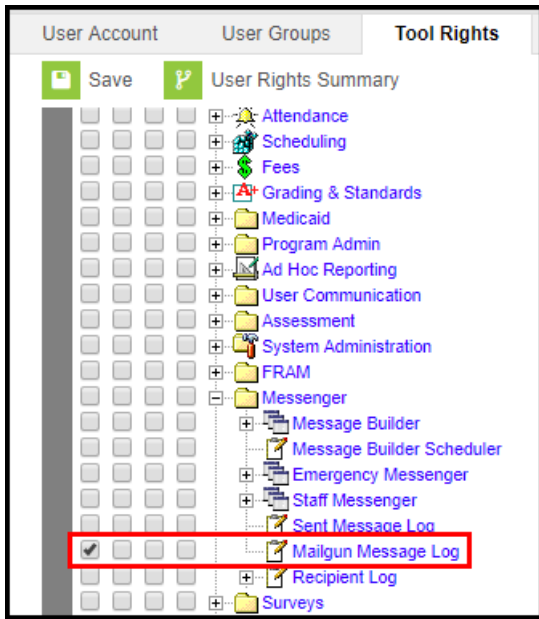
Mailgun Message Log

IMPORTANT:

Mailgun uses a suppression list as spam prevention, instead of sending limits. If an email message bounces (usually due to an invalid email address), Mailgun places that email address on the suppression list to prevent further attempts. To resolve this issue, users must correct the email address of the recipient and contact Campus Support. Only Campus Support is authorized to remove the email address from the suppression list in order to for emails to begin sending to the recipient again.

Tool Rights

PATH: *System Administration > User Security > Users > Tool Rights*

Users must have at least **R**(ead) tool rights assigned for the Mailgun Message Log in order to access and view data.

Mailgun Message Log Tool Rights

Reviewing Mailgun Messages

By default, the message log contains all messages sent by the district in the current day (System Administration > Messenger > Mailgun Message Log) or all the message sent by you in the current day (Messenger > Mailgun Message Log). This list can be populated with messages outside of the current date by entering a date range at the top and selecting **Find Messages.** You can also filter messages by entering criteria in the fields below each column.

> **The data in this tool updates frequently to include current day messages. Recently sent messages will not display immediately.**

Filtering Messages

For example, entering a Subject of 'Test 1 for mailgun message' filtered messages to only those with this text included in the email subject.

Filtering Messages Based on Subject

You can also filter messages based on the Event which occurred, such as a failure to send the message. In the example below, messages are filtered by an Event of 'failed' and the Reason column describes why the message failed to send.

Reviewing Failed Messages

Invalid emails can be updated by conducting a 'Person ID' search using the All People, Advanced Search tool.

Recipient PersonID Advanced Search

Event status are defined as the following:

- **Accepted** - Mailgun accepted the request to send/forward the email and the message has been placed in the queue.
- **Rejected** - Mailgun rejected the request to send/forward the email.Review the Reason column for why this may have occurred.
- **Delivered** - Mailgun sent the email and it was accepted by the recipient email server.
- **Failed** - Mailgun could not deliver the email to the recipient email server. Review the Reason column for why this may have occurred.
- **Complained** - The email recipient clicked on the spam complaint button within their email client. This may impact your ability to reach this person in the future.

Generate the Report

You can generate a report of all message sent through the Mailgun API during a specific date range by entering this date range in the **Created Between** date fields and clicking **Generate Report** at the bottom of the screen (Image 6).

Generating the Mailgun Message Log Report

The report will appear in a separate window in CSV format.

Mailgun Event Status Report					
Generated on 04/07/2020 11:39:58 AM					
Generated by Administrator, System					
Event	Event Time Stamp	Recipient PersonID	Recipient Email	Subject	Reason
delivered	4/7/2020 10:03	67518	aaa@infinitecampus.com	Schedule Change	
delivered	4/3/2020 7:54	989464	mag@nomail.com	Login to Infinite Campus from a New Device	
delivered	4/1/2020 17:25	315464	srford@nomail.com	Login to Infinite Campus from a New Device	
failed	4/1/2020 14:33	964674	abc@nomail.com	Please confirm your Infinite Campus User Account email address	unable to connect to MX servers:
delivered	4/1/2020 13:51	964641	Johnson4@nomail.com	Please confirm your Infinite Campus User Account email address	
delivered	4/1/2020 13:50	965431	moose@nomail.com	Please confirm your Infinite Campus User Account email address	
delivered	4/1/2020 13:49	356812	FJ@nomail.com	Please confirm your Infinite Campus User Account email address	
failed	3/31/2020 20:18	321349	ali198@nomail.com	Please confirm your Infinite Campus User Account email address	Not delivering to previously bounced address
delivered	3/31/2020 15:25	238164	ben09@nomail.com	Spring Conference Dates	
delivered	3/31/2020 15:23	238164	you@nomail.com	Spring Conference Dates	
delivered	3/31/2020 11:24	359456	coffeequeen@nomail.com	Login to Infinite Campus from a New Device	
delivered	3/31/2020 11:22	356756	river1@nomail.com	Login to Infinite Campus from a New Device	
delivered	3/31/2020 8:11	238164	wi@nomail.com	5 Day Absence Notice	
delivered	3/30/2020 13:47	986492	wokd@nomail.com	Please confirm your Infinite Campus User Account email address	
delivered	3/30/2020 13:08	368561	teacher@nomail.com	Please confirm your Infinite Campus User Account email address	
delivered	3/30/2020 11:39	356642	staffperson@nomail.com	Infinite Campus Account Security Email	
delivered	3/30/2020 11:26	965687	parent@nomail.com	Login to Infinite Campus from a New Device	
delivered	3/30/2020 11:17	354654	durh34@nomail.com	Please confirm your Infinite Campus User Account email address	
delivered	3/30/2020 11:05	654685	bingo2@nomail.com	Login to Infinite Campus from a New Device	
delivered	3/30/2020 9:10	654654	eagle@nomail.com	Schedule Change	
delivered	3/30/2020 8:35	152466	first@nomail.com	Schedule Change	

Example of Report