Mailgun Message Log

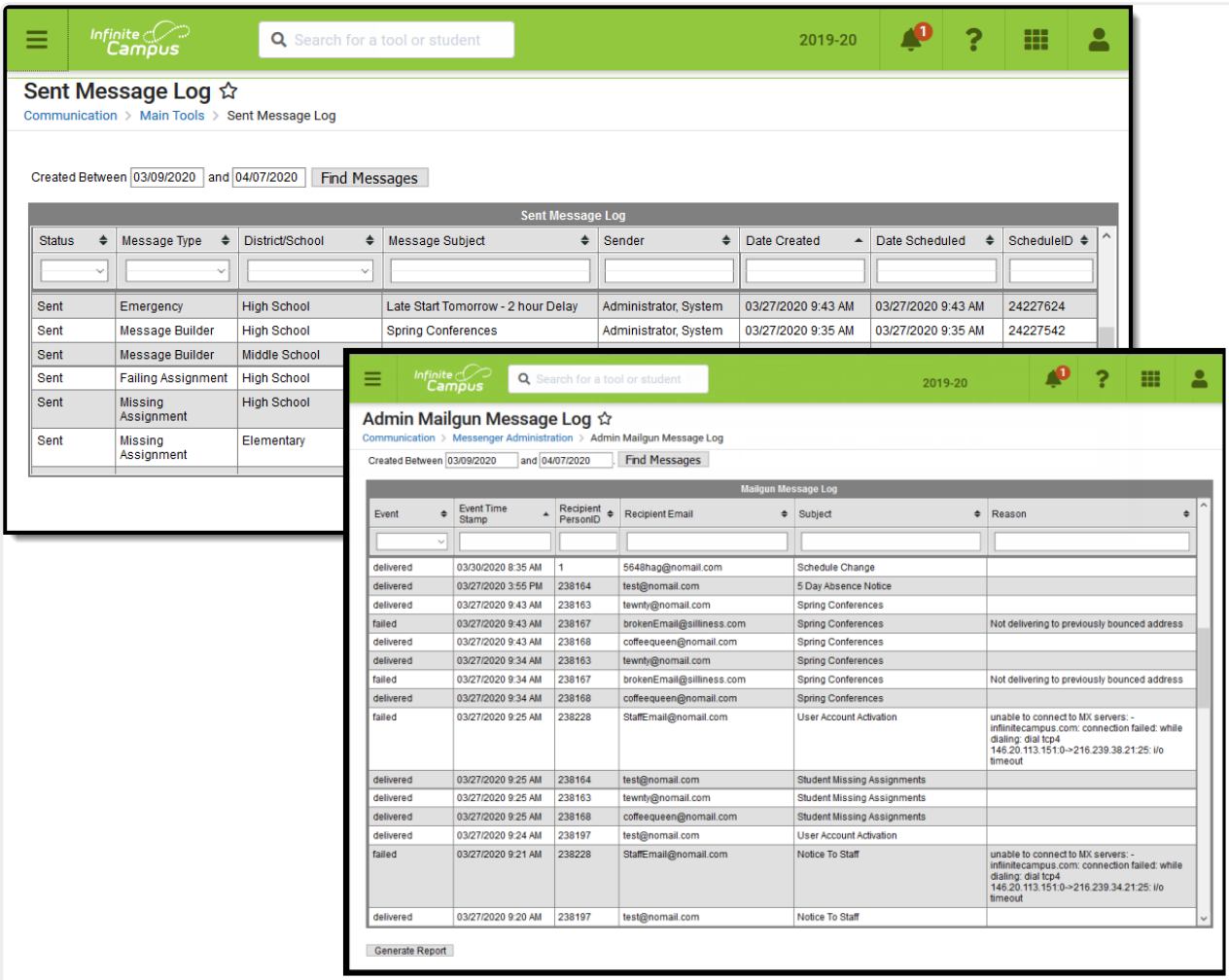
Last Modified on 07/01/2026 2:07 pm CDT

Tool Search: Mailgun Message Log

When a message is sent from a Campus tool, the Sent Message Log displays the Mailgun API delivery status. The Mailgun Message Log in System Administration contains all messages sent by the district via the Mailgun API, including password reset emails, username reminders, and account security email confirmations. The event status, email recipient, subject of the email, and any errors that occurred are listed. The Mailgun Message Log in the Messenger module contains the same information but limits the messages displayed to those sent by the person accessing the tool in 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 to reach the recipient.

- This tool is only available to users with Mailgun enabled in their district.
- **In line with Mailgun's restrictions and recommendations, the data in this tool is updated hourly.**
- For information on setting up Mailgun within Campus, see the Email Settings article.



Mailgun Message Log

See the Mailgun Message Log Tool Rights article for information on available tool rights.

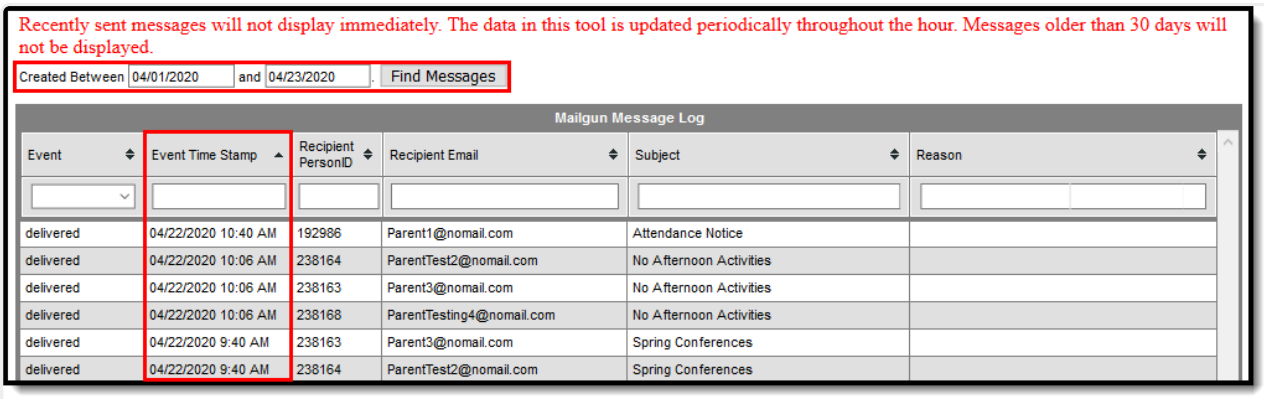
IMPORTANT:

Mailgun uses a suppression list as spam prevention, instead of sending limits. If an email bounces (usually due to an invalid email address), Mailgun adds that email address to 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 so emails can begin being sent to the recipient again.

Review Mailgun Messages

By default, the message log contains all messages sent by the district on the current day (System Administration > Messenger > Mailgun Message Log) or all messages sent by you on 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 messages from the current day. Recently sent messages will not display immediately.


Recently sent messages will not display immediately. The data in this tool is updated periodically throughout the hour. Messages older than 30 days will not be displayed.

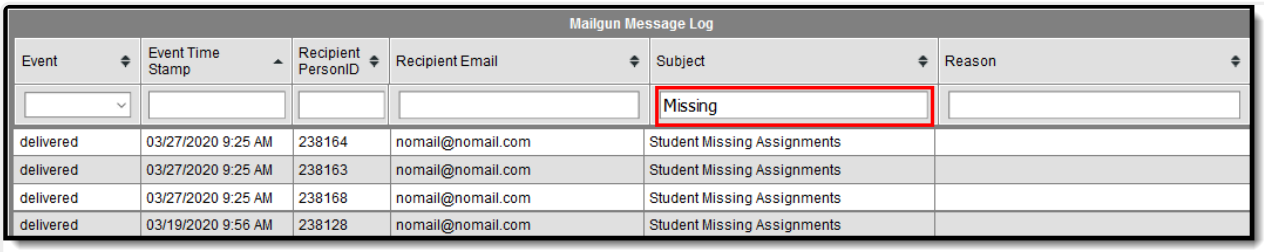
Created Between 04/01/2020 and 04/23/2020 Find Messages

Mailgun Message Log

Event	Event Time Stamp	Recipient PersonID	Recipient Email	Subject	Reason
delivered	04/22/2020 10:40 AM	192986	Parent1@nomail.com	Attendance Notice	
delivered	04/22/2020 10:06 AM	238164	ParentTest2@nomail.com	No Afternoon Activities	
delivered	04/22/2020 10:06 AM	238163	Parent3@nomail.com	No Afternoon Activities	
delivered	04/22/2020 10:06 AM	238168	ParentTesting4@nomail.com	No Afternoon Activities	
delivered	04/22/2020 9:40 AM	238163	Parent3@nomail.com	Spring Conferences	
delivered	04/22/2020 9:40 AM	238164	ParentTest2@nomail.com	Spring Conferences	

Filtering Messages

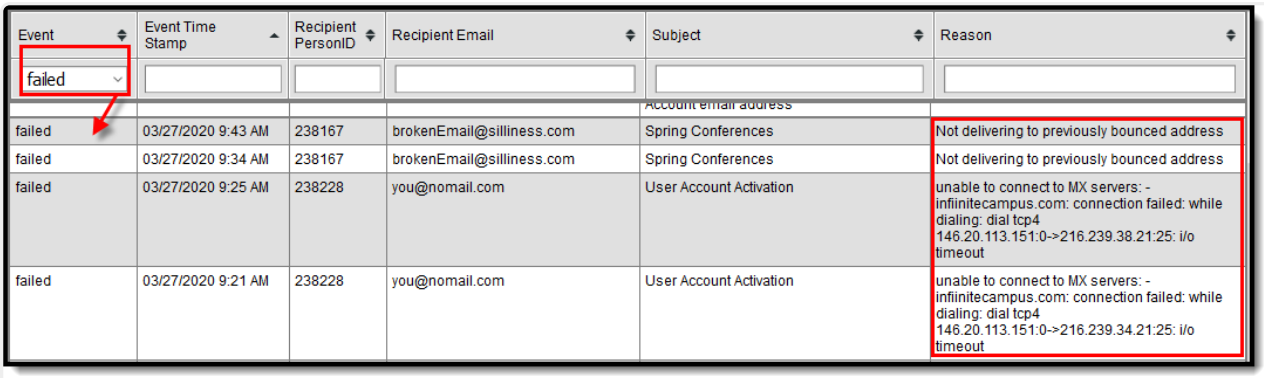
For example, entering a Subject of 'Missing' filtered messages to only those with this text included in the email subject.


Mailgun Message Log

Event	Event Time Stamp	Recipient PersonID	Recipient Email	Subject	Reason
				Missing	
delivered	03/27/2020 9:25 AM	238164	nomail@nomail.com	Student Missing Assignments	
delivered	03/27/2020 9:25 AM	238163	nomail@nomail.com	Student Missing Assignments	
delivered	03/27/2020 9:25 AM	238168	nomail@nomail.com	Student Missing Assignments	
delivered	03/19/2020 9:56 AM	238128	nomail@nomail.com	Student Missing Assignments	

Filtering Messages Based on Subject

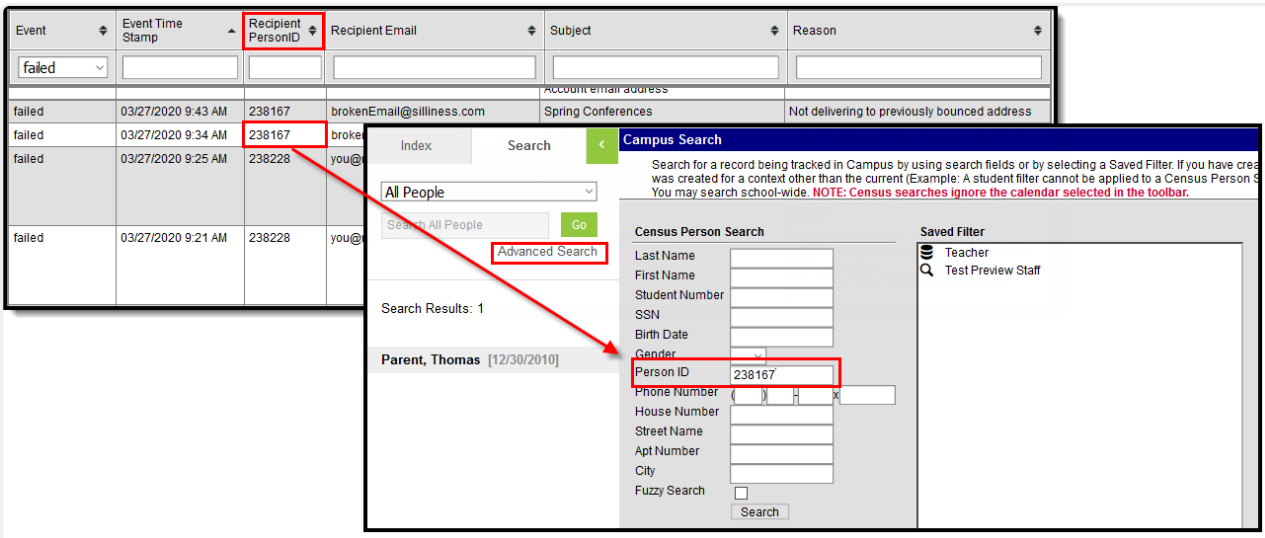
You can also filter messages based on the Event that occurred, such as a failed message send. In the example below, messages are filtered by an Event of 'failed' and the Reason column describes why the message failed to send.



Event	Event Time Stamp	Recipient PersonID	Recipient Email	Subject	Reason
failed					
failed	03/27/2020 9:43 AM	238167	brokenEmail@silliness.com	Spring Conferences	Not delivering to previously bounced address
failed	03/27/2020 9:34 AM	238167	brokenEmail@silliness.com	Spring Conferences	Not delivering to previously bounced address
failed	03/27/2020 9:25 AM	238228	you@nomail.com	User Account Activation	unable to connect to MX servers: - infiinitecampus.com: connection failed: while dialing: dial tcp4 146.20.113.151:0->216.239.38.21:25: i/o timeout
failed	03/27/2020 9:21 AM	238228	you@nomail.com	User Account Activation	unable to connect to MX servers: - infiinitecampus.com: connection failed: while dialing: dial tcp4 146.20.113.151:0->216.239.34.21:25: i/o timeout

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

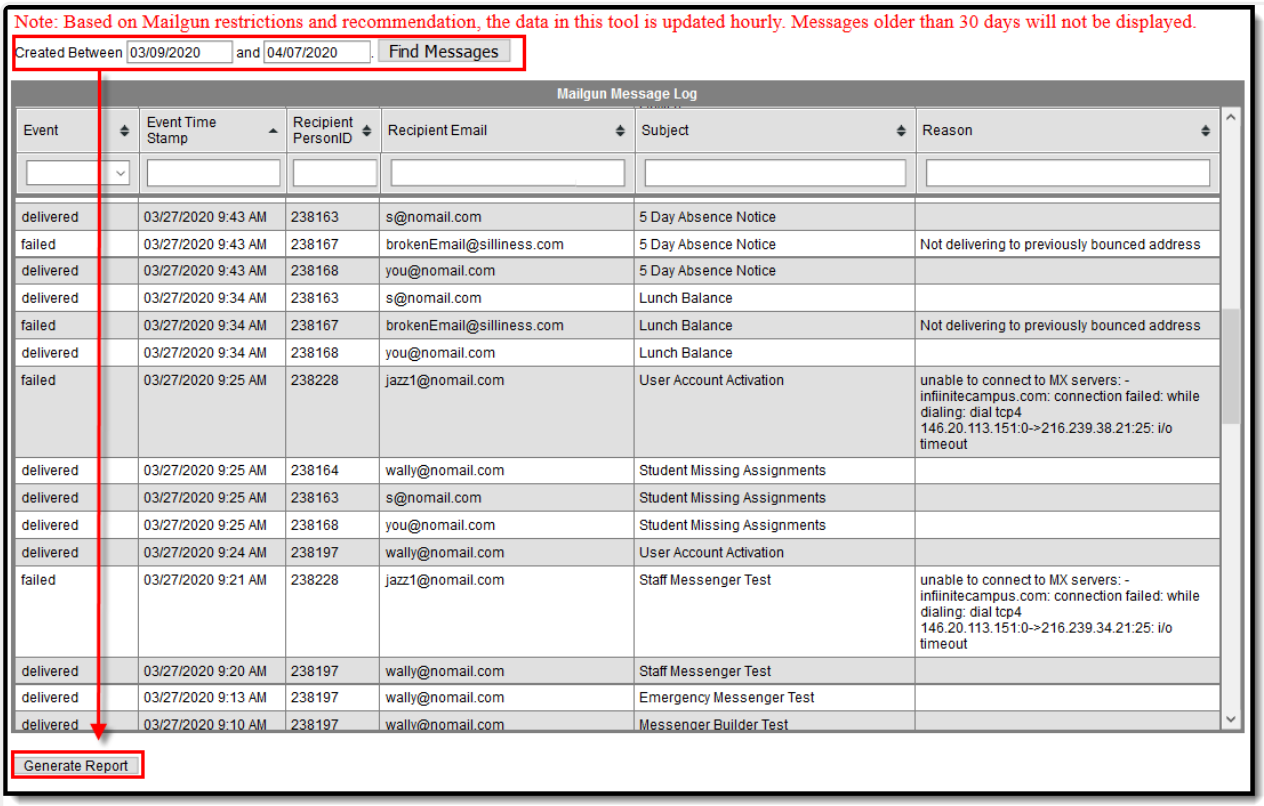
Event statuses are defined as follows:

- **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's email server.
- **Failed** - Mailgun could not deliver the email to the recipient's 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 Mailgun Event Status Report

1. In the Mailgun dashboard, navigate to the **Created Between** date fields.

2. Enter your desired date range.
3. Click **Find Messages** to filter the results.
4. Click **Generate Report**.
5. The report opens in a separate browser window as a CSV file.



Note: Based on Mailgun restrictions and recommendation, the data in this tool is updated hourly. Messages older than 30 days will not be displayed.

Created Between 03/09/2020 and 04/07/2020 Find Messages

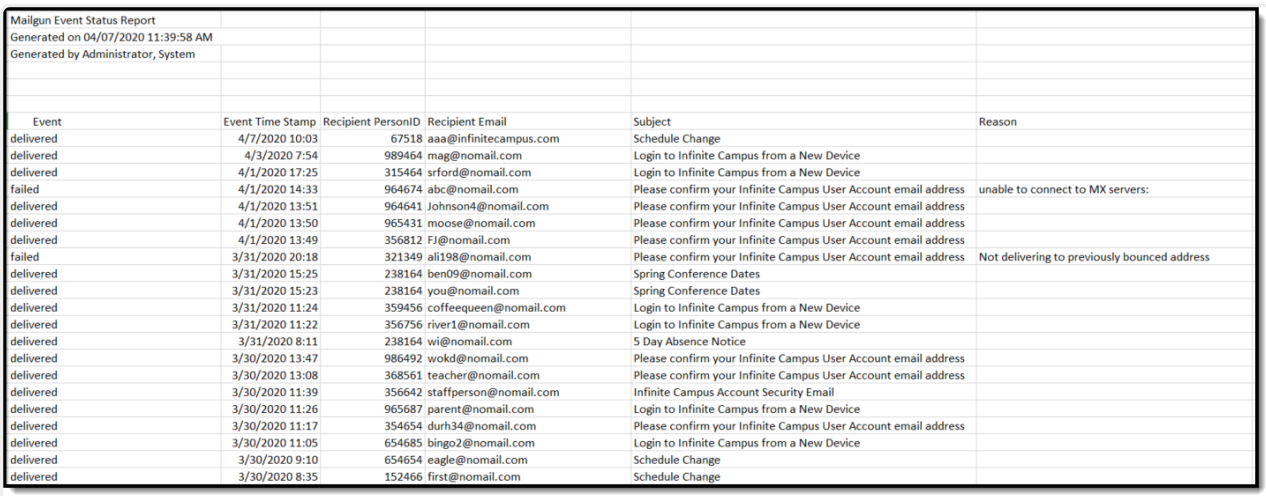
Mailgun Message Log

Event	Event Time Stamp	Recipient PersonID	Recipient Email	Subject	Reason
delivered	03/27/2020 9:43 AM	238163	s@nomail.com	5 Day Absence Notice	
failed	03/27/2020 9:43 AM	238167	brokenEmail@silliness.com	5 Day Absence Notice	Not delivering to previously bounced address
delivered	03/27/2020 9:43 AM	238168	you@nomail.com	5 Day Absence Notice	
delivered	03/27/2020 9:34 AM	238163	s@nomail.com	Lunch Balance	
failed	03/27/2020 9:34 AM	238167	brokenEmail@silliness.com	Lunch Balance	Not delivering to previously bounced address
delivered	03/27/2020 9:34 AM	238168	you@nomail.com	Lunch Balance	
failed	03/27/2020 9:25 AM	238228	jazz1@nomail.com	User Account Activation	unable to connect to MX servers: - infiinitecampus.com: connection failed: while dialing: dial tcp4 146.20.113.151:0->216.239.38.21:25: i/o timeout
delivered	03/27/2020 9:25 AM	238164	wally@nomail.com	Student Missing Assignments	
delivered	03/27/2020 9:25 AM	238163	s@nomail.com	Student Missing Assignments	
delivered	03/27/2020 9:25 AM	238168	you@nomail.com	Student Missing Assignments	
delivered	03/27/2020 9:24 AM	238197	wally@nomail.com	User Account Activation	
failed	03/27/2020 9:21 AM	238228	jazz1@nomail.com	Staff Messenger Test	unable to connect to MX servers: - infiinitecampus.com: connection failed: while dialing: dial tcp4 146.20.113.151:0->216.239.34.21:25: i/o timeout
delivered	03/27/2020 9:20 AM	238197	wally@nomail.com	Staff Messenger Test	
delivered	03/27/2020 9:13 AM	238197	wally@nomail.com	Emergency Messenger Test	
delivered	03/27/2020 9:10 AM	238197	wally@nomail.com	Messenger Builder Test	

Generate Report

Generating the Mailgun Message Log Report

Example Mailgun Event Status Report



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 a Mailgun Event Status Report