

# Mailgun Message Log [.2231 - .2319]

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**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.

**Sent Message Log** ☆

Communication > Main Tools > Sent Message Log

Created Between  and

| Status | Message Type       | District/School | Message Subject                    | Sender                | Date Created       | Date Scheduled     | ScheduleID |
|--------|--------------------|-----------------|------------------------------------|-----------------------|--------------------|--------------------|------------|
| Sent   | Emergency          | High School     | Late Start Tomorrow - 2 hour Delay | Administrator, System | 03/27/2020 9:43 AM | 03/27/2020 9:43 AM | 24227624   |
| Sent   | Message Builder    | High School     | Spring Conferences                 | Administrator, System | 03/27/2020 9:35 AM | 03/27/2020 9:35 AM | 24227542   |
| Sent   | Message Builder    | Middle School   |                                    |                       |                    |                    |            |
| Sent   | Failing Assignment | High School     |                                    |                       |                    |                    |            |
| Sent   | Missing Assignment | High School     |                                    |                       |                    |                    |            |
| Sent   | Missing Assignment | Elementary      |                                    |                       |                    |                    |            |

**Admin Mailgun Message Log** ☆

Communication > Messenger Administration > Admin Mailgun Message Log

Created Between  and

| Event     | Event Time Stamp   | Recipient PersonID | Recipient Email          | Subject                     | Reason  |
|-----------|--------------------|--------------------|--------------------------|-----------------------------|---|
| delivered | 03/09/2020 9:35 AM | 1                  | 564bhag@nomail.com       | Schedule Change             |   |
| delivered | 03/27/2020 3:55 PM | 238164             | test@nomail.com          | 5 Day Absence Notice        |   |
| delivered | 03/27/2020 9:43 AM | 238163             | lewnty@nomail.com        | Spring Conferences          |   |
| failed    | 03/27/2020 9:43 AM | 238167             | brokenEmail@siliness.com | Spring Conferences          | Not delivering to previously bounced address  |
| delivered | 03/27/2020 9:43 AM | 238168             | coffeequeen@nomail.com   | Spring Conferences          |   |
| delivered | 03/27/2020 9:34 AM | 238163             | lewnty@nomail.com        | Spring Conferences          |   |
| failed    | 03/27/2020 9:34 AM | 238167             | brokenEmail@siliness.com | Spring Conferences          | Not delivering to previously bounced address  |
| delivered | 03/27/2020 9:34 AM | 238168             | coffeequeen@nomail.com   | Spring Conferences          |   |
| failed    | 03/27/2020 9:25 AM | 238228             | StaffEmail@nomail.com    | User Account Activation     | unable to connect to MX servers: - infinitecampus.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             | test@nomail.com          | Student Missing Assignments |   |
| delivered | 03/27/2020 9:25 AM | 238163             | lewnty@nomail.com        | Student Missing Assignments |   |
| delivered | 03/27/2020 9:25 AM | 238168             | coffeequeen@nomail.com   | Student Missing Assignments |   |
| delivered | 03/27/2020 9:24 AM | 238197             | test@nomail.com          | User Account Activation     |   |
| failed    | 03/27/2020 9:21 AM | 238228             | StaffEmail@nomail.com    | Notice To Staff             | unable to connect to MX servers: - infinitecampus.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             | test@nomail.com          | Notice To Staff             |   |

Mailgun Message Log

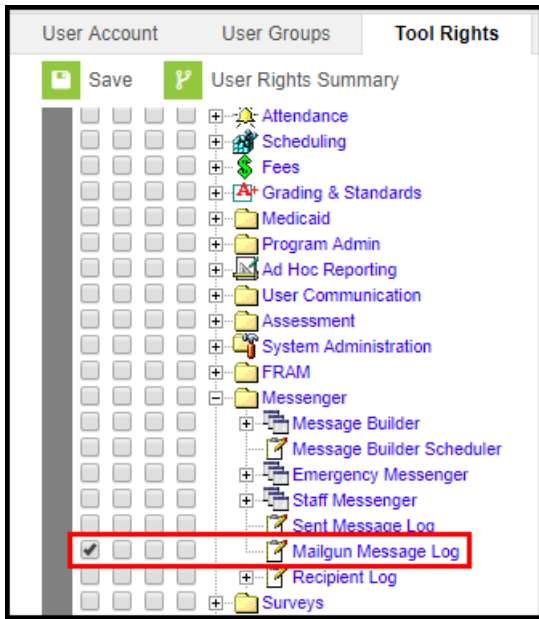
**IMPORTANT:**

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.**

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 'Test 1 for mailgun message' 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             | nmail@nmail.com | Student Missing Assignments |        |  |
| delivered           | 03/27/2020 9:25 AM | 238163             | nmail@nmail.com | Student Missing Assignments |        |  |
| delivered           | 03/27/2020 9:25 AM | 238168             | nmail@nmail.com | Student Missing Assignments |        |  |
| delivered           | 03/19/2020 9:56 AM | 238128             | nmail@nmail.com | Student Missing Assignments |        |  |

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.

| 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@nmail.com             | User Account Activation | unable to connect to MX servers: - infiinitcampus.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@nmail.com             | User Account Activation | unable to connect to MX servers: - infiinitcampus.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.

| 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@nmail.com             | User Account Activation | unable to connect to MX servers: - infiinitcampus.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@nmail.com             | User Account Activation | unable to connect to MX servers: - infiinitcampus.com: connection failed: while dialing: dial tcp4 146.20.113.151:0->216.239.34.21:25: i/o timeout |

**Campus Search**

Search for a record being tracked in Campus by using search fields or by selecting a Saved Filter. If you have created a filter for a context other than the current (Example: A student filter cannot be applied to a Census Person Search), you may search school-wide. **NOTE: Census searches ignore the calendar selected in the toolbar.**

Search All People

Search Results: 1

Parent, Thomas [12/30/2010]

Person ID: 238167

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).

**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  and

| 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: - infiinitcampus.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: - infiinitcampus.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      |  |

*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*