

# Troubleshoot Missing Emails

- Login to Office365 portal as administrative user.
- Click on Admin

Machine generated alternative text:Admin

- Click on "... Show All"

Machine generated alternative text:Microsoft 365 admin center Home Users Groups Billing Customiz

- Click on Security & Compliance

Machine generated alternative text:Microsoft 365 admin center Home Users Groups Roles Resource

- Click through the following

1. Mail Flow
2. Message Trace
3. The Down arrow next to "Default Queries"
4. "Messages received by my primary domain in the last day"

- Fill out the necessary information to try and locate the emails and click search.
  - If you see the messages here it will give you a status of them.
  - If you do not see the message here it is a decent indication that it was:
    1. Blocked by a spam filter before reaching O365 (via Barracuda or other service)
    2. Blocked by a server on the sender's side.

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