

Microsoft Outlook Express

1. Inside the Inbox right-click on the email message. A context menu will appear. From this menu select Properties.
2. A new window will pop-up. Select the Details tab.
3. The details screen will show the full headers.
4. Using the mouse, click and highlight the header text, then copy it to the clipboard by right-clicking and selecting Copy (or press Ctrl-A, Ctrl-C).
5. You can then paste (Ctrl-V) the full message header to an email and send to support for further investigations.

Microsoft Outlook

1. Right-click the message without opening it, then click "Options" from the drop-down menu.
2. A box called "Message Options" pops up.
3. Near the bottom of the box you'll see a text area titled "Internet headers".
4. Using the mouse, click and highlight the header text, then copy it to the clipboard by right-clicking and selecting Copy (or press Ctrl-A, Ctrl-C).
5. You can then paste (Ctrl-V) the full message header to an email and send to support for further investigations.

Microsoft Exchange

1. Click the "File" menu.
2. Click "Properties".
3. Click the "Details" tab.
4. Click "Message Source".
5. Highlight, copy and paste everything from the "Message Source" window (Ctrl-A, Ctrl-C) and send to support for further investigations.

The Bat! V4

1. Select the message in question.
2. Click on the "Specials" menu.
3. Select "View Source".
4. Highlight, copy and paste everything from the "Message Source" window (Ctrl-A, Ctrl-C) and send to support for further investigations.

Thunderbird

1. Select the message in question.
2. Click on the "View" menu at the top of the screen.
3. Select "Message Source".
4. Highlight, copy and paste everything from the "Message Source" window (Ctrl-A, Ctrl-C) and send to support for further investigations.

Entourage

To access the full message source with Microsoft Entourage:

1. After clicking on the message, select "Source" from the View menu.
2. A new window will open showing the full message source with complete headers.
3. Copy and paste this into an email to support for further investigations.