How to query mailbox access log?

Some users have, **for some reason (see examples below), mistakenly assumed that emails in their account were disappearing or that the email system was behaving abnormally.** To help users view **their mail deletion history and the IP address of logins**, the Center provides an online service that allows the user to check the access log to their mailbox.

Examples:

1. Person A left his job and passed his computer to his replacement as part of the job handover process, but forgot to delete the account settings from the email client. Person B could still receive emails sent to Person A and thought that the emails were sent in error (some email clients congregate emails from all accounts in the same inbox).
   - If Person A would have checked the access log, he would have been be able to see that mail was retrieved on his old computer's IP address.
2. If computers A and B (home, school, or borrowed) were used to retrieve mail, it's possible that once computer A retrieved an email, computer B would not be able to receive the email since some clients delete mail automatically. Computer B would consistently not receive emails if Computer A were not shut off. Such a situation could easily be mistaken as emails not being able to reach the account.
   - If Person A would have checked the access log, he would have seen that multiple IPs are retrieving (or deleting) email from the account.

To check the mailbox access log, follow the steps below:

- **NOTICE** Note: Inquiry results may be incorrect due to defective data or program. If you have any questions, please contact us at opr @ net.nthu.edu.tw. Thank you!

Step 1. Mailbox access log query

- The following system can check records for POP3 and IMAP.
  - The mail access log query pertains to students (oz, m98, …), staff (mx, my), University System of Taiwan (ust), and Computer and Communication Center (cc) accounts.
- Open the following frame in a new window

Step 2. Enter search terms

1. Enter your email account and domain.
2. Enter your password.
3. Select the date(s) you wish to check.
4. Enter the validation code given on the screen.
5. Click "Query."

Step 3. Browse query results

1. The account name and search date are shown at the top of the query result page.
2. The results are sorted by time and color-sorted by type. The description follows:
    1. POP3 login: Displays POP3 login activity, the login time, and IP address of the connection source (POP3 protocol is the most popular protocol for manage email accounts among email client software)
    2. POP3 logout: Displays the logout time, the number of emails deleted during this connection, and the number of emails retained before deletion. For example: If 481 emails were deleted, and 759 emails were retained, the final count in the mailbox would be 759 - 481 = 278.
    3. IMAP login: Displays IMAP login activity, the login time, and the IP address of the connection source (The Center's webmail manages the account through the IMAP protocol) (The Center's Webmail IP is in subnet 140.114.62.0/23)
    4. IMAP logout: Displays the logout time.
    5. IMAP delete emails: Displays the message ID of deleted emails.

No access records

- If you cannot see messages, it means that there were no access records for the day you queried. If the date is today, it's possible the records have not yet been imported, so please check back later (after about 10 minutes).

From:
https://net.nthu.edu.tw/netsys/ - 網路系統組

Permanent link:
https://net.nthu.edu.tw/netsys/en:faq:mail_poplog_query

Last update: **2020/05/29 12:37**