



CLOUD CALLING



Qmail Manager

4PSA Qmail Manager 1.5.0

for Plesk 8.0.0 and newer versions

User's Guide

For more information about 4PSA Qmail Manager, check:

<http://www.4psa.com>

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Preface

Who Should Read This Guide

This User's Guide must be read by the administrator of the Plesk server.



Chapter 1

The Administrator Module

The 4PSA Qmail Manager administrator module can be accessed by logging in the Plesk with the `admin` account. To access the 4PSA Qmail Manager interface, in the Custom navigation menu click [4PSA Qmail Manager](#) link.

The 4PSA Total Backup toolbar is available on top of the application's interface. The toolbar makes it easy for the server administrator to perform the following operations:

- View details about the Qmail queue.
- Manage Qmail functions and control files.
- View the 4PSA Qmail Manager version installed on the server.
- Change interface settings.
- Manage the 4PSA Qmail Manager license.

Qmail Queue Management

In the Qmail queue area (click the Queue button available in the toolbar) the server administrator can search the queue based on several criteria. This feature is very useful in a lot of situations:

- To determine whether your server is used as a spam relay.
- To find messages sent to your server, but not delivered.
- To find messages sent by your customers.
- To address abuse complaints.
- To monitor the server email activity.

4PSA Qmail Manager provides two general queue statistics:

- Messages in queue – The number of queued messages.
- Messages in queue, but not yet preprocessed - The number of queued messages that have not yet been preprocessed by Qmail.

Qmail Queue Search





The server administrator can search the queued messages using the following search criteria:

- From - Search for messages that were sent from a specified email address.
- To - Search for messages that were sent to a specified email address.
- Subject - Search for messages with a specified subject.
- Start date – Search for messages sent/received after the specified date.
- End date – Search for messages sent/received before the specified date.
- Minimum size – Search for messages bigger than the specified size.
- Maximum size – Search for messages smaller than the specified size.
- Queue – Search only in the selected queue (local or remote).
- Bounces only – When this option is selected, 4PSA Qmail Manager will display only bounce messages from the selected queue.

To perform the search based on the selected options, click the Search button. To view all the messages from the selected queue, click the Show All button.

Search Results

Based on the search criteria you provided, 4PSA Qmail Manager displays the queued messages that matched these criteria. For every message in the list, the following information is available:

- Type – The type of the queued message, which can be:
 -  Local
 -  Remote
 -  Bounce Local
 -  Bounce Remote
- From - The email address the messages were sent from.
- To - The email address the messages were sent to.
- Subject - The subject of the queued message.



Note

To read a message in the list, click the subject link.

- Date - The system time when the message was sent or received (day month year, hh:mm:ss).
- Size (bytes) – The size of the queued message.
- View – Click this icon to view the contents of the message.

The server administrator can view all the queued messages, refresh the displayed information and remove selected messages. In order to view all the messages available in the queue, the admin must click the Show All link. To update the information displayed by 4PSA Qmail Manager, he must click the Refresh link. To remove the selected messages the administrator must select the corresponding check boxes and click the Remove selected link. He can delete multiple messages at the same time.

Qmail Manager Functions

In this area, the server administrator can remove the messages from selected queues and control Qmail server.

To access this section, click the Functions button available in the toolbar.

To remove messages, select their corresponding check boxes and click Remove. You can remove several messages at the same time.

- All the messages – When this option is enabled, 4PSA Qmail Manager will remove all the messages (bounces included) from all the queues.
- All the messages from the local queue – When this option is enabled, 4PSA Qmail Manager will remove only the messages from the local queue. It will not remove bounces.
- All the messages from the remote queue – When this option is enabled, 4PSA Qmail Manager will remove only the messages from the remote queue. It will not remove bounces.
- All the bounced messages from the queue – When this option is enabled, 4PSA Qmail Manager will remove bounces from all the queues.

To control Qmail server status, use the following buttons:

- Start – When you click this button, 4PSA Qmail Manager will start the Qmail server. This button is enabled only when Qmail server is not running.
- Stop – When you click this button, 4PSA Qmail Manager will stop the Qmail server. This button is enabled only when Qmail server is running.
- Restart – When you click this button, 4PSA Qmail Manager will restart the Qmail server. This button is enabled only when Qmail server is running.

Qmail Control Files

In this area, the server administrator can control Qmail behavior by modifying the content of Qmail control files.

To access this section, click the Control files button in the toolbar.

The content of the Qmail control files is handled through predefined templates. You can add, edit or remove the existing templates. The name of the currently used template is displayed in bold characters.

- Add Template – Define a new template.
- Edit - Customize the saved template values.



Note

Clicking on Add Template or Edit icons will open a page where the server administrator can edit the Qmail control files for a new or an existing template.

- Remove - Remove the selected templates. The template currently used by Qmail cannot be removed.

To update the Qmail control files using a specific template, you must click the Apply icon.

The following Qmail parameters are available for editing in the interface:

- me - Qmail can survive with just one control file that contains the fully-qualified name of the current host. This file is used as the default for other hostname related control files.
- bouncefrom – The bounce username. Default: Mailer-Daemon.
- bouncehost – The bounce host. Default: me, if that file is provided by the server administrator. Otherwise it will be bouncehost. If a message is permanently undeliverable, Qmail sends a single-bounce notice back to the envelope message sender. The From field of the email will contain the address bouncefrom@bouncehost, although its envelope sender address is empty.
- concurrencylocal – The maximum number of simultaneous local delivery attempts. Default: 10. If the value is 0, local deliveries will be put on hold. concurrencylocal is limited at compile time to 1000.
- concurrencyremote – The maximum number of simultaneous remote delivery attempts. Default: 20. If the value is 0, remote deliveries will be put on hold. concurrencyremote is limited at compile time to 1000.
- defaultdomain – The default domain name. Default: me, if that file is provided by the server administrator. Otherwise it will be defaultdomain. Qmail-inject adds this name to any host name without dots, including defaulthost, if this does not have dots.



Note

The `QMAILDEFAULTDOMAIN` environment variable overrides **defaultdomain**.

- defaulthost – The default host name. Default: me, if that file is provided by the server administrator. Otherwise it will be defaulthost. Qmail-inject adds this name to any address without a host name. defaulthost does not need to be the current hostname. For example, you may prefer the outgoing emails to show just your domain name.



Note

The `QMAILDEFAULTHOST` environment variable overrides **defaulthost**.

- **databytes** – The maximum number of bytes allowed in a message. Default: 0 (this means no limit). If a message exceeds this limit, `qmail-smtpd` returns a permanent error code to the client. If the disk is full or `qmail-smtpd` reaches a resource limit, `qmail-smtpd` returns a temporary error code.



Note

databytes counts bytes as stored on disk, not as transmitted through the network. It does not count the `qmail-smtpd` received value, the `qmail-queue` received value, or the envelope.

If the environment variable `DATABYTES` is set, it overrides **databytes**.

- **doublebouncehost** – The double-bounce host. Default: `me`, if that file is provided by the server administrator. Otherwise it will be `doublebouncehost`.
- **doublebounceto** – The name of the user who will receive double-bounces. Default: `postmaster`. If a single-bounce notice is permanently undeliverable, `qmail-send` will send a double-bounce notice to `doublebounceto@doublebouncehost`.



Note

If the second notice bounces, `qmail-send` will give up.

- **envnoathost** – This is the presumed domain name for addresses without `@` signs. Default: `me`, if that file is provided by the server administrator. Otherwise it will be `envnoathost`. If `qmail-send` finds an envelope recipient address without an `@` sign, it appends `@envnoathost`.
- **hellohost** – This is the current host name, solely used for saying hello to the remote SMTP server. Default: `me`, if that file is provided by the server administrator. Otherwise `qmail-remote` will refuse to run.
- **idhost** – The host name for Message-IDs. Default: `me`, if that file is provided by the server administrator. Otherwise it will be `idhost`. `idhost` does not need to be the current hostname. For example, you may prefer to use fake host names in Message-IDs. However, `idhost` must be a fully qualified name within your domain and each host in your domain should use a different `idhost`.



Note

The `QMAILIDHOST` environment variable overrides **idhost**.

- **localiphost** – This is the replacement host name for local IP addresses. Default: `me`, if that file is provided by the server administrator. `Qmail-smtpd` is responsible for recognizing dotted-decimal addresses for the current host.

When it finds a recipient address with the form `box@[d.d.d.d]`, where `d.d.d.d` is a local IP address, it replaces `[d.d.d.d]` with `localiphost`. This is done before `rcpthosts`.

- `plusdomain` – This is the plus domain name. Default: `me`, if that file is provided by the server administrator. Otherwise it will be `plusdomain`. Qmail-inject adds this name to any host name that ends with a plus sign, including `defaulthost`, if this ends with a plus sign. If a host name does not have dots but ends with a plus sign, qmail-inject uses `plusdomain`, not `defaultdomain`.



Note

The `QMAILPLUSDOMAIN` environment variable overrides **`plusdomain`**.

- `queuelifetime` – The number of seconds a message can stay in the queue. Default: 604800 (one week). After this time expires, qmail-send will try to send the message once more, but it will treat any temporary delivery failures as permanent failures.
- `smtpgreeting` – The SMTP greeting message. Default: `me`, if that file is provided by the server administrator. Otherwise qmail-smtpd will refuse to run. The first word included in the `smtpgreeting` should be the current hostname.
- `timeoutconnect` – The number of seconds qmail-remote will wait for the remote SMTP server to accept a connection. Default: 60. The kernel normally imposes a 75 seconds upper limit.
- `timeoutremote` – The number of seconds qmail-remote will wait for each response from the remote SMTP server. Default: 1200.
- `timeoutsmtpd` - Number of seconds qmail-smtpd will wait for each new buffer of data from the remote SMTP client. Default: 1200.

In order to apply the template to Qmail control files, select **Save and apply template to Qmail**.

Settings

In this area, the server administrator can view which 4PSA Qmail Manager version is installed on the server and can change interface settings.

To access this section, click the **Settings** button available in the toolbar.

- **Product version** – This is the version of the 4PSA Qmail Manager installed on the server.

- Custom button title – This is the name of the custom button in the left panel. The server administrator can change the default 4PSA Qmail Manager with a more descriptive name for his clients.
- Context help – This is the 4PSA Qmail Manager application description that will appear in the left navigation panel.
- Language – Here all installed language packs are displayed. The interface will use the language pack setup in your account preference in Plesk. If this language pack is not available, the system will default to English. You can use only languages that have been installed in the Plesk interface.

License Management

In this area, you can manage the 4PSA Qmail Manager license. The product requires a license key in order to work. The license key will be generated by 4PSA based on the server IP and Plesk version installed on the server.

You can use the following fields and controls to update or monitor your license:

- License key status
 - Your server IP – This is the main IP address of your server. The license key must be specifically issued for this IP otherwise it will not work.
 - License key status – The status of the currently loaded license key.
- Upload license key
 - License file – You can use this form to upload the license key to the server.



Note

If you can access other pages in 4PSA Qmail Manager, this means that your license is valid and you do not have to upload a new one.

- Get license key from licensing server – This form can be used to query the licensing server, using the activation code for your license key. This function can only be used when there is a license key loaded on the server. The first time you install the product you will be required to upload the license key.
- License by activation code – This form can be used to query the licensing server, using the activation code of your license key.
- License key properties – This section contains details about the current license.

- Key number - The number of the license key.
- Key ownership - The type of the license key ownership.
- Maximum number of domains - The maximum number of allowed domains.
- License key must autorenew before - The date when the license key expires and must be renewed.
- Key renewed on - Last key renewal date.



Note

The Owned and Leased licenses automatically renew before the **License expire date**.