Mail FAQ

Webmail

Which Webmail applications are available?

cPanel & WHM offers three standard Webmail applications: Horde, SquirrelMail, and Roundcube.

To choose the best application for your needs, read our Which Webmail Application Should I Choose documentation.

Why is the Webmail application that I want to use missing?

If you do not see one of our Webmail applications, your hosting provider may have disabled it. For more information, contact your hosting provider to ask for it.

Can I reconfigure access to Webmail from `http://example.com/webmail` to `webmail.example.com`?

- By default, cPanel & WHM adds the `webmail` proxy subdomain at account creation time.
- You can access your webmail at `http://webmail.example.com` , where `example.com` is the name of your domain.
- You can enable this option with the *Proxy subdomain creation* setting in the *Domains* section of WHM's *Tweak Settings* interface (*WHM >> Home >> Server Configuration >> Tweak Settings*).

Can I use GPG keys with a Webmail application?

The Horde Webmail application supports GnuPG (GPG) keys, which you can use to encrypt outbound email messages.

To use GPG keys with the Horde Webmail application, perform the following steps:

1. Click select *Preferences.*
2. Click *Mail.*
3. Under the *General* menu, click *PGP.*
4. Click the *Enable PGP functionality* checkbox.

> **Note:**
> You must enable popup windows on your system, or Horde's PGP features will not function correctly.

5. Under the *PGP Public/Private Keys* heading, click *Import Public Key.*
6. Paste your public key in the textbox, or upload the key's file, and click *Import.*
7. Under the *Your PGP Public/Private Keys* heading, click *Import Key.*
8. Paste your private key's contents, or upload the key's file, and click Import.
9. Click *Save.* A message of success will appear at the bottom-right corner of the interface.

Can I access my email from a remote location with another PC?

Yes, you may access your email from any computer with a web browser and an Internet connection. For more information, read our How to Access cPanel & WHM Services documentation.

Can a user access the Webmail programs without the cPanel control panel?

Yes. Users can go to `https://example.com/webmail` or `https://example.com:2096` , where `example.com` is your domain name, to log in directly with the email account and password.

Why does a particular Webmail application load automatically?

This is because, at some point, you clicked the *Enable AutoLoad* link in the *Secure Webmail Login* interface.

To disable auto-loading, perform the following steps:

1. Access cPanel's *Webmail* interface (*Home >> Mail >> Webmail*).
2. Click *Go to Secure Webmail Login.*
3. Click *Stop* before the timer counts down to *0* in the window.
4. Click *Disable AutoLoad* to make certain that the Webmail client does not automatically load whenever you access the *Secure Webmail Login* interface.

I cannot see the Webmail page.

If you cannot reach Webmail, perform the following steps:

1. Open ports `2095` and `2096` in your firewall.
2. If you created a subdomain or add-on domain for Webmail, remove it.
3. If you created an A record in DNS for Webmail, remove it.
4. If you created a Webmail subdirectory in the document root, remove it.

5. Ask your system administrator to run the following script and then restart Apache:

```
/scripts/rebuildhttpdconf
```

When I pull mail from cPanel to my mail client, why does the mail remain marked as unread in cPanel's Webmail?

If you use POP3 protocol to download email, it will not update the server with read mail. We suggest that you switch to IMAP for email if your hosting provider uses IMAP.

How do cPanel & WHM servers handle Webmail?

The Webmail subdomain is part of a `vhost` entry in Apache's `httpd.conf` configuration file. The URL for the Webmail subdomain uses a `ScriptAliasMatch` directive to map to the appropriate file system location.

Attempts to connect to either `http://webmail.example.com/` or `http://example.com/webmail` call the `mod_proxy` module, which then forwards the initial TCP connection to the `cpservd` service. The `cpservd` daemon then contacts the browser and instructs it to listen on port `2095`, or port `2096` for secure connections. Finally, the browser communicates with the server on port `2095` via TCP, or port `2096` for secure connections.

Why do I receive a "File Not Found" error when I try to export email from Horde?

If you receive this error, your email inbox's memory may exceed the memory size limit that the system allocates for the cPanel PHP modules.

The `memory_limit` setting in the `/usr/local/cpanel/3rdparty/etc/php.ini` file restricts the maximum memory size of an email folder that you can export via Horde's export function. If your email inbox exceeds the `memory_limit` setting, the export process will fail.

Why do I see both a Junk mail folder and a spam mail folder when I access my email account via Roundcube?

When you create a new email account, the Dovecot mail server creates a *Junk* mailbox by default. When you access that new email account via the Roundcube webmail application, Roundcube will create a separate, additional bulk *spam* mailbox. This behavior causes the Roundcube webmail interface to display a *Junk* mailbox **and** a *spam* mailbox.

To unsubscribe from either of these folders, perform the following steps in your Roundcube webmail interface:

1. In the upper-right corner of the interface, click *Settings*.
2. Under the *Settings* heading, click *Folders*.
3. Under the *Folders* heading, deselect the checkbox of the folder from which you wish to unsubscribe.
4. Click *Save.* The mailbox will no longer display in the left-hand side of the interface.

Desktop mail clients

How do I set up an out-of-office reply for incoming emails?

To create an autoresponder, perform the following steps.

1. Log in to your Webmail interface at `https://example.com:2096`
2. Scroll to *Autoresponder Options* at the bottom of the interface.
3. Enter your name in the *From* text box.
4. Enter the subject that you wish the recipient to see in the *Subject* text box.
5. Choose the character set to send the email in from the options in the text box.
6. If you wish for the email to display HTML code in web form, select the *HTML* checkbox.
7. Provide a body for your message. For example, you might enter the following message:

```
I am currently out of the office until July 2nd. You can reach me on
my mobile phone for any emergencies.
```

8. Click *Setup Autoresponder.*

All email messages to your email account will receive this autoresponse until you remove it.

To remove the autoresponder, select *Delete Autoresponder.*

I forgot my password. How can I receive email?

Contact your website's administrators to reset your password.

How can users change their email passwords?

Users can change their passwords in the Webmail interface. Log in to the interface at `https://example.com:2096` and select *Change Password*.

Can I forward mail from one address to two or more addresses?

Yes. To forward email messages to multiple addresses, create email forwarders for each destination address.

For example, if you want `support@example.com` to forward its mail to both `john@example.com` and `marsha@example.com`, add the following forwarders:

- `support@example.com` --> `john@example.com`
- `support@example.com` --> `marsha@example.com`

You can do this in cPanel's *Forwarders* interface (*cPanel >> Home >> Email >> Forwarders*).

> **Note:**
> Do **not** create an email account for `support@example.com` unless you want to also check that account's mail messages as `support @example.com`.

How can I forward my emails without a copy in my account?

To forward all of the email for an address to another account, do not create an email account for that address. Instead, only create a forwarder.

For example, to deliver all of the mail that is sent to `abc@example1.com` to `xyz@example2.com`, without any emails saved in the `abc@example1.com` account, add a forwarder from `abc@example1.com` to `xyz@example2.com` and do not create the `abc@example1.com` email account.

How can I direct incoming mail to another email account?

Mail forwarders direct mail from one email address to another. For more information, read our *Forwarders* documentation.

Can I forward all received email to a file?

To do this, create an email forwarder in cPanel. To send messages to the file rather than to a mailbox, do not create an email address. Instead, create a forwarder with the name of the address.

When you create the forwarder, choose the *pipe to a program* option. Then, put in the path of the file or program to which you wish to send mail.

Why have I not received any emails?

To check your email status, perform the following steps:

1. Log in to `https://example.com:2096` or `http://example.com/webmail` to ensure that new mail exists.
2. Choose a Webmail program to view your inbox.
   - If the mail appears in the Webmail interface, but not on your computer's mail application (for example, Outlook or Mail), verify that the settings that you use to check your email are correct. The settings should resemble `mail.example.com` and `user@example.com.`
   - Enable the *My Server requires Authentication* option in Outlook. Many servers require this option.

> **Note:**
> If you still cannot receive mail, check with your web hosting provider to verify your settings.

The normal login is your email address and password (for example, `user@example.com` and `yourpassword`). If that login information does not work, contact your hosting company for special instructions.

Can I use GPG keys with my desktop mail client?

Each desktop email client maintains its own requirements to encrypt email messages with GPG keys. For directions on how to import GPG keys to your desktop email client, read your client's documentation.

The following links contain documentation for the most popular desktop email clients:

- Microsoft® Outlook
- Apple® Mail
- Mozilla Thunderbird

Scripts

How do I manually kill the Exim mail queue?

Run the `/usr/local/cpanel/whostmgr/bin/whostmgr2 killeximq` command.

Where is the Exim antivirus configuration file?

`/etc/antivirus.exim` is the Exim antivirus configuration file.

How can I debug problems with an email account?

Run the `exim -d2 -bt user@example.com` command to trace the email's path from the server.

How can I add a mail account manually through the shell interface?

To add a mail account manually, run the `/scripts/addpop` command.

How can I whitelist an entire domain in BoxTrapper?

Run the following script, where `example.com` is your domain name:

```
from .+\@example\.com
```

For example, if the domain that you wish to allow is `mydomain.com`, run the following script:

```
from .+\@mydomain\.com
```

Why does Mailman display a 500 Error when I try to manage a list?

To avoid this issue, perform the following steps:

1. Run the `/scripts/fixmailmanwithsuexec` script.
2. Edit the `/usr/local/apache/conf/httpd.conf` file, and move the vhost that it creates to be the first vhost.

   > **Note:**
   > The vhost that it creates is usually the last vhost in the file.

3. Restart Apache with the `/etc/rc.d/init.d/httpd restart` script.
4. Run the `/scripts/fixoldlistswithsuexec` script.

> **Note:**
> We recommend that you do **not** manually edit this file. The next build will overwrite it. To make changes outside of a VirtualHost, add it to an include, or modify the templates. For more information, read our VirtualHost documentation.

Why does Mailman give the error: Mailman wants UID 99 when getting -1?

To avoid this issue, run the `/scripts/upcp` script. This script detects the problem and fixes it for you automatically.

If it does not work, perform the following steps:

1. Edit the `httpd.conf` file.
2. Make certain that the *Group* setting is set to *nobody*.
3. Run the `/scripts/upcp` script to rebuild Mailman with the correct UID and GID.

> **Note:**
> We recommend that you do **not** manually edit this file. The next build will overwrite it. To make changes outside of a VirtualHost, add it to an include, or modify the templates. For more information, read our VirtualHost documentation.

How can I flush the Exim queue from the shell?

To flush the queue, run the following command:

```
exim -qff
```

To flush the queue and enable debugging, run the following command:

```
exim -qff -d9
```

Why do I see two transports in the log when I enable Apache SpamAssassin™?

When you enable Apache SpamAssasin, the system reinjects messages into the mail queue. This passes the messages though the system filters and user filters. You will only receive one delivery to your inbox, but Exim will process the message twice.

```
[msg]----[exim]-----[spamassasin]-----[exim]-----[delivery]
```

Horde's address book returns the error "There was an error adding this object"?

1. Use SSH to access the server as the `root` user.
2. Enter `mysql` to get the `mysql` prompt.
3. Cut and paste the following lines into the `mysql` prompt:

```
CREATE TABLE horde.turba_objects (object_id varchar(32) PRIMARY
KEY,owner_id varchar(255),object_name varchar(255),object_alias
varchar(32),object_email varchar(255),object_homeAddress
varchar(255),object_workAddress varchar(255),object_homePhone
varchar(25),object_workPhone varchar(25),object_cellPhone
varchar(25),object_fax varchar(25),object_title varchar(32),
object_company varchar(32),object_notes text);
```

When I try to add a Mailing List in cPanel, why do I receive the error: No -e allowed in setuid scripts?

It is likely that the `cpwrap` file has the wrong ownership. To correct this issue, run the following command:

```
chown root:wheel /usr/local/cpanel/bin/cpwrap
```

Server information and configuration

Where does the server forward mail for the root user?

The `/root/.forward` file defines the email address that receives mail for the `root` user.

The format of the file is a single email address on a line. For example:

```
admin@example.com
```

Can I filter incoming messages?

Yes. Read our How to Configure Mail Filters documentation.

Why will my mail not go to a specific domain?

This problem has many possible causes. To find the cause, start with the following steps:

- Check to ensure that the MX entry for the domain points to the correct domain.
- Check to ensure that the domain resolves.
- Check the Exim logs for errors or delivery of the message. These logs are in the `/var/log/exim_mainlog` and `/var/log/exim_rej ectlog` files.

How do I block unsolicited mails?

To block unsolicited mail, you can use either BoxTrapper or Spam Filters.

How can I change mail port 25 to another port number?

To change this port, perform the following steps:

1. Navigate to WHM's *Service Manager* interface (*WHM >> Home >> Service Configuration >> Service Manager*).
2. Enable the *exim on another port* setting.
3. Enter the port number.

Can I set the domain quota for emails at the WHM level, to control the data transfer?

You can set the number of emails per hour that a domain can send with the *Max hourly emails per domain* option in the *Mail* section of WHM's *Tweak Settings* interface (*WHM >> Home >> Server Configuration >> Tweak Settings*)

How can I add email accounts?

To add email accounts in cPanel, perform the following steps:

1. Navigate to cPanel's *Email Accounts* interface (*cPanel >> Home >> Email >> Email Accounts*).
2. Fill out the appropriate text boxes.
3. Click *Create Account*.

How can I let a user know that they sent email to the wrong address?

The default address feature in cPanel can alert a user that they sent an email to an invalid address.

1. Navigate to cPanel's *Default Address* interface (*cPanel >> Home >> Email >> Default Address*).
2. Select *Discard with error to sender (at SMTP time).*
3. Enter the message to display in the *Failure Message (seen by sender):* text box.

> **Note:**
> Use this method to display a message for people who send email to your domain. Each domain on the Internet has different
> configuration options. If you send mail to the wrong address on a different domain, you may receive a different error message.

How can I send email from SMTP and PHP?

To authorize a remote IP address to relay through Exim, perform the following steps:

1. Create a file that contains your host IP address or addresses.
2. Name the file (for example, `/etc/privaterelay`).
3. In the `/etc/exim.conf` file, find the following lines:

```
hostlist relay_hosts = lsearch;/etc/relayhosts
localhost
```

4. Replace those lines with the following lines:

```
hostlist relay_hosts = lsearch;/etc/relayhosts
localhost : lsearch;/etc/privaterelay
```

5. Save and exit the file.

How do I set up my mail to use SSL?

With Mail SNI

Server Name Indication (SNI) support allows you to host multiple SSL certificates for different domains on the same IP address. cPanel & WHM's Mail SNI support allows you to use any domain name that resolves to your IP address (for example, `example.com`) as the incoming and outgoing mail servers, rather than the hostname (for example, `mail.example.com`).

- To use this functionality, install an SNI-enabled SSL certificate for the desired domain.
- AutoSSL enables Mail SNI by default.

Without Mail SNI

Set your mail server to the host name for SMTP, POP3, and IMAP instead of `mail.example.com`. Then, ensure that your mail client uses the following ports for SSL:

- SMTP — `465`
- POP3 — `995`
- IMAP — `993`

Make certain that your account name is `user@example.com` or `user+example.com` and that you use authentication on your SMTP server.

How does Exim determine which IP version to use for outgoing mail?

The *Prefer IPv4 over IPv6 for outgoing mail* setting determines whether Exim uses IPv4 first for outgoing mail.

- You can modify this setting in the *Basic Editor* section of WHM's *Exim Configuration Manager* interface (*WHM >> Home >> Service Configuration >> Exim Configuration Manager*).
- This setting applies a patch that overrides Exim's default behavior and causes it to prefer IPv4 addresses over IPv6 addresses when it sends outgoing mail.

cPanel & WHM supported software

What anti-spam functionality does cPanel & WHM offer?

cPanel & WHM ships with Apache SpamAssassin and BoxTrapper at no additional cost.

- BoxTrapper is a challenge-response system that requires the senders of incoming email that are not yet whitelisted to reply to an initial email to verify that the messages are not spam.
- cPanel & WHM also allows users to set up powerful custom mail filtering rules.

Does cPanel & WHM support SPF?

SPF is compiled in Exim, but is not enabled by default.

- You can enable SPF in WHM's *Exim Configuration Manager* interface (*WHM >> Home >> Service Configuration >> Exim Configuration Manager*).
- For more information about SPF, see Exim's website.

> **Note:**
> The `/scripts/enable_spf_dkim_globally` script allows you to enable SPF and DKIM for accounts that exist on the server, and to create the appropriate DNS records for their domains. For more information, read our The SPF and DKIM Global Settings Script documentation.

Does cPanel & WHM support SMTP AUTH (Mail Authentication)?

Yes, this functionality is enabled by default.

What software does cPanel & WHM use for its mail servers (SMTP, POP, IMAP)?

cPanel & WHM version 58 and later uses Dovecot® as the local mail delivery agent. Exim the mail transfer agent (MTA) receives inbound messages, connects to Dovecot via LMTP (Local Mail Transport Protocol), and Dovecot delivers the message. If LMTP is unavailable, the system uses the `dovecot_lda` mail delivery agent to deliver messages.

Earlier versions of cPanel & WHM used Exim as both the mail transfer agent and the local delivery agent.

Does cPanel & WHM support RBLs?

Yes, you can add RBLs in the *Advanced* section of WHM's *Exim Configuration Manager* interface (*WHM >> Home >> Service Configuration >> Exim Configuration Manager).*

If you edit your Exim configuration manually outside of the WHM interface, the next cPanel & WHM update may overwrite your changes.

Why are both of my scan outgoing messages for spam options grayed out in Exim's Basic Editor?

The following two Apache SpamAssassin settings in the *Basic Editor* section of the *Exim Configuration Manager* interface (*WHM >> Home Service Configuration >> Exim Configuration Manager)* are mutually exclusive:

- *Scan outgoing messages for spam and reject based on SpamAssassin® internal spam_score setting*
- *Scan outgoing messages for spam and reject based on defined SpamAssassin® score (minimum: 0.1; maximum: 99.9)*

If you enable one of these options, the system will gray out the other option. If **both** options are grayed out, the outgoing spam scan option is enabled in the *Advanced* section of WHM's *Exim Configuration Manager* interface (*WHM >> Home Service Configuration >> Exim Configuration Manager).*

To disable this option, deselect the checkbox that corresponds to the *outgoing_spam_scan* option in the *Advanced* section of WHM's *Exim Configuration Manager* interface (*WHM >> Home Service Configuration >> Exim Configuration Manager).*

Additional documentation

- Mail FAQ

- Mail Delivery Reports

- Mail Queue Manager

- View Mail Statistics Summary

- View Sent Summary

- Mail FAQ

- Mailing Lists

- Spam Filters

- Email Accounts

- Autoresponders

- Mail FAQ

- Mail Delivery Reports

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- View Mail Statistics Summary

- View Sent Summary

- WHM API 1 Sections - Mail

- WHM API 1 Functions - validate_exim_configuration_syntax

- UAPI Functions - Email::get_default_email_quota

- UAPI Functions - Email::delete_domain_forwarder

- UAPI Functions - Email::delete_mx