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4PSA Qmail Manager I.I.I for Plesk 7.x Reloaded User's Guide

Manual Version 0.15

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Preface

Who Should Read This Guide

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

Typographical Conventions

Style	Meaning
<code>char - code</code>	Code snippets, shell command line examples
char - bold code	Commands that must be chosen or typed in console or in the web interface
<i>char - italic</i>	Program output quotes, quotes from related documentation or from other sources
char - link	Link to an Internet address
char - bold	Important text
   Note, Tip & Attention Areas	<p>Notes – Additional information, it's advisable to read these areas</p> <p>Tips – Important advices, it's highly advisable to read these areas</p> <p>Attention – Very important information that should not be missed</p>
<i>glossary term</i>	A term described in the glossary



Chapter I

About 4PSA Qmail Manager

4PSA Qmail Manager is a server-level application that provides advanced Qmail server management for Plesk 7.x Reloaded servers. The application consists of a single administrator-only module that allows the server administrator to control various Qmail server options and manage the queued messages.

4PSA Qmail Manager 1.1.1 Features

- Plesk integrated, restricted to administrator only
- Qmail settings templates:
 - Ability to change over twenty Qmail advanced settings in order to increase the email service performance and reliability
 - Predefined templates Aggressive, Improved and Default templates included
 - Ability to save templates with Qmail settings and use them later
- Integrated functions that allow to:
 - Remove all messages in queue
 - Remove all messages in the local queue
 - Remove all messages in the remote queue
 - Remove all bounced messages
 - Start, Stop, Restart Qmail server
- Qmail queue searching capabilities. Search messages with the following criteria:
 - Sender / Recipient (From and To fields)
 - Email message Subject
 - The date when the message was sent (between Start date and End date)
 - Message size (between Minimum Size and Maximum Size)
 - Queue location (Local and Remote queues)
 - Bounce messages
- View full information about any message in the queue
- Remove any message in the queue
- Language packs capabilities



Chapter 2

The Administrator Module

The 4PSA Qmail Manager administrator module can be accessed after you login to your Plesk 7.x Reloaded server using the admin account. In order to open the 4PSA Qmail Manager interface, click the [4PSA Qmail Manager](#) link available in the Custom navigation menu located on the left side of the Plesk interface.

The 4PSA Qmail Manager tool bar is available on top of the application's interface. The tool bar provides an easy method for the server administrator to view details about Qmail queue, manage Qmail functions and control files, view the 4PSA Qmail Manager version installed on the server, change interface settings, and manage the 4PSA Qmail Manager license.

1. Qmail Queue Management

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

- To determine if 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 his search criteria. The following options are available:

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 with the size greater than the specified size

Maximum size – Search for messages with the size less than the specified size

Queue – Search only in the selected queue, which can be local or remote





Bounces only – When selected, 4PSA Qmail Manager will display only bounce messages from the selected queue

In order to perform the search based on the selected options, the server administrator must click the **Search** button.

Click the Show All button to view all the messages from the selected queue.

Search Results

Based on the chosen search criteria, 4PSA Qmail Manager displays the queued messages that matched these criteria. 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

In order to read the chosen message, the server administrator must 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 check the corresponding checkboxes and click the **Remove selected** link. He can delete multiple messages at the same time.

2. Qmail Manager Functions

In this area (click the **Functions** button available in the tool bar) the server administrator can remove the messages from selected queues and control Qmail server.

Several removal options are available. After selecting the chosen checkboxes, the server administrator must click **Remove**.

All the messages – When enabled, 4PSA Qmail Manager will remove all the messages (bounces included) from all the queues.

All the messages from the local queue – When 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 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 enabled, 4PSA Qmail Manager will remove bounces from all the queues.

The server administrator can also control Qmail server status. Three buttons are available in the Status area:

Start – When the administrator clicks this button, the 4PSA Qmail Manager will start Qmail server. This button is enabled only when Qmail server is not running.

Stop – When the administrator clicks this button, the 4PSA Qmail Manager will stop Qmail server. This button is enabled only when Qmail server is running.

Restart – When the administrator clicks this button, the 4PSA Qmail Manager will restart Qmail server. This button is enabled only when Qmail server is running.

3. Qmail Control Files

In this area (click the **Control files** button available in the tool bar) the server administrator can control Qmail behavior by modifying the content of Qmail control files. The content of the qmail control files is handled via 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.

Remove - Remove the checked templates. The template currently used by Qmail can not be removed.

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

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. 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, or 0 for no limit. Default: **0**. 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`.

helohost – 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, check **Save and apply template to Qmail**.

4. Settings

In this area (click the **Settings** button available in the tool bar) the server administrator can view which 4PSA Qmail Manager version is installed on the server and can change interface settings.

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 – This option allows the server administrator to select the language that will be used by 4PSA Qmail Manager's interface.

5. License Management

In this area the server administrator can manage the 4PSA Qmail Manager license. In order for 4PSA Qmail Manager to work correctly, a valid license key must be loaded. The license key must be generated by 4PSA based on the server IP address and Plesk version installed on the server.

License key - The license key number. This is the key currently loaded on your server.

License key status - The status of the currently loaded license key

Your server IP - The main IP address of your server. This is the IP for which the license key must be issued in order to work on this server. If the license is issued for another IP, it will not work.

License file - You can use this form in order to upload the license key to the server. The license key can also be executed in command line using the command: `sh keyno.sh`. If you can access other pages in 4PSA Qmail Manager there is no reason why you should upload a new key.

Appendix A

Server Compatibility

4PSA Qmail Manager for Plesk 7.x Reloaded is compatible with Plesk 7.x Reloaded installations only. You have to download the build based on the operating system installed on your machine.

The file `qmail_manager_buildRedHat7xXXX_Plesk75.tar.gz` provides compatibility with the following operating systems:

- RedHat Linux 7.3
- RedHat Enterprise Linux 2.1

The file `qmail_manager_buildRedHat9xXXX_Plesk75.tar.gz` provides compatibility with the following operating systems:

- RedHat Linux 9
- RedHat Enterprise Linux 3.0
- RedHat Enterprise Linux 4.0
- Fedora Linux Core 1
- Fedora Linux Core 2
- Fedora Linux Core 3
- CentOS 3.x
- CentOS 4.x

The file `qmail_manager_buildFreeBSD4XXX_Plesk75.tar.gz` provides compatibility with the following operating systems:

- FreeBSD 4.8
- FreeBSD 4.9
- FreeBSD 4.10

The file `qmail_manager_buildFreeBSD5XXX_Plesk75.tar.gz` provides compatibility with the following operating systems:

- FreeBSD 5.2.1
- FreeBSD 5.3

The file `qmail_manager_buildSuseXXX_Plesk75.tar.gz` provides compatibility with the following operating systems:

- Suse Linux 9
- Suse Linux 9.1
- Suse Linux 9.3

The file `qmail_manager_buildMandrakeXXX_Plesk75.tar.gz` provides compatibility with the following operating systems:

Mandrake 10

The file `qmail_manager_buildDebianXXX_Plesk75.tar.gz` provides compatibility with the following operating systems:

- Debian 3.1
-