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# 4PSA Qmail Manager I.I.6 for Plesk 8 / Plesk 7.x Reloaded User's Guide

Manual Version 0.20

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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
<b>char - bold code</b>	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
<a href="#">char - link</a>	Link to an Internet address
<b>char - bold</b>	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><b>glossary term</b></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 servers. The application consists of a single administrator module that allows the server administrator to control various Qmail server options and manage the queued messages.

## 4PSA Qmail Manager 1.1.6 Features

- Plesk integrated
- A single administrator module
- The possibility to define and use settings templates:
  - The following predefined templates are included: Aggressive, Improved and Default.
  - Over twenty Qmail advanced settings can be used in templates to increase the email service performance and reliability.
- Integrated functions that allow you 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 the Qmail server
- Search capabilities for the Qmail queue. You can search messages using the following criteria:
  - Sender / Recipient (From and To fields)
  - Subject
  - The date when the message was sent
  - Message size
  - Queue location (Local or Remote queues)
  - Status of the message (Bounced or Unbounced)
- Full information about all messages in the queue available for viewing
- The capability to remove any message in the queue
- Language packs capabilities



## Chapter 2

# 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



## 1. 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 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 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 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, the server administrator can remove the messages from selected queues and control Qmail server.

To access this area, in the toolbar click the **Functions** button.

To remove messages, select their corresponding checkboxes 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.

### 3. Qmail Control Files

In this area, the server administrator can control Qmail behavior by modifying the content of Qmail control files. To access this area, in the toolbar click the **Control files** button.

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 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.

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`.
- **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, the server administrator can view which 4PSA Qmail Manager version is installed on the server and can change interface settings. To access this area, in the toolbar click the **Settings** button.

- **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 the 4PSA Qmail Manager interface.

## 5. 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** – The status of the currently loaded license key
- **Your server IP** – This is the main IP address of your server. The license key must be issued for this IP, otherwise it will not work.



- **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 from licensing server** - You can use this form to query the licensing server. This function can only be used when there is a license key loaded on the server. The first time you install the product it is required to upload the license key.
- **License key properties** – This section contains details about the current license.



### Tip

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

## Appendix A

# Server Compatibility

4PSA Qmail Manager is shipped in different installation achieves for different Plesk versions:

- Plesk 7.1.1 Reloaded and Plesk 7.5.3 Reloaded. These versions have *Plesk7x* prefix in the installation archive name.
- Plesk 7.5.4 and upper versions of Plesk 7.5 Reloaded. These versions have *Plesk75* prefix in the installation archive name.
- Plesk 8.0 and upper versions. These versions have Plesk8 prefix in the installation archive name.

You have to download the build based on the Plesk version and operating system installed on your machine.

You can find below the achieve names for Plesk 8 versions, the archive names for other Plesk versions are built as specified above. For more details you can check the 4PSA Clients Area.

The file `qmanagerXXX_buildXXXXXX.XX_Redhat7xPlesk8.tar.gz` provides compatibility with the following operating systems:

- RedHat Linux 7.3
- RedHat Enterprise Linux 2.1

The file `qmanagerXXX_buildXXXXXX.XX_RHEL3Plesk8.tar.gz` provides compatibility with the following operating systems:

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

- RedHat Linux 9

The file `qmanagerXXX_buildXXXXXX.XX_RHEL4Plesk8.tar.gz` provides compatibility with the following operating systems:

- RedHat Enterprise Linux 4.0
- CentOS 4.x

The file `qmanagerXXX_buildXXXXXX.XX_FC3Plesk8.tar.gz` provides compatibility with the following operating systems:

- Fedora Linux Core 3

The file `qmanagerXXX_buildXXXXXX.XX_FC4Plesk8.tar.gz` provides compatibility with the following operating systems:

- Fedora Linux Core 4

The file `qmanagerXXX_buildXXXXXX.XX_FreeBSD4Plesk8.tar.gz` provides compatibility with the following operating systems:

- FreeBSD 4.8
- FreeBSD 4.9
- FreeBSD 4.10

The file `qmanagerXXX_buildXXXXXX.XX_FreeBSD5Plesk8.tar.gz` provides compatibility with the following operating systems:

- FreeBSD 5.4
  - FreeBSD 6.0
-

The file `qmanagerXXX_buildXXXXXX.XX_Suse93Plesk8.tar.gz` provides compatibility with the following operating systems:

- Suse 9.3

The file `qmanagerXXX_buildXXXXXX.XX_Suse100Plesk8.tar.gz` provides compatibility with the following operating systems:

- Suse 10

The file `qmanagerXXX_buildXXXXXX.XX_Debian31Plesk8.tar.gz` provides compatibility with the following operating systems:

- Debian 3.1
  - Ubuntu 5.10
-

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