

Module 2: Troubleshooting Email Issues

Troubleshooting Email Issues.

2.1 Common Email Issues and How to Resolve Them

Introduction to Common Email Problems:

- Email users and administrators often encounter issues related to email delivery, authentication, and accessibility.

Common Email Issues:

- Emails not sending/receiving.
- Emails marked as spam.
- Emails bouncing back.
- Delayed email delivery
- Domain exceeded the max defers and failures per hour

2.1 Common Email Issues and How to Resolve Them

Authentication failures.

- Issues with email clients or webmail.

General Troubleshooting Steps:

- Check that the domain is active.
- This is often overlooked. Confirm the domain having email issues is registered and/or is active. A domain may be registered but is not active. Check whois status.
- **Status - <https://whois.com/>**

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Check Email Account Settings:

- Ensure correct login credentials, email server addresses (SMTP/IMAP/POP3), and port numbers are configured.

Verify DNS Settings:

- Make sure the MX, SPF, DKIM, and DMARC records are properly configured for the domain.

Email Routing

- On cPanel, check if routing is set to remote or local.

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Review Email Quotas:

- Check for storage limits on email accounts.

Monitor Blacklist Status:

- Verify if the domain or IP is blacklisted, causing emails to be blocked.

Port 25 blocked.

- Verify that port 25 is open and working. You can use command `telnet gmail-smtp-in.l.google.com 25`

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- If the port 25 is working, you will see an output as below.
- Connected to gmail-smtp-in.l.google.com
- Telnet must be installed. However, do **not install** telnet on shared hosting servers.

```
root@srv:~# telnet gmail-smtp-in.l.google.com 25
Trying 74.125.206.26...
Connected to gmail-smtp-in.l.google.com.
Escape character is '^]'.
220 mx.google.com ESMTP ffacd0b85a97d-37cbc3228f8si386613f8f.862 - gsmtpp
```

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- You may alternatively use the command `netstat -lntu | grep :25`
- An output similar to one below will be seen. If there is no output, then the port is blocked.

```
root@srv:~# netstat -lntu | grep :25
tcp        0      0 0.0.0.0:25          0.0.0.0:*          LISTEN
tcp6       0      0 :::25             :::*               LISTEN
root@srv:~#
```

2.2 Troubleshooting Delivery Problems

1. Email Not Delivered to Recipient:

- Check Mail Server Logs – For cPanel, this is Exim Mail Server logs located at ***/var/log/exim_mainlog***
- Review logs for errors or rejection messages.
- For cPanel , check the Track Delivery Report for review.
- Verify the recipient address exists
- Verify the recipient mail box quota

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2. Email Bouncing Back:

a) Analyze Bounce Back Message:

- The bounce-back email usually contains an error code that can help identify the issue.
- Common bounce codes:
 - 5.x.x: Permanent failure, such as an invalid recipient address.
 - 4.x.x: Temporary failure, such as a server being unavailable.

2.2 Troubleshooting Delivery Problems

b) Verify Recipient Address:

- Confirm that the recipient's email address is correct and exists.

Check if the Server is Blacklisted:

- If the bounce message mentions blacklisting, the sending IP may be listed in spam databases.
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