

Module 3. Troubleshooting Common Email Issues in cPanel

Troubleshooting Common Email Issues in cPanel

Common cPanel Email Issues:

- Emails not being sent or received.
- Exceeding disk quotas.
- SPF/DKIM configuration problems.
- Authentication errors.
- Outgoing Email Suspended

Steps to Troubleshoot cPanel Email Issues:

1. Check Disk Quotas:

- Go to cPanel > Email Accounts, and verify that the email accounts haven't exceeded their storage quotas.

2. Check Email Routing:

- Verify that the domain's email routing is correctly set to Local, Remote, or Auto in cPanel > Email Routing.

Steps to Troubleshoot cPanel Email Issues:

Email Routing

Route a domain's incoming mail to a specific server. For more information, read the [documentation](#).



Note: To manage MX records, use the new [Zone Editor](#).

Domain

woza.co.ke

Configure Email Routing

- Automatically Detect Configuration (recommended) [More](#)
- Local Mail Exchanger** [More](#)
- Backup Mail Exchanger [More](#)
- Remote Mail Exchanger [More](#)

Change

Current setting is shown in **bold**.

Steps to Troubleshoot cPanel Email Issues:

When to Use Local – Use local if the MX records are configured to the local server.

Zone Records for "woza.co.ke"

Destination is to the same domain, this is local MX

Filter by name

Filter: All A CNAME **MX** TXT Displaying 1 to 1 out of 1 records

Actions

Name	TTL	Type	Record	Actions
woza.co.ke.	14400	MX	Priority: 0 Destination: woza.co.ke	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Steps to Troubleshoot cPanel Email Issues:

- **When to Use Remote**
- If remote if the MX records are configured to a remote server such as Zoho, Gsuite, Microsoft, Smartermail
- You can verify this from the Zone Editor.

Zone Records for "tillhappens.co.ke"

Filter by name

Destination is a different server - Mx is remote.

<< < > >>

Filter: All A CNAME **MX** TXT

Displaying 1 to 1 out of 1 item

Actions

Save All Records

+ Add Record

Settings

Name	TTL	Type	Record	Actions
tillhappens.co.ke.	14400	MX	Priority: 0 Destination: sm1.cloudoon.com	Edit Delete

Steps to Troubleshoot cPanel Email Issues:

3. Examine Email Logs:

- Access email logs in cPanel by going to Track Delivery under the Email section to diagnose sending or delivery issues.

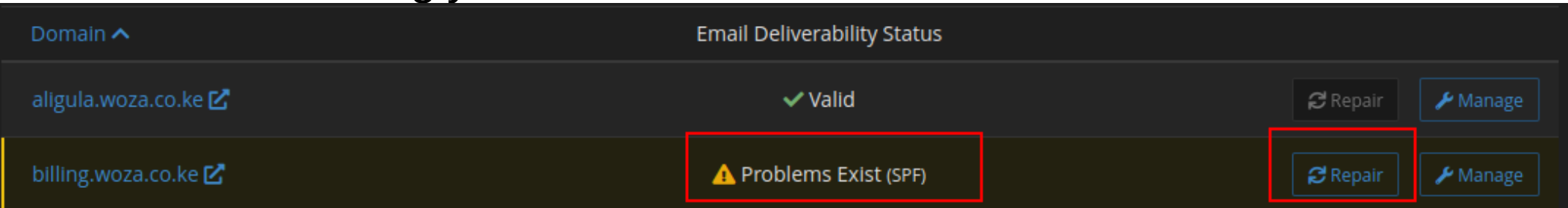
4. Correct DNS Records:

- Use cPanel's Zone Editor to ensure that MX, SPF, and DKIM records are set up correctly.
- **Enable SPF, DKIM, and DMARC:**
- In cPanel, navigate to Email Deliverability to check and fix any issues with email authentication records.

Steps to Troubleshoot cPanel Email Issues:

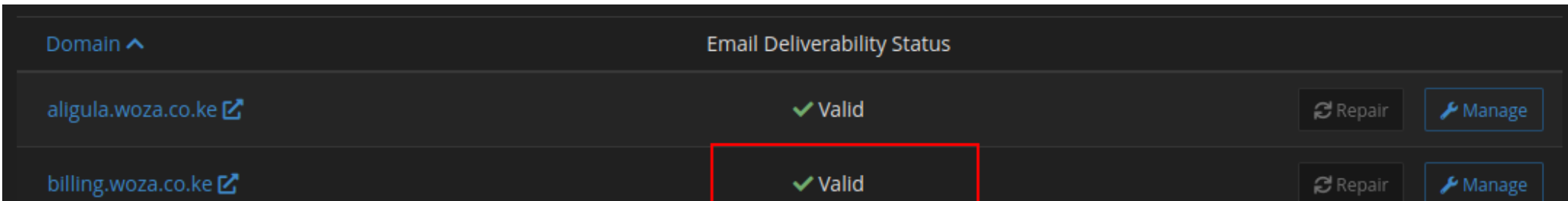
You may see ***Problem exists (SPF)*** : ***Click Repair*** to fix

- If the repair does not fix, confirm the domain nameservers and act accordingly.



This screenshot shows the 'Email Deliverability Status' section in cPanel. It lists two domains: 'aligula.woza.co.ke' and 'billing.woza.co.ke'. The status for 'aligula.woza.co.ke' is 'Valid'. The status for 'billing.woza.co.ke' is 'Problems Exist (SPF)'. A red box highlights the 'Problems Exist (SPF)' status, and another red box highlights the 'Repair' button for this domain.

Domain	Email Deliverability Status	Repair	Manage
aligula.woza.co.ke	Valid	Repair	Manage
billing.woza.co.ke	Problems Exist (SPF)	Repair	Manage



This screenshot shows the 'Email Deliverability Status' section in cPanel after the repair. Both domains, 'aligula.woza.co.ke' and 'billing.woza.co.ke', now show a status of 'Valid'. A red box highlights the 'Valid' status for 'billing.woza.co.ke'.

Domain	Email Deliverability Status	Repair	Manage
aligula.woza.co.ke	Valid	Repair	Manage
billing.woza.co.ke	Valid	Repair	Manage

Common Error Messages or Issues.

1. Delayed Email Deliver

Possible causes

- High Server Load
- Too many emails in queue

To fix

- Lower server load
- Remove frozen emails from queue

Common Error Messages or Issues.

To check email queue, login via SSH and run the command below.

- `exim -bpc` - This will display all emails in the queue

To clear/delete Frozen emails, use command below.

- `exim -bp|grep frozen|awk '{print $3}' |xargs exim -Mrm`

```
[root@██████████]# exim -bpc
```

```
3827
```

```
[root@██████████]# exim -bp|grep frozen|awk '{print $3}' |xargs exim -Mrm
```

```
Message 1srdeQ-00000001IzV-437n has been removed
```

```
Message 1ssfaz-0000000B7Cc-07Ee has been removed
```

```
Message 1ssfbV-0000000B7x2-1emz has been removed
```

```
Message 1ssfbx-0000000B8d1-1cGW has been removed
```

Common Error Messages or Issues.

2. Email Going to Spam.

- Check for IP blacklist and verify MX, SPF records are correctly set.

3. Missing or Deleted emails

- Check if the client has configured POP3 which deletes emails from the server using command below via SSH.
- `cat /var/log/maillog | grep user@domain.com | less`
-

Common Error Messages or Issues.

4. Too many spams from your server IP.

- You can use the command below to list all email accounts with the highest number of spam emails. You may choose to suspend the affected email account.
- `exigrep @ /var/log/exim_mainlog | grep _login | sed -n 's/.*_login:\(.*\)S=.*\1/p' | sort | uniq -c | sort -nr -k1`

```
[root@██████████]# exigrep @ /var/log/exim_mainlog | grep _login | sed -n 's/.*_login:\(.*\)S=.*\1/p' | sort | uniq -c | sort -nr -k1
```

```
23935 blog@co██████████.co.ke
7063 info@ku██████████l.com
1914 info@██████████mb.com
278 support@m██████████om.ng
276 support@k██████████ta.com.ng
78 dasmos@██████████2.com
52 wuinfo@██████████.com
```

Common Error Messages or Issues.

5. Email Suspended

- Expected response code 354 but got code "503", with message "503-All RCPT commands were rejected with this error: 503-Outgoing mail from "no-reply@domain.com" has been 503-suspended. 503 Valid RCPT command must precede DATA
am getting the above error
- SMTP Error (550): Failed to add recipient "myemail@gmail.com" (Outgoing mail from "mydomain.com" has been suspended.).

Common Error Messages or Issues.

Resolution.

- You would need to remove the **domain name**, or the **affected email account** or **cpanel username** from the file located at
 - /etc/outgoing_mail_suspended_users
 - /etc/outgoing_mail_hold_users
-

Common Error Messages or Issues.

6. Routing

- 550-The mail server could not deliver mail to test123@mydomain.com. 550-The account or domain may not exist, they may be blacklisted, or missing 550 the proper dns entries. (in reply to RCPT TO command)

Solution - >Check email routing and change this to **local**

If using remote server, say Gsuite, advice client to check their email exists from there. Do not be mislead by it's existence on cPanel.

Common Error Messages or Issues.

7. Authentication

```
<truehostcloud@gmail.com>: host gmail-smtp-in.l.google.com[209.85.203.27] said:  
550-5.7.26 Your email has been blocked because the sender is  
unauthenticated. 550-5.7.26 Gmail requires all senders to authenticate with  
either SPF or DKIM. 550-5.7.26 550-5.7.26 Authentication results:  
550-5.7.26 DKIM = did not pass 550-5.7.26 SPF [lintsawa.com] with ip:  
[151.80.93.107] = did not pass 550-5.7.26 550-5.7.26 For instructions on  
setting up authentication, go to 550 5.7.26  
https://support.google.com/mail/answer/81126#authentication  
a640c23a62f3a-a93930ed267si73847266b.514 - gsmtip (in reply to end of DATA  
command)
```

Reporting-MTA: dns; srv2.lintsawa.com

X-Postfix-Queue-ID: E7D9C81AB2

X-Postfix-Sender: rfc822; sales@lintsawa.com

Arrival-Date: Tue, 24 Sep 2024 05:42:09 -0400 (EDT)

Common Error Messages or Issues.

Here, our email server is missing the necessary dns records such as SPF & DKIM

- For cPanel , Go to Email Deliverability and Repair
- If the client is using an external DNS manager such as Cloudflare, copy all the mail records and share with them to add at Cloudflare. The Repair button in this case will not work.

- **End of Module 3**