

Module 4: Troubleshooting Common Email Issues in Plesk, Cyberpanel, CWP.

Troubleshooting Common Email Issues in Plesk

Common Email Issues:

- Authentication errors when sending email.
- Emails getting marked as spam.
- Emails bouncing back.
- Most email issues are similar across all panels.
- Email suspended.
- Unable to send outgoing emails
- Unable to receive emails

Steps to Troubleshoot Email Issues: (plesk)

1. Check Mail Server Configuration:

- Ensure that the SMTP, IMAP, and POP3 servers are correctly configured in Plesk.

2. Review Email Logs:

- Use Plesk's Mail Log feature to examine delivery and error messages related to email issues.

3. Verify Mailbox Quota:

- Check if any email accounts are over their quota by navigating to Mail > Mail Settings for Plesk,

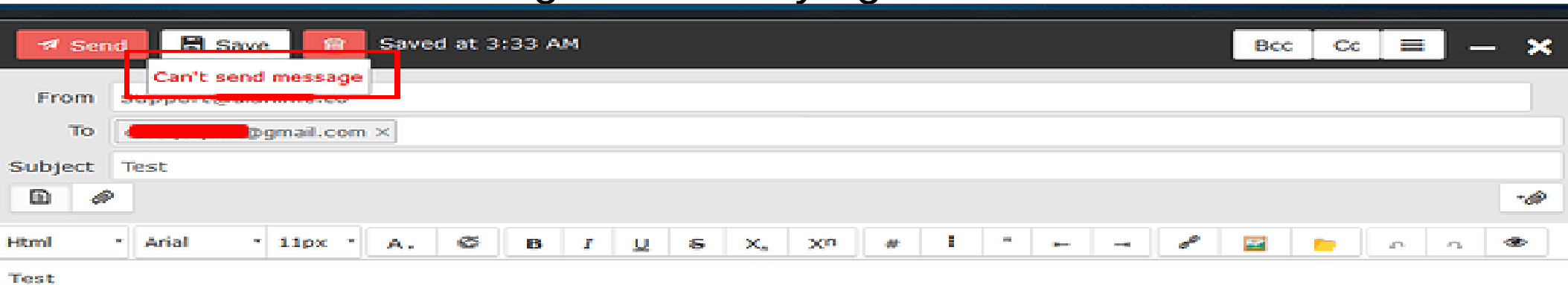
Steps to Troubleshoot Email Issues:

- **Update SPF and DKIM:**
- In Plesk, go to Mail Settings > Email Security, and ensure that SPF and DKIM are correctly configured to prevent spam issues.

Troubleshooting Common Email Issues in CyberPanel

Common CyberPanel Email Issues:

- Emails not being sent or received.
- Issues with DNS settings (MX, SPF, DKIM).
- Can't send message - When trying to send emails.



- # Steps to Troubleshoot CyberPanel Email Issues

Check DNS Records:

- Go to CyberPanel DNS Management and verify that MX, SPF, and DKIM records are correctly configured.

Check Mail Logs:

- In CyberPanel, go to Email > Mail Queue to view logs and investigate delivery problems.
- Review Email Routing Settings:
- Ensure the correct email routing is applied under Mail Settings.
-

• Steps to Troubleshoot CyberPanel Email Issues

Test SMTP/IMAP/POP3:

- Use telnet gmail-smtp-in.l.google.com 25 to check if port 25 is blocked.
- If blocked, outgoing emails will not work.
- You can also check the mail queue using the command `mailq`
- To delete Email queue, use the command `postsuper -d ALL`

- Steps to Troubleshoot CyberPanel Email Issues

Check Mail server SSL.

- Ensure that mail server ssl has been issued to prevent “cant send message” error.

Guide : <https://truehost.com/support/knowledge-base/cant-send-message-error-cyberpanel/>

Troubleshooting Common Email Issues in CWP (Control Web Panel)

Common CWP Email Issues:

- Email not being delivered.
- Problems with spam filtering.

Steps to Troubleshoot CWP Email Issues:

Check Email Logs:

- In CWP, navigate to Mail Logs under the Email section to check for errors or delivery issues.

Troubleshooting Common Email Issues in CWP (Control Web Panel)

Configure SPF/DKIM:

- Access Email Settings > SPF/DKIM Manager to configure and ensure the records are correctly set up.

Email Quotas:

- Verify that email accounts have not exceeded their storage quotas.

Analyze SpamAssassin Settings:

- Adjust spam filtering settings in CWP by modifying the SpamAssassin Configuration.

-

Troubleshooting Common Email Issues in CWP (Control Web Panel)

- **Check Bind status**

Bind is a dns server used by CWP and if it is not running, emails will also not work

- **Check Apache status**

Apache is a web server used by CWP and if it is not running may also cause emails not to work.

Troubleshooting Common Email Issues in CWP (Control Web Panel)

- **Dashboard.**

Services Status

Server Services

Mail Services

Apache Webserver

Active

FTP Server

Active

MySQL Database Server

Active

BIND DNS Server

Active

SSH Server

Active

Crontab

Active

Stop

Restart

Status

Stop

Restart

Status

Stop

Restart

Status

Stop

Restart

Status

Stop

Restart

Status

Stop

Restart

Status

Troubleshooting Common Email Issues in CWP (Control Web Panel)

Check Postfix Status

- Postfix is a mail server used by CWP. Ensure it is active and running

Check Dovecot Status

- Dovecot is an IMAP/POP3 server. Ensure it is active and running.

Troubleshooting Common Email Issues in CWP (Control Web Panel)

Dashboard

Services Status

Server Services

Mail Services

Postfix Mail Server

Active

Stop

Restart

Status

Dovecot IMAP/POP3 Server

Active

Stop

Restart

Status

ClamAV

Failed

Start

Restart

Status

Report Issue

AMaViS (A Mail Virus Scanner)

Failed

Start

Restart

Status

Report Issue

OpenDKIM

Failed

Start

Restart

Status

Report Issue

SpamAssassin

Failed

Start

Restart

Status

Report Issue

Troubleshooting Common SmarterMail Issues

Common SmarterMail Issues:

- Emails not delivering to certain recipients.
- Emails marked as spam.
- Problems with SmarterMail web interface.
- Other common issues as per the other panels

Troubleshooting Common SmarterMail Issues

Steps to Troubleshoot SmarterMail Issues:

Check SmarterMail Logs:

- Review SmarterMail's Message Log to diagnose email delivery problems.

Verify DNS Records:

- Ensure that SPF, DKIM, and DMARC are correctly configured for your domain.

Troubleshooting Common SmarterMail Issues

Test SmarterMail Connectivity:

- Use telnet or MXToolbox to test mail server responses for SMTP, IMAP, and POP3.

SmarterMail Web Interface Issues:

- Restart SmarterMail services if the web interface is not responsive.

Issues with Webmail Clients

Common Webmail Issues:

- Slow performance or webmail not loading.
- Emails not syncing properly.
- Login failures.
-

Issues with Webmail Clients

Troubleshooting Webmail Issues:

- Clear browser cache and cookies if experiencing slow performance.
- Check email account settings in webmail to ensure correct configuration.
- Review server logs for errors related to webmail.
- Ensure sufficient server resources are available (CPU, RAM, etc.) if webmail is unresponsive.

Checking Email Logs and Bounce Back Emails

Understanding Email Logs:

- Email logs contain critical information about the delivery status of emails, including errors, bounce messages, and routing details.

Accessing Email Logs

- **cPanel:** Use the Track Delivery tool to review the email logs.
- **Plesk:** Navigate to Tools & Settings > Mail Log.

Checking Email Logs and Bounce Back Emails

CyberPanel: Access logs through Email > Mail Queue.

- **CWP:** Use the Mail Logs section to review logs.

Bounce Back Emails:

- Bounce back emails provide details about why an email could not be delivered. Common error codes include:
 - **550:** Recipient address does not exist.
 - **552:** Exceeded storage limits.
 -

Checking Email Logs and Bounce Back Emails

451: Temporary local problem.

- To learn more about bounce back codes check the link below.
- <https://www.gmass.co/blog/email-bounce-codes/>

Configuring Correct DNS Records for Emails

- **DNS Records Required for Email:**
- **MX Records:** Direct emails to your domain's mail server.
- **SPF Records:** Specify which IP addresses or mail servers are authorized to send emails for your domain.
- **DKIM Records:** Digitally sign your emails to prevent tampering.
- **DMARC Records:** Specify what action to take if an email fails SPF or DKIM checks.

Steps to Check and Configure DNS Records:

- Use DNS management tools in your hosting panel (cPanel, Plesk, CyberPanel) to add or update MX, SPF, DKIM, and DMARC records.
- If using other DNS managers such as OLITT, Cloudflare, Ezoic, ensure to add the DNS records as well from there.
- Verify DNS configurations using tools like MXToolbox.

End of Module 4