

# Mail Queue Manager

(WHM >> Home >> Email >> Mail Queue Manager)

- Overview
- View queued emails
- The results table
  - Customize output results
  - Delete messages
  - Deliver messages
  - Unfreeze an email
- Additional documentation

## Overview

The *Mail Queue Manager* allows you to view, delete, and attempt to deliver queued messages that the system has **not** yet delivered to their destinations. For example, the system places messages in your mail queue if the sender addressed the messages to invalid hosts or addresses.

## View queued emails

To view messages queued on your server, perform the following steps:

1. Enter the search term conditions for your query.
  - a. Enter your search criteria into the *Search...* text box.
  - b. In the *Select Query* menu, select the portion of the message to query.
    - If you do not wish to restrict your search to a specific filter, select *No Filter*.
  - c. In the *Search Type* menu, select how the search function matches your criteria.

**Note:**

*Partial* matches require more time to run than *Begins With* and *Exact* matches.

2. Enter the *Start Date*, *Start Time*, *End Date*, and *End Time* values to specify the date range for which you wish to view sent mail.
3. Click *Run Report*.

**Notes:**

- The search feature does **not** search the body of the queued messages.
- The results remain filtered until you clear the search box.

## The results table

By default, the system sorts results for your query into seven columns.

Column	Description
<i>Time Received</i>	The time at which the email message arrived at the destination server.
<i>Sender</i>	The email address that sent the message.
<i>Message ID</i>	The message's unique identifier.
<i>Recipient(s)</i>	The email address to which the user sent the message.
<i>Size</i>	The size of the message.
<i>Status</i>	The status of the message.

<i>Action</i>	<p>Click the icon to view information about the selected message. When this report displays, you can also perform the following actions:</p> <ul style="list-style-type: none"><li>• <i>Delete Message</i></li><li>• <i>Deliver Message Now</i></li><li>• <i>Return to Mail Queue.</i></li></ul> <p>Read the sections below for more information about the <i>Delete</i> and <i>Deliver</i> actions.</p>
---------------	--

**Note:**

If an email has several invalid destination addresses (*To*, *CC*, and *BCC* addresses), the message only appears once in the table.

## Customize output results

You may add columns to the results table to view more information. To add columns, perform the following steps:

- Click the icon in the top right corner of the results table, and select the checkbox for the information that you wish to view in the table. To hide information from the table, deselect the checkbox.
- To automatically select the default columns, click *Reset to Default*.

## Delete messages

The system **cannot** send emails that users send to incorrect addresses. You **must** delete these messages from the *Mail Queue Manager* list.

To delete emails, perform the following steps:

1. Select the checkbox for each email that you wish to delete.
2. Click *Delete Selected*.
3. A new window will display. Click *OK*.

To delete all of the emails in the list, perform the following steps:

**Warning:**

This function deletes **all** emails, both from the filtered list and mail queue. Only use this if you wish to delete **all** emails from your mail queue.

1. Click *Delete All*. A new window will display.
2. Click *OK* to confirm that you wish to delete all emails.
3. A new window will display. Click *OK*.

## Deliver messages

To attempt to deliver queued emails, perform the following steps:

1. Select the checkbox for each email that you wish to send.
2. Click *Deliver Selected*.
3. A new window will display. Click *OK*.
  - The system will confirm that it attempted to deliver the message.
  - Under *Delivering Messages in Queue*, a delivery report indicates whether this attempt succeeded or failed.

To attempt to deliver all of the server's queued mail, perform the following steps:

**Warning:**

This function attempts to deliver **all** of the queued mail on the server, both from the filtered list and mail queue.

1. Click *Deliver All*.
2. A new window will display. Click *OK*.
  - The system will confirm that it attempted to deliver the message.
  - Under *Delivering Messages in Queue*, a delivery report indicates whether this attempt succeeded or failed.

## Unfreeze an email

After several attempts, if a message fails to deliver, the system freezes that message. This practice helps to conserve system resources, increase queue runs, and reduce chances that the target mail transfer agent treats your message as spam.

The system will **not** attempt to deliver the message again until you manually unfreeze the message, or the system reaches a timeout.

To unfreeze a message, click the unfreeze icon (



) that corresponds to the desired message. A new window will open to confirm that the system has unfrozen your message.

**Notes:**

- This icon only appears when the status of the message is labeled *frozen*.
- You can unfreeze only one message at a time.

If several frozen messages appear in your *Mail Queue Manager*, examine the log file (`/var/log/exim_mainlog`) to find the cause and troubleshoot Exim.

## Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- [Mail FAQ](#)
- [Mail Delivery Reports](#)
- [Mail Queue Manager](#)
- [View Mail Statistics Summary](#)
- [View Sent Summary](#)
  
- [Mail FAQ](#)
- [Email Routing](#)
- [Mailing Lists](#)
- [Archive](#)
- [Autoresponders](#)
  
- [How to Configure the Exim Outgoing IP Address](#)
- [Mail FAQ](#)
- [Mail Delivery Reports](#)
- [Mail Queue Manager](#)
- [View Mail Statistics Summary](#)
  
- [WHM API 1 Sections - Mail](#)
- [WHM API 1 Functions - get\\_unique\\_recipient\\_count\\_per\\_sender\\_for\\_user](#)
- [WHM API 1 Functions - get\\_unique\\_sender\\_recipient\\_count\\_per\\_user](#)
- [WHM API 1 Functions - validate\\_exim\\_configuration\\_syntax](#)
- [WHM API 1 Functions - get\\_mailbox\\_status](#)