

Mail FAQ

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Webmail

Which Webmail applications are available?

cPanel & WHM offers three standard Webmail applications: Horde, SquirrelMail, and Roundcube. To choose the best application for your needs, read our [Which Webmail Application Should I Choose](#) documentation.

Why is the Webmail application that I want to use missing?

If you do not see one or more of the Webmail applications, your hosting provider may have disabled it. For more information, contact your hosting provider to find out whether this is the case, and why they have disabled the client.

Can I reconfigure access to Webmail from <http://example.com/webmail> to webmail.example.com

- By default, cPanel & WHM adds a `webmail` subdomain at account creation time.
- You can access your webmail at <http://webmail.example.com>, where `example.com` is the name of your domain.
- You can enable this option with the *Proxy subdomain creation* setting in the *Domains* section of WHM's *Tweak Settings* interface (*Home >> Server Configuration >> Tweak Settings*).

Can I access my email from a remote location with another PC?

Yes, you may access your email from any computer with a web browser and an Internet connection. You can access Webmail at `https://example.com:2096`, where `example.com` is your domain name.

Can a user access the Webmail programs without the cPanel control panel?

Yes. Users can go to `https://example.com/webmail` or `https://example.com:2096`, where `example.com` is your domain name, to log in directly with the email account and password.

Why does a particular Webmail application load automatically?

This is because, at some point, you clicked the *Enable AutoLoad* link in the *Secure Webmail Login* interface.

To disable auto-loading, perform the following steps:

1. Access cPanel's *Webmail* interface (*Home >> Mail >> Webmail*).
2. Click *Go to Secure Webmail Login*.
3. Click *Stop* before the timer counts down to 0 in the window.
4. Click *Disable AutoLoad* to make certain that the Webmail client does not automatically load whenever you access the *Secure Webmail Login* interface.

I cannot see the Webmail page.

If you cannot reach Webmail, perform the following steps:

1. Open ports 2095 and 2096 in your firewall.
2. If you created a subdomain or add-on domain for Webmail, remove it.
3. If you created an A record in DNS for Webmail, remove it.
4. If you created a Webmail subdirectory in the document root, remove it.
5. Ask your system administrator run the following script and then restart Apache:

```
/scripts/rebuildhttpdconf
```

When I pull mail from cPanel to my mail client, why does the mail remain marked as unread in cPanel's Webmail?

If you use POP3 protocol to download email, it will not tell the server that you read your mail. We suggest that you switch to IMAP for email if your host uses IMAP.

How do cPanel & WHM servers handle Webmail?

The Webmail subdomain is part of a `vhost` entry in Apache's `httpd.conf` configuration file. The URI for the Webmail subdomain uses a `ScriptAliasMatch` directive to map to the appropriate file system location.

Attempts to connect to either `http://webmail.example.com/` or `http://example.com/webmail` will call the `mod_proxy` module, which then forwards the initial TCP connection to the `CPservD` service. `CPservD` then contacts the browser and instructs it to listen on port 2095, or port 2096 for secure connections. Finally, the browser communicates with the server on port 2095 via TCP, or port 2096 for secure connections.

Desktop mail clients

How do I set up an out-of-office reply for incoming emails?

To create an autoresponder, perform the following steps.

1. Log in to your Webmail interface at `https://example.com:2096`
2. Go to *Autoresponder Options* at the bottom of the interface.
3. Enter your name in the *From* text box.
4. Enter the subject that you wish the recipient to see in the *Subject* text box.
5. Choose the character set that the email will be sent in from the options in the text box.
6. If you wish for the email to display html code in web form, select the *HTML* checkbox.
7. Provide a body for your message. For example, you might enter the following message:

```
I am currently out of the office until July 2nd. You can reach me on my mobile phone for any emergencies.
```

8. Click *Setup Autoresponder*.

Now, all emails that are sent to your email account will be greeted with this autoresponse until you remove it.

To remove the autoresponder, in the same interface, select *Delete Autoresponder*.

I have forgotten my password. How can I receive email?

Contact your website's administrators so that they can reset your password.

How can users change their email passwords?

Users can change their passwords in the Webmail interface. Log in to the interface at `https://example.com:2096` and select the *Change Password* option.

Can I forward mail from one address to two or more addresses?

Yes. To forward email messages to multiple addresses, create email forwarders for each destination address.

For example, if you want `support@example.com` to forward its mail to both `john@example.com` and `marsha@example.com`, you will need to add the following forwarders:

- `support@example.com --> john@example.com`
- `support@example.com --> marsha@example.com`

You can do this in cPanel's *Forwarders* interface (*Home >> Mail >> Forwarders*).



Note:

\$body

How can I forward my emails without a copy in my account?

To forward all of the email for an address to another account, do not create an email account for that address. Instead, only create a forwarder.

For example, to deliver all of the mail that is sent to `abc@example1.com` to `xyz@example2.com`, without any emails saved in the `abc@example1.com` account, add a forwarder from `abc@example1.com` to `xyz@example2.com` and do not create the `abc@example1.com` email account.

How can I direct incoming mail to another email account?

Mail forwarders allow you to direct mail from one email address to another. To learn more about setting up mail forwarders, visit our [Mail Forwarders documentation](#).

Can I forward all received email to a file?

To do this, create an email forwarder in cPanel. To send messages to the file rather than to a mailbox, do not create an email address. Instead, create a forwarder with the name of the address.

When you create the forwarder, choose the *pipe to a program* option. Then, put in the path of the file or program to which you wish to send mail.

Why have I not received any emails?

To check your email status, perform the following steps:

1. Log in to `https://example.com:2096` or `http://example.com/webmail` to make sure that you have new mail.
2. Choose a Webmail program to view your inbox.
 - If the mail appears in the Webmail interface, but not on your computer's mail application (for example, Outlook or Mail), verify that the settings that you use to check your email are correct. The settings should resemble `mail.example.com` and `user@example.com`.
 - Enable *My Server requires Authentication* in Outlook. Many servers require this option.



Note

If you still cannot receive mail, check with your web host to verify your settings.

The normal login is your email address and password (for example, `user@example.com` and `yourpassword`). If that login information does not work, contact your hosting company for special instructions.

Scripts

How do I manually kill the Exim mail queue?

Run the `/usr/local/cpanel/whostmgr/bin/whostmgr2 killeximq` command.

Where is the Exim antivirus configuration file?

`/etc/antivirus.exim` is the Exim antivirus configuration file.

How can I debug problems with an email account?

Run the `exim -d2 -bt user@example.com` command to trace the path of the email from the server and along the path that it follows.

How can I add a mail account manually through the shell interface?

To add a mail account manually, run the `/scripts/addpop` command.

How can I whitelist an entire domain in BoxTrapper?

Run the following script, where `example.com` is your domain name:

```
from .+\@example\.com
```

For example, if the domain that you wish to allow is `mydomain.com`, you would run the following script:

```
from .+\@mydomain\.com
```

Why does Mailman display a 500 Error when I try to manage a list?

To avoid this issue, perform the following steps:

1. Run the `/scripts/fixmailmanwithsuexec` script.
2. Edit the `/usr/local/apache/conf/httpd.conf` file, and move the vhost that it creates to be the first vhost.
 - The vhost that it creates is usually the last one in the file.
3. Restart Apache with the `/etc/rc.d/init.d/httpd restart` script.
4. Run the `/scripts/fixoldlistswithsuexec` script.



Note

We recommend that you do **not** manually edit this file because the next build will overwrite it. To make changes outside of a VirtualHost, you will need to add it to an include, or modify the templates. For more information, read [our VirtualHost documentation](#).

Why does Mailman give the error: Mailman wants UID 99 when getting -1?

To avoid this, run the `/scripts/upcp` script. This script should detect and fix it for you automatically.

If it does not work, perform the following steps:

1. Edit the `httpd.conf` file.
2. Make sure the `Group` setting is set to `nobody`.
3. Run the `/scripts/upcp` script to rebuild Mailman with the correct UID and GID.



Note

We recommend that you do **not** manually edit this file because the next build will overwrite it. To make changes outside of a VirtualHost, you will need to add it to an include, or modify the templates. For more information, read [our VirtualHost documentation](#).

How can I flush the Exim queue from the shell?

To flush the queue, run the following command:

```
exim -qff
```

To flush and enable debugging, run the following command:

```
exim -qff -d9
```

Why do I see two transports in the log when I enable Apache SpamAssassin?

When you enable Apache SpamAssassin, messages are reinjected back into the mail queue so that they can pass through the system filters and user filters. You will only receive one delivery to your inbox, but Exim will process the message twice.

```
[msg]----[exim]-----[spamassasin]-----[exim]-----[delivery]
```

Horde's address book returns the error "There was an error adding this object"?

1. SSH to the server as the `root` user.
2. Enter `mysql` to get the `mysql` prompt.
3. Cut and paste the following lines into the `mysql` prompt:

```
CREATE TABLE horde.turba_objects (object_id varchar(32) PRIMARY KEY,owner_id varchar(255),object_name
varchar(255),object_alias varchar(32),object_email varchar(255),object_homeAddress varchar(255),
object_workAddress varchar(255),object_homePhone varchar(25),object_workPhone varchar(25),
object_cellPhone varchar(25),object_fax varchar(25),object_title varchar(32), object_company varchar(32),
object_notes text);
```

After you enter those lines, the address book should work again.

When I try to add a Mailing List in cPanel, why do I receive the error: No -e allowed in setuid scripts?

It is likely that the `cpwrap` file has the wrong ownership. To correct this issue, run the following command:

```
chown root:wheel /usr/local/cpanel/bin/cpwrap
```

Server information and configuration

Where does the server forward mail for the root user?

The email address that receives mail for the root user is defined in the `/root/.forward` file.

The format of the file is a single email address on a line. For example:

```
admin@example.com
```

Can I filter incoming messages?

Yes. Read our [Mail Filtering](#) documentation.

Why will my mail not go to a specific domain.

There are many things that could be wrong. To find the cause, start with the following steps:

- Check to ensure that the MX entry for the domain points to the domain.
- Check to make sure that the domain resolves.
- Check the Exim logs for errors or delivery of the message. These logs are in the `/var/log/exim_mainlog` and `/var/log/exim_rejectlog` files.

How do I block unsolicited mails ?

To block unsolicited mail, you can use either [BoxTrapper](#) or [Apache SpamAssassin](#).

How can I change mail port 25 to another port number?

To change this port, perform the following steps:

1. Go to the the *Service Manager* interface in WHM (*Home >> Service Configuration >> Service Manager*).
2. Enable *exim on another port*.
3. Enter the port number.

Can I set the domain quota for emails at the WHM level, to control the data transfer?

You can set the number of emails per hour a domain can send with the *Max hourly emails per domain* option in the *Mail* section of WHM's [Tweak Settings](#) interface (*Home >> Server Configuration >> Tweak Settings*)

How can I add email accounts?

To add email accounts in cPanel, perform the following steps:

1. Navigate to cPanel's [Email Accounts](#) interface (*Home >> Mail >> Email Accounts*).
2. Fill out the appropriate text boxes.
3. Click *Create*.

How can I install CGI email through cPanel?

To install CGI email in the cPanel interface, perform the following steps:

1. Navigate to cPanel's [CGI Center](#) interface (*Home >> Software / Services >> CGI Center*).
2. Click CGI email.
3. Follow the instructions on the [CGI email website](#).

How can I let a user know that they have sent email to the wrong address?

The default address feature in cPanel can alert a user that they have sent an email to an invalid address.

1. Navigate to cPanel's [Default Address](#) interface (*Home >> Mail >> Default Address*).
2. Choose *Discard with error to sender (at SMTP time)*.
3. Enter the message that the mail sender will see in the *Failure Message (seen by sender)*: text box.



Note

This will only work for people who send email to your domain. Each domain on the Internet has different configuration options. If you send mail to the wrong address on a different domain, you may receive a different error message.

How can I send email from SMTP and PHP?

To authorize a remote IP address to relay through Exim, perform the following steps:

1. Create a file that contains your host IP address or addresses.
2. Name the file (for example, `/etc/privaterelay`).
3. In the `/etc/exim.conf` file, find the following lines:

```
hostlist relay_hosts = lsearch;/etc/relayhosts
localhost
```

4. Replace them with the following lines:

```
hostlist relay_hosts = lsearch;/etc/relayhosts
localhost : lsearch;/etc/privaterelay
```

5. Save and exit the file.

How do I set up my mail to use SSL?

Set your mail server to the host name for SMTP, POP3, and IMAP instead of `mail.example.com`. Then, make sure that your mail client uses the following ports for SSL:

- SMTP — 465
- POP3 — 995
- IMAP — 993

Make certain that your account name is `user@example.com` or `user+example.com` and that you use authentication on your SMTP server.

cPanel & WHM supported software

What anti-spam functionality does cPanel & WHM offer?

cPanel & WHM ships with Apache SpamAssassin and BoxTrapper at no additional cost.

BoxTrapper is a challenge-response system that requires the senders of incoming email that have not yet been white-listed to reply to an initial email to verify that the messages are not spam.

cPanel & WHM also allows users to set up powerful custom mail filtering rules.

Does cPanel & WHM support SPF?

SPF is compiled in Exim, but is not enabled by default. You can enable it in WHM's [Exim Configuration Manager](#) interface (*Home >> Service Configuration >> Exim Configuration Manager*). Click on the *Advanced Editor* tab at the top of the page that appears. Follow the instructions available at [Exim's website](#).

Does cPanel & WHM support SMTP AUTH (Mail Authentication)?

Yes, this functionality is enabled by default.

What software does cPanel & WHM use for its mail servers (SMTP, POP, IMAP)?

cPanel & WHM offers two services for POP and IMAP. You may choose either Courier or Dovecot. Select the desired service in WHM's [Mailserver Selection](#) interface (*Home >> Service Configuration >> Mailserver Selection*).



Note

Exim is the Mail Transfer Agent (MTA) that cPanel & WHM uses.

Does cPanel & WHM support RBLs?

Yes, you can add RBLs in the *Advanced* section of WHM's [Exim Configuration Manager](#) interface (*Home >> Service Configuration >> Exim Configuration Manager*).

If you edit your Exim configuration manually outside of the WHM interface, the next cPanel & WHM update may overwrite your changes.

Why are both of my scan outgoing messages for spam options grayed out in Exim's Basic Editor?

The following two Apache SpamAssassin™ settings in the *Basic Editor* section of the [Exim Configuration Manager](#) interface (*Home >> Service Configuration >> Exim Configuration Manager*) are mutually exclusive:

- *Scan outgoing messages for spam and reject based on SpamAssassin@ internal spam_score setting*
- *Scan outgoing messages for spam and reject based on defined SpamAssassin@ score (minimum: 0.1; maximum: 99.9)*

If you enable one of these options, the system will gray out the other option. If **both** options are grayed out, the outgoing spam scan option is enabled in the *Advanced* section of WHM's [Exim Configuration Manager](#) interface (*Home >> Service Configuration >> Exim Configuration Manager*).

To disable this option, deselect the checkbox that corresponds to the *outgoing_spam_scan* option in the *Advanced* section of WHM's [Exim Configuration Manager](#) interface (*Home >> Service Configuration >> Exim Configuration Manager*).