

Can't receive mail from outside (IMAP/POP)

Posted by Göran Amredahl - 2013/11/16 18:35

Hi all, first posting in this forum.

I've been using ClearOS since it was ClarkConnect 3.x and never experienced this problem.

I installed ClearOS 6.4 recently and ran the imapsync tool to migrate mail from my old 5.2-server. Now I've got problems receiving mail sent from outside my LAN, mail sent within the LAN works as it should and mail sent using SMTP to other addresses on the internet works great.

If I try send from my Gmail address I never receive it in myClearOS box but I never get an indication that it has bounced. The problem is that I don't know if the server rejects it either when it seems like those reports are missing since the 5.2 version of ClearOS I had previously.

I've been checking all sections in the webconfig but can't see any obvious misconfigurations.

How can I check that:

1. User are set up as it should?
2. Mail comes to my server at all, are there some logfiles I should see for example the google domain in?

Can someone please guide me in search of the solution of my problem?

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Re: Can't receive mail from outside (IMAP/POP)

Posted by Göran Amredahl - 2013/11/17 12:44

Sorry for this post, I'm really stupid...

I forgot to add SMTP in the list of allowed incoming connections...

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Re: Can't receive mail from outside (IMAP/POP)

Posted by Tim Burgess - 2013/11/17 16:16

Thanks for the follow up - it may help someone else :) glad you have sorted it.

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Re: Can't receive mail from outside (IMAP/POP)

Posted by Miguel T. Velez-White - 2013/11/24 13:09

Hey guys. I made sure to check and verify that SMTP, IMAP and POP3 were all allowed into the network, but for some reason I can only send mail out - it's not coming in. Can anyone give me some

alternate suggestions as to what's going on?

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Re:Can't receive mail from outside (IMAP/POP)

Posted by Nick Howitt - 2013/11/24 13:46

Why do you want to allow POP and IMAP in or do you have remote users picking up mail directly from you?

Have you tried telneting into your wan port 25?

Do you have your mx DNS record correctly configured to point to your server?

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Re: Can't receive mail from outside (IMAP/POP)

Posted by Tim Burgess - 2013/11/24 15:53

/var/log/maillog should be the first place you check

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Re:Can't receive mail from outside (IMAP/POP)

Posted by Miguel T. Velez-White - 2013/11/25 10:57

I had read in one of the earlier posts that port 25 might be blocked by my ISP, so I was allowing it since their mail server (which would have to be the relay server) which is imap.charter.net. I was trying to find a setting in the Zarafa app for the outgoing and incoming but Charter uses imap or pop for incoming and smtp for outgoing.

Am I going about this the totally incorrect way? I thought that I would intuitively understand this as I've worked with Exchange servers forever. However, in the interest of expediency, I decided to give Zarafa a try as I'm getting further and further away from Microsoft.

Any additional guidance that you or the rest of the group can share would be great. I appreciate the fact that so many of you have sent info already and I've truly been grateful to receive it. I'm using the 6.4sp1 version and in Zarafa, there are two sub-apps that won't start - the delivery agent and one other. Is this normal? Have I botched a setting? (I'll start attaching screen shots if you all think it will help the diagnosis.)

Thanks as always :S

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Re:Can't receive mail from outside (IMAP/POP)

Posted by Nick Howitt - 2013/11/25 15:16

OK. No point in opening up POP and IMAP ports. Try telnetting into port 25 externally to see if your ISP blocks port 25, or just go to Shields Up and scan port 25 to see if it is open.

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Re:Can't receive mail from outside (IMAP/POP)

Posted by Tim Burgess - 2013/11/25 17:11

Miguel, SMTP server is the transport mode for mail from/to your ClearOS mail server. The SMTP server sits in front of Zarafa as the MTA and handles the delivery of mail via the Zarafa-delivery agent. IMAP or POP are protocols used by your mail client to view or download mail from the server.

If incoming mail is not arriving (verify by looking at /var/log/maillog) then you have an MX record, or ISP problem that is preventing servers from sending mail to your domain (and ultimately your ClearOS box).

If mail is arriving at your box (again you'll see entries in the maillog) then you have a local delivery problem and likely caused by the Zarafa-dagent services.

The delivery agent is required for the correct operation of zarafa, along with zarafa-gateway - have you by any chance installed the free Cyrus IMAP server? this conflicts with the Zarafa services and should be disabled/uninstalled.

Try running 'service zarafa-dagent restart' from the command line.

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Re:Can't receive mail from outside (IMAP/POP)

Posted by Miguel T. Velez-White - 2013/11/26 12:53

Hi Tim:

I followed your instructions and I made sure that my Windows domain controller has an MX record in the DNS settings. Do I also need to place one in my ClearOS server? Also, I checked maillog and I discovered that there are in fact a number of entries from "ctl-cyrusdb". I'm not sure how it got there (installed I mean) and I'd love to know how to get rid of it since you have already instructed me that it conflicts with Zarafa.

Thanks in advance.

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Re:Can't receive mail from outside (IMAP/POP)

Posted by Tim Burgess - 2013/11/27 10:38

Miguel, your A or MX record for your domain should be registered externally with your ISP / Domain name registrar otherwise external mail will not be able to be delivered. When you run 'dig yourdomain.com' does it return your external WAN IP?

You can remove Cyrus IMAP with:-

```
yum remove cyrus-imapd
```

See this thread

http://www.clearfoundation.com/component/option,com_kunena/Itemid,232/catid,14/func,view/id,52229/

Re:Can't receive mail from outside (IMAP/POP)

Posted by Miguel T. Velez-White - 2013/11/27 13:28

Tim, I've taken the following steps based on the info which you recently provided:

- a) removed the cyrus db (thank you so much)
- b) updated my domain registrar's MX and A records
- c) created SPF record (with Mcirosoft's help)
- d) disabled IMAP & POP servers
- e) removed Relay Host info from SMTP configuration (as I mistakenly believed that the mail had to be relayed through my ISPs mail server
- f) restarted server (entire ClearOS box)

I'm not sure If I've left anything out. So far all that i've noticed is that my charter mail now comes into my inbox in Zarafa. However, so far, I'm not seeing mail come in to my designated box nor am I able to send now outwardly to other mail addresses. I've obviously botched something up here. Anxiously awaiting your next instructions on this.

Thank you. :)

Re:Can't receive mail from outside (IMAP/POP)

Posted by Miguel T. Velez-White - 2013/11/27 14:43

Hi again gang:

Also ran a port scan (as was earlier instructed). Here are the results of that action:

```
PORT    STATE SERVICE
22/tcp  open  ssh
25/tcp  open  smtp
53/tcp  open  domain
80/tcp  open  http
81/tcp  open  hosts2-ns
82/tcp  open  xfer
110/tcp open  pop3
139/tcp open  netbios-ssn
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143/tcp open imap
389/tcp open ldap
443/tcp open https
465/tcp open smtps
631/tcp open ipp
636/tcp open ldapssl
898/tcp open sun-manageconsole
993/tcp open imaps
995/tcp open pop3s
1723/tcp open pptp
2003/tcp open finger
2121/tcp open ccproxy-ftp
3128/tcp open squid-http
6000/tcp open X11
8008/tcp open http
8080/tcp open http-proxy
9091/tcp open xmltec-xmlmail
9998/tcp open distinct32
10000/tcp open snet-sensor-mgmt
10024/tcp open unknown
10025/tcp open unknown

Read data files from: /usr/share/nmap

Nmap done: 1 IP address (1 host up) scanned in 0.11 seconds

Raw packets sent: 0 (0B) | Rcvd: 0 (0B)

Thank you to everyone for your help in this venture. :) :)

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