

Troubleshooting not receiving email notifications from the VoipNow server

Applies to VoipNow 3 and higher!

This article describes what you should check in case you do not receive email notifications from the VoipNow servers.

Set up the server hostname correctly

STEP 1: Log in to the VoipNow web interface.

STEP 2: Go to the **Unified Communications Zero Priority Fax** page.

STEP 3: In the **Server hostname in fax approved mails** field, enter the same domain name as before (in our case, foo.com). In the **Email address where server receives faxes** field, enter an e-mail address similar to fax@foo.com. Even if you don't use the **email2fax** feature, you still need to set up this option (you can disable it afterwards).

Make sure you do not set up the same hostname as the one in your email address. If you have set up an email address (e.g. myemail@foo.com) and the hostname configured on the server is foo.com, then mailing will not work for your email address or for any other address on foo.com. Therefore, please make sure your server has its own domain, pointing to your server IP.

Check if 'Postfix' is running

STEP 1: Connect to your VoipNow server as `root` using a SSH client (e.g. Putty).

STEP 2: Run the following command:

```
ps ax|grep postfix
```

You should be able to see a line similar the one below:

```
15487 ? Ss 0:00 /usr/libexec/postfix/master -w
```

If you do not see a similar line in the output, run the following command (and check again after starting postfix):

```
/etc/init.d/postfix start
```

Check the mail log for possible errors

STEP 1: Connect to your VoipNow server as `root` using a SSH client (e.g. Putty).

STEP 2: Run the following command:

```
tail -f /var/log/maillog
```

STEP 3: Open another console window and run:

```
echo "Test Email"|mail -s Test my@foo.com
```

Where my@foo.com is your email address. In the first console window, you need to identify a line similar to the one below and search for status=sent (250 ok):

```
4 17:18:56 voip.foo.com postfix/qmgr[14145]: 8C84020180D6: from=<root@foo.com>,
size=2532, nrcpt=1 (queue active) May 4 17:18:56 mihaivoip2 postfix/smtp[25946]:
8105E20180D4: to=<my@foo.com>, relay=foo.com[1.2.3.4]:25, delay=0.36,
delays=0.24/0.01/0.09/0.03, dsn=2.0.0, status=sent (250 ok 1241446733 qp 10070)
```

If this is not the cause in the troubleshooting, a message will be displayed providing you with information on the apparent reason.

If this was indeed the cause in the troubleshooting, then the server should be able to send mails. However, you should also check mailing from voipnow@foo.com to see if the system is sending and receiving email messages. Actually, you can create an extension to force the system to send mails.

Related articles

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- [How to block specific countries from accessing your server](#)
- [How to find out how many DNS queries are being made](#)
- [How to dump zones remotely from a Plesk Windows server](#)
- [Troubleshooting not receiving voicemail notifications](#)