

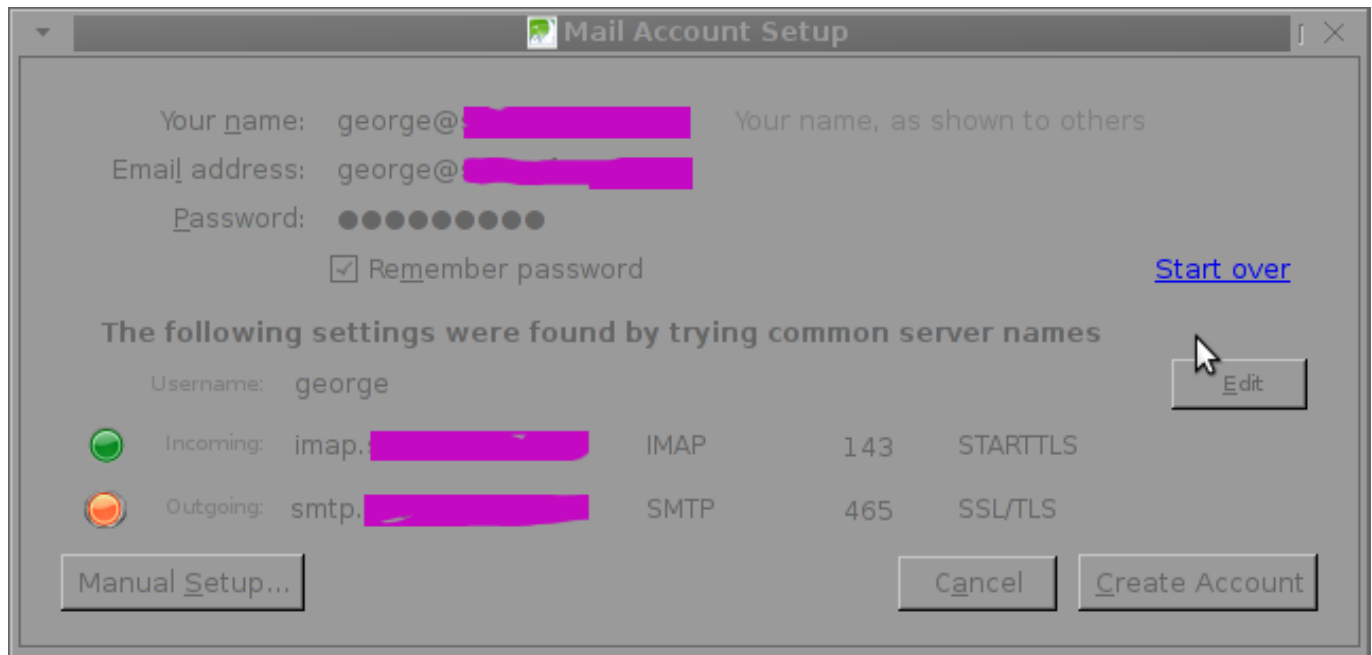
Fixing QMAIL mail server SMTP auto-configure issues in Thunderbird and other mail IMAP / POP3 mobile clients

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One of the QMAIL mail servers, setup-uped on a Debian host has been creating some auto configuration issues. Every-time a new mail user tries to use the embedded **Thunderbird** *client auto configuration*, the **auto config fails leaving the client unable to use his Mailbox through POP3 or IMAP protocols**.

Since about 2 years Thunderbird and many other modern *pop3* and *imap* mail desktop and mobile clients are by default using the auto configuration and hence it was unthinkable to manually change settings for new clients with the QMAIL install; Besides that most of the Office users are always confused, whether they have to manually change SMTP or POP3 host for a server.

Below is a screenshot displaying the warning during email auto-configuration:



The orange color in the button for the newly auto-detected *smtp.mail-domain.com* indicates, something is not right with the SMTP host.

Obviously, something was wrong with **smtp.mail-domain.com**, hence I checked where *smtp.mail-domain.com* resolves with **host** command. What I found was actually **smtp.mail-domain.com** *Active (A) DNS records* was pointing to an IP address, our company previously used for the mail server. At present time the correct mail server host name is **mx.mail-domain.com** and the QMAIL installation on *mx.soccerfame.com* is configured to be the actual SMTP server.

By default **Thunderbird** and many other POP3, IMAP mail clients, however automatically assume the default SMTP host for a mail server is to be configured under a host name **smtp.mail-domain.com**. This is really strange, especially when the primary MX record for **mail-domain.com** domain is pointing to

mx.mail-domain.com, e.g.:

```
qmail:~# host -t MX mail-domain.com
```

soccerfame.com mail is handled by 10 mx.mail-domain.com.

soccerfame.com mail is handled by 20 mail.mail-domain.com.

soccerfame.com mail is handled by 30 mail-domain.com.

The whole warning was caused due to the fact *mx.mail-domain.com* was resolving to an IP like **xxx.xxx.xxx.xxx**, whether *smtp.mail-domain.com* was resolving to **yyy.yyy.yyy.yyy**

Both **xxx.xxx.xxx.xxx** and **yyy.yyy.yyy.yyy** hosts were configured to have a different qmail SMTP host i.e.:

The server under IP *xxx.xxx.xxx.xxx* - (*mx.mail-domain.com*) was configured in **/var/qmail/control/me** to be *mx.mail-domain.com* and the other old one *yyy.yyy.yyy.yyy* - (*mail.mail-domain.com*) had (*mail.mail-domain.com*) in **/var/qmail/control/me**

As *smtp.mail-domain.com* was actually being still resolved to *mail.mail-domain.com*, the EMAILs were improperly trying to be sent with a configured DNS hostname of *smtp.mail-domain.com*, where the actual one on the server was *mail.mail-domain*

It took, me about an hour of pondering what is causing the oddities until I got the here explained issue. As the DNS recors for the domain the sample *mail-domain.com* were handled by **Godaddy**, to fix the mess, I logged in to Godaddy and;

a) **deleted - DNS record for smtp.mail-domain.com.**

b) **Created new CNAME record for smtp.mail-domain.com** to be a domain alias for **mx.soccerfame.com**

A few minutes, afterwards I tried configuring once again the same email account in Thunderbird and this time both **imap.mail-domain.com** and **smtp.mail-domain.com** turned green; indicating everything is configured fine.

To be 100% sure all is working fine I first fetched, all email via the *IMAP protocol* without hassles and onwards sent a test email to my **Gmail account**; thankfully the sent email was delivered to Gmail indicating both **Get Mail** and **Send Mail** functions worked now fine.

Mail Account Setup

Your name: george@ [REDACTED] Your name, as shown to others

Email address: george@ [REDACTED]

Password: ●●●●●●●●

☒ Remember password

[Start over](#)

The following settings were found by trying common server names

Username: george

Incoming: imap. [REDACTED] IMAP 143 STARTTLS

Outgoing: smtp. [REDACTED] SMTP 465 SSL/TLS

Edit

Manual Setup...

Cancel

Create Account