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Using Sendmail on MPE

## product overview

Major functionality:

- send SMTP e-mail
- receive SMTP e-mail to local mailboxes, programs, or files
- aliases can be created which map to local mailboxes, programs, files, or remote mailboxes
- powerfully flexible configuration language

Built from:

- Sendmail 8.12.1
- Sleepycat Berkeley DB library 3.3.11

patch strategy

New versions of Sendmail will use normal OS release and patch processes

## system requirements

- released as 7.0 patch SMLGDT8A
- shipped in 7.5 FOS
- requires TZ environment variable to be set correctly, preferably in the system logon UDC
- requires a local syslog daemon, either MPE FOS Syslog/iX or embedded spooling ISV syslog daemon
- the local e3000 must be configured correctly for DNS and must be listed correctly in the DNS database
- firewalls or other security devices must allow the local e3000 to make DNS connections (port 53) and SMTP connections (port 25)

## support

- Sendmail A.01.00 for MPE/iX will be fully supported by RC and GSE/WTEC
- Customers who call with questions regarding unsupported bixby.org freeware Sendmail 8.9.1 should be encouraged to upgrade to Sendmail A.01.00

## file layout

- Uses the same scheme that was introduced with Apache A.02.00
- The MPE group A0100.SENDMAIL holds most of the files
- The symbolic link /SENDMAIL/CURRENT points to /SENDMAIL/A0100
- All customer modifiable files reside below /SENDMAIL/PUB, /SENDMAIL/CURRENT/cf, and /etc/mail

## distribution highlights

- /SENDMAIL/PUB/JDAEMON – batch job for running the server daemon
- /SENDMAIL/PUB/SENDMAIL – symlink to /SENDMAIL/CURRENT/SENDMAIL
- /SENDMAIL/CURRENT/SENDMAIL – combined server daemon and local mail submission program
- /SENDMAIL/CURRENT/bin – dnsccheck, hoststat, m4, mailq, newaliases, purgestat, vacation
- /SENDMAIL/CURRENT/sbin – editmap, mailstats, makemap, praliases, sendmail, smrsh

## distribution highlights (cont.)

- /SENDMAIL/CURRENT/cf – directory tree for building \*.cf config files; see the README file!

- /SENDMAIL/CURRENT/doc/op/op.ps – Sendmail Installation and Operation Guide – READ IT!

- /SENDMAIL/CURRENT/etc – contains the POSIX shell profile for Sendmail along with the sample config files installed to /etc/mail

- /SENDMAIL/CURRENT/man – man page documentation, I.e.:

**export**

**MANPATH=/SENDMAIL/CURRENT/man  
:\$MANPATH**

**man sendmail**



# hpux compatibility symbolic links

/usr/bin/m4

/usr/bin/mailq

/usr/bin/mailstats

/usr/bin/newaliases

/usr/bin/praliases

/usr/bin/vacation

/usr/lib/sendmail

/usr/sbin/editmap

/usr/sbin/hoststat

/usr/sbin/mailstats

/usr/sbin/makemap

/usr/sbin/newaliases

/usr/sbin/purgestat

/usr/sbin/sendmail

/usr/sbin/smrsh

## config files

- all config files live in `/etc/mail` which is populated from `/SENDMAIL/CURRENT/etc/mail.sample` at installation time if the `/etc/mail` files do not already exist
- all config files must be owned by the user `SERVER.SENDMAIL` and the `PO SIX` group `SENDMAIL`
- the server daemon must be stopped and restarted for config file changes to take effect

## config files (cont.)

- access – database map used to accept or reject incoming mail from selected domains
- aliases – database map for defining local recipient names in addition to the standard USER.ACCOUNT mailboxes
- domaintable – database map for rewriting domain names in mail headers
- genericstable – database map for rewriting the user and/or hostname portion of mail header addresses
- helpfile – the text returned by the SMTP protocol's HELP command
- local-host-names – ASCII file containing hostname aliases (if any) for the local machine

## config files (cont.)

- `mailertable` – database map to override mail routing for specified domains
- `sendmail.cf` – configures the mail daemon server
- `sendmail.pid` – the POSIX PID of the currently running server
- `statistics` – binary file used to collect delivery statistics
- `submit.cf` – configures the mail submission program
- `virtusertable` – database map for doing domain-specific aliasing and the hosting of multiple virtual domains on the same machine

## configuring \*.cf files

- submit.cf and sendmail.cf are created from macro files expanded by the m4 utility
- you can edit submit.cf and sendmail.cf directly to make MINOR parameter changes:  
**# "Smart" relay host**  
**DSmy.relay.host.name**
- major functionality changes REQUIRE you to edit the macro files and expand with m4
- so just play it safe and ALWAYS edit the macro files and expand with m4 for ALL changes:  
**define(`SMART\_HOST',**  
**`my.relay.host.name')**
- see  
/SENDMAIL/CURRENT/cf/README for the list of major \*.cf options

configuring \*.cf files  
(submit.cf for the mail  
submission program)

To generate submit.cf:

1. `:HELLO SERVER.SENDMAIL`
2. `:XEQ SH.HPBIN.SYS -L`
3. `shell/iX> cd`  
`/SENDMAIL/CURRENT/cf/cf`
4. `shell/iX> cp submit-`  
`mpeix.mc.sample submit-`  
`mpeix.mc`
5. edit submit-mpeix.mc with the  
bytestream file editor (i.e. vi) of  
your choice to make your  
changes
6. `shell/iX> m4 ../m4/cf.m4`  
`submit-mpeix.mc >submit-`  
`mpeix.cf`
7. `shell/iX> cp submit-mpeix.cf`  
`/etc/mail/submit.cf`

configuring \*.cf files  
(submit-  
mpeix.mc.sample)

```
define(`confCF_VERSION',  
      `Submit')dnl  
  
define(`__OSTYPE__',`')dnl dirty  
hack to keep proto.m4 from  
complaining  
  
define(`_USE_DECNET_SYNTAX_',  
      `1')dnl support DECnet  
  
define(`confRUN_AS_USER',  
      `SERVER.SENDMAIL')dnl  
  
define(`confTIME_ZONE',  
      `USE_TZ')dnl  
  
FEATURE(`msp')dnl
```

## configuring \*.cf files (sendmail.cf for the mail server program)

To generate sendmail.cf:

1. `:HELLO SERVER.SENDMAIL`
2. `:XEQ SH.HPBIN.SYS -L`
3. `shell/iX> cd  
/SENDMAIL/CURRENT/cf/cf`
4. `shell/iX> cp generic-  
mpeix.mc.sample generic-  
mpeix.mc`
5. edit generic-mpeix.mc with the  
bytestream file editor (i.e. vi) of  
your choice to make your  
changes
6. `shell/iX> m4 ../m4/cf.m4  
generic-mpeix.mc >generic-  
mpeix.cf`
7. `shell/iX> cp generic-mpeix.cf  
/etc/mail/sendmail.cf`



configuring \*.cf files  
(generic-  
mpeix.mc.sample)

```
OSTYPE (mpeix) dnl
DOMAIN (generic) dnl
define (`confFORWARD_PATH',
        `$z/.forward') dnl
FEATURE (masquerade_envelope) dnl
FEATURE (domaintable) dnl
FEATURE (mailertable) dnl
FEATURE (genericstable) dnl
FEATURE (virtusertable) dnl
FEATURE (always_add_domain) dnl
FEATURE (access_db) dnl
MAILER (local) dnl
MAILER (smtp) dnl
```

## \*.cf internals

- For ALL of the gory details, please see the  
/SENDMAIL/CURRENT/doc/op/op.  
ps Sendmail Installation and  
Operation Guide section 5 – “The  
Whole Scoop on the Configuration  
File”.
- This section is 45 pages long and  
cannot be fully covered by a few  
slides or speaker notes!
- Few customers are expected to  
delve into \*.cf internals; those who  
do are likely to be smart enough to  
answer their own questions. ;-)
- This format was designed to be  
easy for software to parse, not for  
humans to read
- First character of a line defines its  
semantics

## \*.cf internals (D - define macro)

- macros named with a single letter or a word in {braces}
  - user defined macros should use uppercase names only
  - macros are dereferenced by \$name , where name includes the braces if present
- # "Smart" relay host (may be null)**  
**DSsmart.relay.hostname**

\*.cf internals  
(C and F - define  
classes)

- a class can be thought of as a macro containing multiple values
- C defines with constants, F defines from files, pipes, or database maps:

```
Cwlocalhost
```

```
# file containing names of hosts  
# for which we receive email  
Fw/etc/mail/local-host-names
```

- classes perform matching in the left hand side of rewriting rules
  - \$=class - match an entry in the class
  - \$~class - match an entry not in the class

```
# delete duplicate local names  
# u%host@host => u@host
```

```
R$+ % $=w @ $=w          $1 @ $2
```

\*.cf internals  
(M - define mailer)

- defines mailer programs and their interfaces
- highly unlikely to be modified by customers!

```
Mlocal,  
  P=/bin/tsmail,  
  F=lsDFMAw5: / | @qmu9,  
  S=EnvFromL/HdrFromL,  
  R=EnvToL/HdrToL,  
  T=DNS/RFC822/X-Unix,  
  A=tsmail $u
```

- see speaker notes for parameter details

## \*.cf internals (H - define header)

- defines the format of header lines inserted into the message
  - macro references in the header template will be expanded
  - rulesets can be associated with headers to perform validation
  - **Hhname: htemplate** - unconditional
  - **H?mflags?hname: htemplate** - conditional upon mailer flags
  - **H?\${macro}?hname: htemplate** - conditional upon macro existence
- H?P?Return-Path: <\$g>**
- see speaker notes for details

\*.cf internals  
(O - set option)

- zillions of sendmail options can be specified, and some of these can be overridden by

/SENDMAIL/CURRENT/SENDMAIL command line parameters

- O *option=value*

O AliasFile=/etc/mail/aliases

- see speaker notes for details

\*.cf internals  
(S and R - rewriting  
rules)

- the complicated, nasty, but powerful heart of sendmail
- Sn** - defines the current ruleset
- Rlhs rhs comments** - adds a rule
- one or more tabs separate lhs, rhs, and comment
- if the lhs pattern matches the address, the matching portion is replaced by the rhs string



\*.cf internals  
(ruleset lhs  
metacharacters)

- **\$\*** Match zero or more tokens
- **\$+** Match one or more tokens
- **\$-** Match exactly one token
- **\$=x** Match any phrase in class x
- **\$~x** Match any word not in class x

\*.cf internals  
(ruleset rhs  
metacharacters)

- **$\$n$**  Substitute indefinite token  $n$  from LHS
- **$\$[name\$]$**  Canonicalize name
- **$\$(map\ key\ \$@arguments\ \$:default\ \$)$**  – Generalized keyed mapping function
- **$\$>n$**  "Call" ruleset  $n$
- **$\#\$mailer$**  Resolve to mailer
- **$\$@host$**  Specify host
- **$\$:user$**  Specify user

\*.cf internals  
(a simple example from  
ruleset 4)

- a snippet from ruleset 4:

```
# delete duplicate local names
R$+ % $=w @ $=w          $1 @ $2
u%host@host => u@host
```

- use sendmail -bt to test rulesets:

```
echo "4 foo%mpetest@mpetest" |
sendmail -bt

ADDRESS TEST MODE (ruleset 3 NOT
automatically invoked)

Enter <ruleset> <address>

> final input: foo % mpetest @
mpetest

final returns: foo @ mpetest
```

- MUCH has been omitted from this discussion; please see op.ps for the gory details!

## configuring database map files

- typically used by optional sendmail features like access\_db
- Berkeley DB database hash or btree files containing extra configuration data in key/value pairs
- maintained with the makemap and editmap utilities
- by convention, a map file named "foo" contains the ASCII input data, whereas "foo.db" contains the compiled binary database structures
- in commands and \*.cf files, a map file reference of "foo" actually refers to "foo.db"!

configuring database  
map files  
(cont.)

```
MPETEST:/BIXBY/PUB> cat - >foo  
key1 value1  
two abcdef  
abra cadabra  
:eod
```

```
MPETEST:/BIXBY/PUB> makemap hash  
foo <foo
```

```
MPETEST:/BIXBY/PUB> ls -l foo*
```

```
-rw-r--r--    1 MGR.BIXBY  
BIXBY          36 Feb 25 13:52  
foo
```

```
-rw-r--r--    1 MGR.BIXBY  
BIXBY        49152 Feb 25 13:52  
foo.db
```

```
MPETEST:/BIXBY/PUB> makemap -u  
hash foo
```

```
key1    value1  
two     abcdef  
abra    cadabra
```

## common non-default config changes

- defining a smart relay host in `sendmail.cf` to route all outbound e-mail via a single mail gateway
- define alternate routing for certain outbound mail domains via the `mailertable` feature
- creating aliases for inbound e-mail instead of using the basic `USER.ACT@host.name` mailboxes

## aliases database map

- a special type of map file containing one or more comma-delimited values per key
- /etc/mail/aliases and aliases.db
- maintained by `SERVER.SENDMAIL` with the `newaliases` and `praliases` commands
- defines username aliases for mail being delivered to the local machine, I.e.  
`postmaster@localhostname`
- installation default entries:

```
postmaster: SERVER.SENDMAIL  
MAILER-DAEMON: postmaster
```

## aliases database map (cont.)

- left-hand side is the user alias
- separated by a colon
- right-hand side is one or more delivery destinations:
  - USER.ACCOUNT or user@host.name or another alias
  - /path/to/local/file for appending
  - :include: /file/of/aliases (plaintext ASCII file)
  - "\/program/file parm1 parm2 parm3 ..."
- local usernames may be escaped with a backslash (I.e. \USER.ACCOUNT) to prevent recursive alias lookups



## .forward files

- an optional ASCII file named .forward residing in the local user's home group which tells sendmail where to forward the user's mail
- format is the same as the right-hand side of an aliases entry, I.e. one or more comma-separated destinations
- can be used to invoke the vacation autoresponder:

```
\USER.ACCOUNT,  
" | /SENDMAIL/CURRENT/bin/vacation  
USER.ACCOUNT"
```

access\_db feature -  
accept or reject  
incoming e-mail based  
on envelope address or  
relaying mail server  
name

1. `:HELLO SERVER.SENDMAIL`
2. `:XEQ SH.HPBIN.SYS -L`
3. `/bin/cat - >/etc/mail/access  
imaspammer.com REJECT  
:EOD`
4. `makemap hash /etc/mail/access  
</etc/mail/access`

domaintable feature –  
rewrite domain names  
in email headers

1. `:HELLO SERVER.SENDMAIL`
2. `:XEQ SH.HPBIN.SYS -L`
3. `/bin/cat -  
>/etc/mail/domaintable  
oldcompany.com newcompany.com  
:EOD`
4. `makemap hash  
/etc/mail/domaintable  
</etc/mail/domaintable`

genericstable feature –  
rewrite user and/or  
domain addresses in  
outgoing e-mail  
headers

1. `:HELLO SERVER.SENDMAIL`
2. `:XEQ SH.HPBIN.SYS -L`
3. `/bin/cat -  
>/etc/mail/genericstable  
USER.ACCOUNT@my.local.host  
customer_servce@company.com  
:EOD`
4. `makemap hash  
/etc/mail/genericstable  
</etc/mail/genericstable`

Note that domains being modified by genericstable must be added to `/etc/mail/sendmail.cf` class {G}.

mailertable feature –  
override default mail  
routing in sendmail.cf

1. :HELLO SERVER.SENDMAIL
2. :XEQ SH.HPBIN.SYS -L
3. /bin/cat -  
>/etc/mail/mailertable  
.bitnet smtp:relay.bit.net  
:EOD
4. makemap hash  
/etc/mail/mailertable  
</etc/mail/mailertable

virtusertable feature -  
remap incoming user  
and hostnames to local  
users

1. `:HELLO SERVER.SENDMAIL`
2. `:XEQ SH.HPBIN.SYS -L`
3. `/bin/cat -`  
`>/etc/mail/virtusertable`  
`info@bar.com INFO.BAR`  
`info@foo.com INFO.FOO`  
`:EOD`
4. `makemap hash`  
`/etc/mail/virtusertable`  
`</etc/mail/virtusertable`

Note that virtual hostnames must  
be listed in `/etc/mail/local-host-`  
`names`.

# starting the mail daemon

- Make sure a syslog daemon is running before you start the mail daemon!
- To start the MPE FOS syslog daemon, **:STREAM JSYSLOGD . PUB . SYSLOG**
- To start the mail daemon, **:STREAM JDAEMON . PUB . SENDMAIL**

# stopping the mail daemon

- Use the POSIX kill signal from `SERVER.SENDMAIL` or any user with SM capability:

```
kill $(head -n 1  
/etc/mail/sendmail.pid)
```

- Only use `:ABORTJOB` as a last resort!



## sending e-mail with mailx

- interactively:

```
mailx someuser@some.host
Subject: hello world
Hi,

How are you doing?
:EOD
EOT
```

- from a pipe:

```
echo "How are you doing?" |
mailx -s "hello world"
someuser@some.host
```

- from a disk file:

```
mailx -s "hello world"
someuser@some.host
</diskfile/containing/msg/body
```

- no attachments!
- limited control of mail headers!

## sending e-mail with SENDMAIL

```
1. /bin/cat - >message.txt
   To: someuser@some.host
   Cc: otheruser@other.host
   Bcc: secretuser@another.host
   Subject: hello world
```

```
Hi there!
:EOD
```

```
2. /SENDMAIL/CURRENT/SENDMAIL -t
   <message.txt
```

- the `-t` option reads the destination addresses from the message headers
- destination addresses can alternatively be specified on the SENDMAIL command line
- if you want attachments you must generate the MIME headers yourself

## sending e-mail with forged headers

```
1. /bin/cat - >message.txt
From: forger@foobar.com
To: someuser@some.host
Cc: otheruser@other.host
Bcc: secretuser@another.host
Subject: hello world
```

```
Hi there!
:EOD
```

```
2. /SENDMAIL/CURRENT/SENDMAIL -t
-f forger@foobar.com
<message.txt
```

- the `-f` option sets the message envelope address, but a warning header is included:

```
X-Authentication-Warning:
local.e3000.host: USER.ACCT
set sender to
forger@foobar.com using -f
```

- `genericstable` and other options can forge without traces

## sending e-mail – how it works (client)

1. mailx creates a fully-formatted message and passes it to SENDMAIL as configured in /etc/mailx.rc
2. SENDMAIL reads a fully formatted message from stdin and queues the message in /var/spool/clientmqueue
3. SENDMAIL attempts to contact the mail daemon on localhost port 25.
4. If the mail daemon answers, the message is transferred using SMTP and deleted from clientmqueue, else the message is left in clientmqueue

## sending e-mail – how it works (server)

1. JDAEMON processes `/var/spool/clientmqueue` once at startup to handle any messages submitted while JDAEMON wasn't running
2. new messages are read from port 25 using SMTP and queued in `/var/spool/mqueue`
3. the remote mail server is resolved via DNS, and a connection is tried to port 25
4. if the message is delivered successfully, it is removed from `mqueue`, else it remains until `mqueue` is processed again by the local mail daemon
5. local messages are delivered by `/bin/tsmail` to `/usr/mail/USER.ACCOUNT`

## receiving e-mail with mailx

- invoke `/bin/mailx` with no parameters, and it will read e-mail from `/usr/mail/USER.ACCOUNT`
- a numbered headers summary is printed; refer to these numbers in `mailx` commands
- **type nnnn** – display a message
- **delete nnnn** – delete a message
- **help** – for further details
- **quit** – exits after updating the mailbox
- see “man mailx” or the Shell & Utilities manual for further details

## receiving e-mail programmatically

- incoming e-mail will be delivered to programs specified in the aliases database or .forward files
- the e-mail will be delivered to the program via a POSIX pipe connected to the program's stdin
- the POSIX newline character `\n` (ASCII LF) is used as a record separator
- if the program terminates with a non-zero POSIX exit status, any info written to `stderr` will be returned in a bounce message

## receiving e-mail – how it works

1. JDAEMON listens for incoming SMTP connections on port 25
2. Messages are read using SMTP protocol and queued to /var/spool/mqueue
3. If the destination address appears to be local, the aliases database and .forward file (if any) is used to resolve the final delivery address
4. sendmail.cf determines the mailer to be used based on the final delivery address
5. Local messages get delivered by /bin/tsmail to /usr/mail/USER.ACCOUNT
6. Messages for remote destinations are delivered via SMTP



## migrating from freeware 8.9.1

- must create new JDAEMON from /SENDMAIL/CURRENT/JDAEMON.sample
- all config files reside in /etc/mail instead of /SENDMAIL/PUB/etc
- 8.9.1 sendmail.cf is NOT compatible with 8.12.1
- copy all 8.9.1 ASCII map files to /etc/mail and rebuild with makemap and newaliases
- 8.9.1 queued messages won't be seen by 8.12.1
- 8.12.1 uses two queues (/var/spool/clientmqueue and mqueue) instead of 8.9.1's /SENDMAIL/PUB/mqueue

## migrating from freeware 8.9.1 (cont.)

- 8.9.1 would submit new messages directly to the queue disk files, but 8.12.1 speaks SMTP to localhost port 25
- 8.12.1 uses two main config files, /etc/mail/submit.cf for submitting new messages, and sendmail.cf for general mail routing
- 8.12.1 does not include the Majordomo mailing list software that was bundled with 8.9.1. HP does not support Majordomo!

mpe /ix implementation  
issues  
(features not  
implemented)

- LDAP directory lookups
- TLS/SSL encrypted e-mail transport
- SASL secure authentication
- mail filtering
- optional chroot()-based security features
- optional nice()-based dispatching priority adjustments

mpe /ix implementation  
issues  
(things that work  
differently)

- Sendmail programs don't read stdin terminal keyboard input correctly. Workarounds:
  - `/bin/cat - | makemap hash mymap`
  - `makemap hash mymap <diskfile`
- DeliveryMode=background on MPE is a hybrid between "background" and "interactive"
- Symlinks invoke different personalities of SENDMAIL (I.e. mailq, newaliases, etc), and these only work properly from the POSIX shell because the CI doesn't initialize ARGV[0]
- newaliases gives a "cannot change ownership" warning which can be ignored

mpe /ix implementation  
issues  
(setuid/setgid program  
file bits)

- Sendmail expects a full implementation of setuid(), setgid(), and a superuser uid of 0
- The main sendmail porting challenge was to provide such a uid/gid emulation layer
- This emulation is enabled via the /SENDMAIL/CURRENT/SENDMAIL program file setuid and setgid bits which are not currently used by MPE, I.e.:

```
chmod u+s,g+s  
/SENDMAIL/CURRENT/SENDMAIL
```

```
-rwsr-sr-x    1 MGR.SENDMAIL  
SENDMAIL 2424320 Feb  5 16:41  
SENDMAIL
```

## dns issues

- the #1 sendmail problem!
- before using sendmail, run the dnscheck script:
  1. `:HELLO SERVER.SENDMAIL`
  2. `:XEQ SH.HPBIN.SYS -L`
  3. `/SENDMAIL/CURRENT/bin/dnscheck`
- make any recommended config changes and then rerun the script until success is reported
- see speaker notes for sample dnscheck output

## dns issues (cont.)

- single-token hostname? I.e. `uname -n` returns "jazz"?
- domain name in `/SYS/NET/RESLVCNF`? I.e. "domain external.hp.com"?
- one or more nameserver entries in `RESLVCNF`?
- fully-qualified domain name has a DNS "A" record specifying the IP address of the local machine?
- IP address has a DNS "PTR" record specifying the fully-qualified domain name?
- if no to any of the above, `sendmail` may hang, refuse to start, be unable to recognize the local host, and generally fill up `syslog` with interesting msgs

## firewall issues

- the #2 sendmail problem!
- your 3000 needs to query port 53 on DNS servers to resolve the destination mail server hostname
- your 3000 needs to receive DNS query answers
- your 3000 listens on its port 25 for incoming e-mail
- your 3000 needs to connect to port 25 on destination mail servers
- does your firewall allow your 3000 to talk to the Internet?
- does your firewall allow the Internet to talk to your 3000?
- firewall blocking results in connection refused, timeouts, or just no activity!



# troubleshooting

- check syslog first!
- if nothing in syslog:
  - if your third-party spooling package has an embedded syslog daemon, you will probably need to use that one instead of Syslog/iX
  - is the syslog daemon running?
  - does the syslog daemon have read access to the config file and write access to the log file?
  - is syslog configured to log mail events?
- if syslog or e-mail message headers show strange timestamps, verify TZ is set properly, preferably in your system logon UDC

## troubleshooting (cont.)

- if syslog shows DNS lookup failures:
  - run the dnsccheck script to verify DNS is configured properly
  - verify that your firewall allows your 3000 to talk to DNS servers on port 53
- if syslog shows connection failures to remote mail servers, verify that your firewall allows your 3000 to connect to port 25; if it does not, you may need to configure sendmail.cf to use a smart host mail relay
- long delays submitting new messages are indicative of DNS problems; check syslog and run the dnsccheck script

# troubleshooting (cont.)

- if local users are submitting messages that aren't being delivered:
  - verify that JDAEMON is running; if it is not, messages will be queued in /var/spool/clientmqueue
  - transient network problems may cause a backlog in the mail daemon queue /var/spool/mqueue; run  
/SENDMAIL/CURRENT/bin/mailq  
as SERVER.SENDMAIL to get a formatted queue listing

## troubleshooting (cont.)

- if remote users are sending messages that aren't being delivered to the local 3000:
  - check syslog for remote connection attempts; if there are none, does your firewall allow connections to port 25 on your 3000, and are your 3000's DNS entries visible to the remote users?
  - verify that the remote users are using valid e-mail addresses for your 3000, I.e. USER.ACCOUNT or an alias, plus the correct hostname

## troubleshooting (cont.)

- if a sendmail config change doesn't appear to take effect:
  - stop and restart the mail daemon when making \*.cf changes
  - if you changed an ASCII database map file, don't forget to run `make map` or `editmap` to compile the binary \*.db file
  - if you changed ASCII `/etc/mail/aliases`, don't forget to run `newaliases` to compile the binary `/etc/mail/aliases.db` file

## debug flags

- mind-bending amounts of low-level debugging output can be generated with the `/SENDMAIL/CURRENT/SENDMAIL debug flags` parameter

- `-dcategory.level`**

- `-d12`** Set category 12 to level 1

- `-d12.3`** Set category 12 to level 3

- `-d3-17`** Set categories 3 through 17 to level 1

- `-d3-17.4`** Set categories 3 through 17 to level 4

- probably only useful when looking at the source code to understand what's being debugged

- see speaker notes for list of categories

## syslog log levels

- syslog verbosity can be increased
- the default log level of 9 covers most failures and mundane successes
- override via sendmail.cf:

```
# log level  
O LogLevel=15
```

- override via SENDMAIL command line:

```
-O LogLevel=15
```

- See speaker notes for complete list of log levels

# syslog message formats

The MPE user USER.ACCT on the local e3000 with a hostname of myhost.mydomain.com has just submitted a new message with 1 recipient consisting of a message body size of 5 bytes:

```
Feb  6 12:14:42 localhost sendmail[65622]: g16HEgik065622:  
from=USER.ACCT, size=5, class=0, nrcpts=1,  
msgid=<200202061714.g16HEgik065622@myhost.mydomain.com>,  
relay=USER.ACCT@localhost
```

The new message is being relayed via the local host, i.e. Sendmail is connecting to TCP port 25 (SMTP) on the local host in order to queue the message:

```
Feb  6 12:14:43 localhost sendmail[65623]: g16HEgs9065623:  
from=<USER.ACCT@myhost.mydomain.com>, size=5, class=0, nrcpts=1,  
msgid=<200202061714.g16HEgik065622@myhost.mydomain.com>,  
proto=ESMTP, daemon=MTA, relay=localhost [127.0.0.1]
```



## syslog message formats (cont.)

The new message has been successfully queued on the local host and will eventually be delivered to `destuser@remhost.mydomain.com`:

```
Feb  6 12:14:43 localhost sendmail[65622]: g16HEgik065622:  
to=destuser@remhost.mydomain.com, ctladdr=USER.ACCT (153/126),  
delay=00:00:01, xdelay=00:00:01, mailer=relay, pri=30091,  
relay=localhost [127.0.0.1], dsn=2.0.0, stat=Sent (g16HEgs9065623  
Message accepted for delivery)
```

The Sendmail daemon on the local host is now processing the queue for the message being sent from `USER.ACCT@myhost.mydomain.com` to `destuser@remhost.mydomain.com`. The remote mail server's IP address is `192.168.0.1`, and the message was successfully sent:

```
Feb  6 12:14:46 localhost sendmail[65625]: g16HEgs9065623:  
to=<destuser@remhost.mydomain.com>,  
ctladdr=<USER.ACCT@myhost.mydomain.com> (153/126), delay=00:00:03,  
xdelay=00:00:03, mailer=esmtplib, pri=120377,  
relay=remhost.mydomain.com. [192.168.0.1], dsn=2.0.0, stat=Sent  
(g16HNwC810485863 Message accepted for delivery)
```

## syslog message formats (cont.)

In this next example, the remote user `destuser@remhost.mydomain.com` is sending an incoming message to some user on the local `e3000`. The remote mail server that has connected to your local `e3000` is `remhost.mydomain.com`, and its IP address is `192.168.0.1`:

```
Feb  6 12:15:13 localhost sendmail[131160]: g16HFDs9131160:  
from=<destuser@remhost.mydomain.com>, size=31, class=0, nrcpts=1,  
msgid=<200202061724.g16HOMLs065645@remhost.mydomain.com>,  
proto=ESMTP, daemon=MTA, relay=remhost.mydomain.com [192.168.0.1]
```

The local Sendmail daemon has successfully delivered the incoming message to the local user `USER.ACCT`:

```
Feb  6 12:15:14 localhost sendmail[131161]: g16HFDs9131160:  
to=<USER.ACCT@myhost.mydomain.com>, delay=00:00:01,  
xdelay=00:00:01, mailer=local, pri=30042, dsn=2.0.0, stat=Sent
```

for further information

- 7.5 Com m u n i c a t o r

- 7.5 Configuring & Managing  
M P E / i X Internet Services

- <http://jazz.external.hp.com/src/sendmail/>

- <http://www.sendmail.org/>

- <http://www.sleepycat.com/> for the Berkeley DB database used for map files

any questions?