Enable and Disable Mail

This article will show you how to enable or disable the mail service on your server.

Why do I want mail enabled?

Most people will want to have the mail service enabled. This allows you to set up email addresses on your server and send and receive emails. Mail is enabled by default.

Why would I disable mail?

You should disable the local mail service on your Jumpline server if you use a third-party service for your email. For example, if you use Google Apps or a Microsoft Exchange server for your mail, you should disable the mail service here. Otherwise, emails that get sent from the server, such as from a form on your website or from a different domain on a shared account, could get routed incorrectly.

cPanel instructions

These instructions work for the cPanel shared server and the VPS cPanel server.

Enable Mail

1. Log into your cPanel Control Panel.
2. From the Mail section, click on MX Entry.
3. Choose Local Mail Exchanger from the list.
4. Click Change.

Disable Mail

1. Log into your cPanel Control Panel.

3. Choose Remote Mail Exchanger from the list.

2. From the Mail section, click on MX Entry.
4. Click Change.

Plesk Shared Server Instructions

Enable Mail

1. Log into your Plesk control panel.
2. In the left menu, click on Mail.
3. Click on Mail Settings.
5. Click **OK**.

**Disable Mail**

1. Log into your Plesk control panel.
2. In the left menu, click on **Mail**.
3. Click on Mail Settings.

4. Uncheck Activate mail service on domain.

5. Click OK.

**Domain Package Instructions**

**Enable Mail**

1. Log into your Control Panel.
2. Under Mail, click Mail Accounts.
3. Click on Mail Settings.
4. Check Activate mail service on domain.
5. Click OK.

Disable Mail

1. Log into your Control Panel.
4. Check Activate mail service on domain.
2. Under Mail, click Mail Accounts.
3. Click on Mail Settings.

4. Uncheck Activate mail service on domain.
5. Click OK.

**VPS with Plesk Instructions**

**Enable Mail**

1. Log into your Plesk Control Panel, either directly or from the Power Panel.

2. From the left menu, click on **Domains**.
3. Click on your domain name in the list.
4. Under **Mail**, click **Mail Accounts**.
5. Click on **Mail Settings**.

7. Click **OK**.

**Disable Mail**

1. Log into your Plesk Control Panel, either directly or from the Power Panel.

6. Check **Activate mail service on domain**.

2. From the left menu, click on **Domains**.
3. Click on your domain name in the list.
4. Under Mail, click Mail Accounts.

5. Click on Mail Settings.

6. Uncheck Activate mail service on domain.
7. Click OK.

VPS with cPanel Instructions

Please see the first section for all cPanel instructions.

Sphera VDS Instructions

The Sphera control panel does not have an option to disable the local mail server. You should open a support request with Jumpline through your Customer Manager if you need the mail service disabled.

Advanced Users Only

You can disable the local mail server yourself with SSH, if you are familiar with the command-line interface.

1. Log into your server with SSH.
2. Open the /etc/mail/sendmail.mc file for editing.
3. Add this line to the end of the file (replace example.com with your domain):
   - define('MAIL_HUB',"smtp:example.com.")
   - Remember to put a period after your domain name.
4. Run this command:
   - cd /etc/mail
5. Run this command:
   - `make`
6. You should see the following output:
   - `m4 sendmail.mc > sendmail.cf`

That's it! This generates the `sendmail.cf` file from the `sendmail.mc` macros.

To verify that the mail server is disabled, run a `telnet` test to your server on Port 25:

```
telnet example.com 25
```

The response should NOT be:

```
220 example.com
```

If this is the response that you get, `sendmail` will assume that you have a looping connection. Instead, you should change the SMTP greeting on the remote mail server.