Frequently Asked Questions

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Control Panel

Control Panel

Import tool for Roundcube contacts for

all mailboxes?

Question

Is there an import tool for Roundcube contacts for all mailboxes? So that all contacts are in Crossbox already for users that used roundcube before?

Answer

Yes, there is a command you can run as root:

```
crossbox extra migrate-roundcube-contacts
```

> This feature is currently supported when running CrossBox on a cPanel or DirectAdmin server.

Control Panel

Hide CrossBox in webmail for some users

Question

We'd like to offer CrossBox just with the more expensive plans. Is it possible to hide CrossBox from webmail options for everyone else?

Is it possible that we can disable some users or an entire reseller on cPanel/WHM to set CrossBox as their Webmail Application when accessing cPanel's Webmail?

Answer

You can use the WHM's feature manager to control which packages have access to CrossBox.

Even though CrossBox will appear as a webmail option in cPanel for all users, only users and resellers that have it enabled in the WHM's feature list will be able to use it/log in.

cPanel currently does not provide a way to programmatically control whether the webmail app visually shows as an option in the webmail interface.

Control Panel

Where does the Files module store files?

Question

1. Where does the Files module store files that the users upload?

2. How the file storage quota can be set by the Company level?

Answer

1. The location is /home/username/app_name/

app_name is either crossbox (unbranded) or the branded system_name (if white-labeled)

All files are stored under the user's dir so that the disk space used by the user can be calculated against the account's disk quota.

2. The storage quota for the company level is the same as the quota for that cPanel/Plesk/DirectAdmin/Standalone account.

This limit is set either by root or reseller.

Control Panel

cPanel users see the old logo

Question

cPanel users can see the old logo. Please help me to update it with new branding.

Answer

There is an SSH command that needs to be run in order for cPanel to see the changes in your new branding profile.

SSH into the cPanel server as root and run:

```
crossbox cpanel reinstall-webmail && crossbox cpanel reinstall-plugin
```

Control Panel

Question about VestaCP

Question

1. If I install Crossbox on vestacp when I create an email on vestacp can I access Crossbox with the email created?

2. Is VestaCP officially supported?

Answer

1. Yes, if the IMAP login works for that email address, CrossBox will automatically create the domain, email address and allow the user to log in.

2. Even though you can run CrossBox on a VestaCP server without issues, some features that require deep level integration with the panel's hooks and APIs will not work as they work on cPanel, Plesk, or DirectAdmin server.

Cluster

Cluster

Master server vs. slave server

Question

What does the master server do vs. just a normal server?

Answer

Master server:

- hosts frontend application (CrossBox client)
- proxies IMAP/SMTP/POP3 traffic to the correct slave (CrossBox MailProxify)
- enables one webmail/IMAP/SMTP/POP3 hostname for all users (no matter on what slave they are actually hosted)
- routes logins to the correct slave
- forwards backend/frontend updates to slaves
- delivers updates to iOS/Android users

Slave server:

- hosts backend (CrossBox server) and other services for accounts on that server
- stores data (emails, files, databases) for accounts on that server
- does all work for accounts on that server

Cluster

Mail clients compatible with the Crossbox Cluster?

Question

What mail clients are compatible with the Crossbox Cluster configuration?

Answer

All email clients are supported.

CrossBox MailProxify service runs on the master and handles proxying of the mail traffic from master to slave.

It fully implements IMAP/POP3/SMTP protocols and the mail client sees it just like a normal mail server.

More detailed documentation for each email client:

- Outlook
- Thunderbird
- Other email clients

Cluster

MX record in CrossBox Cluster

Question

Does CrossBox Cluster support pointing all MX records to the mail.domainname.com address? So for example MX record > crossbox -> cluster slave?

Answer

No, MX always points to the slave but single IMAP/SMTP/POP3 hostname can be used for all slaves.

So if you have **domain.com** and it is hosted at **server1.host.name**, you point MX to **server1.host.name** but you can use **mail.my-hosting-company.com as an IMAP/SMPT/POP3 hostname.**

Cluster

Problem installing slave

Question

While installing a slave, I'm asked to set an admin email/password. The fields do not allow input, and the form will not submit without them. There is a link to generate a password, which seems to fill in the field, though I still cannot edit either.

Answer

The slave needs to be added through the master's admin area, and not start a separate installation outside of the cluster.

Adding a slave server documentation.

Cluster

Unable to remove slave

Question

I seem to have repeated an error of the past in which I changed DNS for a server migration before removing the slave from the master, now I seem to be unable to remove it from the master. What can I do?

Answer

Run the following command on the master server:

```
source /home/crossbox/app/pyenv/bin/activate cd /home/crossbox/app/backend/src &&
python -c "import setup_django;from master.models import Server; server =
Server.objects.filter(host='slave.host.name').first(); server.delete();"
```

Replace "slave.host.name" with the real hostname of the slave server you're removing.

Branding (White-label)

Branding (White-label)

What comes with the branding option?

Question

1. What comes with the branding option?

2. Is branding paid per server?

Answer

1.

- Branded Web/Android/iOS Apps with your custom app name, logo, and colors.
- Your resellers and customers can also create their own branded versions if you allow them to do so (only web).

2. No, one branding add-on works for all server licenses under your account.

Branding (White-label)

Questions about Android/iOS Apps

Question

1. You mention iOS and Android apps. Would these apps be made available on the app store with our name and logo?

2. How would our customers use these apps? Would the email settings apart from the email address and password come preconfigured?

3. Are the app store and play store dev licensing fees included with the monthly branding fee?

Answer

1. Yes, here are some examples:

https://apps.apple.com/app/id1490617582

https://play.google.com/store/apps/details?id=com.azymcloud.cloudmail
https://play.google.com/store/apps/details?id=com.bulutmail.suite

2. Yes, after the end-user installs the app from the store, they just log in once with their e-mail address and password, and everything else is preconfigured (there is no need for users to enter/know any IMAP/SMTP settings).

3. No, you pay for dev accounts to Google (one-time $25) and Apple ($99/year).

Branding (White-label)

White-label CrossBox as a reseller or customer?

Question

I am a reseller with my web hosting provider. My web hosting provider has CrossBox installed since the beta. I'd like to be able to white label it under my brand. Would this be possible?

Basically my web hosting provider has their own brand on CrossBox and I have my own brand on CrossBox for my reseller account and cPanel accounts.

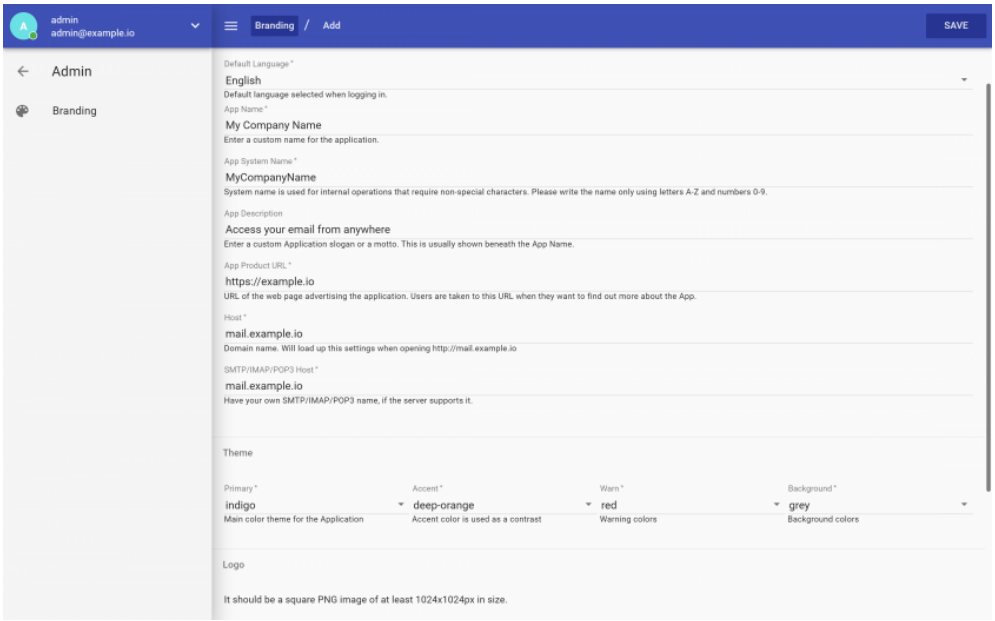
Answer

Yes, with a feature called branding profiles. Here is how it works.

The first step is to create an admin@domain.com e-mail address (replace domain.com with your actual domain name). If you already have it, then make sure you also have the password.

The next step is to log in with admin@domain.com to CrossBox.

In the side-navigation (drawer) navigate to Admin -> Branding and click the ADD fab button in the bottom-right corner.



IMPORTANT: Make sure that the domains listed in the **Host** and **SMTP/IMAP/POP3** fields have either **CNAME** or **A record** pointing to the

server.

After you click SAVE, CrossBox will check for a CNAME/A record, and if the check fails, you'll get an error message:

> ⚠ mail.example.io hosts do not have CNAME or A record for mail.example.io or 259.69.118.111

Sometimes there may be a cached DNS response so you may want to wait before trying again, especially if you added the DNS record afterward.

After you save the branding profile, you'll be able to access the branded version by using **Host** for webmail and **SMTP/IMAP/POP3** for other mail clients.

We do not limit the number of branded profiles.

Branding (White-label)

Android/iOS apps without a white-label license?

Question

Are there Android/iOS apps without a white-label license?

Answer

No. You need to build your own apps through the Online Apps Builder.

This is because each app is bound to the owner's cluster master server and won't work with anyone else's CrossBox installation.

Branding (White-label)

Will the Android and iOS apps update automatically?

Question

Will the Android and iOS apps update automatically to end-user as you guys update it?

Answer

We update apps regularly and we have a reliable update system in place to make this a painless process for both service providers and end-users.

Updates are pushed to your master and from your master to your users directly.

The whole process is automated and does not require any action on your part.

After the update is completed, you'll receive an email to your admin email address notifying you about the update being successful.

You'll be required to upload a new version to the store only when we change some low-level native behavior and that is very rare. Otherwise, the apps will be hot-updated, meaning no upload to the stores is required.

Standalone

Standalone

Installing-configuring the server with standalone?

Question

I'm looking to set up some mail servers and have been looking at the plethora of options. Crossbox looks fantastic and I'm curious about the standalone version - does crossbox handle installing and configuring the server-side components if we're using standalone?

Or do we still have to manually set all of those services up when not using a cPanel/Plesk/etc? Most control panels are overkill because we already have external hosting solutions and are only looking to provide email service on this setup.

Answer

Yes, the standalone version handles everything for you. Installation, configuration, and setup of all server-side components are all done automatically.

You can also choose which features you want to be turned on/off during the installation, and also later on via the admin area.

In the standalone version, you do the administration of domains and email accounts also via the admin area, the place where you can add/edit/suspend/delete domains and e-mail accounts.

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Standalone

CrossBox on GCP - Google Cloud Platform

Question

Is it possible to deploy CrossBox on GCP?

Answer

Yes, use the Compute Engine to create a VM with a Linux installed.

For the reference, CrossBox works on:

- RedHat/CentOS/CloudLinux 6+
- Ubuntu 12.04+
- Debian 7+
- Fedora 13+
- OpenSUSE 11.3+
- ArchLinux
- Slackware

After you SSH into the server, follow the CrossBox Quick Installation Guide

Standalone

CrossBox on a server that has Postfix and Dovecot?

Question

1. Can I install CrossBox on a server that already has PostFix and Dovecot?

2. Can we use CrossBox as a simple Webmail UI?

3. Can we have CrossBox automatically create user accounts upon successful IMAP login?

Answer

1. Yes.

If you install CrossBox on the server which has IMAP/SMTP services already running, those will be used automatically by CrossBox and it won't change any of your existing configuration files.

2. Yes.

3. Yes, new users are automatically created (including the database) if the IMAP login works.

Standalone

Alias Email

Question

Is there a way to have alias email instead of multiple email account? Like auto-forwarding email to the main email without creating other email accounts? And

email accounts from a different domain? We're running the standalone version.

Answer

Standalone only.

Create **/home/crossbox/app/config/exim/virtual_domains** file that contains a list of domains you want to forward **from**:

```
domain-one.com
domain-two.net
domain-three.org
```

Next, go to **/home/crossbox/app/config/exim/virtual** and for each domain create a separate file with the domain name as file name, for example:

/home/crossbox/app/config/exim/virtual/domain-one.com
/home/crossbox/app/config/exim/virtual/domain-two.net
/home/crossbox/app/config/exim/virtual/domain-three.org

Within those files, define from what e-mail address(es) you want to forward and to where. For example:

```
* : *@domain-four.com
```

The example above will forward all e-mail sent to *@domain-one.com, *@domain-two.net, *@domain-three.org, to the **same e-mail address** at @domain-four.com

Instead of using a wildcard to match any email address, you can also be more specific like:

```
* : email@domain-four.com
```

When you're done, you'll need to run:

```
crossbox config reload && crossbox restart exim
```

General

General

Can I get a free trial?

Question

I would like a trial crossbox license for 30 days.

Answer

We once offered 30 day free trials but due to a large number of licenses being used by shady persons for quicky setting up ready to go servers for illegitimate uses, and an increased number of support hours being put in dealing with these cases, we decided not to offer a free trial at the current time.

However, this does not mean that we will not provide it in the future, once we have mechanisms in a place to handle this kind of license abuse.

We do however offer the online web version demo. For Android/iOS demos please contact us.

General

Billing Questions

Question

1. I'd like to know if I can purchase priority support later?

2. I also want to ask if I get the discount when adding a new server?

3. What type of payment methods do you support?

4. How many days can the invoice be overdue before the services are suspended?

Answer

1. Yes, you can both purchase or cancel any add-on, license or service later on. This includes:

- Master server license
- Slave server license
- Branding add-on
- Professional Installation
- Priority Support

2. Yes, the cart applies the tiered discount automatically, taking into account a number of active server licenses you currently have.

3. Currently, we support PayPal and SWIFT IBAN bank transfer.

4. Services and licenses will be suspended on the 7th day of being overdue and terminated after 21 days.

General

Language Packs

Question

1. I am using your product, and I was wondering if I could be provided with the Greek Translation file to fix it, as at this point there is no sense in the translated context.

2. We'd like to know if the webmail offers different languages as we've got clients in France, Germany, and Dubai?

Answer

1. Yes, you can contact us and we'll send you a requested language file, which

you can improve and send back for us to include it in the update.

Currently, these are the languages that have been proof-read:

- English
- Spanish
- German
- Dutch
- Swedish
- French
- Greek
- Turkish
- Arabic
- Croatian
- Serbian

The rest of the languages are translated via Google Translate Service, which is pretty good for most languages but some may have out of context translations.

2. Yes, each account can have its own language. This is the option end-users choose either at login or in account settings. The server admin or branding profile owner can choose the default language.

General

How to delete the CrossBox Cloud app account

If you are using CrossBox Cloud app, or any other build of a CrossBox produced app, you can request deletion of your logged in account by navigating to

Settings -> Delete

External Services

External Services

External anti-spam gateway

Question

We use an antispam gateway. The mails are transferred from a web hosting server to a different server and send from here, we are forwarding with

Smarthost, this is not a problem. right?

Answer

Not a problem. This is one of the great CrossBox advantages - it does not change your current setup with any additional configs or alterations to the system's software, it just wraps around it.

With this approach, CrossBox works out of the box with many external spam filtering solutions:

- SpamExperts
- MailChannels
- Others

External Services

External SMTP relay

Question

We're running Crossbox standalone and we want to use Amazon SES to send emails?

Answer

If you want to use services like Amazon SES, Postmark, or some other SMTP relay, you need to do the following (stand-alone version only):

Create **/home/crossbox/app/config/exim/overrides/exim.authenticators.conf**

```
ses_login:
driver = plaintext
public_name = LOGIN
client_send = : 6HSF5K7TX2RU17SMU4SE :
"53H4EL704P3PVXPZQWFG14IBEHIQ9NLV873Z9LG6HDIL"
```

Replace the hashes in **client_send** with your own SMTP credentials:

- Obtaining Your Amazon SES SMTP Credentials
- Obtaining Your Postmark SMTP Credentials

Create **/home/crossbox/app/config/exim/overrides/exim.routers.conf**

```
send_via_ses:
driver = manualroute
domains = ! +local_domains
transport = ses_smtp
route_list = * email-smtp.eu-west-1.amazonaws.com;
condition = ${if match_domain{$sender_address_domain}{+local_domains}}
```

Change the hostname in **route_list** with the SMTP hostname that the provider assigned to you.

Create **/home/crossbox/app/config/exim/overrides/exim.transports.conf**

```
ses_smtp:
driver = smtp
port = 587
hosts_require_auth = *
```

```
hosts_require_tls = *
```

Run command via SSH (as root):

```
crossbox config reload && crossbox restart exim
```

External Services

Compatibility with SpamExperts Plugin

Question

1. We are currently using while labeled SpamExpert (Cloud Hosted) Plugin for our email filtering for inbound and outbound email. Does it make any conflict with your product as we have enabled Antispam in your products as well?

2. So in this case, if an email marked as spam in CB, would that email also register as Spam in SpamExperts?

Answer

1. SpamExperts is fully supported and there are no conflicts.

2. Yes, CrossBox App will show the scan results of the scan done by an external anti-spam service like SpamExperts.

If email is found not to be scanned by any anti-spam service, CrossBox will use rspamd to scan email. In this case, CrossBox acts as a fall-back mechanism (for example, the anti-spam service may be offline/unavailable).

External Services

Central Coturn server?

Question

Can I change the Coturn server to a central Coturn server later?

Answer

Yes, you'll be able to define an external Coturn server in the server settings section within the admin area. This is useful if you want to offload audio/video call streaming to a separate, dedicated server.