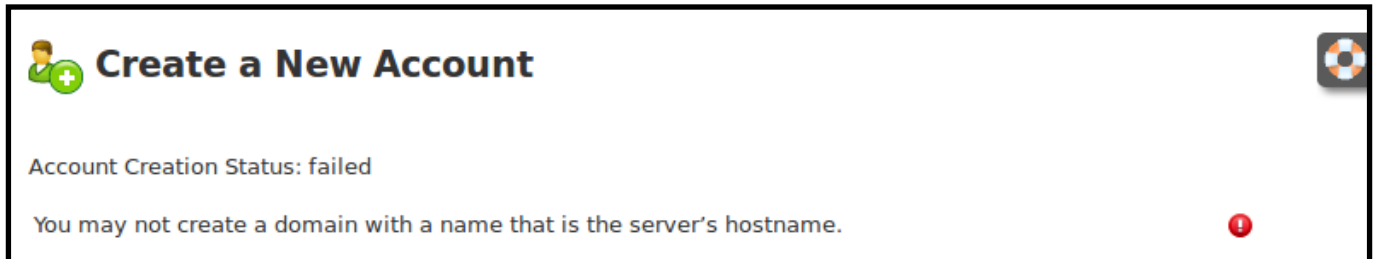


WHM & cPanel

How to get emails to root@hostname or root@lnx01.example.com in a cpanel/WHM server

cpanel/WHM will not allow to create a cpanel account with same name as that of hostname. If you try, you will get following error message.



Now, what could be done if you need to receive an email to root@hostname or root@lnx01.example.com ?

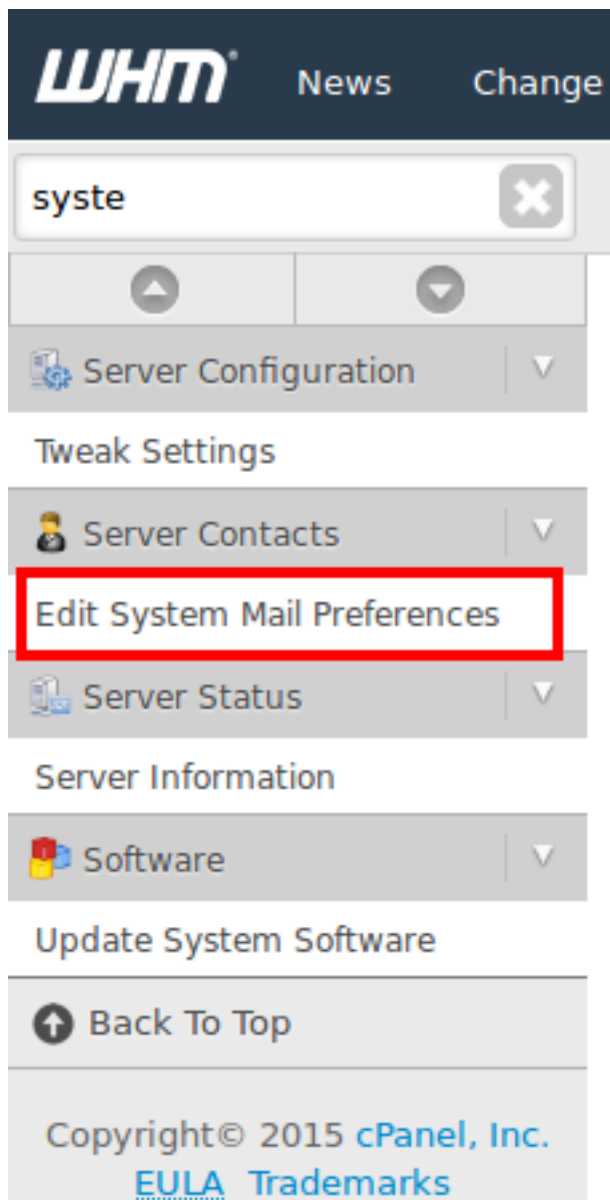
Tip: You need to get emails coming to root@hostname or root@lnx01.example.com to purchase an SSL certificate for hostname of WHM.

There is no direct option to get emails coming to root@hostname or root@lnx01.example.com, however it is pretty easy to get it.

Steps to get emails coming to root@hostname or root@lnx01.example.com in cpanel/WHM server

1. Login to WHM
2. Go to "Edit System Mail Preferences"

WHM & cPanel



3. Here, we can see option to forward email of root@hostname or root@lnx01.example.com to any other email address of your choice as shown below.

WHM & cPanel

Tweak Settings

- Server Contacts
- Edit System Mail Preferences**
- Server Status
- Server Information
- Software
- Update System Software
- Back To Top
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root's mail

is currently being forwarded to

Mail should be forwarded to:

nobody's mail

is currently being forwarded to root.

Mail should be forwarded to:

cpanel's mail

is currently being forwarded to

Mail should be forwarded to:

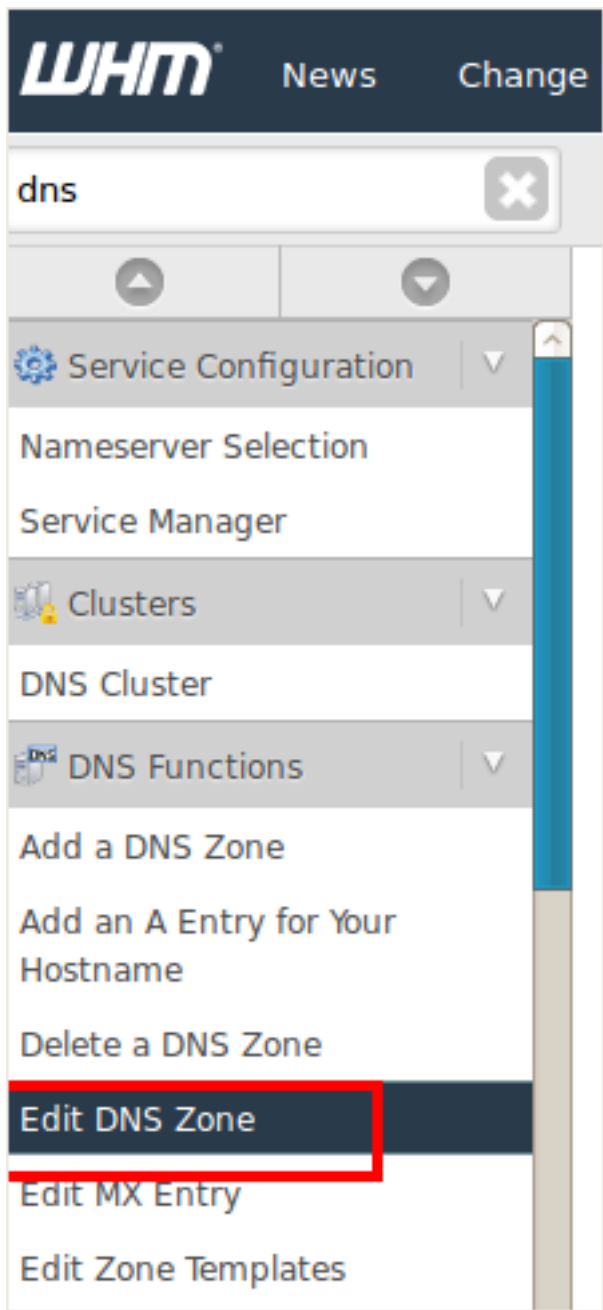
Tip: It is also recommended to forward "cpanel's mail" also to a valid email address.

4. Now, there is a final step, we need to configure an MX record for hostname.

DNS can be edited from DNS zone of the main domain of hostname(Eg: example.com here) as shown below.

I : Go to "Edit DNS Zone"

WHM & cPanel



II: Choose example.com zone

III: Setup an MX record as shown below.

| | | | | | |
|--------------------|-------|----|----|----|--------------------|
| Inx01.example.com. | 14400 | IN | MX | 10 | Inx01.example.com. |
|--------------------|-------|----|----|----|--------------------|

Tip: There is a "." at the end of Inx01.example.com in both boxes :)

WHM & cPanel

5. Now, you can receive emails to root@lnx01.example.com in the email address set in "System Mail Preferences" as root email

Tips: In a cpanel server, root will receive emails addressing following users as well.

postmaster@hostname, webmaster@hostname, abuse@hostname,
hostmaster@hostname.

For a full list of users whom email are forwarded to root, please check /etc/aliases file in cpanel server.

Unique solution ID: #1256

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