

[opensuse] missing log entries of imapd or master in openSUSE

Source: <http://linux.derkeiler.com/Mailing-Lists/SuSE/2008-06/msg01416.html>

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 - *Date:* Tue, 17 Jun 2008 00:32:36 +0200
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Hi,

I get an error when I try to download the IMAP folders after the first connection to cyrus when an account in Outlook Express is created. The message is: "Bei der Verbindung zum Server ist ein Fehler aufgetreten" ("The connection to the server has failed"). Code: 800ccc0e

The main point here is not the actual reason of this error, although advice is very appreciated. The main point is that I cannot see any record in the syslog-ng log for this error, although I can see records when I make a local login with imtest. Logins with imtest work without errors and problems and are logged by syslog-ng. The firewall was disabled during the test so there cannot be problems at that point. Wireshark shows me three request/response tcp packet pairs so that the request really reaches the server. Wireshark shows me that the connection is correctly established on port 143 of the server. netstat -antp shows me that master has opened that port so that master must have received the requests and must have send the responses.

When looking for the reason for the missing log records I found the webpage <http://wiki.rowi.net/pmwiki.php/Linux/Cyrus-imapd> what states that the cyrus log should be configured. According to that page the option CYRUS_VERBOSE should be changed, apparently in the file cyrus21 in /etc/default. But in openSUSE 10.3 there is no cyrus file in /etc/default. According to man there is also no such option in cyrus.conf.

My question is: Do I have to configure here something in openSUSE? The strange thing is that almost every program would log errors or warnings if it already logs successful operations. The successful login is logged as notice by syslog-ng, so any error or warning should have a higher priority and appear in the syslog.

On the other hand other connections from the Outlook Express Client ARE logged. Outlook Express is configured to poll the server every 30 minutes. I created a directory in /var/lib/imap/log with the name of the user account of Outlook Express and see that every 30 minutes a log is written with the content

----- galle Mon Jun 16 23:33:38 2008

```
>1213652018>+OK Mailbox locked and ready
<1213652018<STAT
>1213652018>+OK 0 0
<1213652018<QUIT
>1213652018>+OK
```

The configured polling seems to be OK. But when Outlook Express tries to download the folders of the IMAP account and ends up with an error nothing is logged. I am desperately looking for the reason of that.

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Note that I configured a second account in Outlook Express as POP3 account for testing purposes so that the same mailbox is polled by a POP3 account (this is obviously the 30 minutes polling) as well as by an IMAP4 account. I don't know of an option on cyrus that a mailbox has to be configured either as POP3 mailbox or IMAP4 mailbox. Even if there is a mistake here it should be logged. Note: I want at first to know why there are no log entries. But if you know that I have to configure a protocol for a cyrus mailbox, please tell me that. I think that a cyrus mailbox does not require a protocol setting.

Regards,

Uwe

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