

This is going to be a work in progress section.

First, we will break down the normal things that could go wrong to there appropriate sections. We will start with http, sendmail, webcp-script, webcp-http, and system functions.

General server troubleshooting--

First login and make sure that the program isn't running, and perhaps you might have a DNS or network issue. If it isn't running, try to do a test on the config, if available, If that doesn't show a problem, look to logs and usually that will say why a daemon won't start. If you still have issues, try running from the command line interactively and if you still don't see an error, you might have to resort to strace or strings , which will output a lot, but almost always tell you where a program is dying, just takes longer.

http specific—

1. is apache running(DNS or network issue if is more than likely)
1. what does apache or httpd with the -T flag show(possible config problem)
1. what does the logs show(access.log doesn't exist or can't write to error.log will make apache not start, but you won't see the later you will have to resort to
 1. run httpd interactively
 1. run strings or strace

sendmail specific—

1. what is the problem, is sendmail running, if it is what else is going on
1. is sendmail receiving mail(if not check the mail.info file and see if you see an error, or try telneting to port 25 and manually send a mail, this should show a problem if the mail if never hitting the logs.)
1. is sendmail sending mail (if not, check to see if the queue has ran away, check the logs, and also make sure that you can get to an external mail server, it might be firewalled. If that doesn't fix it, and sendmail is running, try sending a message from the local machine manually to someone external while watching the logs, this should show if sendmail is able to send at all.)
1. auth failure (if using sasld make sure that it is running, and also make sure that you check the /var/log/auth.log, you might have an issue that it is using a bad lib, otp, which you can remove since you probably won't need it, if saslauthd won't start, check the /etc/default/saslauthd, and make sure that the run line is uncommented).
1. user exist but sendmail say that do not(check virtusertable, try sending mail manually, check logs)
1. recursion errors (check logs, check virtusertable, make sure that DNS isn't forming the recursion with cnames, make sure that the mail is pointed to the server in DNS. Check the local-host-name file and make sure the domain is in there)
1. Any other error could be searched for but these are about the most common.

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Webcp-specific

1. is the daemon running(if not, try to start it, and if it doesn't start run interactively)
2. is the tag directory have 700 permissions and owned by cp(if not, stop the daemon, and do an ls -la inside the tag directory, see if it writes the .webcp file)
3. is the web-interface running (if not /etc/init.d/webcp-h or webcp-http start, if that fails, troubleshoot like apache, the config is under /etc/webcp/httpd/conf
4. if anything else fails, like user adds or domain creations, it might be something with the server. Make sure that the user doesn't already exist, check the webcp database, and see if any item in the domain table has an action in the action column, if so, something is wrong, and more than likely a permission problem. If this is the case, remove the data in the action field on all domains, and try again after the permission problem has been fixed. The easiest way to find this is to try the action why you are running webcp.php interactively, or /etc/webcp/server/webcp.php This will report if it cannot write to a directory or remove a file, or create a user. Very handy.
5. is quotas working(if not, you will have to make sure that the drive is mounted with quotas and the quota files exist, to check use mount, there should be a usrquota and grpquota under the options section, if so, check quotas with repquota -ug -a and that will give all the quotas for the current machine and which drives have quotas turned on. If quotas were not on, all the users entered will not have been added to the quota db, so you have to update the quota for each user. If all the sites have the same size, use xargs to make this quicker!!

As stated before this is a work in progress, and as time goes on, any other issues should be submitted to me so this can be updated.

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