



[Info] Parallels Plesk Panel is overloaded with spam messages because it is working as an open relay

- Parallels Plesk Panel

Symptoms

According to the server-wide mail configuration in Parallels Plesk Panel (PP), web interface authorization is required for mail relay. You may check it here:

For PP 10: Go to **Tools & Settings -> Mail Server Settings -> Relay options**

For PP 9: Go to **Home -> Mail Server Settings -> Relay options**

For PP 8: Go to **Server -> Mail -> Preferences -> Relay options**

However, the server is working as an open relay. The QMail queue is filled with millions of spam messages, and this is preventing PP clients from being able to use the email service.

What might be causing the problem?

Cause

There are several possible causes. One of them is that the *Sendmail* configuration file exists in */etc/xinetd.d* and is overriding the */etc/xinetd.d/smtp_psa* settings.

```
~# grep -lrs smtp /etc/xinetd.d/  
/etc/xinetd.d/smtps_psa  
/etc/xinetd.d/smtp_psa  
/etc/xinetd.d/submission.psa  
/etc/xinetd.d/sendmail  
~#
```

Resolution

First, it is recommended that you check if your server is indeed acting as an open relay. Investigate this and other possible causes of the issue as described in this article:

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If these actions do not resolve the issue, remove the **sendmail** configuration file from */etc/xinetd.d* and restart the extended Internet services daemon (xinetd):

```
# rm -f /etc/xinetd.d/sendmail  
# /etc/init.d/xinetd restart  
Stopping xinetd: [ OK ]  
Starting xinetd: [ OK ]  
~#
```
