

EMAIL PIPING :

Local Piping

Setting up aliases in cPanel

Add a forwarding rule for each of the email addresses to `/path/to/api/handler.php`.

For example forward `support@domain.com` to `"|/path/to/api/handler.php"`

CPANEL X Instructions

CPANEL -> Email -> Forwarders -> Add Forwarder

1. Address to a forwarder: `<EMAIL>@domain`
2. Advanced Options -> Pipe to a Program:
`"public_html/osticket/api/handler.php"`
3. Click 'Add Forwarder' button

TO PIPE unroute or non-existing emails suitable for dynamic emails (default emails)

1. CPANEL → Default Address
2. Advance Options → Pipe to a program (add the pipe handler same procedure in adding forwarders)

When complete you will see:

`<EMAIL>@domain to |/home/<USERNAME>/public_html/osticket/api/handler.php`

- Pipe to a Program path: if you have a leading `'/'` cPanel will use the path you enter, if you do not have `'/'` cPanel will create it relative to your home directory
- handler.php should have hashbang at the top of the file: `#!/usr/bin/php -q`
- Make handler.php executable `chmod 755 handler.php`
- Enable email piping in admin panel Settings -> preference

Mail delivery failed

If you have the error: 'Mail delivery failed: returning message to sender' but the user's email is still successfully processed.

You have some options

1. Update php.ini

```
/usr/local/lib/php.ini update: display_errors Off
```

restart apache

2. Update exim.conf:

Update /etc/exim.conf in the section:

address_pipe:

```
driver = pipe
return_output
```

virtual_address_pipe:

```
driver = pipe
group = "${lookup{$domain}lsearch* {/etc/userdomains}{$value}}"
```

```
return_output
user = "${lookup{$domain}lsearch* {/etc/userdomains}{$value}}"
```

Change **return_output** to **return_fail_output**

REASON: (from exim.conf comment)

If the pipe generates any standard output, it is returned to the sender of the message as a delivery error. Set `return_fail_output` instead of `return_output` if you want this to happen only when the pipe fails to complete normally. You can set different transports for aliases and forwards if you want to - see the references to `address_pipe` below.

Setting up aliases with qmail

Create/Edit your `.qmail-*` for the domain you wish to forward and add a forwarding rule to `/path/to/api/pipe.php`. For example for `support@domain.com` `.qmail-support` file should contain `|/path/to/api/handler.php`

Setting up aliases for sendmail

Modify your aliases file by adding `support: root, |/path/to/api/handler.php` and run `newaliases`.

Setting up aliases in .procmailrc

```
:0 c
* ^To.*support@domain.com
|/path/to/api/handler.php
```