

ERREURS D'IDENTIFICATION IMAP

SYMPTOMS

- Users are no longer able to log in at all
- 'Bad Gateway' errors when accessing the Web application
- Occasional connection issues
- ips logs return messages such as:

```
net.bluemind.ips.vertx.ProxySession WARN - Closing connection from /192.168.0.0:33333 as it failed to authenticate for 30sec.
```

ISSUE

When the maximum number of IMAP processes has been reached, users get login errors.

bm-ips may also no longer accept any connections.

SOLUTION

You need to increase the maximum number of IMAP processes.

In general, you need to allow for 1.5 the number of users for a mixed webmail/thick client use. On installations where many users use thick clients, you need to allow for approximately 3 times the number of users.

1. Count the number of processes used currently:

```
pgrep -c imap
```

2. Go to the administration console > System Configuration > Mail tab and increase the max child value in the Cyrus section (see calculation above):

The screenshot shows the administration console navigation path: Central administration > System Management > Servers > System Configuration. The left sidebar lists: Directories, System Management (selected), Security, Monitoring console, and Backup and Restore. The main content area has tabs for Mail, Reverse Proxy, EAS Server, Authentication, and File hosting(general). Under the Mail tab, there are sections for POSTFIX and CYRUS. The POSTFIX section includes fields for My networks (192.168.131.13/32, 127.0.0.0/8), Maximum mail size (MB) (21), and Relay host (relay.bluemind.loc). The CYRUS section has a Max child field set to 500.

Note: the "Max child" default value is 200 (added when the field is left empty).