



LifeKeeper[®] for Linux

Postfix Recovery Kit v6.2 Administration Guide

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Table of Contents

Introduction	2
Document Contents	2
LifeKeeper Documentation	3
Postfix Reference Documentation	3
Requirements	4
Hardware Requirements	4
Software Requirements	4
Recovery Kit Installation	4
Configuring Postfix for use with LifeKeeper	5
Protection Objects	5
Configuration Requirements	5
Port and TCP Interface Definition and the Postfix Recovery Kit	6
DNS, Postfix and LifeKeeper	6
Postfix Configuration Examples	7
Active/Standby	7
Active/Active	9
Postfix Configuration Validation	11
Postfix Configuration Validation Steps	11
LifeKeeper Configuration Tasks	14
Creating a Postfix Resource Hierarchy	14
Extending a Postfix Hierarchy	16
Unextending a Postfix Hierarchy	17
Deleting a Postfix Hierarchy	18
Create Dependency with Mailbox Spool Resource	19
Testing Your Resource Hierarchy	19
Performing a Manual Switchover from the GUI	19
Performing a Manual Switchover from the Command-Line Interface	19
Recovery Operations	20
Troubleshooting	21
Hierarchy Creation Error Messages	21
Hierarchy Extend Error Messages	22
Postfix Resource In-Service / Out-of-Service / Health Monitoring Error Messages	22

Postfix Recovery Kit Administration Guide

Introduction

Postfix plays a variety of roles, all critical to the proper flow of email. It listens on the network for incoming mail, transports mail messages to other servers, and delivers local mail to a local program.

The LifeKeeper for Linux Postfix Recovery Kit provides a mechanism to recover Postfix from a failed primary server to a backup server in a LifeKeeper environment. Both LifeKeeper and Postfix ensure data integrity throughout the course of the failover process without significant lost time or human intervention.

Document Contents

This guide contains the following topics:

- [Introduction](#). This section, including a list of LifeKeeper and other reference documentation.
- [LifeKeeper Documentation](#). Provides a list of LifeKeeper for Linux documentation and where to find it.
- [Requirements](#). Describes the hardware and software necessary to properly setup, install, and operate the Postfix Recovery Kit. Refer to the *LifeKeeper for Linux Planning and Installation Guide* for specific instructions on how to install or remove LifeKeeper for Linux software.
- [Configuring Postfix for Use With LifeKeeper](#). Describes the key parts of the Postfix configuration that affect LifeKeeper. Examples of typical Postfix configurations are included in this section.
- [Postfix Configuration Validation](#). Provides steps for validating the Postfix configuration prior to creating the Postfix resource hierarchy.
- [LifeKeeper Configuration Tasks](#). Describes the tasks for creating and managing your Postfix resource hierarchies using the LifeKeeper GUI.
- [Create a Dependency with the Mailbox Spool Resource](#). Describes how to manually create a dependency between the Postfix resource and the Mailbox Spool file system resource.
- [Testing Your Resource Hierarchy](#). Describes steps for testing your Postfix resource hierarchies using the LifeKeeper GUI and command-line interface.
- [Postfix Troubleshooting](#). This section provides a list of informational and error messages with recommended solutions.

LifeKeeper Documentation

The following is a list of LifeKeeper related information available from SIOS Technology Corp.:

- *LifeKeeper for Linux Release Notes*
- *LifeKeeper for Linux Online Product Manual*
- *LifeKeeper for Linux Planning and Installation Guide*

This documentation is available online at:

<http://us.sios.com/support>

Postfix Reference Documentation

The following is a list of reference documents associated with the Postfix application and the LifeKeeper Postfix Recovery Kit:

- *Postfix Man Page*
- *Red Hat Postfix Reference Manual*

Requirements

Your LifeKeeper configuration must meet the following requirements **prior** to the installation of the Postfix Recovery Kit. Please see the *LifeKeeper for Linux Planning and Installation Guide* for specific instructions regarding the configuration of your LifeKeeper hardware and software.

Hardware Requirements

- **Servers.** The Recovery Kit requires two or more physical servers running Postfix with a LifeKeeper-supported Linux Host OS, and configured in accordance with the requirements described in the *LifeKeeper for Linux Planning and Installation Guide*.
- **Data Storage:** The Postfix Recovery Kit can be used in conjunction both with shared storage and with replicated storage provided by the LifeKeeper Data Replication product.

Software Requirements

- **LifeKeeper software.** You must install the same version of LifeKeeper software and any patches on each server.
- **LifeKeeper IP Recovery Kit.** You must have the same version of the LifeKeeper IP Recovery Kit on each server.
- **IP network interface.** Each server requires at least one Ethernet TCP/IP-supported network interface. In order for IP switchover to work properly, user systems connected to the local network should conform to standard TCP/IP specifications.
Note: Even though each server requires only a single network interface, you should use multiple interfaces for a number of reasons: heterogeneous media requirements, throughput requirements, elimination of single points of failure, network segmentation, and so forth.
- **TCP/IP software.** Each server also requires the TCP/IP software.
- **Postfix software.** Each server must have the Linux distribution version of the Postfix software installed and configured before you can configure LifeKeeper and the Postfix Recovery Kit. The same version should be installed on each server. Consult the LifeKeeper Release Notes or your sales representative for the latest release compatibility and ordering information.

Recovery Kit Installation

Please refer to the *LifeKeeper for Linux Planning and Installation Guide* for specific instructions on the installation and removal of the LifeKeeper for Linux software, including recovery kits.

Configuring Postfix for use with LifeKeeper

This section contains information you should consider before you start to configure Postfix and examples of typical LifeKeeper Postfix configurations. Please refer to your LifeKeeper Online Product Manual for instructions on configuring your LifeKeeper Core resource hierarchies.

Protection Objects

The Postfix Recovery Kit protects the following objects:

- Postfix service daemon
- Network socket of Postfix

You create a virtual IP address and assign it to the `inet_interfaces` parameter in `main.cf`. The SMTP and SMTPS service ports supported are 25 and 465.

- The queue directory (filesystem) Postfix uses

If you need the mailbox spool area on another file system and need to protect it, you must create the file system hierarchy for it and create a dependency between the Postfix resource and this resource. Please refer to [Create Dependency with Mailbox Spool Resource](#).

Configuration Requirements

- The IP address used to listen for the SMTP service has to be a virtual IP address that is protected by a LifeKeeper IP resource hierarchy.
- `main.cf`

The Postfix Recovery Kit refers to the value of the following parameters:

- `mail_owner`
- `setgid_group`
- `daemon_directory`
- `command_directory`
- `process_id_directory`
- `inet_interfaces`

You specify one virtual IP address. More than one IP address is not supported. In addition, if you specify “all” as the value for this parameter, the creation of the Postfix hierarchy will fail.

- `queue_directory`
- `mail_spool_directory`
- `master.cf`

You must specify the following:

- A smtp(s) service entry to start smtpd.
- The directory specified for the queue_directory value must be on shared storage. This is necessary so that the file system of this directory can be LifeKeeper protected.
- If the system has a mailbox spool, the directory specified for the mail_spool_directory value has to be on shared storage.
- Owner id of postfix has to be the same id on all cluster servers.
- Group id of postdrop (setgid_group) has to be the same id on all cluster servers.

Port and TCP Interface Definition and the Postfix Recovery Kit

The Postfix Recovery Kit listens to the port specified in the SMTP entry in the Postfix configuration file (master.cf). If the port is specified as a service name (e.g., smtp) then the port number is looked up in the /etc/services file (smtp is "25" and smtps is "465").

smtp	inet	n	-	n	-	-	smtpd
------	------	---	---	---	---	---	-------

DNS, Postfix and LifeKeeper

DNS offers a mechanism (MX Records) for specifying backup or alternate hosts for mail delivery. This mechanism also allows hosts to assume mail-handling responsibilities for other hosts that are not configured to accept mail, such as a null client. MX records also provide a mechanism of forcing all mail to go to the hub machine or mail server. MX records specify a mail exchanger for a domain name (i.e. a host that will process and/or forward mail for the specified hostname). As an example, this is done by adding entries into the DNS server as follows:

himalaya.sc.steeleye.com	IN	MX	10	relay.steeleye.com.
--------------------------	----	----	----	---------------------

In the example, the server himalaya.sc.steeleye.com has an MX record that will cause mail for this server to be delivered to relay.steeleye.com. The server which is to be LifeKeeper protected should not have any MX records. The LifeKeeper protected alias IP address that is used during the Postfix resource hierarchy creation should be used for MX records instead.

Postfix Configuration Examples

Active/Standby

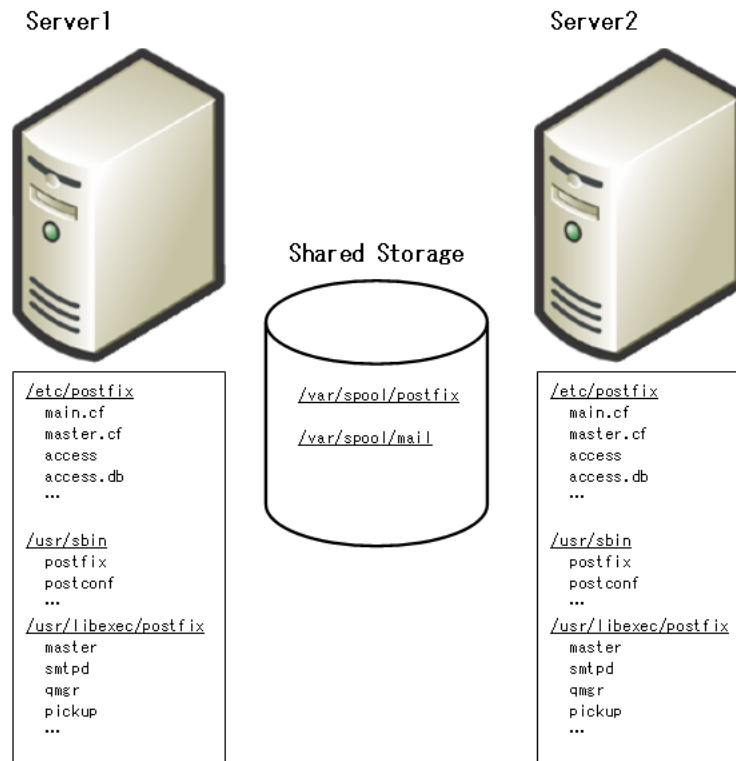


Figure 1: Typical LifeKeeper Active/Standby Postfix Environment 1

- The Postfix configuration files are on both servers
- The Postfix executable files are on both servers.
- The queue area (e.g. `/var/spool/postfix`) is on shared storage.
- The spool area (e.g. `/var/spool/mail`) is on shared storage.

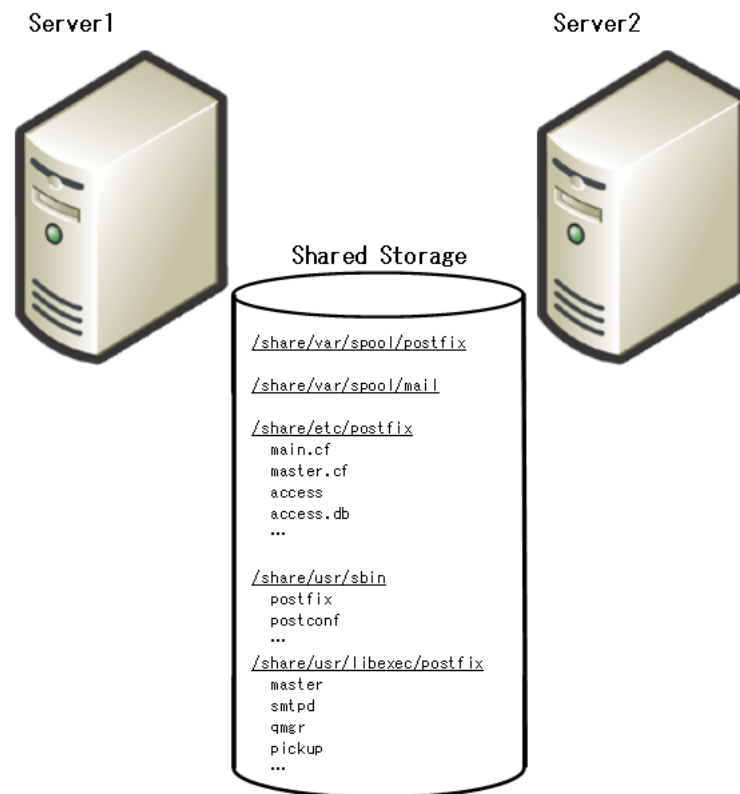


Figure 2: Typical LifeKeeper Active/Standby Postfix Environment 2

- The Postfix configuration files are on shared file system.
- The Postfix executable files are on shared file system.
- The queue area (e.g. /var/spool/postfix) is on shared storage.
- The spool area (e.g. /var/spool/mail) is on shared storage.

Active/Active

Postfix Mail Server supports multiple instances of the **master** daemon running at the same time.

In the Active/Active configuration below, both Server1 and Server2 are primary LifeKeeper servers for Postfix resources. Each server is also the backup server for the other.

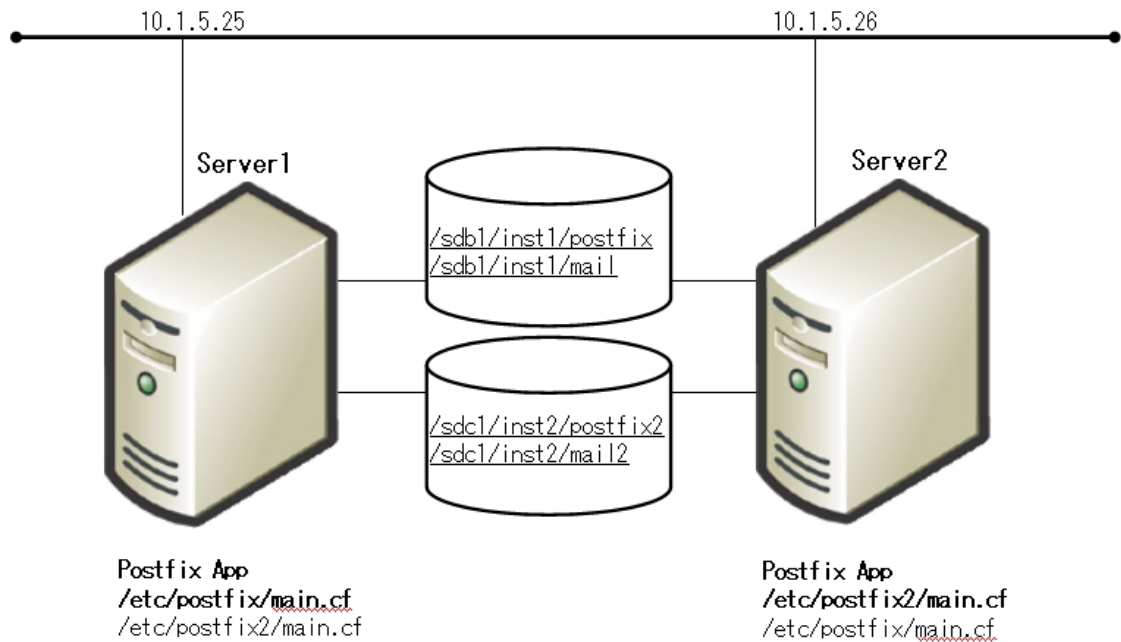


Figure 3: Typical LifeKeeper Active/Active Postfix Environment

Server1 (Instance 1 is active)

The Postfix configuration file : */etc/postfix*

The Postfix executable files : */usr/sbin*

The queue area : */sdb1/inst1/postfix*

The spool area : */sdb1/inst1/mail*

<main.cf> (example parameter setting)

inet_interfaces = 10.1.5.25, localhost

Server2 (Instance 2 is active)

The Postfix configuration file : */etc/postfix2*

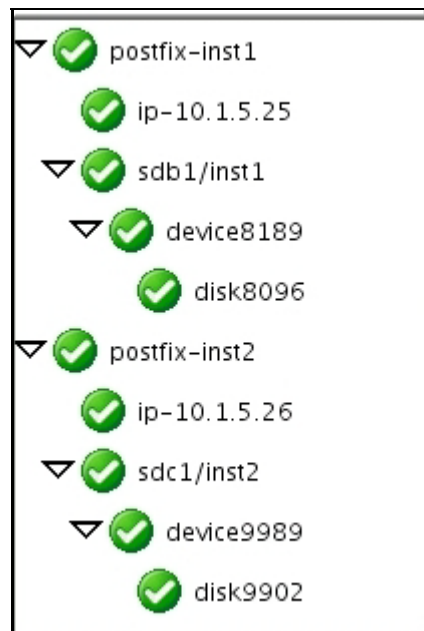
The Postfix executable files : */usr/sbin*

The queue area : */sdc1/inst2/postfix2*

The spool area : */sdc1/inst2/mail2*

```
<main.cf> (example parameter settings)
inet_interfaces = 10.1.5.26
alternate_config_directories = /etc/postfix2
```

The following figure shows the Postfix resource hierarchies displayed in the LifeKeeper GUI:



Postfix Configuration Validation

This section shows a method to check the systems by using the Typical LifeKeeper Postfix Environment 1 as an example before you start to create resources in LifeKeeper.

Postfix Configuration Validation Steps

1. Postfix Configuration

The Postfix configuration files are on both servers.

```
main.cf (extract)

daemon_directory = /usr/libexec/postfix
command_directory = /usr/sbin
process_id_directory = pid
inet_interfaces = localhost , 192.168.0.10
mail_spool_directory = /var/spool/mail
queue_directory = /var/spool/postfix
```

```
master.cf (extract)

smtp      inet  n       -       n       -       -       smtpd
```

2. Bring up virtual IP address for SMTP

You must bring up virtual IP address for SMTP. You can configure it by using the 'ifconfig' command or creating a LifeKeeper IP resource.

```
# ifconfig eth0:1 192.168.0.10 netmask 255.255.255.0 up
```

3. Mount the shared filesystem for queue area

```
# mkfs.ext3 /dev/sda1
# mount -t ext3 /dev/sda1 /mnt/queue
# mkdir -p /mnt/queue/postfix
# cp -rp /var/spool/postfix/* /mnt/queue/postfix/
# mv /var/spool/postfix /var/spool/postfix.org
```

```
# ln -s /mnt/queue/postfix /var/spool/postfix
# postfix check
```

4. Mount the shared filesystem for spool area

```
# mkfs.ext3 /dev/sdb1
# mv /var/spool/mail /var/spool/mail.org
# mkdir -p /var/spool/mail
# mount -t ext3 /dev/sdb1 /var/spool/mail
```

5. Start Postfix

```
# postfix -c /etc/postfix start
postfix/postfix-script: starting the Postfix mail system
```

6. Verify processes and socket for Postfix

```
# netstat -pltun | grep master
tcp    0  0  127.0.0.1:25      0.0.0.0:*        LISTEN   15931/master
tcp    0  0  192.168.0.10:25  0.0.0.0:*        LISTEN   15931/master

# ps -ef | grep -v grep | grep postfix
root    15931      1  0  16:11 ?    00:00:00 /usr/libexec/postfix/master
postfix 15932    15931  0  16:11 ?    00:00:00 pickup -l -t fifo -u
postfix 15933    15931  0  16:11 ?    00:00:00 qmgr -l -t fifo -u
```

7. Stop Postfix

```
# postfix -c /etc/postfix stop
postfix/postfix-script: stopping the Postfix mail system
```

If you cannot start or stop Postfix in steps 5-7, please check the Postfix error messages. Once there are no error messages in the log file, the configuration is correct. Next, repeat steps 1-7 on all systems in the cluster and confirm that the configuration is correct.

LifeKeeper Configuration Tasks

You can perform the following configuration tasks from the LifeKeeper GUI. The following four tasks are described in this guide, as they are unique to a Postfix resource instance, and different for each Recovery Kit.

- **[Create a Resource Hierarchy](#)**. Creates an application resource hierarchy in your LifeKeeper cluster.
- **[Delete a Resource Hierarchy](#)**. Deletes a resource hierarchy from all servers in your LifeKeeper cluster.
- **[Extend a Resource Hierarchy](#)**. Extends a resource hierarchy from the primary server to a backup server.
- **[Unextend a Resource Hierarchy](#)**. Unextends (removes) a resource hierarchy from a single server in the LifeKeeper cluster.

The following tasks are described in the GUI Administration section within the *LifeKeeper Online Product Manual*, because they are common tasks with steps that are identical across all Recovery Kits.

- **Create a Resource Dependency**. Creates a parent/child dependency between an existing resource hierarchy and another resource instance and propagates the dependency changes to all applicable servers in the cluster.
- **Delete a Resource Dependency**. Deletes a resource dependency and propagates the dependency changes to all applicable servers in the cluster.
- **In Service**. Brings a resource hierarchy into service on a specific server.
- **Out of Service**. Takes a resource hierarchy out of service on a specific server.
- **View/Edit Properties**. View or edit the properties of a resource hierarchy on a specific server.

Note: Throughout the rest of this section, we explain how to configure your Recovery Kit by selecting certain tasks from the **Edit** menu of the LifeKeeper GUI. You can also select each configuration task from the toolbar. You may also right click on a global resource in the Resource Hierarchy Tree (left-hand pane) of the status display window to display the same drop down menu choices as the **Edit** menu. This, of course, is only an option when a hierarchy already exists.

You can also right click on a resource instance in the Resource Hierarchy Table (right-hand pane) of the status display window to perform all the configuration tasks, except *Creating a Resource Hierarchy*, depending on the state of the server and the particular resource.

Creating a Postfix Resource Hierarchy

After you have completed the necessary setup tasks, use the following steps to define the Postfix resource hierarchy.

IMPORTANT: The alias IP address should be under LifeKeeper protection before creating the Postfix resource instance.

1. From the LifeKeeper GUI menu, select **Edit**, then **Server**. From the menu, select **Create Resource Hierarchy**.

The *Create Resource Wizard* dialog box will appear with a drop down list box displaying all recognized Recovery Kits installed within the cluster.

2. Select **Postfix Mail Server** and click **Next**.
3. You will be prompted to enter the following information. When the **Back** button is active in any of the dialog boxes, you can go back to the previous dialog box. This is helpful should you encounter an error requiring you to correct previously entered information. You may click **Cancel** at any time to cancel the entire creation process.

Field	Tips
Switchback Type	Choose either <i>intelligent</i> or <i>automatic</i> . This dictates how the Postfix instance will be switched back to this server when the server comes back up after a failover. The switchback type can be changed later from the General tab of the Resource Properties dialog box. Note: The switchback strategy should match that of the IP or File System resource to be used by the Postfix resource. If they do not match the Postfix resource, creation will attempt to reset them to match the setting selected for the Postfix resource.
Server	Select the Server on which you want to create the hierarchy.

Postfix server Config File Location	Enter the directory path name where the Postfix configuration file (main.cf) resides.
Postfix Binary Location	Enter the directory path name where the Postfix daemon resides. The default is decided from the configuration file, which you selected in the previous dialog.
Queue Root Directory	Enter the directory path name of the Postfix queue directory. The default is decided from the configuration file, which you selected in the previous dialog box. The Postfix queue directory must be on a shared disk. If the Postfix queue directory is a symbolic link, the dialog box will show the root directory of the symbolic link pointing to the directory's original location.
IP Tag	Select the IP Tag. This is a tag name given to the IP Resource hierarchy that the Postfix resource will be dependent upon. The list will show only IP address resources that are in-service on this server. IMPORTANT: Verify that the priority of the IP Tag

	on the primary server is higher than the priority of the IP Tag on the backup server.
Root Tag	Either select the default root tag offered by LifeKeeper, or enter a unique name for the resource instance on this server. The default is <i>postfix-on- <queue directory path></i> . You may use letters, numbers and the following special characters: - _ . /

4. Click **Create**. The *Create Resource Wizard* will then create your Postfix resource hierarchy. LifeKeeper will validate the data entered. If LifeKeeper detects a problem, an error message will appear in the information box.
5. An information box will appear indicating that you have successfully created a Postfix resource hierarchy, and you must extend that hierarchy to another server in your cluster in order to achieve failover protection. Click **Next**.
6. Click **Continue**. LifeKeeper will then launch the *Pre-Extend Wizard*. Refer to Step 2 under Extending a Postfix Hierarchy (below) for details on how to extend your resource hierarchy to another server.

Extending a Postfix Hierarchy

This operation can be started from the **Edit** menu, or initiated automatically upon completing the **Create Resource Hierarchy** option, in which case you should refer to Step 2 below.

1. On the **Edit** menu, select **Resource**, then Extend Resource Hierarchy. The *Pre-Extend Wizard* appears. If you are unfamiliar with the Extend operation, click **Next**. If you are familiar with the LifeKeeper **Extend Resource Hierarchy** defaults and want to bypass the prompts for input/confirmation, click **Accept Defaults**.
2. The *Pre-Extend Wizard* will prompt you to enter the following information.
Note: The first two fields appear only if you initiated the Extend from the **Edit** menu.

Field	Tips
Template Server	Enter the server where your Postfix resource is currently in service.
Tag to Extend	Select the Postfix resource you wish to extend.
Target Server	Enter or select the server you are extending to.
Switchback Type	Select either <i>intelligent</i> or <i>automatic</i> . The switchback type can be changed later, if desired, from the General tab of the Resource Properties dialog box. Note: Remember that the switchback strategy must match that of the dependent resources to be used by the Postfix resource.
Template Priority	Select or enter a priority for the template hierarchy. Any unused priority value from 1 to 999 is valid, where a lower number means a higher priority (the number 1 indicates the highest priority). The extend

	process will reject any priority for this hierarchy that is already in use by another system. The default value is recommended. Note: This selection will appear only for the initial extend of the hierarchy.
Target Priority	Either select or enter the priority of the hierarchy for the target server.

- After receiving the message that the pre-extend checks were successful, click **Next**.
- LifeKeeper will display a series of dialog boxes for the Postfix resource to be extended, some of which cannot be edited.

Field	Tips
Root Tag	LifeKeeper will provide a default tag name for the new Postfix resource instance on the target server. The default tag name is the same as the tag name for this resource on the template server. If you enter a new name, be sure it is unique on the target server. You may use letters, numbers and the following special characters: - _ . /
Configuration Directory (Information Only)	This dialog box is for informational purposes only. You cannot change the Configuration Directory that appears in the box.
Binary Directory (Information Only)	This dialog box is for informational purposes only. You cannot change the Binary Directory that appears in the box.

If the IP and Filesystem dependent resource are also being extended, LifeKeeper will display a series of dialog box for the resources, some of which cannot be edited.

Click **Extend**.

- After receiving the message "Hierarchy extend operations completed" click **Next Server** to extend the hierarchy to another server, or click **Finish** if there are no other extend operations to perform.
- After receiving the message "Hierarchy Verification Finished", click **Done**.

Unextending a Postfix Hierarchy

To remove a resource hierarchy from a single server in the LifeKeeper cluster, do the following:

- On the **Edit** menu, select **Resource**, then **Unextend Resource Hierarchy**.
- Select the **Target Server** where you want to unextend the Postfix resource. It cannot be the server where the Postfix resource is currently in service. (This dialog box will not appear if you selected the Unextend task by right clicking on a resource instance in the right pane.) Click **Next**.

3. Select the Postfix hierarchy to unextend and click **Next**. (This dialog will not appear if you selected the Unextend task by right clicking on a resource instance in either pane).
4. An information box appears confirming the target server and the Postfix resource hierarchy you have chosen to unextend. Click **Unextend**.
5. Another information box appears confirming that the Postfix resource was unextended successfully. Click **Done** to exit the Unextend Resource Hierarchy menu selection.

Deleting a Postfix Hierarchy

It is important to understand what happens to dependencies and protected services when a Postfix hierarchy is deleted.

- **Dependencies:** When you choose to delete the Postfix hierarchy, only the Postfix resource will be deleted. Dependent IP and file system resources will not be removed.
- **Protected Services:** If you take the Postfix resource hierarchy out of service before deleting it, the Postfix daemons will be stopped. If you delete a hierarchy while it is in service, the Postfix daemons will continue running and offering services (without LifeKeeper protection) after the hierarchy is deleted.

To delete a resource hierarchy from all the servers in your LifeKeeper environment, complete the following steps:

1. On the **Edit** menu, select **Resource**, then **Delete Resource Hierarchy**.
2. Select the **Target Server** where you will be deleting your Postfix resource hierarchy and click **Next**. (This dialog will not appear if you selected the Delete Resource task by right clicking on a resource instance in either pane.)
3. Select the **Hierarchy to Delete**. (This dialog will not appear if you selected the Delete Resource task by right clicking on a resource instance in the left or right pane.) Click **Next**.
4. An information box appears confirming your selection of the target server and the hierarchy you have selected to delete. Click **Delete**.
5. Another information box appears confirming that the Postfix resource was deleted successfully.
6. Click **Done** to exit.

Create Dependency with Mailbox Spool Resource

If the Postfix queue directory and Mailbox Spool directory are on the same file system (LUN) on the shared disk, both directories are protected by creating the Postfix resource hierarchy and extending the Postfix resource hierarchy to another server in your cluster. If your spool directory is on another file system (LUN), you must create a file system resource for Mailbox Spool and create a dependency for the resource.

To create a resource instances and create dependencies for your Mailbox Spool directory, you should complete the following step:

1. Mount file system for your Mailbox Spool Directory.
2. From the LifeKeeper GUI menu, select **Edit**, then **Server**. From the drop down menu, select **Create Resource Hierarchy**.
3. Select File System from the drop down listing.
4. Select Switchback Type.
5. Select the Primary Server.
6. Select the Mount Point for the file system resource hierarchy.
7. Select or enter Root Tag.

Through this process, the file system resource is created on the primary server, and you must extend it to backup servers. Next, create dependencies for each file system resources to the Postfix resource. You should refer GUI Administration section of *LifeKeeper Online Product Manual* for specific instructions on how to create dependencies.

Testing Your Resource Hierarchy

You can test your Postfix resource hierarchy by initiating a manual switchover. This will simulate a failover of a resource instance from the primary server to the backup server.

Performing a Manual Switchover from the GUI

You can initiate a manual switchover from the LifeKeeper GUI by selecting **Edit**, then **Resource**, then finally **In Service** from the drop down menu. For example, an *in service* request executed on a backup server causes the application hierarchy to be placed in service on the backup server and taken out of service on the primary server. At this point, the original backup server is now the primary server and original primary server has now become the backup server.

If you execute the **Out of Service** request, the application is taken out of service without bringing it in service on the other server.

Performing a Manual Switchover from the Command-Line Interface

You can initiate a manual switchover from the LifeKeeper command-line interface by the following steps on the server:

```
# /opt/LifeKeeper/bin/perform_action -t [tag-name] -a [restore|remove]
```

- -t
This specifies the last resource instance that the action will be performed on. “tag-name” are the information elements that may be used to describe the resources in the hierarchy, the name can be checked from LifeKeeper GUI, or ‘lcdstatus’ command.
- -a
This specifies the resource action that will be performed. To bring the resource instance into service, specify restore, to take a resource out of service, specify remove.

Please refer to man pages of *perform action* for more details.

Recovery Operations

When the following failure occurs on the in service server, the Postfix Recovery Kit software performs Recovery:

- Failure in the Postfix resource
- Failure in IP resource relative to the Postfix resource
- Failure in file system resource relative to the Postfix resource
- Node Failure

When the primary server fails, the Postfix Recovery Kit software performs the following tasks:

- Brings the alias IP address into service on the backup server by bringing *in service* a logical interface on one of that server’s physical network interfaces
- Mounts the file system(s) on the shared disk on that server
- Starts the daemon processes related to Postfix

Since session context is lost following recovery, after the recovery, Postfix users must reconnect using exactly the same procedures they used to connect originally.

Troubleshooting

This section provides a list of messages that you may encounter during the process of creating, extending, removing and restoring a LifeKeeper Postfix hierarchy, and, where appropriate, provides additional explanation of the cause of the errors and necessary action to resolve the error condition. Other messages from other LifeKeeper scripts and utilities are also possible. In these cases, please refer to the documentation for the specific script or utility. Messages in this section fall under these categories:

- [Hierarchy Creation](#)
- [Hierarchy Extend](#)
- [Hierarchy Remove, Restore and Recovery Error Messages](#)

Hierarchy Creation Error Messages

No config path

The Postfix configuration path was not found. Please enter the configuration path.

main.cf not found in the configuration path

The file main.cf does not exist in the path specified. Please enter the correct path.

master.cf not found in the configuration path

The file master.cf does not exist in the configuration path. Please enter the correct path.

A value of inet_interfaces must not include “all”

In the main.cf file the value of the inet_interfaces parameter is specified as “all”. Please specify a virtual IP address.

No execute path

Must specify the absolute path to the Postfix executables. Please enter the correct path.

Postfix command invalid

The Postfix command is invalid. Please verify the Postfix installation or command and enter the correct command.

<queue directory> is not found. This directory must exist on a shared filesystem

The mail queue directory(s) must be located on a shared filesystem. Please make sure your configuration is correct.

No valid choices were found for the “IP Tag” selection

There are no in service IP resources found. Please create the IP resource and verify that the virtual IP address is active on the server.

<tag name> not in service on the server

The tag name is not in service. Please create the IP resource and verify that the virtual IP address is active on the server.

Hierarchy Extend Error Messages

postfix id does not match between servers

The Postfix uid does not match on the servers in the cluster. Please set the same uid for the user “postfix” on the cluster servers.

postdrop gid does not match between servers

The Postfix postdrop gid does not match on the servers in the cluster. Please set the same gid for the group “postdrop” on the cluster servers.

Postfix Resource In-Service / Out-of-Service / Health Monitoring Error Messages

Master process of postfix is not running

The master process of Postfix is not running. Please check the Postfix error log.

Failed in a check by postfix command

Postfix command check option has failed. Please check the Postfix configuration file or Postfix environment.

Couldn't start postfix resource

The Postfix resource could not start. Please check the Postfix error log.

Failed in a stop process by kill command

The kill command failed to stop Postfix. Please check the Postfix error log.

PID <pid> does not exist. postfix may have already stopped

The Postfix pid does not exist. Please check the Postfix error log and Postfix processes. The Postfix process may have been stopped and then restarted and assigned another pid.

Check “all” may be included in inet_interfaces parameter

The main.cf inet interfaces parameter may have “all” specified as its value. If the parameter is set to “all” it may cause the socket check to fail. Please check the Postfix configuration file.

Check script was not able to be connected to a socket (*vip:port*)

The check script was not able to connect to the socket for service. Please check the Postfix configuration file and the Postfix owner.

Execute files (postfix or postconf command) is not an executable file

The files postfix or postconf does not exist or are not executable. The files are located in the executable path that was specified when the resource was created. Please check these files.

Configuration files (main.cf or master.cf) does not exist

The Postfix configuration files main.cf or master.cf does not exist or is not readable. The files and located in the configuration path that was specified when the resource was created. Please check these files.

The postfix owner <owner name> does not exist

The Postfix owner does not exist. Please check the Postfix configuration and Postfix owner.

The postdrop group id does not match and attribute of queue directory

The postdrop group id does not match the group id associates with the files in the mail queue directory. Please check the Postfix configuration file.