

KNOWLEDGE BASE · PUBLIC DOCUMENT

Keeping a copy of every e-mail the company sends and receives: Email Archiving in cPanel

E-mail

CODE

RLX-MZ-KB-2070

VERSION

v2026.10.16

COUNTRY · LANGUAGE

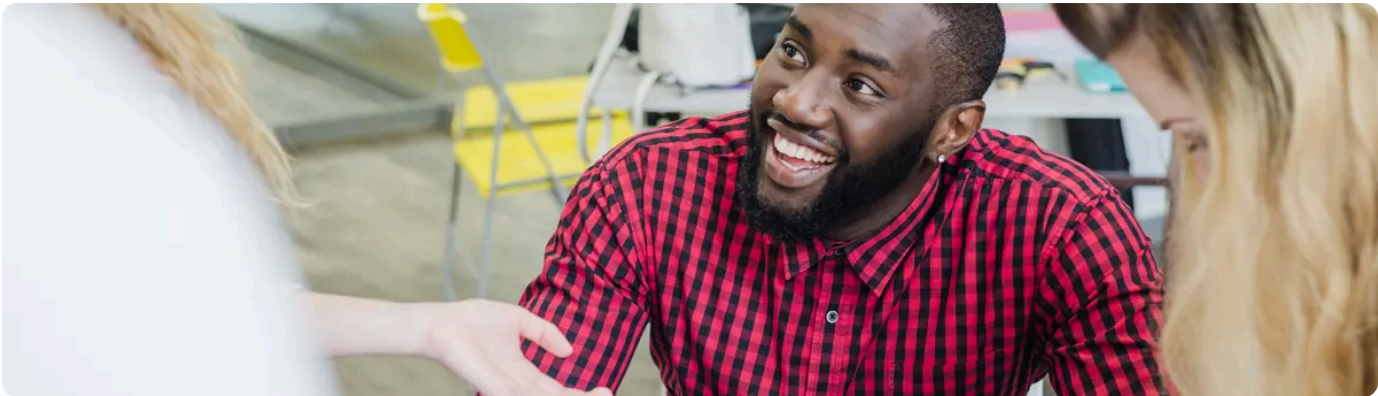
Mozambique · English

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

<https://www.meu.interweb.co.mz/knowledgebase/2070>



The short answer: cPanel’s **Archive** keeps a copy of all the e-mail that passes through the server for a domain: incoming, outgoing, or both. The copy is made the moment a message goes through, so it stays even if someone later deletes it from their mailbox. You choose how long it is kept, read it in webmail and download it. It uses the account’s space, and the team should know it exists.

Archive or a mailbox copy: what changes

	cPanel Archive	A mailbox copy
When it copies	The moment each message comes in or goes out.	When you make it: it copies what is in the mailbox that day.
Messages deleted earlier	They are in the archive, if they went through the server while archiving was on.	Not in the copy.
Which mailboxes	All of the domain’s, at once.	The mailbox you choose.
Space	Uses the account’s space and grows every day.	Lives wherever you keep it, for example on your computer.
What it is for	A record of what the company sent and received.	Recovering a mailbox: how to back up a mailbox.

Turning the archive on, step by step

1

In cPanel, in the **Email section**, open **Archive**. If it does not appear in your cPanel, ask us: it depends on the plan and the server.

2

Under Manage Archiving, on the domain you want, choose what to keep: **Incoming Email Messages**, **Outgoing Email Messages** and, if you use mailing lists, **Outgoing Mailing List Email Messages**.

3

For each type, choose the retention period from the list cPanel shows. Anything older than that period is removed by itself. A retention with no end keeps everything forever, and the space never stops growing.

4

To read it, use **Access Webmail** on the archive screen, or **IMAP Access** to open it in a mail program.

5

To keep it off the server, use **Download Archive** from time to time and store the file on a company disk.

6

Keep an eye on space in **Disk Usage**: the archive has a line of its own. The figure is not updated live; cPanel recalculates it periodically.

The archive keeps the mail of everyone on the domain, including what they deleted. Tell the team it exists, and check what the law and company rules allow before reading anyone's mail.

Only mail that passes through our server is archived. A message sent with your address through another service (a newsletter platform, for example) is not. What you send from webmail, or from a program connected to mail.yourdomain, is.

Want to turn the archive on and unsure which retention to pick, or cannot see it in your cPanel? Tell us the domain.

[Open a support ticket](#)

SEE ALSO

[Keeping your own copy of your e-mail: how to back up a mailbox](#)

[Restoring a single e-mail account or folder](#)

[Disk Usage: finding what fills your account](#)

[Your mailbox is full: what to delete and how to stop it happening](#)

[A new employee joins, a colleague leaves: opening and closing company mailboxes](#)

[Mailing lists in cPanel: one address for a whole group](#)



Online version of this document

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

Interweb Mozambique

RLX Holdings, S.A. • Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 • CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz • +258 84 635 1111 • +258 86 635 1111 • www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed