

Free version and Pro version

Mail Log comes in two versions: the **Free version** and the **Pro version**. Both are built from the same source and are updated the same way — they differ only in which features are unlocked.

The split follows one sentence: *What was sent?* is answered by the Free version. *Does it arrive?* is answered by the Pro version.

What each version does

Feature	Free version	Pro version
Logging of every sent e-mail, including a complete outage of the outgoing mail server	yes	yes
Dashboard, log list, detail view, Message-ID	yes	yes
Resending, CSV export, raw message download	yes	yes
Encryption, masking, retention rules, log and display rules	yes	yes
Notification when delivery fails	yes	yes
Domain health: status panel on the dashboard	yes	yes
Automatic retrying of failed sends	—	yes
Backup send route: a second way out when the first one fails	—	yes
Rule-based send routes: particular messages over a different server	—	yes
Periodic report by e-mail	—	yes

Feature	Free version	Pro version
Second alert channel over a web address	—	yes
Domain health: what to do about each finding	—	yes
Domain health: several domains	—	yes
Domain health: alert when a check starts failing	—	yes
Return channel: fetch and sort bounce reports	—	yes
Suppression list: dead addresses are no longer written to	—	yes
Undeliverable rate on the dashboard, badge in the log list	—	yes
DMARC evaluation: who sends in your name, and whether it gets through	—	yes
DMARC: judge the sources, trend, share on the dashboard and in the report	—	yes
Take DKIM selectors from the reports and check them too	—	yes
DKIM signing: sign outgoing mail with a key of your own	—	yes
GDPR information and erasure through Joomla's privacy administration	—	yes

The Free version is **not cut down** by the existence of the Pro version. Everything you use in the Free version today stays exactly as it is — the Pro version only adds.

How to tell which version you have

Moving from the Free version to the Pro version

1. Download the Pro version from your customer account on *graup-it.de*.
2. In Joomla, upload the package file under *System → Install extensions*.
3. That is all. Joomla recognises the existing installation and updates it — your logs, settings and permissions are kept in full.

The update source is switched over automatically, so from then on you receive updates of the Pro version. Your download key stays the same.

Queue

 Repeats failed sends automatically, waiting longer between each attempt.

Pro version only. In the Free version these settings are shown but cannot be changed. What else the Pro version does is covered in the manual under "Free version and Pro version".

Retry automatically ☐ No

Queues failed messages. To have them sent, create the "Work through the queue" task in the scheduler.

Back to the Free version

The way back works the same: install the Free version over the Pro version and it becomes the Free version again. Your log entries are kept in full.

What happens to the features of the Pro version:

- **Messages waiting in the queue are not deleted.** They stay where they are and simply stop being worked through. Install the Pro version again later and they carry on; otherwise the retention period clears them out eventually.
- **Your settings are kept**, including those of the Pro version. You still see the fields concerned in the options, but you can no longer change them. That is deliberate: a field you can operate that then does nothing is worse than a locked one. Move back to the full version and everything stands as you set it up.
- **The queue rule set is hidden**, not deleted. It is the one setting that cannot be locked technically, so in the Free version it disappears altogether. It is still stored.

- **Bounces and the suppression list stay stored.** The mailbox is no longer fetched and the two screens show an explanation instead of the lists; the data sits there unchanged and is available again after moving back.
- **DMARC reports and your verdicts about the sources stay too.** Only no new ones are added.
- **DKIM signing stops.** Outgoing mail is no longer signed from then on - the key stays where it is, and the published DNS record does no harm. After moving back, signing resumes without anything further to do.

One exception: the privacy plugin stays installed and active. When you move down, Joomla does not remove parts that no longer belong to the new package. GDPR information and erasure requests therefore keep covering the mail log.

That is left as it is on purpose: a privacy feature that switches itself off quietly leaves a gap nobody notices — and that gap is exactly what it was built against. If you do want it gone, uninstall the *Privacy – Mail Log* plugin by hand in the extension manager.

[Deutsche Fassung](#)

Revision #4

Created 2026-09-20 13:10:54 UTC by Norbert Graup

Updated 2026-09-24 15:31:17 UTC by Norbert Graup