



Spool

Help Documentation

Spool

Spool Overview

The email spool is a list of emails, in order of when they are created, that are available for the server to send out to other mail servers or to deliver locally. Within the Spool Overview section, Administrators can monitor a dashboard of common aspects of the email spool, including message activity, top outbound senders, top inbound domains and more. In addition to reviewing the spool activity, Administrators can take action on any messages that are currently being held in the spool. For example, a sending IP address that is inundating the mail server with unwanted messages can be blocked, thereby preventing issues from becoming problems for email users.

And while monitoring the spool regularly is good practice, the Overview section is extremely helpful should the mail server become compromised as you can easily spot a compromised account, block the sender and delete the unnecessary messages. The overview dashboard provides a real-time look at a mail server's activity, refreshing every 20 seconds, so Administrators always know what's going on.

To access the Spool Overview, log into SmarterMail as a System Administrator and click on the Manage icon. Click on Spool in the navigation pane, then click the Overview tab.

Note: All tables, with the exception of Message Activity, sort entries based on the message count for the last 24 hours. For example, if an entry is the top sender/receiver within the last 5 minutes or hour, but 12th in the last 24 hours, they would not appear on the table.

Message Activity

This section displays the total number of messages that have been delivered by all users, including local and remote deliveries. From this table, see how many messages were sent in the last 5 minutes, last hour, last 24 hours and from the start of the installation.

Top Outbound Senders

This section displays the top 10 users with the highest number of outbound remote deliveries (for the specified time intervals). Note: The message count does not include local deliveries sent to user-to-user. The following actions can be performed on each user included in the table:

- **Manage User** - Select this option to log in and impersonate the actual user. Impersonating the user allows you to check all of their settings and includes Domain settings if the user is a Domain Administrator. So if the account appears to be compromised, it can be disabled after due diligence is performed.
- **Change Password** - Select this option to change the password of a user's account. Changing the

password is an ideal option when resolving a compromised account.

- **Drop Connections** - Select this option to end the user's connection(s) via webmail and different syncing protocols, including SMTP, IMAP, POP, XMPP and ActiveSync.
- **Disable User** - Select this option to immediately disable the user's account. This action utilizes the User Status setting found when editing a user . When a user is disabled within the Spool Overview, their User Status will be set to 'Disable and Allow Mail'. This prevents the user from sending outbound messages or accessing webmail; however, the mailbox will continue to receive incoming email. Enabling a user in the Spool Overview will adjust the setting in the user's account settings and vice versa.
- **Delete Messages** - Select this option to permanently delete the messages sent by the user that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- **Move Messages** - Select this option to move the messages sent by the user that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful because it allows an Administrator to review the messages before taking actions against them.

Note: In general, this table will display SmarterMail user accounts only. However, there may be cases where remote email addresses appear, including if: the email address is authenticated with a local account, the sending IP address is listed in the SMTP Authentication Bypass list, SmarterMail is acting as an inbound gateway, or messages were manually dropped into the spool with sender addresses that don't exist locally. In these instances, the Manage User and Disable User actions cannot be performed.

Top Outbound IP Addresses

This section displays the top 10 IP addresses that have sent the highest number of outbound, remote deliveries (for the time intervals specified). The following actions can be performed on each IP address included in the table:

- **Blacklist IP** - Select this option to block the IP address from sending messages to the server. When an IP address is blacklisted from the spool, an entry will be added to the Blacklist found in the Security section. The IP address will be blocked on SMTP only, and the entry will be denoted as having been blocked from the spool. Unblocking an IP address in the spool will remove the Blacklist entry in Security settings and vice versa.
- **Delete Messages** - Select this option to permanently delete all outbound messages sent from the IP address that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- **Move Messages** - Select this option to move all the outbound messages sent from the IP

address that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful because it allows an Administrator to review the messages before taking actions against them.

Top Inbound Recipients

This section displays the top 10 users (local user accounts) who have received the highest number of incoming messages (for the time intervals specified). Both local and remote deliveries are included in the message count. This allows Administrators to know which accounts on the server are receiving the most mail. The following actions can be performed on each user included in the table:

- **Manage User** - Select this option to log in and impersonate the actual user. Impersonating the user allows you to check all of their settings. Impersonating the user allows you to check all of their settings and includes Domain settings if the user is a Domain Administrator. So if the account appears to be compromised, it can be disabled after due diligence is performed.
- **Change Password** - Select this option to change the password of a user's account. Changing the password is an ideal option when resolving a compromised account.
- **Drop Connections** - Select this option to end the user's connection(s) via webmail and different syncing protocols, including SMTP, IMAP, POP, XMPP and ActiveSync.
- **Delete Messages** - Select this option to permanently delete all of the inbound messages sent to the user that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- **Move Messages** - Select this option to move a user's inbound messages that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful because it allows an Administrator to review the messages before taking actions against them.

Top Inbound Senders

This section displays the top 10 email addresses that have sent the highest number of messages to users on the server (for the time intervals specified). The following actions can be performed on each email address included in the table:

- **Block Inbound SMTP** - Select this option to block all incoming mail sent from the email address. This action utilizes SMTP Blocking found in the Security section. When an email address is blocked within the spool, an entry will be added to the SMTP Blocks list for incoming email and the entry will be denoted as having been blocked from the spool. Unblocking an email address in the spool will remove the SMTP block and vice versa.
- **Delete Messages** - Select this option to permanently delete all inbound messages sent from the

email address that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.

- Move Messages - Select this option to move all the inbound messages sent from the email address that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful because it allows an Administrator to review the messages before taking actions against them.

Top Inbound IP Addresses

This section displays the top 10 IP addresses that have sent the highest number of messages to users on the server (for the time intervals specified). The following actions can be performed on each IP address included in the table:

- Blacklist IP - Select this option to block the IP address from sending messages to the server. When an IP address is blacklisted within the spool, an entry will be added to the Blacklist found in the Security section. The IP address will be blocked on SMTP only, and the entry will be denoted as having been blocked from the spool. Unblocking an IP address in the spool will remove the Blacklist entry in Security settings and vice versa.
- Delete Messages - Select this option to permanently delete all inbound messages sent from the IP address that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- Move Messages - Select this option to move all the inbound messages sent from the IP address that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful because it allows an Administrator to review the messages before taking actions against them.

Top Inbound Domains

This section displays the top 10 domains that have sent the highest number of messages to users on the server (for the time intervals specified). The following actions can be performed on each domain included in the table:

- Block Inbound SMTP - Select this option to block all incoming mail sent from the domain. This action utilizes SMTP Blocking found in the Security section. When an domain is blocked within the spool, an entry will be added to the SMTP Blocks list for incoming email, and the entry will be denoted as having been blocked from the spool. Note: This action does not block on the EHLO Domain. Instead, it uses the Email Address field and enters only the domain. Unblocking a domain in the spool will remove the SMTP block and vice versa.

- Delete Messages - Select this option to permanently delete all inbound messages sent from the domain that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- Move Messages - Select this option to move all the inbound messages sent from the domain that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful because it allows an Administrator to review the messages before taking actions against them.

Spool (and Waiting to Deliver)

The email spool is a list of emails, in order of when they are created, that are available for the server to send out to other mail servers or to deliver locally. SmarterMail is multi-threaded, which means that if a message cannot process out of the spool, SmarterMail simply moves on to the next message until the maximum number of threads that are designated in the administrative configurations are in use.

Administrators can use the information here to adjust threads and resources to allocate for concurrent messages.

Messages enter and leave the spool fairly quickly. In fact, some pass through so quickly that they will not display in the spool. Most messages in the spool are displayed because they are large, have many recipients, or are having trouble being sent to their final destination.

To view all messages in the spool, log into SmarterMail as a System Administrator and click on the Manage icon. Click on Spool from the navigation pane, then the Spool tab. All inbound and outbound messages, including ones that are attempting to be delivered or waiting to be delivered, will be displayed. To view a filtered display of the spool for only messages that are waiting to be delivered, click on the Waiting to Deliver tab.

Important Notes:

- Messages that are Waiting to Deliver have typically encountered an error on one or more recipients of the message and are waiting for the next retry interval to attempt delivery again. Emails that are stuck on local delivery or waiting to deliver without any retry attempts are typically the result of IO Bottleneck at the CPU or storage array.
- Spool and Waiting to Deliver tabs will only load a maximum of 50,000 messages combined. (E.g., 20,000 Spool messages are displayed and 30,000 Waiting to Deliver messages are displayed - together they'll never show more than 50,000 messages). That means that if the two numbers add up to 50,000, it's very likely there are MORE than the number of individual emails for each type than can be displayed.

The following details can be seen for each entry in the spool:

- **Filename** - The unique name of the EML file on the hard disk of the SmarterMail server.
- **Spool Path** - The spool the message resides in. If you have subspools enabled, the message may be placed in one of those locations.
- **Sender** - The email address that initially sent the email.
- **Recipients** - The number of delivered/total recipients.
- **Size** - The total size of the message on the hard drive, in kilobytes.
- **Attempts** - The number of delivery attempts that have been made.
- **Time in Spool** - The total amount of time the message has been in the spool.
- **Priority** - The priority level of the message: low, normal or high.
- **Status** - The current status of the message. Messages in the spool have four delivery statuses:
 - **Delivery Delay** - This is the first status of any message in the spool. Administrators can configure a Delivery Delay within the system's General Settings. This delay represents the number of seconds mail will be held in the spool before it is delivered. A delivery delay is beneficial when you are running a secondary service (such as a virus checker) that needs access to messages prior to delivery, as it provides ample time for the secondary service to interact with the message.
 - **Spam Check** - At the second stage of an email's delivery process, SmarterMail runs the configured spam checks against the contents of the email. Messages from whitelisted senders will bypass this delivery status.
 - **Waiting to Deliver** - Emails with a status of Waiting to Deliver have typically encountered an error on one or more recipients of the message and is waiting for the next retry interval to hit. On the next retry interval, the delivery process will start from the top with its configured Delivery Delay.
 - **Remote / Local Delivery** - This is the final stage of an email's delivery, where the message is sent to its intended recipients. A status of Local Delivery will appear for messages sent between local users on the server and is shown is when SmarterMail is writing to the actual GRP files. Remote Delivery will appear for any outgoing messages that are destined for outside of the mail server.
 - **Next Attempt** - The date and time of the next delivery attempt, based on the retry intervals configured in General Settings.

To view the contents of a message or its intended recipients, click on the entry's row. The email will load in a popup window. If you are presented with a note that the "Message no longer exists," it's possible that the message was already delivered or removed by antivirus software or that the spool contains an orphaned HDR file without the associated EML.

The following actions can be taken on selected entries using the Actions (...) button:

- **Force** - Pushes the selected message(s) to the top of the spool by setting its priority to High. Note: The status of forced messages will not update until the server passes through the spool.
- **Reset Retries** - Resets the retry counts on the selected message(s) in the spool, effectively starting the delivery process over. This can be useful if a DNS or firewall problem has been recently resolved, or if you are using SmartHosting and the target server was down.
- **Change Priority** - Changes the priority level of the selected message(s).
- **Delete** - Removes the selected message(s) from the spool. Note: No confirmation dialog will display, so use caution when deleting from the spool.
- **Move Messages** - Moves the location of the selected message(s) from the general email directory to a new path on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful because it allows an administrator to review the messages before taking actions against them.

Searching the Spool

Domain administrators can search for messages from particular senders in the spool. To do so, use the Search bar at the top of the content pane. Simply type in the email address of the sender and click the magnifying glass to search for any messages from that sender that are in the spool.

Spool (and Waiting to Deliver)

The email spool is a list of emails, in order of when they are created, that are available for the server to send out to other mail servers or to deliver locally. SmarterMail is multi-threaded, which means that if a message cannot process out of the spool, SmarterMail simply moves on to the next message until the maximum number of threads that are designated in the administrative configurations are in use.

Administrators can use the information here to adjust threads and resources to allocate for concurrent messages.

Messages enter and leave the spool fairly quickly. In fact, some pass through so quickly that they will not display in the spool. Most messages in the spool are displayed because they are large, have many recipients, or are having trouble being sent to their final destination.

To view all messages in the spool, log into SmarterMail as a System Administrator and click on the Manage icon. Click on Spool from the navigation pane, then the Spool tab. All inbound and outbound messages, including ones that are attempting to be delivered or waiting to be delivered, will be displayed. To view a filtered display of the spool for only messages that are waiting to be delivered, click on the Waiting to Deliver tab.

Important Notes:

- Messages that are Waiting to Deliver have typically encountered an error on one or more recipients of the message and are waiting for the next retry interval to attempt delivery again. Emails that are stuck on local delivery or waiting to deliver without any retry attempts are typically the result of IO Bottleneck at the CPU or storage array.
- Spool and Waiting to Deliver tabs will only load a maximum of 50,000 messages combined. (E.g., 20,000 Spool messages are displayed and 30,000 Waiting to Deliver messages are displayed - together they'll never show more than 50,000 messages). That means that if the two numbers add up to 50,000, it's very likely there are MORE than the number of individual emails for each type than can be displayed.

The following details can be seen for each entry in the spool:

- Filename - The unique name of the EML file on the hard disk of the SmarterMail server.
- Spool Path - The spool the message resides in. If you have subspools enabled, the message may be placed in one of those locations.
- Sender - The email address that initially sent the email.
- Recipients - The number of delivered/total recipients.
- Size - The total size of the message on the hard drive, in kilobytes.
- Attempts - The number of delivery attempts that have been made.
- Time in Spool - The total amount of time the message has been in the spool.
- Priority - The priority level of the message: low, normal or high.
- Status - The current status of the message. Messages in the spool have four delivery statuses:
 - Delivery Delay - This is the first status of any message in the spool. Administrators can configure a Delivery Delay within the system's General Settings. This delay represents the number of seconds mail will be held in the spool before it is delivered. A delivery delay is beneficial when you are running a secondary service (such as a virus checker) that needs access to messages prior to delivery, as it provides ample time for the secondary service to interact with the message.
 - Spam Check - At the second stage of an email's delivery process, SmarterMail runs the configured spam checks against the contents of the email. Messages from whitelisted senders will bypass this delivery status.
 - Waiting to Deliver - Emails with a status of Waiting to Deliver have typically encountered an error on one or more recipients of the message and is waiting for the next retry interval to hit. On the next retry interval, the delivery process will start from the top with its configured Delivery Delay.
 - Remote / Local Delivery - This is the final stage of an email's delivery, where the message is

sent to its intended recipients. A status of Local Delivery will appear for messages sent between local users on the server and is shown is when SmarterMail is writing to the actual GRP files. Remote Delivery will appear for any outgoing messages that are destined for outside of the mail server.

- Next Attempt - The date and time of the next delivery attempt, based on the retry intervals configured in General Settings.

To view the contents of a message or its intended recipients, click on the entry's row. The email will load in a popup window. If you are presented with a note that the "Message no longer exists," it's possible that the message was already delivered or removed by antivirus software or that the spool contains an orphaned HDR file without the associated EML.

The following actions can be taken on selected entries using the Actions (...) button:

- Force - Pushes the selected message(s) to the top of the spool by setting its priority to High. Note: The status of forced messages will not update until the server passes through the spool.
- Reset Retries - Resets the retry counts on the selected message(s) in the spool, effectively starting the delivery process over. This can be useful if a DNS or firewall problem has been recently resolved, or if you are using SmartHosting and the target server was down.
- Change Priority - Changes the priority level of the selected message(s).
- Delete - Removes the selected message(s) from the spool. Note: No confirmation dialog will display, so use caution when deleting from the spool.
- Move Messages - Moves the location of the selected message(s) from the general email directory to a new path on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful because it allows an administrator to review the messages before taking actions against them.

Searching the Spool

Domain administrators can search for messages from particular senders in the spool. To do so, use the Search bar at the top of the content pane. Simply type in the email address of the sender and click the magnifying glass to search for any messages from that sender that are in the spool.

Spam Quarantine

System Administrators can quarantine outgoing messages that have been flagged as spam by SmarterMail's spam checks for a maximum of 30 days. Quarantining such messages allows administrators to investigate why certain messages are blocked as spam and make appropriate adjustments, if necessary. In addition, system administrators can easily resend any outgoing messages that should not have been quarantined.

To view a list of quarantined spam messages, log into SmarterMail as a System Administrator and click on the Manage icon. Click on Spool in the navigation pane, then click on the Spam Quarantine tab. Messages that have been flagged and quarantined by SmarterMail's antispam measures (including the Message Sniffer or Cyren Premium Antispam add-ons, if enabled) will be listed. The following details can be seen for each entry:

- File Name - The unique name of the EML file on the hard disk of the SmarterMail server.
- Date - The date and time the message was flagged for quarantine.
- Sender - The email address that initially sent the email.
- Recipients - The number of delivered/total recipients.
- Size - The total size of the message on the hard drive, in kilobytes.
- Attempts - The number of delivery attempts that have been made.
- Time in Spool - The amount of time the message has been quarantined.
- Time of Removal - The date and time message will be automatically removed from quarantine and permanently deleted.

To view the contents of a message or its intended recipients, click on the entry's row. The email will load in a popup window.

The following actions can be taken on selected entries using the Actions (...) button:

- Resend - Moves the selected message(s) to the spool for delivery to its intended recipients.
- Delete - Remove the selected message(s) from the quarantine list.
- Move Messages - Moves the location of the selected message(s) from the general email directory to a new path on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful because it allows an administrator to review the messages before taking actions against them.

Important Notes:

- Spam Quarantine settings can be managed from the Antispam section. To access this page, click on the Settings icon. Then click on Antispam in the navigation pane. Make sure the Options tab is highlighted. The quarantine settings can be found on the SMTP Blocking card. For more information, refer to the Antispam page.
- Spam Quarantine and Virus Quarantine tabs will only load a maximum of 5,000 messages combined. (E.g., 2,000 Spam Quarantine items displayed and 3,000 Virus Quarantine items displayed - together they'll never show more than 5,000 messages). That means that if the two numbers add up to 5000, it's very likely there are MORE than the number of individual emails

for each Quarantine type than can be displayed. If there are, they will need to be reviewed/handled from within the appropriate directory on the server.

Virus Quarantine

Inbound and outbound messages that have been flagged as containing viruses by SmarterMail's ClamAV or the Cyren Zero-hour Outbreak Detection add-on are quarantined, by default, for 30 days. Quarantining such messages allows Administrators to investigate for any false positives and make appropriate adjustments or notify the developer of the virus scanner, if necessary.

To view a list of quarantined virus messages, log into SmarterMail as a System Administrator and click on Manage icon. Click on Spool from the navigation pane, then click on the Virus Quarantine tab. Messages that have been flagged and quarantined by SmarterMail's antivirus measures (including the Cyren Zero-hour Outbreak Detection add-on, if enabled) will be listed. The following details can be seen for each entry:

- File Name - The unique name of the EML file on the hard disk of the SmarterMail server.
- Date - The date and time the message was flagged for quarantine.
- Sender - The email address that initially sent the email.
- Recipients - The number of delivered/total recipients.
- Size - The total size of the message on the hard drive, in kilobytes.
- Attempts - The number of delivery attempts that have been made.
- Time in Spool - The amount of time the message has been quarantined.
- Time of Removal - The date and time that a message will be automatically removed from quarantine and permanently deleted.

To view the contents of a message or its intended recipients, click on the entry's row. The email will load in a popup window.

The following actions can be taken on selected entries using the Actions (...) button:

- Resend - Moves the selected message(s) to the spool for delivery to its intended recipients.
- Delete - Remove the selected message(s) from the quarantine list.
- Move Messages - Moves the location of the selected message(s) from the general email directory to a new path on the server. Use the default path provided or enter any folder path on the server. For example, it's possible to move messages to a "Moved Items" folder within the Spool folder using this path "C:\SmarterMail\Spool\MovedItems\". Moving the .eml files to their own folder on the server is useful because it allows an administrator to review the messages before taking actions against them. While it is possible to move quarantined messages to another user's folder (the folder path would look like

"C:\SmarterMail\Domains\[Domain.com]\Users\[Username]\Mail\[Folder Name]"), this isn't recommended as these messages have been flagged as possibly containing viruses; moving them to a user folder could "enable" any virus contained in a message if it's not handled properly.

Important Notes:

- Virus Quarantine settings can be managed from the Antivirus section. To access this section, click on the Settings icon. Then click on Antivirus in the navigation pane. For more information, refer to the Antivirus page.
- Spam Quarantine and Virus Quarantine tabs will only load a maximum of 5,000 messages combined. (E.g., 2,000 Spam Quarantine items displayed and 3,000 Virus Quarantine items displayed - together they'll never show more than 5,000 messages). That means that if the two numbers add up to 5000, it's very likely there are MORE than the number of individual emails for each Quarantine type than can be displayed. If there are, they will need to be reviewed/handled from within the appropriate directory on the server.

Throttled Users

Bandwidth and email throttling allow System Administrators to limit the quantity of data that a SmarterMail mail server transmits within a specified period of time. This limit can be set by the amount of outgoing bandwidth used or the number of outgoing emails sent.

To view the users on the server who are currently being throttled, log into SmarterMail as a System Administrator and click on the Manage icon. Click on Spool in the navigation panel, then click on the Throttled Users tab.

Note: User throttling rules can be configured on the User Defaults template in the Manage > Domains section. This configuration can be further managed by Domain Administrators on a per user basis.

The following details can be seen for each entry in the list:

- User - The email address of the user account currently being throttled.
- Mailing List - This acts as an indicator to specify whether the 'user' being throttled is a mailing list address. Note: Mailing list throttling is managed by Domain Administrators on a per mailing list basis.
- Domain - The domain of the user that is currently being throttled.
- Reason - The type of action that triggered the throttle: Messages Out or Bandwidth Out.
- Date - The date and time the user triggered the throttling action.

Throttled Domains

Bandwidth and email throttling allow System Administrators to limit the quantity of data that a SmarterMail mail server transmits and/or receives within a specified period of time. This limit can be set by bandwidth, the number of emails transmitted, and/or by the number of bounced messages received.

To view the domains on the server that are currently being throttled, log into SmarterMail as a System Administrator and click on the Manage icon. Click on Spool in the navigation pane, then click on the Throttled Domains tab.

Note: Domain throttling rules can be configured in the Manage > Domains section on the Domain Defaults page or on a per domain basis.

The following details can be seen for each entry in the list:

- Domain - The domain on the server that is currently being throttled.
- Reason - The type of action that triggered the throttle: Messages Out, Bandwidth Out or Bounces Received.
- Date - The date and time the domain triggered the throttling action.