



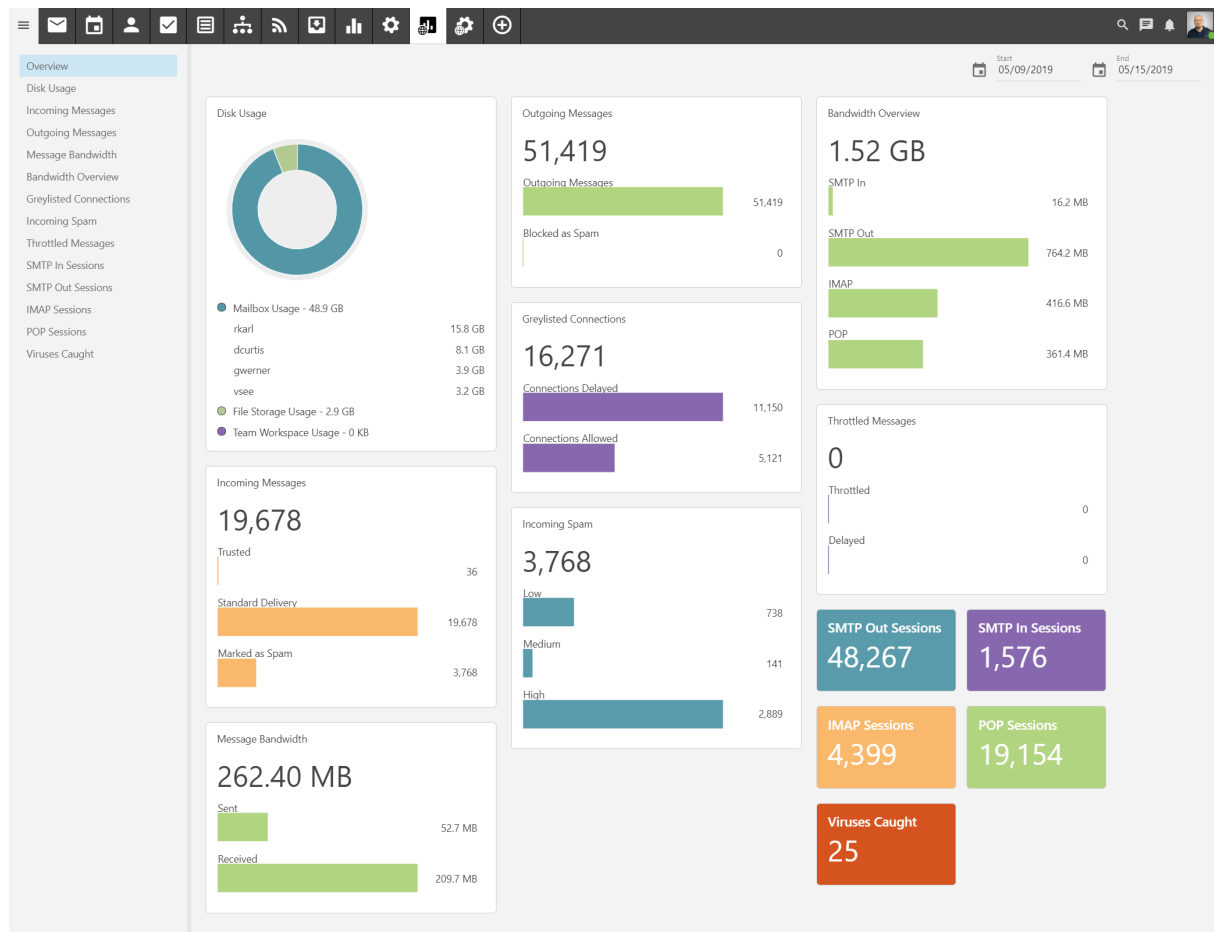
# Domain Admin Reports

Help Documentation

# Domain Admin Reports

## Domain Reports Dashboard

In the Reports area, the Overview report is essentially a dashboard that gives Domain Administrators a quick update of certain aspects of their domain. This includes point-in-time updates on their incoming and outgoing messages, a breakdown of overall disk usage, and spam counts and viruses caught.



Each card on the dashboard displays:

- **Disk Usage** - The overall disk space being used, which includes message data as well as file storage and Team Workspace storage.
- **Inbound Messages** - The total number of messages received by domain users in the given period. This includes message received from trusted senders, messages delivered via standard delivery and messages marked as spam.
- **Outbound Messages** - The total number of messages sent by domain users in the given period, including a separate item for outgoing messages that were blocked as spam.
- **Message Bandwidth** - The total bandwidth used for incoming and outgoing messages.
- **Greylisted Connections** - The total number of connections that were greylisted, and thereby

delayed, as well as the total number messages that bypassed greylisting.

- Inbound Spam - The total number of messages marked as spam, with a breakdown of the 3 spam levels: High, Medium and Low.
- Bandwidth Overview - The total bandwidth used, by protocol, for the time period selected.
- Throttled Messages - The total number of messages throttled and delayed.
- SMTP Out Sessions - The total number of outgoing messages for the time period selected.
- SMTP In Sessions - The total number of incoming messages for the time period selected.
- IMAP Sessions - The total number of IMAP sessions for the time period selected. These would be messages received via an email client or outside service using the IMAP protocol.
- POP Sessions - The total number of POP sessions for the time period selected. These would be messages received via an email client or outside service using the POP protocol.
- Viruses Caught - The total number of viruses caught and quarantined by SmarterMail for the given period.

## Domain Disk Usage Report

This report provides a domain administrator with an understanding of the overall disk space usage for the domain as a whole, broken down by each individual user. Each folder the user has for their account is listed along with file storage, showing a user their usage based on the type of item being looked at. A chart is also provided for a visual understanding of overall usage. As this is an overview of their account usage, it's not possible to view any trend over time.

The following report items are available, and each column is sortable -- ascending or descending -- simply by clicking on the report item's header:

- User - The name of the owner of the mailbox. Clicking on the User name will open a new report that will display a breakdown of the file storage for that particular user.
- Last Login - The date of the user's last login to the webmail interface.
- Percent of Total - The percentage of the overall total that is being used by that user.
- Disk Usage - The total disk space being used for that user, in either KB or MB.
- Disk Space Limit - The total amount of disk space allocated for the particluar user. If the disk space is unlimited, an infinity sign is displayed. ( $\infty$ )

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To so this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## Inbound Messages

This report tells you the number of messages which all users of the domain received, by message type, for whatever time period you specify. There is also a handy chart that displays the trendline for the time period, for each message type that's identified.

A domain administrator can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The date the messages were received.
- Inbound Messages - The total number of messages received that are NOT spam or NOT from a Trusted Sender .
- Inbound Spam Messages - The total number of messages received that were marked as spam.
- Inbound from Trusted - The total number of messages received that were sent from a Trusted Sender.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## Outbound Messages

This report tells you the number of messages which were sent by all users of the domain for whatever time period you specify. There is also a handy chart that displays the trendline for the time period, for each message type that's identified.

A domain admin can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report

is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The date the messages were sent.
- Outbound Messages - The total number of messages sent that are NOT spam.
- Outbound Spam Messages - The total number of messages you sent that were marked as spam.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## Message Bandwidth

This report tells you the total bandwidth used by all users of the domain for whatever time period you specify. There is also a handy chart that displays the trendline for the time period for both incoming and outgoing bandwidth.

A domain admin can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The date the messages were sent.
- Data Sent - The total bandwidth used for outgoing messages.
- Data Received - The total bandwidth used for incoming messages.

The primary benefit of this report is when tracking down email abuses. If a particular day shows a significant amount of bandwidth used for sending messages, there's a good possibility that either a user is spamming the server or that a user account was compromised. If a day shows a significant amount

of bandwidth used, the domain admin can change the report's Mode and pull up the list of mailboxes to further troubleshoot which user is causing the increased load.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## Bandwidth Overview

This report tells you the total bandwidth used by all users of the domain, per protocol, for whatever time period you specify. There is also a handy chart that displays the trendline for the time period for both incoming and outgoing bandwidth.

A domain admin can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The date the messages were sent.
- SMTP In - The total bandwidth used for incoming messages.
- SMTP Out - The total bandwidth used for outgoing messages.
- IMAP - The total bandwidth used for IMAP traffic. This is generally bandwidth used by email clients connected to the mailbox using IMAP as the connection method.
- POP - The total bandwidth used for IMAP traffic. This is generally bandwidth used by email clients connected to the mailbox using POP as the connection method.

The primary benefit of this report is when tracking down email abuses. If a particular day shows a significant amount of bandwidth used for sending or receiving messages, there's a good possibility that either a user is spamming the server or that a user account was compromised. If a day shows a significant amount of bandwidth used, the domain admin can change the report's Mode and pull up the list of mailboxes to further troubleshoot which user is causing the increased load. Understanding "how" the bandwidth is being used -- for example, if IMAP shows a significant increase for a particular user -- makes it easier for an admin to track down what exactly is happening and where.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## Greylisted Connections

This report tells you the number of allowed connections and delayed connections for all messages sent to the domain, for whatever time period you specify. Delayed connections would be those that were greylisted, meaning there was a slight delay between when the message was sent and when it was actually delivered. There is also a handy chart that displays the trendline for the time period.

A domain administrator can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain Admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The day of the week covered by the report.
- Connections Allowed - The total number of messages that passed greylisting and were delivered to the mailbox without delay.
- Connections Delayed - The total number of messages that were delayed due to greylisting.
- Total - The total number of connections made to a particular domain. (I.e., SMTP, POP, IMAP, etc.)

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## Inbound Spam

This report tells you the number of spam messages which were received at different tolerance levels for your specific domain. There is also a handy chart that displays the trendline for the time period. There is also a handy chart that displays the trendline for the time period.

A domain administrator can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain Admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Spam Low - The total number of messages received with a low spam tolerance level.
- Spam Medium - The total number of messages received with a medium spam tolerance level.
- Spam High - The total number of messages received with a high spam tolerance level.
- Spam Total - The total number of messages received with any spam tolerance level assigned to it.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## Throttled Messages

This report shows the number of messages that have been throttled for the domain, for whatever time period you specify. There is also a handy chart that displays the trendline for the time period.

A domain administrator can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain Admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

Domain administrators may use this report to identify issues with high usage customers. For example,



if a user is sending a high number of messages, and is, therefore, hitting a throttling threshold, that is an unnecessary use of system resources that can be easily corrected.

The following report items are available:

- Day - The date of the reported throttling.
- Throttled - The total number of messages throttled by the server.
- Delayed - The total number of messages that were delayed -- or not sent out immediately -- due to a throttling violation.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## SMTP In Sessions

This report tells you the number of connections plus the different types of issues reported from SMTP incoming mail for your specific domain. Domain administrators may use this report to identify high usage accounts, or accounts that have seen particular types of issues. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts.

A domain administrator can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain Admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The day of the week covered by the report.
- New Connections - The total number of overall, inbound connections to the mail server on that day.
- Blocked Connections - The number of inbound connections blocked due to IDS rules, SMTP blacklist, blocked senders, etc.
- Bad Commands - The total number of connections that had invalid SMTP commands, poor syntax, etc.

- Terminations - The total number of permanent errors for incoming messages due to spam weight, too many recipients, bad commands, etc.
- Bandwidth - The total amount of bandwidth used for all connections.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## SMTP Out Sessions

This report tells you the number of connections plus the different types of issues reported from SMTP outgoing mail for your specific domain. Domain administrators may use this report to identify high usage accounts, or accounts that have seen particular types of issues. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts. This report can also be used to find potentially compromised accounts because the administrator would see a jump in outgoing SMTP connections over time, and possibly a jump in errors.

A domain administrator can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain Admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The day of the week covered by the report.
- New Connections - The total number of overall, outgoing connections from the mail server on that day.
- Blocked Connections - The number of outgoing connections blocked due to IDS rules, SMTP blacklist, blocked senders, etc.
- Bad Commands - The total number of connections that had invalid SMTP commands, poor syntax, etc.
- Terminations - The total number of permanent errors for outgoing messages due to spam weight, too many recipients, bad commands, etc.
- Bandwidth - The total amount of bandwidth used for all connections.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## IMAP Sessions

This report tells you the number of connections plus the different types of issues reported for clients or other services connected to user accounts using the IMAP protocol. Domain administrators may use this report to identify high usage accounts, or accounts that have seen particular types of issues. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts. This report can also be used to find potentially compromised accounts because the administrator would see a jump in outgoing IMAP connections over time, and possibly a jump in errors.

A domain administrator can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain Admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The day of the week covered by the report.
- New Connections - The total number of IMAP connections from the mail server on that day.
- Blocked Connections - The number of IMAP connections blocked due to IDS rules, SMTP blacklist, blocked senders, etc.
- Bad Commands - The total number of IMAP connections that had invalid SMTP commands, poor syntax, etc.
- Terminations - The total number of permanent errors for IMAP messages due to spam weight, too many recipients, bad commands, etc.
- Bandwidth - The total amount of bandwidth used for all IMAP connections.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right

hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## POP Sessions

This report tells you the number of connections plus the different types of issues reported for clients or other services connected to user accounts using the POP3 protocol. Domain administrators may use this report to identify high usage accounts, or accounts that have seen particular types of issues. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts. This report can also be used to find potentially compromised accounts because the administrator would see a jump in outgoing POP connections over time, and possibly a jump in errors.

A domain administrator can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain Admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The day of the week covered by the report.
- New Connections - The total number of POP connections from the mail server on that day.
- Blocked Connections - The number of POP connections blocked due to IDS rules, SMTP blacklist, blocked senders, etc.
- Bad Commands - The total number of POP connections that had invalid SMTP commands, poor syntax, etc.
- Terminations - The total number of permanent errors for POP messages due to spam weight, too many recipients, bad commands, etc.
- Bandwidth - The total amount of bandwidth used for all POP connections.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.

## Viruses Caught

This report tells you the number of viruses that were received through email, per message, for all users of the domain and caught by the virus protection set up by the System Administrator, for whatever time period you specify. There is also a handy chart that displays the trendline for the time period.

Regarding the counts, this report is a per-message report. That means that the numbers seen may not appear to match up, when looking at the domain as a whole versus looking at individual users of the domain.

A domain administrator can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Domain admins can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

Domain admins can also switch the report from a "Trend" report, which shows the data for the domain as a whole, to display information by User. This is called the report's "Mode".

The following report items are available:

- Day - The day of the week covered by the report.
- Viruses Caught - The total number of viruses detected from incoming mail.

To dig down into a report, it's possible to change the report's Mode from Trend to Users. Selecting Users allows a domain administrator to see which users received viruses during the time period. This can help note if a generic address, such as sales@ or administrator@ addresses, are being targeted so that appropriate action can take place.

It's also possible to export this data in CSV format for use in other applications, such as Microsoft Excel, Google Sheets, Apple Numbers, etc. To do this, simply click the page icon in the upper right hand corner of the reports page. Once clicked, you'll be able to save the data and name the file to whatever you want.