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Help Documentation

Connections

SmarterMail will monitor the server and see who is connecting via the different syncing protocols, including SMTP, IMAP, POP, XMPP, EAS and MAPI/EWS. System administrators can then use this section to blacklist a certain IP address or drop an IP's current connection if they believe too many connections are being made. Current connections can be viewed all at once or separated by protocol.

To view the current connections, log into SmarterMail as a System Administrator and click on Manage in the navigation pane. Then click on Connections from the navigation pane.

Regardless of the type of Connection you're viewing, the following options are available:

- Refresh - Refreshes the list of online users.
- Actions (...) - Additional actions are available via this dropdown:
 - Blacklist - Adds the IP address to the server blacklist file.
 - Drop Connections - End the selected user's session.

Regarding connections that appear to last longer than they should, this could be due to a number of reasons. For example, SMTP connections that stay active for hours could be due to multiple people connecting from behind a firewall. These people all appear to connect from a single IP, but they're actually individual connections, one for each user. The firewall simply portrays the connections as being from a single source. In addition, some numbers may always show up as 0. For example, EWS and MAPI tabs will only show connections when users connecting via those protocols are actually attempting to connect and are pulling or pushing a sync. MAPI and EWS don't IDLE like EAS or IMAP, so the numbers will fluctuate or possibly show 0.