



# Trend Reports

Help Documentation

## Trend Reports

### Traffic Reports

#### Server Status

This report will tell you the amount of memory currently being used on your server. System administrators may use this report to identify issues such as spool count spikes, thread count spikes, memory spikes etc. and troubleshoot ways to correct them. For example, if the average CPU spikes, the system administrator may want to check the spam check and indexing settings. If the average memory usage spikes, the system administrator may want to check indexing and greylisting settings and the max message size to content scan spam setting. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Avg. CPU - The average CPU usage percentage for the SmarterMail process.
- Avg. Memory - The average memory usage for the SmarterMail process.
- Avg. Nonpaged Memory - The average nonpaged memory usage for the SmarterMail process.
- Avg. Handles - The average number of handles used for the SmarterMail process.
- Avg. Threads - The average number of threads used for the SmarterMail process.
- Avg. Active Connections - The average number of active connections made by SmarterMail.
- Avg. Spool Count - The average number of messages in the spool.

#### Message Traffic

This report will tell you the number of messages that are being sent and received for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). System administrators may use this report for overage billing, to identify potential spammers on the server or to identify high-usage domains. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Incoming Messages - The total number of messages the account has received.
- Outgoing Messages - The total number of messages the account has sent.

- Incoming Spam Messages - The total number of spam messages delivered to the mailbox.
- Outgoing Spam Messages - The total number of spam messages sent from the account.

## Message Data

This report tells you the amount of data which was sent and received in KB for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). System administrators may use this report to identify potential spammers on the server or to identify high-usage domains. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Data Sent - The total size in KB of all data sent by the account.
- Data Received - The total size in KB of all data received by the account.

## Throttle Traffic

This report shows the number of messages that have been throttled for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Domain and system administrators may use this report to identify issues with high usage customers. For example, if a user is sending a high number of bounced messages, that is an unnecessary use of system resources that can be easily corrected. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Bounces Received - The number of bounced messages throttled.
- Messages Sent - The number of sent messages throttled.
- SMTP Out Bandwidth - The amount of bandwidth throttled.

## Throttle Violations

This report shows the number of throttle violations for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Domain and system administrators may use this report to identify issues with high usage customers. For example, if a user is sending a high number of bounced messages, that is an unnecessary use of system resources that can be easily corrected. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Bounces Received - The number of bounced messages throttled.
- Messages Sent - The number of sent messages throttled.
- SMTP Out Bandwidth - The amount of bandwidth throttled.

## Traffic By Priority

This report shows how many messages going through the spool were assigned priority levels. For example, if the system administrator set mailing lists to a lower priority than regular messages, this report can be used compare mailing list traffic and normal traffic on the server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Bandwidth By Priority

This report shows the bandwidth for all messages in each priority level. For example, if the system administrator sets mailing lists to a lower priority than regular messages, this report can be used to compare mailing list traffic and normal traffic on the server and that bandwidth usage is occurring as expected. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP In Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP incoming mail for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Domain and system administrators may use this report to identify high usage accounts. 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 reports because the administrator would see a jump in SMTP connections over time. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Avg. Active Connections - For system admins, the average number of active connections made by Smartermail.

- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Blocked Connections - For system admins, the total number of connections that were blocked.

## SMTP In Errors

This report tells if any errors occurred from SMTP incoming mail for all domains on your server. Domain and system administrators may use this report to identify users that are using faulty email clients or unnecessarily using system resources. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Blocked Connections - The total number of connections that were blocked.
- Bad Commands - The total number of bad commands given.
- Terminations - The total number of terminations that occurred for incoming mail.

## SMTP Out Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP outgoing mail for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Domain and system administrators may use this report to identify high usage accounts. 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 reports because the administrator would see a jump in SMTP connections over time. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Avg. Active Connections - The average number of active connections made by Smartermail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)

## SMTP Out Errors

This report tells if any errors occurred from SMTP outgoing mail from all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Bad Commands - The total number of bad commands given.
- Terminations - The total number of terminations that occurred for incoming mail.

## POP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from POP incoming mail for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Avg. Active Connections - For system admins, the average number of active connections made by Smartermail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Blocked Connections - For system admins, the total number of connections that were blocked.

## POP Errors

This report tells if any errors occurred from POP incoming mail for all domains on your server. System administrators may use this report to identify users that are using faulty email clients or unnecessarily using system resources.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Blocked Connections - The total number of connections that were blocked.

- Bad Commands - The total number of bad commands given.
- Terminations - The total number of terminations that occurred for incoming mail.

## IMAP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from IMAP incoming mail for all domains on your server. Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Active Connections - The average number of active connections made by Smartermail.
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Blocked Connections - The total number of connections that were blocked.
- Day - The specified amount of time that the report data falls within.

## IMAP Errors

This report tells if any errors occurred from IMAP incoming mail for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Domain and system administrators may use this report to identify users that are using faulty email clients or unnecessarily using system resources.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Blocked Connections - The total number of connections that were blocked.
- Bad Commands - The total number of bad commands given.
- Terminations - The total number of terminations that occurred for incoming mail.

## SpamAssassin Servers

This report shows general data regarding connections to external SpamAssassin servers. System administrators may use this report to identify faulty SpamAssassin servers and troubleshoot ways to

correct the issue. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The follow report items are available:

- Day - The specified amount of time that the report data falls within.
- Avg. Active Connections - This is the average number of active connections made by SmarterMail.
- Connections - This is the total number of connections made to a SpamAssassin server.
- Failed Connections - The total number of failed connections to a SpamAssassin server.

## SMTP Out Connections

This report tells you the number of SMTP out connections made for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Avg. Active Connections - For system admins, the average number of active connections made by Smartermail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Failed Connections - The total number of connections that failed.

## ClamAV

This report tells you the number of connections your server has made to the ClamAV service. System administrators may use this report to identify and troubleshoot issues between SmarterMail and the ClamAV service. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Avg. Active Connections - The average number of active connections made to ClamAV by Smartermail.
- Connections - The total number of connections made to a particular server.
- Failed Connections - The total number of connections that failed.



## Spam and Virus Reports

### Incoming Spam Counts

This report tells you the number of spam messages which were received at different tolerance levels for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

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

### Outgoing Spam Counts

This report tells you the number of outgoing messages that were blocked due to spam for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). System administrators can use this report to determine if the server is sending out a large amount of spam.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Blocked Messages - The total number of messages that were sent and blocked as spam. Note: The system administrator must enable outgoing spam checks or this report will not contain data.

### Incoming Spam Percentages

This report tells you the percentages of spam messages which were received at different tolerance levels for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). System administrators may use this report to adjust spam weight settings. For example,

if the system administrator notices a large percentage of medium spam messages, it is highly likely that these messages actually are spam. For this reason, the system administrator may want to adjust the spam weights so that many of these messages will be marked as a high spam tolerance level in the future. Doing so may decrease the amount of spam delivered to users' inboxes. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

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

## Outgoing Spam Percentages

This report tells you the percentage of outgoing messages that were blocked as spam for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Blocked Messages - The total percentage of outgoing messages that were sent and blocked as spam.

## Greylisting

This report tells you the number of connections which were allowed and delayed due to greylisting for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Domain and system administrators may use this report to verify that greylisting is working.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Allowed Connections - The total number of messages that passed greylisting and were delivered to the mailbox without delay.
- Delayed Connections - The total number of messages that were delayed due to greylisting.
- Total Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)

## Viruses

This report tells you the number of viruses which were received through email for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Viruses - The total number of viruses that were detected from incoming mail.

## Cyren (formerly Commtouch) Premium Antispam

This report tells you the number of messages that the Cyren Detection Center classified as potential spam on your server. System administrators may use this report to verify that the Cyren Premium Antispam add-on is working, to gauge the amount of spam coming into the server and more. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Confirmed - The number of messages the Cyren Detection Center confirmed as coming from known spam sources.
- Suspected - The number of messages the Cyren Detection Center suspected might be spam because they were sent to a slightly larger than average distribution.
- Bulk - The number of messages the Cyren Detection Center deemed as sent in bulk. Note: Newsletters or mailing list messages may be included in this classification.
- Not Spam - The number of messages the Cyren Detection Center deemed were not spam.

## Cyren (formerly Commtouch) Zero-hour Antivirus

This report tells you the number of incoming messages that the Cyren Detection Center flagged as containing potential viruses. System administrators may use this report to verify that the Cyren Zero-hour Antivirus add-on is working, the number of viruses coming into the server and more. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Virus Result - The number of messages in which the Cyren Detection Center confirmed they contained a virus.
- High Result - The number of messages the Cyren Detection Center deemed have a high likelihood of presenting a virus threat.
- Nedium Result - The number of messages in which the Cyren Detection Center found a probable threat of viruses.
- Non-virus Result - The number of messages the Cyren Detection Center confirmed did not contain viruses.
- Unknown Result - The number of messages in which the Cyren Detection Center could not determine the threat for viruses.

## Security Reports

### Abuse Detection

This report shows the number of attacks on the server. For example, if a system administrator notices an increase in DOS or harvesting violations, he may review server logs to determine the IP address that is triggering the violations and consider permanently blocking the IP. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The day of the week covered by the report.
- DOS Violations - The total number of DOS violations.
- Harvesting Violations - The total number of harvesting violations.
- Internal Spammer Violations - The total number of spam violations from users on the SmarterMail server.

## **Blacklist / Whitelist**

This report shows the number of connections made from blacklisted and whitelisted IPs. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The day of the week covered by the report.
- Blacklisted Connections - The number of connections SmarterMail made to blacklisted IPs.
- Whitelisted Connections - The number of connections SmarterMail made to whitelisted IPs.