



# Traffic Reports

Help Documentation

# 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 following 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.