Events

Help Documentation

Events

Events Overview

The Event system in SmarterMail is an incredibly powerful tool for staying up-to-date with what is going on with the SmarterMail server.

SmarterMail can detect events as they occur, generate messages for those events, and deliver the messages to administrators and users that need the information. For example, users can receive notifications when a task is due or system administrators can receive notifications when the disk space for a domain reaches a certain percentage. With notifications, administrators don't have to query for the status of the items in the system--they just receive messages when specific events occur so they can take care of them.

There are two categories of events in SmarterMail: user-level events and system-level events:

- User-level events are specific to each user.
- System-level events can only be set by system administrators.

To view events, click the settings icon . For user events, expand the My Settings folder and click Events in the navigation pane. For domain-level events, expand the System Settings folder and click Events in the navigation pane. Events can also be viewed by event group or category (collaboration, email, domain, etc.). Any configured events will load in the content pane. Note: Only system administrators can access system-level events.

In general, the following columns are available:

- Checkbox - Use these boxes to select multiple events. Events must be selected before choosing an action from the content pane toolbar.
- Name - The name of the event.
- Status - Indication of whether the event is enabled or disabled. The event will only trigger if it is enabled.
- Event Category - The feature to which the event pertains (collaboration, email, security, etc.)
- Event Type - The event that triggers the action.
- Conditions - The criteria the event must meet to trigger the action.
- Actions - The actions that occur when an event is triggered.

The following actions are available from the content pane toolbar:

- New - Creates a new event.
- Edit - Allows the user/system administrator to make changes to an event's settings.

• Delete - Permanently deletes the selected event(s).

• Search - Allows the user/system administrator to search for a specific event.

To view the settings for a specific event, simply double-click the event and the event settings will load in the content pane.

Creating New Events

To add a new event, click the settings icon . For user-level events, expand the My Settings folder and click Events in the navigation pane. Then click New in the content pane toolbar. The new event settings will load in the content pane.

Saving Event Details

When you add a new event, event details are divided into two sections: options and actions.

Options

Use this section to specify the following event options:

• Event Name - The name of the event.

• Event Category - The feature to which the event pertains (collaboration, email, security, etc.)

• Event Type - Each category has several specific event types that can trigger the action.

• Domain - The domain name the event was created for.

• Time of Day - The time frame during which the event occurs.

• Day of Week - The day(s) of the week during which the event occurs.

• Enabled - Checkmark this selection to enable the event. This can be used to temporarily disable events.

Depending on the event category and type selected, different event action criteria will be available. For more information on the various event action criterions, see the corresponding event category page of the online help.

Actions

Use this section to specify the following event actions:

• Action - The actions that occur when an event is triggered (or how the system notifies you).

• Maximum Frequency - To specify how frequently the action is performed, select the appropriate option from the list.

• Notification Profile - To specify which notification profile to use, select the appropriate option from the list.

• From Address - The email address the system uses to send the event notification

Subject, Short Body, and Body will all be populated by the system using the variables listed. Additional fields may be available depending on the event category chosen.

Click the Save button in the actions popup window and then click Save in the content pane toolbar to save that event.

Notification Profiles

Users of SmarterMail can create Events that allow them to select criteria and apply specific actions when the criteria are met. One of the actions is to receive email notifications when an event is triggered. For example, users can receive notifications when a task is due or system administrators can receive notifications when the disk space for a domain reaches a certain percentage. Notification profiles determine how those messages are sent.

To view a list of current notification profiles, click the settings icon . Then expand the My Settings and Advanced Settings folders and click Notification Profiles . Your notification profiles will load in the cotent pane.

The following columns are available:

- Checkbox - Use these boxes to select multiple profiles. Notification profiles must be selected before choosing an action from the content pane toolbar.
- Notification Profile Name - The friendly name of the profile.
- Type - The types of notification enabled for the selected profile.

The following options are available from the content pane toolbar:

- New - Creates a new notification profile.
- Edit - Edits an existing notification profile.
- Delete - Permanently deletes the selected notification profile(s).

To view a specific notification profile, simply double-click the appropriate profile. Alternatively, you can select the profile and click on the Edit button. Regardless of how you open the profile, it will load as a modal window in the content pane.

Creating a Notification Profile

Creating a notification profile is very simple. Just click on the New button, and a new modal window will open with the following options:

- Notification Profile Name - The name you set for the profile.
- Email Address(es) - The email address(es) to which notifications are sent. More than one email address can be added to this field, they just need to be separated with a comma.

- Enable - Checking this box will enable email notifications.
- SMS Email Address(es) - Sometimes users will want notifications sent to their mobile devices via text message. Here you'll input the mobile device email address to which notifications are sent. If you're unsure of this address, contact your mobile provider.
- Enable - Checking this box will enable SMS notifications.
- Enable Reminders - Checking this box will display reminders for tasks and appointments in a popup window in webmail.

Use of Notification Profiles

As mentioned, notification profiles are primarily used in conjunction with Events. When a new event is created, users have the ability to select a notification profile to use when that event fires. If more than one notification profile is availble, each will be listed and users will need to make sure they've selected the proper profile to use with that event.

Event Categories

Alias Events

System administrators can receive notifications based on the following alias events:

- Alias Added - Notifies system administrators when a user creates a new email alias.
- Alias Deleted - Notifies system administrators when a user deletes an existing email alias.

Conditions

Depending on the event selected, the following event criteria are available:

- Event Name - The name of the event.
- Event Category - The feature to which the event pertains (collaboration, email, security, etc.)
- Event Type - Each category has several specific event types that can trigger the action.
- Domain - The domain on which the event occurs.
- Time of Day - The time frame during which the event occurs.
- Day of Week - The day(s) of the week during which the event occurs.
- Alias Name - The alias name that will trigger the event.
- Alias Addresses - The alias address that will trigger the event.
- Enabled - The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.

Actions

Depending on the event selected, the following actions are available:

• Use notification profile

• Send email

• Toast notification

• Execute command-line

Collaboration Events

Users and system administrators can receive notifications based on the following collaboration events:

• Calendar Reminder Occured - Notifies users that there is an upcoming appointment.

• Task Reminder Occured - Notifies users that a task deadline is approaching.

Conditions

Depending on the event selected, the following event criteria are available:

• Event Name - The name of the event.

• Event Category - The feature to which the event pertains (collaboration, email, security, etc.)

• Event Type - Each category has several specific event types that can trigger the action.

• Domain - The domain on which the event occurs.

• Time of Day - The time frame during which the event occurs.

• Day of Week - The day(s) of the week during which the event occurs.

• Subject - The words that will trigger the event if found within the appointment or task subject.

• Location - The appointment location that will trigger the event.

• Description - The words that will trigger the event if found within the appointment or task description.

• Email Address - The email address that will trigger the event.

• Enabled - The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.

Actions

Depending on the event selected, the following actions are available:

• Use default notification profile for user

• Use my notification profile

• Send email

• Toast notification

• Execute command-line

Domain Events

Conditions

System administrators can receive notifications based on the following domain events:

- Domain Added - Notifies system administrators when a new domain is added to the server.
- Domain Deleted - Notifies system administrators when an existing domain is deleted from the server.
- Domain Disk Space Used - Notifies system administrators when a domain's disk space usage reaches a certain threshold.

Conditions

Depending on the event selected, the following event criteria are available:

- Event Name - The name of the event.
- Event Category - The feature to which the event pertains (collaboration, email, security, etc.)
- Event Type - Each category has several specific event types that can trigger the action.
- Time of Day - The time frame during which the event occurs.
- Day of Week - The day(s) of the week during which the event occurs.
- Domain - The domain on which the event occurs.
- Domain Usage (%) - The percentage of disk space utilization that will trigger the event.
- Domain Usage (MB) - The disk space utilization in MB that will trigger the event.
- Domains Used - The number of domains that will trigger this event.
- Domains User (%) - The percentage of the total number of domains allowed that will trigger the event.
- Enabled - The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.

Actions

Depending on the event selected, the following actions are available:

- Use my notification profile
- Send email
- Toast notification
- Execute command-line

Email Events

Users and system administrators can receive notifications based on the following email events:

• Message Received - Notifies users that they received a new email message.

• Message Sent - Notifies users that the mail server sent a message.

Conditions

Depending on the event selected, the following event criteria are available:

• Event Name - The name of the event.

• Event Category - The feature to which the event pertains (collaboration, email, security, etc.)

• Event Type - Each category has several specific event types that can trigger the action.

• Time of Day - The time frame during which the event occurs.

• Day of Week - The day(s) of the week during which the event occurs.

• To Address - The email address to which the message was sent.

• To Domain - The domain the email was sent to or received from that will trigger the on which the event.

• From Address - The email address from which the email message was sent.

• From Domain - The domain from which the email message was sent.

• Subject - The words that will trigger the event if found within the subject of the message.

• Intra Domain - Select this option to trigger the event when an email is sent/received from within the domain.

• Size - The message size in KB that will trigger the event.

• Enabled - The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.

Actions

Depending on the event selected, the following actions are available:

• Use my notification profile

• Send email

• Toast notification

• Execute command-line

Mailing List Events

System administrators can receive notifications based on the following mailing list events:

• Mailing List Added - Notifies system administrators when a new mailing list is created.

• Mailing List Bounce Removal - Notifies system administrators when an email address is removed from the mailing list due to bounced messages.

• Mailing List Deleted - Notifies system administrators when an existing mailing list is deleted.

• Mailing List Subscribe - Notifies system administrators when an email address subscribes to a mailing list.

• Mailing List Unsubscribe - Notifies system administrators when an email address unsubscribes from a mailing list.

• Message Sent to Mailing List - Notifies system administrators when a new message is sent to the mailing list.

Conditions

Depending on the event selected, the following event criteria are available:

• Event Name - The name of the event.

• Event Category - The feature to which the event pertains (collaboration, email, security, etc.)

• Event Type - Each category has several specific event types that can trigger the action.

• Time of Day - The time frame during which the event occurs.

• Day of Week - The day(s) of the week during which the event occurs.

• Domain - The domain on which the event occurs.

• Email Address - The email address that will trigger the event.

• From Address - The email address from which the message is sent to the mailing list.

• List Name - The mailing list name that will trigger the event.

• Subscribe Method - The subscription signup method that will trigger the event.

• Unsubscribe Method - The subscription removal method that will trigger the event.

• Enabled - The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.

Actions

Depending on the event selected, the following actions are available:

• Use my notification profile

• Send email

• Toast notification

• Execute command-line

Security Events

System administrators can receive notifications based on the following security events:

• Abuse Detection Rule Triggered - Notifies system administrators when an abuse detection rule has been triggered.

• ClamAV Failure - Notifies system administrators when there has been a failure with the

ClamAV service.

• Blacklist Status Changed - Nofities system administrators whent there has been a change in the automatick blacklist check of a particular mail server IP. This can be triggered when a server's blocked status is set to True or False. (Added or removed.)

• Outgoing Message Blocked - Notifies system administrators when an outgoing message is blocked.

• SpamAssassin Failure - Notifies system administrators when there has been a failure with the SpamAssassin service.

• Virus Found - Notifies system administrator if a virus is found on the server.

Conditions

Depending on the event selected, the following event criteria are available:

• Event Name - The name of the event.

• Event Category - The feature to which the event pertains (collaboration, email, security, etc.)

• Event Type - Each category has several specific event types that can trigger the action.

• Time of Day - The time frame during which the event occurs.

• Day of Week - The day(s) of the week during which the event occurs.

• ClamAV IP - The IP address of the ClamAV server that will trigger the event.

• ClamAV Port - The port of the ClamAV server that will trigger the event.

• Consecutive Failures - The number of consecutive failures that will trigger the event.

• File Name - The file name that will trigger the event.

• File Size - The size of the file in KB that will trigger the event.

• Name - The full name of the person that will trigger the event.

• IP Address - The IP address that will trigger the event.

• Rule Name - The rule name that will trigger the event.

• Rule Type - The type of security rule that will trigger the event.

• Spam Weight - The spam weight of the message that will trigger the event.

• SpamAssassin IP - The IP address of the SpamAssassin server that will trigger the event.

• SpamAssassin Port - The port of the SpamAssassin server that will trigger the event.

• Subject - The words that will trigger the event if found within the subject of the message.

• To Address - The email address to which the message was sent.

• From Address - The email address from what the message was sent.

• Virus Name - The virus name that will trigger the event.

• Enabled - The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.

Actions

Depending on the event selected, the following actions are available:

- Execute command-line
- Send email
- Use notification profile

System Events

System administrators can receive notifications based on the following system events:

- Add-on Expiration - Notifies system administrators when a paid add-on, like Exchange ActiveSync, is expiring soon.
- Disk Availability - Notifies system administrators when a disk drive is nearly full.
- Gateway Failure - Notifies system administrators when a gateway server has failed.
- License Expiration - Notifies system administrators when a license is about to expire.
- Memory - Notifies system administrators when a domain's or user's memory usage reaches a certain threshold.
- New Version Available - Notifies system administrators when a new version of the product is available.
- Service Started - Notifies system administrators when a new service is started.
- Service Stopped - Notifies system administrators when a service is stopped.
- Spool Count - Notifies system administrators when the spool count reaches a certain level.
- System Settings Changed - Notifies system administrators when any settings have been changed.
- System Uptime - Notifies system administrators when the uptime for the system reaches a certain point.
- Threads - Notifies system administrators when the thread count reaches a certain level.
- Upgrade Protection Reminder - Notifies system administrators when the upgrade protection for their SmarterMail license is expiring.

Conditions

Depending on the event selected, the following event criteria are available:

- Event Name - The name of the event.
- Event Category - The feature to which the event pertains (collaboration, email, security, etc.)
- Event Type - Each category has several specific event types that can trigger the action.
- Time of Day - The time frame during which the event occurs.

• Day of Week - The day(s) of the week during which the event occurs.

• Days Left - The number of remaining days that will trigger the event.

• Add-on Name - The add-on that is going to expire.

• Disk Drive - The drive letter to monitor.

• Disk Usage (GB) - The drive usage limitation, in gigabytes, that will trigger the event.

• Disk Usage (%) - The drive usage limitation, as percentage of space, that will trigger the event.

• Free Disk Space (GB) - The free space limitation, in gigabytes, that will trigger the event.

• Free Disk Space (%) - The free space limitation, as percentage of available space, taht will trigger the event.

• Gateway Address - The address of the gateway that will trigger the event.

• Memory Used (%) - The percentage of memory used that will trigger the event.

• Memory Used (MB) - The amount of memory used in MB that will trigger the event.

• Service - The service that will trigger the event.

• Spool Count - The number of messages in the spool that will trigger the event.

• Thread Count - The number of threads that will trigger the event.

• Uptime (Days) - The number of days the system has been running that will trigger the event.

• Version - The version that will trigger the event.

• Enabled - The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.

Actions

Depending on the event selected, the following actions are available:

• Execute command-line

• Send email

• Toast notification

• Use my notification profile

Throttling Events

System administrators can receive notifications based on the following throttling events:

• Domain Throttled - Notifies system administrators when a domain reaches the throttling threshold.

• User Throttled - Notifies system administrators when a license is about to expire.

Conditions

Depending on the event selected, the following event criteria are available:

• Event Name - The name of the event.

• Event Category - The feature to which the event pertains (collaboration, email, security, etc.)

• Event Type - Each category has several specific event types that can trigger the action.

• Time of Day - The time frame during which the event occurs.

• Day of Week - The day(s) of the week during which the event occurs.

• Domain - The domain on which the event occurs.

• Rejected - With throttling you can choose to delay or reject messages in the spool after the throttling threshold is hit. So if a domain is set to allow 500 messages per hour before throttling and the action is set to reject, those emails will get deleted instead of just being delayed for later delivery. If you have it set to delay, those messages stay in the spool and 500 more will send out in the next hour.

• From Address - The email address from which the message is sent.

• Enabled - The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.

Actions

Depending on the event selected, the following actions are available:

• Execute command-line

• Send email

• Use notification profile

• Toast notification

User Events

Users and system administrators can receive notifications based on the following user events:

• User Added - Notifies system administrators when a new user is added.

• User Changed Forward - Notifies system administrators when a user adds a forwarding address or modifies an exsiting forwarding address.

• User Changed Password - Notifies system adminstrators when a user changes their password.

• User Deleted - Notifies system administrators when an existing user is deleted.

• User Disk Space Used - Notifies users when the mailbox space utilization reaches a certain threshold.

Conditions

Depending on the event selected, the following event criteria are available:

• Event Name - The name of the event.

• Event Category - The feature to which the event pertains (collaboration, email, security, etc.)

• Event Type - Each category has several specific event types that can trigger the action.

• Time of Day - The time frame during which the event occurs.

• Day of Week - The day(s) of the week during which the event occurs.

• Domain - The domain on which the event occurs.

• Full Name - The full name of the person that will trigger the event.

• Mailbox Usage (%) - The percentage of mailbox space utilization that will trigger the event.

• Mailbox Usage (MB) - The mailbox space utilization in MB that will trigger the event.

• Username - The username that wil trigger the event.

• Enabled - The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.

Actions

Depending on the event selected, the following actions are available:

• Execute command-line

• Send email

• Use notification profile