



# Defaults

Help Documentation

## Defaults

### Domain Defaults

Use this section to create global default settings that will be applied to new domains created through the Web interface or via SmarterMail's extensive Web services. These default settings can be overwritten and are only intended to avoid needless data entry. Note: Modifications to these settings will not affect existing domains.

To access the domain default settings, click the settings icon . Then expand the Defaults folder and click Domain Defaults in the navigation pane. The domain default settings will load in the content pane and the following tabs will be available:

### Technical

Use this tab to specify the following technical settings:

- Folder Path - The directory in which all information (XML files, mail statistics, alias information, etc.) pertaining to the domain is saved. By default this is C:\SmarterMail. However, it can be modified as needed.
- Auto-Responder Exclusions - To prevent SmarterMail from sending automated messages, such as out-of-office replies, to addresses based on the spam level of the original message, select the appropriate option from the list.
- Forwarding Exclusions - To prevent the system from forwarding messages based on the spam level of the message, select the appropriate option from the list.
- TLS - To enable or disable TLS (SSL encryption) for outgoing mail, select the appropriate option from the list.
- SRS - To enable or disable SRS (the ability for the mail server to re-write the senders email address so that forwarded messages pass SPF checks) for mail, select the appropriate option from the list.
- Calendar Auto Clean - Use this to set a time frame that SmarterMail will use to automatically remove legacy calendar items from users' calendars. This setting can also be managed by domain administrators.
- Require SMTP Authentication - Select this option to require SMTP authentication when sending email. Note: If this option is enabled, users must provide an email address and password to send email from their account. SmarterMail supports cram-md5 and login authentication methods.
- Restrict auto-responders to once per day per sender - Select this option to limit how frequently an auto-responder is sent. Continually sending something like an out-of-office reply to the same

address every time an email comes in can cause abuse issues. Therefore, it is recommended that this be set for all domains.

- Disable greylisting - Select this option to disable the greylisting anti-spam option for the domain. Greylisting, though effective, can lead to a delay in email delivery for a domain.
- Enable users to opt out of LDAP listings - Select this option to allow users to remove themselves from the Global Address List.
- Allow domains to override mailing list message size - Select this option to allow domain administrators to specify the maximum size for mailing list messages.
- Exclude IP from received line - Select this option to remove the client's IP address from the received header on messages received through SMTP. Note: Removing the IP address from the received header is not recommended because it violates RFC.
- > Allow users to override personalization settings - Select this option to allow users to modify the look and feel of their webmail experience with customer colors and/or use of custom CSS.

## Features

Use this tab to enable or disable the following features:

- ActiveSync Remote Wipe - Select this to allow users with the Exchange ActiveSync add-on to have access to SmarterMail's remote wipe functionality.
- ActiveSync User Management - Select this to allow domain administrators add and delete mailboxes that can use the Exchange ActiveSync add-on.
- bounce.io - This setting has been deprecated as bounce.io has discontinued their service.
- Calendar - Select this option to allow users to use the calendar feature.
- Catch-All Alias - Select this option to allow users to create catch-all email addresses. When enabled, this setting can be managed by domain administrators as well.
- Contacts - Select this option to allow users to use the contacts feature. When enabled, this setting can be managed by domain administrators as well.
- Content Filtering - Select this option to allow users to use content filtering. When enabled, this setting can be managed by domain administrators as well.
- Control of Service Access - Select this option to give domain administrators the ability to manage access to POP, IMAP, SMTP and webmail services for users.
- Domain Aliases - Select this option to allow domain administrator to create domain aliases. When enabled, this setting can be managed by domain administrators as well.
- Domain Chat History View - Select this option to allow domain administrators to be able to search through all chat history for any and all users of a domain.
- Domain Reports - Select this option to provide additional reports for domain administrators.
- Enable spam filtering - Select this option to show or hide the spam filter settings for domain administrators. Hiding the spam filter settings will prevent domain administrators from

changing the weights set by the system administrator for spam checks.

- Email Reports - Select this option to provide the ability to email reports.
- Exchange Web Services (EWS) - Select this option to enable users on the domain to synchronize SmarterMail with supported email clients using Exchange Web Services. Note: For domains that will support inboxes with large volumes of email, IMAP is encouraged as the primary protocol as EWS does not perform well with large amounts of email.
- File Storage - Select this option to allow users to use the file storage feature. When enabled, this setting can be managed by domain administrators as well.
- IMAP Retrieval - Select this option to allow users to download IMAP email from third-party mail servers. When enabled, this setting can be managed by domain administrators as well.
- Live Chat (XMPP) - Select this option to allow users on the domain to chat with each other via the Web interface or any XMPP-compatible chat client. When enabled, this setting can be managed by domain administrators as well.
- Mailing Lists Select this option to allow domain administrators to create and use mailing lists to send mass emails. When enabled, this setting can be managed by domain administrators as well.
- Mail Signing - Select this option to enable email verification via mail signing using DKIM and/or DomainKeys. When enabled, this setting can be managed by domain administrators as well.
- Notes - Select this option to allow users to use the notes feature. When enabled, this setting can be managed by domain administrators as well.
- POP Retrieval - Select this option to allow users to download POP email from third-party mail servers. When enabled, this setting can be managed by domain administrators as well.
- SyncML - Select this option to allow users to sync SmarterMail with Outlook, Thunderbird and most smartphones using SyncML.
- Tasks - Select this option to allow users to use the tasks feature. When enabled, this setting can be managed by domain administrators as well.
- User Reports - Select this option to provide reports for users.

## Limits

Use this tab to specify the following limits:

- Disk Space - The maximum number of megabytes allocated for the domain. By default, the domain is allocated 500 MB of disk space. This disk space limit also includes file storage for users. Note: When this limit is reached, SmarterMail will send a warning to the domain administrator and mailboxes on the domain will not be able to receive new mail.
- Domain Aliases - The maximum number of domain aliases allowed for the domain. A domain alias acts as a secondary domain that users can use for sending and receiving emails. By

default, domains are limited to two domain aliases.

- Users - The maximum number of mailboxes allowed for the domain. By default, domains are limited to 100 users. Note: If your SmarterMail license limits the number of mailboxes allowed on the domain, your license level will override this setting.
- User Aliases - The maximum number of alias email accounts (forwarded to a true email account) allowed for the domain. By default, domains are limited to 1,000 user aliases.
- Mailing Lists - The maximum number of mailing lists allowed for the domain. By default, this setting is unlimited.
- Mailing List Max Message Size - The maximum size message that can be sent to a mailing list. By default, the maximum message size is unlimited.
- POP Retrieval Accounts - The maximum number of POP email accounts a user can set up in SmarterMail. By default, users can receive download messages for 10 POP email accounts.
- IMAP Retrieval Accounts - The maximum number of IMAP email accounts a user can set up in SmarterMail. By default, users can receive download messages for 10 IMAP email accounts.
- Max Message Size - The maximum size email a user can send. By default, the max message size is 10,000 KB. Note: This number includes text, HTML, images and attachments.
- Recipients per Message - The maximum number of recipients a message can have. By default, users can send messages to 200 email addresses.
- ActiveSync Accounts - Sets the maximum number of Microsoft Exchange ActiveSync accounts a domain can have set up.

## Sharing

This tab is only available in SmarterMail Enterprise edition.
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Use this tab to enable sharing of the following collaboration features:

- Global Address List - Select this option to allow users on a domain to see all user profiles on the domain and participate in LDAP queries against the domain. When enabled, domain administrators can manage this feature as well.
- Shared Calendars - Select this option to allow calendars to be shared with other users on the domain. When enabled, domain administrators can manage this feature as well.
- Shared Contacts - Select this option to allow contact lists to be shared with other users on the domain. When enabled, domain administrators can manage this feature as well.
- Shared Folders - Select this option to allow email folders to be shared with other users on the domain. When enabled, domain administrators can manage this feature as well.
- Shared Notes - Select this option to allow notes to be shared with other users on the domain. When enabled, domain administrators can manage this feature as well.

- Shared Tasks - Select this option to allow task lists to be shared with other users on the domain. When enabled, domain administrators can manage this feature as well.

## Priority

Use this tab to prioritize the remote delivery of certain messages. All messages default to a priority of 5 with a range of 1 to 10. Messages assigned a priority of 10 will have the highest priority and will be delivered first, while messages assigned a priority of 1 will have the lowest priority and will be delivered last.

The use of message delivery priorities also gives system administrators the ability to create automated actions based upon that priority. A common use would be to set up a separate specific outbound gateway to handle all mailing lists to avoid potential blacklisting of the primary IP and to efficiently deliver all messages. The system administrator could then assign all mailing lists a priority of 1, and would set up a gateway to handle only messages with a priority range of 1 to 1.

- Standard Messages - The priority level for messages that don't have another priority affecting it, as detailed below.
- Mailing Lists - The priority level for messages sent to a mailing list.
- Priority When Over Size - The priority level for messages that exceed the message size threshold. For example, system administrators may want to lower the priority of large messages to avoid slowing down the spool.
- Message Size Threshold - The maximum size a message can be without triggering the Priority When Over Size rule.
- Auto-Responders - The priority level for auto-responder messages, such as out-of-office responses.
- Bounces - The priority level for non-delivery receipts.
- Email Reports - The priority level for email reports.
- Appointment Reminders - The priority level for messages reminding users of upcoming appointments, meetings or events.
- Priority After Attempt 1 - The priority level for messages that were not successfully sent after the specified number of tries.
- Attempt 1 Threshold - The number of retry attempts the system should make before the priority set in Priority After Attempt 1 is assigned to the message.
- Priority After Attempt 2 - The priority level for messages that were not successfully after the specified number of tries.
- Attempt 2 Threshold - The number of retry attempts the system should make before the priority set in Priority After Attempt 2 is assigned to the message.

## Throttling

Throttling allows system administrators to limit the number of messages sent per hour and/or the amount of bandwidth used per hour to send messages. If the throttling threshold is reached, messages will stop sending for the remainder of the hour. Then the system will resume sending messages.

Use this tab to edit the following throttling settings:

- **Outgoing Messages per Hour** - The number of messages sent by the domain per hour. By default, the number of outgoing messages is 5,000.
- **Message Throttling Action** - The action SmarterMail should take when the message throttling threshold is reached.
- **Outgoing Bandwidth per Hour** - The total number of MBs sent by the domain per hour. By default, the outgoing bandwidth is 100.
- **Bandwidth Throttling Action** - The action SmarterMail should take when the bandwidth throttling threshold is reached.
- **Bounces Received per Hour** - The number of non-delivery receipts a domain can receive per hour. By default, a domain can receive 1,000 bounces per hour.
- **Bounces Throttling Action** - The action SmarterMail should take when the bounces throttling threshold is reached.

## Event Restrictions

Use this tab to enable the following event types and categories:

### Alias

- **Enable Alias Added Event** - Select this option to enable the Alias Added event type.
- **Enable Alias Deleted Event** - Select this option to enable the Alias Deleted event type.

### Collaborate

- **Enable Calendar Reminder Occured Event** - Select this option to enable the Calendar Reminder event type.
- **Enable Task Reminder Occured Event** - Select this option to enable the Task Reminder event type.

## **Email**

- Enable Message Received Event - Select this option to enable the Message Received event type.
- Enable Message Sent Event - Select this option to enable the Message Sent event type.

## **Mailing List**

- Enable Mailing List Added Event - Select this option to enable the Mailing List Added event type.
- Enable Mailing List Deleted Event - Select this option to enable the Mailing List Deleted event type.
- Enable Message Sent to Mailing List Event - Select this option to enable the Message Sent to Mailing List event type.

## **Throttling**

- Enable User Throttled Event - Select this option to enable the User Throttled event type.
- Enable Domain Throttled Event - Select this option to enable the Domain Throttled event type.

## **User**

- Enable User Added Event - Select this option to enable the User Added event type.
- Enable User Deleted Event - Select this option to enable the User Deleted event type.
- Enable User Disk Space Used Event - Select this option to enable the User Disk Space event type.

## **Domain Propagation**

Use this section to apply global default settings to all of the domains on the server. These default settings can be overwritten and are only intended to avoid needless data entry.

To access domain propagation, click the settings icon . Then expand Defaults and click Domain Propagation in the navigation pane. The default domain settings will load in the content pane. For more information on these settings, refer to Domain Defaults .

To apply some or all of the default settings to all of the domains on your server, select the appropriate settings and click Propagate Now .



## User Defaults

Use this section to create global default settings that will be applied to new users created through the Web interface or Web services. These default settings can be overwritten and are only intended to avoid needless data entry. Note: Modifications to these settings will not affect existing users.

To access the user default settings, click the settings icon . Then expand the Defaults folder and click User Defaults in the navigation pane. The domain default settings will load in the content pane. For more information on these settings, refer to Users .

## User Propagation

Use this section to apply global default settings to all of the users on the domain. These default settings can be overwritten and are only intended to avoid needless data entry.

To access user propagation, click the settings icon . Then expand the Advanced Settings folder and click User Propagation in the navigation pane. The default domain settings will load in the content pane. For more information on these settings, refer to Users .

To apply some or all of the default settings to all of the users on the domain, select the appropriate settings and click Propagate Now .