



Enabling and Disabling Services

Help Documentation

Services

System administrators can use this section to enable and/or disable specific services on the mail server. Generally, all of these services should be enabled. However, there are cases where a system administrator will want to disable one or more. For example, a web host or ISP may want to limit users' access to incoming mail to POP only when they connect with an email client in order to conserve disk space on the mail server. In this case, the system administrator would want to stop the IMAP services. Another example would be a mail administrator for a large corporation who doesn't want users to add multiple email accounts and therefore read and reply to email from personal accounts as well as their corporate accounts. In this case, the administrator would want to disable the IMAP Retrieval and POP Retrieval services.

To view the status of the services, click the manage icon and then click Services in the navigation pane. The list of available services will load in the content pane and the following columns will be available:

- **Checkbox** - Use these boxes to select multiple services. Services must be selected before choosing an action from the actions toolbar.
- **Service** - The name of the service.
- **Status** - The current status of the service, either Active or Inactive.
- **Description** - A brief summary of the service.

The following options will be available in the content pane toolbar:

- **Start** - Enables the service.
- **Stop** - Disables the service.

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In general, system administrators can enable/disable the following services:

- **IMAP** - A client/server protocol in which email is received and held by the mail server. IMAP requires continual access to the client during the time that it is working with the mail server.
- **IMAP Retrieval** - With IMAP retrieval, mail is retrieved from external IMAP servers (e.g., another mail server like Gmail) and saved in a mailbox on the mail server.
- **Indexing** - Indexes messages, contacts, calendars, tasks and notes so that users can search for specific mailbox items via the Web interface.
- **LDAP (Enterprise Edition Only)** - A communication protocol for accessing online directory services. Programs like Outlook and Thunderbird use LDAP to retrieve contact lists from SmarterMail. SmarterMail will validate email addresses for user accounts, aliases, and mailing

lists.

- POP - An email protocol in which mail is saved in a mailbox on the mail server. When the end user reads the mail, it is immediately downloaded to the client computer and is no longer maintained on the mail server.
- POP Retrieval - Similar to IMAP Retrieval, with POP retrieval, mail is retrieved from external POP3 servers and saved in a mailbox on the mail server.
- SMTP - A TCP/IP (Internet) protocol used for sending and receiving e-mail. However, since it's limited in its ability to queue messages at the receiving end, it's usually used with one of two other protocols, POP or IMAP, that let the user save messages in a server mailbox and download them periodically from the server. In other words, users typically use a program that uses SMTP for sending e-mail and either POP or IMAP for receiving messages from their local server.
- Spool - The internal message queue used to deliver messages locally and to remote services.
- SyncML - An open synchronization technology that is most commonly used to synchronize mail account data (calendars, contacts, etc.) between a mail server and a mobile device.
- XMPP (Enterprise Edition Only) - An open-source IM protocol designed to allow interoperability between different IM client programs. SmarterMail uses this protocol to power its chat functionality in the Web interface and/or third-party chat clients.