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Help Documentation

User Activity

System administrators can use this section to monitor the activity of users on the server.

To view a list of users currently logged in to SmarterMail, click the Manage icon . Then expand User Activity and click Online Users in the navigation pane. A list of users that are online will load in the content pane.

In general, system administrators can view the following attributes of online users:

- User - The name of the user.
- Type - The connection type. For example, IMAP or webmail.
- IP Address - This will tell the IP address of the user.
- Start Date - The start date and time of the connection.
- Duration - The length of the connection.

In general, the following options are available in the content pane toolbar:

- End Session - End the selected user's session.
- Disable - Permanently disables the user from logging in to the system.
- Refresh - Refreshes the list of online users.

If you see any anonymous users, there could be a number of reasons why. For example, these could be people who have the login page open in a browser but they're not logged in or perhaps there is a monitoring app or service that is monitoring whether a login page responds to ping, etc.

Inactive Users

To view a list of inactive users, click the Manage icon . Then expand User Activity and click Inactive Users in the navigation pane. Then select whether you want to view users that have been inactive for 30 days, 90 days, 6 months, or 12 months.

Viewing inactive users is a good way to clean out users for a domain that are no longer needed. Perhaps these users and their mailboxes can be archived or copied and moved to another location to recover some disk space.

Current Migrations

Use this section to manage the mailbox migrations currently taking place.