



# General Information

Help Documentation

## **General Information**

### **What is SmarterMail?**

SmarterMail is an award-winning mail and collaboration server that easily meets the needs of any sized business, from the individual proprietor to large corporations and enterprise organizations.

Features include:

- A rich webmail interface optimized for desktops, tablets and "phablets"
- A mobile interface ideally suited for smartphones
- An integrated instant live messaging system that can be used right from the Web interface or integrated with third-party products like Adium, Pidgin or IM+
- Full collaboration and groupware features (shared contacts, calendars, tasks and notes)
- File storage
- Detailed reporting at the mailbox, domain and system levels
- Email and chat archiving, ideal for complicity requirements
- Intrusion detection/prevention
- Advanced synchronization with third-party email clients (Apple Mail, Microsoft Outlook, Mozilla Thunderbird, etc.) and mobile devices (Android, BlackBerry, iOS, Windows Phones, etc.)
- Structured and multi-layered antispam and antivirus tools included at no additional charge
- Optional add-ons for Microsoft Exchange ActiveSync, Exchange Web Services, Message Sniffer, Cyren Premium Antispam and Cyren Zero-hour Antivirus
- Failover functionality
- And more...

With lower hardware requirements, superior stability and reduced maintenance costs, SmarterMail has significantly lower TCO and is the best-in-class Microsoft Exchange alternative for businesses and hosting companies.

### **SmarterMail Edition Explanation**

#### **Professional Edition vs. Enterprise Edition**

SmarterMail Professional Edition has all of the features required to host a fully-functional mail server.

SmarterMail Enterprise Edition offers additional features, including:

- Failover functionality
- Ability to mark a domain as hosted externally
- Remote wiping of mobile devices

- Support for auto-discovery
- Scheduling Assistant support in Outlook for Mac (and future Outlook versions that support EWS )
- Advanced collaboration: shared calendars, contacts, tasks and notes
- LDAP support
- Message prioritization and throttling
- Active directory authentication
- Email and chat archiving for SOX, HIPAA or other regulatory requirements
- Over-the-air synchronization for Android, BlackBerry, iPhone and Windows Phones
- Two-way synchronization for Microsoft Outlook
- Mailing list management functions
- Custom and emailed reports
- The ability to purchase and integrate one, or all, of the following licensed add-ons:
  - Microsoft Exchange ActiveSync for mobile and desktop (Outlook 13) synchronization
  - Microsoft Exchange Web Services for Apple desktop client synchronization (Outlook 11 for Mac, Apple Mail)

## SmarterMail Free

SmarterMail Free contains much of the same functionality as SmarterMail Enterprise, but is limited to one domain with up to 10 users. This is to give you an opportunity to try all of the features out before making a decision on what product to purchase.

## SmarterMail Edition Comparison

You can also refer to the following edition comparison chart for more information about each edition.

| Features  | 1 Free | Pro | Enterprise |
|---|--------|-----|------------|
| <b>Migration and Converters</b>                           |        |     |            |
| Mail server converters for a wide variety of competitors  | •      | •   | •          |
| Mailbox migration for email, calendar, contacts and tasks | •      | •   | •          |
| <b>Automation (Web Services/ SOAP )</b>                   |        |     |            |
| Compatible with wide variety of control panel companies   | •      | •   | •          |
| Add/edit domains and users                                | •      | •   | •          |

|  |   |   |        |
|--|---|---|--------|
| Add/edit calendars, tasks and notes  | • | • | •      |
| Add/edit RSS feeds   | • | • | •      |
| Retrieve user and domain statistics via Web services 2                       | • | • | •      |
| <b>Collaboration</b>   |   |   |        |
| SyncML support   | • |   | •      |
| Exchange ActiveSync support  |   |   | Add-on |
| CalDAV and CardDAV support   | • |   | •      |
| Exchange Web Services support  |   |   | Add-on |
| Outlook Scheduling Assistant support (requires Exchange Web Services add-on) | • |   | •      |
| Microsoft Outlook 2007 and higher (2-way) synchronization                    | • |   | •      |
| Microsoft Outlook 2000 and higher synchronization                            | • |   | •      |
| Mozilla Thunderbird and Lightning synchronization                            | • |   | •      |
| Webmail reminders system   | • | • | •      |
| Webmail availability of attendees  | • | • | •      |
| Webmail personal contacts  | • | • | •      |
| Webmail personal calendars, tasks and notes                                  | • | • | •      |
| Shared calendars, contacts, tasks and notes                                  | • |   | •      |
| <b>Instant Messaging</b>   |   |   |        |
| Instant messaging server   | • |   | •      |
| Search, view and print archived chats  | • |   | •      |
| Compatible with XMPP-supported chat clients                                  | • |   | •      |
| <b>Mail Server Protocols</b>   |   |   |        |
| SMTP   | • | • | •      |

|   |   |        |        |
|---|---|--------|--------|
| IMAP4 and IMAP IDLE   | • | •      | •      |
| POP3  | • | •      | •      |
| LDAP  | • |        | •      |
| Message retrieval via POP and IMAP                              | • | •      | •      |
| Antispam Measures   |   |        |        |
| Message Sniffer   |   | Add-on | Add-on |
| Cyren Premium Antispam  |   | Add-on | Add-on |
| Incoming and outbound spam checking                             | • | •      | •      |
| Spam quarantine (outgoing messages only)                        | • | •      | •      |
| Spam checking on POP3 message retrieval                         | • | •      | •      |
| Outgoing spammer detection and limiting                         | • | •      | •      |
| SpamAssassin-based Pattern Matching Engine                      | • | •      | •      |
| Support for distributed SpamAssassin servers (Linux or Windows) | • | •      | •      |
| SPF record checking   | • | •      | •      |
| RBL listing detection   | • | •      | •      |
| Bayesian filtering  | • | •      | •      |
| Reverse DNS checking  | • | •      | •      |
| Greylisting (based on IP, sender location, spam weight, etc.)   | • | •      | •      |
| DKIM Mail Signing   | • | •      | •      |
| Configurable spam weights for system, domain and users          | • | •      | •      |
| Configurable spam headers                                       | • | •      | •      |
| Trusted senders   | • | •      | •      |
| Requiring SMTP authentication for outgoing messages             | • | •      | •      |
| Support for Declude   | • | •      | •      |
| Antivirus   |   |        |        |

| Cyren Zero-hour Antivirus                                |   | Add-on | Add-on |
|--|---|--------|--------|
| Out-of-the-box ClamAV                                    | • | •      | •      |
| Support for third-party real-time antivirus solutions    | • | •      | •      |
| Support for third-party command-line antivirus solutions | • | •      | •      |
| Support for a remote ClamAV server (Linux or Windows)    | • | •      | •      |
| Virus quarantine (outgoing messages only)                | • | •      | •      |
| <b>Security/Attack Prevention</b>                        |   |        |        |
| Incoming and outgoing TLS                                | • | •      | •      |
| Incoming and outgoing SSL                                | • | •      | •      |
| Active Directory Authentication (ADX)                    | • |        | •      |
| Optional alternate SMTP port                             | • | •      | •      |
| SMTP authentication by domain                            | • | •      | •      |
| Restrict administrator access via IP                     | • | •      | •      |
| Brute force detection for Webmail                        | • | •      | •      |
| Manual and automatic IP whitelisting/blacklisting        | • | •      | •      |
| Automatic harvest attack prevention                      | • | •      | •      |
| Automatic denial of service prevention                   | • | •      | •      |
| Malicious script filtering in webmail                    | • | •      | •      |
| Throttle user and domain activity                        | • |        | •      |
| Throttle incoming bounces to prevent saturation          | • |        | •      |
| <b>Reporting</b>   |   |        |        |

|  |   |   |   |
|--|---|---|---|
| Real-time performance dashboards (traffic stats)                         | • | • | • |
| Basic reports (disk usage, file storage, etc.)                           | • | • | • |
| Advanced summary/trend reports (connections, traffic, spam, virus, etc.) | • | • | • |
| Data drill down for summary reports                                      | • | • | • |
| Define custom reports  | • |   | • |
| Scheduled and on-demand email reports                                    | • |   | • |
| Reporting statistics exposed as PerfMon counters                         | • |   | • |
| Export reports to CSV and tab formats                                    | • | • | • |
| <b>Events and Notifications</b>  |   |   |   |
| Event-driven architecture  | • | • | • |
| Notification profiles  | • | • | • |
| Configurable system, domain and user events                              | • | • | • |
| Assign actions to events (e.g. command-line, notifications, etc.)        | • | • | • |
| Default notification to all users when disk quotas are reached           | • | • | • |
| <b>Message Archiving</b>   |   |   |   |
| Sarbanes-Oxley compliance 3  | • |   | • |
| Enable message archiving by domain                                       | • |   | • |
| Messages .ZIP compressed to reduce space necessary                       | • |   | • |
| Search, view and print archived messages                                 | • |   | • |
| Messages stored in .EML format   | • |   | • |

| Administration  |   |   |   |
|---|---|---|---|
| Mark a domain as hosted externally                                  | • |   | • |
| Remote wipe of mobile devices (requires Exchange ActiveSync add-on) |   |   | • |
| Support for auto-discovery (requires Exchange ActiveSync add-on)    |   |   | • |
| Failover functionality  |   |   | • |
| Administration from a Web browser                                   | • | • | • |
| Custom skinning   | • | • | • |
| White labeling  | • | • | • |
| Multiple system administrator accounts                              | • | • | • |
| Review and download log files from interface                        | • | • | • |
| Users can be limited to specific protocols (IMAP, POP, SMTP)        | • | • | • |
| Mass propagation of settings for domains/users                      | • | • | • |
| Mass messaging to some or all users and domain administrators       | • | • | • |
| Prioritize SMTP based on message type, domain or user               | • |   | • |
| Spool functionality that allows third-party integration             | • | • | • |
| Configurable outbound SMTP IP addresses                             | • | • | • |
| Multiple spools (smart spooling)                                    | • | • | • |
| Manage all connections  | • | • | • |
| Manage current blocks   | • | • | • |



|   |   |   |   |
|---|---|---|---|
| Immediate blacklisting of connections and sessions              | • | • | • |
| Configurable user password strength requirements                | • | • | • |
| Configurable user settings by domain                            | • | • | • |
| Configurable logging for all protocols                          | • | • | • |
| Password compliance reporting and enforcement                   | • | • | • |
| Folder auto-clean to enforce user quotas                        | • | • | • |
| Domain-wide and system-wide footers                             | • | • | • |
| SmarterMail search indexing                                     | • | • | • |
| Web Interface (Webmail)   |   |   |   |
| Multi-language compatible                                       | • | • | • |
| Optimized AJAX controls provide desktop application performance | • | • | • |
| Compatible with most tablets (iPad, Nexus 7, etc.)              | • | • | • |
| Preview message attachments                                     | • | • | • |
| New message notifications from anywhere in interface            | • | • | • |
| Thumbnails for image file attachments                           | • | • | • |
| Download all attachments as .ZIP                                | • | • | • |
| Upload attachments in the background                            | • | • | • |
| File storage  | • | • | • |
| Automatic save as draft   | • | • | • |
| Click-to-map, click-to-call and click-to-mail functionality     | • | • | • |
| Follow-up flagging  | • | • | • |

|   |   |   |   |
|---|---|---|---|
| Linked emails and tasks   | • | • | • |
| Advanced content filtering                                      | • | • | • |
| Advanced spam filtering rules                                   | • | • | • |
| User-level auto-clean   | • | • | • |
| Spell-check in 17 languages                                     | • | • | • |
| Email address auto-complete similar to Microsoft Outlook        | • | • | • |
| Import and export contacts                                      | • | • | • |
| Support for user and domain aliases                             | • | • | • |
| Multiple signatures support                                     | • | • | • |
| Multiple identity/SMTP support                                  | • | • | • |
| <b>Mobile Smartphone Interface</b>                              |   |   |   |
| Low bandwidth interface for Smartphones (iPhone, Android, etc.) | • | • | • |
| <b>Mailing Lists</b>  |   |   |   |
| Bounce detection  | • | • | • |
| Automatic removal of subscribers on bounces                     | • | • | • |
| Optional double opt-in  | • | • | • |
| Subscriber custom fields  | • | • | • |
| Friendly unsubscribe links in messages                          | • | • | • |
| Common subscriber database for all mailing lists                | • | • | • |
| Merge variables and custom fields into messages (mail merge)    | • | • | • |
| Toggle auto-generated response to mailing list commands         | • | • | • |

|   |   |   |   |
|---|---|---|---|
| Enhanced mailing list compose with attachments                | • | • | • |
| Customized command messages                                   | • | • | • |
| Mail logging per subscriber                                   | • | • | • |
| Message prioritization of mailing list                        | • |   | • |
| Throttling of mailing lists                                   | • |   | • |
| <b>Gateways</b>   |   |   |   |
| Use as SmartHost or incoming gateway                          | • | • | • |
| Use as backup MX server                                       | • | • | • |
| Use as outgoing gateway                                       | • | • | • |
| User authentication and SSL/TLS support for outgoing gateways | • | • | • |
| Gateway authentication with other SmarterMail servers         | • | • | • |
| Gateway can have domain exceptions                            | • | • | • |
| Spam checking available on gateways                           | • | • | • |
| Greylisting available on gateways                             | • | • | • |

1 SmarterMail Free contains much of the same functionality as SmarterMail Enterprise, but is limited to one domain with up to 10 users. This is to give you an opportunity to try all of the features out before making a decision on what product to purchase.

2 For more information about using Web services with SmarterMail, see Automation with Web Services .

3 Consult your compliance professional to determine applicability to your organization.

For further assistance choosing the right edition, please contact the sales department by emailing [sales@smartertools.com](mailto:sales@smartertools.com) . During business hours you can also start a live chat or call us at 1.877.357.6278.

## Mail Server Competitor Comparison

Pricing and features are taken directly from related websites, customer support, and marketing materials as of March 1, 2013, unless otherwise noted. Information, features and pricing are subject to change. To report corrections, please contact the sales department by emailing [sales@smartertools.com](mailto:sales@smartertools.com) . During business hours you can also start a live chat or call us at 1.877.357.6278. For a more detailed comparison of SmarterMail and Microsoft Exchange, see [SmarterMail and Microsoft Exchange: An Administrative Comparison](#)

| Features                             | MDaemon Pro | Mailsite Fusion SE | IMail Premium | Icewarp Enterprise | Kerio Connect | Exchange 2010 Enterprise | SmarterMail Enterprise |
|--------------------------------------|-------------|--------------------|---------------|--------------------|---------------|--------------------------|------------------------|
| Initial cost for 500 mailboxes       | \$1,510     | \$2,000            | \$1,795       | \$2,180 1          | \$13,830      | \$57,970 2               | \$699                  |
| Over-the-air iPhone sync             | •           | \$2,000 3          | \$249         | •                  | •             | •                        | •                      |
| Over-the-air BlackBerry sync         | •           | •                  | •             | •                  | •             |                          |                        |
| Over-the-air Windows Mobile sync     | •           | •                  | •             | •                  | •             |                          |                        |
| Exchange ActiveSync (50 mailboxes)   | –           | \$469              | •             | •                  | \$349         |                          |                        |
| Microsoft Outlook sync               | \$2,400     | •                  | •             | \$4,859            | •             | •                        | •                      |
| Exchange Web Services                | –           | –                  | –             | –                  | –             | •                        | \$149                  |
| Webmail interface with collaboration | •           | •                  | •             | \$744              | •             | •                        | •                      |
| Instant messaging server             | •           | –                  | •             | \$744              | –             | •                        | •                      |

|                                |         |         |          |                |          |             |          |
|--------------------------------|---------|---------|----------|----------------|----------|-------------|----------|
| FTP server                     | –       | –       | –        | •              | –        | –           | –        |
| SIP server                     | –       | –       | –        | \$79           | –        | –           | –        |
| SMS server                     | –       | –       | –        | \$79           | –        | •           | –        |
| Events & notifications system  | –       | –       | –        | –              | –        | –           | •        |
| SyncML synchronization         | •       | –       | –        | \$3,239        | –        | –           | •        |
| Antivirus                      | •       | \$2,000 | •        | •              | \$1,500  | –           | •        |
| Antispam                       | •       | \$2,000 | –        | •              | •        | –           | •        |
| Premium antivirus              | \$1,035 | –       | \$1,629  | \$839          | –        | • 4         | \$349    |
| Premium antispam               | –       | \$1,200 | \$1,509  | –              | • 5      | \$349       |          |
| Intrusion detection system     | •       | –       | –        | •              | –        | –           | •        |
| Message archiving              | •       | •       | \$4,480  | •              | •        | •           | •        |
| File storage                   | –       | –       | –        | –              | –        | Available 6 | •        |
| Upgrade protection (12 months) | •       | •       | •        | –              | •        | \$1,985     | •        |
| Business hour support          | \$650   | •       | •        | •              | •        | Available 7 | • 8      |
| Emergency support (24/7/365)   | –       | \$995   | \$999    | –              | –        | Available 9 | \$349 10 |
| Total Cost                     | \$5,595 | \$8,995 | \$10,352 | 11<br>\$14,240 | \$15,330 | \$59,995    | \$2,644  |

1 Icwarp pricing based on the cost of 450 mailboxes as of March 3, 2011, as pricing information is no longer available directly from their website.

2 Exchange 2010 Enterprise pricing as of March 3, 2011, as pricing information is not available on the Microsoft website, and includes Enterprise Client Access Licenses (CALs) for 500 users.

3 Exchange ActiveSync license required for every mailbox.

4 Included with Enterprise CAL.

5 Included with Enterprise CAL.

6 Available with the inclusion of Sharepoint Server at an extra charge (licensing varies).

7 Available at a substantial extra charge.

8 SmarterTools provides two email support incidents with every purchase.

9 Available at a substantial extra charge.

10 Emergency support is available if needed and is part of the Platinum Support Package. More information about our support packages can be found on the Support page of the SmarterTools website.

11 Icewarp provides 30 GroupWare, 30 instant messaging, 30 SIP, 30 SMS, 5 Outlook connectors, 5 SyncML, 5 desktop client and 5 Exchange ActiveSync licenses at no cost by deducting \$628 from the total cost at checkout. This discount is reflected in the product's total cost in the chart above.

## How SmarterMail Works

There are three main components that work together within SmarterMail: the Web interface (and a complementary mobile interface for smartphones), the Windows Service, and the SmarterMail web server.

### Web Interface

From an administration standpoint, the Web interface can be used by both system admins and domain admins to manage all functions of the entire mail server as well as individual domains and user accounts. In addition, it offers end users a versatile, yet light weight, method of accessing their mailboxes, calendars, contacts and more using any standard Web browser. Note: In addition to using the Web interface, end users are able to use a desktop application such as Outlook, Apple Mail, Thunderbird, etc.

SmarterMail also provides a mobile interface that was designed specifically for smartphones. This is a light, yet fully functional interface that allows SmarterMail users to access their email, contacts, calendars, tasks and notes regardless of their location and connection speed.

### Windows Service

The SmarterMail Service is the backbone of SmarterMail. Running as a Windows Service, it controls data storage and retrieval, protocol services, and administrative functions. SmarterMail will not function without this service installed and running.

## **SmarterMail Web Server**

The SmarterMail web server installs automatically as part of the standard installation process. This web server gives users and administrators access to the SmarterMail web interface from the Internet by utilizing the IP address assigned to the local machine. NOTE: After installing SmarterMail, it is recommended that the web interface be moved from the SmarterMail web server to Microsoft IIS (if available) for more stability and security. For step-by-step instructions on how to make SmarterMail run under IIS, see [Running as an IIS Site](#) .