



# Domains

Help Documentation

## Domains

### All Domains

System administrators can use this section to manage all of the domains in SmarterMail. To access this section, click the Domains icon . A list of configured domains will load in the navigation pane, while the selected domain's details will load in the content pane. These details include information about the basic setup of the domain: statistics, such as the number of users and aliases for the domain; throttling and priority settings; as well as the various features enabled for the domain, including file storage, IMAP retrieval and more.

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

- New - Creates a new domain.
- Actions - Click this button and select the appropriate option to select all domains, delete the selected domain(s), manage or edit the selected domain, or export a list of the domains to CSV. Please note you can only manage or edit one domain at a time, though you can delete multiple domains.

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

- Edit - Edits the settings for the selected domain.
- Manage - Impersonates the domain administrator and give the system administrator access to all of the domain settings.

### Creating New Domains

Adding a new domain and editing an existing domain are essentially the same process, and they both deal with the same settings. To create a new domain, click New in the navigation pane toolbar.

To edit a domain's settings, select the desired domain and choose Edit from the Actions menu found in the navigation pane toolbar. You can also double-click on a domain or right-click and choose Edit to open the settings. Regardless of the method used, the domain settings will load in a new window and the tabs below will be available. NOTE: When editing a domain's settings, use the Rename button in the window's toolbar to change the domain name.

### Options

Use this tab to specify the following domain options:

- Name - The name of the domain. For example, smartermail.com or example.com. Note: To send or receive mail, the domain name must match the domain name registered with the DNS

server.

- Folder Path - The directory in which all information (XML files, mail statistics, alias information, etc.) pertaining to the domain is saved. Note: If the directory does not already exist, it will be created. This directory should be solely dedicated to SmarterMail. By default, SmarterMail saves domain information to C:\SmarterMail\Domains.
- Mailing List Username - The email address for which listserv commands are emailed for the domain. By default, SmarterMail sets this as stServ.
- Disable Domain - Select this option to disable the domain. Disabled domains cannot send email and users cannot login to the Web interface. However, the domain will still receive email to prevent email loss. This option is a good way to temporarily shut off a domain without deleting it.
- Domain Location - Administrators can specify the domain location for email delivery. This allows you to specify whether the domain is hosted locally or partially/entirely on an external server. The following options are available:
  - Local - Select this option if the mail server is hosted locally.
  - External (use MX record) - Select this option if the mail server is hosted partially or entirely externally. Messages will be delivered based on an MX lookup. Note: Select the option "Deliver locally if user exists" to perform a local delivery instead of external if the user exists locally.
  - External (use host address) - Select this option if the mail server is hosted partially or entirely externally. Messages will be delivered to the specified host address. The host address can either be entered as an IP address or the Fully Qualified Domain Name (FQDN), such as mail.yourdomain.com. Note: Select the option "Deliver locally if user exists" to perform a local delivery instead of external if the user exists locally.
- Domain Administrator - The domain administrator is responsible for adding and deleting email accounts and setting specific configurations for the domain. Domain administrator accounts also have the ability to send and receive email, manage contacts, etc., just like a user account. Select an existing user from the dropdown menu or enter new user credentials.
- Domain Administrator Username - The identifier the domain administrator uses to login to SmarterMail.
- Domain Administrator Password - The password associated to the domain administrator username. Enter the password twice to confirm it is entered correctly.

## **Technical**

Use this tab to specify the following technical settings:

- Outbound IPv4 - The IPv4 address used to connect to external SMTP servers when a message is sent by the domain. If multiple IPv4 IPs are on the server, they will be listed in the dropdown.

- Outbound IPv6 - The IPv6 address used to connect to external SMTP servers when a message is sent by the domain. If multiple IPv6 IPs are on the server, they will be listed in the dropdown.
- Logout URL - By default, when users log out they are presented with the screen to log back into SmarterMail's Web interface. This feature allows for a separate URL that the user is redirected to upon logout. Check the Enabled box to enable the logout URL. This setting can also be managed by domain administrators.
- 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 sender's 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.
- Allow 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 way their user interface appears in webmail.

## **Features**

Use this tab to enable or disable the following features:

- Active Directory Integration - Select this option to enable active directory authentication. By enabling this, domain administrators will be able to add in the necessary LDAP binding string to import LDAP users.
- 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 to add and delete mailboxes that can use the Exchange ActiveSync add-on. Note: The option to limit the number of ActiveSync mailboxes allotted for the domain can be found on the Limits tab.
- 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.
- Connected Services - Select this option to allow users to connect different services to their SmarterMail accounts to facilitate actions like attaching links to shared files.
- 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.
- Disposable Addresses - Select this option to allow users to create a temporary, disposable address independent of their email address.
- 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.
- Domain Spam Options - 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 (EWS).

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.
- Login Display Customization - Select this option to allow domain administrators to customize the login screen to add a company logo, provide additional branding text, or adjust the default Login to SmarterMail text.
- Mail Signing - Select this option to enable email verification via mail signing. 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.
- 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.
- SMTP Accounts - Select this option to allow users to send email from a third-party mail server account right from within SmarterMail. 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. This number includes text, HTML, images and attachments. Note: Base64 encoding of attachments increases the size of attachments by approximately 50%. This can impact the overall size of the message and can lead to confusion on the part of senders. For example, if Max Message Size is set to 12MB and a sender adds a 9MB attachment to a message it will essentially be 13MB due to the Base64 encoding. This means that the 9MB attachment will still exceed the message size limit due to this increase.
- Recipients per Message - The maximum number of recipients a message can have. By default, users can send messages to 200 email addresses.
- ActiveSync Accounts - The maximum number of Microsoft Exchange ActiveSync accounts that can be set up for the domain. Note: This setting is used in conjunction with the ActiveSync User Management setting on the Features tab.

## **Sharing**

This tab is only available in SmarterMail Enterprise edition.

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.
- Enabled - Check this box to enable priority settings for standard messages.
- Mailing Lists - The priority level for messages sent to a mailing list.
- Enabled - Check this box to enable priority settings for mailing list messages.
- 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.
- Enabled - Check this box to enable priority settings for messages that exceed the message size threshold.
- 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.



- Enabled - Check this box to enable priority settings for auto-responders.
- Bounces - The priority level for non-delivery receipts.
- Enabled - Check this box to enable priority settings for bounced messages.
- Email Reports - The priority level for email reports.
- Enabled - Check this box to enable priority settings for email reports.
- Appointment Reminders - The priority level for messages reminding users of upcoming appointments, meetings or events.
- Enabled - Check this box to enable priority settings for event emails.
- Priority After Attempt 1 - The priority level for messages that were not successfully sent after the specified number of tries.
- Enabled - Check this box to enable priority settings for subsequent delivery attempts.
- 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.
- Enabled - Check this box to enable priority settings for subsequent delivery attempts.
- 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**

This tab is only available in SmarterMail Enterprise edition.

Throttling allows system administrators to limit the number of messages per hour and/or the amount of bandwidth used per hour to send messages. If the throttling action is set to Reject, SmarterMail will bounce any messages attempting to be sent after the threshold is met, until the next session. If the throttling action is set to Delay, SmarterMail will allow the message into the spool and trickle delivery.

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** - As bounce messages are received from null senders per RFCs, this setting dictates the number of messages from null senders a domain can receive over SMTP before any further messages from null senders will be rejected. 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.

### **Collaboration**

- **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.
- **Enable Mailing List Bounce Removal event** - Select this option to enable the Mailing List Bounce Removal event type.
- **Enable Mailing List Subscribe event** - Select this option to enable the Mailing List Subscribe event type.

- Enable Mailing List Unsubscribe event - Select this option to enable the Mailing List Unsubscribe 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 an event type for when a new user is added to a domain.
- Enable User Deleted event - Select this option to enable an event type for when a new user is deleted from a domain.
- Enable User Changed Password event - Select this option to enable an event type for instances where users change their passwords.
- Enable User Changed Forward event - Select this option to enable an event type for instances where users change the forwarding address they have set up for their account.
- Enable User Disk Space Used event - Select this option to enable an event to fire when a user approaches a certain amount of disk space usage.