



Routing

Help Documentation

Routing

Forwarding Blacklist

The Forwarding Blacklist is a useful tool for preventing issues with companies that have extremely strict spam policies. For example, AOL and Comcast do not differentiate between the sending server and the server that forwarded a spam message, and as such, they commonly blacklist legitimate domains for forwarding spam. Because it's impossible to prevent ALL spam messages from being forwarded when a user has automated forwarding enabled, administrators may prefer to blacklist email forwarding to those strict domains.

Note: The Forwarding Blacklist only prevents the automated forwarding of email, which is configured in the user's general settings. Any messages that are manually forwarded from the Email section itself will bypass this blacklist.

To access the Forwarding Blacklist, click the Settings Icon . Then expand the Routing folder and click Forwarding Blacklist in the navigation pane. A list of blacklists will load in the content pane.

To add a new forwarding blacklist, click New in the content toolbar. To edit an existing blacklist, select the desired entry and click Edit . The blacklist settings will load in the content pane and the following option will be available:

- Domain Name - Enter the name of the domain that should be blocked from automated email forwarding. When a domain is included in this list, users will see the following notification when they attempt to save a forwarding address with that domain: "Forwards to the following address(es) are not allowed: _____." Note: Users will still be able to manually forward emails to users on that domain.

Outgoing Gateway

Gateway servers allow you to reduce the load on your primary server by using a secondary server to process outgoing mail. Gateway servers can also be used to combat blacklisting. If the gateway server gets blacklisted, simply rotate the primary IP on the network card to a different one to send out on the new IP.

To access the outgoing gateway settings, click the settings icon . Then expand the Routing folder and click Outgoing Gateways in the navigation pane. A list of outgoing gateways will load in the content pane.

To add a new outgoing gateway, click **New** in the content pane toolbar. To edit an existing gateway, select the desired gateway and click **Edit** . The outgoing gateway settings will load in the content pane and the following tabs will be available:

Options

Use this tab to specify the following settings:

- **Server Address** - The IP address of the gateway server.
- **Port** - The port used to connect to the gateway server. By default, the port is 25.
- **Auth Username** - The username of the gateway server given to you by your ISP.
- **Auth Password** - The password for your gateway server.
- **Encryption** - Select the type of encryption from the list.
- **Priority Range** - The priority range for this server. System administrators can use gateway servers to only send mails with a certain priority level. For example, gateways can be used only for lower priority messages, such as newsletters or messages over a certain size, to reduce load and free up processing on the primary mail server. Note: This feature is only available in SmarterMail Enterprise.
- **Enable SmarterMail gateway mode** - Select this option to indicate that the outgoing gateway server is another SmarterMail server.
- **Description** - A friendly name or brief description of the gateway.

SmarterMail Gateway

This tab is only available if the SmarterMail gateway mode is enabled in the Options tab. Use this tab to specify the following settings:

- **SmarterMail URL** - The Webmail URL for the SmarterMail server being used as an outgoing gateway. This will allow the use of Web services to verify the users and domains.
- **SmarterMail Username** - The identifier used to login to the primary mail server.
- **SmarterMail Password** - The corresponding password used to login to the primary mail server.

Incoming Gateways

The purpose of an incoming gateway is to reduce server load. Generally, spam checks and antivirus scans should be performed on the incoming gateway, freeing up the primary server processing for the delivery of messages.

To access the incoming gateway settings, click the settings icon . Then expand the Routing folder and click **Incoming Gateways** in the navigation pane. A list of incoming gateways will load in the content pane.

To add a new incoming gateway, click New in the content pane toolbar. To edit an existing gateway, select the desired gateway and click Edit . The incoming gateway settings will load in the content pane and the following tabs will be available:

Options

Use this tab to specify the following settings:

- **Gateway Mode** - The function that the incoming gateway will perform. If the incoming gateway is set to backup MX, it will only receive messages when your primary server is down. If the incoming gateway server is set to domain forwarding, it will received all message and forward them to your primary server.
- **IP Address / IP Range** - The IP address, or range of IP addresses, of the primary mail server.
- **User Verification** - The method used by the incoming gateway to determine if a user is valid or not. Note: If none is selected, the incoming gateway server will accept all email addresses for the domain. If Web service is selected, the incoming gateway will check with the primary mail server for a list of valid email addresses.
- **Enable SmarterMail Gateway Mode** - Select this option to indicate that the incoming gateway server is another SmarterMail server.
- **Disable Greylisting** - Select this option to disable greylisting for the domain.

Domains

This tab is only available if the gateway mode is set to domain forwarding. Domain forwarding allows you to easily send mail through one server to another. This will allow your server to act as an incoming gateway to your network, and permit you to have a single point of entry for incoming SMTP traffic.

When messages come in to a forwarded domain, they are run through the command-line exe referenced in Protocol Settings. If a delivery delay has been established for the server, messages are also delayed accordingly. This allows you to establish an incoming server that can run external virus or spam scanners, which can reduce the load on your existing network servers.

Use this tab to specify for which domains the incoming gateway will accept mail:

- **Domain Verification** - The method used by the incoming gateway to determine if a domain is valid or not.
- **Specified Domains** - The specific domains for which the gateway will accept mail.

Spam

Use this tab to specify the following spam checks:

- Not Spam Action - The action the incoming gateway will perform on messages NOT marked as spam.
- Spam Low Action - The action the incoming gateway will perform on messages with a low probability of being spam.
- Spam Medium Action - The action the incoming gateway will perform on messages with a medium probability of being spam.
- Spam High Action - The action the incoming gateway will perform on messages with a high probability of being spam.

SmarterMail Gateway

This tab is only available if the SmarterMail gateway mode is enabled in the Options tab. Use this tab to specify the following settings:

- SmarterMail URL - The Webmail URL for the SmarterMail server being used as an incoming gateway. This will allow the use of Web services to verify the users and domains.
- SmarterMail Username - The identifier used to login to the primary mail server.
- SmarterMail Password - The corresponding password used to login to the primary mail server.

Sender Priority Overrides

This feature is only available in SmarterMail Enterprise.

Sender priority overrides allows the system administrator to assign priority levels to specific email addresses. For example, a company may want the mail server to send emails from its support team (support@example.com) before sending emails to mailing lists.

To view the sender priority overrides, click the Settings icon . Then expand the Routing folder and click Sender Priority Overrides in the navigation pane.

To create a new sender priority override, click New in the content pane toolbar. The following options will be available:

- Email Address - The email address of the user or group.
- Message Delivery Priority - The priority level assigned to this user's messages.
- Description - A brief summary why the sender priority override was created.