



# SmarterMail Spool Dashboard

Help Documentation

## Spool Dashboard

The Spool Dashboard takes the headache out of spool management by allowing administrators to monitor common aspects of the email spool, including message activity, top outbound senders, top inbound domains and more. In addition to reviewing the spool activity, administrators can take action on any messages that are currently being held in the spool. For example, a sending IP address that is inundating the mail server with unwanted messages can be blocked, thereby preventing issues from becoming problems for email users.

And while monitoring the spool regularly is good practice, the dashboard is extremely helpful should the mail server become compromised. Easily spot a compromised account, block the sender and delete the unnecessary messages. The dashboard provides a real-time look at a mail server's activity, refreshing every 20 seconds, so admins always know what's going on.

To access this section, click the Manage icon and expand the Spool folder in the navigation pane. Then click on Spool Dashboard . The dashboard will load in the content pane, and the total number of messages held in the spool will be displayed in the title bar. The following sections are available:

Note: All tables, with the exception of Message Activity, sort entries based on the message count for the last 24 hours. For example, if an entry is the top sender/receiver within the last 5 minutes or hour, but 12th in the last 24 hours, they would not appear on the table.

### Message Activity

This section displays the total number of messages that have been delivered by all users, including local and remote deliveries. From this table, see how many messages were sent in the last 5 minutes, last hour, last 24 hours and from the start of the installation.

### Top Outbound Senders

This section displays the top 10 users with the highest number of outbound remote deliveries (for the specified time intervals). Note: The message count does not include local deliveries sent to user-to-user. The following actions can be performed on each user included in the table:

- **Manage User** - Select this option to impersonate the primary domain administrator that manages the user's email account. When clicked, a new window will load (logged in as the domain admin) and the user's settings will be displayed.
- **Disable User** - Select this option to immediately disable the user's account. This action utilizes the User Status setting found when editing a user . When a user is disabled within the Spool Dashboard, their User Status will be set to 'Disable and Allow Mail' . This prevents the user from sending outbound messages or accessing webmail; however, the mailbox will continue to

receive incoming email. Enabling a user in the Spool Dashboard will adjust the setting in the user's account settings and vice versa.

- Delete Messages - Select this option to permanently delete the messages sent by the user that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- Move Messages - Select this option to move the messages sent by the user that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful by allowing an administrator to review the messages before taking actions against them.

Note: In general, this table will display SmarterMail user accounts only. However, there may be cases where remote email addresses appear, including if: the email address is authenticated with a local account, the sending IP address is listed in the SMTP Authentication Bypass list, SmarterMail is acting as an incoming gateway, or messages were manually dropped into the spool with sender addresses that don't exist locally. In these instances, the Manage User and Disable User actions cannot be performed.

## Top Inbound Recipients

This section displays the top 10 users (local user accounts) who have received the highest number of incoming messages (for the time intervals specified). Both local and remote deliveries are included in the message count. This allows administrators to know which accounts on the server are receiving the most mail. The following actions can be performed on each user included in the table:

- Manage User - Select this option to impersonate the primary domain administrator that manages the user's email account. When clicked, a new window will load (logged in as the domain admin) and the user's settings will be displayed.
- Delete Messages - Select this option to permanently delete all of the inbound messages sent to the user that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- Move Messages - Select this option to move a user's inbound messages that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful by allowing an administrator to review the messages before taking actions against them.

## Top Inbound Senders

This section displays the top 10 email addresses that have sent the highest number of messages to users on the server (for the time intervals specified). The following actions can be performed on each email address included in the table:

- **Block Inbound SMTP** - Select this option to block all incoming mail sent from the email address. This action utilizes SMTP Blocking found in the Advanced Settings of the Security section. When an email address is blocked within the Spool Dashboard, an entry will be added to the SMTP Blocked list for incoming email and the entry will be denoted as having been blocked from the spool dashboard. Unblocking an email address in the Spool Dashboard will remove the SMTP Blocked entry and vice versa.
- **Delete Messages** - Select this option to permanently delete all inbound messages sent from the email address that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- **Move Messages** - Select this option to move all the inbound messages sent from the email address that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful by allowing an administrator to review the messages before taking actions against them.

## Top Inbound IP Addresses

This section displays the top 10 IP addresses that have sent the highest number of messages to users on the server (for the time intervals specified). The following actions can be performed on each IP address included in the table:

- **Blacklist IP** - Select this option to block the IP address from sending messages to the server. When an IP address is blacklisted within the Spool Dashboard, an entry will be added to the Blacklist found in the Security section. The IP address will be blocked on SMTP only, and the entry will be denoted as having been blocked from the spool dashboard. Unblocking an IP address in the Spool Dashboard will remove the Blacklist entry in Security settings and vice versa.
- **Delete Messages** - Select this option to permanently delete all inbound messages sent from the IP address that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- **Move Messages** - Select this option to move all the inbound messages sent from the IP address that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful by allowing an administrator to review the messages before taking actions against them.

## Top Outbound IP Addresses

This section displays the top 10 IP addresses that have sent the highest number of outbound, remote

deliveries (for the time intervals specified). The following actions can be performed on each IP address included in the table:

- **Blacklist IP** - Select this option to block the IP address from sending messages to the server. When an IP address is blacklisted within the Spool Dashboard, an entry will be added to the Blacklist found in the Security section. The IP address will be blocked on SMTP only, and the entry will be denoted as having been blocked from the spool dashboard. Unblocking an IP address in the Spool Dashboard will remove the Blacklist entry in Security settings and vice versa.
- **Delete Messages** - Select this option to permanently delete all outbound messages sent from the IP address that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- **Move Messages** - Select this option to move all the outbound messages sent from the IP address that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful by allowing an administrator to review the messages before taking actions against them.

## Top Inbound Domains

This section displays the top 10 domains that have sent the highest number of messages to users on the server (for the time intervals specified). The following actions can be performed on each domain included in the table:

- **Block Inbound SMTP** - Select this option to block all incoming mail sent from the domain. This action utilizes SMTP Blocking found in the Advanced Settings of the Security section. When an domain is blocked within the Spool Dashboard, an entry will be added to the SMTP Blocked list for incoming email, and the entry will be denoted as having been blocked from the spool dashboard. Note: This action does not block on the EHLO Domain. Instead, it uses the Email Address field and enters only the domain. Unblocking a domain in the Spool Dashboard will remove the SMTP Blocked entry and vice versa.
- **Delete Messages** - Select this option to permanently delete all inbound messages sent from the domain that are currently in the spool. Note: This will only delete messages that are CURRENTLY being held in the spool.
- **Move Messages** - Select this option to move all the inbound messages sent from the domain that are currently held in the spool to another folder on the server. Use the default path provided or enter any folder path on the server. Moving the .eml files to their own folder on the server is useful by allowing an administrator to review the messages before taking actions against them.