



General Information

Help Documentation

General Information

What is SmarterMail?

SmarterMail gives email administrators and users and more power and control than ever before with the most flexible email server currently available.

SmarterMail is built and priced to be both beneficial and accessible to individuals, small businesses, and enterprise-level organizations alike, and is able to support anywhere from one to an unlimited number of domains and an unlimited number of email addresses. In addition to providing end users with advanced features like mail account statistics and precise user-controlled spam and content filtering, end users with administrator permissions for the domain have the ability to set and retrieve domain level statistics, provide domain-level spam and content filtering (versus having individual end users set their own), administer spam using any number of different spam and black lists (e.g. SpamCop, ORDB, and others), set domain-level aliases, implement SMTP authentication, and much more.

As an added benefit, SmarterMail is accessible from a standard web browser, giving administrators and end users email capabilities anytime, from anywhere. SmarterMail uses industry standard mail protocols, like POP3 and IMAP4 for incoming mail and SMTP for outgoing mail, and is compatible with most popular desktop email clients (e.g. Microsoft's Outlook and Outlook Express or Qualcomm's Eudora).

What's new in SmarterMail 3.x?

SmarterMail 3.x adds many new features over previous versions of SmarterMail. These changes are listed below, with the main marketing points listed first, and a larger list of small enhancements below it.

Major New Features - Professional Edition

- Calendaring with event notification
- Task Lists
- Default domain settings with propagation utility
- Default user settings
- Enhancements to mailing lists and the addition of web services to support them
- RSS, RDF, and Atom news feed reader built into webmail
- Modern AJAX message listing option for viewing messages more effectively on modern browsers
- Spam blocking at the SMTP level

Major New Features - Enterprise Edition

- All changes in Professional Edition, shown above
- Shared Calendaring, Contacts, Tasks, and Folders
- Outlook integration for Calendaring and Contacts
- LDAP support
- Active Directory authentication support
- Archiving of incoming and/or outgoing messages for the entire system or a domain
- Global address list for each domain with self-editable profiles

Key Minor Changes

- Tabbed settings pages to ease configuration and understanding
- Easy "Add sender to contacts" feature when viewing a message
- More flexible abuse detection rules
- Outbound SMTP IP Address configuration
- User-configurable time zones that automatically take into account daylight saving time
- A hover preview to let you view messages quickly without even clicking on them
- And much, much more...

How SmarterMail Works

There are three main components that work together within SmarterMail: the Web Interface, the Windows Service, and the SmarterMail Web Server.

Web Interface

The Web Interface is a browser based administration platform that installs on a single server and supports administration of domains and email accounts as well as email account access by end users. End users are able to access and use their accounts using either web mail (email account access using a web browser) or with a desktop application (e.g. Outlook or Outlook Express, or Qualcomm's Eudora).

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 with the SmarterMail Web Interface by default, easing the implementation of SmarterMail and meaning that there is less configuration necessary for SmarterMail

to work "right out of the box". 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 Web Interface under IIS help topic.

SmarterMail Server Requirements

The requirements of SmarterMail are minimal, so that SmarterMail can coexist with other applications on the same server. Below you will find the minimal requirements and a sample installation which may help you decide how much your hardware can process.

Minimum Requirements

- Windows 2000, Windows XP, or Windows 2003 (all versions)
- RAM: 128mb
- CPU: PIII 500
- DISK: 150 Megs
- IIS 5 or higher (Required if you will not use the SmarterMail Web Server)

It is suggested customers use IIS in place of the SmarterMail Web Server to provide additional security and stability. The intended purpose of the SmarterMail Web Server is so that the product is fully functional even without the existence of a marketed web server. IIS is an enterprise level web server, however, and SmarterMail takes advantage of many features in IIS which will provide the highest return on investment. For more information in using IIS to host the web interface, please click [here](#)

NOTE: All installations are different, and extra load caused by excessive messages or email accounts may skew the server requirements. SmarterTools recommends adding domains slowly to the server once you get close to these limits and watching how they impact your server. Also, it is important to realize that email patterns indicate that email messages per account are increasing roughly 60% every two years. Keep this growth in mind when planning your rollout.

Sample Installations

Domains	Users	Messages per Day	Requirements
500	3,000	250,000	<ul style="list-style-type: none"> • Windows 2000 or higher • CPU: Dual P3 • RAM: 512 MB

5,000	30,000	1,000,000	<ul style="list-style-type: none"> • Windows 2003 • CPU: Dual Xeon • RAM: 2.0 GB
Gateway	N/A	2,000,000	<ul style="list-style-type: none"> • Windows 2003 • CPU: Dual Xeon • RAM: 1.0 GB

Browser Support Information

Various browsers interpret information from web pages differently. Due to the differences in browsers, various pages in SmarterMail may act differently based on the browser and OS being used. Below is a list of various supported browsers, as well as any known issues that may exist.

Windows Browsers	Version	Known Issues
Internet Explorer	5.5 +	No known issues
Internet Explorer	5.0	No known issues
Mozilla	1.4 - 1.7.1	No known issues
Mozilla Firebird	0.6.1	No known issues
Netscape	7.1	No known issues
Netscape	6.01 - 6.1	No known issues
Netscape	4.79 and Earlier	<ul style="list-style-type: none"> • Not Supported - Upgrade your browser at http://www.netscape.com
Opera	7.02 +	<ul style="list-style-type: none"> • No HTML composing
Opera	5.11 - 6.06	<ul style="list-style-type: none"> • No HTML composing

Linux Browsers	Version	Known Issues
Konquerer	-	<ul style="list-style-type: none"> • No HTML composing
Mozilla	1.4	No known issues

Mozilla Firebird	0.6.1	No known issues
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Macintosh Browsers	Version	Known Issues
Internet Explorer	5	<ul style="list-style-type: none"> • Menu display irregularities • IE for Mac 5.0 is not recommended with SmarterMail. We suggest using a Mozilla derivative browser for the best experience
Mozilla	1.4 - 1.7.1	No known issues
Safari	-	<ul style="list-style-type: none"> • No HTML composing

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