



Help for Domain Admins

Help Documentation

[Help for Domain Admins](#)

[Domain Settings](#)

[Default User Settings](#)

Default user settings apply to all new email users added in your domain. Editing the default settings does not change users that are already in place in your domain.

The Default User Settings are almost identical to those found when adding a user. For more information about what each one does, please refer to the help topic [Adding a User](#) .

[Domain Content Filtering](#)

Domain content filtering allows you to create the same types of content filters as you can in [My Content Filtering](#), but the filters added will be applied to all members of a domain. The evaluation of domain content filters happens before the evaluation of account-specific content filters. For more information about how to add a content filter, please refer to the topic [My Content Filtering](#) .

Note: Be aware that many users will prefer to set their own content filtering. You may want to minimize filtering at the domain level to filter only items that affect the entire domain.

[Domain Spam Filtering](#)

SmarterMail includes many advanced Anti-Spam measures that will help protect your users from unwanted email. The system administrator has probably already set up some default spam options which you may accept or override as you feel is best.

Use default spam settings - Choose this option to accept the default spam options provided by your system administrator. The settings will be displayed for your reference.

Override spam settings for this domain - Select this option to customize the way spam is handled. Spam check weights and actions will become overridable by end users. More information about the types of actions allowed can be found below.

[Spam check weights](#)

Each type of spam check has an associated weight that factors into the spam probability of a message. When an email comes in, all of the checks listed are run, and for each check that the message fails, the weight is added to the overall score of the email. The thresholds for each spam probability are examined, and the email is placed into the appropriate category.

SPF Filtering Options

Pass - Indicates that the email was sent from the server specified by the SPF record (more likely good mail). The weight you set may be 0 (for no effect) or a negative number, thereby reducing the spam rating.

Fail - Indicates that the email was sent from a server prohibited by the SPF record (highly likely spam). Set this to a relatively high weight, as the probability that the email was spoofed is very high.

SoftFail - Indicates that the email was sent by a server that is questionable in the SPF record. This should either be set to 0 or a low spam weight.

Neutral - Indicates that the SPF record makes no statement for or against the server that sent the email. Except in very special circumstances, leave this set to 0.

PermError - Indicates that the email sender does not publish an SPF record or there is a syntax error in the record. Since SPF is relatively new, many legitimate domains do not have SPF records. It is recommended that you leave this at 0 until SPF becomes more popular on the internet.

Actions

When you choose to override the spam options set by your system administrator, you get to choose the actions that are taken when email comes in that has a low, medium, or high priority of being spam. For each spam level, choose the action you wish to have taken. If you chose to add text to the subject line of messages, enter in the text in the box below the action drop down.

Trusted Senders - Email addresses (ex: joe@example.com) or domain names (ex: example.com) can be added to the domain list of trusted senders. When email comes in from a trusted sender, all spam filtering for that email is bypassed. Enter one email address or domain name per line.

When all settings are entered, click on the Save link.

Domain Aliases

A Domain Alias is an alias for a secondary domain name that points to an existing email account on the server under an existing primary domain name.

For example, a full email addresses requires a user name and a domain name (ex. user@example.com). If you add a domain alias on a secondary domain like "example-alias.com" then not only will "user@example.com" be valid, but the same mailbox will also work with "user@example-alias.com". If an email was sent to both emails then the "user" mailbox would get two copies of the emails.

A user cannot log into the web interface under a domain alias, just the original domain, nor can a user send an email from the domain alias. Remember, any alias is simply a pointer to an existing email account on the server.

Notes:

- Messages can not be retrieved with a domain alias email address unless the domain is properly registered at a domain registrar.
- The mail exchange (MX) record for the domain being added must already be pointing at the server prior to this process. This prevents users from 'hijacking' mail from valid domains. For example if this check were not in place a user could add a domain alias of example.com. Then, any mail sent from the server to "anything@example.com" would go to the domain with the example.com domain alias, rather than to the actual domain.

Domain Folder Auto-Clean

Domain Folder Auto-Clean is a method for limiting how much of your account disk space is used by the Junk E-Mail, Sent Items, and Deleted Items folders. By placing limits on the size of these folders, you can help ensure that your domain accounts do not fill up unnecessarily. Oldest messages will be deleted from the folders first. If you override the auto-clean settings, the settings you choose will trickle down to your users.

Note: Depending on the policies your administrator has established, you may or may not be able to change the settings on this page.

Note: If auto-clean is active on a folder, messages will get deleted from it eventually, so do not keep messages in that folder if you want to keep them.

Options

Use default auto-clean settings - Choosing this option will let you adopt the policy of your system administrator. If the administrator changes the policy, yours will automatically change with it. You can see the current policy on the Folders tab when this option is active.

Override auto-clean settings for this account - Choose this option to override the settings. Any changes you make will not be affected if the administrator changes the policy, unless they disable overrides.

Folder Settings

If you are using the default auto-clean settings set up by your administrator, you will be shown them on this tab.

In the case that you have chosen to override the settings, the following options appear once for each folder that can be auto-cleaned.

Enable auto-clean for this folder - If this box is checked, then auto-clean will be active for the specified folder.

Folder size BEFORE auto-clean - Once the folder reaches this size (in megabytes), the auto-clean process is started, and older messages are cleaned.

Folder size AFTER auto-clean - This is the goal size for the auto-clean process. It will try to delete older messages until the folder gets to this size. This number should always be lower than the "before" number.

Manage

Email Users

An email user account represents a person's actual mailbox. User accounts can receive email, send email, and log in to the web mail interface.

Managing Users

As a domain administrator, you can manage email accounts from the Email Users page in the Settings menu.

Add User - Clicking this button will let you add a new email user. More information about adding users can be found in the topic Adding a User Account .

Edit a User - Edit an account by clicking on the username of the account in the table.

Deleting a User - To delete an account, click on the delete link next to the user's name. Note: Deletions are permanent, and once a user is deleted, the mail cannot be retrieved from it.

Adding a User Account

To begin adding a user account, click on Add User from the Email Users page. When you do so, you will be presented with a page that contains the items below, separated into tabs for easy editing. When the items are set to the values you want, click on the Save button to finish adding the user.

Note: Many of these values, especially those in Display Settings and Compose Settings, can be left at the defaults when adding a new user account, as they are better set by the user. They are included in the Add User page so you may edit them if you wish, however.

Mailbox

Username - The email address (e.g. "user" in user@domain.com).

Password - Enter a password for the email account.

Confirm Password - In order to ensure you typed the new password correctly, enter it again in this space.

Display Name - Enter the name of the person using the email account.

Reply-to address - Enter an alternate reply address you wish to use. This will be the default reply to address for mail sent from this account.

Time Zone - Choose the time zone that you wish to use in SmarterMail. Daylight Saving Time is automatically managed by SmarterMail.

Mailbox size - This box allows you to set the maximum mailbox size for the account you are adding.

Disable this user - This will completely disable this user, but the account is not deleted. The user will not be able to log in, send or receive email for this account until you reactivate it.

Domain administrator - If this option is checked, the user will have full domain administrator privileges, including the ability to add and edit users.

Lock password - This option 'locks' the password for end users. If this option is checked the user will not be able to change their password.

Hide from Global Address List (Enterprise Edition Only) - Enabling this option will remove the user account from the Global Address List. Use this option on accounts that are not tied to real people, like support@example.com.

Forwarding

Forwarding address - If you wish to send copies of all incoming mail to a different email address, enter it here. For example, if your mobile phone has an email account and you will be away from your computer, enter the mobile phone's email address here to receive the emails on it. You can only forward to a single email address. If you need to send to multiple addresses, have your domain administrator create a user alias for you.

Forwarding exclusions - If you wish to limit what emails are sent as forwards, you may choose to do so with this option to avoid forwarding spam.

Delete message on forward - Check this box to delete the message from the inbox of the original email account after forwarding it to the new email address.

Display

Sort messages by - When viewing the messages in a folder, they will be sorted according to the option chosen in this drop down. By default, messages are sorted by date in descending order.

Enhanced Message List - SmarterMail offers two methods of viewing your Inbox and other email folders. With the Enhanced Message Listing disabled, it will act in a fashion similar to what you are used to with previous versions of SmarterMail. Enabling Enhanced will result in a more responsive message list that uses AJAX for easy sorting and paging, but may not work as well on older computers, or on certain browsers like Opera, Safari, or IE for Macs.

Message Preview - If this option is turned on, a small magnifying glass icon will appear next to each message in your Inbox and other mail folders. Hovering over that icon will pop up a preview of the message, similar to a tool tip. This is very useful if you get a lot of email and typically just scan it, but can add a bit of load time to the page. Frequently, it is worth the trade-off.

Messages per Page - When viewing the messages in a folder, this option lets you customize how many emails will appear per page.

Auto Refresh Rate - If this box has something besides Never chosen, the page that shows messages in a folder will automatically refresh after the chosen number of minutes.

Display Format - While you can choose to view a message in plain text or HTML while reading it, this option will allow you to choose the default viewing method.

- HTML - This option will display HTML content, if present in the email. This content can include stylistic elements, like fonts or colors, as well as hyperlinks and other formatting elements.
- Plain Text - This option will only display text. While it is less interesting (no fonts, images, etc), it is also much more secure and is faster to view than HTML.

Delete Action - Choose what happens to messages when they are deleted. The options are outlined below. For more information about deleted items, refer to the topic [Deleting Messages](#) .

- Move to Deleted Items folder - Deleted items will appear in the deleted items folder, which will need to regularly be emptied.
- Auto-Purge Folder - Remove the message and get rid of any other email messages that are marked for deletion.
- Mark as deleted - Does not actually delete the message. Flags the message for deletion, and it will not get removed until the folder is purged.
- Mark as deleted and hide - Does the same thing as "Mark as deleted" above. Be careful to

monitor your disk space usage when using this option, as it may fill up with what appears to be a small number of messages.

Enable hover bar in tables - In some browsers, the hover bar may take up too many resources. Disabling this option will still allow you to click on rows to edit items and view email, but will not show the hover bar. This option has no effect if you are using the AJAX message listing.

Compose

Spell Check Dictionary - Choose from any of the dictionaries that the administrator has installed on the server, or choose to auto-detect which dictionary to use from your browser's language setting.

Compose Format - Choose the method of email composing that you would like to use.

- HTML - Use this option if you wish to add stylistic elements to your emails
- Plain Text - Use this for a simple method of email editing. You will not be able to change colors or fonts, but your emails will generally be much smaller and readable on more email clients

Text Encoding - Choose the encoding that you wish to use for outgoing messages. Encodings define what character sets are used in messages you compose through the web interface.

Compose Window Size - Choose the edit window size from this drop down that best works with your browser. Recommended is small for resolutions smaller than or equal to 800x600, medium for 1024x768, and large for resolutions equal to or higher than 1280x1024.

Forwarding Method - There are several methods by which a message can be forwarded. Please see the list below to understand each of them.

- Normal - Includes original content, including font styles from original message, as part of the new message.
- Plain text only - Inserts the plain text version of the original message into the new message. This is useful if you want to exclude links or fonts.
- Embed as attachment - Attaches the original message to the new one. The message will not appear in the body of your message.

Reply Header Type - Choose whether to include a shortened basic header in your replies, or the full header instead. For most users, basic headers will be sufficient.

Reply Text Indicator - If your compose method is plain text, this character will get added to each line of the original message in order to distinguish it.

Include previous replies in reply - If checked, the message you are replying to will get embedded in the new message.

Save copy of replies in Sent Items folder - If checked, all messages you send from the web interface will get saved in the Sent Items folder. If you send many messages, you may need to regularly delete items from the sent items folder.

Signature - Add text to this area for a 'signature' that will display at the bottom of each email message that is composed in the web interface.

Groups

This feature is available in Enterprise Edition only
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Check all of the user groups that this user belongs to. These groups are used for permissions in shared objects and the Global Address List.

Two user groups are pre-defined. These are "Everyone" which contains every user in the domain, and "Administrators" which contain all users marked as domain administrators for the domain.

Plus Addressing

Plus Addressing is feature that allows you to automatically filter incoming email into folders without pre-creating the folders or filters to deal with them. A detailed description of this feature can be found in the topic [Using Plus Addressing](#) .

Plus Addressing Enabled - Check this box to turn on this feature. If this feature is disabled, the email will NOT be accepted.

Action - When a plus addressed email comes in, SmarterMail can act on it in several ways. See the list below for a description of each:

- Move to folder - If the target folder exists, the incoming message will be placed into it. If the folder does not exist, it will be created. No more than 10 folders can be auto-created in this method during a six hour period to prevent abuse.
- Move to folder (if it exists) - If the target folder exists, the incoming message will be placed into it. Otherwise, the email will get placed in the Inbox.
- Leave in Inbox - Drops the message into your Inbox.

Email Aliases

A user alias represents a forward to an actual email account. The sole purpose of a user alias is to forward email to other accounts. Aliases may not send mail, and may not log into the web mail.

Managing Aliases

As a domain administrator, you can manage email aliases from the Email Aliases page in the Settings menu.

Add Alias - Similarly to adding a user, clicking this button will allow you to add a new user alias. More information about adding aliases can be found in the topic [Adding a User Alias](#) .

Set Catch-All - A Catch-All is a special option set for a single alias. The alias assigned the catch-all will receive all email for a domain that is not targeted to an existing user or alias. Using a catch-all is usually not advised , as it gives spammers the idea that the email addresses are valid, and you may receive more spam as a result.

Edit an Alias - Edit an alias by clicking on the name of the alias in the table.

Deleting an Alias - To delete an alias, click on the delete link next to the alias name.

Adding a User Alias

A user alias is an email address that forwards messages to a list of email addresses. Even though an alias acts as an email address, users cannot login to an alias like they do a standard email address since no email is ever actually stored for the alias. Emails are just sent to the list of addresses provided for the alias.

For example, in a working environment with multiple email addresses, the office may want to make a central email address that distributes messages to all personnel. The alias `workplace@example.com` can be made for messages to be sent and then distributed to all of the employees.

To begin adding a user alias, click on **Add Alias** from the Email Aliases page. After you fill out the fields on the page, click on **Save** to finish adding the alias.

Alias Name - Enter the name of the alias.

Emails - Enter the full email addresses of the users who should receive the mail sent to the alias.

Note: For more information on using the alias as a catch-all, see the topic [Using a Catch-All](#) .

Mailing Lists

Mailing lists are a good way to send a message or series of messages to many people at once. Some people use mailing lists for newsletters, while others use them for product updates or discussion groups. A mailing list is similar to a user alias, but has much more functionality. Some advantages of mailing lists are shown below.

- Subscribers can enroll or remove themselves from the list automatically through email list serv commands.
- You can restrict the email addresses that are allowed to post to the list.
- You can automatically add headers and footers to emails sent to the list.
- Digest mode is available, which will send those subscribers summaries of all list emails for a period of time in a single message.

For more information about Mailing Lists, see the help topics in the Mailing Lists (List Serv) section.

Note: You may or may not see the mailing list options depending on the settings made by your administrator.

User Groups

This feature is available in Enterprise Edition only

User groups are used to give specific roles or permissions to specific subsets of users on the domain. By default, SmarterMail starts with the two user groups below:

- Everyone - All users on the domain belong to this group automatically.
- Administrators - All users that are marked as domain administrators for this domain belong to this group.

User groups are used when setting up permissions to shared resources.

Mailing Lists (List Serv)

Mailing List Overview

Mailing lists are a good way to send a message or series of messages to many people at once. Some people use mailing lists for newsletters, while others use them for product updates or discussion groups. A mailing list is similar to a user alias, but has much more functionality.

To manage the mailing lists for your domain, click on the Settings menu and choose Mailing Lists. This will take you to a page that lists all of the mailing lists in the domain.

Adding a List - Click on the New List button to add a new mailing list. This will show the Mailing List Settings page. More information can be obtained in the help topic List Settings .

Editing a List - To edit the general settings of a mailing list, click on the name of the list.

List Name - The name of the mailing list.

Description - The description that was entered for the mailing list.

Moderator - The user responsible for the list.

Delete Link - Click on this link to delete the corresponding list. A confirmation page will appear.

Note: Once a list is deleted, it is not recoverable.

Digest Overview

Digest mode is another method of receiving posts to a mailing list that reduces the number of emails that get received. Subscribers to your list may choose digest mode rather than normal mode if they would prefer to get summary emails of the list conversations rather than an email for each post.

Note: Digest mode for a list must be enabled before it will function. It can be enabled in List Settings .

Digests can be configured in such a way that they send when a certain amount of time has passed, or when certain thresholds are met (number of posts or combined size of the posts, for example). For more information regarding digest settings, please see one of the topics below.

- Digest Settings
- Digest Subscribers

Actions Menu

- List Settings - This item has the same effect as clicking on the list name. It will allow you to edit the settings of a list. For more information, see the help topic List Settings .
- List Subscribers - Subscribers are those email addresses that will receive copies of every email posted to the list. For more information, see the help topic List Subscribers .
- Digest Settings - Digest mode settings can be modified from here, including how frequently list digests are sent. For more information, see the help topic Digest Settings .
- Digest Subscribers - The digest equivalent of Subscribers. For more information, see the help topic more info .
- Poster Whitelist - Email addresses entered into the poster whitelist may post to the list in addition to those defined in General Settings. For more information, see the help topic Poster Whitelist and Blacklist .
- Poster Blacklist - Email addresses in the poster blacklist will not be permitted to post to the list. For more information, see the help topic Poster Whitelist and Blacklist .
- Subscription E-Mail - The contents of the subscription email are sent to new subscribers. For more information, see the help topic Subscription E-Mail .
- Help E-Mail - When a command is sent to the list serv command address, and it is formatted

incorrectly, or when an email is sent to the list that is not permitted, the help email is sent to the user. For more information, see the help topic [Help E-Mail](#) .

List Settings

The list settings for a mailing list contain the information that establishes how the list functions. Information about the items on this page can be found below.

List Settings

List name - This is the name of the list and the email address to which and from which emails will be sent.

Description - For ease in identification, you may add a description to the list.

List moderator - This is the "owner" of the list. The moderator must be a user in your domain.

List password - Posting on a list can also be restricted by requiring a password. To post to a list that is password protected you must send the password in the subject enclosed by brackets and colons (e.g. Subject: [:password:] Attention all subscribers).

Allowed Posters - An email that is sent to the list, and therefore re-sent to the list subscribers, is considered to be "posted". In this field you can determine who has access to post to the list. In addition to the selected post option, you can enable the posters list, which can further permit or deny users.

- **Anyone** - Setting the list to "anyone" means that when anyone, regardless of whether they are subscribed to the list or not, sends an email to the list, it will be sent out to all members. This setting can cause abuse if it is not closely monitored.
- **Subscribers Only** - Setting the list to "subscribers only" allows the list subscribers, and only the list subscribers, to send and receive posts. The moderator will still be permitted to post.
- **Moderators Only** - If the moderator is set as the post option, only the moderator will be able to post to the list. This means that no one else, not even list subscribers, will be able to post.

Subject prefix - All list posts will get this text put on the subject line before the actual subject. It is recommended most for discussion lists, so that people can filter posts more easily.

Max message size - The maximum permitted size of a message (in kilobytes). If the message exceeds this size, it will not be posted. If you do not wish to set a size limit, enter 0 (zero).

Max recipients / message - This setting is used to set the number of recipients per message that will be sent. For example, if there were 500 subscribers to a list, and the max recipients value was 100, 5 emails would be sent (each with 100 recipients). Changing this setting can affect the load on the server.

List Options

Reply to list - When this option is checked, replies from a subscriber go to the list. If this option is off, the reply goes to the person who posted the original message on the list.

Enable digest mode - This enables digest mode. When using digest, the server stores all posts to the list in a set folder. When the 'trigger' is set off, all accumulated posts are sent out as a single message. For more information about digest mode, see the topic [Digest Overview](#) .

Enable poster whitelist - Anyone added to the Poster Whitelist will be able to post if this option is enabled. The Poster Blacklist is always enabled.

Send Subscribe Email - Check this option to send an email in response to new subscriptions performed through list serv commands.

Send Unsubscribe Email - Check this option to send an email in response to unsubscribe requests performed through list serv commands.

Enable header - When enabled, the header you define in Header will be placed at the top of each email.

Enable footer - When enabled, the footer you define in Footer will be placed at the bottom of each email.

Enable SUBSCRIBE command - This enables the subscribe command that allows people to subscribe to the list by sending the command to the list command address. Leave this box unchecked if you wish to have control over your list subscribers, and then only list administrators will be able to modify the subscribers. The use of this command is detailed in the topic [List Serv Commands](#) .

Enable LIST command - This option enables the ability for a user to send an email to the list command address and receive a reply of all list users. The use of this command is detailed in the topic [List Serv Commands](#) .

Note: It is recommended that you leave this option disabled, as people or automated systems could use the user list for malicious purposes.

Allow unsubscribe from subject - Enabling this option will allow a subscriber to unsubscribe from your list by replying to the list with unsubscribe in the subject line. It is recommended that you usually keep this option enabled, as it will reduce complaints of abuse, as subscribers can quickly opt-out of the list.

Headers and Footers

Headers and footers can be added to each post made to the list. This can be useful for introducing your mailing list, showing contact information, or providing removal instructions. Headers are placed at the top of posts, and footers are placed at the bottom of posts.

To edit a list's header or footer, choose the Header or Footer item from the actions pop-up menu on the Mailing Lists page. You will also need to enable the header or footer on the List Settings tab.

Note: The Header and Footer are not added for digest mode subscribers. To modify those, see the topic Digest Settings .

List Subscribers

List subscribers are those email addresses that will receive list posts. To modify the subscribers for a mailing list, choose Subscribers from the actions drop-down menu.

You will see a page that shows all of the email addresses of people who have subscribed to your list. Keep in mind that digest mode has a different subscriber list, so if people want to receive posts in digest format, you'll need to enter them in Digest Subscribers .

Add Addresses - Click on this button to add one or many email addresses to the list. Ensure that you enter one email address per line when adding them. Duplicates will not be added.

Actions menu - Use this menu to perform functions to upload and download the list.

- Download - Downloads the list as a text file, with one line per email address.
- Upload - Use this option to upload a list file to the server. This file must be in .txt format with one line per email address
- Delete All - Deletes all email addresses in the list. A confirmation dialog will appear. Once you have deleted the addresses, it is not possible to get them back, so it is recommended that you first download the list before deleting the users.

Delete Link - Click on the delete link next to an email to remove it from the list.

Search - Use the search button to find a specific email address in the list quickly.

Digest Settings

The Digest Settings page allows you to modify how digest mode works for your mailing list. Before digest mode will function, it must be enabled in the General Settings page.

List Name - For reference, shows the name of the mailing list.

Current Digest Size - The current size of the next email to be sent. This value will grow the more emails that get posted to the list. When a digest is sent, the number resets to 0 (zero) KB.

Last Sent - The date fo the last digest email sent.

Subject - Enter a subject for all digest emails. This subject should represent the context of the list.

Send Trigger Type - Choose what type of event triggers the digest to be sent. If more information is required, it will be asked below the trigger type.

Send Now - Click on this button to send out the current digest regardless of the trigger.

Send Digest As - Change this to determine what type of email will get sent with the digest. Digests can be sent as plain text to conserve space, or as HTML to preserve formatting of the posts.

Strip non-text attachments from digest - Digests can be much larger than standard lists, for this reason you may want to minimize the actual sending size of the digest by removing non-text attachments.

Enable header, separator, footer - These will not be shown in the digest unless the options are checked.

Digest Headers and Footers

Mailing List emails to digest subscribers are grouped together so that multiple emails are combined into one digest email. In order for headers and such to function, they must be enabled in the Digest Settings tab. The digest email is formatted as shown below.

```
DIGEST HEADER  Email 1 DIGEST SEPARATOR  Email 2 DIGEST SEPARATOR  . . . DIGEST  
SEPARATOR  Email n DIGEST FOOTER
```

Digest Subscribers

Digest subscribers are those email addresses that will receive list posts in digest format, rather than receiving all emails as they get posted to the list. To modify the digest subscribers for a mailing list, choose Digest Subscribers from the actions drop-down menu in the Mailing Lists page.

You will see a page that shows all of the email addresses of people who have subscribed to your list in digest mode. Keep in mind that digest mode has a different subscriber list, so if people want to receive posts in the normal format, you'll need to enter them in Subscribers .

Add Addresses - Click on this button to add one or many email addresses to the list. Ensure that you enter one email address per line when adding them. Duplicates will not be added.

Actions menu - Use this menu to perform functions to upload and download the list.

- Download - Downloads the list as a text file, with one line per email address.
- Upload - Use this option to upload a list file to the server. This file must be in .txt format with one line per email address.
- Delete All - Deletes all email addresses in the list. A confirmation dialog will appear. Once you have deleted the addresses, it is not possible to get them back, so it is recommended that you first download the list before deleting the users.

Delete Link - Click on the delete link next to an email to remove it from the list.

Search - Use the search button to find a specific email address in the list quickly.

Poster Whitelist and Blacklist

The poster whitelist and blacklist allow you to have control over which subscribers are allowed to post messages to the list.

Use the whitelist to set the email accounts for people who are permitted to post to the list. This list is added to the email accounts that fall under the Allowed Posters option that is set in General Settings . In addition, this list will not be used unless you enable the "enable poster whitelist" option in General Settings.

Use the blacklist to block specific subscribers from posting to your list. This list is always active, and is a good way of preventing those that have sent questionable content from doing so again.

The poster whitelist and blacklist pages function the same as the subscriber list page.

Add Addresses - Click on this button to add one or many email addresses to the list. Ensure that you enter one email address per line when adding them. Duplicates will not be added.

Actions menu - Use this menu to perform functions to upload and download the list.

- Download - Downloads the list as a text file, with one line per email address.
- Upload - Use this option to upload a list file to the server. This file must be in .txt format with one line per email address
- Delete All - Deletes all email addresses in the list. A confirmation dialog will appear. Once you have deleted the addresses, it is not possible to get them back, so it is recommended that you first download the list before deleting the users.

Delete Link - Click on the delete link next to an email to remove it from the list.

Search - Use the search button to find a specific email address in the list quickly.

Subscription E-Mail

The subscription e-mail is sent when a person subscribes themselves to your list. When the subscription is processed, the email is sent to their email account. Often this email is used to confirm to the person that their email was subscribed, welcome the person to the list, and summarize the rules for proper conduct when posting.

To edit the subscribe file, choose Subscription E-Mail from the actions pop-up menu on the Mailing Lists page.

Help E-Mail

The help e-mail is sent to an person if they fail to subscribe properly or they do not post messages that conform to the policies of the list. By default, the help e-mail contains the list of appropriate commands that the person can use with the list.

To edit the help file, choose Help E-Mail from the actions pop-up menu on the Mailing Lists page.

List Serv Commands

List Serv Commands allow you to control the list through commands sent in email messages to the List Serv Command Address. By default, the command address for a domain is "STServ@example.com", where example is the name of your domain. Your server administrator may change this command address for you.

To send a command, compose an email to the command address with the command in the body of the message. The subject of the message is ignored.

Available Commands

Note: Any references to listname should be replaced with the list you are trying to use.

Help - Replies to the email with basic instructions on using List Serv Commands.

Help listname - Replies to the email with the contents of the Help E-Mail for that list.

List - Replies to the email with a list of all available lists.

List listname - Replies to the email with a list of all subscribers for a particular list. This command can be disabled by the moderator in List Settings .

Subscribe listname - Adds your email address to the subscribers list of the mailing list. This command may be disabled for private lists by the moderator in List Settings .

Unsubscribe listname - Removes your email address from the subscribers list for the mailing list referenced by listname.

Set mode digest listname - Sets your email address to receive emails in digest mode, which will send all messages for the list combined into one email at regular intervals.

Set mode standard listname - Sets your email address to receive emails in standard mode (the default), which will send messages one at a time to your email account.

Reports

Domain Disk Space Report

Disk space is sometimes limited for domains. The Domain Disk Space Report will help you identify those users who are using the most disk space. This is especially important in hosted scenarios, when billing may depend upon not exceeding disk space limits. This report always shows data for the time the report was run.

Note: This report may or may not be enabled for your domain, depending on the selections made by the system administrator.

Sort By - Choose a method to sort the data.

Generate Report - Click this button to calculate and show the report.

Results

Once generated, the report will show the following items:

- Username - The account that is storing the email.
- Space Used - The disk space used in kilobytes (KB).

Note: Sometimes users may choose to hide their deleted items. If this is the case, it may not be immediately apparent where the space is being used. When logged in as the user, go to My Folders to see where the disk space is being used.

Domain Bandwidth Report

The Domain Bandwidth Report will assist you in identifying those users that are using too much bandwidth. This is especially important in hosted scenarios, when billing may depend upon not exceeding bandwidth limits.

Note: This report may or may not be enabled for your domain, depending on the selections made by the system administrator.

Start / End Date - Choose the date range on which you wish to report. The dates are inclusive.

Sort By - Choose a method to sort the data.

Generate Report - Click this button to calculate and show the report.

Results

Once generated, the report will show the following items:

- Username / Email Address - The account that received or sent messages.
- Bytes Received - The bandwidth in kilobytes accumulated from incoming email messages, regardless of content filtering.
- Bytes Sent - The bandwidth accumulated from outgoing messages, including auto-responders.
- Messages Received - A count of all incoming messages, regardless of content filtering.
- Messages Sent - the number of outgoing messages, including auto-responders.

Notes:

- If you see "Other Addresses" appear in your stats, it indicates messages sent to or from a catch-all account.
- Email address that come in through aliases then forwarded to a local user will not show up as incoming for that user, but rather as incoming under the Alias Statistics.
- Email accounts with forwarding will show the forwarded mails as Sent Messages.

[Additional Help Topics](#)

Using a Catch-All

A catch-all alias can be established that can receive all incoming email that goes to invalid email addresses within your domain. You may want to do this, for example, if customers frequently send to accounts that do not really exist. In general, however, use of a catch-all alias is not recommended , as it makes you more prone to harvesting attacks.

To set a catch-all alias, first create an alias in your domain to be the catch-all. Then go to the Email Aliases page and choose Set Catch-All . Choose the alias you wish to use as the catch-all, and click on Save .

Note: It is important to never set an auto-responder on an email account that the catch-all forwards to, as it may result in spammers sending more email to your domain. In addition, additional bandwidth usage will result.