



# Manage

Help Documentation

## Manage

### Managing Domains

A single, centralized page lets you do most of the management of your domains. Arrive at this screen by choosing Manage Domains from the Manage menu. The parts of this multi-use screen are described in detail below.

#### Common Tasks

**Add Domain** - Click on Add Domain to begin the Add Domain Wizard. Clicking on this button is identical to choosing New Domain from the Manage menu at the top of the page. [more info](#)

**Edit Domain** - Click on the Edit Domain option from a domain's actions menu to edit the domain on that row. [more info](#)

**Login to a Domain** - Clicking on the name of a domain will pop up a new window logged in to SmarterMail as if you are the domain administrator. This is useful for manipulating content filters or other domain-specific settings. [more info](#)

**Delete a Domain** - Click on the delete link next to a domain to permanently delete it. A confirmation dialog will appear to ensure that a domain does not get accidentally deleted. Please note that once a domain is deleted, the process cannot be reversed.

#### Actions Pop-up Menu

When you click on the actions link next to a domain, a pop-up menu will appear with various operations that can be performed for that specific domain. Below, you will find an explanation of each of these menu items. For many of these actions, you will be logged in as the domain administrator in a new window in order to complete them.

**Edit Domain** - Clicking on this option takes you to the domain setup page for the domain, allowing you to set options like ports and permissions. [more info](#)

**Email Users** - This choice lets you manage users in the domain. [more info](#)

**Email Accounts** - This choice lets you manage aliases that map to email accounts in the domain. [more info](#)

**Mailing Lists** - Administrate mailing lists for the domain with this item. [more info](#)

**Reload Domain** - If there are any changes made to a domain outside of SmarterMail, reload the domain by clicking on this item

Rename Domain - This is the recommended method to rename a domain in SmarterMail. [more info](#)

Archive Messages - Archiving allows you to save all inbound and outbound messages for the domain for later retrieval. [more info](#)

Domain Aliases - Manage the domain aliases with this item. [more info](#)

Domain Spam Filtering - Click on this item to change the spam filtering options for the domain.

Domain Content Filtering - Clicking here will allow you to manipulate the domain level content filters for the domain.

Domain Disk Space - Use this option to show the disk space report for the domain, which lists the users with the most disk space usage. [more info](#)

## Adding a Domain

Add a domain by choosing New Domain from the Manage menu at the top of the page, or by clicking on Add Domain in the Manage Domains page.

Adding a domain is a four page process (five on Enterprise Edition), with each page containing related items. After completing each page, click on the Next button. To go back to a previous step to correct something, click on the Back button. The domain will not be saved until you click on the Save button on the final page.

## Domain Information

Domain Name - Enter the full name of the domain (ex. [smartertools.com](#)). This domain name must match one that is registered with a DNS server in order to send or receive email. A domain alias for "mail.\*" will be added for your domain automatically. So in most cases, use "example.com" instead of "mail.example.com".

Domain IP - From the drop down list, choose the IP address on which the domain will listen for incoming requests. This setting does not affect the login to the web interface, only to the IP used to listen for SMTP, POP, and IMAP traffic. This IP address should match at least one MX record on your DNS server.

Mail List Command Address - This is the email address that List Serv commands can be sent to via email. [more info](#)

Disable Domain - Checking this box disables the domain. The domain will be unable to send or receive mail, and no users of the domain will be able to log into the web interface for this domain. This option is a good way to temporarily shut off a domain without deleting it.

## Domain Admin Information

**Username** - Enter the login name for the domain administrator (AKA "domain admin"). The domain administrator is usually the owner of the domain or the technical administrator. The domain administrator is responsible for adding and deleting email accounts, and setting specific configurations for the domain.

**Password** - Enter the domain administrator's password for SmarterMail

**Full Name** - Enter the full name of the domain administrator.

**Important Note:** The creation of a domain administrator account is required by SmarterMail for each domain on the server.

## Technical Information

**Domain Path** - This is the path to the directory where all information pertaining to the domain resides (XML files, mail statistics, alias information, etc.). If the directory does not already exist, it will be created. This path should be under a directory solely dedicated to SmarterMail.

**SMTP Port** - Simple Mail Transfer Protocol (SMTP) uses a default port of 25. If you would like to use a different port for SMTP on your server, enter it in this box. It is not recommended that you change the default port unless you are behind a firewall that requires this setting to be changed.

**SMTP Port (Alternate)** - This box allows you to open up an alternate SMTP port. This is recommended if your email users access their email through ISPs that restrict the standard port 25, which is becoming more common. Users will be able to access their mail through either the SMTP port and the alternate SMTP port, as both will be available simultaneously.

**POP Port** - Post Office Protocol (POP3) uses a default port of 110. If you would like to use a different port for POP on your server, enter it in this box. It is not recommended that you change the default port unless you are behind a firewall that requires this setting to be changed.

**IMAP Port** - Internet Message Access Protocol (IMAP4) uses a default port of 143. If you would like to use a different port for IMAP on your server, enter it in this box. It is not recommended that you change the default port unless you are behind a firewall that requires this setting to be changed.

**LDAP Port Enterprise Edition Only** - Lightweight Directory Access Protocol (LDAP) uses a default port of 389. If you would like to use a different port for LDAP on your server, enter it in this box. It is not recommended that you change the default port unless you are behind a firewall that requires this setting to be changed.

## Technical Options

Require SMTP Authentication - Check this box if you want SMTP Authentication to be used by the end users of the domain. Each user must then supply an email address and password in order to send email from their account. SmarterMail supports two authentication methods, Cram-md5 and Login .

Bypass Forward Blacklist - Check this to allow forwarding to any domain, bypassing any forwarding blacklist entries set at the system level.

## Domain Features

Enable Domain Aliases - Check this box to show the "Domain Aliases" option in the Config menu for domain admins. This will allow domain admins to combine email addresses with different domain names into one mailbox. [more info](#)

Enable Mailing Lists - Check this box to show the "Mailing Lists" page in the Config menu for domain admins. This will allow domain admins to use the list serv features for sending emails via lists to many users. [more info](#)

Enable Domain Spam Options - Check this box to enable "Domain Spam Options" in the Config menu for the domain admin. Domain spam options are inherited by all users within the domain. [more info](#)

Enable Domain Content Filtering - Check this box to enable "Domain Content Filtering" in the Config menu for the domain admin. Content filtering is inherited by all end users within the domain. [more info](#)

Enable Domain Reports - Check this box to enable additional reports for domain administrators.

Enable Active Directory Integration - Domains with this option enabled can add users that are bound to an Active Directory server, and authenticate against a domain.

## Domain Limits

Note: Limits on total number of domains and users may be imposed by your SmarterMail license, which may override some options below.

Domain Disk Space - The total amount of space, in megabytes, that the Mail Server will allow the domain to use. Note: Once this limit is reached, SmarterMail will refuse to accept any new mail for the domain, and will send a warning to the domain administrator. (Use 0 for no limit)

Domain Aliases - Enter the maximum amount of Domain Aliases allowed for this domain. (Use 0 for no limit)

Users - The maximum number of user email accounts that can be added to this domain. (Use 0 for no limit)

User Aliases - The maximum number of alias email accounts (forwarded to a true email account) that are allowed per domain. (Use 0 for no limit)

Mailing Lists - Enter the maximum amount of mailing lists allowed for the domain. (Use 0 for no limit)

Message Size - Enter the maximum total size of an email in kilobytes that an end user can send at one time. This number includes text, html, images and attachments. (Use 0 for no limit)

Recipients per Message - Enter the number of email addresses a user can send a message to at one time. (Use 0 for no limit)

## Domain Sharing

This page is available in Enterprise Edition only
---------------------------------------------------

Enable Shared Calendars - Allows calendars to be shared with other users of the same domain.

Enable Shared Folders - Allows email folders to be shared with other users of the same domain.

Enable Shared Tasks - Allows task lists to be shared with other users of the same domain.

Enable Shared Contacts - Allows contact lists to be shared with other users of the same domain.

Enable Global Address List - Allows users on a domain to see all other user profiles on the domain, and participate in LDAP queries against the domain.

## Note: Setup DNS for the Domain

In order for email to function properly, some DNS changes must be made on your DNS server. For details about what settings need to be configured, please refer to the topic Proper DNS Settings for Email .

[Return to Getting Started](#)

## Editing Domains

Edit a domain by choosing Edit Domain from the action menu next to it in the Manage Sites page

Editing a site is very similar to adding a new site. To make the process quicker, the page has been separated into tabs. No changes will be applied on any page until the Save button is clicked.

- General
- Technical
- Features
- Limits
- Sharing (Enterprise Edition Only)

The following items appear under the General tab:

## Domain Information

**Domain Name** - This displays the name of the domain you are editing. To change the name of a domain, click on the rename link, or use the Rename Domain item in the actions pop-up menu on the Manage Sites page. Clicking on the rename link will navigate away from the edit domain page. [more info](#)

**Domain IP** - From the drop down list, choose the IP address on which the domain will listen for incoming traffic. This setting does not affect the login to the web interface, only to the IP used to listen for SMTP, POP, and IMAP traffic. This IP address should match at least one MX record on your DNS server.

**Domain Path** - This is the path to the directory where all information pertaining to the domain resides (XML files, mail statistics, alias information, etc.). If the directory does not already exist, it will be created. This path should be under a directory solely dedicated to SmarterMail.

**Domain is Disabled** - Checking this box disables the domain. The domain will be unable to send or receive mail, and no users of the domain will be able to log into the web interface for this domain. This option is a good way to temporarily shut off a site without deleting it.

## Primary Domain Administrator

**Existing user** - If the domain administrator already belongs to the domain, choose his name from the drop down box and ensure that use existing user is selected.

**New user** - Select this option if you wish to create another domain administrator account, in which case you'll need to fill out the fields below.

**Username** - Enter the login name for the domain administrator (AKA "domain admin"). The domain administrator is usually the owner of the domain or the technical administrator, and is responsible for adding and deleting email accounts, and setting specific configurations for the domain.

**Password** - Enter the domain administrator password for SmarterMail

**Full Name** - Enter the full name of the domain administrator.

Important Note: The creation of a domain administrator account is required by SmarterMail for each domain on the server.

## Mailing List Settings

Username For List Commands - This is the email address that List Serv commands can be sent to via email. [more info](#)

The following items appear under the Technical tab:

SMTP Port - Simple Mail Transfer Protocol (SMTP) uses a default port of 25. If you would like to use a different port for SMTP on your server, enter it in this box. It is not recommended that you change the default port unless you are behind a firewall that requires this setting to be changed.

SMTP Port (Alternate) - This box allows you to open up an alternate SMTP port. This is recommended if your email users access their email through ISPs that restrict the standard port 25, which is becoming more common. Users will be able to access their mail through either the SMTP port and the alternate SMTP port, as both will be available simultaneously.

POP Port - Post Office Protocol (POP3) uses a default port of 110. If you would like to use a different port for POP on your server, enter it in this box. It is not recommended that you change the default port unless you are behind a firewall that requires this setting to be changed.

IMAP Port - Internet Message Access Protocol (IMAP4) uses a default port of 143. If you would like to use a different port for IMAP on your server, enter it in this box. It is not recommended that you change the default port unless you are behind a firewall that requires this setting to be changed.

LDAP Port - Lightweight Directory Access Protocol (LDAP) uses a default port of 389. If you would like to use a different port for LDAP on your server, enter it in this box. It is not recommended that you change the default port unless you are behind a firewall that requires this setting to be changed.

## Technical Options

Require SMTP Authentication - Check this box if you want SMTP Authentication to be required by the end users of this domain. Each user must then supply an email address and password in order to send email from their account.

Restrict Autoresponders

Bypass Greylisting Bypass Forward Blacklist - Check this to allow forwarding to any domain, and to bypass any forwarding blacklist entries set at the system level. --%>

The following items appear under the Features tab:



Active Directory Integration - Domains with this option enabled can add users that are bound to an Active Directory server, and authenticate against a domain.

Domain Aliases - Check this box to show the "Domain Aliases" option in the Config menu for domain admins. This will allow domain admins to combine email addresses with different domain names into one mailbox. [more info](#)

Domain Content Filtering - Check this box to enable "Domain Content Filtering" in the Config menu for the domain admin. Content filtering is inherited by all end users within the domain. [more info](#)

Domain Reports - Check this box to enable additional reports for domain administrators.

Domain Spam Options - Check this box to enable "Domain Spam Options" in the Config menu for the domain admin. Domain spam options are inherited by all users within the domain. [more info](#)

Mailing Lists - Check this box to show the "Mailing Lists" page in the Config menu for domain admins. This will allow domain admins to use the list serv features for sending emails via lists to many users. [more info](#)

#### Pop Retrieval

The following items appear under the Limits tab:

Note: Limits on total number of domains and users may be imposed by your SmarterMail license, which may override some options below.

Domain Disk Space - The total amount of space, in megabytes, that SmarterMail will allow the domain to use. Once this limit is reached, SmarterMail will refuse to accept any new mail for the domain. (Use 0 for no limit)

Domain Aliases - Enter the maximum amount of Domain Aliases allowed for this domain. (Use 0 for no limit)

Users - The maximum number of email accounts that can be added to this domain. (Use 0 for no limit)

User Aliases - The maximum number of user aliases (forwarded to a true email account) that are allowed per domain. (Use 0 for no limit)

Mailing Lists - Enter the maximum amount of mailing lists allowed for the domain. (Use 0 for no limit)

#### Max Pop Retrieval Accounts

Max Message Size - Enter the maximum total size of an email in kilobytes that an end user can send at one time. This number includes text, html, images and attachments. (Use 0 for no limit)

Recipients per Message - Enter the number of email addresses a user can send a message to at one time. (Use 0 for no limit)

The following items appear under the Sharing tab:

This page is available in Enterprise Edition only
---------------------------------------------------

Global Address List - Allows users on a domain to see all other user profiles on the domain, and participate in LDAP queries against the domain.

Shared Calendars - Allows calendars to be shared with other users of the same domain.

Shared Contacts - Allows contact lists to be shared with other users of the same domain.

Shared Folders - Allows email folders to be shared with other users of the same domain.

Shared Notes - Allows notes to be shared with other users of the same domain.

Shared Tasks - Allows task lists to be shared with other users of the same domain.

## Troubleshooting a Domain

There are times when you will need to access domain specific information. SmarterMail uses impersonation to accomplish this goal, causing a separate window to log in automatically as the domain administrator. This can be a useful method to examine domain settings or configure settings.

To impersonate a domain, go to the Manage Domains page and click on the name of the domain. A new window will pop up, and will be logged in as the domain administrator of the site. From there, you may edit user accounts, content filters, or whatever other part of the domain that needs to be changed.

For instructions on troubleshooting specific user accounts on a domain, please see the topic [Troubleshooting an Email Account](#) .

## Troubleshooting an Email Account

SmarterMail now contains an easy method for the system administrator to troubleshoot email accounts. Using the user impersonation feature, the system administrator can quickly log into an account to change settings or diagnose problems with the user.

To impersonate a user, go to the Manage menu and choose Impersonate User . A new window will pop up, and will be logged in as the specified user. From there, you may edit user settings, content filters, or whatever other part of the account that needs to be changed.

For instructions on troubleshooting domain settings, please see the topic [Troubleshooting a Domain](#) .

## Renaming a Domain

Renaming a domain is accomplished by using the Rename Domain option from the actions pop-up menu on the Manage Domains page. This method ensures that all items are correctly manipulated in SmarterMail and that the rename procedure completes properly.

**Important Note:** Users of a domain should be informed of the time their domain is to be renamed. The renaming requires the domain directory to be moved which means no other program or person can be accessing files in that directory until the move is completed.

Old domain name - For reference, the old domain name is shown here.

New domain name - Enter the new domain name (ex. example.com).

Click on Save to complete the rename.

### Troubleshooting Tip

If renaming the domain fails multiple tries there is an additional way to do the same thing (requires a licensed version of SmarterMail):

- Create a domain using the new domain name.
- Copy or move the old domains files into the new domain's directory.
- Reload the domain created in step 1 (Reload is found in the actions pop-up menu for the domain).
- Delete the old domain.

## Manage Spool

The information in Manage Spool pertains to the messages held by the SmarterMail server pending delivery. The email spool (which stands for "Simultaneous Peripheral Operations OnLine") is a list of emails, in order of when they are created, that are available for the server to send or deliver locally. SmarterMail is multi-threaded, which means that if a message can not process out of the queue, SmarterMail simply moves on to the next message until the maximum number of threads that are designated in the administrative configurations are in use. Administrators can use the information here to adjust threads and resources to allocate for concurrent messages.

Messages enter and leave the spool fairly quickly. In fact, some pass through so quickly that they will not display in the spool. Most messages in the spool are displayed because they are large, have many recipients, or are having trouble being sent to their final destination.

Actions - If an action from this drop down is chosen, the checked messages in the spool will have the action performed on them. See below for a description of each possible action.

Max Rows - Change this to limit the maximum number of messages that show on this page. The spool can sometimes get very large. At the bottom of the table, you can see how many visible and total messages there are.

Sort By - Sorting can assist you in finding particular messages in the spool. Choose a sort option and click the Refresh button to update the view.

Refresh - Click this button to update the page with the most recent contents of the spool.

## Data Columns

File Name - The filename on the hard disk. Click on the filename to view the message.

Sender - The email address that initially sent the email.

Time in Spool - This indicates the total amount of time the message has been in the spool.

Attempts - The number of delivery attempts that have been made.

Next Attempt - The date and time of the next delivery attempt.

Recipients - Shows how many delivered/total recipients there are for the message. Clicking on the value will open the recipients detail page, which is explained more below .

Status - Contains the current status of the message.

Size - The total size of the message on the hard drive, in kilobytes.

Spool Path - This shows which spool the message resides in. If you have subspools enabled, the message may be placed in one of those locations.

## Action Pull-Down Menu

Items in the spool must be checked before actions will work on them. Click on the checkbox in the table header for a quick method of selecting all or none of the items.

Delete Selected Messages - Deletes messages from the spool that you have checked. No confirmation dialog will show up, so use caution when deleting from the spool

Force Selected Messages - Forces immediate delivery of the checked messages. The statuses of the messages will not be updated until the server passes through the spool.

Delete All Messages - Deletes all messages in the spool, effectively clearing it. No confirmation dialog will show up, so use caution when deleting from the spool.

Reset All Retries - Resets the retry counts on all messages in the spool, effectively starting the delivery process over. This can be useful if a DNS or firewall problem has been recently resolved, or if you are using SmartHosting and the target server was down.

## Recipients

This pop-up window shows the current delivery status of a message. Messages are sent one recipient at a time.

## Enabling and Disabling Services

Arrive at this page by choosing Enable / Disable Services from the Manage menu. This page allows you to control which services are running for your mail server. Generally, all of these should be enabled.

Start All - Click on this button to start all services that are currently stopped

Stop All - Click on this button to stop all services. Any current threads will continue to run and will finish properly, but no new threads will be started.

Protocols - A green indicator next to a service indicates that it is running, while a red indicator means a service is currently stopped.

Start and Stop Links - Click on the start or stop link next to a service to stop or start that particular service.

## Protocol Types

SMTP - Simple Mail Transfer Protocol is a TCP/IP (Internet) protocol used for sending and receiving e-mail. However, since it's limited in its ability to queue messages at the receiving end, it's usually used with one of two other protocols, POP or IMAP, that let the user save messages in a server mailbox and download them periodically from the server. In other words, users typically use a program that uses SMTP for sending e-mail and either POP or IMAP for receiving messages from their local server.

POP - With Post Office Protocol, mail is saved in a mail box on the mail server. When the end user reads the mail, all of it is immediately downloaded to the client computer and no longer maintained on the mail server.

POP Retrieval - With POP Retrieval, mail is retrieved from external POP3 servers and saved in a mail box on the mail server.

IMAP - Internet Message Access Protocol is a standard service used for accessing e-mail from a mail server. IMAP (the latest version is IMAP4) is a client/server protocol in which e-mail is received and held by the mail server. IMAP requires continual access to the client during the time that it is working with the mail server.

LDAP (Enterprise Edition Only) - Lightweight Directory Access Protocol is a communication protocol for accessing online directory services. Programs like Outlook and Thunderbird use LDAP to retrieve contact lists from SmarterMail.

Spool - The Spool service is the internal message queue used to deliver messages locally and to remote services.