



General Information

Help Documentation

General Information

What is SmarterMail?

SmarterMail is fully RFC compliant mail server package that is able to support anywhere from one to an unlimited number of domains and an unlimited number of email addresses and that includes complete webmail and anti-spam features. It is built and priced to be both beneficial and accessible to individuals, small businesses, and enterprise-level organizations alike.

SmarterMail provides end users with advanced features such as mail account statistics, user level skinning, and precise user-controlled spam and content filtering. Domain administrators 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, SpamAssassin, ORDB, and others), set a domain-level skin, set domain-level aliases, implement SMTP authentication, and much more.

As an added benefit, both the administrative functions of SmarterMail, as well as end user capabilities are accessible from a standard web browser, giving administrators and end users access and control at anytime, from anywhere. SmarterMail uses industry standard mail protocols, such as POP3 and IMAP4 for incoming mail and SMTP for outgoing mail. It is also compatible with most popular desktop email clients (e.g. Microsoft's Outlook and Outlook Express or Qualcomm's Eudora).

What's new in SmarterMail 4.x?

SmarterMail 4.x adds many new features over previous versions of SmarterMail. These changes are listed below.

Major New Features

- Developed using the Microsoft .Net 2.0 framework, allowing for faster and more efficient operation on your server.
- Anti-Spam Enhancements:
 - Greylisting support reduces the amount of spam that enters your infrastructure by up to 98%.
 - Integrated SpamAssassin support including the ability to integrate with SpamAssassin server clusters to distribute load.
 - Introduction of spam checking and blocking on outgoing messages to prevent your server from being blacklisted by major ISPs.
 - Ability to add spam weight to a message based on content in the header of an email, for use with external anti-spam systems.

- A real-time performance dashboard allows you to monitor the health of your web server.
- The introduction of historical reporting on over 20 items including:
 - Resource Usage
 - Spool Count
 - Spam Messages
 - Scheduled email reports that can be sent to domain and server administrators.
 - Smart Gateways to allow servers to balance load more effectively.
 - ClamAV anti-virus support right out of the box
 - New release of SmarterMailSync for Outlook which includes synchronization of shared resources.
 - Pop Retrieval to allow users to grab email from various external POP accounts(e.g. LiveMail, Yahoo!, etc.) and pull them into their SmarterMail account.
 - Performance enhancements to basic spooling which significantly reduces disk IO time.
 - Support for IMAP IDLE (Added in version 4.2)
 - SSL/TLS connections for SMTP, POP, and IMAP (Added in version 4.2)
 - Numerous general enhancements to help get SmarterMail up and running more quickly.

Webmail Enhancements

- The webmail and system administrator interfaces have been redesigned with speed and usability in mind.
- New webmail features include:
 - Preview pane
 - Lower bandwidth component controls
 - Auto-complete
 - Intuitive welcome page
 - Multiple skins are included out of the box and custom skinning can be easily achieved using .Net 2.0 features such as themes and master pages.
 - Skins can be changed at the system, domain, or even user level with options to disallow overrides.
 - Support for notes and shared notes.
 - Better spell check support with over 20 languages available.

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 via web mail (email account access using a web browser) or 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 "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.

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 and earlier	<ul style="list-style-type: none"> We highly recommend you upgrade your browser at http://www.microsoft.com
Internet Explorer	6.0 and above	No known issues
Firefox	1.0	<ul style="list-style-type: none"> Panel bar is not expanded to 100% height until the page is completely loaded
Firefox	1.5 and above	No known issues

Mozilla	1.6	<ul style="list-style-type: none"> • The panel bar extends past the bottom of the page
Mozilla	1.7 and above	No known issues
Netscape	7.2 and above	No known issues
Netscape	6.1 and earlier	<ul style="list-style-type: none"> • We highly recommend you upgrade your browser at http://www.netscape.com
Opera	7.11 and earlier	<ul style="list-style-type: none"> • We highly recommend you upgrade your browser at http://www.opera.com
Opera	8.0 and above	<ul style="list-style-type: none"> • No HTML composing • Minor CSS inconsistencies

Linux Browsers	Version	Known Issues
Konquerer	-	<ul style="list-style-type: none"> • No HTML composing
Mozilla	1.7 and above	No known issues
Mozilla Firebird	0.6.1 and above	No known issues

Macintosh Browsers	Version	Known Issues
Internet Explorer	5	<ul style="list-style-type: none"> • IE for Mac 5.0 does not work with SmarterMail. We suggest using a Mozilla based browser such as Camino for the best experience
Mozilla	1.7.1 and above	No known issues
Camino	1.0 and above	No known issues

Safari	-	<ul style="list-style-type: none"> • No HTML composing • Drop down menus do not function • Many display irregularities • Safari is not recommended with SmarterMail. We suggest using a Mozilla based browser such as Camino for the best experience
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Release Notes

Current release notes are available at

<http://www.smartertools.com/Products/SmarterMail/ReleaseNotes.aspx>