



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 clicking the Manage button on the main toolbar. The parts of this multi-use screen are described in detail below.

Common Tasks

New Domain Icon - Click the New Domain icon on the actions toolbar, or in the tree view on the left side to begin the New Domain Wizard. [more info](#)

Edit Icon - You can edit a domain three different ways—Using the Edit icon on the actions toolbar, right-clicking a selecting domain and selecting Edit from the drop down list, or double-clicking a selected domain. [more info](#)

Settings Icon - This will allow you to quickly make changes to certain fields, such as—Email Users, Email Aliases, Mailing Lists, Default User Settings, Spam Filtering, Content Filtering, Folder Auto-Clean, and Domain Aliases.

Delete Icon - You can delete a domain two different ways—Select a domain and then click the Delete icon on the actions toolbar or right-click on a selected domain and choose Delete from the drop down list. 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.

Impersonate Icon - This will allow System Admins to log in as a Domain Administrator or a user within their server.

Settings Icon list

Users - This choice lets you manage users in the domain.

Aliases - This choice lets you manage aliases that map to email accounts in the domain.

Mailing Lists - Administrate mailing lists for the domain with this item.

Default User Settings - This allows you to set the general settings for a domain.

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

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

Folder Auto-Clean - This will allow you to set the guidelines for the auto-clean feature at that Domain Administrator level.

Domain Aliases - Manage the domain aliases with this item.

Adding a Domain

Add a domain by clicking the Manage button on the main toolbar and then selecting New Domain in the tree view or by clicking the New icon on the action toolbar.

No changes will be applied on any page until the Save button is clicked.

Options

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.

IP Address - 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.

Folder 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.

Mail List Username - This is the email address that List Serv commands can be sent to via email.

Domain Administrator 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.

Domain Administrator Password - Enter the domain administrator's password for SmarterMail

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.

Technical Information

SMTP Port - Simple Mail Transfer Protocol (SMTP) uses port 25 on the server as a default. 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 utilize a firewall that requires this setting to be changed.

SMTP Port (Alternate) - Enable alternate SMTP port which 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 both the SMTP port and the alternate SMTP port, as both will be available simultaneously.

POP Port - Post Office Protocol (POP3) uses port 110 on the server as a default. 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 port 143 on the server as a default. 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 port 389 on the server as a default. 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 utilize a firewall that requires this setting to be changed.

Logout URL - - Enable logout URL and you can enter any site which you would like your users redirected to when logging off.

Auto-Responder Exclusions - This allows you to choose who will receive an auto-responder based on the spam level of the original message.

Forwarding Exclusions - This allows you to choose what mail can be forwarded based on the spam level of the message.

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 .

Enable once per day per sender auto-responder restriction - Enable this if you want to put a restriction on the autoresponder frequency.

Disable Greylisting - Check this box if you wish to disable greylisting spam filtering for your mailbox. Greylisting is an effective anti-spam method but does have possible disadvantages.

Features

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.

Enable Calendar - Enable this to allow users to use the calendar feature.

Enable Contacts - Enable this to allow users to use the contacts feature.

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

Enable Content Filtering - 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 DomainKey Signing - Enable this to have you mail checked against a key to verify the mail is coming from who it says it is. Domain Administrators will configure this option once enabled.

Enable Domain Reports - Enable this to provide additional reports for domain administrators.

Enable Email Reports - Enable this to provide the ability to email reports

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

Enable Notes - Enable this to allow users to use the notes feature.

Enable POP Retrieval - Enable this to allow users to pull their email from exterior accounts (yahoo, Gmail, etc.).

Enable Tasks - Enable this to allow users to use the tasks feature.

Enable Catch-Alls - Enable this to allow users to use catch-alls.

Limits

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

Disk Space - Enter 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. (Default is 500 MB)(Use 0 for unlimited)

Domain Aliases - Enter the maximum amount of Domain Aliases allowed for this domain. (Default is 2)(Use 0 for unlimited)

Users - Enter the maximum number of user email accounts that can be added to this domain. (Default is 100)(Use 0 for unlimited)

User Aliases - Enter the maximum number of alias email accounts (forwarded to a true email account) that are allowed per domain. (Default is 1000)(Use 0 for unlimited)

Mailing Lists - Enter the maximum amount of mailing lists allowed for the domain. (Default is 0)(Use 0 for unlimited)

POP Retrieval Accounts - Enter the number of exterior accounts a user is allowed to have.(Default is 10)(Use 0 for unlimited)

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. (Default is 10,000 KB)(Use 0 for unlimited)

Recipients per Message - Enter the number of email addresses a user can send a message to at one time. (Default is 200)(Use 0 for unlimited)

Sharing

This page is available in Enterprise Edition only

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

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

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

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

Enable Shared Notes - Enable this to allow note lists to be shared with other users of the same domain.

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

Priority

This tab allows System Administrators to prioritize or deprioritize the remote delivery of certain messages. All messages default to a priority of 5 with a range of 1 to 10. Messages assigned a priority of 10 will have the highest priority and will be delivered first, while messages assigned a priority of 1 will have the lowest priority and will be delivered last.

The use of message delivery priorities also gives system administrators the ability to create automated actions based upon that priority. A common use would be to set up a separate specific outbound gateway to handle all mailing lists to avoid potential blacklisting of the primary IP and to efficiently deliver all messages. The system administrator could then assign all mailing lists a priority of 1, and would set up a gateway to handle only messages with a priority range of 1 to 1. (For more information on setting up a Gateway Server, see the Gateway Servers help page in the Settings folder.)

Standard Messages - Enable this and set a priority for any message sent by a domain that doesn't have another priority already affecting it.

Mailing Lists - Enable this and set a priority for a message being sent by a mailing list.

Priority When Over size - Enable this and set a priority for messages that exceed the "Message Size Threshold".

Message Size Threshold - Enter the size in MB that you want to set as your Maximum Threshold. Default is set at 2 MB.

Auto-Responders - Enable this and set a priority for auto-responder messages being sent.

Email Reports - Enable this and set a priority for reports being emailed.

Event Emails - Enable this and set a priority for emails being set to remind users of upcoming events.

Second Delivery Attempt - Enable this and set a priority for emails that were not successfully sent on the first try.

Third Delivery Attempt - Enable this and set a priority for emails that were not successfully sent on the first and second tries.

Throttling

Throttling allows System Administrators to limit the number of messages and/or how much bandwidth a domain, user, or mailing list can use for sending email per hour. Once the throttling threshold is reached, messages will stop sending until that hour expired. At that time, the system will resume sending messages.

Messages per Hour - Enable this and enter the number of messages a domain is allowed to send per hour. (Default is set at 5000)

Bandwidth per Hour - Enable this and enter the maximum size in MB a domain is allowed to send per hour. (Default is set at 100)

Bounces Received per Hour - Enable this and enter the maximum number of bounces a domain can receive in an hour. (Default is set at 1000)

Events

System Administrators can choose which categories and event types they would like enabled for their events system. The categories are as follows: Alias, Collaborate, Email, Mailing List, Throttling, and User.

Alias

Enable Alias Added Event - Enable this to have "Alias Added" added as an event type.

Enable Alias Deleted Event - Enable this to have "Alias Deleted" added as an event type.

Collaborate

Enable Calendar Reminder Occurred Event - Enable this to have "Calendar Reminder Occurred" added as an event type.

Enable Task Reminder Occurred Event - Enable this to have "Task Reminder Occurred" added as an event type.

Email

Enable Message Received Event - Enable this to have "Message Received" added as an event type.

Enable Message Sent Event - Enable this to have "Message Sent" added as an event type.

Mailing List

Enable Mailing List Added Event - Enable this to have "Mailing List Added" added as an event type.

Enable Mailing List Deleted Event - Enable this to have "Mailing List Deleted" added as an event type.

Enable Message Sent to Mailing List Event - Enable this to have "Message Sent to Mailing List" added as an event type.

Throttling

Enable User Throttled Event - Enable this to have "User Throttled" added as an event type.

Enable Domain Throttled Event - Enable this to have "Domain Throttled" added as an event type.

User

Enable User Added Event - Enable this to have "User Added" added as an event type.

Enable User Deleted Event - Enable this to have "User Deleted" added as an event type.

Enable User Disk Space Used Event - Enable this to have "User Disk Space Used" added an event type.

Note: Setup DNS for the Domain

[Return to Getting Started](#)

Enabling and Disabling Services

Arrive at this page by clicking the Manage button on the main toolbar, then selecting Services from the left tree view. This page allows you to control which services are running for your mail server. Generally, all of these should be enabled.

On the actions toolbar, you will see two icons—Start and Stop. All services can be started and/or stopped two different ways.

Start - To start a service that is currently stopped, you can select the service(s) and click the Start icon on the actions toolbar, or right-click on the service(s) and select Start from the drop down menu.

Stop - To stop a service that is currently started, you can select the service(s) and click the Stop icon on the actions toolbar, or right-click on the service(s) and select Stop from the drop down menu. 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.

Protocol Types

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. SmarterMail will validate email addresses for user accounts, aliases, and mailing lists.

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.

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.

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

Editing Domains

Editing a domain can be initiated in three different ways. To get started, click the Manage button on the main toolbar. Then select the domain that you would like to edit and do one of three things: 1) Click the Edit icon on the action toolbar, 2) Right-click the selected domain and select Edit from the drop-down list, or 3) Double click the selected domain.

Editing a site is very similar to adding a new site. No changes will be applied on any page until the Save icon is clicked.

Options

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.

IP Address - 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.

Folder 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.

Mail List Username - This is the email address that List Serv commands can be sent to via email.

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

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.

Technical Information

SMTP Port - Simple Mail Transfer Protocol (SMTP) uses a port 25 on the server as a default. 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) - Enable alternate SMTP port which 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 both the SMTP port and the alternate SMTP port, as both will be available simultaneously.

POP Port - Post Office Protocol (POP3) uses port 110 on the server as a default. 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 port 143 on the server as a default. 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 port 389 on the server as a default. 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.

Logout URL - - Enable logout URL and you can enter any site which you would like users redirected to when logging off.

Auto-Responder Exclusions - This allows you to choose who will receive an auto-responder based on the spam level of the original message.

Forwarding Exclusions - This allows you to choose what mail can be forwarded based on the spam level of the message.

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 .

Enable once per day per sender auto-responder restriction - Enable this if you want to put a restriction on the auto-responder frequency.

Disable Greylisting - Check this box if you wish to disable greylisting spam filtering for your mailbox. Greylisting is an effective anti-spam method but does have possible disadvantages.

Features

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.

Enable Calendar - Enable this to allow users to use the calendar feature.

Enable Contacts - Enable this to allow users to use the contacts feature.

Enable Domain Aliases - Enable this to show the "Domain Aliases" option in the Config menu for domain administrators. This will allow domain administrators to combine email addresses with different domain names into one mailbox.

Enable Content Filtering - Enable "Domain Content Filtering" in the Config menu for the domain admin. Content filtering is inherited by all end users within the domain.

Enable DomainKey Signing - Enable this to have you mail checked against a key to verify the mail is coming from who it says it is. Domain Administrators will configure this option once enabled.

Enable Domain Reports - Enable this to provide additional reports for domain administrators.

Enable Email Reports - Enable this to provide the ability to email reports

Enable Mailing Lists - Enable this to show the "Mailing Lists" page in the Config menu for domain administrators. This will allow domain administrators to use the list serv features for sending emails via lists to many users.

Enable Notes - Enable this to allow users to use the notes feature.

Enable POP Retrieval - Enable this to allow users to pull their email from exterior accounts (yahoo, Gmail, etc.).

Enable Tasks - Enable this to allow users to use the tasks feature.

Enable Catch-Alls - Enable this to allow users to use catch-alls.

Limits

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

Disk Space - Enter 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. (Default is 500)(Use 0 for unlimited)

Domain Aliases - Enter the maximum amount of Domain Aliases allowed for this domain. (Default is 2)(Use 0 for unlimited)

Users - Enter the maximum number of user email accounts that can be added to this domain. (Default is 100)(Use 0 for unlimited)

User Aliases - Enter the maximum number of alias email accounts (forwarded to a true email account) that are allowed per domain. (Default is 1000)(Use 0 for unlimited)

Mailing Lists - Enter the maximum amount of mailing lists allowed for the domain. (Default is 0)(Use 0 for unlimited)

POP Retrieval Accounts - Enter the number of exterior accounts a user is allowed to have. (Default is 10) (Use 0 for unlimited)

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. (Default is 10,000 KB)(Use 0 for unlimited)

Recipients per Message - Enter the number of email addresses a user can send a message to at one time. (Default is 200)(Use 0 for unlimited)

Sharing

This page is available in Enterprise Edition only

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

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

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

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

Enable Shared Notes - Enable this to allow note lists to be shared with other users of the same domain.

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

Priority

This tab allows System Administrators to prioritize or deprioritize the remote delivery of certain messages. All messages default to a priority of 5 with a range of 1 to 10. Messages assigned a priority of 10 will have the highest priority and will be delivered first, while messages assigned a priority of 1 will have the lowest priority and will be delivered last.

The use of message delivery priorities also gives system administrators the ability to create automated actions based upon that priority. A common use would be to set up a separate specific outbound gateway to handle all mailing lists to avoid potential blacklisting of the primary IP and to efficiently deliver all messages. The system administrator could then assign all mailing lists a priority of 1, and would set up a gateway to handle only messages with a priority range of 1 to 1. (For more information on setting up a Gateway Server, see the Gateway Servers help page in the Settings folder.)

Standard Messages - Enable this and set a priority for any message sent by a domain that doesn't have another priority already affecting it.

Mailing Lists - Enable this and set a priority for a message being sent by a mailing list.

Priority When Over size - Enable this and set a priority for messages that exceed the "Message Size Threshold".

Message Size Threshold - Enter the size in MB that you want to set as your Maximum Threshold. Default is set at 2 MB.

Auto-Responders - Enable this and set a priority for auto-responder messages being sent.

Email Reports - Enable this and set a priority for reports being emailed.

Event Emails - Enable this and set a priority for emails being set to remind users of upcoming events.

Second Delivery Attempt - Enable this and set a priority for emails that were not successfully sent on the first try.

Third Delivery Attempt - Enable this and set a priority for emails that were not successfully sent on the first and second tries.

Throttling

Throttling allows System Administrators to limit the number of messages and/or how much bandwidth a domain, user, or mailing list can use for sending email per hour. Once the throttling threshold is reached, messages will stop sending until that that hour expired. At that time, the system will resume sending messages.

Messages per Hour - Enable this and enter the number of messages a domain is allowed to send per hour. (Default is set at 5000)

Bandwidth per Hour - Enable this and enter the maximum size in MB a domain is allowed to send per hour. (Default is set at 100)

Bounces Received per Hour - Enable this and enter the maximum number of bounces a domain can receive in an hour. (Default is set at 1000)

Events

System Administrators can choose which categories and event types they would like enabled for their events system. The categories are as follows: Alias, Collaborate, Email, Mailing List, Throttling, and User.

Alias

Enable Alias Added Event - Enable this to have "Alias Added" added as an event type.

Enable Alias Deleted Event - Enable this to have "Alias Deleted" added as an event type.

Collaborate

Enable Calendar Reminder Occurred Event - Enable this to have "Calendar Reminder Occurred" added as an event type.

Enable Task Reminder Occurred Event - Enable this to have "Task Reminder Occurred" added as an event type.

Email

Enable Message Received Event - Enable this to have "Message Received" added as an event type.

Enable Message Sent Event - Enable this to have "Message Sent" added as an event type.

Mailing List

Enable Mailing List Added Event - Enable this to have "Mailing List Added" added as an event type.

Enable Mailing List Deleted Event - Enable this to have "Mailing List Deleted" added as an event type.

Enable Message Sent to Mailing List Event - Enable this to have "Message Sent to Mailing List" added as an event type.

Throttling

Enable User Throttled Event - Enable this to have "User Throttled" added as an event type.

Enable Domain Throttled Event - Enable this to have "Domain Throttled" added as an event type.

User

Enable User Added Event - Enable this to have "User Added" added as an event type.

Enable User Deleted Event - Enable this to have "User Deleted" added as an event type.

Enable User Disk Space Used Event - Enable this to have "User Disk Space Used" added an event type.

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 cannot 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.

To get started, click the Manage button on the main toolbar, then select All Messages under the Spool tree view.

You have different actions which are available for you to chose located on the Actions toolbar— Force , Reset Retries , View , Recipients , Priority , Delete , and Refresh . See below for a description of each possible action.

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. When viewing a recipients, you can tell why they are pending.

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 Toolbar

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.

Force Messages - Forcing messages can be performed by either selecting the message you want forced and clicking the Force icon on the actions toolbar, or right-clicking the message and selecting Force from the drop down menu. The statuses of the messages will not be updated until the server passes through the spool.

Reset 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.

View - Use this icon to show you that selected message.

Recipients - This will show you who the message was sent to and the status of that message (i.e. delivered or pending)

Priority - System Administrators can change the priority levels of specific messages.

Delete - Deleting messages can be performed by either selecting the message you want deleted and clicking the Delete icon on the actions toolbar, or right-clicking the message and selecting Delete from

the drop down menu. No confirmation dialog will show up, so use caution when deleting from the spool.

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

User Activity

System Administrators have the ability to monitor the activity of all users on their server. Each user will be listed individually who is logged into the system. To get started with User Activity, click the Manage button from the main tool bar and then select Online Users from the User Activity tree view on the left side. They can monitor each user by the following variables:

Type - This will tell the System Admin whether they are connected with IMAP or Web mail.

IP Address - This will tell the IP Address of the user.

Start Date - This will tell the Start Date the user made the connection.

Duration - This will tell the total duration of the connection.

The System Administrator also have 3 actions he can perform from the actions tool bar&mdash: End Session , Disable User , and Search .

End Session - This will end the current session of any particular user.

Disable User - This will permanately disable the user from the system.

Search - This gives the System Admin the ability to search users on the system.

Inactive Users

System Administrators have the ability to search and find users who have been inactive from the system. To perform this search, click the Manage button from the main toolbar, and then select Inactive Users from the left tree view.

System Administrators have four options to choose from for the search&mdash: Inactive for 30 Days, Inactive for 90 Days, Inactive for 6 months, and Inactive for 12 months.

Current Connections

SmarterMail will monitor the server and see who is connecting via the different protocols&mdash: SMTP, IMAP, and POP. System Administrators can then blacklist a certain user by clicking the Blacklist icon on the actions toolbar if they believe a user is making too many connections.

Users can be viewed by All Connections from the left tree view, or by each protocol individually.

Current Blocks

SmarterMail will monitor the server and keep track of all users who are currently being blocked for SMTP, IMAP, POP, and LDAP.

Email harvesting can also be monitored, which is the process of obtaining lists of e-mail addresses using various methods for use in bulk e-mail or other purposes usually grouped as spam.

System Administrators can then click the Delete icon from the actions toolbar to remove anyone from the list.

Mass Messaging

SmarterMail gives System Administrators the opportunity to send mass emails and reminders to selected groups.

Send Email

To get started with a mass email, click the Manage button on the main toolbar, then select Send Email from the Mass Messaging tree view. After clicking Send Email you will be asked to populate the following fields:

From - Enter here who the email is from. "System Administrator" will be entered as a default.

To - Choose from the drop down menu who you want to receive the email. (All Users, All Users on Domain, All Domain Administrators, Specific User) If All Users on a Domain is chosen, you will then be asked to enter the domain name. If you choose Specific User you will be asked to enter a Specific User's email address.

Subject - Enter the subject of the email in this field.

Message - Enter the message you would like to send.

Once you complete all the fields, click the Send icon in the actions toolbar to send the message.

Send Reminder

To get started with a mass email, click the Manage button on the main toolbar, then select Send Reminder from the Mass Messaging tree view. After clicking Send Email you will be asked to populate the following fields:

To - Choose from the drop down menu who you want to receive the email. (All Users, All Users on Domain, All Domain Administrators, Specific User) If All Users on a Domain is chosen, you will then

be asked to enter the domain name. If you choose Specific User you will be asked to enter a Specific User's email address.

Subject - Enter the subject of the email in this field.

Message - Enter the message you would like to send.

Once you complete all the fields, click the Send icon in the actions toolbar to send the message.

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, click the Manage button on the main toolbar and then click the Impersonate icon on the actions toolbar. A new window will pop up, and you will be logged in as the Domain Administrator. 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](#).

View Logs

This page allows administrators to get quick access to a domains log files. Administrators can view log files by utilizing this page, or they can download the selected log file as a .zip file by clicking the Download icon from the Actions toolbar.

Log file settings can be configured by clicking the Settings button from the main toolbar, and then selecting Log Settings from the left tree view.

Date - Enter the date which you would like to view log files from.

Type - Select the delivery method from the drop down box that you would like to analyze.

Search String - Enter a string of words that you would like to search.

Enable Related Traffic - Enable this box if you would only like data shown that occurred within the same session.

Note: SmarterMail will show logs files up to 1MB.