



# 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).

### **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	8.0	<ul style="list-style-type: none"> <li>This application is currently in BETA, but there are no known issues at this time.</li> </ul>
Internet Explorer	6.0 and above	<ul style="list-style-type: none"> <li>No known issues</li> </ul>
Internet Explorer	5.5 and earlier	<ul style="list-style-type: none"> <li>Highly recommend you upgrade your browser at <a href="http://www.microsoft.com">http://www.microsoft.com</a></li> </ul>
Google Chrome	Currently in BETA	<ul style="list-style-type: none"> <li>The editor tool bar does not format properly when composing or responding to an email message</li> </ul>
Firefox	1.5 and above	<ul style="list-style-type: none"> <li>No known issues</li> </ul>
Firefox	1.0	<ul style="list-style-type: none"> <li>Slight graphical issues</li> </ul>
Firefox	Earlier than 1.0	<ul style="list-style-type: none"> <li>Recommend upgrading to Firefox 1.5 or higher at <a href="http://www.mozilla.com/">http://www.mozilla.com/</a></li> </ul>
Mozilla	1.7	<ul style="list-style-type: none"> <li>Slight display issues</li> </ul>
Safari	3.0	<ul style="list-style-type: none"> <li>No known issues</li> </ul>

Opera	9.2	<ul style="list-style-type: none"> <li>• Limited AJAX functionality</li> </ul>
Opera	8.5	<ul style="list-style-type: none"> <li>• Slight display issues</li> </ul>
Opera	7.0 and earlier	<ul style="list-style-type: none"> <li>• Recommend you upgrade your browser to Opera 9.2 at <a href="http://www.opera.com">http://www.opera.com</a></li> </ul>

Linux Browsers	Version	Known Issues
Firefox	1.5 and above	<ul style="list-style-type: none"> <li>• No known issues</li> </ul>
Firefox	1.0	<ul style="list-style-type: none"> <li>• Slight graphical issues</li> </ul>
Firefox	Earlier than 1.0	<ul style="list-style-type: none"> <li>• Recommend upgrading to Firefox 1.5 or higher at <a href="http://www.mozilla.com/">http://www.mozilla.com/</a></li> </ul>
Mozilla	1.7	<ul style="list-style-type: none"> <li>• Slight display issues</li> </ul>

Macintosh Browsers	Version	Known Issues
Safari	3.0	<ul style="list-style-type: none"> <li>• No known issues</li> </ul>
Safari	2.0	<ul style="list-style-type: none"> <li>• No known issues</li> </ul>
Safari	1.3	<ul style="list-style-type: none"> <li>• Slight display issues</li> </ul>
Firefox	1.5 and above	<ul style="list-style-type: none"> <li>• No known issues</li> </ul>
Firefox	1.0	<ul style="list-style-type: none"> <li>• Slight graphical issues</li> </ul>
Firefox	Earlier than 1.0	<ul style="list-style-type: none"> <li>• Recommend upgrading to Firefox 1.5 or higher at <a href="http://www.mozilla.com/">http://www.mozilla.com/</a></li> </ul>
Opera	9.2	<ul style="list-style-type: none"> <li>• Limited AJAX functionality</li> </ul>
Opera	8.5	<ul style="list-style-type: none"> <li>• Recommend you upgrade your browser to Opera 9.2 at <a href="http://www.opera.com">http://www.opera.com</a></li> </ul>

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## Product and Component Acknowledgements

### Interface components produced by



### Charting component produced by



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## Release Notes

Current release notes are available at

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