



Help for Domain Administrators

Help Documentation

[Help for Domain Administrators](#)

[Domain Settings](#)

[Domain General Settings](#)

The Domain General Settings page allows the Domain Administrator to make changes that will affect the entire domain.

[Skin](#)

If the system administrator has allowed domains to override the default skin, a Skin tab will appear on this page.

Default Skin - Select the skin you wish to set as the domain default from the list or select Use Server Default to use the default server skin.

Enable Users to Override Skin - Checking this will allow users to set their own skin

[Sharing](#)

Enable public availability for all users - Enable this to give all end users the ability to share calendars, task, notes, and contacts publicly.

[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 by clicking the Settings button on the main toolbar, then select Users in the Accounts folder under the Domain Settings tree view.

- **New** - Clicking this icon will let you add a new email user. More information about adding users can be found in the topic Adding a User Account from the Domain Admin folder.
- **Edit a User** - Editing an account can be done three different ways—Clicking the Edit icon on the actions toolbar, right-click on the user you want to edit and then select Edit , or double-clicking the desired user.
- **Deleting a User** - To delete an account, select the user you want to delete and click the Delete icon, or right-click the user you want to delete and select Delete in the drop down menu. Note: Deletions are permanent, and once a user is deleted, the mail cannot be retrieved from it.

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 - Click the New icon on the actions toolbar to begin the process of adding a new alias. More information about adding aliases can be found in the topic [Adding a User Alias](#) .

Edit an Alias - Edit an alias by clicking on the name of the alias in the table and selecting the Edit icon from the actions toolbar, or right-click over a selected alias and select Edit , or double click the name of the alias.

Deleting an Alias - To delete an alias, select the alias you would like to delete and then either click the Delete icon from the actions toolbar, or right-click above the alias and select Delete .

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.

Domain Content Filtering

Domain content filtering allows you to create the same types of content filters as you can in 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 [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.

To get started, click the Settings button on the main toolbar, and then select Spam Filtering under the Filtering folder in the Domain Settings tree view.

Options

- 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 (Sender Policy Framework) 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.

SpamAssassin

The SpamAssassin weights can only be changed at the system administrator level. If you would like to change these weights, we recommend getting together with your system administrator and working out an agreeable anti-spam strategy.

What is SpamAssassin and how does it work? SpamAssassin is a powerful, free mail filter used to identify spam. It utilizes a wide array of tools to identify and report spam. These include:

- Header and text analysis
- Bayesian filtering
- DNS block lists
- Collaborative filtering databases

When should you use SpamAssassin? SpamAssassin in conjunction with Greylisting is as good as any available product on the market when you care about limiting spam from getting to your mailbox.

For more information on SpamAssassin, see SmarterTools deployment guides.

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 icon from the actions toolbar.

Notification Profiles

Customize notification profiles for any group on your account. Assign events to your profiles which can utilize any number of notifications such as reminders, SMS, or Email.

To set your profile, click the Settings button on the main toolbar, then select Notification Profiles from the Settings folder tree view.

Adding a Profile - To add a new profile, click the New icon from the actions toolbar.

- Name - This can be any name that will help you recognize this profile.
- Email Address - If you would like a reminder sent to an email, enter it here and check the enable box.
- SMS Email - If you would like a reminder sent as a text message, enter it here and check the enable box.
- Enable Reminders - Check this box if you would like a popup window reminder for Tasks and Appointments.

Once you have completed all boxes to your satisfaction, click the Save icon from the actions toolbar.

Edit a Profile - Editing a profile can be done in three different ways:

- Select the profile that you would like to edit and then click the Edit icon from the actions toolbar, or
- Move your mouse over the profile you want to edit and right-click, then select Edit from the drop down menu, or
- Double-click the profile that you would like to edit

Deleting a Profile - Deleting a profile can be done two different ways:

- Select the profile that you would like to delete and then click the Delete icon from the action toolbar, or
- Move your mouse over the profile you want to delete and right-click, then select Delete from the drop down menu

Searching a Profile - To search your profiles, first click the Search icon from the actions toolbar.

Another toolbar will appear under the actions toolbar with two boxes to populate. The first box asks for the search criteria that you would like to search for. The second box is a drop down list looking for what fields you want to search through—All Fields, Name, and Type.

[Advanced Settings](#)

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 address 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.

To get started, click the Settings button on the main toolbar, and then select Domain Aliases under the Filtering folder in the Domain Settings tree view.

Notes:

- Messages cannot 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.

DomainKeys

DomainKeys is an e-mail authentication system designed to verify the DNS domain of an e-mail sender and the message integrity. To get started with DomainKeys, click the Settings button from the main toolbar and then select DomainKeys from the Advanced Settings folder in the left tree view.

No setting will be saved until you click the Save icon from the actions tool bar.

Note: You must be signed in as the Domain Administrator to configure DomainKeys.

Options

Enable DomainKey Signing - Enable this to have DomainKey Signing capabilities. If you do not enable this, the other two tabs, Certificate and Signing, will not be available.

Certificate

Selector - Enter any name you would like in this field. It is recommended the key is changed once every 12 months.

Key Size - Select the size of the key from the drop down list you would like to use. The larger the key, the stronger it is.

Generate Key - Click the Generate Key from the actions toolbar to populate the Record Name and Record Value.

Signing

Canonicalization - Choose from the drop down list how strict you want the system to monitor messages while in transit.

nofws - This is the default and will allow basic intransit changes to messages.

Simple - This is more strict and will not allow as many intransit changes to messages.

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.

To get started, click the Settings button on the main toolbar, and then select Folder Auto Clean under the Filtering folder in the My Settings tree view .

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.

Enable users to override auto-clean settings - Enable this to allow end users to declare their own auto clean settings.

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, click the Add Rule icon on the actions toolbar to get started.

Folder - Select the folder you would like to set auto-clean settings for.

Type - This will allow you to choose what rule you want the auto clean to follow, size or date.

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.

User Groups

This feature is available in Enterprise Edition only

User groups are used to give permissions to specific subsets of users on the domain to access shared resources. By default, SmarterMail starts with the two user groups below which are considered "special" groups and thus cannot be edited.

- 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.

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](#) . For information about the new Skin tab please see below.

User Propagation

Domain Administrators have the ability to make changes to their domain and then carry those changes to a specific user, or can implement those changes for all users on their domain.

To get started, click the Settings button on the main toolbar, then select User Propagation from the Advanced Settings tree view.

Once all changes are made to your satisfaction, click the Propagate Now icon from the actions toolbar. This will make all changes for either your use you specified or the entire domain.

[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 the Settings button on the main tool bar, then select Mailing Lists in the Domain Settings tree view. This will take you to a page that lists all of the mailing lists in the domain.

Adding a List - Click on the New 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 can be done three different ways. First select the mailing list you would like to edit, then either click the Edit icon on the actions toolbar or right-click on the selected list and choose Edit from the drop down list. You can also double-click on a mailing list in which you would like to edit.

Deleting a List - To delete a mailing list, select the list which you would like to delete and click Delete on the actions toolbar, or right-click the selected list and choose Delete from the drop down list. A confirmation page will appear. Note: Once a list is deleted, it is not recoverable.

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.

To get started, click the Settings button on the main toolbar, then select Mailing Lists in the Domain Settings tree view. To add a new mailing list, click the New icon on the actions toolbar.

List Settings

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

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

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. You can choose to enable this field by clicking the box.

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). (Default is 200)

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.

Disable Mailing List - Check this box to disable the mailing list.

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

Options

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 Replies 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 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.

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

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 .

Subscribe Email

Insert the contents of the email that you would like sent in response to new subscriptions performed through list serv commands.

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.

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)

List Subscribers

List subscribers are those email addresses that will receive list posts. To modify the subscribers for a mailing list, either select the list and click the Edit icon on the actions menu, right-click the selected list and choose Edit from the drop-down list, or double click a selected list. You will see three icons on the actions tool bar, move your mouse over the Subscribers icon and select Subscribers from the drop-down list.

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 - Click on this icon 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.

Delete - Select an email and click on the Delete icon on the actions toolbar to remove it from 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

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.

Options

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, either select the list and click the Edit icon on the actions menu, right-click the selected list and choose Edit from the drop-down list, or double click a selected list. You will see three icons on the actions toolbar, move your mouse over the Subscribers icon and select Digest Subscribers from the drop-down list.

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 - 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.

Delete - Select an email and click on the Delete icon on the actions toolbar to remove it from 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

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 - 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.

Delete - Select an email and click on the Delete icon on the actions toolbar to remove it from 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

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

Subscription Email

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, click the Settings button on the main toolbar, then select Mailing Lists in the Domain Settings tree view. This will show you a list of your current Mail Lists. Select the list you would like to edit the Subscription E-Mail by clicking on it and then clicking the Edit icon on the actions toolbar, right-clicking and then selecting Edit in the drop down list, or double-clicking it. Once you are in the edit screen, click the Subscribe Email tab.

Help Email

The help e-mail is sent to a 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, click the Settings button on the main toolbar, then select Mailing Lists in the Domain Settings tree view. This will show you a list of your current Mail Lists. Select the list you would like to edit the Help File by clicking on it and then clicking the Edit icon on the actions toolbar, right-clicking and then selecting Edit in the drop down list, or double-clicking it. Once you are in the edit screen, click the Help File tab.

Additional Help Topics

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.

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 click the Settings button on the main toolbar and select Alias in the Accounts folder under the Domain Settings tree view. Click the Set Catch-All icon on the action toolbar and choose the alias you wish to use as the catch-all, and click on the Save icon from the actions toolbar.

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, an increase in bandwidth usage will result. If you do not see the option for adding a catch-all, please contact your system administrator as they may have disabled the option.