



Settings

Help Documentation

Settings

General Settings

To access the general settings for SmarterMail server, click the Settings button on the main toolbar, then click the Settings navigation pane and click General Settings in the left tree view. The general settings will load and the following tabs will be available:

Administrator

Use this tab to specify the following settings:

- Username - The system administrator login name.
- Old Password - In order to change the system administrator password, you must type the current password associated with the system administrator account in this field. Passwords are case-sensitive.
- New Password - Type the desired password for the system administrator account in this field. Passwords are case-sensitive.
- Confirm New Password - Verify the desired password for the system administrator account. Passwords are case-sensitive.
- Items per Page - The number of items will display on each page within SmarterMail.
- Enable Login Access by IP Address - Select this checkbox to restricts logins to the system administrator account by IP address.
- Enable Lite Mode - SmarterMail Lite is a specially-developed version of the SmarterMail mail server that provides unlimited email accounts and domains and it is only available with specific product offerings from SmarterTools technology partners. If SmarterMail detects software from a company that has partnered with SmarterTools to make this edition available, SmarterMail Lite will automatically be enabled. Because SmarterMail Lite has a limited feature set, some customers may want to revert to SmarterMail Free edition. To do so, uncheck this box. Note: SmarterMail Free edition has the same functionality as SmarterMail Enterprise, but is limited to one domain with up to 10 users.

Login Access

Use this tab to specify the IP addresses from which the system administrator can log in. Note: This tab is only available if the system administrator has enabled login access by IP address in the Administrator tab.

Server Info

Use this tab to specify the following server settings:

- **Hostname** - The hostname of the server. Note: Hostnames should be in the format `computername.domain.com`.
- **Postmaster Mailbox** - The email address for the postmaster. This is usually the owner or system administrator.
- **IP of Primary DNS** - The IP address of the primary DNS server. If left blank, the DNS server information will be pulled from the the Windows Networking settings (recommended).
- **IP of Secondary DNS** - Enter the IP address of the secondary DNS server. If left blank, the DNS server information will be pulled from the the Windows Networking settings (recommended).
- **Logout URL** - The URL to which users are redirected upon logout.
- **Enabled** - Select this checkbox to redirect users to the Logout URL after logging out of SmarterMail.
- **Enable domain admins to override logout URL** - Select this option to allow domain administrators to specify the Logout URL. If this option is not enabled, it will not be visible to domain administrators.

Spool

Use this tab to specify the following spool settings

- **Spool Path** - The full path in which messages are stored prior to delivery. If you are using a real-time virus scanner, this is the path that must be scanned in order to properly handle viruses.
- **SubSpools** - SubSpools are within the spool path and allow SmarterMail to work around the NTFS limitation of 30,000 objects in an individual folder. SmarterMail will utilize subspools by allocating up to 10,000 messages per subpool. (Default is 10)
- **Delivery Delay** - This number of seconds mail will be held in the spool before it is delivered. A delivery delay is beneficial when you are running a secondary service (such as a virus checker) that needs access to messages prior to delivery, as it provides ample time for the secondary service to interact with the message. By default, the delivery delay is 15 seconds.
- **Retry Intervals** - When the mail server is unable to contact the receiving server, the email attempting to be sent is held for a period of time before attempting to be resent. This is the time between retries. Users can specify multiple retry attempts to resend emails before it is bounced. By default, this is set to 4 attempts - at 15 min, 30 min, 60 min, and 90 min intervals.
- **Attempts before bouncing DNS errors** - The maximum number of attempts SmarterMail should make before the message is bounced due to a DNS error. The most common cause of a

DNS error is a misspelled domain. Limiting the number of attempts before DNS errors are bounced is beneficial because messages will not sit in the queue for long periods of time processing unnecessary messages and possibly slowing the system down. This will be helpful to users because messages will be bounced sooner and will give users the opportunity to fix any mistakes and get a message resent. By default, the server will make 2 attempts. Note: Setting this at 1 retry can be dangerous if the DNS server fails or if there is a loss of Internet connectivity. To disable this feature, set the number of bounces equal to the number of retry intervals.

- **Command-Line File to Run on New Mail** - Enable this and enter the full path to an executable you wish to use to process incoming messages. Use %filepath as an argument to pass the path of the email file to the executable. It is allowable for the executable to delete the message to prevent delivery. Example: If you set this field to "c:\program files\myexe.exe %filepath", the program myexe.exe will be launched with the full path to the spool file as its first argument. Note: The command will not be executed if the Enabled box is not checked.
- **Command-Line Timeout** - The number of seconds that the server will wait for information from the remote server. In general, a timeout of 5 seconds should suffice.

Reports

Use this tab to specify the following settings:

- **Delete Server Stats After** - The number of months that the server stats will be deleted. By default, the server stats are deleted after 13 months.
- **Enabled** - Select this checkbox to delete server stats after the specified time period.
- **Delete Domain Stats After** - The number of months that the domain stats will be deleted. By default, the domain stats are deleted after 13 months.
- **Enabled** - Select this checkbox to delete domain stats after the specified time period.
- **Delete User Stats After** - The number of months that the user stats will be deleted. By default, the user stats are deleted after 13 months.
- **Enabled** - Select this checkbox to delete user stats after the specified time period.

Protocol Settings

To access the settings for standard email protocols, click the Settings button on the main toolbar, then click the Settings navigation pane and click Protocol Settings in the left tree view. The protocol settings will load and the following tabs will be available:

POP

Use this tab to specify the following POP settings:

- POP Banner - The text that is displayed when initially connecting to the port. The banner supports the use of the following variables, which will be replaced with their corresponding values:
 - #HostName# - The hostname of the IP address to which the connection is made.
 - #ConnectedIP# - The IP address of the remote computer.
 - #Time# - The system's local time.
 - #TimeUTC# - The time in UTC.
 - #UnixTime# - The number of seconds since January 1, 1970.
- Command Timeout - If the server receives a command that sends large amounts of data and the data stops coming in for this number of minutes, the command will be aborted. By default, the command times out after 5 minutes.
- Max Bad Commands - After this many unrecognized or improper commands, a connection will be automatically terminated. By default, the maximum number of bad commands is 8.
- Max Connections - Some protocols in SmarterMail allow you to specify the maximum number of connections. Increasing this value allows SmarterMail to handle more connections of that type at once, but results in higher CPU and memory utilization. By default, the maximum number of connections is 500.
- POP Retrieval Download Path - The path in which mail is stored from POP accounts until it is read.
- Max POP Retrieval Threads - The maximum number of threads you want SmarterMail to work on concurrently. By default, the maximum number of POP retrieval threads is 10.
- POP Retrieval Interval - The frequency by which SmarterMail checks for new POP messages. By default, the POP retrieval interval is 1 minute.

IMAP

Use this tab to specify the following IMAP settings:

- IMAP Banner - The text that is displayed when initially connecting to the port. The banner supports the use of the following variables, which will be replaced with their corresponding values:
 - #HostName# - The hostname of the IP address to which the connection is made.
 - #ConnectedIP# - The IP address of the remote computer.
 - #Time# - The system's local time.

- #TimeUTC# - The time in UTC.
- #UnixTime# - The number of seconds since January 1, 1970.
- Command Timeout - If the server receives a command that sends large amounts of data and the data stops coming in for this number of minutes, the command will be aborted. By default, the command times out after 15 minutes.
- Max Bad Commands - After this many unrecognized or improper commands, a connection will be automatically terminated. By default, the maximum number of bad commands is 8.
- Max Connections - Some protocols in SmarterMail allow you to specify the maximum number of connections. Increasing this value allows SmarterMail to handle more connections of that type at once, but results in higher CPU and memory utilization. By default, the maximum number of connections is 1000.
- IMAP Retrieval Download Path - The path in which mail is stored from IMAP accounts until it is read.
- Max IMAP Retrieval Threads - The maximum number of threads you want SmarterMail to work on concurrently. By default, the maximum number of POP retrieval threads is 10.
- IMAP Retrieval Interval - The frequency by which SmarterMail checks for new POP messages. By default, the POP retrieval interval is 10 minutes.
- Enable IDLE Command - Select this checkbox to enable IMAP IDLE. IMAP idle is an extension of the IMAP protocol that allows a mail server to send status updates in real time. Through IMAP IDLE, users can maintain a connection with the mail server via any mail client that supports IMAP IDLE, allowing them to be instantly aware of any changes or updates. When enabled, SmarterMail will inform any connecting IMAP client that it accepts the IDLE command. Note: IMAP clients that do not fully support IMAP IDLE, like Microsoft Outlook, may use the command in such a way that it actually hinders performance.

LDAP

Use this tab to specify the following LDAP settings:

- Session Timeout - After a connection fails to respond or issue new commands for this number of seconds, the connection will be closed. By default, the session times out after 300 seconds.
- Command Timeout - If the server receives a command that sends large amounts of data and the data stops coming in for this number of seconds, the command will be aborted. By default, the command times out after 120 seconds.

SMTP In

Use this tab to specify the following incoming SMTP settings:

- SMTP Banner - The text that is displayed when initially connecting to the port. The banner supports the use of the following variables, which will be replaced with their corresponding values:
 - #HostName# - The hostname of the IP address to which the connection is made.
 - #ConnectedIP# - The IP address of the remote computer.
 - #Time# - The system's local time.
 - #TimeUTC# - The time in UTC.
 - #UnixTime# - The number of seconds since January 1, 1970.
- Allow Relay - If you are concerned about spam mailers using the relay function to send mail through your server or do not want any other mail server to use your SMTP server as a gateway, you can set the type of relays you will allow, or completely disallow mail relay completely.
- Nobody - Restricts sent mail to only work via SMTP authentication and with accounts on the local SmarterMail Server (except for IPs on the White List).
- Only Local Users - Limits relay access to users (email accounts) for a valid domain on your SmarterMail Server.
- Only Local Domains - Limits relay access only to mail hosts (domains) on your SmarterMail Server.
- Anyone - Allows any other mail server to pass messages through your mail server, increasing the chances of your mail server being used for sending large volumes of messages with domains not associated with your local mail server. Selecting this option turns off statistics for all domains, due to the high amount of messages that are passed through the mail server with an open relay.
- Session Timeout - After a connection fails to respond or issue new commands for this number of seconds, the connection will be closed. By default, the session times out after 15 minutes.
- Enabled - Select this checkbox to enable the session timeout setting.
- Command Timeout - If the server receives a command that sends large amounts of data and the data stops coming in for this number of seconds, the command will be aborted. By default, the command times out after 120 seconds.
- Max Bad Commands - After this many unrecognized or improper commands, a connection will be automatically terminated. By default, the maximum number of bad commands is 8.
- Max Connections - Some protocols in SmarterMail allow you to specify the maximum number of connections. Increasing this value allows SmarterMail to handle more connections of that type at once, but results in higher CPU and memory utilization. By default, the maximum number of connections is 1000.
- Max Hop Count - After a message gets delivered through this many mail servers, it is aborted by the software. This prevents looping due to DNS problems or misconfigurations. By default

the max hop count is 20.

- Max Message Size - Messages greater than this size will be rejected by the mail server. By default, the max message size is 0 (unlimited).
- Max Bad Recipients - After this many bad recipients, the SMTP session will be terminated. This setting allows you to better protect yourself against email harvesting attacks. A value of 20 is recommended in most cases.
- Submission IP:Port - The submission port is a special SMTP port that requires SMTP Authentication in order to be used to deliver any mail whatsoever, regardless of domain-specific settings. This setting is an advanced feature that is typically used when a whitelisted inbound gateway is being used for spam and virus scanning and all other SMTP traffic is blacklisted. Note: This setting will not function until the Enabled checkbox next to the setting is checked.
- Enable VRFY command - Select this checkbox to allow others (including other mail servers) to verify an email address on the server. Note: Some people believe enabling VRFY commands is a security risk, so be sure to research the possible ramifications before enabling this feature.
- Enable EXPN command - Select this checkbox to allow others to list all users associated with an alias or list. Note: Some people believe enabling EXPN commands is a security risk, so be sure to research the possible ramifications before enabling this feature.
- Disable relay settings when using SMTP authentication - Select this checkbox to disable the "Allow Relay" setting from above.
- Enable Domain's SMTP auth setting for local deliveries - Select this checkbox to enforce SMTP authentication for all local deliveries. For example, mail from user1@example.com to user2@example.com must be authenticated even though the message is bound for local delivery.
- Disable AUTH LOGIN method for SMTP authentication - Select this checkbox to disable plain text authentication.

SMTP Out

Use this tab to specify the following outgoing SMTP settings:

- Outbound IP - Select the IP address that is used to deliver outbound messages from the list.
- Enable fallback to Primary IP on failure - Select this checkbox to have SmarterMail automatically fallback to the primary IP when a failure has occurred. SmarterMail will only attempt to connect once if this option is enabled.
- Command Timeout - If the server receives a command that sends large amounts of data and the data stops coming in for this number of seconds, the command will be aborted. By default, the command times out after 60 seconds.
- Max Spam Check Threads - The maximum number of messages that can be spam checked at one time. By default, the maximum spam check threads is 30.

- **Max Delivery Threads** - The maximum number of messages that can be sent at one time to email addresses that are not on the local server. If a message cannot be sent, the SmarterMail server's multi-threading capabilities will move on to the next message and eventually get back to the one it skipped. This action can save tremendous amounts of time when compared to some other mail servers that stall the spool if a message cannot be sent right away. By default, the max delivery threads is 50.
- **Enable DNS Caching** - Select this checkbox to cache the results of DNS calls in SmarterMail.
- **Enable TLS if supported by the remote server** - Select this checkbox to use TLS (SSL encryption) if the server you are connected to supports it.

ActiveSync Mailboxes

System administrators will use this section to enable and disable the Microsoft Exchange ActiveSync add-on for mailboxes. Note: Before you can configure a mailbox to sync using the ActiveSync technology, you must activate the ActiveSync add-on. For more information, please refer to the KB article [How To - Activate Microsoft Exchange ActiveSync](#).

To access this section, click the Settings button on the main toolbar and click the Settings control bar. Then click ActiveSync Mailboxes in the left tree view. A list of accounts for which the Exchange ActiveSync add-on is enabled will load in the content pane.

In general, the following columns are available:

- **Checkbox** - Use these boxes to select multiple mailboxes. Mailboxes must be selected before choosing an action from the actions toolbar.
- **Email Address** - The email address of the SmarterMail user.

The following options are available from the actions toolbar:

- **Add** - Adds Exchange ActiveSync to a mailbox on the domain.
- **Delete** - Removes Exchange ActiveSync from the selected mailbox.
- **Search** - Searches for a specific mailbox with Exchange ActiveSync enabled.

Hostnames

To get started with Hostnames, click the Manage button on the main toolbar, then select Hostnames from the left tree view.

This feature allows Administrators to assign a hostname for each IP address. For example: IP 1.1.1.1 can assigned to mail.domain1.com and IP 1.1.1.2 can be for mail.domain2.com. Prior to this addition, SmarterMail could only specify one hostname for all IPs.

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.

Skins

The SmarterMail Web interface contains built-in skins for your convenience.

The various skins can be found by clicking the Settings button on the main toolbar, then selecting Skins from the Interface folder tree view. Users can also create custom skins to emulate their own style or that of their company.

Default Skin - These are the available skins provided by SmarterMail.

Enable ability for domains to override skin - Enable this to allow Domain Admins to choose a skin for their domain.

Log Settings

In order for you to know what activity is happening on your server, SmarterMail has multiple logging options for various parts of the mail server. Use this page to manage how logs are written and how much detail is written.

To get started, click the Settings button on the main toolbar, then select Log Settings from the Settings tree view. Settings will not be applied to any tab until you click the Save icon from the actions toolbar.

Log Files

Log Path - This is the default location for the Logs that email messages in SmarterMail produce. If you would like to change the default location, enter a new path here.

Delete Log Files After - Log files older than the number of days specified in this field will be automatically deleted when enabled.

Log Detail Levels

These settings change the amount of detail that is stored in the protocol logs. Possible values for each are shown below:

- Exceptions Only - Small size logs that record only errors.
- Normal - Medium size logs that record most activity taken on the mail server.
- Detailed - Very detailed logs that can get very large. Only enable this option when asked to by SmarterTools Support, or when troubleshooting server operations.

Note: More detailed logs require more disk space. If you choose a detailed log, you may want to enable the auto-delete setting on the Log Files tab.

Delivery Log Level - The log level for message delivery and spool operations.

IMAP Log Level - The log level for IMAP sessions.

LDAP Log Level - The log level for LDAP sessions.

Message-ID Log - The log level for logging Message-ID's of all messages sent to mailing lists.

Event Log - The log level for event sessions.

SyncML Log Level - The log level for SyncML sessions.

POP Log Level - The log level for POP sessions.

POP Retrieval Log Level - The log level for POP retrieval sessions.

SMTP Log Level - The log level for SMTP sessions.

Note: By default, SmarterMail sets all log detail levels to exceptions only.

Defaults

Domain Defaults

Use this section to create global default settings that will be applied to new domains created through the Web interface or Web services. These default settings can be overwritten and are only intended to avoid needless data entry. Note: Modifications to these settings will not affect existing domains.

To access the domain default settings, click the Settings button on the main toolbar and click the Settings navigation pane. Then expand the Defaults folder and click Domain Defaults in the left tree view. The domain default settings will load in the content pane and the following tabs will be available:

Technical

Use this tab to specify the following technical settings:

- Folder Path - The directory in which all information (XML files, mail statistics, alias information, etc.) pertaining to the domain is saved.
- SMTP Port - The SMTP port used to connect to the email server. By default, the SMTP port is 25. Note: Changing the default port is not recommended unless you are behind a firewall that requires this setting to be changed.
- SMTP Port (Alternate) - The SMTP port used to connect to the email server if an ISP restricts the standard port 25.

- Enabled - Check this box to enable the alternate SMTP port.
- POP Port - The POP port used to connect to the email server. By default, the POP port is 110. Note: Changing the default port is not recommended unless you are behind a firewall that requires this setting to be changed.
- IMAP Port - The IMAP port used to connect to the email server. By default, the IMAP port is 143. Note: Changing the default port is not recommended unless you are behind a firewall that requires this setting to be changed.
- LDAP Port - The LDAP port used to connect to the server. By default, the LDAP port is 389. Note: This is an Enterprise only feature. Changing the default port is not recommended unless you are behind a firewall that requires this setting to be changed.
- Auto-responder Exclusions - To prevent the system from sending automated messages based on the spam level of the original message, select the appropriate option from the list.
- Forwarding Exclusions - To prevent the system from forwarding messages based on the spam level of the message, select the appropriate option from the list.
- Require SMTP Authentication - Select this option to require SMTP authentication when sending email. Note: If this option is enabled, users must provide an email address and password to send email from their account. SmarterMail supports cram-md5 and login authentication methods.
- Enable once per day per sender auto-responder - Select this option to limit how frequently an auto-responder is sent.
- Disable Greylisting - Select this option to disable greylisting.
- Enable users to opt out of LDAP listings - Select this option to allow users to remove themselves from the Global Address List.

Features

Use this tab to enable or disable the following features:

- Enable Calendar - Select this option to allow users to use the calendar feature.
- Enable Catch-alls - Select this option to allow users to use catch-all email addresses.
- Enable Contacts - Select this option to allow users to use the contacts feature.
- Enable Content Filtering - Select this option to allow users to use content filtering.
- Enable Control of Service Access - Select this option to allow the domain administrator to restrict access to certain services.
- Enable Domain Aliases - Select this option to allow the domain administrator to create domain aliases.
- Enable Domain Reports - Select this option to provide additional reports for domain administrators.

- Enable Email Reports - Select this option to provide the ability to email reports.
- Enable IMAP Retrieval - Select this option to allow users to download IMAP email from third-party mail servers.
- Enable Mail Signing - Select this option to enable email verification via mail signing.
- Enable Mailing Lists - Select this option to allow the domain administrator to create and use mailing lists to send mass emails.
- Enable Notes - Select this option to allow users to use the notes feature.
- Enable POP Retrieval - Select this option to allow users to download POP email from third-party mail servers.
- Enable Spam Filtering - Select this option to allow the domain administrator to override the spam filtering settings.
- Enable SyncML - Select this option to allow users to sync SmarterMail with Outlook, Thunderbird, and most smartphones using SyncML.
- Enable Tasks - Select this option to allow users to use the tasks feature.
- Enable User Reports - Select this option to provide reports for users.

Limits

Use this tab to specify the following limits:

- Disk Space - The maximum number of megabytes allocated for the domain. By default, the domain is allocated 500 MB of disk space. Note: When this limit is reached, SmarterMail will send a warning to the domain administrator and mailboxes on the domain will not be able to receive new mail.
- Domain Aliases - The maximum number of domain aliases allowed for the domain. By default, domains are limited to two aliases.
- Users - The maximum number of mailboxes allowed for the domain. By default, domains are limited to 100 users. Note: If your SmarterMail license limits the number of mailboxes allowed on the domain, this setting will be overridden.
- User Aliases - The maximum number of alias email accounts (forwarded to a true email account) allowed for the domain. By default, domains are limited to 1,000 user aliases.
- Mailing Lists - The maximum number of mailing lists allowed for the domain. By default, this setting is unlimited.
- POP Retrieval Accounts - The maximum number of POP email accounts a user can set up in SmarterMail. By default, users can receive download messages for 10 POP email accounts.
- IMAP Retrieval Accounts - The maximum number of IMAP email accounts a user can set up in SmarterMail. By default, users can receive download messages for 10 IMAP email accounts.
- Max Message Size - The maximum size email a user can send. By default, the max message size is 10,000 KB. Note: This number includes text, HTML, images, and attachments.

- Recipients per Message - The maximum number of recipients a message can have. By default, users can send messages to 200 email addresses.

Sharing

This tab is only available in SmarterMail Enterprise edition.

Use this tab to enable sharing of the following collaboration features:

- Enable Global Address List - Select this option to allow users on a domain to see all user profiles on the domain and participate in LDAP queries against the domain.
- Enable Shared Calendars - Select this option to allow calendars to be shared with other users on the domain.
- Enable Shared Contacts - Select this option to allow contact lists to be shared with other users on the domain.
- Enable Shared Folders - Select this option to allow email folders to be shared with other users on the domain.
- Enable Shared Notes - Select this option to allow notes to be shared with other users on the domain.
- Enable Shared Tasks - Select this option to allow task lists to be shared with other users on the domain.

Priority

Use this tab to prioritize 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.

- Standard Messages - The priority level for messages that don't have another priority affecting it.
- Enabled - Check this box to enable priority settings for standard messages.
- Mailing Lists - The priority level for mailing list messages.
- Enabled - Check this box to enable priority settings for mailing list messages.

- Priority When Over Size - The priority level for messages that exceed the message size threshold.
- Enabled - Check this box to enable priority settings for messages that exceed the message size threshold.
- Message Size Threshold - The maximum size a message can be without triggering the Priority When Over Size rule.
- Auto-responders - The priority level for auto-responder messages.
- Enabled - Check this box to enable priority settings for auto-responders.
- Bounces - The priority level for non-delivery receipts.
- Enabled - Check this box to enable priority settings for bounced messages.
- Email Reports - The priority level for email reports.
- Enabled - Check this box to enable priority settings for email reports.
- Event Emails - The priority level for messages reminding users of upcoming events.
- Enabled - Check this box to enable priority settings for event emails.
- Priority After Attempt X - The priority level for messages that were not successfully sent after the specified number of tries.
- Enabled - Check this box to enable priority settings for subsequent delivery attempts.
- Attempt X Threshold - The number of retry attempts the system should make before the priority set in Priority After Attempt X is assigned to the message.
- Priority After Attempt Y - The priority level for messages that were not successfully sent after the specified number of tries.
- Enabled - Check this box to enable priority settings for subsequent delivery attempts.
- Attempt Y Threshold - The number of retry attempts the system should make before the priority set in Priority After Attempt Y is assigned to the message.

Throttling

Throttling allows system administrators to limit the number of messages sent per hour and/or the amount of bandwidth used per hour to send messages. If the throttling threshold is reached, messages will stop sending for the remainder of the hour. Then the system will resume sending messages.

Use this tab to edit the following throttling settings:

- Outgoing Messages per Hour - The number of messages sent by the domain per hour. By default, the number of outgoing messages is 5,000.

- Enabled - Check this box to enable throttling for outgoing messages.
- Outgoing Bandwidth per Hour - The total number of MBs sent by the domain per hour. By default, the outgoing bandwidth is 100.
- Enabled - Check this box to enable throttling for bandwidth.
- Bounces Received per Hour - The number of non-delivery receipts a domain can receive per hour. By default, a domain can receive 1,000 bounces per hour.
- Enabled - Check this box to enable throttling for bounced messages.

Event Restrictions

Use this tab to enable the following event types and categories:

Alias

- Enable Alias Added Event - Select this option to enable the Alias Added event type.
- Enable Alias Deleted Event - Select this option to enable the Alias Deleted event type.

Collaborate

- Enable Calendar Reminder Occured Event - Select this option to enable the Calendar Reminder event type.
- Enable Task Reminder Occured Event - Select this option to enable the Task Reminder event type.

Email

- Enable Message Received Event - Select this option to enable the Message Received event type.
- Enable Message Sent Event - Select this option to enable the Message Sent event type.

Mailing List

- Enable Mailing List Added Event - Select this option to enable the Mailing List Added event type.
- Enable Mailing List Deleted Event - Select this option to enable the Mailing List Deleted event type.
- Enable Message Sent to Mailing List Event - Select this option to enable the Message Sent to Mailing List event type.

Throttling

- Enable User Throttled Event - Select this option to enable the User Throttled event type.
- Enable Domain Throttled Event - Select this option to enable the Domain Throttled event type.

User

- Enable User Added Event - Select this option to enable the User Added event type.
- Enable User Deleted Event - Select this option to enable the User Deleted event type.
- Enable User Disk Space Used Event - Select this option to enable the User Disk Space event type.

Domain Propagation

Use this section to apply global default settings to all of the domains on the server. These default settings can be overwritten and are only intended to avoid needless data entry.

To access domain propagation, click the Settings button on the main toolbar and click the Settings navigation pane. Then expand the Defaults folder and click Domain Propagation in the left tree view. The default domain settings will load in the content pane. For more information on these settings, refer to Domain Defaults .

To apply some or all of the default settings to all of the domains on your server, select the appropriate settings and click Propagate Now .

User Defaults

Use this section to create global default settings that will be applied to new users created through the Web interface or Web services. These default settings can be overwritten and are only intended to avoid needless data entry. Note: Modifications to these settings will not affect existing users.

To access the user default settings, click the Settings button on the main toolbar and click the Settings navigation pane. Then expand the Defaults folder and click User Defaults in the left tree view. The domain default settings will load in the content pane. For more information on these settings, refer to Users .

User Propagation

Use this section to apply global default settings to all of the users on the domain. These default settings can be overwritten and are only intended to avoid needless data entry.

To access user propagation, click the Settings button on the main toolbar and click the Settings navigation pane. Then expand the Defaults folder and click User Propagation in the left tree view. The default domain settings will load in the content pane. For more information on these settings, refer to Users .

To apply some or all of the default settings to all of the users on the domain, select the appropriate settings and click Propagate Now .

Routing

Forwarding Blacklist

Emails cannot be forwarded to the domains in this list. This is to prevent issues with companies that have strict spam policies and blacklist the sending server for forwarded spam.

This feature is commonly used for AOL, which blacklists servers that forward spam to their servers. If this becomes a problem, you may decide to add AOL.com to your forwarding blacklist.

Message Archiving

This feature is only available in SmarterMail Enterprise edition.

Message archiving is a method of storing all email traffic for a domain in a separate location on the mail server. Typically, this is a feature used for companies that need mail servers in compliance with the Sarbanes-Oxley Act of 2002.

By default, SmarterMail does not archive any messages. To specify which domains on the SmarterMail are archived, the system administrator will need to create archiving rules.

To view the message archiving rules for your SmarterMail installation, click the Settings button on the main toolbar and click the Settings navigation pane. Then expand the Routing folder and click Message Archiving in the left tree view. A list of archiving rules will load in the content pane.

To create a new archiving rule, click New in the actions toolbar. To edit an existing rule, select the appropriate rule and click Edit in the actions toolbar. The following options will be available:

- Domain - The domain on the SmarterMail server to be archived.
- Archive Path - The directory on the hard drive in which archived messages are saved.
- Rule - Choose to save none of your messages, all messages, incoming messages, or outgoing messages.

Note: Archives are not deleted by SmarterMail and as a result they can get very large. Be sure to check your archive folders regularly to see if they should be backed up and removed from the hard drive.

Outgoing Gateway

Gateway servers allow you to reduce the load on your primary server by using a secondary server to process outgoing mail. Gateway servers can also be used to combat blacklisting. If the server gets blacklisted, simply rotate the primary IP on the network card to a different one to send out on the new IP.

Options

Server Address - Enable this and add the IP address of the Gateway Server.

Auth Username - Enable this and enter the username of the gateway server given to you by your ISP.

Auth Password - Enter a password for your gateway server.

Priority Range - Set the priority range for this server.

Enable SmarterMail Gateway Mode - Select this option to indicate that the outgoing gateway server is another SmarterMail server.

SmarterMail Gateway

SmarterMail URL - The Webmail URL for the SmarterMail server being used as an outgoing gateway. This will allow the use of web services to find out how many messages are in the spool in order to do an intelligent round robin distribution.

Admin Username - The identifier used to log in to the gateway server.

Admin Password - The corresponding password used to log in to the gateway server.

Incoming Gateways

purpose is to reduce server load. Generally, spam checks and antivirus scans should be performed on the incoming gateways.

To access the incoming gateway settings, click the Settings button in the main toolbar and click the Settings navigation pane. Then expand the Routing folder and click Incoming Gateways in the left tree view. A list of incoming gateways will load in the content pane.

To add a new incoming gateway, click New in the actions toolbar. To edit an existing gateway, select the desired gateway and click Edit . The incoming gateway settings will load in the content pane and the following tabs will be available:

Options

Use this tab to XXX

- Gateway Mode - The function that the incoming gateway will perform. If the incoming gateway is set to backup MX, it will only receive messages when your primary server is down. If the incoming gateway server is set to domain forwarding, it will received all message and forward them to your primary server.
- IP Address - The IP address of the primary mail server.
- User Verification - The method used by the incoming gateway to determine if a user is valid or not. Note: If none is selected, the incoming gateway server will accept all email addresses for the domain. If Web service is selected, the incoming gateway will check with the primary mail server for a list of valid email addresses.
- Enable SmarterMail Gateway Mode - Select this option to indicate that the incoming gateway server is another SmarterMail server.
- Disable Greylisting - Select this option to disable greylisting for the domain.

Domains

This tab is only available if the gateway mode is set to domain forwarding. Domain forwarding allows you to easily send mail through one server to another. This will allow your server to act as an incoming gateway to your network, and permit you to have a single point of entry for incoming SMTP traffic.

When messages come in to a forwarded domain, they are run through the command-line exe referenced in Protocol Settings. If a delivery delay has been established for the server, messages are also delayed accordingly. This allows you to establish an incoming server that can run external virus or spam scanners, which can reduce the load on your existing network servers.

Use this tab to specify for which domains the incoming gateway will accept mail:

- Domain Verification - The method used by the incoming gateway to determine if a domain is valid or not.
- Specified Domains - The specific domains for which the gateway will accept mail.

Spam

Use this tab to specify the following spam checks:

- Spam Low Action - The action the incoming gateway will perform on messages with a low probability of being spam.
- Spam Medium Action - The action the incoming gateway will perform on messages with a

medium probability of being spam.

- Spam High Action - The action the incoming gateway will perform on messages with a high probability of being spam.

SmarterMail Gateway

This tab is only available if the SmarterMail gateway mode is enabled in the Options tab. Use this tab to specify the following settings:

- SmarterMail URL - The Webmail URL for the SmarterMail server being used as an incoming gateway. This will allow the use of Web services to verify the users and domains.
- SmarterMail Username - The identifier used to log in to the primary mail server.
- SmarterMail Password - The corresponding password used to log in to the primary mail server.

Sender Priority Overrides

Sender priority overrides allows the system administrator to assign priority levels to specific email addresses. For example, a company may want the mail server to send emails from its support team (support@example.com) before sending emails to mailing lists.

To view the sender priority overrides, click the Settings button in the main toolbar and click the Settings navigation pane. Then expand the Routing folder and click Sender Priority Overrides in the left tree view.

To create a new sender priority override, click New in the actions toolbar. The following options will be available:

- Email Address - The email address of the user.
- Message Delivery Priority - The priority level assigned to this user's messages.
- Description - A brief summary why the sender priority override was created.

Activation

Licensing

To access view licensing information for SmarterMail or any add-ons, click the Settings button on the main toolbar and click the Settings navigation pane. Then expand the Activation folder and click Licensing from the left tree view. The edition, version, and license level information for the version of SmarterMail currently being used will load in the content pane. The licensing information for any add-ons will also display in the content pane.

The following options are available from the actions toolbar:

- **Activate** - Activates a new SmarterMail license key.
- **Reactivate** - Reactivates a SmarterMail license key.
- **Details** - Displays details about the license, including feature, status, expiration, limits and available trials.
- **Buy Now** - Allows the system administrator to purchase a new license key or add-on.
- **Start Trial** - Allows the system administrator to begin an available trial.

SmarterMail Self Diagnostic

Use the SmarterMail Self Diagnostic to test your SmarterMail server for errors. To access this feature, click the Settings button in the main toolbar and then click the Settings navigation pane. Then expand the Activation folder and click SmarterMail Self Diagnostic from the left tree view. SmarterMail will perform a test and display the results in a popup window.