



Manage

Help Documentation

Manage

All Domains

System administrators can use this section to manage all of the domains in SmarterMail. To view all domains, click the manage icon and then click All Domains in the navigation pane. A list of domains will load in the content pane and the following columns will be available:

- **Checkbox** - Use these boxes to select multiple domains. Domains must be selected before choosing an action from the content pane toolbar.
- **Domain Name** - The name of the domain. For example, smartermail.com or example.com.
- **Size** - The amount of disk space used by all mailboxes on the domain.
- **File Storage** - The amount of disk space used for file storage on the domain.
- **Users** - The number of users (mailboxes) on the domain.
- **Aliases** - The number of alias addresses on the domain.
- **Mailing Lists** - The number of mailing lists on the domain.

In general, the following options are available from the content pane toolbar:

- **Edit** - Edits the settings for the selected domain.
- **Delete** - Permanently deletes the selected domain(s).
- **Manage** - Impersonates the domain administrator and give the system administrator access to all of the domain settings.

Creating New Domains

To create a new domain, click the manage icon . Then click New in the navigation pane toolbar and click New Domain . The domain settings will load in the content pane and the following tabs will be available:

Options

Use this tab to specify the following domain options:

- **Name** - The name of the domain. For example, smartermail.com or example.com. Note: To send or receive mail, the domain name must match the domain name registered with the DNS server.
- **IP Address** - The IP address for which the domain will check for incoming requests. Note: This setting does not affect Web interface login and is only used to check for SMTP, POP, and IMAP traffic. This IP address should match at least one MX record on your DNS server.
- **Folder Path** - The directory in which all information (XML files, mail statistics, alias

information, etc.) pertaining to the domain is saved. Note: If the directory does not already exist, it will be created. This directory should be solely dedicated to SmarterMail.

- Mailing List Username - The email address for which listserv commands are emailed.
- Domain Administrator Username - The identifier the domain administrator uses to login to SmarterMail. The domain administrator is responsible for adding and deleting email accounts, and setting specific configurations for the domain. Domain administrator accounts also have the ability to send and receive email, manage contacts, etc., just like a user account.
- Domain Administrator Password - The password associated to the domain administrator username.
- Disable Domain - Select this option to disable the domain. Disabled domains cannot send or receive email and users cannot login to the Web interface. This option is a good way to temporarily shut off a domain without deleting it.

Technical

Use this tab to specify the following technical settings:

- 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 restriction - 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 Active Directory integration - Select this option to enable active directory authentication.
- 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 give users access to POP, IMAP, SMTP and Webmail services.
- Enable domain aliases - Select this option to allow domain administrator to create domain aliases.
- Enable domain reports - Select this option to provide additional reports for domain administrators.
- Enable file storage - Select this option to allow users to use the file storage feature.
- 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 domain administrators 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 domain administrators 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 1 - 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 1 Threshold - The number of retry attempts the system should make before the priority set in Priority After Attempt 1 is assigned to the message.
- Priority After Attempt 2 - The priority level for messages that were not successfully after the specified number of tries.
- Enabled - Check this box to enable priority settings for subsequent delivery attempts.
- Attempt 2 Threshold - The number of retry attempts the system should make before the priority set in Priority After Attempt 2 is assigned to the message.

Throttling

Throttling allows system administrators to limit the number of messages 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.

Collaboration

- 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 Eevent - 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.

Disabled Domains

System administrators can use this section to manage all of the domains in SmarterMail. To view all domains, click the manage icon and then click All Domains in the navigation pane. A list of domains will load in the content pane and the following columns will be available:

- **Checkbox** - Use these boxes to select multiple domains. Domains must be selected before choosing an action from the content pane toolbar.
- **Domain Name** - The name of the domain. For example, smartermail.com or example.com.
- **Size** - The amount of disk space used by all mailboxes on the domain.
- **File Storage** - The amount of disk space used for file storage on the domain.
- **Users** - The number of users (mailboxes) on the domain.
- **Aliases** - The number of alias addresses on the domain.
- **Mailing Lists** - The number of mailing lists on the domain.

In general, the following options are available from the content pane toolbar:

- **Edit** - Edits the settings for the selected domain.
- **Delete** - Permanently deletes the selected domain(s).
- **Manage** - Impersonates the domain administrator and give the system administrator access to all of the domain settings.

Disabling and Enabling Domains

To disable or re-enable a domain, select the desired domain and click Edit in the content pane toolbar. The domain settings will open in a popup window and the option to disable or enable the domain will be in the Options tab.

Spool

The email spool 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 view all of the messages in the spool, click the manage icon and expand the Spool in the navigation pane. Then click All Messages . To only view the messages waiting to be delivered, click the manage icon and expand the Spool in the navigation pane. Then click Waiting to Deliver .

In general the following columns are available:

- **Checkbox** - Use these boxes to select multiple messages. Messages must be selected before choosing an action from the content pane toolbar.

- File Name - The filename on the hard disk.
- Sender - The email address that initially sent the email.
- Size - The total size of the message on the hard drive, in kilobytes.
- Recipients - The number of delivered/total recipients.
- Time in Spool - 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.
- Status - The current status of the message.
- Spool Path - The spool the message resides in. If you have subspools enabled, the message may be placed in one of those locations.
- Priority - The priority level of the message.

The following actions are available from the content pane toolbar:

- Force - Clicking this button will allow the system administrator to push the message to the top of the spool. Note: The status of forced messages will not update until the server passes through the spool.
- Reset Retries - Clicking this button will allow the system administrator to reset 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 - Clicking this button will allow the system administrator to view selected message in a popup window.
- Recipients - Clicking this button will allow the system administrator to see who the message was sent to and the status of that message (i.e. delivered or pending).
- Priority - Clicking this button will allow the system administrator to change the priority level of a message.
- Delete - Clicking this button will allow the system administrator to delete messages from the spool. Note: No confirmation dialog will display, so use caution when deleting from the spool.
- Refresh - Clicking this button will allow the system administrator to update the page with the most recent contents of the spool.

User Activity

System administrators can use this section to monitor the activity of users on the server.

To view a list of users currently logged in to SmarterMail, click the manage icon . Then expand User Activity and click Online Users in the navigation pane. A list of users that are online will load in the content pane.

In general, system administrators can view the following attributes of online users:

- User - The name of the user.
- Type - The connection type. For example, IMAP or webmail.
- IP Address - This will tell the IP address of the user.
- Start Date - The start date and time of the connection.
- Duration - The length of the connection.

In general, the following options are available in the content pane toolbar:

- End Session - End the selected user's session.
- Disable User - Permanently disables the user from logging in to the system.
- Refresh - Refreshes the list of online users.

Inactive Users

To view a list of inactive users, click the manage icon . Then expand User Activity and click Inactive Users in the navigation pane. Then select whether you want to view users that have been inactive for 30 days, 90 Days, 6 months, or 12 months.

Current Connections

SmarterMail will monitor the server and see who is connecting via the different protocols—SMTP, IMAP, and POP. System administrators can then blacklist a certain user if they believe a user is making too many connections.

To view the current connections, click the manage icon and expand Current Connections in the navigation pane. Then click the appropriate connection type.

Current Blocks

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

System administrators can then click Delete in the content pane 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 send a mass email, click the manage icon . Then expand Mass Messaging in the navigation pane and click Send Email . The mass messaging options will load in the content pane and the following fields should be completed:

- From - The individual sending the email message. "System Administrator" will be entered as a default.
- To - Select the message recipients from the list. Note: 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 - The subject of the email.
- Message - Type the text of the message in this field.

Once you complete all the fields, click the Send in the content pane toolbar to send the message.

Send Reminder

To send a mass email, click the manage icon . Then expand Mass Messaging in the navigation pane and click Send Reminder . The mass messaging options will load in the content pane and the following fields should be completed:

- To - Select the message recipients from the list. Note: 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 - The subject of the email.
- Message - Type the text of the message in this field.

Once you complete all the fields, click the Send in the content pane toolbar to send the message.

Services

System administrators can use this section to enable and/or disable specific services on the mail server. Generally, all of these services should be enabled.

To view the status of the services, click the manage icon and then click Services in the navigation pane. The list of available services will load in the content pane and the following columns will be available:

- Checkbox - Use these boxes to select multiple services. Services must be selected before choosing an action from the actions toolbar.
- Status Indicator - The status indicator, or the colored ball next to the checkbox, shows the

current status of the service.

- Description - A brief summary of the service.

The following options will be available in the content pane toolbar:

- Start - Enables the service.
- Stop - Disables the service.

Services

In general, system administrators can enable/disable the following services:

- IMAP - A client/server protocol in which email 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.
- IMAP Retrieval - With IMAP retrieval, mail is retrieved from external IMAP servers and saved in a mailbox on the mail server.
- LDAP (Enterprise Edition Only) - 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 - An email protocol in which mail is saved in a mailbox on the mail server. When the end user reads the mail, it is immediately downloaded to the client computer and is no longer maintained on the mail server.
- POP Retrieval - With POP retrieval, mail is retrieved from external POP3 servers and saved in a mailbox on the mail server.
- SMTP - 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 internal message queue used to deliver messages locally and to remote services.

View Logs

System administrators can use this section to quickly view the server's log files. To view logs, click the manage icon and click View Logs in the navigation pane. The following options will be available in the content pane:

- Date - The date of the log files you want to view.
- Type - Select the type of log file (or the delivery method of the files) that you would like to

view.

- Search String - Type the words or phrases to that should be contained in the log files.
- Enable related traffic - Select this option to only display data that occurred within the same session.

To search for a specific log, complete the Date, Type, and Search String fields. Then click Search in the content pane. Any matching log files will display in the content pane. Note: SmarterMail will show logs files up to 1MB.

Alternatively, system administrators can download the log file by clicking Download in the content pane toolbar. 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 Download in the content pane toolbar.

Message Archive Search

This feature is only available to domain and system administrators using SmarterMail Enterprise.
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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.

To search the archive, click the manage icon and click Message Archive Search in the navigation pane. System administrators can search for a message by date range, the sender's address, the recipient's address, or the subject.

Domain administrators can also search the archive by clicking email icon and clicking Message Archive Search in the navigation pane.

For more information on archiving, see [Message Archiving](#) .

Indexing Status

SmarterMail Search Indexing allows users to instantly find any files--including messages, attachments, appointment, contacts, tasks, or notes--in their mailbox. Following the initial scan of the server, SmarterMail continually monitors each user's mailbox for changes and updates the index. This method of indexing reduces server utilization while increasing the speed in which search results are returned.

System administrators can use this section to view the status of SmarterMail Search Indexing.

Viewing the status of indexing can be beneficial when troubleshooting a problem. For example, if the

mail service seems to be using a large amount of CPU, the system administrator can check to see if the cause of the temporary increase in CPU usage is due to indexing.

To view the indexing status, click the manage icon and click Indexing Status in the navigation pane. A list of users being indexed (or queued for indexing) will load in the content pane.