



# Routing

Help Documentation

## 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.
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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.

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 icon . Then expand the Routing folder and click Message Archiving in the navigation pane. A list of archiving rules will load in the content pane.

To create a new archiving rule, click New in the content pane toolbar. To edit an existing rule, select the appropriate rule and click Edit in the content pane 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.

To access the outgoing gateway settings, click the settings icon . Then expand the Routing folder and click Outgoing Gateways in the navigation pane. A list of incoming gateways will load in the content pane.

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

## Options

Use this tab to specify the following settings:

- Server Address - The IP address of the gateway server.
- Auth Username - The username of the gateway server given to you by your ISP.
- Auth Password - The password for your gateway server.
- Encryption - Select the type of encryption from the list.
- Priority Range - 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

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 login to the primary mail server.
- SmarterMail Password - The corresponding password used to login to the primary mail 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 icon . Then expand the Routing folder and click Incoming Gateways in the navigation pane. A list of incoming gateways will load in the content pane.

To add a new incoming gateway, click New in the content pane 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 specify the following settings:

- 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 login to the primary mail server.
- SmarterMail Password - The corresponding password used to login 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 icon . Then expand the Routing folder and click Sender Priority Overrides in the navigation pane.

To create a new sender priority override, click New in the content pane 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.