



# General Information

Help Documentation

## General Information

### What is SmarterMail?

SmarterMail is an award-winning mail server that meets the needs of both small businesses and enterprise organizations. Features include:

- A rich webmail interface optimized for desktops and tablets
- An integrated instant messaging system
- Collaboration and groupware features (contacts, calendars, tasks and notes)
- File storage
- Detailed reporting
- Email and chat archiving
- Intrusion detection/prevention
- Advanced synchronization with third-party email clients (Apple Mail, Microsoft Outlook, Mozilla Thunderbird, etc.) and mobile devices (Android, BlackBerry, iOS, Windows Phones, etc.)
- Out-of-the-box antispam and antivirus
- Optional add-ons for Microsoft Exchange ActiveSync, Exchange Web Services, Commtouch Premium Antispam and Commtouch Zero-hour Antivirus
- And more...

With lower hardware requirements, superior stability and reduced maintenance costs, SmarterMail has significantly lower TCO and is the best-in-class Microsoft Exchange alternative for businesses and hosting companies.

### New Features Available in SmarterMail

#### New Features Available in SmarterMail 9.x

##### **Improved Synchronization with Microsoft Outlook and Apple Mail**

SmarterMail 9.x includes support for Exchange Web Services, a newer data synchronization protocol that will eventually replace the outdated MAPI protocol, as Exchange Web Services allows for faster communication between an email client and the mail server. Available as an optional add-on at the server level, Exchange Web Services seamlessly syncs SmarterMail messages, contacts, calendars and tasks to third-party email clients like Microsoft Outlook 2011 for Mac, Outlook 2012 for Windows and Apple Mail on Snow Leopard and Lion.

### **Instant Messaging**

Allow users to chat with other users on the same domain with SmarterMail's built-in instant messaging server. Whether they use webmail or another XMPP-supported IM client to communicate, a user's chat history is archived and searchable, so it complies with Sarbanes-Oxley, HIPAA and other regulatory requirements.

### **Interface Enhancements for Desktops and tablets**

SmarterMail 9.x improves the user experience when accessing the Web interface from any desktop or tablet. Page speed is significantly increased and all features of SmarterMail are fully compatible with touch screens, so users can access their messages, contacts, calendars, tasks and notes from anywhere on an Apple, Android or Windows tablets and computers.

### **Outgoing Message Validation**

Decrease the likelihood that your users' messages are flagged as spam with SMTP authentication. Validating users' "From" addresses against their SMTP authentication credentials lets other servers know the message is from a valid user.

### **Outgoing Spam Quarantine**

System administrators can quarantine outgoing messages that have been flagged as spam by SmarterMail's spam checks. Quarantining such messages allows administrators to investigate why certain messages are blocked as spam and make appropriate adjustments, if necessary. In addition, system administrators can easily resend any outgoing messages that should not have been quarantined.

### **Outgoing Virus Quarantine**

System administrators can quarantine outgoing messages that have been flagged as containing viruses by SmarterMail's ClamAV or the Commtouch Zero-hour Antivirus add-on. Quarantining such messages allows administrators to investigate false positives and make appropriate adjustments or notify the developer of the virus scanner, if necessary.

### **Administrative Enhancements**

SmarterMail 9.x includes additional administrative enhancements such as webmail logging for domain and system administrators, new Web services and an MSI installer for automated installations.

## **New Features Available in SmarterMail 8.x**

### **New Message Notifications**

With new messages notifications, users receive a notification that they've received a new message no

matter which section of the interface they are viewing. Users can click on the notification to open the message or view the message from their inbox.

### **Improved Contact Sharing**

Users can now download, save or send contact details in .CSV or vCard format, making it easy to share the email address or phone number of a friend or colleague in their SmarterMail address book.

### **Touch-and-go Functionality**

Emailing a contact, mapping an address or adding an email address to your contacts list has never been easier. SmarterMail 8.x introduces clickable addresses, phone numbers and email addresses for click-to-map, click-to-call and click-to-mail functionality in messages, contact details, calendar items, tasks and notes.

### **Improved synchronization**

SmarterMail 8.x includes support for vCalendar 1.0, so users can download the latest version of the Funambol SyncML clients to sync their mailboxes with Outlook, Thunderbird and mobile devices.

### **Synchronization Center Translation**

The synchronization center now detects the browser language and automatically translates the sync info into that language, making it easier to provide info about available sync protocols to international users.

### **Attachments View**

The new attachments view makes searching for a file hassle-free by displaying all incoming and outgoing messages with attachments in a single location.

### **Improved Message Management**

SmarterMail 8.x has built-in filters to help users view read messages, unread messages, replied to messages or forwarded messages with the click of the mouse. Plus, users can now forward multiple messages at once.

### **Enhanced Signature Options**

Users with multiple signatures can now select the signature they want to use when composing a message. System administrators that want to enforce corporate governance across webmail and email clients can configure domain-wide or system-wide footers with disclaimer text or any other information that's needed.

### **Password Compliance**

SmarterMail 8.x helps system administrators enforce password rules and increase the security of a user's mailbox. Use the new password compliance report to identify accounts that don't meet the specified password requirements and send them a request to change their passwords.

### **Password Retrieval**

Make it easy for users to regain access to their account when they forget their password with the new password retrieval option in SmarterMail. When enabled, users that can't remember their password will receive an email to their backup email address with instructions on resetting their password.

### **Improved Performance**

Numerous optimizations to SmarterMail 8.x reduce disk I/O by an average of 25%. This includes better grid controls, improved charting and an update to the Microsoft .NET 4.0 Framework.

### **Improved Administration**

With better spool management, enhancements to IP binding settings, hard limit throttling and support for SPF RR lookups, mail server administration is easier and more convenient. Plus, system administrators have access to even more Web services.

## **New Features Available in SmarterMail 7.x**

### **Improved Searching**

SmarterMail's search function has been enhanced with a new indexing engine to return faster, more accurate results. Now users can find any message, appointment, attachment, contact, task, or note from anywhere in the interface. System administrators will also notice that the improved indexing reduces server utilization.

### **Synchronization Center**

To help users determine which desktop applications and mobile devices can be synced with SmarterMail, SmarterTools developed the synchronization center. When users access the synchronization center from the webmail interface, they'll be able to see the available synchronization protocols for each application/device and view a list of their current sync connections.

### **Redesigned Webmail Interface**

The new webmail interface is visually pleasing and focuses on improving the user experience by reducing the amount of time and number of clicks it takes to access mailbox data. In addition, SmarterMail 7.x includes dozens of UI enhancements, including smaller page sizes, less JavaScript, and more advanced interface rendering that help improve page load times.

### **File Storage**

Files that are too large to be attached to messages can now be uploaded to the server and shared through public links—making it easier for users to share files and easing the load on the mail server spools.

### **CalDAV and CardDAV Support**

SmarterMail 7.x introduces support for CalDAV and CardDav, giving users with Mac, iPhone, iPad, and other clients that utilize the technology additional options for synchronizing contacts and calendars.

### **Follow-up Flagging**

To help users easily identify email messages that need follow-up action, SmarterMail 7.x introduces follow-up flagging. Emails marked for follow-up display a red flag icon within the message header and can be easily accessed from the special follow-ups view within webmail, ensuring that important emails can be identified at a glance.

### **Linked Tasks**

Because email exchanges often result in new tasks, SmarterMail 7.x includes the ability to link a message to a task. Linked tasks display their start and due dates on calendars just like regular tasks do, but they're also available from a special linked tasks view. By linking emails and tasks together, users can ensure relevant communications regarding a task are always easily accessible and available.

### **Weather Forecast**

SmarterMail 7.x users in the United States can plan for outdoor events when they view 7-day weather forecast on their calendar, courtesy of the National Weather Service.

### **Auto-saved Email Addresses**

Because most users send email to the same recipients, SmarterMail 7.x automatically pulls email addresses from the Sent Items folder and saves them separately from emails in the contacts list. These auto-saved email addresses are then used to auto-complete the To and Cc fields when applicable and can easily be deleted if necessary.

### **Enhanced Contacts View**

Along with a totally redesigned contacts view, SmarterMail 7.x also provides users with a list of the most recent messages, appointments, and attachments related to each contact in one, convenient location.

### **Free-Busy Scheduler and Availability Checking**

SmarterMail 7.x includes two new features to help users schedule time to communicate and collaborate. With the free-busy scheduler, users can now note important events on their calendars without appearing as unavailable to meet at that time. Redesigned appointment invites include the option to check availability before accepting the invitation, ensuring users never double-book appointments again.

### **Multiple System Administrator Accounts**

SmarterMail 7.x fulfills a request to allow hosting companies and businesses to provide system administrator access to the mail server without having to share the same login information. Now SmarterMail installations can have multiple system administrator accounts, each with separate login credentials.

## **New Features Available in SmarterMail 6.x**

### **Microsoft Exchange ActiveSync Add-on**

The addition of Microsoft Exchange ActiveSync as an optional SmarterMail add-on for brings the speed of the leading over-the-air synchronization technology to SmarterMail customers. Exchange ActiveSync reduces sync time, extends the battery life of mobile devices, and delivers better syncing for collaboration features than any other platform.

### **Enhanced Outlook Synchronization**

SmarterMail 6.x introduces two-way syncing with Microsoft Outlook 2007 without the use of any third party tools, making managing and maintaining calendars, contacts, tasks, and notes faster and more efficient for users.

### **Hassle-free Mailbox Migration**

SmarterMail 6.x makes mailbox migration simple with open source converters and a built-in mail server conversion tool. The built-in mailbox migration feature gives users the ability to import email and collaboration items from most email platforms and services—making it easier and more cost-effective to acquire new customers and manage migrations.

### **SpamAssassin-based Pattern Matching Engine**

Based on SpamAssassin technology, this powerful pattern matching engine can process substantially higher volumes of email per day than previous versions of SmarterMail without the need for a distributed antispam server.

### **Improved Message Archiving**

Email archiving and retrieval is taken to a new level in SmarterMail 6.x. The new archiving section allows for the more effective search and retrieval of archived email. Businesses required to save emails due to legal and regulatory requirements will find SmarterMail an ideal solution, for compliance with Sarbanes-Oxley (SOX), Health Information Privacy and Accountability Act (HIPAA), and other regulatory requirements.

### **New Antispam Measures**

SmarterMail 6.x strengthens out-of-the-box spam protection with additional antispam measures, including DKIM spam check, additional greylisting rules, POP message filtering. These additions help to ensure that SmarterMail is the leader in out-of-the-box email spam protection—blocking 97% of spam.

### **Commtouch Premium Antispam Add-on**

When used in conjunction with SmarterMail's out-of-the-box antispam features, the optional Commtouch Premium Antispam add-on delivers upwards of 99.5% spam protection. Commtouch technology complements SmarterMail's built-in antispam features by adding real-time email transmission pattern recognition.

### **Commtouch Zero-Hour Antivirus Add-on**

The Commtouch Zero-hour Antivirus add-on identifies viruses based on their unique distribution patterns and provides a complementary shield to conventional antivirus technology, protecting in the earliest moments of malware outbreaks and continuing protection as each new variant emerges.

### **Improved Mailing Lists**

SmarterMail 6.x greatly enhances mailing list functionality with advanced features normally only found in stand-alone mass mailing applications. The additions of bounce detection with automatic removal, double opt-in, subscriber custom fields, mail merge, logging per subscriber, message prioritization, and much more, not only provide tools to successfully manage large mailing lists, but when used in conjunction with the throttling and prioritization features it can help protect the server from being saturated.

### **Manage All Email Accounts from One Interface**

With the combination of POP importing, IMAP importing, SMTP identities, and multiple signatures—Webmail users can now effectively use one SmarterMail account to manage all of their email accounts. Users can reply using multiple SMTP identities with ease and have immediate access



to primary SmarterMail calendars and contacts—allowing full access to all of SmarterMail’s collaboration tools, synchronization features, and more from one Web interface.

### **Enhanced Webmail and Administration Interface**

Dozens of new features have been added to SmarterMail 6.x to improve the user and administrator experience, including Silverlight reports and charts, new message attachment and attachment thumbnail views, and user-definable columns for contacts, calendars, and tasks.

## **New Features Available in SmarterMail 5.x**

### **Over-the-air Synchronization with BlackBerry, iPhone, and Windows Mobile Devices**

SyncML technology available to facilitate over-the-air synchronization of calendars, contacts, tasks, and notes with a variety of mobile devices. Not all functionality is available on all devices.

### **Greatly Expanded and Enhanced Web Services**

SmarterMail has always been at the forefront of automation through Web services (SOAP/API). SmarterMail 5.x adds dozens of additional user and administrative operations that can be accessed via control panels and other external applications.

### **New Optimized Interface Design**

SmarterMail 5.x introduces the entirely new STInterfaceFramework, a fully skinnable Web interface with drag and drop, right mouse click support, and optimized AJAX controls bringing desktop application performance to the Web.

### **Enhanced Antispam**

SmarterMail 5.x delivers up to 97% spam protection out-of-the-box. SmarterMail 5.x antispam features now allow users to customize the level of protection with flexible configurations on multiple antispam processes.

### **Prioritization of Domains and Messages**

SmarterMail 5.x gives system administrators the ability to prioritize domains and messages in the spool, allowing administrators to ensure critical emails are delivered before non-critical messages or messages with a large mailing list. This feature also gives system administrators the ability to create automated actions based upon that priority.

### **Improved Calendaring**

New calendar/availability views, an enhanced reminder system, and iCalendar specifications have been added to the calendaring functions to improve usability and appointment notification.

### **Mass Messaging for Administrators**

SmarterMail 5.x gives system administrators the opportunity to send mass emails and reminders to selected groups alerting them of upcoming changes or news.

### **All New Events System**

SmarterMail 5.x is one of the first mail servers designed to be event-driven. There are now a virtually infinite number of event configurations that can be created and used to provide notifications and—more importantly—cause specific pre-defined actions to be implemented. There is almost no end to the number and types of events that can be defined.

### **All New Reminders System**

Reminders and notifications now have distinctive pop-up displays, available audible chimes, and effective management features.

### **All New Notification Profiles**

Individual users can be informed via SMS text message or email to any address when a specific email arrives in their mailbox, an appointment reminder has occurred, their mailbox is getting full, and much more.

### **Advanced Reporting System**

SmarterMail 5.x introduces the new STReportingFramework, which uses real-time mail server statistics, historical summary reporting, and detailed trend analysis to create one of the most flexible and robust reporting capabilities on the market.

### **Throttling**

Throttling has been added to allow system administrators to limit the number of messages, amount of bandwidth, and/or the number of bounced messages that will be allowed to or from a domain, user, or mailing list in a given amount of time to prevent system abuse. Actions can be automated based upon the throttling parameters to prevent abuse in real-time.

### **Advanced Message Composition**

Composing and sending a message is easier and more efficient with multiple composition pop-ups, background uploading of attachments, additional editing and formatting options, and much more.

### **Security Enhanced**

The new SmarterMail 5.x interface adds a new security section to support the existing security features

and add even more protections. With the introduction of these new features, the security scheme will often be referred to as the "DETECT, PREVENT, and LIMIT" foundation.

## **New Features Available in SmarterMail 4.x**

### **SmarterMail Sync for Smartphones**

SmarterMail Enterprise Edition now includes SmarterMail Sync for smartphones running Windows Mobile 5 operating system. Synchronize all your contacts, appointments, and tasks via your SmartPhone. SmarterMail Sync for smartphones is located within the SmarterMail interface under the Settings menu.

### **Supports IMAP IDLE**

This feature is an extension of the IMAP protocol that allows SmarterMail to send status updates in real-time. This grants users the ability to maintain a connection with the mail server via any client that supports IMAP IDLE (e.g. Outlook, Thunderbird, third-party applications that support mobile devices), in turn, instantly informing them of any changes or updates.

### **Supports SSL and TLS Connections**

SmarterMail 4.x offers SSL and TLS connections for all protocols. This feature allows SmarterMail to accept incoming SMTP, POP3, or IMAP sessions.

### **Specify User Password Strengths**

System administrators can require minimum password strengths for all users, which can help increase the security of your box(es). Letter casing, numbers, symbols, and length are all fully customizable.

### **New Enhancements and .Net 2.0 Equals Faster Servers**

SmarterMail 4.x enhances the performance of all back-end services, web interface code, and supports Microsoft .Net 2.0. This results in better performance and more efficient server operation.

### **Robust Anti-Spam Improvements**

Greylisting, SpamAssassin, and additional spam checks on incoming mail have been added to the existing anti-spam measures of previous versions at no additional charge.

### **Enhanced Anti-Virus Protection**

SmarterMail 4.x includes ClamAV right out of the box for superior, open-source virus protection.

### **Now Scan Outgoing Mail for Spam**

Avoid blacklisting of your domains. Use the new SmarterMail 4.x outgoing spam checks protect your network from abuse.

### **Real-time Dashboard and Email Reports**

SmarterMail 4.x adds new administrative and email reports and features; including a Web-based dashboard displaying real-time server performance.

### **Improve Performance with Gateways**

Using SmarterMail gateways (available with the Enterprise Edition) allows for enhanced load balancing features. Version 4.x also adds round-robin distribution to 3rd-party gateways.

### **Smart Gateways and Improved Load Balancing**

New smart gateways allow mail servers to send through the entire array of outbound gateway servers to better balance loads.

### **Message Status Icons**

Every message in your SmarterMail inbox will now have a corresponding status icon. These icons will inform the user of what actions have been taken for each individual email. The types of status icons include: read, unread, forwarded, and replied.

### **New Intuitive Webmail and Admin Interfaces**

The webmail and system administrator interfaces have been re-designed with a renewed focus on reduced load speed and better usability. New features like a preview pane, lower-bandwidth component controls, custom skins, and an intuitive Today page.

### **Synchronize Personal and Shared Outlook Features**

Version 4.x includes the new release of SmarterMail Sync for Outlook. Now synchronize shared calendars, contacts, tasks, and now notes; including optional automatic synchronization on startup and exit of Outlook (Enterprise Edition only).

### **POP Retrieval**

Allow users to grab email from external POP accounts and pull them into SmarterMail accounts.

## **SmarterMail Edition Explanation**

### **Professional Edition vs. Enterprise Edition**

SmarterMail Professional Edition has all of the features required to host a fully-functional mail server. SmarterMail Enterprise Edition offers additional features, including:

- Microsoft Exchange ActiveSync add-on
- Microsoft Exchange Web Services add-on

- Commtouch Premium Antispam add-on
- Commtouch Zero-hour Antivirus add-on
- Advanced collaboration: shared calendars, contacts, tasks and notes
- LDAP support
- Global Address List (GAL)
- Message prioritization and throttling
- Active directory authentication
- Email and chat archiving for SOX, HIPAA or other regulatory requirements
- Over-the-air synchronization for Android, BlackBerry, iPhone and Windows Phones
- Two-way synchronization for Microsoft Outlook
- Mailing list management functions
- Custom and emailed reports

### SmarterMail Free

SmarterMail Free contains much of the same functionality as SmarterMail Enterprise, but is limited to one domain with up to 10 users. This is to give you an opportunity to try all of the features out before making a decision on what product to purchase.

### SmarterMail Lite

SmarterMail Lite is a feature-restricted edition of the product and is not available for individual sale.

### SmarterMail Edition Comparison

You can also refer to the following edition comparison chart for more information about each edition.

Features	1 Free	2 Lite	Pro	Enterprise				
Migration and Converters								
Mail server converters for a wide variety of competitors	•	•	•	•				
Mailbox migration for email, calendar, contacts and tasks	•	•	•	•				

Automation (Web Services/ SOAP )							
Compatible with wide variety of control panel companies	•	•	•				
Add/edit domains and users	•	•	•				
Add/edit calendars, tasks and notes	•		•	•			
Add/edit RSS feeds	•	•	•	•			
Retrieve user and domain statistics via Web services 3	•	•	•	•			
Collaboration							
SyncML support	•			•			
Exchange ActiveSync support				Add-on			
CalDAV and CardDAV support	•			•			
Exchange Web Services support				Add-on			
Microsoft Outlook 2007 (2-way) synchronization	•			•			

Microsoft Outlook 2000 and higher synchronization	•			•				
Mozilla Thunderbird and Lightning synchronization	•			•				
Webmail reminders system	•	•	•	•				
Webmail availability of attendees	•		•	•				
Webmail personal contacts	•	•	•	•				
Webmail personal calendars, tasks and notes	•		•	•				
Shared calendars, contacts, tasks and notes	•			•				
Instant Messaging								
Instant messaging server	•			•				
Search, view and print archived chats	•			•				

Compatible with XMPP-supported chat clients				•				
Mail Server Protocols								
SMTP	•	•	•	•				
IMAP4 and IMAP IDLE	•		•	•				
POP3	•	•	•	•				
LDAP	•			•				
Message retrieval via POP and IMAP	•		•	•				
Antispam Measures								
Commtouch Premium Antispam			Add-on	Add-on	•	•	•	• --%>
Incoming and outbound spam checking	•	•	•	•				
Spam quarantine (outgoing messages only)	•	•	•	•				
Spam checking on POP3 message retrieval	•		•	•	•	•	•	• --%>
Outgoing spammer detection and limiting	•	•	•	•				



SpamAssassin-based Pattern Matching Engine	•	•	•				
Support for distributed SpamAssassin servers (Linux or Windows)	•		•	•			
SPF record checking	•	•	•	•			
RBL listing detection	•	•	•	•			
Bayesian filtering	•	•	•	•			
Reverse DNS checking	•	•	•	•			
Greylisting (based on IP, sender location, spam weight, etc.)			•	•			
DomainKeys and DKIM		•	•	•			
Configurable spam weights for system, domain and users		•	•	•			
Configurable spam headers		•	•	•			
Trusted senders	•	•	•	•			

Requiring SMTP authentication for outgoing messages	•	•	•	•				
Support for Declude	•	•	•	•				
Antivirus								
Commtouch Zero-hour Antivirus			Add-on	Add-on				
Out-of-the-box ClamAV	•	•	•	•				
Support for third-party real-time antivirus solutions	•	•	•	•				
Support for third-party command-line antivirus solutions	•	•	•	•				
Support for a remote ClamAV server (Linux or Windows)	•	•	•	•				
Virus quarantine (outgoing messages only)	•	•	•	•				

Security/Attack Prevention								
Incoming and outgoing SSL/TLS	•		•	•				
Active Directory Authentication (ADX)	•			•				
Optional alternate SMTP port	•	•	•	•				
SMTP authentication by domain	•	•	•	•				
Restrict administrator access via IP	•	•	•	•				
Manual and automatic IP whitelisting/blacklisting	•	•	•	•				
Brute force detection for Webmail	•	•	•	•				
Manual and automatic IP whitelisting/blacklisting	•	•	•	•				
Automatic harvest attack prevention	•	•	•	•				
Automatic denial of service prevention	•	•	•	•				

Malicious script filtering in webmail	•	•	•	•				
Throttle user and domain activity	•			•				
Throttle incoming bounces to prevent saturation	•			•				
Reporting								
Real-time performance dashboards (traffic stats)	•	•	•	•				
Basic reports (disk usage, file storage, etc.)	•	•	•	•				
Advanced summary/trend reports (connections, traffic, spam, virus, etc.)	•		•	•				
Data drill down for summary reports	•		•	•				
Define custom reports	•			•				

Scheduled and on-demand email reports	•			•				
Reporting statistics exposed as PerfMon counters	•			•				
Export reports to CSV and tab formats	•	•	•	•				
Events and Notifications								
Event-driven architecture	•	•	•	•				
Notification profiles	•	•	•	•				
Configurable system, domain and user events	•		•	•				
Assign actions to events (e.g. command-line, notifications, etc.)	•		•	•				
Default notification to all users when disk quotas are reached	•	•	•	•				
Message Archiving								
Sarbanes-Oxley compliance	•			•				

Enable message archiving by domain	•			•				
Messages .ZIP compressed to reduce space necessary	•			•				
Search, view and print archived messages	•			•				
Messages stored in .EML format	•			•				
Administration								
Administration from a Web browser	•	•	•	•				
Custom skinning	•		•	•				
Multiple system administrator accounts	•	•	•	•				
Review and download log files from interface	•	•	•	•				
Users can be limited to specific protocols (IMAP, POP, SMTP)	•	•	•	•				

Mass propagation of settings for domains/users	•		•	•				
Mass messaging to some or all users and domain administrators	•		•	•				
Prioritize SMTP based on message type, domain or user	•			•				
Spool functionality that allows third-party integration	•	•	•	•				
Configurable outbound SMTP IP addresses	•	•	•	•				
Multiple spools (smart spooling)	•	•	•	•				
Manage all connections	•		•	•				
Manage current blocks	•	•	•	•				
Immediate blacklisting of connections and sessions	•		•	•				

Configurable user password strength requirements	•	•	•				
Configurable user settings by domain	•	•	•				
Configurable logging for all protocols	•	•	•				
Password compliance reporting and enforcement	•	•	•				
Folder auto-clean to enforce user quotas	•	•	•				
Domain-wide and system-wide footers	•	•	•				
SmarterMail search indexing	•	•	•				
Web Interface (Webmail)							
Multi-language compatible	•	•	•				
Optimized AJAX controls provide desktop application performance	•	•	•				



Compatible with most mobile devices and tablets (iPad, iPhone, Android, etc.)	•	•	•				
Preview message attachments	•	•	•	•			
New message notifications from anywhere in interface	•	•	•	•			
Thumbnails for image file attachments	•	•	•	•			
Download all attachments as .ZIP	•	•	•	•			
Upload attachments in the background	•	•	•	•			
File storage	•		•	•			
Automatic save as draft	•	•	•	•			
Click-to-map, click-to-call and click-to-mail functionality	•	•	•	•			

Follow-up flagging	•	•	•	•				
Linked emails and tasks	•	•	•	•				
Advanced content filtering	•		•	•				
Advanced spam filtering rules	•		•	•				
User-level auto-clean	•	•	•	•				
Spell-check in 15 languages	•	•	•	•				
Email address auto-complete similar to Microsoft Outlook	•	•	•	•				
Import and export contacts	•	•	•	•				
Support for user and domain aliases	•	•	•	•				
Multiple signatures support	•	•	•	•				
Multiple identity/SMTP support	•	•	•	•				
Mailing Lists								
Bounce detection	•		•	•				

Automatic removal of subscribers on bounces	•		•	•				
Optional double opt-in	•		•	•				
Subscriber custom fields	•		•	•				
Unsubscribe links in messages	•		•	•				
Common subscriber database for all mailing lists	•		•	•				
Merge variables and custom fields into messages (mail merge)	•		•	•				
Toggle auto-generated response to mailing list commands	•		•	•				
Enhanced mailing list compose with attachments	•		•	•				
Customized command messages			•	•				

Mail logging per subscriber	•		•	•				
Message prioritization of mailing list	•			•				
Throttling of mailing lists	•			•				
Gateways								
Use as SmartHost or incoming gateway	•	•	•	•				
Use as backup MX server	•	•	•	•				
Use as outgoing gateway	•	•	•	•				
User authentication and SSL/TLS support for outgoing gateways	•	•	•	•				
Gateway authentication with other SmarterMail servers	•	•	•	•				
Gateway can have domain exceptions	•	•	•	•				

Spam checking available on gateways	•	•	•	•				
Greylisting available on gateways	•	•	•					

1 SmarterMail Free contains much of the same functionality as SmarterMail Enterprise, but is limited to one domain with up to 10 users. This is to give you an opportunity to try all of the features out before making a decision on what product to purchase.

2 SmarterMail Lite is a specially-developed version of the SmarterMail mail server that provides unlimited email accounts and domains and is only available with specific product offerings from SmarterTools technology partners. The SmarterMail Lite is not available for individual sale.

3 For more information about using Web services with SmarterMail, see Automation with Web Services .

4 Consult your compliance professional to determine applicability to your organization.

For further assistance choosing the right edition, please contact the SmarterTools sales department via live chat, email sales@smartertools.com or call us toll-free at 1.877.357.6278.

## Mail Server Competitor Comparison

Pricing and features are taken directly from related websites, customer support, and marketing materials as of January 11, 2012, unless otherwise noted. Information, features and pricing are subject to change. To report corrections, please contact the SmarterTools sales department via live chat or email sales@smartertools.com . For a more detailed comparison of SmarterMail and Microsoft Exchange, see SmarterMail and Microsoft Exchange: An Administrative Comparison

Features	MDaemon Pro	Mailsite Fusion SE	IMail Premium	Icewarp Enterprise	Kerio Connect	Exchange 2010 Enterprise	SmarterMail Enterprise
Initial cost for 500 mailboxes	\$1,510	\$2,000	\$1,795	\$2,180 1	\$13,830	\$57,970 2	\$699
Over-the-air iPhone sync	–	\$2,000 3	\$249	•	•	•	•

Over-the-air BlackBerry sync	•	•	•	•	•		
Over-the-air Windows Mobile sync	•	•	•	•	•		
Exchange ActiveSync (50 mailboxes)	–	\$469	•	•	\$349		
Microsoft Outlook sync	\$2,400	•	•	\$4,859	•	•	•
Exchange Web Services	–	–	–	–	–	•	\$149
Webmail interface with collaboration	•	•	•	\$744	•	•	•
Instant messaging server	•	–	•	\$744	–	•	•
FTP server	–	–	–	•	–	–	–
SIP server	–	–	–	\$79	–	–	–
SMS server	–	–	–	\$79	–	•	–
Events & notifications system	–	–	–	–	–	–	•
SyncML synchronization	•	–	–	\$3,239	–	–	•
Antivirus	•	\$2,000	•	•	\$1,500	–	•
Antispam	•	\$2,000	–	•	•	–	•
Premium antivirus	\$1,035	–	\$1,629	\$839	–	• 4	\$349
Premium antispam	–	\$1,200	\$1,509	–	• 5	\$349	
Intrusion detection system	•	–	–	•	–	–	•
Message archiving	•	•	\$4,480	•	•	•	•

File storage	–	–	–	–	–	Available 6	•
Upgrade protection (12 months)	•	•	•	–	•	\$1,985	•
Business hour support	\$650	•	•	•	•	Available 7	• 8
Emergency support (24/7/365)	–	\$995	\$999	–	–	Available 9	\$749 10
Total Cost	\$5,595	\$8,995	\$10,352	11 \$14,240	\$15,330	\$59,995	\$2,644

1 Icwarp pricing based on the cost of 450 mailboxes as of March 3, 2011, as pricing information is no longer available directly from their website.

2 Exchange 2010 Enterprise pricing as of March 3, 2011, as pricing information is not available on the Microsoft website, and includes Enterprise Client Access Licenses (CALs) for 500 users.

3 Exchange ActiveSync license required for every mailbox.

4 Included with Enterprise CAL.

5 Included with Enterprise CAL.

6 Available with the inclusion of Sharepoint Server at an extra charge (licensing varies).

7 Available at a substantial extra charge.

8 SmarterTools provides two email support incidents with every purchase.

9 Available at a substantial extra charge.

10 Emergency support is available if needed and is part of the Platinum Support Package. More information about our support packages can be found on the Support page of the SmarterTools website.

11 Icwarp provides 30 GroupWare, 30 instant messaging, 30 SIP, 30 SMS, 5 Outlook connectors, 5 SyncML, 5 desktop client and 5 Exchange ActiveSync licenses at no cost by deducting \$628 from the total cost at checkout. This discount is reflected in the product's total cost in the chart above.

## How SmarterMail Works

There are three main components that work together within SmarterMail: the web interface, the Windows Service, and the SmarterMail web server.

## Web Interface

The web interface is a browser-based administration platform that installs on a single server and supports administration of domains and user accounts as well as mailbox access by end users. End users are able to access and use their accounts via webmail or a desktop application (e.g. Outlook, Apple Mail, Thunderbird, etc.).

## Windows Service

The SmarterMail Service is the backbone of SmarterMail. Running as a Windows Service, it controls data storage and retrieval, protocol services, and administrative functions. SmarterMail will not function without this service installed and running.

## SmarterMail Web Server

The SmarterMail web server installs with the SmarterMail Web Interface "right out of the box". This web server gives users and administrators access to the SmarterMail web interface from the Internet by utilizing the IP address assigned to the local machine.

NOTE: After installing SmarterMail, it is recommended that the web interface be moved from the SmarterMail web server to Microsoft IIS (if available) for more stability and security. For step-by-step instructions on how to make SmarterMail run under IIS, see [Running as an IIS Site](#) .

## Release Notes

Current release notes are available at

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