



# Reports

Help Documentation

# Reports

## Reports Overview

The practice of routinely generating and evaluating reports provides users, domain administrators, and system administrators with the information they need to uncover problems and establish policies.

### Summary and Trend Reports

SmarterMail includes dozens of predefined summary and trend reports:

- Summary reports display summarized data at the system, domain, and user level within a user defined block of time. Summary reports are especially useful for determining the overall usage and performance of systems, domains, and users relative to each other.
- Trend reports display data points—connected by trend lines—for a system, domain, or user over a selected time span. Trend reports are especially useful for determining the usages and performance month-by-month, day-by-day, and hour-by-hour (etc.).

These reports can be grouped and filtered to create custom reports. With summary, trend, and custom reporting, SmarterMail provides domain and system administrators with the information they need to efficiently monitor the performance of their mail server software. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

For help understanding the different areas of the reporting section, see the reports diagram .

## Favorites

Users, domain administrators, and system administrators can mark any report as a favorite, allowing easy access to the most frequently used reports. Using favorites can greatly reduce your time analyzing the performance of the mail server, as you can quickly jump between reports that interest you.

To access your favorite reports, click the reports icon . Then expand Favorites in the navigation pane and select the desired report. The report will load in the content pane and the following options will be available in the content pane toolbar:

- Email - Click this button to email a copy of the report to the desired recipient(s).
- Export - Click this button to export the report in CSV or TAB format.
- Delete - Click this button to permanently remove the report from the favorites list.
- Set Dates - Click this button to specify the timeline the report covers.
- Print - Click this button to print the report.

## Scheduled Email Reports

This feature is only available in SmarterMail Enterprise.

SmarterMail Enterprise has the ability to email standard and custom reports on a daily, weekly, and monthly basis.

- Daily email reports are sent after 12:00 AM.
- Weekly email reports are sent after 12:00 AM Sunday.
- Monthly email reports are sent after 12:00 AM on the first day of the month.

The reports are generated and sent by SmarterMail according to the time zone configured for that particular user.

To see which reports are scheduled to be emailed, click the reports icon . Then click Scheduled Email Reports in the navigation pane and select the desired report. A list of scheduled email reports will load in the content pane and the following options will be available in the content pane toolbar:

- New - Creates a new scheduled email report.
- Send Now - Emails a copy of the report to the desired recipient(s).
- Edit - Edit the email options for the report.
- Delete - Permanently removes the report from the emailed reports list.

## Custom Reports

With custom reports, statistics from multiple reports can be combined to give administrators and users a comprehensive analysis of the mail server's performance.

To access custom reports, click the reporting icon . Then expand the Custom Reports folder in the navigation pane and select the desired report. The report will load in the content pane and the following options will be available in the content pane toolbar:

- New - Creates a new custom report.
- Edit - Edit the report's settings and configuration options.
- Delete - Permanently remove the report from the custom reports list.

## Creating a Custom Report

To create custom report, click the reporting icon . Then expand the Custom Reports folder in the navigation pane and click Manage Custom Reports and click New in the content pane toolbar. The following configuration tabs will be available:

Custom Report

Use this tab to specify the following options:

- Name - The name of the custom report.
- Default Date Range - The default time period from which report data is collected.

#### Report Items

Use this tab to specify which report items to include in the custom report:

- Report Items - The specific report to be added to the custom report. Note: Depending on the report item selected, some of the options listed below may not be available.
- Name - The name of the report item.
- Rows - The number of rows displayed in the report.
- Sort By - The sort order of the data.
- Chart - To specify a specific chart type, select the appropriate option from the list.
- Values - The values that will be charted.
- Group By - The timeframe for which rows are grouped.

## Summary Reports

### Disk Reports

#### Disk Reports

This report provides statistics regarding disk i/o. System administrators may use this report to correlate high disk usage on the server with SmarterMail activity and identify areas in which adjustments can be made. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Read - The average size in KB/sec of disk reads.
- Avg. Write - The average size in KB/sec of disk writes.

## Traffic Reports

### Disk Usage

This report will tell you the amount of disk space currently being used by all domains on your server. Domain administrators may run this report if the domain is nearing its storage limits to identify which users are using the most disk space. System administrators may run this report to identify domains that

are utilizing the most server space. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Disk Usage - The number of MB that each folder is occupying on the server.
- Rank - The order users or domains are listed within the report.
- User - The specific user on the domain.

## File Storage Disk Usage

This report informs users how much disk space is currently being used for file storage. Users may use this report to identify which file storage folder is utilizing the most disk space. This is especially useful if the user is nearing his file storage limits and needs to clear up space for new data. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Disk Usage - The number of MB that each folder is occupying on the server.
- Rank - The folders are listed within the report.

## Message Traffic

This report will tell you the number of messages that are being sent and received by all domains on your server. System administrators may use this report for overage billing, to identify potential spammers on the server or to identify high-usage domains. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Incoming Messages - The total number of messages the account has received.
- Incoming Spam Messages - The total number of spam messages delivered to the mailbox.
- Outgoing Messages - The total number of messages the account has sent.
- Outgoing Spam Messages - The total number of spam messages sent from the account.
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.

## Message Data

This report tells you the amount of data that was sent and received in KB by all users within in your domain. System administrators may use this report to identify potential spammers on the server or to identify high-usage domains. Note: Not all reports are available for users and/or domains. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Data Received - The total size in KB of all data received by the account.
- Data Size - The total size in KB of all data sent by the account.
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.

## Throttle Traffic

This report shows the number of messages that have been throttled on your server. Domain and system administrators may use this report to identify issues with high usage customers. For example, if a user is sending a high number of bounced messages, that is an unnecessary use of system resources that can be easily corrected. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Bounces Received - The number of bounced messages throttled.
- Messages Sent - The number of sent messages throttled.
- SMTP Out Bandwidth - The amount of bandwidth throttled.

## Throttle Violations

This report shows the number of throttle violations on your server. Domain and system administrators may use this report to identify issues with high usage customers. For example, if a user is sending a high number of bounced messages, that is an unnecessary use of system resources that can be easily corrected. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Bounces Received - The number of bounced messages throttled.
- Messages Sent - The number of sent messages throttled.
- SMTP Out Bandwidth - The amount of bandwidth throttled.

## SMTP In Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP incoming mail for all domains on your server. Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.

## SMTP In Errors

This report tells if any errors occurred from SMTP incoming mail for all domains on your server. Domain and system administrators may use this report to identify users that are using faulty email clients or unnecessarily using system resources. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Bad Commands - The total number of bad commands given.
- Blocked Connections - The total number of connections that were blocked.
- Rank - The order in which users or domains are listed within the report.
- Terminations - The total number of terminations that occurred for incoming mail.
- User - The specific user on the domain.

## SMTP Out Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP outgoing mail from all domains on your server. Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.

## SMTP Out Errors

This report tells if any errors occurred from SMTP outgoing mail from all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Bad Commands - The total number of bad commands given.
- Rank - The order in which users or domains are listed within the report.
- Terminations - The total number of terminations that occurred for incoming mail.
- User - The specific user on the domain.

## POP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from POP incoming mail for all domains on your server. Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move



such accounts to another server or to set limits on such accounts. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.

## POP Errors

This report tells if any errors occurred from POP incoming mail for all domains on your server.

Domain and system administrators may use this report to identify users that are using faulty email clients or unnecessarily using system resources. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Bad Commands - The total number of bad commands given.
- Blocked Connections - The total number of connections that were blocked.
- Rank - The order in which users or domains are listed within the report.
- Terminations - The total number of terminations that occurred for incoming mail.
- User - The specific user on the domain.

## IMAP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from IMAP incoming mail for all domains on your server. Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).

- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.

## IMAP Errors

This report tells if any errors occurred from IMAP incoming mail for all domains on your server. Domain and system administrators may use this report to identify users that are using faulty email clients or unnecessarily using system resources. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Bad Commands - The total number of bad commands given.
- Blocked Connections - The total number of connections that were blocked.
- Rank - The order in which users or domains are listed within the report.
- Terminations - The total number of terminations that occurred for incoming mail.
- User - The specific user on the domain.

## Trusted Senders

This report shows the number of messages received from email addresses listed as trusted senders for all domains on your server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Messages Trusted - The total number of messages received from addresses in the trusted senders list.
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.

## Spam and Virus Reports

### Incoming Spam

This report tells you the number of spam messages which were received at different tolerance levels for all domains on your server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- High Spam Messages - The total number of messages received with a high spam tolerance level.
- Medium Spam Messages - The total number of messages received with a medium spam tolerance level.
- Rank - The order in which users or domains are listed within the report.
- Total Spam Messages - The total number of messages received with any spam tolerance level assigned to it.
- User - The specific user on the domain.

### Outgoing Spam

This report tells you the number of outgoing messages that were blocked due to spam for all domains on your server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Blocked Messages - The total number of messages that were sent and blocked as spam.
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.

### Greylisting

This report tells you the number of connections which were allowed and delayed due to greylisting for all domains on your server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Allowed Connections - The total number of messages that passed greylisting and were delivered to the mailbox.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Delayed Connections - The total number of messages that were delayed due to greylisting.
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.

## Viruses

This report tells you the number of viruses which were received through email for all domains on your server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Rank - The order in which users or domains are listed within the report.
- User - The specific user on the domain.
- Viruses - The total number of viruses detected from incoming mail.

## Trend Reports

## Traffic Reports

## Server Status

This report will tell you the amount of memory currently being used on your server. System administrators may use this report to identify issues such as spool count spikes, thread count spikes, memory spikes etc. and troubleshoot ways to correct them. For example, if the average CPU spikes, the system administrator may want to check the spam check and indexing settings. If the average memory usage spikes, the system administrator may want to check indexing and greylisting settings and the max message size to content scan spam setting. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Active Connections - The average number of active connections made by SmarterMail.
- Avg. CPU - The average CPU usage percentage for the SmarterMail process.
- Avg. Memory - The average memory usage for the SmarterMail process.
- Avg. Spool Count - The average number of messages in the spool.
- Avg. Threads - The average number of threads used for the SmarterMail process.

## Message Traffic

This report will tell you the number of messages that are being sent and received on your server. System administrators may use this report for overage billing, to identify potential spammers on the server or to identify high-usage domains. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Account Type - The type of account the email address is associated with (user, domain administrator, or system administrator).
- Incoming Messages - The total number of messages the account has received.
- Incoming Spam Messages - The total number of spam messages delivered to the mailbox.
- Outgoing Messages - The total number of messages the account has sent.
- Outgoing Spam Messages - The total number of spam messages sent from the account.

## Message Data

This report tells you the amount of data which was sent and received in KB on your server. System administrators may use this report to identify potential spammers on the server or to identify high-usage domains. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Data Received - The total size in KB of all data received by the account.
- Data Size - The total size in KB of all data sent by the account.
- Day - The specified amount of time that the report data falls within.

## Throttle Traffic

This report shows the number of messages that have been throttled on your server. Domain and system administrators may use this report to identify issues with high usage customers. For example, if a user

is sending a high number of bounced messages, that is an unnecessary use of system resources that can be easily corrected. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Bounces Received - The number of bounced messages throttled.
- Messages Sent - The number of sent messages throttled.
- SMTP Out Bandwidth - The amount of bandwidth throttled.

## Throttle Violations

This report shows the number of throttle violations on your server. Domain and system administrators may use this report to identify issues with high usage customers. For example, if a user is sending a high number of bounced messages, that is an unnecessary use of system resources that can be easily corrected. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Bounces Received - The number of bounced messages throttled.
- Messages Sent - The number of sent messages throttled.
- SMTP Out Bandwidth - The amount of bandwidth throttled.

## Traffic By Priority

This report shows how many messages going through the spool were assigned priority levels. For example, if the system administrator set mailing lists to a lower priority than regular messages, this report can be used compare mailing list traffic and normal traffic on the server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Bandwidth By Priority

This report shows the bandwidth for all messages in each priority level. For example, if the system administrator set mailing lists to a lower priority than regular messages, this report can be used compare mailing list traffic and normal traffic on the server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP In Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP incoming mail for all domains on your server. Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts. This report can also be used to find potentially compromised reports because the administrator would see a jump in SMTP connections over time. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Active Connections - The average number of active connections made by Smartermail.
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Blocked Connections - The total number of connections that were blocked.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Day - The specified amount of time that the report data falls within.

## SMTP In Errors

This report tells if any errors occurred from SMTP incoming mail for all domains on your server. Domain and system administrators may use this report to identify users that are using faulty email clients or unnecessarily using system resources. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Bad Commands - The total number of bad commands given.
- Blocked Connections - The total number of connections that were blocked.
- Day - The specified amount of time that the report data falls within.
- Terminations - The total number of terminations that occurred for incoming mail.

## SMTP Out Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP outgoing mail from all domains on your server. Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts. This report can also be used to find potentially compromised reports because the administrator would see a jump in SMTP

connections over time. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Active Connections - The average number of active connections made by Smartermail.
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Day - The specified amount of time that the report data falls within.

## SMTP Out Errors

This report tells if any errors occurred from SMTP outgoing mail from all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Bad Commands - The total number of bad commands given.
- Day - The specified amount of time that the report data falls within.
- Terminations - The total number of terminations that occurred for incoming mail.

## POP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from POP incoming mail for all domains on your server. Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Active Connections - The average number of active connections made by Smartermail.
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Blocked Connections - The total number of connections that were blocked.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Day - The specified amount of time that the report data falls within.



## POP Errors

This report tells if any errors occurred from POP incoming mail for all domains on your server. Domain and system administrators may use this report to identify users that are using faulty email clients or unnecessarily using system resources.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Bad Commands - The total number of bad commands given.
- Blocked Connections - The total number of connections that were blocked.
- Day - The specified amount of time that the report data falls within.
- Terminations - The total number of terminations that occurred for incoming mail.

## IMAP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from IMAP incoming mail for all domains on your server. Domain and system administrators may use this report to identify high usage accounts. This information can be used to evaluate whether to move such accounts to another server or to set limits on such accounts.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Active Connections - The average number of active connections made by Smartermail.
- Bandwidth - The bandwidth in KB for all incoming SMTP mail.
- Blocked Connections - The total number of connections that were blocked.
- Day - The specified amount of time that the report data falls within.

## IMAP Errors

This report tells if any errors occurred from IMAP incoming mail for all domains on your server. Domain and system administrators may use this report to identify users that are using faulty email clients or unnecessarily using system resources.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Bad Commands - The total number of bad commands given.
- Blocked Connections - The total number of connections that were blocked.
- Day - The specified amount of time that the report data falls within.
- Terminations - The total number of terminations that occurred for incoming mail.

## SpamAssassin Servers

This report shows general data regarding connections to external SpamAssassin servers. System administrators may use this report to identify faulty SpamAssassin servers and troubleshoot ways to correct the issue. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Active Connections - This is the average number of active connections made by SmarterMail.
- Connections - This is the total number of connections made to a SpamAssassin server.
- Failed Connections - The total number of failed connections to a SpamAssassin server.

## SMTP Out Connections

This report tells you the number of SMTP out connections your server has made. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Active Connections - The average number of active connections made by Smartermail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Day - The specified amount of time that the report data falls within.
- Failed Connections - The total number of connections that failed.

## ClamAV

This report tells you the number of connections your server has made to the ClamAV service. System administrators may use this report to identify and troubleshoot issues between SmarterMail and the ClamAV service. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Avg. Active Connections - The average number of active connections made by Smartermail.
- Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Day - The specified amount of time that the report data falls within.
- Failed Connections - The total number of connections that failed.

## Spam and Virus Reports

### Incoming Spam Counts

This report tells you the number of spam messages which were received at different tolerance levels on your server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- High Spam Messages - The total number of messages received with a high spam tolerance level.
- Medium Spam Messages - The total number of messages received with a medium spam tolerance level.
- Rank - The order in which users or domains are listed within the report.
- Total Spam Messages - The total number of messages received with any spam tolerance level assigned to it.

### Outgoing Spam Counts

This report tells you the number of outgoing messages that were blocked due to spam on your server. System administrators can use this report to determine if the server is sending out a large amount of spam. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Blocked Messages - The total number of messages that were sent and blocked as spam.
- Day - The specified amount of time that the report data falls within. Note: The system administrator must enable outgoing spam checks or this report will not contain data.

## Incoming Spam Percentages

This report tells you the percentages of spam messages which were received at different tolerance levels on your server. System administrators may use this report to adjust spam weight settings. For example, if the system administrator notices a large percentage of medium spam messages, it is highly likely that these messages actually are spam. For this reason, the system administrator may want to adjust the spam weights so that many of these messages will be marked as a high spam tolerance level in the future. Doing so may decrease the amount of spam delivered to users' inboxes. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- High Spam Percentage - The total percentage of spam messages received with a high spam tolerance level.
- Medium Spam Percentage - The total percentage of spam messages received with a medium spam tolerance level.
- Rank - The order in which users or domains are listed within the report.
- Total Spam Percentage - The total percentage of spam messages received with any spam tolerance level assigned to it.

## Outgoing Spam Percentages

This report tells you the percentage of outgoing messages that were blocked as spam on your server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Blocked Messages - The total percentage of outgoing messages that were sent and blocked as spam.
- Day - The specified amount of time that the report data falls within.

## Greylisting

This report tells you the number of connections which were allowed and delayed due to greylisting for all domains on your server. Domain and system administrators may use this report to verify that greylisting is working.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Allowed Connections - The total number of messages that passed greylisting and were delivered to the mailbox.
- Total Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)
- Day - The specified amount of time that the report data falls within.
- Delayed Connections - The total number of messages that were delayed due to greylisting.

## Viruses

This report tells you the number of viruses which were received through email for all domains on your server. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The specified amount of time that the report data falls within.
- Viruses - The total number of viruses that were detected from incoming mail.

## Commtouch Premium Antispam

This report tells you the number of messages that the Commtouch Detection Center classified as potential spam on your server. System administrators may use this report to verify that the Commtouch Premium Antispam add-on is working. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Bulk - The number of messages the Commtouch Detection Center deemed as sent in bulk.  
Note: Newsletters or mailing list messages may be included in this classification.
- Confirmed - The number of messages the Commtouch Detection Center confirmed as coming from known spam sources.
- Not Spam - The number of messages the Commtouch Detection Center deemed were not spam.
- Suspected - The number of messages the Commtouch Detection Center suspected might be spam because they were sent to a slightly larger than average distribution.

## Commtouch Zero-hour Antivirus

This report tells you the number of incoming messages that the Commtouch Detection Center flagged as containing potential viruses. System administrators may use this report to verify that the Commtouch Zero-hour Antivirus add-on is working. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- High Result - The number of messages the Commtouch Detection Center deemed have a high likelihood of presenting a virus threat.
- Nedium Result - The number of messages in which the Commtouch Detection Center found a probable threat of viruses.
- Non-virus Result - The number of messages the Commtouch Detection Center confirmed did not contain viruses.
- Unknown Result - The number of messages in which the Commtouch Detection Center could not determine the threat for viruses.
- Virus Result - The number of messages in which the Commtouch Detection Center confirmed they contained a virus.

## Security Reports

### Abuse Detection

This report shows the number of attacks on the server. For example, if a system administrator notices an increase in DOS or harvesting violations, he may review server logs to determine the IP address that is triggering the violations and consider permanently blocking the IP. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- DOS Violations - The total number of DOS violations.
- Harvesting Violations - The total number of harvesting violations.
- Internal Spammer Violations - The total number of spam violations from users on the SmarterMail server.

## Blacklist / Whitelist

This report shows the number of connections made from blacklisted and whitelisted IPs. Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Blacklisted Connections - The number of connections SmarterMail made to blacklisted IPs.
- Whitelisted Connections - The number of connections SmarterMail made to whitelisted IPs.