



# Summary Reports

Help Documentation

# 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.