



# Manage Spool

Help Documentation

## Spool

The email spool is a list of emails, in order of when they are created, that are available for the server to send or deliver locally. SmarterMail is multi-threaded, which means that if a message cannot process out of the queue, SmarterMail simply moves on to the next message until the maximum number of threads that are designated in the administrative configurations are in use. Administrators can use the information here to adjust threads and resources to allocate for concurrent messages.

Messages enter and leave the spool fairly quickly. In fact, some pass through so quickly that they will not display in the spool. Most messages in the spool are displayed because they are large, have many recipients, or are having trouble being sent to their final destination.

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

In general the following columns are available:

- **Checkbox** - Use these boxes to select multiple messages. Messages must be selected before choosing an action from the content pane toolbar.
- **File Name** - The filename on the hard disk.
- **Sender** - The email address that initially sent the email.
- **Size** - The total size of the message on the hard drive, in kilobytes.
- **Recipients** - The number of delivered/total recipients.
- **Time in Spool** - The total amount of time the message has been in the spool.
- **Attempts** - The number of delivery attempts that have been made.
- **Next Attempt** - The date and time of the next delivery attempt.
- **Status** - The current status of the message.
- **Spool Path** - The spool the message resides in. If you have subspools enabled, the message may be placed in one of those locations.
- **Priority** - The priority level of the message.

The following actions are available from the content pane toolbar:

- **Actions** - Click this button and select the appropriate option to force the message, reset retries or change the priority of a message in the spool.
- **Force** - Pushes the message to the top of the spool. Note: The status of forced messages will not update until the server passes through the spool.
- **Reset Retries** - Resets the retry counts on all messages in the spool, effectively starting the

delivery process over. This can be useful if a DNS or firewall problem has been recently resolved, or if you are using SmartHosting and the target server was down.

- Set Priority - Changes the priority level of a message.
- View - Click this button and select the appropriate option to view the text of a selected message or to see the list of recipients for the selected message.
- Message - Displays the text of the selected message in a new window.
- Recipients - Allows the system administrator to see who the message was sent to and the status of that message (i.e. delivered or pending).
- Delete - Clicking this button will allow the system administrator to delete messages from the spool. Note: No confirmation dialog will display, so use caution when deleting from the spool.
- Refresh - Clicking this button will allow the system administrator to update the page with the most recent contents of the spool.