



General Information

Help Documentation

General Information

What is SmarterMail?

SmarterMail is an award-winning email, collaboration and group chat server that easily meets the needs of any sized business, from the individual proprietor to large corporations and enterprise organizations. Features include:

- A rich, modern webmail interface optimized for desktops, tablets and smartphones
- An integrated group chat system that can be used right from the web interface or integrated with third-party products like Adium, Pidgin or IM+
- Integrated Team Workspaces that include group chat, inline file sharing, and video conferencing
- Full collaboration features such as shared contacts, calendars, tasks and notes
- Integrated file storage PLUS the ability to use Google Drive, OneDrive and Dropbox for file storage
- Detailed reporting at the mailbox, domain and system levels
- Email and chat archiving, ideal for complicity requirements
- Intrusion detection/prevention
- Advanced synchronization with third-party email clients on desktop and mobile (Apple Mail, Microsoft Outlook, Android, iOS, etc.)
- Structured and multi-layered antispam and antivirus tools included at no additional charge
- Optional add-ons such as EAS (Microsoft Exchange ActiveSync), MAPI/EWS, Message Sniffer, Cyren Premium Antispam and Cyren Zero-hour Outbreak Detection
- Failover functionality
- Much 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.

SmarterMail Edition Explanation

Enterprise Edition

SmarterMail Enterprise has everything in the Professional Edition plus additional tools and features a business needs to bring an entire organization together. With the MAPI/EWS and EAS add-ons, SmarterMail Enterprise is truly a complete and affordable alternative to Microsoft Exchange. It's perfect for businesses looking for enterprise features, web hosting companies, ISPs and other service

providers who want to offer a collaborative messaging platform. Some additional features that set Enterprise apart from Professional include:

- Team workspaces
- Group chat
- Failover functionality
- Ability to mark a domain as hosted externally
- Two-Step Authentication
- LDAP support
- Active directory authentication
- Email and chat archiving for SOX, HIPAA or other regulatory requirements
- The ability to purchase and integrate one, or all, of the following licensed add-ons:
 - EAS for mobile and desktop synchronization (Windows Mail)
 - MAPI/EWS for Microsoft Outlook 2016 and above on Windows (MAPI), plus Apple desktop client synchronization (Outlook for Mac, Apple Mail) and eM Client on Windows (EWS).

SmarterMail Professional

SmarterMail Professional is a complete and feature-rich mail server. It offers the essentials: email, calendaring, contact lists, tasks and notes and the ability to share and collaborate on all of these features. It's the ideal solution for a business or organization that focuses on using primarily webmail for their day-to-day operations and includes the ability to sync mobile and desktop clients using IMAP, POP, CalDAV and CardDAV. SmarterMail Professional is a great solution for a number of small businesses or for individual users.

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 Edition Comparison

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

| Features | 1 Free | Pro | Enterprise |
|--|--------|-----|------------|
| Migration and Converters | | | |
| Mail server converters for a wide variety of competitors | • | • | • |

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| Mailbox migration for email, calendar, contacts and tasks | • | • | • |
| Automation using (Web Services/ REST) | | | |
| 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 2 | • | • | • |
| Collaboration | | | |
| EAS support | | | Add-on |
| CalDAV and CardDAV support | • | | • |
| MAPI/EWS support | | | Add-on |
| Outlook Scheduling Assistant support (requires EWS add-on) | • | | • |
| Microsoft Outlook 2007 and higher (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 Global Address List (GAL) | • | | • |
| Webmail personal calendars, tasks and notes | • | • | • |
| Shared calendars, contacts, tasks and notes | • | • | • |
| Group Chat and Team Workspaces | | | |
| XMPP server | • | | • |

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| Group chat | • | | • |
| Team Workspaces | • | | • |
| 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 | | | |
| Message Sniffer | | Add-on | Add-on |
| Cyren Premium Antispam | | Add-on | Add-on |
| Inbound 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 | • | • | • |
| Reverse DNS checking | • | • | • |
| Greylisting (based on IP, sender location, spam weight, etc.) | • | • | • |
| DKIM Mail Signing | • | • | • |
| Configurable spam weights for system, domain and users | • | • | • |

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| Configurable spam headers | • | • | • |
| Trusted senders | • | • | • |
| Requiring SMTP authentication for outgoing messages | • | • | • |
| Support for Declude | • | • | • |
| Antivirus | | | |
| Cyren 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 | | | |
| Inbound and outbound TLS | • | • | • |
| Inbound and outbound SSL | • | • | • |
| Active Directory Authentication (ADX) | • | | • |
| Optional alternate SMTP port | • | • | • |
| SMTP authentication by domain | • | • | • |
| Restrict administrator access via IP | • | • | • |
| 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 | • | • | • |

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| 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 | • | • | • |
| 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 3 | • | | • |
| Enable message archiving by domain | • | | • |
| Messages .ZIP compressed to reduce space necessary | • | | • |
| Search, view and print archived messages | • | | • |

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| Messages stored in .EML format | • | | • |
| Administration | | | |
| Mark a domain as hosted externally | • | | • |
| Remote wipe of mobile devices (requires EAS add-on) | | | • |
| Support for auto-discovery | • | • | • |
| Failover functionality | | | • |
| Administration from a Web browser | • | • | • |
| Custom skinning | • | • | • |
| Login Customization | • | • | • |
| 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 | • | • | • |

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| 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 mobile devices | • | • | • |
| 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 | • | • | • |

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| Advanced content filtering | • | • | • |
| Advanced spam filtering rules | • | • | • |
| User-level auto-clean | • | • | • |
| Support for multiple 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 | • | • | • |
| Friendly unsubscribe links in messages | • | • | • |
| Common subscriber database for all mailing lists | • | • | • |
| Merge variables and custom fields into messages (mail merge) | • | • | • |
| Enable auto-generated response to mailing list commands | • | • | • |
| Enhanced mailing list compose with attachments | • | • | • |
| Customized command messages | • | • | • |
| Mail logging per subscriber | • | • | • |

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| Message prioritization of mailing list | • | • | • |
| Throttling of mailing lists | • | • | • |
| Gateways | | | |
| Use as SmartHost or inbound gateway | • | • | • |
| Use as backup MX server | • | • | • |
| Use as outbound gateway | • | • | • |
| User authentication and SSL/TLS support for outbound gateways | • | • | • |
| Gateway authentication with other SmarterMail servers | • | • | • |
| Gateway can have domain exceptions | • | • | • |
| Spam checking available on gateways | • | • | • |
| Greylisting available on gateways | • | • | • |

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2 For more information about using Web services with SmarterMail, see [Automation with Web Services](#) .

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

For further assistance choosing the right edition, please contact the sales department by emailing sales@smartertools.com . During business hours you can also start a live chat or call us at 1.877.357.6278.

How SmarterMail Works

There are two components that work together within SmarterMail: the web interface and the Windows Service.

Web Interface

From an administration standpoint, the web interface can be used by both system admins and Domain Administrators to manage all functions of the entire mail server as well as individual domains and user accounts. It also offers end users a versatile, yet lightweight, method of accessing their mailboxes, calendars, contacts and more using any standard web browser. Note: In addition to using the web interface, end users are able to use a desktop application such as Outlook, Apple Mail, Thunderbird, etc. or any one of the various mobile email clients out there for iOS and Android.

The web interface is flexible and versatile enough to be used on either a desktop or mobile browser. Therefore, both administrators and end users alike have a way to connect to the mail server from anywhere, at any time.

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.

Roles in SmarterMail

Generally, there are 3 major roles in SmarterMail:

- System Administrators - System Administrators are responsible for all aspects of running a safe, secure and high-performing mail server. That includes having solid antispam and antivirus solutions and rules in place, ensuring mail flows into and out of the spool, monitoring server memory and disk space usage, managing overall performance of the mail server and much, much more.
- Domain Administrators - Domain administrators are responsible for managing the domain as a whole. That means creating users, watching users' disk space usage, managing spam and virus controls for users, managing mailing lists, reviewing domain and user reports, and much more.
- End Users - End users are the lifeblood of SmarterMail. They use webmail all day, make calendar appointments, sync their mailbox, calendar and contacts to a variety of mobile and desktop devices and clients, and so much more. Users keep domain and System Administrators on their toes, and are sure to let someone know if something isn't working correctly.

These various roles are hierarchical as well. The System Administrator manages the entire SmarterMail installation, overseeing all domains and users on the server, imposing limits and making judgments about which features Domain Administrators can control for their users. The Domain Administrator manages just the domain they're part of, and, therefore, defers to the judgement and settings propagated by the System Administrator for their domain. Domain Administrators may have

the ability to manage some settings, but these options are granted to them by the System Administrator. Finally, End Users abide by the rules and settings imposed by the Domain Administrator. End users may have some control over their own accounts, but this flexibility is dictated by the Domain Administrator. The diagram, below, shows the "Order of Operations" of the various Roles within SmarterMail. (And, really, almost any other email server.):

