



Events

Help Documentation

Events

Events Overview

SmarterMail can detect events as they occur, generate messages for those events, and deliver the messages to administrators and users that need the information. For example, users can receive notifications when a task is due or system administrators can receive notifications when the disk space for a domain reaches a certain percentage. With notifications, administrators don't have to query for the status of the items in the system--they just receive messages when specific events occur so they can take care of them.

There are two categories of events in SmarterMail: user-level events and system-level events:

- User-level events are specific to each user.
- System-level events can only be set by system administrators.

To view events, click the settings icon . For user events, expand the My Settings folder and click Events in the navigation pane. For domain-level events, expand the System Settings folder and click Events in the navigation pane. Events can also be viewed by event group or category (collaboration, email, domain, etc.). Any configured events will load in the content pane. Note: Only system administrators can access system-level events.

In general, the following columns are available:

- Checkbox - Use these boxes to select multiple events. Events must be selected before choosing an action from the content pane toolbar.
- Name - The name of the event.
- Event Category - The feature to which the event pertains (collaboration, email, security, etc.)
- Event Type - The event that triggers the action.
- Conditions - The criteria the event must meet to trigger the action.
- Actions - The actions that occur when an event is triggered.

The following actions are available from the content pane toolbar:

- New - Creates a new event.
- Edit - Allows the user/system administrator to make changes to an event's settings.
- Delete - Permanently deletes the selected event(s).
- Search - Allows the user/system administrator to search for a specific event.

To view the settings for a specific event, simply double-click the event and the event settings will load in the content pane.

Creating New Events

To add a new event, click the settings icon . For user-level events, expand the My Settings folder and click Events in the navigation pane. Then click New in the content pane toolbar. The new event settings will load in the content pane.

Saving Event Details

When you add a new event, event details are divided into two sections: options and actions.

Options

Use this section to specify the following event options:

- Name - The name of the event.
- Event Group - The folder in which to store/associate your event subscriptions
- Event Category - The feature to which the event pertains (collaboration, email, security, etc.)
- Event Type - The event that triggers the action.

Depending on the event category and type selected, different event action criteria will be available.

For more information on the various event action criterions, see the corresponding event category page of the online help.

Actions

Use this section to specify the following event actions:

- Action - The actions that occur when an event is triggered (or how the system notifies you).
- Maximum Frequency - To specify how frequently the action is performed, select the appropriate option from the list.
- Notification Profile - To specify which notification profile to use, select the appropriate option from the list.
- From Address - The email address the system uses to send the event notification

Subject, Short Body, and Body will all be populated by the system using the variables listed.

Additional fields may be available depending on the event category chosen.

Click the Save button in the actions popup window and then click Save in the content pane toolbar to save that event.

Notification Profiles

SmarterMail can detect events as they occur, generate messages for those events, and deliver the messages to system administrators and agents that need the information. For example, users can receive notifications when a task is due or system administrators can receive notifications when the disk space for a domain reaches a certain percentage. Notification profiles determine how those messages are sent.

To view a list of current notification profiles, click the settings icon . Then expand the My Settings and Advanced Settings folders and click Notification Profiles . Your notification profiles will load in the content pane.

The following columns are available:

- Checkbox - Use these boxes to select multiple profiles. Notification profiles must be selected before choosing an action from the content pane toolbar.
- Notification Profile Name - The name of the profile.
- Type - The types of notification enabled for the selected profile.

The following options are available from the content pane toolbar:

- New - Creates a new notification profile.
- Edit - Edits an existing notification profile.
- Delete - Permanently deletes the selected notification profile(s).

To view a specific notification profile, simply double-click the appropriate profile. The profile will load in the content pane and the following fields will be available:

- Notification Profile Name - The name of the profile.
- Email Address(es) - The email address(es) to which notifications are sent.
- Enable - Checking this box will enable email notifications.
- SMS Email Address(es) - The mobile device email address to which notifications are sent.
- Enable - Checking this box will enable SMS notifications.
- Enable Reminders - Checking this box will display reminders for tasks and appointments in a popup window in webmail.

Event Categories

Alias Events

System administrators can receive notifications based on the following alias events:

- Alias Added - Notifies system administrators when a user creates a new email alias.
- Alias Deleted - Notifies system administrators when a user deletes an existing email alias.

Depending on the event selected, the following event criteria are available:

- Alias Addresses - The alias address that will trigger the event.
- Alias Name - The alias name that will trigger the event.
- Domain - The domain on which the event occurs.
- Time of Day - The time frame during which the event occurs.

Depending on the event selected, the following actions are available:

- Execute command-line
- Send email
- Use notification profile

Collaboration Events

Users and system administrators can receive notifications based on the following collaboration events:

- Calendar Reminder Occured - Notifies users that there is an upcoming appointment.
- Task Reminder Occured - Notifies users that a task deadline is approaching.

Depending on the event selected, the following event criteria are available:

- Email Address - The email address that will trigger the event.
- Description - The words that will trigger the event if found within the appointment or task description.
- Domain - The domain on which the event occurs.
- Location - The appointment location that will trigger the event.
- Subject - The words that will trigger the event if found within the appointment or task subject.
- Time of Day - The time frame during which the event occurs.

Depending on the event selected, the following actions are available:

- Execute command-line
- Send email
- Use default notification profile for user
- Use my notification profile

Domain Events

System administrators can receive notifications based on the following domain events:

- Domain Added - Notifies system administrators when a new domain is added to the server.
- Domain Deleted - Notifies system administrators when an existing domain is deleted from the server.
- Domain Disk Space Used - Notifies system administrators when a domain's disk space usage reaches a certain threshold.

Depending on the event selected, the following event criteria are available:

- Domain - The domain on which the event occurs.
- Domain Usage (%) - The percentage of disk space utilization that will trigger the event.
- Domain Usage (MB) - The disk space utilization in MB that will trigger the event.
- Domains Used - The number of domains that will trigger this event.
- Domains User (%) - The percentage of the total number of domains allowed that will trigger the event.
- Time of Day - The time frame during which the event occurs.

Depending on the event selected, the following actions are available:

- Execute command-line
- Send email
- Use notification profile

Email Events

Users and system administrators can receive notifications based on the following email events:

- Message Received - Notifies users that they received a new email message.
- Message Sent - Notifies users that the mail server sent a message.

Depending on the event selected, the following event criteria are available:

- To Address - The email address to which the message was sent.
- Alias Name - The alias name that will trigger the event.
- From Domain - The domain from which the email message was sent.
- From Domain - The domain to which the email message was sent.
- Intra Domain - Select this option to trigger the event when an email is sent/received from within the domain.
- Size - The message size in KB that will trigger the event.
- Subject - The words that will trigger the event if found within the subject of the message.
- Spam Level - The spam level of the message that will trigger the event.
- Time of Day - The time frame during which the event occurs.

Depending on the event selected, the following actions are available:

- Add recipient
- Execute command-line
- Send email
- Use default notification profile for user
- Use notification profile

Mailing List Events

System administrators can receive notifications based on the following mailing list events:

- Mailing List Added - Notifies system administrators when a new mailing list is created.
- Mailing List Bounce Removal - Notifies system administrators when an email address is removed from the mailing list due to bounced messages.
- Mailing List Deleted - Notifies system administrators when an existing mailing list is deleted.
- Mailing List Subscribe - Notifies system administrators when an email address subscribes to a mailing list.
- Mailing List Unsubscribe - Notifies system administrators when an email address unsubscribes from a mailing list.
- Message Sent to Mailing List - Notifies system administrators when a new message is sent to the mailing list.

Depending on the event selected, the following event criteria are available:

- Domain - The domain on which the event occurs.
- Email Address - The email address that will trigger the event.
- From Address - The email address from which the message is sent to the mailing list.
- List Name - The mailing list name that will trigger the event.
- Subscribe Method - The subscription signup method that will trigger the event.
- Time of Day - The time frame during which the event occurs.
- Unsubscribe Method - The subscription removal method that will trigger the event.

Depending on the event selected, the following actions are available:

- Execute command-line
- Send email
- Use notification profile

Security Events

System administrators can receive notifications based on the following security events:

- Abuse Detection Rule Triggered - Notifies system administrators when an abuse detection rule has been triggered.
- ClamAV Failure - Notifies system administrators when there has been a failure with the ClamAV service.
- Outgoing Message Blocked - Notifies system administrators when an outgoing message is blocked.
- SpamAssassin Failure - Notifies system administrators when there has been a failure with the SpamAssassin service.
- Virus Found - Notifies system administrator if a virus is found on the server.

Depending on the event selected, the following event criteria are available:

- ClamAV IP - The IP address of the ClamAV server that will trigger the event.
- ClamAV Port - The port of the ClamAV server that will trigger the event.
- Consecutive Failures - The number of consecutive failures that will trigger the event.
- File Name - The file name that will trigger the event.
- File Size - The size of the file in KB that will trigger the event.
- Full Name - The full name of the person that will trigger the event.
- IP Address - The IP address that will trigger the event.
- From Address - The email address from which the message was sent.
- Rule Name - The rule name that will trigger the event.
- Rule Type - The type of security rule that will trigger the event.
- Spam Weight - The spam weight of the message that will trigger the event.
- SpamAssassin IP - The IP address of the SpamAssassin server that will trigger the event.
- SpamAssassin Port - The port of the SpamAssassin server that will trigger the event.
- Subject - The words that will trigger the event if found within the subject of the message.
- Time of Day - The time frame during which the event occurs.
- To Address - The email address to which the message was sent.
- Virus Name - The virus name that will trigger the event.

Depending on the event selected, the following actions are available:

- Execute command-line
- Send email
- Use notification profile

System Events

System administrators can receive notifications based on the following system events:

- Gateway Failure - Notifies system administrators when a gateway server has failed.
- License Expiration - Notifies system administrators when a license is about to expire.
- Memory - Notifies system administrators when a domain's or user's memory usage reaches a certain threshold.
- New Version Available - Notifies system administrators when a new version of the product is available.
- Service Started - Notifies system administrators when a new service is started.
- Service Stopped - Notifies system administrators when a service is stopped.
- Spool Count - Notifies system administrators when the spool count reaches a certain level.
- System Settings Changed - Notifies system administrators when any settings have been changed.
- System Uptime - Notifies system administrators when the uptime for the system reaches a certain point.
- Threads - Notifies system administrators when the thread count reaches a certain level.

Depending on the event selected, the following event criteria are available:

- Days Left - The number of remaining days that will trigger the event.
- Gateway Address - The address of the gateway that will trigger the event.
- Memory Used (%) - The percentage of memory used that will trigger the event.
- Memory Used (MB) - The amount of memory used in MB that will trigger the event.
- Service - The service that will trigger the event.
- Spool Count - The number of messages in the spool that will trigger the event.
- Thread Count - The number of threads that will trigger the event.
- Time of Day - The time frame during which the event occurs.
- Uptime (Days) - The number of days the system has been running that will trigger the event.
- Version - The version that will trigger the event.

Depending on the event selected, the following actions are available:

- Execute command-line
- Send email
- Use notification profile

Throttling Events

System administrators can receive notifications based on the following throttling events:

- Domain Throttled - Notifies system administrators when a domain reaches the throttling threshold.
- User Throttled - Notifies system administrators when a license is about to expire.

Depending on the event selected, the following event criteria are available:

- Domain - The domain on which the event occurs.
- From Address - The email address from which the message is sent.
- Time of Day - The time frame during which the event occurs.

Depending on the event selected, the following actions are available:

- Execute command-line
- Send email
- Use notification profile

User Events

Users and system administrators can receive notifications based on the following user events:

- User Added - Notifies system administrators when a new user is added.
- User Deleted - Notifies system administrators when an existing user is deleted.
- User Disk Space Used - Notifies users when the mailbox space utilization reaches a certain threshold.

Depending on the event selected, the following event criteria are available:

- Domain - The domain on which the event occurs.
- Full Name - The full name of the person that will trigger the event.
- Mailbox Usage (%) - The percentage of mailbox space utilization that will trigger the event.
- Mailbox Usage (MB) - The mailbox space utilization in MB that will trigger the event.
- Time of Day - The time frame during which the event occurs.
- Username - The username that will trigger the event.

Depending on the event selected, the following actions are available:

- Execute command-line
- Send email
- Use notification profile