



# Domains

Help Documentation

## Domains

### All Domains

System administrators can use this section to manage all of the domains in SmarterMail. To view all domains, click the manage icon and then click All Domains in the navigation pane. When you view your SmarterMail domains, the page is divided into two sections:

- The navigation pane displays a list of domains on the server. To view details for a specific domain, simply click the desired domain.
- The content pane displays all available details about the selected domain.

In general, the following options are available in the navigation pane toolbar:

- New - Creates a new domain.
- Actions - Click this button and select the appropriate option to select all domains or delete the selected domain(s).

In general, the following options are available in the content pane toolbar:

- Edit - Edits the settings for the selected domain.
- Manage - Impersonates the domain administrator and give the system administrator access to all of the domain settings.

### Creating New Domains

To create a new domain, click the manage icon . Then click New in the navigation pane toolbar. The domain settings will load in a new window and the following tabs will be available:

#### Options

Use this tab to specify the following domain options:

- Name - The name of the domain. For example, smartermail.com or example.com. Note: To send or receive mail, the domain name must match the domain name registered with the DNS server.
- Folder Path - The directory in which all information (XML files, mail statistics, alias information, etc.) pertaining to the domain is saved. Note: If the directory does not already exist, it will be created. This directory should be solely dedicated to SmarterMail.
- Mailing List Username - The email address for which listserv commands are emailed.
- Domain Administrator Username - The identifier the domain administrator uses to login to SmarterMail. The domain administrator is responsible for adding and deleting email accounts,

and setting specific configurations for the domain. Domain administrator accounts also have the ability to send and receive email, manage contacts, etc., just like a user account.

- Domain Administrator Password - The password associated to the domain administrator username.
- Disable Domain - Select this option to disable the domain. Disabled domains cannot send email and users cannot login to the Web interface. However, the domain will still receive email to prevent email loss. This option is a good way to temporarily shut off a domain without deleting it.

## **Technical**

Use this tab to specify the following technical settings:

- Outbound IP - The IP used to connect to external SMTP servers when a message is sent by the domain.
- Logout URL - The URL that the user is redirected to upon logout. Check the Enabled box to enable the logout URL.
- Auto-responder Exclusions - To prevent the system from sending automated messages based on the spam level of the original message, select the appropriate option from the list.
- Forwarding Exclusions - To prevent the system from forwarding messages based on the spam level of the message, select the appropriate option from the list.
- TLS - To enable or disable TLS (SSL encryption) for outgoing mail, select the appropriate option from the list.
- SRS - To enable or disable SRS (the ability for the mail server to re-write the senders email address so that forwarded messages pass SPF checks) for mail, select the appropriate option from the list.
- Require SMTP Authentication - Select this option to require SMTP authentication when sending email. Note: If this option is enabled, users must provide an email address and password to send email from their account. SmarterMail supports cram-md5 and login authentication methods.
- Enable once per day per sender auto-responder restriction - Select this option to limit how frequently an auto-responder is sent.
- Disable greylisting - Select this option to disable greylisting.
- Enable users to opt out of LDAP listings - Select this option to allow users to remove themselves from the Global Address List.
- Enable domains to override mailing list message size - Select this option to allow domain administrators to specify the maximum size for mailing list messages.
- Exclude IP from received line - Select this option to remove the client's IP address from the

received header on messages received through SMTP. Note: Removing the IP address from the received header is not recommended because it violates RFC.

## **Features**

Use this tab to enable or disable the following features:

- Enable Active Directory integration - Select this option to enable active directory authentication.
- Enable calendar - Select this option to allow users to use the calendar feature.
- Enable catch-alls - Select this option to allow users to use catch-all email addresses.
- Enable contacts - Select this option to allow users to use the contacts feature.
- Enable content filtering - Select this option to allow users to use content filtering.
- Enable control of service access - Select this option to give users access to POP, IMAP, SMTP and webmail services.
- Enable domain aliases - Select this option to allow domain administrator to create domain aliases.
- Enable domain reports - Select this option to provide additional reports for domain administrators.
- Enable file storage - Select this option to allow users to use the file storage feature.
- Enable domain spam options - Select this option to show or hide the spam filter settings for domain administrators. Hiding the spam filter settings will prevent domain administrators from changing the weights set by the system administrator for spam checks.
- Enable email reports - Select this option to provide the ability to email reports.
- Enable IMAP retrieval - Select this option to allow users to download IMAP email from third-party mail servers.
- Enable mail signing - Select this option to enable email verification via mail signing.
- Enable mailing lists - Select this option to allow domain administrators to create and use mailing lists to send mass emails.
- Enable notes - Select this option to allow users to use the notes feature.
- Enable POP retrieval - Select this option to allow users to download POP email from third-party mail servers.
- Enable SyncML - Select this option to allow users to sync SmarterMail with Outlook, Thunderbird and most smartphones using SyncML.
- Enable tasks - Select this option to allow users to use the tasks feature.
- Enable user reports - Select this option to provide reports for users.
- Enable domain chat history viewing - Select this option to allow domain administrators to be able to search through all chat history for any and all users of a domain.
- Enable XMPP communication - Select this option to allow users on the domain to chat with

each other via the Web interface or any XMPP-compatible chat client.

- Enable Exchange Web Services - Select this option to enable users on the domain to synchronize SmarterMail with supported email clients using Exchange Web Services (EWS).

Note: For domains that will support inboxes with large volumes of email, IMAP is encouraged as the primary protocol as EWS does not perform well with large amounts of email.

## **Limits**

Use this tab to specify the following limits:

- Disk Space - The maximum number of megabytes allocated for the domain. By default, the domain is allocated 500 MB of disk space. This disk space limit also includes file storage for users. Note: When this limit is reached, SmarterMail will send a warning to the domain administrator and mailboxes on the domain will not be able to receive new mail.
- Domain Aliases - The maximum number of domain aliases allowed for the domain. A domain alias acts as a secondary domain that users can use for sending and receiving emails. By default, domains are limited to two aliases.
- Users - The maximum number of mailboxes allowed for the domain. By default, domains are limited to 100 users. Note: If your SmarterMail license limits the number of mailboxes allowed on the domain, your license level will override this setting.
- User Aliases - The maximum number of alias email accounts (forwarded to a true email account) allowed for the domain. By default, domains are limited to 1,000 user aliases.
- Mailing Lists - The maximum number of mailing lists allowed for the domain. By default, this setting is unlimited.
- Mailing List Max Message Size - The maximum size message that can be sent to a mailing list. By default, the maximum message size is unlimited.
- POP Retrieval Accounts - The maximum number of POP email accounts a user can set up in SmarterMail. By default, users can receive download messages for 10 POP email accounts.
- IMAP Retrieval Accounts - The maximum number of IMAP email accounts a user can set up in SmarterMail. By default, users can receive download messages for 10 IMAP email accounts.
- Max Message Size - The maximum size email a user can send. By default, the max message size is 10,000 KB. Note: This number includes text, HTML, images, and attachments.
- Recipients per Message - The maximum number of recipients a message can have. By default, users can send messages to 200 email addresses.

## **Sharing**

This tab is only available in SmarterMail Enterprise edition.
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Use this tab to enable sharing of the following collaboration features:

- Enable Global Address List - Select this option to allow users on a domain to see all user profiles on the domain and participate in LDAP queries against the domain.
- Enable shared calendars - Select this option to allow calendars to be shared with other users on the domain.
- Enable shared contacts - Select this option to allow contact lists to be shared with other users on the domain.
- Enable shared folders - Select this option to allow email folders to be shared with other users on the domain.
- Enable shared notes - Select this option to allow notes to be shared with other users on the domain.
- Enable shared tasks - Select this option to allow task lists to be shared with other users on the domain.

### **Priority**

Use this tab to prioritize the remote delivery of certain messages. All messages default to a priority of 5 with a range of 1 to 10. Messages assigned a priority of 10 will have the highest priority and will be delivered first, while messages assigned a priority of 1 will have the lowest priority and will be delivered last.

The use of message delivery priorities also gives system administrators the ability to create automated actions based upon that priority. A common use would be to set up a separate specific outbound gateway to handle all mailing lists to avoid potential blacklisting of the primary IP and to efficiently deliver all messages. The system administrator could then assign all mailing lists a priority of 1, and would set up a gateway to handle only messages with a priority range of 1 to 1.

- Standard Messages - The priority level for messages that don't have another priority affecting it.
- Enabled - Check this box to enable priority settings for standard messages.
- Mailing Lists - The priority level for mailing list messages.
- Enabled - Check this box to enable priority settings for mailing list messages.
- Priority When Over Size - The priority level for messages that exceed the message size threshold.
- Enabled - Check this box to enable priority settings for messages that exceed the message size threshold.
- Message Size Threshold - The maximum size a message can be without triggering the Priority

When Over Size rule.

- Auto-responders - The priority level for auto-responder messages.
- Enabled - Check this box to enable priority settings for auto-responders.
- Bounces - The priority level for non-delivery receipts.
- Enabled - Check this box to enable priority settings for bounced messages.
- Email Reports - The priority level for email reports.
- Enabled - Check this box to enable priority settings for email reports.
- Event Emails - The priority level for messages reminding users of upcoming events.
- Enabled - Check this box to enable priority settings for event emails.
- Priority After Attempt 1 - The priority level for messages that were not successfully sent after the specified number of tries.
- Enabled - Check this box to enable priority settings for subsequent delivery attempts.
- Attempt 1 Threshold - The number of retry attempts the system should make before the priority set in Priority After Attempt 1 is assigned to the message.
- Priority After Attempt 2 - The priority level for messages that were not successfully after the specified number of tries.
- Enabled - Check this box to enable priority settings for subsequent delivery attempts.
- Attempt 2 Threshold - The number of retry attempts the system should make before the priority set in Priority After Attempt 2 is assigned to the message.

## Throttling

Throttling allows system administrators to limit the number of messages per hour and/or the amount of bandwidth used per hour to send messages. If the throttling action is set to Reject, SmarterMail will bounce the message during the SMTP session. If the throttling action is set to Delay, SmarterMail will allow the message into the spool and trickle delivery.

Use this tab to edit the following throttling settings:

- Outgoing Messages per Hour - The number of messages sent by the domain per hour. By default, the number of outgoing messages is 5,000.
- Message Throttling Action - The action SmarterMail should take when the message throttling threshold is reached.
- Outgoing Bandwidth per Hour - The total number of MBs sent by the domain per hour. By default, the outgoing bandwidth is 100.
- Bandwidth Throttling Action - The action SmarterMail should take when the bandwidth

throttling threshold is reached.

- Bounces Received per Hour - The number of non-delivery receipts a domain can receive per hour. By default, a domain can receive 1,000 bounces per hour.
- Bounces Throttling Action - The action SmarterMail should take when the bounces throttling threshold is reached.

### **Event Restrictions**

Use this tab to enable the following event types and categories:

#### **Alias**

- Enable Alias Added event - Select this option to enable the Alias Added event type.
- Enable Alias Deleted event - Select this option to enable the Alias Deleted event type.

#### **Collaboration**

- Enable Calendar Reminder Occured event - Select this option to enable the Calendar Reminder event type.
- Enable Task Reminder Occured event - Select this option to enable the Task Reminder event type.

#### **Email**

- Enable Message Received event - Select this option to enable the Message Received event type.
- Enable Message Sent event - Select this option to enable the Message Sent event type.

#### **Mailing List**

- Enable Mailing List Added event - Select this option to enable the Mailing List Added event type.
- Enable Mailing List Deleted event - Select this option to enable the Mailing List Deleted event type.
- Enable Message Sent to Mailing List event - Select this option to enable the Message Sent to Mailing List event type.
- Enable Mailing List Bounce Removal event - Select this option to enable the Mailing List Bounce Removal event type.
- Enable Mailing List Subscribe event - Select this option to enable the Mailing List Subscribe event type.
- Enable Mailing List Unsubscribe event - Select this option to enable the Mailing List Unsubscribe event type.



### **Throttling**

- Enable User Throttled event - Select this option to enable the User Throttled event type.
- Enable Domain Throttled event - Select this option to enable the Domain Throttled event type.

### **User**

- Enable User Added Event - Select this option to enable the User Added event type.
- Enable User Deleted event - Select this option to enable the User Deleted event type.
- Enable User Disk Space Used event - Select this option to enable the User Disk Space event type.