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Help Documentation

Current Connections

SmarterMail will monitor the server and see who is connecting via the different syncing protocols, including SMTP, IMAP, POP, XMPP and ActiveSync. System administrators can then use this section to blacklist a certain user if they believe too many connections are being made. Current connections can be viewed all at once or separated by protocol.

To view the current connections, click the Manage icon and expand Current Connections in the navigation pane. Then click the appropriate connection type.

Regarding connections that appear to last longer than they should, this could be due to a number of reasons. For example, SMTP connections that stay active for hours could be due to multiple people connecting from behind a firewall. These people all appear to connect from a single IP, but they're actually individual connections, one for each user. The firewall simply portrays the connections as being from a single source. Another thing to note is an "anonymous" connection. An "anonymous" user is someone who has created a session without logging in. For instance, if they hit the login page and don't actually log in, that will create a new session marked as anonymous. You can get a large number of these if a search engine attempts to index your site or if you have an uptime service monitoring your login page.