OpenSRS

OpenSRS Email Service
Mail Administration Center

User's Guide

January 16, 2014

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Overview

The Mail Administration Center (MAC) is the Web-based interface for administrating email accounts in the OpenSRS Email Service. This includes company information, domain information, workgroups, mailboxes, and other types of accounts. You can use the MAC to perform common administrative tasks for email, such as creating, deleting, and modifying users, and resetting passwords.

Logging in to the MAC

To log in to the MAC

1. Use your browser to navigate to the MAC: https://admin.<*cluster*>.hostedemail.com
2. Enter your administrator email address and password.
3. Click **OK**.

When specifying the MAC address,you must include the cluster; currently, OpenSRS uses two clusters: **A** and **B**. If you do not know what cluster you are on, contact your Account Manager.

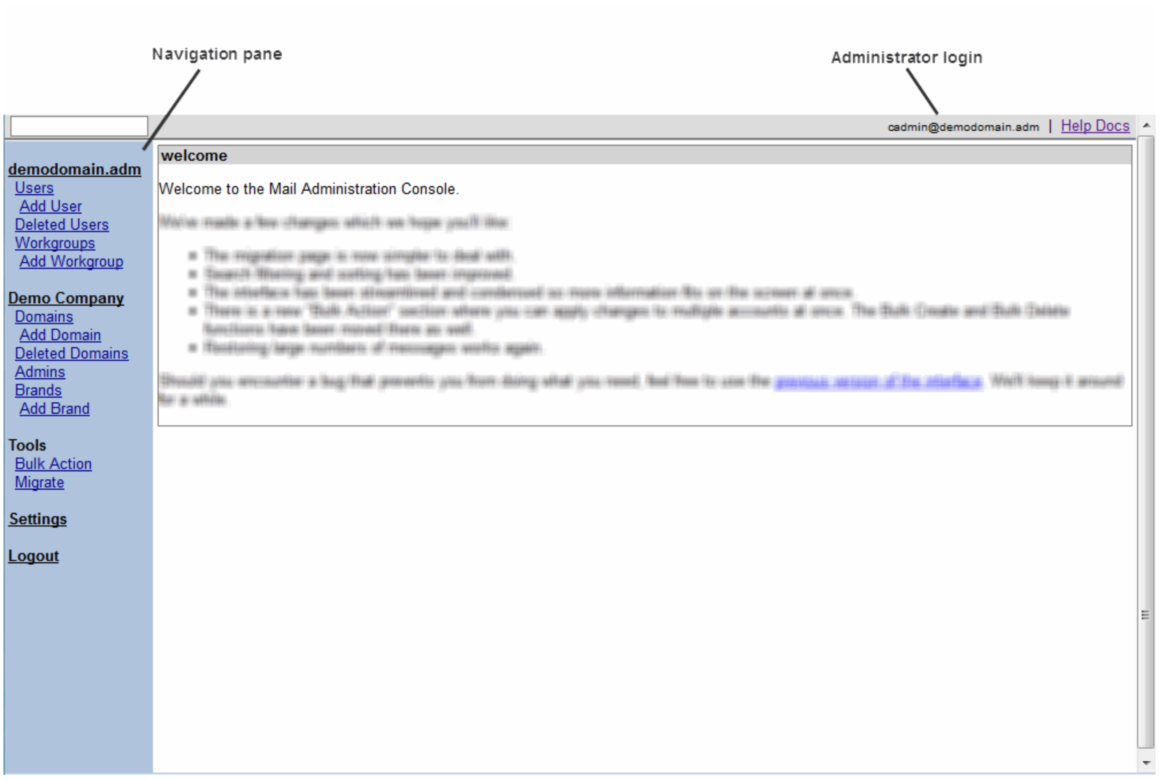
Using the MAC

Whenever you log in to the MAC, the start page appears.

This page varies somewhat depending on your administrator level. For more information, see "Administrator levels".

Regardless of your administrator level, every page in the MAC displays the following:

- **Navigation pane**—This is how you reach the different items that you administrate, for example, users, workgroups, and domains. See "The navigation pane".
- **Administrator login**—This displays your administrator email address. This is the address you use to log in.



Note: The MAC has a five minute time-out. If your session is idle for longer than five minutes, the MAC prompts you to re-authenticate. You can then resume your session.

The navigation pane

The navigation pane is your starting point for all the tasks that you perform with the MAC. The available items in the navigation pane depend on your level of administrative authority. For example, the **Company** link does not appear if you are a domain-level administrator. (For more information, see "Administrator levels".) If you are a company-level administrator, the highest administration level available, the navigation pane includes the following sections:

- **Users**—Use the links in this section to administrate user accounts. For more information, see "Managing users."
- **Domains**—Your company contains one or more domains, and each domain contains workgroups and user accounts. Use the links in this section to view and update domain information. For more information, see "Managing domains."
- **Company**—Use this link to update your company information. For more information, see "Managing company information."

  Note: It is important to keep your company contact information current so that you can receive prompt access to Support and receive service interruption and maintenance activity notices, and other services.

- **Tools—**Use the links in this section to create, modify, or delete multiple users, and to download mail from remote servers into existing email accounts.
- **Settings**—Use this link to configure the appearance of the MAC itself, for example, to set the number of domains or users that you want to display on a page. For more information, see "Settings".
- **Logout**—This link logs you out of the MAC. For more information, see "Logging out of the MAC".

Administrator levels

Administrative (or Admin) levels, are set at the user level when the user account is created or when it is modified using the **Edit User** screen. The default Admin level is **none**.

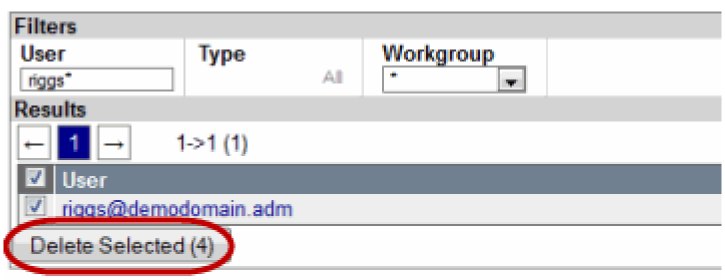
There available levels of administrative privilege are:

- **Mail**—Manages mailboxes within the domain for which they are administrators. Typical tasks may be changing passwords, setting forwarding, adding or removing aliases, and setting auto responders.
- **Workgroup**—Creates, deletes, and manages mailboxes within any workgroups for which they are administrators.
- **Domain**—Performs all functions of a workgroup administrator. In addition, they can add/remove workgroups and workgroup administrators as well as manage and brand their domain.
- **Company**—Performs all functions of a domain administrator in all domains within their company, and can edit their company information and suspend users. They can also add or remove domains and create and assign administrators, including Company mail, Company read only, Company token only, and Company view admins.
- **Company_mail**—Can view everything that a company administrator can, but can only edit mailbox settings. They cannot create or delete mailboxes or edit domain settings.
- **Company_mail2** Similar to company_mail administrator, but cannot change passwords or generate login tokens.
- **Company_ro** (read only)—Can view everything that a company administrator can, but does not have the ability to make changes.
- **Company_token_only—**Can generate SSO tokens for users in any domains in their company. This is their only responsibility; they cannot view or change settings for domains or users.
- **Company_view—**Can view all domains in the company, and can make non-billable changes to mailboxes and domains, but does not have the ability to create or delete mailboxes or domains.

Settings

The **Settings** page allows you to control the way in which data is displayed in the MAC.

- **Entries Per Page**—From the drop-down list, choose the number of entries per page that you want to display on search pages. The default is 25.
- **Pages Per Request**—From the drop-down list, choose the number of results that will be fetched at a time during a search. A smaller number means more data loads during pagination when large numbers of results are present (mostly for large domains). A larger number means more data to page without reloading, but will cause the browser to use more memory. The default is 500.
- **Filtering Keeps Selection**—If this feature is enabled. filtering determines which items are displayed in the results list, and any items that were previously selected remain selected (even though they might not be displayed in the list). For example, suppose you enable this feature and then select three users that you want to delete. You then use the filters to locate and select a specific user. Although the three previously selected users are not displayed in the resulting list, they are still selected. If you look at the **Delete Selected** button, you can see **(4)** which indicates the number of items marked for deletion.

  When you click **Delete Selected**, all four of the selected users are deleted.

  If you go through the same selection process as described above, but **Filtering Keeps Selection** is not enabled, when you refresh the display, the previously selected items are deselected and therefore are not included in the number of items to be deleted.
- **Language**—From the drop-down list, choose the default language. Currently, the only available language is English.
- **Logging**—Choose whether events are logged. If you check this box, everything is logged.
- **Initial Domain**—If you have multiple domains, you can specify which one you want to display when you log in to the MAC.

Setting the current domain

Your company may have one domain, or it may have many. Whenever you work with workgroups or users, the MAC displays the workgroups and users that belong to only one domain - the current domain. To view the workgroups and users in another domain, you must first change the setting of the current domain.

To set the current domain

1. In the navigation pane, under your company name, click **Domains**.
   The **Domains** page appears. This page lists all of the domains in your company.
   You can also locate a specific domain by searching for it. See "Searching in the MAC".
2. Click the domain that you want to set as the current domain.
   You can now work with the users and workgroups in this domain.

Alternatively, enter your search criteria in the **Jump** box at the top of the page, and press the **Enter** key. You can specify an exact match or you can use wildcards. For more information, see "Searching in the MAC".

Searching in the MAC

When you view the **Users,** or **Domains** pages, you see a complete list of all the user accounts or domains in your company. Instead of scanning the list to find what you want, you may want to narrow your search to a subset or a single entry. To narrow you search you can use the **filters** at the top of the page, or you can use the **Jump** box.

Using filters to find a domain or user

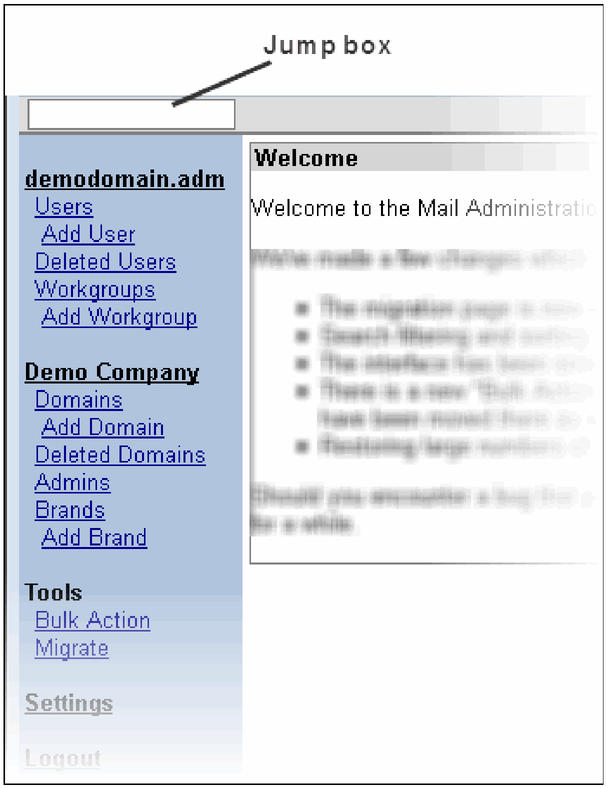
On the **Domains** or **Users** page, you can use filters to search for domains or users that meet specific criteria.

To search for a domain or user

1. In the navigation pane, click **Domains** or click **Users**.
2. In the text field at the top of the page, enter your search criteria. You can use ***** and **?** wildcards to represent part of the name.
3. **Optionally,** click one or more of the associated checkboxes to narrow your search. You can select the domain or user type, and for users, you can also choose the workgroup to which the user belongs.
4. Click **Refresh**.

Using the Jump box

The **Jump** box, which is found at the top left corner of every page, is a way to quickly find the domain or user that you want. Simply enter your search criteria in the Jump box and press **Enter**.



If you specify the complete domain or user name and a match is found, the searched for domain or user is displayed. If you use wildcard characters in your search, you will see a list of all of the domains or users that match your criteria.

Using wildcard characters in searches

When performing a search, you can specify an exact match or you can use the ***** and **?** wildcards. The ***** wildcard matches 0 or more characters while the **?** wildcard matches exactly one character. Both the **Jump** box and the **Search** field support the use of wildcard characters, and you can use wildcards multiple times in the same search.

Here are some examples of wildcard searches:

Search for	Finds
foo.com	Domain named foo.com.
bar@foo.com	User account bar@foo.com.
*foo.com	All domains ending in foo.com.
*bar@foo.com	All users in the domain foo.com whose account name ends with bar.
bar*	All domains beginning with bar.

Search for	Finds
bar*@foo.com	All users in the domain foo.com whose account names begin with bar.
bar	All domains containing bar.
bar@foo.com	All users in the domain foo.com whose account names contain bar.
a*1	All occurrences that start with a and end with 1, for example a1, area51.
c*bob	All occurrences that start with c and end with bob, for example, cbob, carlbobson.
*bob*12*	All occurrences that contains bob and 12 in that order, for example bob12, bobby512, hobbit123.
a???bob	All occurrences that start with a followed by any 2 characters, followed by bob, for example, allbob, a11bob, artbob.

Managing Spam

Depending on your administrator level, you can configure settings for the handling of spam at the user, domain, and company levels. You can also choose the aggressiveness level for the spam filtering. Choosing a level other than **Normal** causes the filtering engine to be more aggressive in labeling mail as spam; however, it may also result in more false positives. In addition, the branding tool allows you to choose whether to allow end users to change the spam aggressiveness level.

Webmail recognizes the spam settings according to the level at which they are set. The settings are used in the following order:

1. Company settings are applied to all users of all domains.
2. Domain settings are applied to all users of the domain in preference of any company settings.
3. User settings are applied to the user in preference of any domain or company settings.

Spam header, spam folder, and spam tag

Webmail allows you to control how spam flows to your users by using spam headers, spam tags, and spam folders.

- **Spam Header—**Adds the specified text to the header of spam email.

- **Spam Tag**—Appends a tag to the subject of each email identified as spam.
- **Spam Folder**—Selects the folder to which spam will be delivered.

These features can be used to deliver spam to a Spam folder.

Considerations

Quotas—Items in the Spam folder do not count against a mailbox's quota; however, spam that is delivered to the Inbox, or any folder other than the system Spam folder, does count against quota.

Sending Spam Tagged Messages—The tag is not automatically removed when a message is marked as **Not Spam**. Users may inadvertently reply or forward spam tagged messages.

Filter Improvement—Messages that are marked as **Spam** or **Not Spam** are used by the server to improve the spam detection filters. Downloading spam to a client bypasses this.

Spam Folder System Cleanup—Messages in the Spam folder that are older than thirty days are automatically deleted.

Default settings

When you create new mailbox users, the initial settings are taken from the default values that are specified at the domain level; these settings can be changed for specific mailboxes.

Likewise, new domains are initially created using the defaults that are set at the company level, but you can override these settings for a specific domain.

The way that settings are applied to new users depends on whether they are default settings or inherited settings.

See also
Creating a new domain
Setting company preferences

Logging out of the MAC

You should log out of the MAC whenever you are finished working with it or when you leave your workstation. For security reasons, the MAC logs you out automatically after five minutes of idle session time.

To log out of the MAC, in the navigation pane, click **Logout**.

Managing users

Administrators can perform these tasks for users:

- Create a new user
- View users
- Modify a user
- Delete a user
- Restore a user
- Restore deleted email
- Upload multiple users
- Migrate mail into existing user accounts

To perform any domain, workgroup, or user task, you must set the current domain to the domain within which you want to work. See "Setting the current domain".

Creating users

The MAC allows you to create the following types of users:

- **Mailbox**—Regular mailbox.
- **Forward**—Automatically forwards mail to another specified mailbox. Mail cannot be sent from a forward-only user account nor is mail stored in a forward-only account.
- **Filter**—Stops spam messages but allows non-spam message to flow through to a target account.

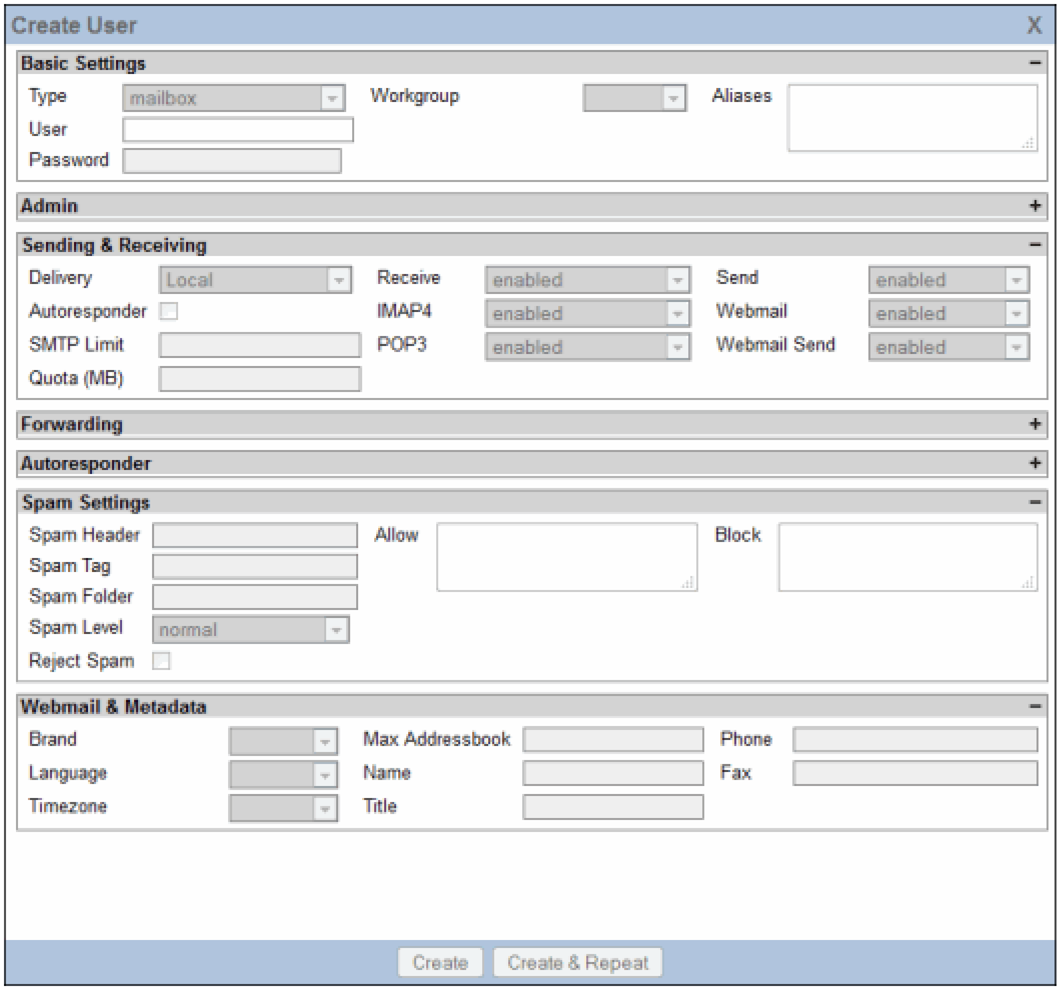
You can also use the bulk action option to create multiple users at once.

Note: The maximum allowed message size is 35 MB; however, email attachments are MIME encoded, which increases the file size. We recommend that you advise your customers to send email attachments that are no larger than 25 MB. The maximum message size is not configurable per user, domain, or company. Users who want to share large files should take advantage of the **File Storage** feature in Webmail.

Creating a new user

To create a new user

1. In the navigation pane, under the domain name, click **Add User**.
   The **Create User** page appears:



2. Complete the following fields, as applicable.
   Depending on the type of user that you are creating, you may not see all of these fields.
   Note: All fields are disabled until you enter complete the **User** field and press **Enter**.

Field	Obligation	Explanation
Basic Settings		
Type	Required	From the drop-down list, choose the type of user account that you are creating: **Mailbox**, **Forward**, or **Filter.** **Note:** This drop-down list is not accessible until

Field	Obligation	Explanation
		you complete the **User** field. If you choose a different **Type** from the drop-down list, the fields that are displayed change accordingly, and the billing rate for the account also changes.
User	Required	Enter a name for the new user, and then press the **Enter** key. The name can be up to 64 characters including the letters **a** to **z**, numbers **0** to **9**, and the underscore, period, and hyphen symbols (diacritics and special characters are not allowed). The first character must be alphanumeric; underscores or hyphens cannot be used as the first character, periods cannot be used as the first or last character, and two consecutive periods cannot be used.
Password	Recommended	Create a password for the new user. Can be up to 54 characters including the letters a to z, numbers 0 to 9, and the following special characters: **~ ! @ $ % ^ & * ( ) - _ = + / \ ] [{ } : ; > < , . ` | ?** We recommend that you create a password that is at least eight characters and contains a mix of uppercase, lowercase, numbers, and symbols.
Workgroup	Optional	From the drop-down list, choose the workgroup to which the user will belong.
Aliases	Optional	Enter the alternative names for this mailbox. Messages that are sent to an alias are delivered as if they were sent to the actual mailbox. Addresses must be separated by a carriage return.
Admin - This section is not displayed for forward accounts.		
Admin Role	Optional	From the drop-down list, choose the user's level of responsibility: **company_ro, company_view, company_mail, company_mail2, company_token_only, domain, mail, workgroup,** or **none.** If you don't want to give this user any administrative responsibility, leave this field set to **none.** For more information, see "Administrator levels".

Field	Obligation	Explanation
Domains	Optional	This field appears if you selected **domain** or **mail** in the **Admin Role** field. Enter the names of the domains that the user is allowed to administer. Be sure to enter each one on a separate line. When the user logs into their account, if they are allowed to administer more than one domain, they will see a drop-down list of the domains at the top of the navigation pane. This allows them to switch domains without having to log out of one domain and then log in to another one.
Sending & Receiving		
Delivery	Required	For mailbox accounts, choose whether incoming mail is delivered to the local mailbox, forwarded to another address, or both. **Note:** This field is not editable for **Filter** or **Forward** accounts.
Autoresponder	Optional	When this box is checked, the autorespond feature is enabled.
SMTP limit	Not editable	The maximum number of messages that a user can send in a 24 hour period.
Quota (MB)	Required for regular mailbox accounts	Specify the maximum storage size for the mailbox. The default setting is taken from the domain level. For more information, see "Creating a new domain". This setting is only displayed for regular mailbox accounts.
Services – Receive, IMAP4, POP3, Send, Webmail, Webmail Send	Required	The services fields that are displayed depend on the type of user account that you are creating. For example, if you are creating a Forward account, the only service that you will see is **Receive.** The available services are: • **Receive**—Whether the user can receive email. • **IMAP4**—Whether the user can connect with an IMAP4 client.

Field	Obligation	Explanation
		• **POP3**—Whether the user can connect with a POP3 client. • **Send**—Whether the user can send email. • **Webmail**—Whether the user can receive mail through Webmail. • **Webmail Send**—Whether the user can send mail through Webmail. For each of the available services, use the drop-down lists to set one of the following options: • **enabled**—The service is available to this user. This is the default. • **disabled**—The service is not available to this user. • **suspended**—The service is not currently available to the user, and can only be re-enabled by an administrator at a level equal to or higher than the one who suspended the user account. The most common reason that an account to be suspended is an AUP violation for exceeding the spam threshold that was set by the service provider. When an account is suspended, although it is not available to the user, the account continues to be billed. For more information, see "Suspending an account" **Note:** The default settings are inherited from the domain, but you can change any of the settings for individual users. For more information, see "Creating a new domain".
Forwarding - This section is not displayed for filter accounts.		
Reply-To	Optional	Replies to forwarded messages are automatically addressed to the specified address.
Subject Prefix	Optional	Enter a tag that will be prepended to the **Subject** line of forwarded email messages.
Restricted	Optional	When this box is checked, any mail sent from

Field	Obligation	Explanation
		a user that is not listed in the **Forwarding** text box is rejected.
Recipients	Optional	Enter the email addresses to which you want the forwarded email to be sent. Enter the full email addresses ; put each one on a separate line, separated by a carriage return. When someone sends a message to a user that has Forwarding enabled, everyone in the list gets the message. If a **Reply-To** address is specified, when any of those recipients reply to the forwarded message, the reply message is addressed to the specified reply-to user. This feature is useful for mailing lists so that replies are addressed to the list instead of the sender.
Autoresponder		
Interval	Optional	Enter the number of days before the same recipient will receive the auto-response message again.
End Date	Optional	Enter the last day/time when the auto-response message is in effect. The required format is *YYYY-MM-DD*.
Text	Optional	The text of the message that is sent when auto-responder is enabled.
Spam Settings		
Spam Header	Optional	Enter the text that you want to be added to the header of spam messages. The format must begin with a capital letter, but can be followed by anything, for example, **X-Spam: Spam detected.**
Spam Tag	Optional	If defined, the specified tag is prepended to the **Subject** line of all spam messages.
Spam Folder	Optional	All spam will be delivered to the specified folder. The default is **Spam.filter** delivery.
Spam Level	Optional	Choose the aggressiveness level for spam filtering. Choosing a level other than **Normal** causes the filtering engine to be more aggressive in labelling mail as spam;

Field	Obligation	Explanation
		however, it may also result in more false positives. If you don't specify a spam blocking level, the account uses the domain, company, or global setting.
Filter Delivery	Required for Filter accounts	From the drop-down list, choose the way in which you want to handle spam messages. ▪ blank (not set)—Use the **filter delivery** option set at the Domain level. ▪ **passthrough**—Messages that have been identified as spam by OpenSRS servers are delivered to your servers, and those servers can then deliver the spam messages to the user's folders. ▪ **quarantine**—Spam messages are quarantined by the OpenSRS email filters and are not delivered to your servers.
Reject Spam	Optional	If this box is checked, all incoming messages that are deemed to be spam are rejected rather than being quarantined or tagged.
Allow	Optional	Enter the domains and email addresses that are considered to be safe for this user. When messages are received from any of the addresses on this list, they are always delivered to the user's **Inbox.** Make sure that each entry is on a separate line, separated by a carriage return. You can add up to 1000 entries in this list, and you can use up to five wildcards in any given entry. For more information on wildcards, see "Using_wildcard_characters". **Note:** Addresses that are in the user's Personal Address Book (PAB) are considered to be in the allow list for that user by default, even though the PAB entries are not displayed here in the MAC allow list.
Block	Optional	Enter the domains and email addresses that you want to add to the block list for this user. When messages are received from any of the addresses on this list, they are always considered to be spam. Make sure that each

Field	Obligation	Explanation
		entry is on a separate line, separated by a carriage return. You can add up to 1000 entries in the list, and you can use up to five wildcards in any given entry. For more information on wildcards, see "Using_wildcard_characters". **Important**: If an address that is in the end user's Personal Address Book (PAB) is added to the block list, that address will always be blocked, that is, the MAC block list takes precedence over the Personal Address Book.
Webmail & Metadata		
Brand	Optional	The brand that you select determines the look and feel of the user's Webmail interface. Choose a brand from the drop-down list only if you want the user account to use a brand other than the domain brand. **Note:** If you use this field to assign the domain brand to each user, and then you change the domain brand, it will not be reflected at the user level because the user's brand setting overrides the domain's brand setting.
Language	Required	From the drop-down list, choose the language in which the mailbox will be displayed when the owner initially logs in to their account. The user can change the language at the mailbox level if they want to view their mailbox in another language. The default setting is taken from the domain level. For more information, see "Creating a new domain".
Timezone	Required	From the drop-down list, choose the timezone that the mailbox will use. The user can change the timezone setting at the mailbox level if they want to use another timezone. The default setting is taken from the domain level. For more information, see "Creating a new domain".
Max	Optional	The maximum number of groups and contacts

Field	Obligation	Explanation
Addressbook		that the user can store in their address book. This setting cannot be edited.
Name	Optional	Enter the user's first and last name.
Title	Optional	Enter the user's title. This field can be in UTF-8 for multi-language support.
Phone	Optional	Enter the user's phone number.
Fax	Optional	Enter the user's fax number.

3. Click **Create** or **Create & Repeat.** If you click **Create & Repeat,** the new user is created, and the **Create User** window remains open so that you can create another user**.**

Viewing users

You can view the users in a specific domain or workgroup.

Viewing the users in a domain

To view the users in a domain

1. Set the current domain to the domain whose users you want to view. For more information, see "Setting the current domain".
2. In the navigation pane, under the domain name, click **Users**.

   The **Users** page lists all of the users in the current domain. You can click on any column heading to reorder the users based on that column.

   By default, all user types are displayed, but you can choose to view only certain types. Click in the **Type** area at the top of the page and remove the checkmarks from one or more of the **Type** boxes. For example, if you want to see only regular mailbox users, ensure that only **Mailbox** is checked, and then click **Filter**.

   The **Target** column displays additional information for users who have forwards and aliases. For users who have an alias, this column displays the name of the alias using the format '***= name@domain'***. For users who have forwards defined, this column displays either '***name@domain'*** if the user account forwards to only one address, or '***x* recipients'** if it forwards to multiple addresses, where ***x*** stands for the number of forwards.
3. **Optionally**, to search for specific users, enter search criteria in the **User** field at the top of the page, and then click **Refresh.**
   You can enter the exact name of the user you are looking for and you can use wildcards. For more information on wildcards, see

"Using_wildcard_characters". Remove the checkmarks from one or more of the **Type** checkboxes if you don't want to view all types of users.

3. Click a user to view the associated properties.
   For an explanation of most of the displayed fields, see "Creating a new user". When you view user details, the following sections and fields are also displayed.

Field	Explanation
Basic Settings	
Status	Indicates the current status of the account: • **active**—Account is available and all applicable services are enabled. • **suspended**—Some part of the account has been suspended, usually the ability to send messages. This is likely because they are suspected of sending a lot of spam messages. • **smtplimit**—Account has reached the available SMTP limit and cannot send messages until the time shown in the Sending Availability chart. • **quota**—Account has reached the available quota limit. They cannot receive or store messages until they delete messages and/or files to free up storage space.
Notes	
Notes	Enter any notes or comments about the user account.
Tools & Status	
Rename User	Click this link to change the user name. **Caution:** If you rename a user, all of the history that is associated with that user is deleted and cannot be accessed by the email restore tool or the PAB (address book) restore tool. The renamed user account begins accumulating history (backups) starting from the date that you rename the user, and email and PAB information can be restored only from this new history.
Validate Password	Click this link to confirm a known password. The validate password dialog appears. Complete the password field and click **Validate**. A message appears that tells you whether the password you entered is correct.
Logout User	Click this link to terminate all of the user's active IMAP and POP sessions.

Field	Explanation
Migrations	Click this link to view the migration jobs submitted by this user.
Reindex	Click this link to regenerate the mailbox index file.
Generate Token	Click this link to generate a temporary login token for the user. Tokens can be used in place of a password. For more information, see "Creating login tokens"
Last Login	The last time that the user logged in.
Quota	The number of Megabytes that the user is currently using and the current number of messages the user has in their account. **Note:** Messages in the Spam folder are not included in this total.
Addressbook	The total number of contacts and groups that the user has in their address book.
Free Passes	The number of messages that have been identified as spam or that may contain viruses that the user is allowed to send in a 24 hour period, as well as the number that the user has sent.
Sending Availability	The maximum number of messages that the user can send at each of the specified times. This information is particularly useful if the user wants to send a large batch of messages and needs to know how soon and how many messages they will be allowed to send.

Modifying a user

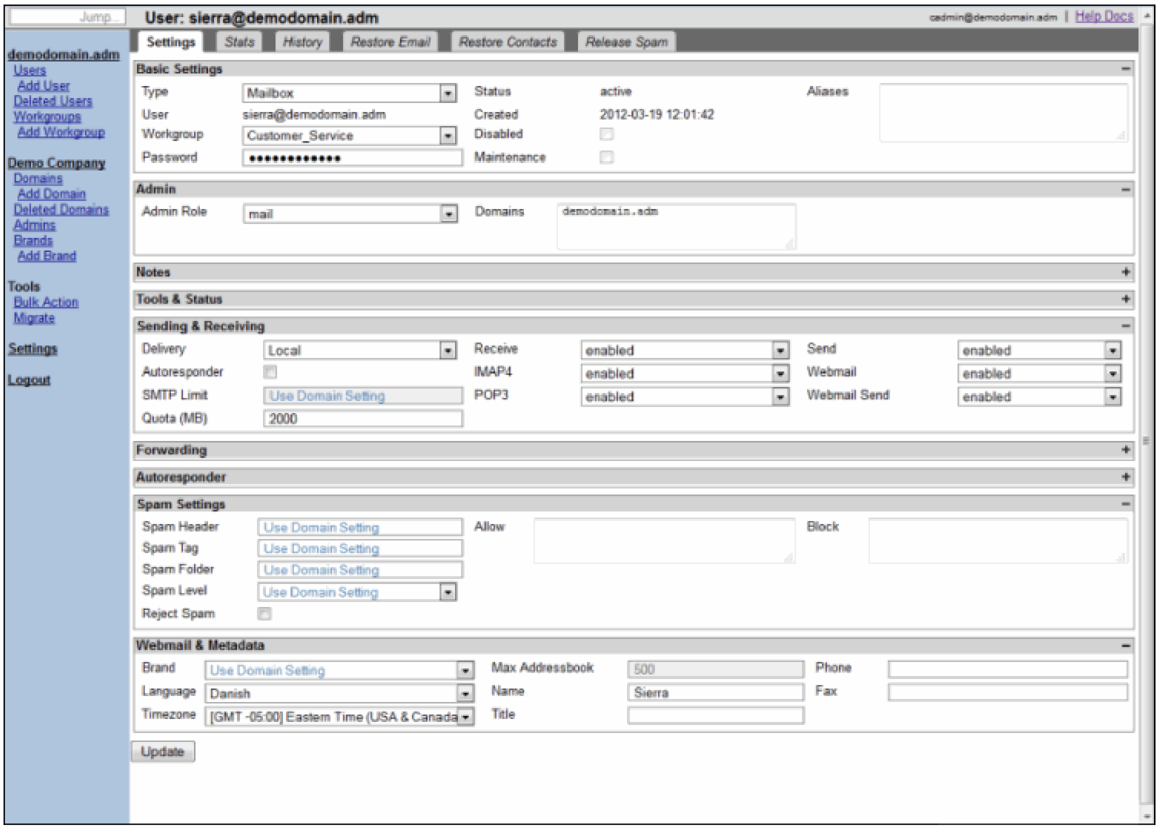
You can perform the following actions to modify a user:

- Modify user settings
- View user history
- Enable or disable services for a user
- Add allow and block lists
- Configuring spam handling
- Set autorespond for a user
- Suspend a user
- Delete a user account
- Restore a user account
- Restore deleted mail
- Restore contacts

Modifying user settings

To modify a user

1. Locate the user that you want to edit.
   For more information, see "Searching in the MAC"
2. Click the user name.
   The **User** page opens, displaying the **Settings** tab. You can click on the tabs at the top of the page to view additional fields.



3. Modify the applicable user detail fields. For an explanation of these fields, see "Creating a new user" and "Viewing users".
4. Click **Update**.

Caution: If you rename a user, all of the history that is associated with that user is deleted and cannot be accessed by the restore email tool or the restore contacts tool. The renamed user account begins accumulating history (backups) starting from the date that you rename the user, and email and contacts information can be restored only from this new history.

Viewing user history

Every time that an action is performed on a user account, an entry is made on the **History** tab noting the date and time that the action occurred, who initiated the action (the requester), the application used (for example, the

MAC, OMA, or the end user's account), and a brief explanation of the action.

To view the user's history

1. Locate the user that you want to view.
   For more information, see "Searching in the MAC"

2. Click the user name, and then click the **History** tab.

Enabling or disabling services for a user

Depending on the type of user account, the services that can be enabled or disabled are:

- **Receive**—Whether the user can receive email.
- **IMAP4**—Whether the user can connect with an IMAP4 client.
- **POP3**—Whether the user can connect with a POP3 client.
- **Send**—Whether the user can send email.
- **Webmail—**Whether the user can receive mail through Webmail.
- **Webmail Send**—Whether the user can send mail through Webmail.

To enable or disable a service for a user

1. Locate the user that you want to edit.
   For more information, see "Searching in the MAC".
2. Click the user name.
3. In the **Sending & Receiving** section, use the drop-down lists to set the services to one of the following options:

- **enabled**—The service is available to the user.
- **disabled**—The service is disabled for the user.
- **suspended**—The service is not available to the user, and can only be re-enabled by an administrator at a level equal to or higher than the one who suspended the service.

Note: The services that you see depend on the user account type.

4. **Optionally,** to enable additional storage space, in the **Quota** field, specify the new amount of space you want to allocate to the user.
5. Click **Update**.

Adding allow and block lists

You can choose to approve or block specific email addresses or domains for each user.

Refer to "Allow and Block lists" for an explanation of these lists, the various levels, and their hierarchy.

When adding addresses and domains to the allow and block lists, you can add up to 1000 entries in each allow and block list, and you can use up to five wildcards in any given entry. For example, the entry r*.al*.*car*@*foo.com is acceptable, but *r*.al*.*car*@*foo.com is not acceptable because it uses more than five wildcards.

Addresses must be separated by a carriage return.

Domains require an asterisk in the following format: *@domain.ext

To add address or domains to the allow or block list

1. Locate the user that you want to edit.
   For more information, see "Searching in the MAC".
2. Click the user name.
3. In the **Spam Settings** section, add the addresses or domains to the appropriate text box: **Allow** or **Block**. Be sure to enter each address on a separate line.
4. Click **Update**.

Note: Addresses that are in the user's Personal Address Book (PAB) are considered to be in the **Allow** list for that user by default, even though the PAB entries are not displayed in the MAC's allow list. If a PAB entry is added to the **Block** list, the address will always be blocked, that is, the MAC's block list takes precedence over the Personal Address Book.

Adding mailbox-level spam settings

You can configure the way in which a user account handles spam, including rejecting all email marked as spam. Any user-level settings take precedence over domain and company-level settings.

To set spam handling for a user

1. Locate the user that you want to edit. For more information, see "Searching in the MAC".
2. Click the user name.
3. In the **Spam Settings** section, in the **Allow** text box, enter the sender addresses whose email will always be accepted and delivered without filtering. Enter one address per line.
4. In the **Block** text field, enter a list of sender addresses whose email should never be accepted for delivery. Enter one address per line.
5. **Optionally,** click to put a checkmark next to **Reject Spam** to prevent spam messages from being delivered at all.
6. For Filter accounts only, from the **Filter Delivery** drop-down list, choose the way in which you want to handle spam messages.

- **Use Domain Setting**—Use the **filteronly delivery** option set at the domain level.

- **passthrough**—Messages that have been identified as spam by OpenSRS servers are delivered to your servers, and those servers can then deliver the spam messages to the user's folders.
- **quarantine**—Spam messages are quarantined by the OpenSRS email filters and are not delivered to your servers.

7. In the **Spam Header** field, enter the text that you want to be added to the header of spam messages. The format must begin with a capital letter but can be followed by anything, for example, **X-Spam: Spam detected**.
8. In the **Spam Tag** field, type the tag you want appended to the **Subject** line of all spam messages.
9. In the **Spam Folder** field, type the name of the folder to which you want all spam messages to be delivered.
10. From the **Spam Level** drop-down list, choose the level of aggressiveness for spam filtering. Choosing a level other than **Normal** causes the filtering engine to be more aggressive in labeling mail as spam. If you don't choose a blocking level, the user account uses the domain, company, or global default.
11. Click **Update**.

Setting autorespond for a user

The Autoresponder feature sends an automatic response to incoming messages for a mailbox.

To set Autoresponder

1. Locate the user that you want to edit. For more information, see "Searching in the MAC".
2. Click the user name.
3. In the **Autoresponder** section, enter the text of the auto-response message in the **Text** field.
4. **Optionally**, In the **Interval** field, enter the number of days before the same recipient will receive the auto-response message again. If not specified, the interval defaults to one day.
5. **Optionally**, In the **End Date** field, enter the last day/time when the auto-response message is in effect. The required format is *YYYY-MM-DD*. If not specified, the Autoresponder never expires.
6. Click **Update**.

Suspending a user

The most common reason that you might want to suspend a user is because they are suspected of sending a lot of spam messages. You can suspend one or more services in order to achieve the suspended state appropriate to your business needs. The services that you see depend on the type of user account. For example, the only service option that you see for Forward accounts is **Receive Email**.

Note: Suspended users remain billable.

To suspend user services

1. Locate the user whose services you want to suspend. For more information, see "Searching n the MAC".
2. Click the user name.
3. In the **Sending & Receiving** section, click the appropriate radio buttons to suspend one or more services. See the table below for the implications of suspending each service.
4. Click **Update**.

Service Suspended	Result
Receive	The user can access their existing mail through an email client, email messages can be composed and sent, but no further mail will be received.
IMAP4	Connection to the user account with an IMAP4 client is denied.
POP3	Connection to the user account with a POP3 client is denied.
Send	The user can access their existing mail through an email client, incoming email messages will be downloaded, but no mail can be sent.
Webmail	Account login to the Webmail client is denied.
Webmail Send	The user can receive mail via Webmail but cannot send mail through Webmail.

User suspended by spam filter

The OpenSRS spam filter monitors both inbound and outbound messages. Outbound messages may also be identified as spam by their recipients. If the number of messages that are identified as spam exceeds the threshold set by the service provider within a 24 hour period, the user is automatically suspended for AUP Violation.

When a user is suspended for AUP Violation, the user can no longer send mail via Webmail or SMTP, though they can still receive and view their mail. An email is sent to the Abuse contact for the company that owns the mailbox, along with copies of up to three of the suspected messages; the messages are sent in an attachment labeled evidence.txt. The Abuse contact can then decide whether to reinstate the user. For information on reinstating users, see "Reinstating a user" below.

Note: Suspended users cannot be deleted.

If the evidence samples indicate that the account was indeed sending out spam, but the end user has no knowledge of sending those mails, it is likely that the user's password was compromised. This may be because they used an easy to guess password or they replied to one or more phishing emails, or their computer may have a virus.

We recommend that you offer an Anti-Virus package to the user, if one is available, and that you immediately change the password for the account.

We also recommend that you strongly advise the user to change the passwords for any other online accounts (banking, Facebook, and so on) that used the same password as their email account.

Reinstating a user

To reinstate a user

1. Locate the user that you want to reinstate. For more information, see "Searching n the MAC".
2. Click the user name.
3. In the **Sending & Receiving** section, from the affected services drop-down lists, choose **enabled**.
4. Click **Update**.

Deleting user accounts

You can follow this procedure to delete any type of user account, whether it is a mailbox account, a filter account, forward-only account, and so on.

Note: Deleted accounts can be restored for up to 30 days.

To delete user accounts

1. In the navigation pane, under the domain name, click **Users**.
2. Click the checkbox next to each of the users that you want to delete. The number on the **Delete Selected** button changes to reflect the number of users that you selected.
   See "Searching in the MAC" for information on using filters to find specific users.
3. Click **Delete Selected**.
   A confirmation dialog lists the users that will be deleted and asks you to confirm the deletion.
   Important: Be sure to review this list carefully especially if you used the filters to narrow your search for these users. If **Filtering Keeps Selection** is enabled (in **Settings**) there could be previously selected users that are included in this list of users that will be deleted. For

more information, see “Settings”.

4. Click **Delete.**

Restoring user accounts

If a user account that has been deleted for 30 days or less, you can restore it. If the user does is not listed on the **Deleted Users** tab, it cannot be restored.

You can restore a user account to its original name only if that name has not been reissued during the period in which the account was deleted.

If the name has been reused, the MAC offers a suggestion for a new name for the user in the **Restore As** field.

A user account can be restored to any new name that is available.

To restore user accounts

1. In the navigation pane, under the domain name, click **Deleted Users**.
   If a user does not appear in the **Deleted Users** list, the account cannot be restored.
2. You can narrow your search by entering part or all of the name of the user you want to restore in the **User** field at the top of the page. You can use wildcard characters to represent to represent part of the name.
   By default, all user types are displayed, but you can choose to view only certain types. Click in the **Type** area at the top of the page and remove the checkmarks from one or more of the **Type** boxes. For example, if you want to see only regular mailbox users, ensure that only **Mailbox** is checked.
3. Click the checkboxes next to the users that you want to restore.
   The number on the **Restore Selected** button changes to reflect the number of users that you selected.
4. Verify that the **Restore As** field displays the correct user name. If you want to restore the user and rename it, enter the new name in this text field.
5. Click **Restore Selected**.

Restoring deleted mail

Mail that has been deleted for 14 days or less can be restored to the user's account.

Note: Email messages must have existed in the account long enough for a backup to have been done in order for them to be restored.

To restore deleted mail

1. In the navigation pane, under the domain name, click **Users**.
2. Click the user name whose mail you want to restore.

3. Click the **Restore Email** tab.
4. From the **Folder** drop-down list, choose the folder that contains the mail you want to restore, and then click **Search**.
   Deleted folders appear at the bottom of the list, under a dividing line.
5. Click the checkbox beside each of the messages that you want to restore.
6. From the drop-down list, choose the folder that contains the mail you want to restore, and then click **Restore Selected**.

   Alternatively, click **Restore All** to restore all of the messages in the selected folder.

Restoring deleted Address Book contacts

Deleted Address Book contacts can be restored if they were deleted within the last 14 days.

Additionally, the contacts must have existed in the user account long enough for a backup to have been done (16 to 24 hours).

To restore deleted address book contacts

1. In the navigation pane, under the domain name, click **Users**.
2. Click the user name whose address book you want to restore.
3. Click the **Restore Contacts** tab.
4. Click the checkbox beside each of the contacts that you want to restore or click the checkbox at the top of the list to select all displayed entries.
5. Click **Restore.**

Reindexing user accounts

If a customer reports that some of their mail messages are suddenly disappearing and you can't discover the cause, you can try regenerating the mailbox index file. Although rare, if the problem was caused by a corrupted index file, reindexing will fix the problem.

Note: This feature is only available to Company and Company Mail administrator levels.

Before reindexing the mailbox, you should check to see if the messages can be restored (using the restore email tool). If the messages are not available to be restored, then you can try reindexing.

Important: You should only do this if you have ruled out all other causes as reindexing will log off the user if they were logged in, and their mailbox will be unavailable for several minutes.

To reindex a mailbox

1. In the navigation pane, under the domain name, click **Users.**

2. Click the user name whose mailbox you want to reindex.
3. In the **Tools & Status** section, click **Reindex.**

Releasing spam messages

Spam messages are quarantined by the OpenSRS email filters. Occasionally, a legitimate email will be tagged as spam. You can release one or more email messages from quarantine and the messages will be moved to the user's Inbox.

Note: Users who use POP3 to access their messages do not have access to their Spam folder. Releasing mail into their Inbox will cause their email client to download the message via POP3.

To release spam messages

1. In the navigation pane, under the domain name, click **Users**.
2. Click the user name whose spam messages you want to release.
3. Click the **Release Spam** tab.
4. Click the checkbox for each of the messages that you want to release. You can click the checkbox at the top of the list to select all displayed entries.
5. Click **Release**.

User statistics and snapshots

Usage statistics are summaries of account usage and are displayed as graphs. Statistics are available can be viewed as a summary in graphical format, or as detailed snapshots in CSV format.

To view statistics

1. In the navigation pane, under the domain name, click **Users**.
2. Click a user, and then click the **Stats** tab.
3. From the **Interval** drop-down list choose the time period for which you want to view statistics: **day**, **week**, or **month.**
4. From the **Graph Type** drop-down list choose the type of data that you want to view:

- **Logins**—POP3, IMAP4, and Webmail.
- **Message Bytes**—Inbound and relayed email, in KBs.
- **Message Counts**—Normal deliveries, spam deliveries, autoresponses, forwards, destination recipients, and outbound messages.
- **Storage**—Storage used, in MBs.

Managing workgroups

Workgroups are useful for organizing users into categories. Since each workgroup can have its own administrator, you can delegate workgroup-level administration tasks by assigning an administrator to a workgroup.

Workgroup administrators can perform these tasks:

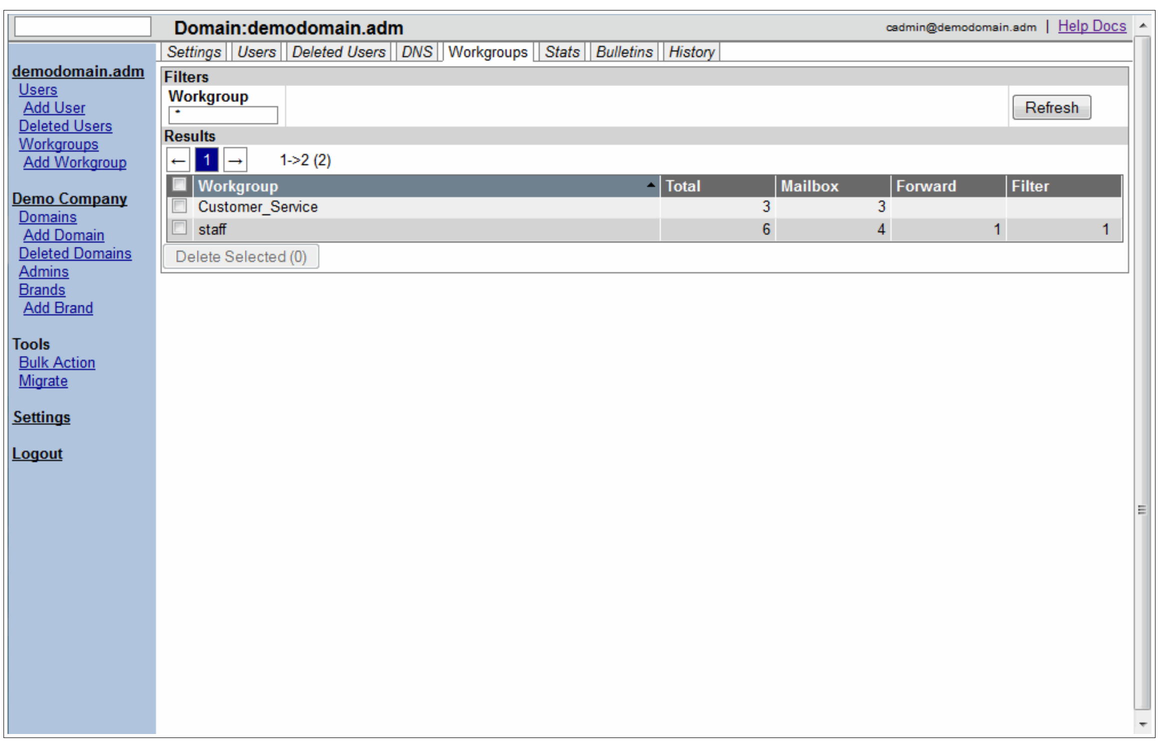
- Create a new workgroup
- Modify a workgroup
- Delete a workgroup

Viewing workgroups

The **Workgroup** page displays a list of all the workgroups in a domain. You can click on any column heading to reorder the workgroups based on that column.

To view workgroups

1. Set the current domain to the domain whose workgroups you want to view. For more information, see "Setting the current domain".
2. In the navigation pane, under the domain name, click **Workgroups**. The **Domain** page appears displaying the **Workgroups** tab:



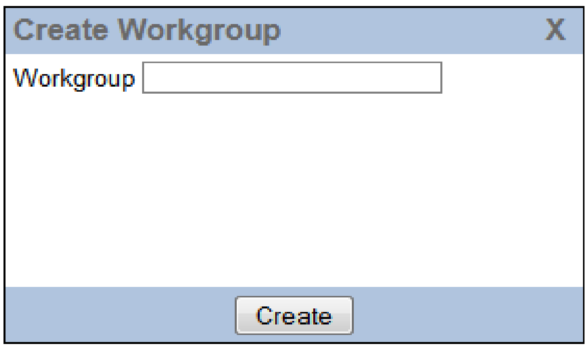
This page lists the workgroups in this domain, along with the number of users and the number of mailbox, forward, and filter accounts that are in each workgroup. This page is your starting point for performing workgroup-level administrative tasks.

Creating a new workgroup

Every new domain automatically includes one default workgroup called **staff**. You can create additional workgroups for any domain.

To create a workgroup

1. Set the current domain. For more information, see "Setting the current domain".
2. In the navigation pane, under the domain name, click **Add Workgroup**. The **Create Workgroup** page appears.



3. In the **Workgroup** field, enter a name for the new workgroup, and then click **Create**.
   The new workgroup appears in the list of existing workgroups.

Modifying a workgroup

You can perform these tasks on any existing workgroup:

- Add users to a workgroup
- Assign a workgroup administrator
- Remove users from a workgroup
- Delete a workgroup

Note: You cannot rename an existing workgroup.

Adding users to a workgroup

To add a user to a workgroup

1. Locate the user that you want to add to a workgroup. For more information, see “Searching in the MAC”.
2. Click the user name.
3. In the **Basic Settings** section, from the **Workgroup** drop-down list, select the workgroup to which you want this user to belong.
4. Click **Update**.

Assigning a workgroup administrator

To assign an administrator to a workgroup

1. Locate the user that you want to administer the workgroup. (For more information, see "Searching in the MAC".)
2. Click the user name.
3. In the **Basic Settings** section, in the **Workgroup** field, verify that this user is a member of the workgroup to be administrated.
4. In the **Admin** section, from the **Admin Role** drop-down list, choose **Workgroup**.
5. Click **Update**.

Removing users from a workgroup

There are two ways to remove a user from a workgroup:

- Assign the user to a different workgroup.
  For more information, see "Adding users to a workgroup".
- Delete the user from the system.
  For more information, see "Deleting a user".

Deleting workgroups

You can delete any workgroup except the domain's default workgroup. When the domain is first created, the default workgroup is set to **staff**.

We recommend that you move all of the users out of the workgroup before you delete the workgroup.

To delete a workgroup

1. Set the domain to the one whose workgroups you want to delete. (For more information, see "Setting the current domain").
2. In the navigation pane, click **Workgroups**.
   The **Workgroups** page appears.
3. Click the checkbox next to each of the workgroups that you want to delete; only the workgroups with checkmarks will be deleted.
   The number on the **Delete Selected** button changes to reflect the number of workgroups that you selected.
4. Click **Delete Selected**.
   A dialog box appears that asks you to confirm that you want to delete the selected workgroups.
5. **Optionally**, in the **Delete Workgroups** dialog, click the checkbox to select the **Cascade** option, which deletes any users that are in the workgroup. If you don't select this option, and there are users in the workgroup, the delete operation will fail.
6. Click **Delete**.

Managing domains

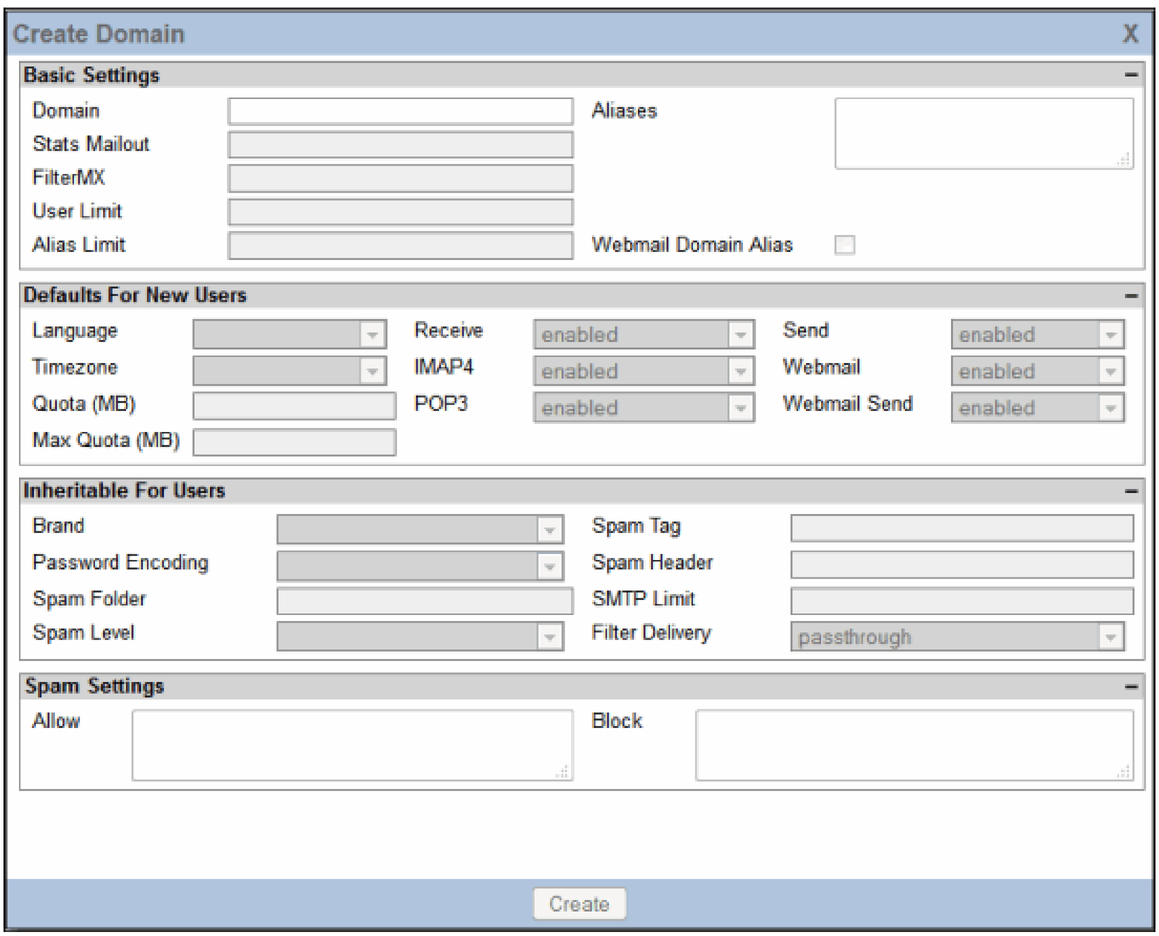
Domain administrators can perform these tasks:

- Create a new domain
- View a domain
- Modify an existing domain
- Disable (or re-enable) a domain
- Delete a domain
- Restore a deleted domain

Creating a new domain

To create a new domain

1. In the navigation pane, click **Add Domain**.
   The **Create Domain** page appears.



2. Complete the following fields, as applicable.
   Note: All fields are greyed out until you enter complete the **Domain** field and press the **Enter** key.

Field	Explanation
Basic Settings	
Domain	Specify the name of the new domain. This field is mandatory. The domain name can be up to 160 characters.
Stats Mailout	Enter the addresses to which you want to send daily snapshots of account usage. Separate each address with a comma.
FilterMX	The MX Host address is the target mailserver to which filtered spam and virus-free email will be delivered. This can be either a hostname or IP address, and it must include the inbound port that accepts connections (usually port 25). For example, mail.mymailserver.com:25.
User Limit	Enter the maximum number of accounts of any type (regular mailbox, forward, and filter) that can be created in the domain.
Alias Limit	Enter the maximum number of aliases that can be created in the domain.
Aliases	Enter any domain aliases. Be sure to enter each domain alias on a separate line. **Note:** You must set a Domain Aliases' DNS record. Consult the *DNS Configuration Guide* for information on setting DNS records.
Webmail Domain Alias	When this box is checked, mailbox users will be able to use domain aliases in the **From** field of outgoing messages.
Defaults For New Users	
Language	From the drop-down list, choose the default language for this domain. This language automatically applies to new mailboxes created in this domain, unless you specify a different language for a particular mailbox. This field is optional.
Timezone	From the drop-down list, choose the default time zone for this domain. This time zone automatically applies to new mailboxes created in this domain, unless you specify a different time zone for a particular mailbox. This field is optional.

Field	Explanation
Quota (MB)	Enter the default maximum size (in Megabytes) for new user accounts that are created.
Max Quota (MB)	The maximum (in Megabytes) that can be assigned to any user account.
Services – Receive, IMAP4, POP3, Send, Webmail, Webmail Send	The default settings for new users in this domain for various services. The services are: • **Receive**—Whether the user can receive email. • **IMAP4**—Whether the user can connect with an IMAP4 client. • **POP3**—Whether the user can connect with a **POP3** client. • **Send**—Whether the user can send email. • **Webmail**—Whether the user can receive mail through Webmail. • **Webmail Send**—Whether the user can send mail through Webmail. For each of the available services, click a radio button to set the service to one of the following options: • **enabled**—The service is available. • **disabled**—The service is not available. • **suspended**—The service is not currently available , and can only be re-enabled by an administrator at a level equal to or higher than the one who suspended the user. The most common reason for suspension is an AUP violation for exceeding the spam threshold that was set by the service provider. **Note:** The default settings are inherited from the company settings, but you can change any of the settings for individual domains.
Inheritable For Users	
Brand	From the drop-down list, choose the brand that will apply to the new domain. This field defaults to the Company brand. Changing the selection changes the branding for new domains. For information on brands, see "Branding".
Password Encoding	From the drop-down list choose the type of

Field	Explanation
	encryption that you want to use to encode user passwords. If this value is not set at the domain level, the value is inherited from the level above, that is, the domain uses the company value. **Note:** Only company admins are allowed to change this setting; other admin levels can view the setting but cannot change it.
Spam Folder	Specify the name of the folder to which all spam messages will be delivered. The default is **Spam**.
Spam Level	From the drop-down list, choose the level of aggressiveness for spam filtering. Choosing a level other than **Normal** causes the filtering engine to be more aggressive in labeling mail as spam.
Spam Tag	Specify the tag that is appended to the Subject line of all spam messages.
Spam Header	Specify the tag that will be assigned to the header of spam messages. The format must begin with a capital letter but can be followed by anything, for example, **X-Spam: Spam detected**. This must be set to an email header valid format.
SMTP Limit	The maximum number of messages that a user can send in a 24 hour period.
Filter Delivery	From the drop-down list, choose the way in which you want spam messages to be handled by the OpenSRS email filters: ▪ **passthrough**—Allow spam messages to be delivered to the Reseller's designated mailserver. ▪ **quarantine**—Do not deliver spam messages to the Reseller's server.
Spam Settings	
Allow	Enter the email addresses and domains whose messages will never be marked as spam. You can add up to 1000 entries. Addresses must be separated by a carriage return.
Block	Enter the email addresses and domains from which you do not want to receive email.

Field	Explanation
	You can add up to 1000 entries. Addresses must be separated by a carriage return.

3. Click **Create**.

Viewing domains

The **Company Domains** tab displays a summary of your company's domains.

To view domains

1. In the navigation pane, under your company name, click **Domains**.
   A page appears that lists all of the domains in your company, along with the following information for each domain:
   - **Type—**The account type (mailbox, forward, filteronly, or alias).
   - **Status—**Whether the domain is currently active or suspended.
   - **Total**—Number of users in the domain, or the name of the only user in the domain.
   - **Mailbox**—Number of mailbox accounts in the domain.
   - **Forward**—Number of email forwards defined in the domain.
   - **Filter**—Number of filter-only accounts in the domain.
   - **Alias**—Number of aliases defined in the domain.

You can click on any column heading to reorder the domains based on that column.

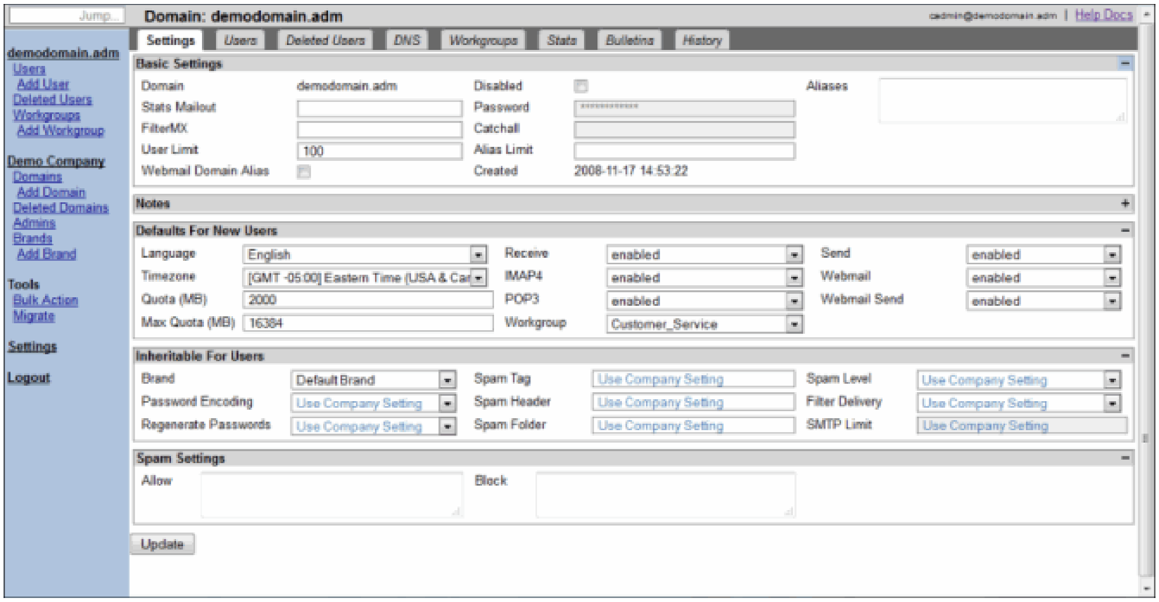
2. Click a domain to view and modify its properties. For more information, see Modifying an existing domain.

Alternatively, enter the domain name in the **Jump** box in the top left corner and then press **Enter** to display the domain.

Modifying an existing domain

To modify a domain

1. Navigate to the domain that you want to modify. See "Viewing domains".
   The **Domain** page opens, displaying the **Settings** tab. You can click on the tabs at the top of the page to view additional fields.



2. Modify the applicable domain detail fields. For an explanation of these fields, see "Creating a new domain".
3. Click **Update**.

On this page, you can perform the following tasks:

- Assign a brand to a domain
- Add or modify domain aliases
- Create or modify Allow and Block lists
- Set the FilterMX Host
- Set domain-level spam handling
- Set the default language and time zone for a domain
- Enable, disable, or suspend domain services
- Set or modify mailbox limits
- Create bulletins
- Disable or delete a domain
- Restore a deleted domain

Domains contain workgroups and users that you manage separately. For more information, see “Managing workgroups” and “Managing users.”

Assigning a brand to a domain

A brand consists of a logo and a set of colors that give the Webmail interface its look and feel. The brand setting does not affect the MAC interface.

To assign a brand to a domain

1. Navigate to the domain to which you want to assign a brand. See “Viewing domains”.
2. In the **Inheritable For Users** section, from the **Brand** drop-down

list, choose the brand that you want to apply to this domain.

3. Click **Update.**

For information on creating brands, see "Creating a new brand".

Adding and Removing Domain Aliases

A domain alias is an alternate name for a domain.

Note: Domain admins and higher can enable Webmail domain alias support, but only company admins and higher can create domain aliases.

Every domain alias requires its own unique DNS configuration in order to receive mail. There is no separate process for setting the DNS records for a domain alias; for DNS purposes, it is simply another domain. Once you have created your domain aliases, please refer to the *Domain Manager Guide* and follow the instructions for setting the DNS for a domain in the Live environment.

If you also enable alias support for user accounts, your users will be able to use these domain aliases in the **From** field of outgoing messages. For example, suppose you have a domain called example.com and a user whose account name is user1@example.com. If you create an alias for that user called myalias@example.com, the user can choose to send mail from either user1@example.com or myalias@example.com. If you then create a domain alias for example.com and you call it aliasexample.com, the user will be able to choose from four **From** addresses when they compose a message: user1@example.com, myalias@example.com, user1@aliasexample.com, and myalias@aliasexample.com.

To create a domain alias

1. Navigate to the domain to which you want to add one or more aliases. See "Viewing domains".
2. In the **Aliases** text box, enter the aliases.
   Be sure to enter each alias on a separate line, separated by a carriage return.
3. **Optionally,** click to select the checkbox beside **Webmail Domain Alias**. When this box is checked, users can use the actual and the alias addresses to send and receive mail.
4. Click **Update**.

To remove domain aliases

1. Navigate to the domain whose aliases you want to remove. See "Viewing domains".
2. Delete the alias names from the **Aliases** text box.
3. Click **Update**.

Setting domain-level allow and block sender lists

You can approve or block emails from specific email addresses or domains by adding them to the Allow or the Block list. Lists are maintained at four levels: global, company, domain, and account/user.

The list hierarchy is:

1. Account/user allow list
2. Account/user block list
3. Domain allow list
4. Domain block list
5. Company allow list
6. Company block list
7. Global allow list
8. Global block list
9. PAB—Addresses that are in the end user's Personal Address Book (PAB) are considered, by default, to be in the Allow list for that user.

Note: The global list is set and maintained by OpenSRS and used primarily in emergency situations, such as an attack, to ensure that the entire system is protected. Under normal operating parameters, the global lists are usually empty.

Company, domain, and account/user lists can be set and maintained using the MAC. Account/users lists can also be accessed by the end-user in the Webmail interface.

Creating Allow and Block Lists

When adding addresses and domains to the Allow and Block lists, you can add up to 1000 entries in each list, and you can use up to five wildcards in any given entry. For example, the entry r*.al*.*car*@*foo.com is acceptable, but *r*.al*.*car*@*foo.com is not acceptable because it uses more than five wildcards.

Each address must be on a separate line, separated by a carriage return.

Note: To add all addresses in a domain, be sure to use an asterisk in the following format: *@domain.tld.

To add senders to the Allow or Block list

1. Navigate to the domain for which you want to create an allow or block list. See "Viewing domains".
2. Add the addresses or domains to the appropriate list box: **Allow** or **Block**.
   Each address must be entered on a separate line.

3. Click **Update**.

Setting the FilterMX Host

The Email Exchange (MX) record is the line within the DNS zone file that directs email messages to the appropriate email server. It tells the rest of the world where a mailbox is located. In this case, the FilterMX host is the destination for mail that passes through Filter type mailboxes.

To set the FilterMX host

1. Navigate to the domain for which you want to set the FilterMX host. See "Viewing domains".
2. In the **FilterMX** field, type the host.
3. Click **Update**.

Note: OpenSRS Email Service sends your filtered mail from a block of IP addresses. We recommend that you add these IP addresses to your white list. For more information, see the *DNS Configuration Guide*.

Setting domain-level spam handling

Domain-level spam settings take precedence over any company settings and are applied to all mailboxes in the domain if no mailbox-level spam settings exist.

To set the default spam handling for a domain

1. Navigate to the domain whose spam handling you want to edit. See "Viewing domains".
2. In the **Inheritable For Users** section, in the **Spam Tag** field, enter the tag that you want to append to the **Subject** line of all spam messages.
3. In the **Spam Header** field, enter the tag that will be assigned to the header of spam messages.
4. In the **Spam Folder** field, enter the name of the folder to which you want all spam messages to be delivered.
5. From the **Spam Level** drop-down list, choose the aggressiveness level for the spam filtering.
   Choosing a level other than **Normal** causes the filtering engine to be more aggressive in labelling mail as spam; however, it may also result in more false positives.
6. Click **Update**.

Setting spam delivery options for Filter accounts

Prior to May 27, 2010, the default for Filter accounts was to not deliver spam messages to end user folders. The spam was caught and quarantined by the OpenSRS email filters and not delivered to your servers. End users only saw the spam messages if they logged on to the OpenSRS Spam Portal to view and release the spam messages. If you want this process to continue, you can set the **Filter Delivery** option in the MAC to **quarantine**.

If you want your users to be able to see their spam messages without having to log in elsewhere, you can set the **Filter Delivery** option in the MAC to **passthrough**. When this option is set to **passthrough**, messages that have been identified by our filters as spam are delivered to your servers, and your servers can then deliver the spam messages to the end users' folders.

You can also specify a **Spam Header** tag that our filters will add to the spam message headers so that your system will know that the messages have already been identified as spam. If you have existing spam detection that is adding a header to spam messages, we recommend that you enter the same header in the **Spam Header** field so that OpenSRS spam detection will replicate the behavior of your current system. This way your mail system will be able to direct all the spam messages into the correct end user folder using existing filtering mechanisms.

Note: The **Filter Delivery** setting can be changed at the domain or company level. The domain level setting takes precedence, unless the domain level setting not specified, in which case, the Filter accounts inherit the setting from the Company level.

To specify the spam delivery method for Filter accounts

1. Navigate to the domain that you want to edit. See "Viewing domains".
2. In the **Inheritable For Users** section, from the **Filter Delivery** drop-down list, choose the way in which you want spam messages to be handled by the OpenSRS email filters:
   - **blank (use company setting)**—Use the **Filter Delivery** option set at the Company level.
   - **quarantine**—Do not deliver spam messages to the Reseller's server.
   - **passthrough**—Allow spam messages to be delivered to the Reseller's designated mail filtering server.
4. **Optionally,** in the **Spam Header** field, specify the tag that will be assigned to the header of spam messages. The format must begin with a capital letter but can be followed by anything, for example, **X-Spam: Spam detected**.
5. Click **Update**.

Setting the default language for a domain

A domain's default language setting automatically applies to any mailboxes created within that domain, unless you specify a different language for a particular mailbox. Any company- or domain-level administrator can change the default language setting for a domain.

To set the default language

1. Navigate to the domain whose default language you want to change. See "Viewing domains".
2. In the **Defaults For New Users** section, from the **Language** drop-down list, select the default language for this domain.
3. Click **Update**.

Setting the default time zone for a domain

The default time zone setting automatically applies to any mailboxes created within that domain, unless you specify a different time zone for a particular mailbox. Any company- or domain-level administrator can change the default time zone setting for a domain.

To set the default language

1. Navigate to the domain whose default time zone you want to change. See "Viewing domains".
2. In the **Defaults For New Users** section, from the **Timezone** drop-down lists, select the default time zone for this domain.
3. Click **Update**.

Setting mailbox limits

Company administrators are allowed to specify the maximum number of mailboxes that can be created for each domain. Even if you have set a default mailbox limit for all the domains within your company, you can still change the limits for particular domains.

Note: Domain administrators can see this limit, but they cannot change it.

Once set, the limit cannot be exceeded. If you are restoring an account that would result in more mailboxes than allowed; you will get an error message and the restore will not proceed. In this case, you would have to increase the limit and then retry the restore.

To set mailbox limits

1. Navigate to the domain whose mailbox limit you want to change. See "Viewing domains".
2. In the **Basic Settings** section, enter the maximum values that you want to apply, by default, for each of these account types:
   - **User Limit**—The maximum number of mailboxes per domain that can be created.
   - **Alias Limit**—The maximum number of domain aliases per domain that can be created.
3. Click **Update**.

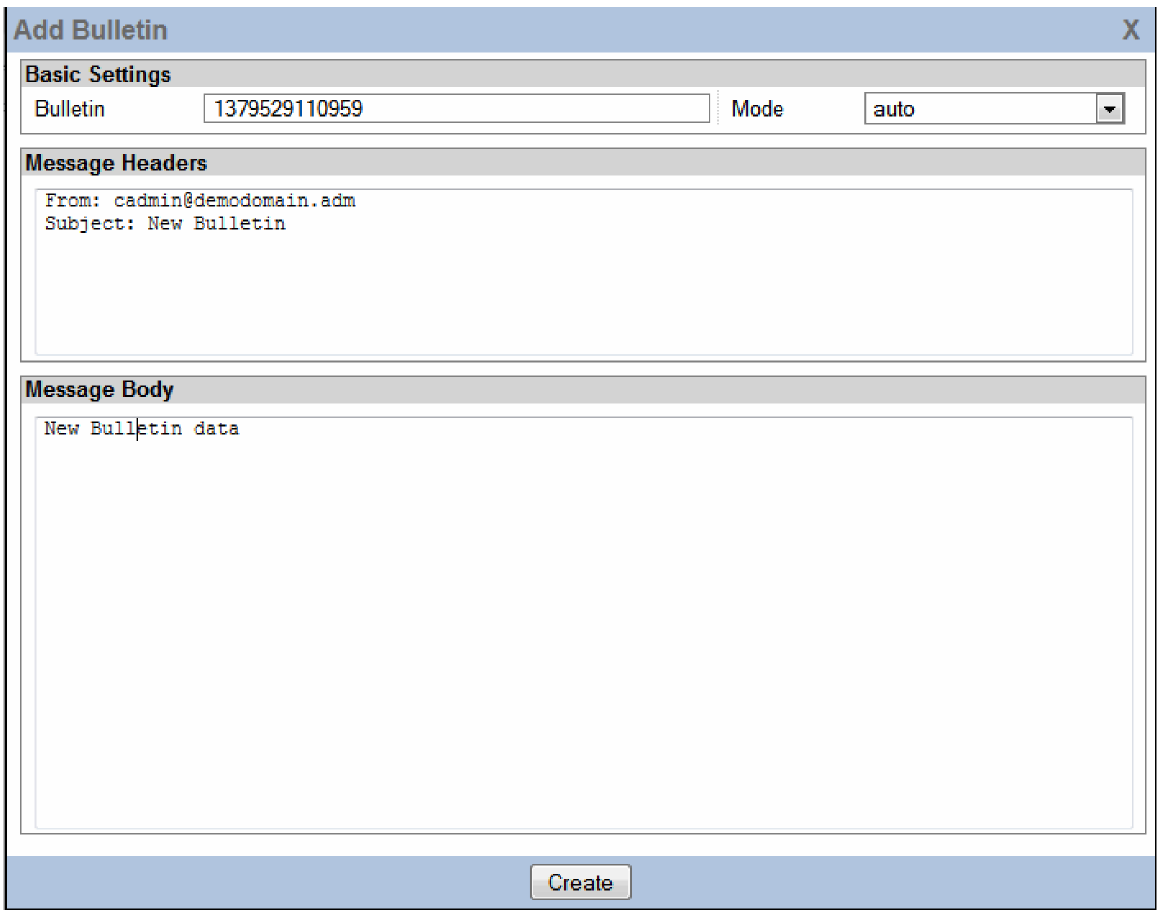
Sending out domain bulletins

You can create and send out broadcast messages or bulletins to specific users or to all mailboxes in a domain. You can send simple plain text messages or you can send messages that support HTML and attachments.

If you want to add HTML content, you must put this line in the header: `Content-Type: text/html; charset="ISO-8859-1`. This tells email clients to display the content as HTML.

To send a bulletin

1. Navigate to the domain for which you want to create a bulletin. See "Viewing domains".
2. Click the **Bulletins** tab.
3. Click **Add Bulletin**.
   The **Add Bulletin** window appears.



4. **Optionally**, in the **Bulletin** field. enter a name for the bulletin. The default is a system-assigned number.
5. From the **Mode** drop-down list, choose the way in which you want the bulletin to be delivered:

- **auto**—Automatically deliver the bulletin to every account that currently exists and to new accounts when they are created.
- **manual**—Send the bulletin to every account that currently exists.

6. In the **Message Headers** section enter the email address from which you want the bulletin to be sent, and enter a **Subject** for your bulletin. You can add other header information as well, for example:

```
Return-Path: bounceaddress@example.com

From: "Example.com Announcement" <announce@example.com>

Subject: Announcing New Service Enhancements

Date: Thu, 10 Oct 2013 12:30:00 -0500

MIME-Version: 1.0

Content-Type: text/html; charset="ISO-8859-1"
```

Reply-To: announce@example.com

7. In the **Message Body** section, enter the body of your message. You can add HTML content, mime-encoded image information, and text.
8. Click **Create**.
   Bulletins that you defined as **auto** are sent automatically; **manual** bulletins are not sent until you decide to post them.
9. **Optionally,** to preview the message before sending it, click the checkbox next to the bulletin to select it, and then click **Post Selected** Enter your own email address in the **Post To** field, and then click **Post**. You can then view the bulletin in your Inbox.

To post manual bulletins

1. Select the bulletins that you want to send, and then click **Post Selected**.
2. Do one of the following:
   - To send the bulletin to every account in the domain, ensure that there is an asterisk (*) in the **Post To** field.
   - To send the bulletin to specific accounts, enter the individual email addresses in the **Post To** field, separated by commas.
3. Click **Post.**

Note: Bulletins are only delivered locally, and any forwarding settings are ignored; therefore, accounts that are set to forward only will not see the bulletin.

Assigning a domain administrator

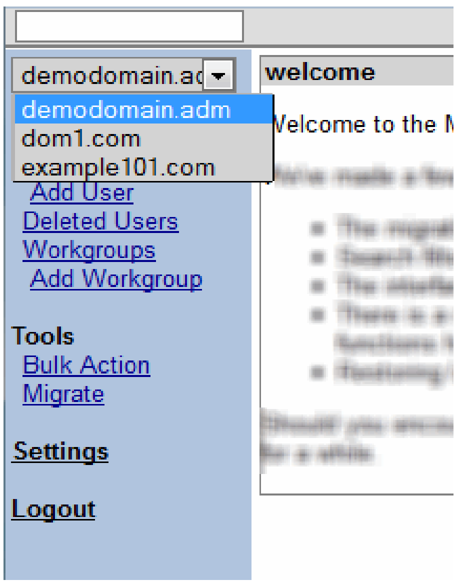
To assign an administrator to a domain

1. Locate the user that you want to administer the domain. (For more

information, see "Viewing users".)

2. In the **Admin** section, from the **Admin Role** drop-down list, choose **Domain**.
3. In the **Domains** text box, enter the names of the domains that the user is allowed to administer. Be sure to enter each one on a separate line.
4. Click **Update**.

When the user logs in, if they are allowed to administer more than one domain, they will see a drop-down list of the domains at the top of the navigation pane . This allows them to switch from one domain to another without having to log out of one domain and then log in to another one.



Disabling a domain

Company administrators can disable and re-enable domains (unless the domain has been disabled by a super admin). If this feature has been disabled by a higher level admin, you will not be able to change the setting of this option.

Warning: When you disable a domain, the mailboxes under that domain will no longer function.

To disable a domain

1. Navigate to the domain that you want to disable. See "Viewing domains".
2. In the **Basic Settings** section, click box beside **Disabled**. The checkmark indicates that the domain is disabled.
3. Click **Update**.

To re-enable a domain

1. Navigate to the domain that you want to re-enable. See "Viewing domains".
2. In the **Basic Settings** section, click the checkbox beside **Disabled**. The checkmark disappears to indicate that the domain is no longer disabled.
3. Click **Update**.

Deleting domains

Company administrators can delete any of the domains in a company. When you delete a domain, all of the workgroups and mailboxes in the domain are deleted as well.

To delete domains

1. In the navigation pane, under your company name, click **Domains**.
2. Click the checkbox next to each of the domains that you want to delete.
   The number on the **Delete Selected** button changes to reflect the number of domains that you selected.
3. Click **Delete Selected**.
   A confirmation dialog appears that lists the domains that will be deleted and asks you to confirm the deletion.
   Important: Be sure to review this list carefully especially if you used the filters to narrow your search for these domains. If **Filtering Keeps Selection** is enabled (in **Settings**) there could be previously selected domains that are included in this list of domains that will be deleted. For more information, see "Settings".
4. **Optionally**, click the checkbox to select the **Cascade** option to delete any users that are in the selected domains. If you don't select this option, you need to delete the users before you delete the associated domains otherwise the delete operation will fail. If you don't select the **Cascade** option and some of the domains you are trying to delete contain users and others don't, only the empty domains will be deleted; the others will return an error message.
5. Click **Delete** to confirm the deletion.

Restoring a domain

Company administrators can restore any domains that have been deleted within the last 30 days.

To restore a domain

1. In the navigation pane, under your company name, click **Deleted Domains**.
2. Click the checkbox beside each of the domains that you want to restore.
   The number on the **Restore Selected** button changes to reflect the number of domains that you selected.
   You can use the filters to search for specific domains. Enter all or part of the name in the **Domain** field at the top of the page. You can use wildcard characters to represent part of the name. Click **Filter** to view the domains that match your search criteria. For more information, see "Searching in the MAC".
3. Click **Restore Selected**.

Once you restore a deleted domain, you can then restore any or all of the users under that domain. As long as you didn't delete the mail before you deleted the user, the mail that was in the user account at the time it was deleted still exists and will be restored when you restore the user.

If you deleted the mail before you deleted the user, you can still restore the deleted mail after you restore the user. For information on restoring users, see "Restoring user accounts".

Domain statistics and snapshots

Usage statistics are summaries of account usage and are displayed as graphs. Statistics are available at the company, domain, and user levels, and can be viewed as a summary in graphical format, or as detailed snapshots in CSV format.

Snapshots provide very detailed information about every user in a domain or company for a specific time period, for example, the account type, the quota size, the number of times the account was accessed, and the number of messages currently in the account. Snapshots are available at the Company and Domain levels. Snapshots can be downloaded in CSV format or emailed daily to one or more email addresses.

To view statistics

1. Navigate to the domain whose stats you want to view, and then click the **Stats** tab.
2. From the **Interval** drop-down list choose the time period that you want to view: **day**, **week**, or **month**.
3. From the **Graph Type** drop-down list choose the type of data that you

want to view:

- **Users**—Mailboxes, forward only/mailing list, filter only, and alias.
- **Logins**—POP3, IMAP4, and Webmail.
- **Message Bytes**—Inbound and relayed email, in KBs.
- **Message Counts**—Normal deliveries, spam deliveries, autoresponses, forwards, destination recipients, and outbound messages.
- **Storage**—Storage used in MBs.

To view snapshots

1. Navigate to the domain for which you want to view snapshots, and then click the **Stats** tab.
2. From the **Download CSV data** drop-down list, choose the period that you want to view from the **Daily Snapshots**, **Weekly Snapshots**, or **Monthly Snapshots** section.
   The data is downloaded to a CSV file. For an explanation of each of the fields in the CSV file, see "Domain snapshot data fields".
3. To have daily domain snapshots emailed to one or more addresses, click the **Settings** tab, and in the **Basic Settings** section, enter the addresses in the **Stats Mailout** text field (separate each address with a comma), and then click **Update**.

Note: We do not recommend daily snapshots for large domains as the snapshot file may exceed the message size allowed by many SMTP servers.

Notes on snapshots

- Daily snapshots are generated for the previous day; daily snapshots expire after 31 days.
- Weekly snapshots are generated each Monday for the previous week; weekly snapshots expire after 1 year.
- Monthly snapshots are generated on the 1st of the month for the previous month; monthly snapshots never expire.
- Weekly and monthly snapshots have an extra column called **days** that indicates how many days are in the period.
- Weekly and monthly snapshots contain per-day averages for usage-based statistics (number of messages received). To get the total for the week or month, simply multiply the per day average by the number of days in the period.
- For some values, the weekly and monthly snapshots just contain the last state of the mailbox (for example, if a mailbox was forwarded on the 30th, the monthly snapshot will show it in a forwarding state).

Domain snapshot data fields

The fields in the snapshot CSV files are as follows:

Field	Description
username	The username/email address of the account. If the name is in brackets ( ), the user has been deleted.
datapoints	The number of days in the snapshot period (this field is only present in week or month snapshots).
account_type	The account type (mailbox, forward, filteronly, or alias)
last_pop3	When the last POP3 access occurred.
last_imap4	When the last IMAP4 access occurred.
last_webmail	When the last Webmail access occurred.
last_smtpin	When the last piece of email was received.
last_smtprelay	When the last piece of email was sent.
createtime	When the account was created.
deletetime	When the account was deleted.
quotasize	The maximum size of the user's quota (bytes).
size	The current size of the user's quota (bytes).
count	The current number of messages the user has.
fonly	A value of 1 indicates the account does not have local delivery.
forward	A comma-separated list of addresses the account forwards to.
autoresponder	A value of 1 indicates that the account has an autoresponder enabled, otherwise empty.
pop3_f	POP3 service: **1**=enabled; **0**=not enabled; negative number = suspended/administratively disabled
imap4_f	MAP4 service: **1**=enabled; **0**=not enabled; negative number = suspended/administratively disabled
webmail_f	Webmail service: **1**=enabled; **0**=not enabled; negative number = suspended/administratively disabled
smtpin_f	Inbound mail service: **1**=enabled; **0**=not enabled; negative number = suspended/administratively disabled
smtprelay_f	Outbound mail (relay) service: **1**=enabled; **0**=not enabled; negative number = suspended/administratively disabled
workgroup	The ID of the workgroup to which the user belongs.
in_size	The size of inbound mail delivered to the user (bytes).
out_size	The size of mail sent by the user (bytes).

Field	Description
in_ham	The number of non-spam messages delivered to the user.
in_spam	The number of spam messages delivered to the user.
autorespond_count	The number of times autoresponse messages were sent.
forward_count	The number of messages forwarded via forwarding settings.
out_rcpt_count	The number of destination recipients to which the user sent mail.
out_msg_count	The number of messages sent from the user.
pop3	The number of times the account was accessed via pop3.
imap4	The number of times the account was accessed via imap4.
webmail	The number of times the account was accessed via Webmail.
denied	The number of times mail was deferred due to account maintenance.
auth_password	The number of successful authentications where a password was used.
auth_session	The number of successful authentications where a login token was used.
storenum	The mailstore number the user is on.
out_blocked	The number of messages the user attempted to send but that were blocked for containing spam or virus.

Managing company information

This section explains how to view and update your company's information and statistics, and how to send out company-wide bulletins.

Setting company default preferences

The default preferences for your company are applied whenever you create new domains and mailboxes within the company. If you want to change any of these settings for specific domains or mailboxes, you can override them at the domain or mailbox level.

To set company default preferences

1. In the navigation panel, click the company name.
   The Company page opens, displaying the **Settings** tab. You can click on the tabs at the top of the page to view additional fields.
2. Complete the fields as outlined in the following table:

Field	Explanation
Basic Settings	
Company	You cannot edit your company name.
Stats Mailout	Enter the email addresses to which you want to have daily Company snapshots sent. If you want to specify more than one address, separate each address with a comma.
Disabled	When a company is disabled, the domains under that company will not function.
Created	The date that your company was created in the MAC.
OpenSRS User	The unique identifier for your company.
Notes	
Notes	Enter any text you want related to the company.
Defaults For New Domains	
Language	From the drop-down list, choose the language that will be used in the Webmail interface, by default. **Note:** This setting does not affect the MAC interface.
Timezone	From the drop-down list, choose the default time

Field	Explanation
	zone that will be used for messages and calendar entries in the Webmail interface.
Quota (MB)	Enter the default maximum size (in Megabytes) for new mailboxes that are created.
Max Quota (MB)	The maximum (in Megabytes) that can be assigned to any mailbox.
User Limit	Enter the maximum number of accounts of any type (regular mailbox, forward, and filter) that can be created.
Alias Limit	Enter the maximum number of aliases that can be created in a domain.
Services – Receive, IMAP4, POP3, Send, Webmail, Webmail Send	The default settings for new domains for various services. The services are: • **Receive**—Whether the domain can receive email. • **IMAP4**—Whether the domain can connect with an IMAP4 client. • **POP3**—Whether the domain can connect with a **POP3** client. • **Send**—Whether the domain can send email. • **Webmail**—Whether the domain can receive mail through Webmail. • **Webmail Send**—Whether the domain can send mail through Webmail. For each of the available services, click a radio button to set the service to one of the following options: • **enabled**—The service is available. • **disabled**—The service is not available. • **suspended**—The service is not currently available , and can only be re-enabled by an administrator at a level equal to or higher than the one who suspended the user. The most common reason for suspension is an AUP violation for exceeding the spam threshold that was set by the service provider.

Field	Explanation
	Note: The default settings are inherited from the company settings, but you can change any of the settings for individual domains.
Inheritable For Domains And Users	
Brand	From the drop-down list, choose the default brand for the domains in the company; the default brand can be overridden for specific domains. The brand determines the look and feel of the Webmail interface.
Password Encoding	From the drop-down list choose the type of encryption that you want to use to encode user passwords. If this value is not set at the company level, the value is inherited from the level above, that is, the company uses the cluster value. **Note:** Only company admins are allowed to change this setting; other admin levels can view the setting but cannot change it.
Regenerate Passwords	If this box is checked, when a user successfully authenticates and their hashing mechanism doesn't match the method specified in the Password Encoding field, it will be converted to the specified method.
Spam Tag	Specify the tag that is appended to the Subject line of all spam messages.
Spam Header	Specify the tag that the OpenSRS filters will add to the spam message headers so that your system will know that the messages have already been identified as spam.
Spam Folder	Specify the name of the folder to which all spam messages will be delivered. The default is **Spam**.
Spam Level	From the drop-down list, choose the level of aggressiveness for spam filtering. Choosing a level other than **Normal** causes the filtering engine to be more aggressive in labelling mail as spam.
Filter Delivery	From the drop-down list, choose the way in which you want spam messages to be handled by the OpenSRS email filters: ▪ **quarantine**—Do not deliver spam messages to the Reseller's server.

Field	Explanation
	▪ **passthrough**—Allow spam messages to be delivered to the Reseller's designated mail server.
SMTP Limit	The maximum number of messages that can be sent in a 24 hour period.
Spam Settings	
Allow	Enter the email addresses and domains whose messages will never be marked as spam. You can add up to 1000 entries. Addresses must be separated by a carriage return.
Block	Enter the email addresses and domains from which you do not want to receive email. You can add up to 1000 entries. Addresses must be separated by a carriage return.

Setting the default brand for a company

A brand determines the look and feel of the Webmail interface. It does not affect the MAC interface. You can override the company's default brand setting for any domain or mailbox.

To set the default brand for your company

1. In the navigation panel, click the company name.
2. In the **Inheritable For Domains And Users** section, from the **Brand** drop-down list, choose the default brand for your company.
3. Click **Update**.

Setting company-level allow and block lists

You can approve or block email from specific email addresses or domains by adding them to the **Allow** list or the **Block** list.

Lists are maintained at three levels: global, domain, and account/user, and the list hierarchy is as follows:

1. Global allow list
2. Global block list
3. Company allow list
4. Company block list
5. Domain allow list
6. Domain block list
7. Account/user allow list
8. Account/user block list

The global list is set and maintained by OpenSRS and used primarily in emergency situations, such as an attack, to ensure that the entire system is protected. Under normal operating parameters, the global lists are usually empty.

Domain, company, and account/user lists can be set and maintained using the MAC. Account/users lists can also be accessed by the end-user in the Webmail interface.

Creating allow and block lists

When adding addresses and domains to the **Allow** and **Block** lists, you can use up to five wildcards in any given entry. For example, the entry r*.al*.*car*@*foo.com is acceptable, but *r*.al*.*car*@*foo.com is not acceptable because it uses more than five wildcards.

You can add up to 1000 entries in each allow and block list.

Addresses are separated by a carriage return.

Note: Domains require an asterisk in the following format: *domain.ext

To add senders to the allow or block list

1. In the navigation pane, click your company name.
2. Add the email addresses or domain names to the appropriate text box: **Allow** or **Block.** Enter each name on a separate line.
3. Click **Update**.

Setting company-level spam handling

Company level settings for spam handling are applied to domains and mailboxes within the domains only if there are no existing domain- or mailbox-level settings.

To set company-level default spam handling

1. In the navigation pane, click your company name.
2. In the **Spam Tag** field, type the tag that you want appended to the Subject line of all spam messages.
3. In the **Spam Header** field, enter the tag that will be assigned to the header of spam messages.
4. In the **Spam Folder** field, type the name of the folder to which you want all spam delivered.
5. From the **Spam Level** drop-down list, choose the aggressiveness level for the spam filtering.
   Choosing a level other than **Normal** causes the filtering engine to be more aggressive in labeling mail as spam; however, it may also result in more false positives.
6. Click **Update**.

Setting spam delivery options for Filter accounts

Prior to May 27, 2010, the default for Filter accounts was to not deliver spam to end user folders. The spam was caught and quarantined by the OpenSRS email filters and not delivered to your servers. End users only saw the messages that were designated as spam if they logged on to the OpenSRS Spam Portal to view and release the spam messages. The **Filter Delivery** option allows you to determine whether to stop and quarantine spam in this manner or to deliver it to your users' folders.

If you want your users to be able to see their spam messages without having to log in elsewhere, you can set the **Filter Delivery** option in the MAC to **passthrough**. When this option is set to **passthrough**, messages that have been identified as spam by our filters are delivered to your servers. Your servers can then deliver the spam messages to the users' folders.

You can also specify a **Spam Header** tag that our filters will add to the spam message headers so that your system will know that the messages have already been identified as spam. If you have existing spam detection that is adding a header to spam messages, we recommend that you enter the same header in the **Spam Header** field so that OpenSRS spam detection will replicate the behavior of your current system. This way your mail system will be able to direct all the spam messages into the correct end user folder using existing filtering mechanisms.

Default setting

If you have one or more Filter accounts that were created prior to May 27, 2010, the default setting for **Filter Delivery** is **quarantine**. Spam will continue to be quarantined by the OpenSRS email filters.

If you did not have any filteronly accounts prior to May 27, 2010, or if you became a Reseller after May 27, 2010, the default setting for **Filter Delivery** is **passthrough**. Spam messages will be identified as spam by the OpenSRS email filters and then they will be delivered to your servers.

Note: The **Filter Delivery** setting can be changed at the Domain or Company level, and the Domain level setting takes precedence over the Company setting.

To specify the spam delivery method for Filter accounts

1. In the navigation pane, click your company name.
2. From the **Filter Delivery** drop-down list, choose the way in which you want spam messages to be handled by the OpenSRS email filters.
    - **quarantine**—Do not deliver spam messages to the Reseller's server.
    - **passthrough**—Allow spam messages to be delivered to the Reseller's designated mail filtering server.
3. **Optionally,** in the **Spam Header** field, specify the tag that will be assigned to the header of spam messages. The format must begin with a capital letter but can be followed by anything, for example, **X-Spam: Spam detected**.
4. Click **Update**.

Setting global mailbox limits

You can specify the maximum number of mailboxes that can be created for each domain. When you set the mailbox limit at the company level, this value applies to all new domains within that company; however, you can change the limit for particular domains. The domain administrator will be able to see this limit, but cannot change it.

Once set, the limit cannot be exceeded, even by restoring an account that would result in more mailboxes than allowed; in that case, you would get an error message and the restore would not proceed. You would have to increase the limit and then retry the restore.

To set mailbox limits

1. In the navigation pane, click your company name.
2. In the **Defaults For New Domains** section, enter the maximum values that you want to apply to all domains in the company:
   - **User Limit**—The maximum number of accounts of any type (regular mailbox, forward, and filter) that can be created for each domain.
   - **Alias Limit**—The maximum number of domain aliases that can be created for each domain.
3. Click **Update**.

Sending out company bulletins

You can create and send out broadcast messages or bulletins to specific users or to all users in a company. You can send simple plain text messages or you can send messages that support HTML and attachments.

If you want to add HTML content, you must put this line in the header: `Content-Type: text/html; charset="ISO-8859-1`. This tells email clients to display the content as HTML.

Note: You must be a company administrator to send a company bulletin.

To send a bulletin

1. In the navigation panel, click your company name, and then click the **Bulletins** tab.
2. Click **Add Bulletin**.
3. **Optionally**, in the **Bulletin** field. enter a name for the bulletin. The default is a system-assigned number.
4. From the **Mode** drop-down list, choose the way in which you want the bulletin to be delivered:
   - **auto—**Automatically deliver the bulletin to every account that currently exists and to new accounts when they are created.
   - **manual**—Send the bulletin to every account that currently exists.
5. In the **Message Headers** section enter the email address from which you want the bulletin to be sent, and enter a **Subject** for your bulletin. You can add other header information as well, for example:

   ```
   Return-Path: bounceaddress@example.com

   From: "Example.com Announcement" <announce@example.com>

   Subject: Announcing New Service Enhancements

   Date: Thu, 10 Oct 2013 12:30:00 -0500

   MIME-Version: 1.0
   ```

```
Content-Type: text/html; charset="ISO-8859-1"
```

Reply-To: announce@example.com

6. In the **Message Body** section, enter the body of your message. You can add HTML content, mime-encoded image information, and/or text.
7. Click **Create**.
   Bulletins that you defined as **auto** are sent automatically; **manual** bulletins are not sent until you post them.
8. **Optionally,** to preview the message before sending it, click the checkbox next to the bulletin to select it, and then click **Post Selected** Enter your own email address in the **Post To** field, and then click **Post**. You can then view the bulletin in your Inbox.

To post manual bulletins

1. Select the bulletins that you want to send, and then click **Post Selected**.
2. Do one of the following:
   - To send the bulletin to every user in the company, ensure that there is an asterisk (*) in the **Post To** field.
   - To send the bulletin to specific accounts, enter the individual email addresses in the **Post To** field, separated by commas.
   - Click **Post.**

Note: Bulletins are only delivered locally, and any forwarding settings are ignored; therefore, accounts that are set to forward only will not see the bulletin.

Managing company contacts

On the **Contacts** tab you can add, modify, or delete contacts and specify the type of communications that they will receive. You can designate more than one contact of each type.

To add a contact

1. In the navigation panel, click the company name, and then click the **Contacts** tab.
2. Complete the text fields. The **Email** field is mandatory; the **Name** and **Phone** fields are optional.
3. Click one or more checkboxes to select the type of communications that the contact will receive:
   - **Abuse**—Notifications about suspected virus or spam violations.
   - **Business**—General business related messages such as marketing communications.
   - **Technical**—Notifications about technical issues such as

maintenance windows.

4. Click the plus sign (**+**) to add another contact, or click **Save** to save the information.

To modify or delete contacts

1. In the navigation panel, click the company name, and then click the **Contacts** tab.
2. Make any required changes to the contacts, or click the minus sign (**-**) to delete the contact.
3. Click **Save** to save the changes.

Company statistics and snapshots

Usage statistics are summaries of account usage and are displayed as graphs. Statistics are available at the company, domain, and user levels, and can be viewed as a summary in graphical format, or as detailed snapshots in CSV format.

Snapshots provide very detailed information about every mailbox in a domain or company for a specific time period, for example, the account type, the quota size, the number of times the account was accessed, and the number of messages currently in the account. Snapshots are available at the Company and Domain levels. Snapshots can be downloaded in CSV format or emailed daily to one or more email addresses.

To view statistics

1. In the navigation pane, click your company name, and then click the **Stats** tab.
2. From the **Interval** drop-down list choose the time period for which you want to view statistics: **day**, **week**, or **month**.
3. From the **Graph Type** drop-down list choose the type of data that you want to view:
    - **Users** (available for Domains and Companies only)—Mailboxes, forward only/mailing list, filter only, and alias.
    - **Logins**—POP3, IMAP4, and Webmail.
    - **Message Bytes**—Inbound and relayed email, in KBs.
    - **Message Counts**—Normal deliveries, spam deliveries, autoresponses, forwards, destination recipients, and outbound messages.
    - **Storage**—Storage used in MBs.

To download snapshots

1. In the navigation pane, click your company name, and then click the **Stats** tab.

2. From the **Download CSV Data** drop-down list, choose the period that you want to view from the **Daily Snapshots**, **Weekly Snapshots**, or **Monthly Snapshots** section.
   The data is downloaded to a CSV file. For an explanation of each of the fields, see "Company snapshot data fields".
3. To have daily company snapshots emailed to one or more addresses, click the **Settings** tab, and in the **Basic Settings** section, enter the addresses in the **Stats Mailout** text field (separate each address with a comma), and then click **Update**.

Notes on snapshots

- Daily snapshots are generated for the previous day; daily snapshots expire after 31 days.
- Weekly snapshots are generated each Monday for the previous week; weekly snapshots expire after 1 year.
- Monthly snapshots are generated on the 1st of the month for the previous month; monthly snapshots never expire.
- Weekly and monthly snapshots have an extra column called **days** that indicates how many days are in the period.
- Weekly and monthly snapshots contain per-day averages for usage-based statistics (number of messages received). To get the total for the week or month, simply multiply the per day average by the number of days in the period.
- For some values, the weekly and monthly snapshots just contain the last state of the mailbox (for example, if a mailbox was forwarded on the 30th, the monthly snapshot will show it in a forwarding state).

Company snapshot data fields

The fields in the snapshot CSV files are as follows:

Field	Description
username	The username/email address of the account. If the name is in brackets ( ), the account has been deleted.
datapoints	The number of days in the snapshot period (this field is only present in week or month snapshots).
account_type	The account type (mailbox, forward, filteronly, or alias)
last_pop3	When the last POP3 access occurred.
last_imap4	When the last IMAP4 access occurred.
last_webmail	When the last Webmail access occurred.
last_smtpin	When the last piece of email was received.
last_smtprelay	When the last piece of email was sent.
createtime	When the account was created.

Field	Description
deletetime	When the account was deleted.
quotasize	The maximum size of the user's quota (bytes).
size	The current size of the user's quota (bytes).
count	The current number of messages the user has.
fonly	A value of **1** indicates the account does not have local delivery.
forward	A comma-separated list of addresses the account forwards to.
autoresponder	A value of 1 indicates that the account has an autoresponder enabled, otherwise empty.
pop3_f	POP3 service: **1**=enabled; **0**=not enabled; negative number = suspended/administratively disabled
imap4_f	IMAP4 service: **1**=enabled; **0**=not enabled; negative number = suspended/administratively disabled
webmail_f	Webmail service: **1**=enabled; **0**=not enabled; negative number = suspended/administratively disabled
smtpin_f	Inbound mail service: **1**=enabled; **0**=not enabled; negative number = suspended/administratively disabled
smtprelay_f	Outbound mail (relay) service: **1**=enabled; **0**=not enabled; -1=administratively disabled
workgroup	The ID of the workgroup to which the account belongs.
in_size	The size of inbound mail delivered to the account (bytes).
out_size	The size of mail sent by the account (bytes).
in_ham	The number of non-spam messages delivered to the account.
in_spam	The number of spam messages delivered to the account.
autorespond_count	The number of times autoresponse messages were sent.
forward_count	The number of messages forwarded via forwarding settings.
out_rcpt_count	The number of destination recipients to which the account sent mail.
out_msg_count	The number of messages sent from the account.
pop3	The number of times the account was accessed via pop3.
imap4	The number of times the account was accessed via imap4.
webmail	The number of times the account was accessed via Webmail.
denied	The number of times mail was deferred due to account

Field	Description
	maintenance.
auth_password	The number of successful authentications where a password was used.
auth_session	The number of successful authentications where a login token was used.

Managing administrators

To view all of the users in your company that have admin privileges, in the navigation pane, under your company name, click **Admins**. On the **Admins** tab, you can see a list of all of the users in your company that have admin privileges.

Note: This feature is only available to Company admins.

You can use the filters at the top of the page to narrow your search based on the user name and/or the type of administrators that you want to see. You can enter all or part of the user name in the text box and you can use the asterisk (*****) wildcard character to represent part of the name or the question mark (**?**) to represent a single character. Click the appropriate checkboxes to select the admin types (**company**, **company_view**, **domain, mail**, and/or **workgroup**), and then click **Refresh**. You don't have to enter anything in the text box; however, you must select at least one of the admin types in order to see any results.

In the resulting list, the **User** column displays the user names that match your search criteria, the **Type** column shows the type of administrator that each one is, and the **Target** column shows the area of responsibility that the admin controls. For example if the user has domain admin privileges, the **Type** column will show **domain** and the **Target** column will show the name of the domain that this user can administer. If the user has workgroup admin privileges, the **Type** column will show **workgroup** and the **Target** column will show the domain to which the workgroup belongs followed by the name of the workgroup, for instance, **example.com/staff** indicates that the user has workgroup administrator privileges for the workgroup called **staff** in the domain called **example.com**.

You can click on any of the users in the list to go to the page where you can manage that user.

You can also delete admin accounts from the **Admins** tab.

Warning: If you delete an admin from the **Admins** tab, you delete the entire user account, not just the admin privileges. If you want to remove only the user's admin privileges, click the user name to view it, and then change the **Admin Role** setting to **none**.

To delete administrators

1. Click to select the users.
   The number on the **Delete Selected** button changes to reflect the number of users that you selected.
2. Click **Delete Selected**.
   A confirmation dialog appears that asks you to confirm the deletion.
3. Click **Delete** to confirm the deletion.

Branding

Branding is the process of changing the look and feel of the Webmail interface to visually represent your company. Branding may include adding proprietary logos, changing type face, adding company colors, and inserting ads or dynamic content.

Brands are created in the MAC's **Brands** page. There are three distinct phases in managing a brand:

1. Creating the brand.
   For more information, see "Creating a New Brand".
2. Designing or customizing the brand.
   For more information, see "Customizing a Brand".
3. Assigning the brand to a domain.
   For more information, see "Assigning a brand to a domain".

As well as the default brand, we offer four preset brands that provide simple branding for those customers who do not want to define their own color scheme.

Note: The branding tool works only on the following browsers: Internet Explorer, and Firefox.

Creating a new brand

When you create a new brand, it is always based on the default brand. Once you create the brand, you can display and customize it to achieve your desired look.

To create a new brand

1. In the navigation pane, click **Add Brand**.
2. Type a name for the brand in the **Brand** field.
3. Click **Create**.
   Your newly created brand appears in the **Brand** list.

You can also create a new brand based on any of your existing brands. For more information, see "Customizing a Brand".

Customizing a brand

Customizing a brand involves making changes to new or existing brands.

To customize a brand:

1. In the navigation pane, click **Brands**.
   You can click on any column heading to reorder the brands based on that column.
2. Click the brand that you want to customize.
   The **Editing brand** window appears.

3. Make your change to the settings on this page, and then do one of the following:

- To save your changes to the existing brand, click **Save** .
- To save the settings as a new brand, click **Save As,** enter a name for the new brand, and then click **OK**.

For an explanation of each of the editable brand settings, see "The Branding Tool".

Note: The Branding Tool does not automatically refresh and load the new brand. You need to click **Exit** to return to the **Manage Brands** page and then refresh the page in order to see new brand in the **Brand list**.

The Branding tool

There are five sections in the branding tool:

- Login Page—Set the default Webmail interface.
- Basic Configuration—Change the support text and links.
- Preset Brands—Choose color schemes to use as your simple branding or as a starting point for creating a brand.
- Simple Branding—Change color schemes and display fonts.
- Advanced Branding (Advertisements)—Add clickable images and frames with custom content.

Login Page

The **Login Page** section determines what your users see on the Webmail login page.

Interface

- **Display Preview Option**—When checked, users can preview the upcoming Webmail release (if available).
- **Default Interface**—Choose the default Webmail interface for your end users. Select **Basic** to load HTML Webmail or **Standard** to load Ajax Webmail.

Status Messages

- **Display Custom Message**—When checked, the custom message is displayed on your end users' login page.
- **Custom Message**—The text of the message that you want to display on the end users' login page.

Basic Configuration

Click the **Preview** button to view the Basic Configuration branding .

Navigation Bar

The following can be configured in this section:

- **Web Page Title**—The title that appears in the browser's title bar. Maximum 35 characters. The title defaults to Webmail.
- **Logo Image**—The local path to an image (.gif, .jpg, or .png) of your Webmail logo. The recommended maximum height of the image file is 100px.

  Note: Any image you specify here appears on the Webmail login page and in the Webmail header. You can choose not to specify any image file.
- **Logo Width**—If no value is entered, the uploaded image file is read and the actual image width is used.
- **Logo Height**—The logo height default is 28px.The uploaded image file is then read and the actual image height is used to populate this field. You can then adjust the height to add padding or accommodate larger ads in the header.

Note: The value in the **Logo Height** field overrides any value in the **Header Ad Height** field.

- **Logo Target URL**—If you want your Webmail logo to be clickable, provide an absolute path starting with http://.
- **Link for Support**—The link appears as a text link in the Webmail header beside the Help (?) icon. The link format is an absolute path starting with http://.
- **Support Text**—The text for your link for Support can be up to 35 characters.
- **Logout Target URL**—When the user clicks **Logout**, they are directed to the URL specified here. The format is an absolute path starting with http://.

Settings

- **Password Change**—When checked, users are allowed to change their password through the Password tab in the Webmail **General Settings**.
  Note: Do not enable this option if your domain uses SSO. See "SSO" for information about this option.
- **Spam Folder Change**—When checked, users are allowed to change the folder for spam messages through the Spam Settings page in Webmail.

- **Spam Tag Change**—When checked, users are allowed to change the tag for spam messages through the Spam Settings page in Webmail.
- **Spam Filter Strength Change**—When checked, users are allowed to change the aggressiveness level for spam filtering through the Spam Settings page in Webmail.

Modules

- **Enable RSS**—When checked, users can view and add RSS Feeds.
- **Enable Calendar**—When checked, users can create, edit, and view calendar events.
- **Enable Mailbox Manager**—When checked, Domain Administrators can create and edit mailbox accounts by using the **Admin** option under the **Settings** heading in the Webmail interface. By default, this option is not enabled.
- **Enable File Storage**—When checked, users can view and edit File Storage in the Webmail interface to store and share files.

  Note: By default, File Storage is enabled in the default brand, but is not enabled in brands that were created prior to May 26, 2010.

Changing fonts and colors in Webmail

The **Preset Brands** and **Simple Branding** sections allow you to make changes that will be seen in the main work areas of Webmail. Any Simple Branding changes are immediately seen in the section's preview image.

Four preset brands are available in addition to the default brand. You can choose to use one of these brands or use it as a starting point for your customization.

Preset Brands

There are four preset brands including the default. They can be applied as is or customized using any of the available options.

When you select one of the preset brands, you can preview it in the **Simple Branding** section.

Note: Once you save a preset brand, you cannot return to the default brand. You must create a new brand.

Simple Branding

This section allows you to make changes to the font and colors used throughout Webmail. As you make changes to each element, you can see a preview of the effect at the bottom of the section. You can select one of the preset brands listed at the top of the section, and you can make additional font and color changes to customize your Webmail interface.

To change the font

1. Click the **Font Family** drop-down list and choose the font you want to use.
2. Select a size from the **Base Font Size** drop-down list, and then click **Save.**
   The **Base Font Size** affects the entire interface by applying a predetermined, proportionally scaled font group to the various interface labels and text elements.

To change any of the colors in Webmail

1. Type the name, CSS, RGB, or hexadecimal value of the color in the relevant color field. If you do not know the value to enter, or you want to browse for a color, click the color button beside the field.
2. Click outside the field to see the new color reflected in the preview image.
3. Click **Save.**

You can change colors for the following Webmail elements:

- **Header**—The background color of the header appearing behind any logo or ads you may have inserted.
- **Top Nav Default**—The background color of the navigation tabs.
- **Top Nav Selected**—The background color of the selected navigation tab.
- **Side Bar Default**—The background color of the side bar.
- **Side Bar Selected**—The background color of the item selected in the side bar.
- **Tab Content**—The background color of tabbed content and confirmation dialog boxes.
- **Warning**—The background color of warning messages.
- **Disabled Default**—The background color of disabled options.
- **Column Default**—The default background of column headings.
- **Column Selected**—The background color of a selected column heading.
- **Calendar Current**—The background color of the current day, week, and month in the calendar.
- **Calendar Selected**—The background color of the selected day, week, and month in the calendar.
- **Text TopNav**—The color of the text in the navigation tabs.
- **Text Logout**—The text color of the Logout, user name, Settings, and Help labels.
- **Text Default**—The default text color.

- **Text Heading**—The text color for column headings.
- **Text Disabled**—The text color for disabled options.
- **Text Link**—The text color for links
- **Login Background**—The background color for the login page.

Advanced Branding (Advertisements)

This section of the branding tool allows you to insert images and other content in the header, sidebar, and footer of Webmail.

The ad option allows you to insert a clickable image.

The custom/frame option allows you to choose what kind of content you want to present within Webmail.

Before you begin

Do not select **Frame Tag** from an **Ad** drop-down and then source an image file. Sourcing an image file causes many browsers to auto-generate an HTML body with extra padding to wrap around the image. This is not desirable.

Webmail and any ads need to be served from the same protocol. Mixing page content, using HTTP and HTTPS, in a browser results in the end-user receiving display error messages.

Header

For branding purposes, the header is the area that appears above the toolbar: the **Check Mail** and **New** buttons, the **Welcome Message**, and the **Support**, **Help** and **Logout** links.

The header can be branded with a logo image and ad, or you can choose to have your ad content occupy the entire header.

Layout—The option selected from this drop-down determines the settings required to configure the header.

- **Logo**—None. The logo is configured in the Basic Configuration section and requires no further configuration.
- **Header Ad**—Path to file source or image source and target URL.
- **Logo & Header Ad**—Path to Frame source or image source and target URL, as well as positioning elements.
- **Custom Header**—Path to file source.

The branding tool allows you to configure the following fields:

Height	The header height is automatically calculated from the image. You can manually change the height but you should not exceed 100 px.
Layout	This drop-down sets the layout you want in the header.

Ad	This drop-down sets the type of content that you want to insert.
Ad URL	The absolute location of the content file beginning with http://
Ad Target URL	If you want your ad to be clickable, set the target URL here.
Ad Position (From Left)	Set the position of the ad within the header. Opx causes the ad to overwrite the logo.
Ad Width	The width of the ad image.

Sidebar

The sidebar consists of the area beneath the components list (Email, Address Book and Settings) in the left most pane.

You can insert a frame or clickable image in this area. Depending on what you choose, you may need to configure some of the following:

Width	If this is not set, the width defaults to 225 px. A suggested maximum width is 320 px.
Ad	This drop-down sets the type of content you want to insert.
Height	The height is automatically calculated from the image. You can manually change the height but it is recommended that you do not exceed 100 px.
Ad URL	The absolute location of the content file beginning with http://
Ad Target URL	If you want your ad to be clickable, set the target URL here.

Ad height is configurable but when resolution is1024x768, exceeding an ad height of 280px may cause the components list (Email, Address Book, and Settings) to scroll.

Footer

You can place one or two ads in the footer.

Height	The footer height is automatically calculated from the image. You can manually change the height but you should not exceed 100 px.
Layout	Select whether you want to put one or two ads or link to a custom footer.
Footer Left Ad	This drop-down sets the type of content you want to insert on the left side of the footer.
Ad URL	The absolute location of the content file beginning with http://
Ad Width	The left and right ads are aligned respectively to 0px. Width may be expressed in pixels or %.
Footer Right Ad	This drop-down sets the type of content you want to insert on the right side of the footer.

If you select **Left & Right Ad**, the **Ad**, **Ad URL** and **Ad Width** fields have to be configured for both left and right ads.

Deleting a Brand

To delete a brand:

1. In the navigation pane, click **Brands**.
2. Click the checkbox next to each of the the brands that you want to delete.
   The number on the **Delete Selected** button changes to reflect the number of brands that you selected.
3. Click **Delete Selected**.
   A confirmation dialog asks you to confirm that you want to delete the selected brands.
4. Click **OK**.

Tools

Bulk Actions

The **Bulk Action** tool allows you to create, modify, or delete multiple users.

To generate a bulk action job

1. In the navigation pane, under **Tools**, click **Bulk Action.**
2. From the drop-down box, choose the type of bulk action that you want to perform: **Add**, **Delete**, or **Modify.**
3. Enter the account information in the text area.
   To help you to enter the data in the correct format, the required syntax for the data is displayed
4. Click **Process**.

Limitations

Any account-specific information such as allow and block lists must still be added via the **Users** section.

Data Requirements

Syntax: One line per account. [ ] indicates an optional field:

Account type	Syntax
Mailbox	user@domain.tld,mailbox,[password],[T/F (reject spam)],[name],workgroup,[forward_email1:forward_email2...],[alias1:alias2...]
Filter	user@domain.tld,filter,[password],[T/F (reject spam)],[name],workgroup,null,[alias1:alias2...]
Forward	user@domain.tld,forward,[password],null,[name],workgroup,forward_email1[:forward_email2...],[alias1:alias2...]
Mailing List	user@domain.tld,mlist,null,null,null,null,null,workgroup,member_email1[,member_email2...]
Alias	user@domain.tld,alias,null,null,null,null,null,workgroup,alias_target_email

Definitions

Data type	Explanation
user@domain.tld	Email address you want to create.

Data type	Explanation
mailbox_type	The type of mailbox that you want to create: mailbox,forward, or filter.
password	The initial password that you will share with the user. Can be prefixed with {MD5} or {CRYPT} if already encrypted.
T/F (reject spam)	If you want the user to not have a quarantine, and instead just have their spam rejected, enter T.
name	The user's first and last name.
workgroup	If you want to have groups of users, and be able to create domain administrators for those subgroups, organize your users into workgroups (this generally applies to large corporate customers).
forward_email, alias target email, etc.	Based on the mailbox type, assign a corresponding email address. For example, if it is a forward, where is it forwarding to? If it is an alias, what is the real account name? If it is a mailing list, who are its members?

Examples

```
fred@domain.tld,mailbox,fredpass123,F,Freddie,Jones,staff,

franz@domain.tld,mailbox,secret123,F,T,Franz,Kafka,staff,franz@domain2.
tld

nospam@domain.tld,mailbox,pass123,T,Spam,Bouncer,staff,

filter1@domain.tld,filter,luggage1234,F,Normal,Filteronly,staff,

filter2@domain.tld,mailbox,porsche,T,NoSpam,Filteronly,staff,

kafka@domain.tld,forward,,,,staff,franz@domain2.tld
```

burt@domain.tld,mailbox,secret123,F,Burt

Bacharat,staff,,burt@domain2.tld:bbacharat@domain.tld

```
fred.jones@domain.tld,alias,,,,,staff,fred@domain.tld

fred.jones@domain2.tld,alias,,,,,staff,fred@domain.tld
```

Migrate

The **Migrate** tool can be used by Company admins and Domain admins to download mail from remote servers into existing email accounts. It preserves subfolders and keeps the original dates of the email messages. If a message already exists in the destination account, it does not duplicate it.

Migrate can be used for IMAP4, IMAP4S, POP3 and POP3S; however, for

POP3 accounts, only mail that is in the Inbox is migrated.

We recommend that you migrate no more than 500 mailboxes at a time; if you need to migrate more than 500, you should do it in multiple batches.

To bulk migrate mail

1. In the navigation pane, under **Tools**, click **Migrate**.
2. Click the **New Migration** tab.
3. Complete the following fields, as applicable.

Field	Explanation
Job Name	Enter a unique job name. If this field is left blank, a system-generated numeric name will be used.
Protocol	From the drop-down list, choose the mail retrieval protocol that will be used to migrate the user messages. If you choose **auto**, the system will migrate the Inbox via POP3, and other folders via IMAP4. If you have POP users, you should choose **auto.** The INBOX will migrate more quickly with IMAP4 than POP3, so we recommend that you submit the POP3 users in one job using **auto** and submit the other users in another job using IMAP4.
Server	The hostname or ip address from which you are migrating mail.
Ports	The ports to which you will be connecting. For **auto**, the ports are POP3, POP3s, IMAP4, and IMAP4s. Set this value to **0** to disable the protocol; for the others, just use a single port.
Skip	Specify any folders that you want to ignore while migrating. Enter each one on a separate line. **Note:** This field is optional, and doesn't apply to POP3 users as folders are not migrated from POP3.
Translate	A list of the source and destination folder names, if they are not the same. Put each corresponding pair on a separate line, and separate the source and the destination names by commas (*source folder*,*destination folder*). If your folder names contain commas, use something else as a deliminator such as a colon.
Users	A list of source and destination users and

Field	Explanation
	passwords. Use the fomat *username*,*password*[,*local_username*] • **username**—The source username. • **password**—The source user's password. • **local_username**—The destination username. If not provided, "username" will be used. If the usernames contain commas, use something else as a deliminator.

4. Click **Migrate**.
   You can click the **Results** tab to view the migration process as it happens. Color coding allows you to see each account as it is processed and see whether the migration was successful. You do not have to stay on this page while the migration is running.

Advanced Migrations

You can migrate multiple destination accounts into a single local account; however, you must do each migration in a different batch. This allows you to consolidate mail from two or more accounts into a single local account.

Viewing Migration Results

To view information about migrations

1. In the navigation pane, under **Tools**, click **Migrate**.
2. Click the **History** tab to display a list of all the migration jobs that have completed and, if applicable, the migration that is currently underway.
3. Click the job that you want to view to see in more detail.
   The job is displayed in the **Results** tab. You can see the accounts that were migrated, their status, the amount of data that was transferred, and the number and total size of the email messages that were migrated for each account.
4. To view the migration details for a particular account, click the account name. (Accounts that were not successfully migrated display **error** in the **State** column.)
   A pop-up window appears that displays the details for that account, including the names of the folders and number and size of the messages that were migrated to each folder.
   To save or print this information, click **Download Log** at the bottom of the pop-up window.
   To close the pop-up window, click the **X** in the upper left corner.

Troubleshooting

Login tokens

Login tokens can be used to allow your support staff to log in to end-user mailboxes without knowing the password, so that they can diagnose POP3, IMAP4, Webmail, and SMTP problems.

There are two ways that you can create a login token:

- From the Edit User page.
- By using a MAC URL with the proper credentials and the user's email address.

Creating login tokens

To create a login token

1. Locate the user that you want to view. For more information, see "Searching in the MAC".
2. Click the user name.
3. On the **Settings** page, expand the **Tools & Status** section, and click **Generate Token**.
   The **Generate Token** dialog appears.
4. From the **Type** drop-down list, choose a session type:

- **Normal session**—Used to access IMAP, POP, SMTP, and Web Mail via a standard login process; valid until the duration of the token expires.
- **Normal session with Admin**—Used to access IMAP, POP, SMTP, and also Webmail, where a domain administrator gets access to the Domain Manager Admin tab.
- **SSO session**—Used to create a standard login token for a single sign-on login request, bypassing the login page; becomes invalid after it is used once.
- **SSO session with Admin**—Used to create a token that allows a mailbox set as a domain administrator to be logged using single sign-on methodology with access to the Domain Manager Admin tab.
- **Admin-only session**—Sign on as administrator.

5. In the **Token** field, enter the token that you want to use. The token behaves like a password. If this value is not submitted, a random token is generated.
6. In the **Reason** field, enter the reason that you need to create a token. We recommend that you enter a problem ticket number, if available.
7. In the **Token Duration** drop-down list, choose the number of hours for which the token is valid: 1, 2, 4, 8, or 24 hours.

8. Click **Generate Token**.
9. Click the generated link to open Webmail in a new tab, or use the login token that you specified to authenticate to POP3 or IMAP4.

If the token cannot be created, you might see one of the following error messages:

Error message	Meaning
error: user does not exist	Non-existing or incorrect user account
error: permission denied	Domain not under control of reseller
error: failed to save token	Admin email address or password incorrect

Validate Password

If a user is not sure whether they have the correct password, you can use this field to validate the password.

To verify the user's password, click **Validate Password**, enter what the user thinks is their password, and then click **Validate.** A message appears that lets you know whether the password is correct or incorrect.

Creating login tokens with a URL

The login token can be created by a MAC URL with proper credentials and the email address of the user for whom you are creating the token.

The format of the MAC URL is:

```
https://admin.<cluster>.hostedemail.com/tools/sso?
admin=admin@domain.com&pass=
adminpassword&user=user@domain.com
```

Options

There are two optional parameters you can use:

- life
- locale

life

You can add

```
&life=seconds
```

to the end of the URL to indicate the number of seconds for which the token is valid. If not specified, the default expiry time of 24 hours (86400 seconds) is applied.

The maximum life is 31 days (744 hours or 2678400), and any larger value will be capped at 2678400 seconds.

Example:

```
wget -q -O -"https://admin.<cluster>.hostedemail.com/tools/sso?
admin=admin@domain.com&pass=
PASSWORD&user=user@domain.com&life=7200"
```

returns:

```
success: token generated<br>

token: [9c31fee7d811695f59f1e3c313642cf3]<br>

expires: [1202349940]<br>
```

locale

You can add

```
&locale=<option>
```

where `option` is one of:

- da (Danish)
- de (German)
- el (Greek)
- en (English)
- es (Spanish)
- fr (French)
- it (Italian)
- nl (Dutch)
- no (Norwegian)
- pt_BR (Brazilian Portuguese)
- sv (Swedish)

Example:

```
wget -q -O -"https://admin.<cluster>.hostedemail.com/tools/sso?
admin=admin@domain.com&pass=
PASSWORD&locale=de&user=user@domain.com&life=7200"
```

returns:

```
success: token generated<br>

token: [9c31fee7d811695f59f1e3c313642cf3]<br>
```

Security

Login token creation works for Mail, Domain, and Company Administrators.

Mail Administrators are the recommended creators, as they have the minimum privileges required for the task.

How to use the login token

Wherever a password would normally be entered, the token can be used instead (that is, to load the Webmail main UI by passing the token for the password field.)

Login tokens can be used for Webmail, POP3, IMAP4 and SMTP logins.

The only service for which they will not work is SMTP AUTH, as it performs its own encrypted password comparisons.

Login tokens and password change

Implementing login tokens is not compatible with the **Password Change** option.

See "Basic Configuration" for instructions on how to make sure you turn off the option to allow your end users to change their passwords in Webmail.

Sample URL

The following example sends the user to Standard AJAX Webmail if their browser is supported by the AJAX interface (otherwise, you get the Basic interface, if it is supported).

By using mail.<*your_domain*>.<*tld*>, the user is brought to your branded login page when they log out.

https://mail.<*your_domain*>.<*tld*>/mail?
`type=a&domainID=<your_domain>.<tld>&user=<username>`
`%40<your_domain>.<tld>&pass=9c31fee7d811695f59f1e3c313642cf3`

Note: The '@' sign must be encoded as %40 or else it won't work.

The following optional parameters can also be included:

- **logout_redirect=***URL*–Sets the logout redirection
- **direct=1**–Suppresses the logo on login

Note: The **logout_redirect** parameter can *only* be used in conjunction with the **direct** parameter. Otherwise, the URL could be hijacked to direct an end user to another location instead. Logout redirects can be configured via branding as well, without this limitation.

Logging a user out

With POP3, you can only have a single connection to the server, and if one is active, then you can't establish another POP3 or IMAP4 connection. If an email client fails to properly close the POP3 connection, the user will be unable to reconnect or use Webmail. To solve this issue, simply log the user out.

To log the user out

1. Locate the user that you want to log out. For more information, see

"Searching in the MAC".

2. Click the user name.
3. On the **Settings** page, expand the **Tools & Status** section, and click **Logout User**.
   A confirmation dialog appears.
4. Click **Logout.**

Revisions and Updates

January 16, 2014

- The MAC interface has been streamlined and condensed.
- The bulk migration tool has been simplified, making it easier to perform and manage migrations.
- Search filtering and sorting options allow you to view customized data more easily.
- The Bulk Create and Bulk Delete functions have been moved to a new Bulk Actions section. The new Bulk Modify option allows you to change the attributes of multiple accounts at once.
- Restoring email and contacts has been improved.
- Status messages now include more details and options.
- New users, and any users who change their password via the Administration Center or Webmail, now have their passwords hashed with BCRYPT-6 instead of MD5. There is no change to existing users.

September, 2013

- The migration page has been simplified.
- Search filtering and sorting has been improved.
- The interface has been streamlined and condensed.
- There is a new Bulk Action section where you can apply changes to multiple accounts at once. The Bulk Create and Bulk Delete functions have been moved to this section.

June 11, 2013

- Company admins can choose the type of encryption that they want to use to encode user passwords. This value can be set at the domain or company level.

April 9, 2013

- Added **company_mail2** administrator level. This role is similar to company_mail administrator, but cannot change passwords or generate login tokens.

November 6, 2012

- Company and Company Mail administrators can now reindex user mailboxes.

September 20, 2012

- The maximum life for a token is now 31 days (744 hours).

- You can now add up to 1000 entries in the user, domain, and company safe and block lists.

September 13, 2012

- Added a list of error messages that might be displayed if a login token cannot be created.

June 7, 2012

- Added **company mail**, **company read only,** and **company_token_only** administrator levels. **Company mail** can view and edit non-billable mailbox settings. **Company read only** can view everything a company admin can but cannot make changes. **Company token only** can generate SSO tokens for users in any domains in their company.

May 3, 2012

- Added **company view** administrator level, which is similar to the company administrator role except that the role cannot create or delete domains or mailboxes.

March 27, 2012

- Company admins can now click **Admins** under **Company** in the navigation pane to view a list of all of the admins in the company and their attributes.

November 25, 2012

- Added additional examples to the Bulk Migrate section.

November 1, 2011

- Updated the guide to reflect the MAC's new tabbed-style interface that improves navigation.

June 7, 2011

- The 30 day summary report has been removed from the **Statistics** page.

October 28, 2010

- The maximum allowed message size is now 35 MB.
- You can now assign a brand at the account level that is different from the brand assigned at the domain level.
- Three new languages have been added to the list of available languages for mailboxes: Danish, Swedish, and Norwegian.

May 27, 2010

- The new **Filteronly Spam Delivery** option allows you to determine how spam messages are handled for filteronly accounts. If set to **Quarantine**, spam messages are not delivered to your servers and users have to log in to the OpenSRS Spam Portal to view them; if set to **Pass Through**, spam messages are delivered to your servers, which can then deliver them to the end users' folders.

- The Welcome message feature for domains has been deprecated since you can use **Bulletins** to perform the same task. Any existing welcome messages have been automatically converted into sticky bulletins.

May 6, 2010

- In the **Basic Configuration** section of the Branding tool , you can now enable (or disable) the **File Storage** feature in Webmail. File Storage allows users to store up to 2000 files in up to 100 folders and to share those files.

April 27, 2010

- The **catchall** feature has been deprecated. If you already have a catchall defined, it will continue to work and you can edit the setting ; however, catchall cannot be enabled for new domains. In addition, if you disable catchall for a domain, you cannot re-enable it.

April 13, 2010

- By default, inbound and outbound messaging is enabled for all Filteronly accounts. Domain and Company administrators can disable outbound messaging for individual accounts by deselecting the option **SMTP Relay for Filteronly Mailboxes**.
- You can enable **Webmail Domain Alias** support for accounts so that your users will be able to use domain aliases in the **From** field of outgoing messages.
- POP3S and IMAP4S are now supported for migrations.

February 8, 2010

- If the number of suspected outgoing spam messages from a single account exceeds the threshold set by the service provider within a 24 hour period, the account is automatically suspended for AUP Violation.
- An email is sent to the Abuse contact along with copies of up to three of the suspected messages, and the Abuse contact can then decide whether to reinstate the account.

December 3, 2009

- The **Bulk Create** feature now includes a checkbox called **Create domains as needed**. When this box checked, if you are trying to create an account for a domain that does not already exist, the domain will be created (provided the domain is available). If the domain is not available, the job will complete; however, that particular account will not be created.
- The **Bulk Migrate** feature allows migrations to be resumed or viewed historically .

- You can now download weekly and monthly snapshots on the **Statistics** page.
- On the **Edit Domain** page, you can click **Show provisioning history** to view all of the changes made to the domain.

October 1, 2009

- You can specify the maximum number of mailboxes that can be created for each domain.
- Company admins can disable and re-enable domains (unless the domain has been disabled by a super admin).
- Company admins can upload mail from remote servers into existing email accounts by using the **Bulk Migrate** feature.
- **Bulk Load** renamed to **Bulk Create** to better reflect its function.
- Two new fields have been added to the usage statistics: **auth_password** and **auth_token**. These fields allow you to compare how many people are using SSO logins and how many are using regular password logins.

August 27, 2009

- The **Spam Settings** feature, which allows users to choose the folder where they want spam messages delivered, and to define the tag that is added to spam messages, has been moved into Webmail and is visible to all users by default. In the **Basic Configuration** section of the **Branding** tool, you can disable this feature so that the **Spam Settings** page is hidden.

April 21, 2009

- You can now restore address book contacts that have been deleted within the last 14 days.
- You can validate passwords for users.
- In the branding tool, you can choose whether to enable the Calendar and RSS Feeds components for users. For the Preview period, you can choose whether to allow users to view the upcoming version or Webmail.

March 26, 2009

- You can now change the spam aggressiveness level at the Company, Domain, and User level. Choosing a level other than **Normal** causes the filtering engine to be more aggressive in labelling mail as spam; however, it may also result in more false positives.
- You can now create and send out broadcast messages or bulletins to all mailboxes in a company or domain.
- SSO tokens can be used to allow your support staff to log in to end-user mailboxes without knowing the password, so that they can diagnose POP3, IMAP, Webmail, and SMTP problems.

December 11, 2008

- The **Default Interface** option has been moved from the **Basic Configuration** section to the **Login Page** section.
- When restoring deleted accounts, you can narrow your search by entering part or all of the name of the mailbox you want to restore in the text field. You can also choose the number of results you want to see on each page. See "Restoring an account".

September 24, 2008

- "Statistics" has been updated to reflect recent improvements to stats engines.

July 25, 2008

- The **Basic Configuration** section of the Branding tool has been slightly modified. The **Default Interface** option has been changed to radio buttons, offering the Standard and Basic options. This is in place of the previous **Default Interface** checkbox.
- Sidebar ad width is no longer fixed and can be set along with other ad attributes: see "Sidebar".
- Tucows Email Service is now OpenSRS Mail Service.

July 23, 2008

- The following information has been added:
    - "Managing Spam".
    - "Setting company-level spam handling".
    - "Setting domain-level spam handling".
    - There has also been descriptive additions to the Usage Statistics chapter.
- The following information has been updated:
    - "Creating a new domain".
    - "Creating a new mailbox account".
    - Reject Spam has become "Adding mailbox-level spam settings".

May 14, 2008

- The "Sample URL" for "How to Use the SSO Token" has been updated to accommodate the new Advanced Branding.
- The string `/webmail/driver?nimlet=login` has been replaced with /mail?

May 7, 2008

- Branding has been improved and redesigned. You can now apply **Advanced Branding** features to Basic Webmail. See "Branding".

May 6, 2008

- "Updating your individual contact information" expanded to reflect available contact types.

May 2, 2008

- Two non-functioning fields related to the **New Domain Welcome E-mail** have been removed: **Welcome E-mail MIME Type** and **Welcome E-mail Encoding Type** have been removed. Welcome E-mail is text/plain encoded.

April 18, 2008

- Updated "Adding and Removing Domain Aliases". All aliases require DNS configuration after creation in order to work.
- The **Reporting** module of the MAC has been replaced with a new data generation tool within the MAC which provides immediately viewable and downloadable data detailing usage. Please refer to "Statistics".

April 7, 2008

- All URLs updated to reflect addition of server cluster. (For information about clusters and DNS, refer to the *DNS Configuration Guide*.)
- Company Administrators can now generate SSO tokens.
- "Restoring an account" added.

March 26, 2008

- SSO updated to include **&locale** parameter under the **Options** heading.
- The Sample URL example updated to use mail.<your_domain>.<tld> which will return users to your branded login page when the user logs out.

March 5, 2008

- The ability to insert ads into the AJAX interface has been added to the branding options. See "Advanced Branding (Advertisements)".

February 28, 2008

- How to setup Single Sign On for webmail users. See "Single Sign-On".
- A "Login to this Mailbox" link has been added to the Edit mailbox page in the MAC application.
- A Bulk Upload option has been included for account/mailbox creation.

January 24, 2008

- New administrator level "Mail" added. See "Administrator levels".
- Domain Alias support added. See "Adding and Removing Domain Aliases".
- Suspend account function upgraded. See "Suspending an account".

November 19, 2007

- Filter-only mailbox option added to Accounts.

October 25, 2007

- Safe and Blocked Sender List support added to:
  - Account/Mailbox level; see “Adding Safe Sender and Block Sender lists”.
  - Domain level; see “Creating Safe Sender and Block Sender Lists”.
  - Reject Spam service added at the account level; see “Adding mailbox-level spam settings”.

August 3, 2007

- Reporting changed to reflect updated report names.