

# Mail Manager

## User Guide



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## Overview

The Mail Manager is a feature rich application designed to ease managing user mailboxes. In addition to user accounts, the Mail Manager allows you to add protection against spam and viruses, administer mailing lists, and set limits on your users' account space.

### To access the Mail Manager:

Click the Mail Manager icon in your Control Panel.

## Mailbox Quotas

All users can be assigned a mailbox quota when their mailboxes are created. You can view the individual quota usage and limits on in the left-hand panel of the Mail Manager homepage. In front of each user's name, there are three columns displayed: Mailbox Quota [MB], a progress bar, and Actual Mailbox [MB].

The first column shows the mailbox quota allocated to each user. The figures displayed also act as links to each user's Edit Account page. The second column displays a progress bar, which graphically represents the percentage of quota used. The third column shows the disk space actually used, in Megabytes (MB).

- If the quota used is less than fifty percent, the progress bar will be green.
- If the quota used is between fifty and seventy-five percent, the progress bar will be yellow.
- If the quota used is greater than seventy-five percent, the progress bar will be red.

If quota is not set for a particular user then the Mailbox Quota column will display zero. No progress bar will displayed, and the third column will display the Actual used quota by the user. A quota of zero means that the upper limit for the user is the unused space on the domain.

The Default account will be displayed at the bottom of the email account list irrespective of the sorting order selected.

**Total Quota Set** is the total space allowed for all mail boxes, shown in Megabytes (MBs). It is the cumulative value of Mailbox Quota for all the users.

**Total Email Quota Used** is the total quota used for all users for whom quota has been set.

## Over Quota Auto-Responder

You may set the over-quota auto-responder text. When email is sent to a mailbox that is over-quota, the message you set will be automatically sent to the message's sender.

### To set the over-quota auto-responder

- 1 Click the Set Over - Quota Auto - Responder here link.
- 2 Enter or add the auto-responder text in the given text area.

Click Save to save your changes, or click Cancel to make no changes and return to the Mail Manager homepage.

## Adding Users

A domain administrator can create new email accounts. The maximum number of email accounts that can be created is displayed in the menu on the left-hand side of the screen.

### To create a new mailbox:

- 1 Click the Add button in the left-hand menu. This will direct you to the New Mailbox page.
- 2 Enter the name of the user whose mailbox is being created in the Input username field. <username>@<domainname> becomes the email address of the new user. The user-name should contain only letters (a-z), numbers (0-9), underscores (\_), dots (.) and hyphens (-).
- 3 Enter the password for the user. It should be between six and fourteen characters. The password should not contain any special characters.
- 4 Re-enter the password for confirmation.
- 5 Select the account type from the list. User accounts may be POP or IMAP accounts. POP accounts download emails from the server to the client machine, whereas IMAP accounts keep copies of emails accessible on the server.
- 6 Enter the mailbox size in megabytes. This text box will be visible only if the domain quota flag is set to ON. The numeric value entered should not have more than one decimal place. If the value is less than one, the decimal must be preceded by a zero. For example, enter 0.3, not .3. If the administrator leaves this field blank or enters zero, then the user's quota will be unlimited. In such a case, the upper limit will be the total unused domain quota size.
- 7 Click the Add button to save the entered information and create a new email account.

In the left hand menu, each user's name and mailbox quota are links to the user's Account Information page. The Account Information page displays the username at the top, as well as the type of account (POP or IMAP).

**To edit account information:**

Click the username of the user whose account information needs to be edited, or click the user's quota. Either will take you to the user account information page.

**Changing the user's password**

The domain administrator can change the password of an account.

**To change the existing password:**

- 1 Click on the Change password for <username>@<domain> link on the Account Information page. This will take you to the Change Password page.
- 2 Enter the new password. The new password should not contain any special characters, and must be between six and fourteen characters.
- 3 Re-enter the new password for confirmation.
- 4 Click the Change button.

**Deleting user accounts**

With the exception of the default account, the domain administrator can delete any user account in the domain.

**To delete a user account:**

- 1 Click on the Delete <username>@<domain> link on the Account Information page. This will take you to a page where you may confirm the delete.
- 2 Click Delete to delete the user, or Cancel to return to the user account information page.

**Setting the mailbox size (in MB)**

This text box is visible to you, as the administrator, only if domain quota flag is set to ON. You can set the user's mailbox size in Megabytes (MBs). The numeric value entered should not contain more than one decimal place. If the amount is less than zero, the decimal entered must have a leading zero. For example, enter 0.3, not .3. If the Set Mailbox Size (in MB) field is left blank or entered as zero, the quota assigned to that user is unlimited. The upper limit will be the domain's total unused disk space.

**To set mailbox size:**

- 1 Enter the size to be set in the Set Mailbox Size (in MB) field.

**Note:** The user's quota cannot be set to a size smaller than the space the user is currently using. For example, if the user is using 2MB, then quota setting cannot be changed to 1.5MB.

- 2 Click Save at the bottom of your screen.

## Forwarding emails sent to user mailboxes

There are several forwarding options available. Emails may be forwarded to the user's mailbox, other users within the domain, or email addresses on another domain. The default setting is to have emails forwarded to the user's mailbox. One of the three options or an auto-response *must* be enabled.

### To forward emails sent to this account to another user within same domain:

- 1 Check the Forward email addressed to <username>@<domain> to other address(es) within <domain> box.
- 2 Select the address(es) to whom mail should be forwarded from the Users in your domain list.
- 3 Use the arrow button to move the selected user name into the Forward mails to box.
- 4 Click Save at the bottom of your screen.

### To forward emails sent to this account to another user outside domain:

- 1 Check the Forward email addressed to <username>@<domain> to address(es) outside your domain box.
- 2 Enter the address(es) to whom mail should be forwarded. Enter one address per line.
- 3 Click Save at the bottom of your screen.

## Auto-responding

When auto-responders are turned on, emails received will be automatically replied to with a message you pretermine.

### To set an auto-response:

- 1 Check the Autoresponse for mail to <username>@<domain> option.
- 2 Enter the auto-responder text in the area provided.
- 3 Click the Save button at the bottom to save your changes.