

# Your Guide To Email Administration

## TABLE OF CONTENTS

1.0 Purpose .....	2
2.0 Overview .....	2
3.0 Moving your domain email to NewSouth.net hosting .....	2
4.0 Logging In for Administrator Access.....	3
5.0 Creating Accounts .....	4
6.0 Account Settings .....	5
<i>Settings</i> .....	5
<i>Password</i> .....	5
<i>Miscellaneous</i> .....	6
<i>Aliases</i> .....	6
<i>Renaming or removing an account</i> .....	7
7.0 Importing User Account Information.....	8
8.0 Create Groups.....	9
<i>Specifying Group Settings</i> .....	10
<i>Group Settings</i> .....	10
<i>Adding Group Members</i> .....	11
<i>Renaming a Group</i> .....	11
<i>Removing Groups</i> .....	12
9.0 Displaying the Account List .....	12
10.0 Account Template .....	14
<i>Mailbox subscriptions and Foreign mailboxes</i> .....	15
<i>Mailbox Aliases</i> .....	16
11.0 Forwarders .....	16
12.0 Rules .....	17
<i>Auto-Reply</i> .....	17
13.0 Domain Settings .....	18
<i>Mail To Unknown Accounts</i> .....	18
<i>Mail to All</i> .....	19
14.0 WebUser Interface (Flush Cache).....	20
15.0 Account Defaults .....	20
<i>Password Settings</i> .....	20
<i>Accept Mail to All</i> .....	21
16.0 Alerts, WebUser Prefs, Security, WebUser .....	21
17.0 List of Figures.....	22

PRIVATE/PROPRIETARY

Contains Private and/or Proprietary Information. May not be used or disclosed outside NewSouth Communications except pursuant to a written agreement.


## NEWSOUTH EMAIL ADMINISTRATION

### 1.0 Purpose

To provide step-by-step instructions for the administration and use of NewSouth Communications' custom domain-based email hosting using the web-based control panel.

### 2.0 Overview

The following provides instructions for the administration of your accounts using our custom-designed control panel. In addition to this, there is also online help available.

-  Click on the question mark in the upper right-hand corner of each page to read the help files.

If, at any point, you need assistance in creating accounts, getting your DNS set up properly, or other matters, please call NewSouth Communications Customer Care at:

1-800-600-5050 24 hours/7 days a week

### 3.0 Moving your domain email to NewSouth.net hosting

If you had previous service with another provider, your first step will be to move your email to NewSouth. Follow these instructions to prevent losing any messages in the transition process.

1. Create your user accounts on NewSouth's Communications' email server. See Section 5.0, "Creating Accounts," on page 4. Your user accounts on NewSouth's email server may have the same addresses as the accounts on your former provider's email server.
2. Ask your DNS provider (it may be NewSouth Communications) to change the MX (Mail Exchange) records for your domain to point to NewSouth Communications' email servers. For example, if your domain name is yourdomain.com, your MX records should look like the following:  
*yourdomain.com. IN MX 10 mx.newsouth.net.*
3. If you don't know who your DNS administrator is, go to: <http://www.geektools.com> and click on the green tab labeled "WHOIS" (located on the left navigational bar of the home page). Type in your domain name (without "www") in the box (at the top of the page) and click the WHOIS>> button. A web page will return with your domain contact registration and information. The "Zone Contact" is your DNS administrator. There should be an email address and/or a telephone number listed to contact your DNS administrator. Send an email to your zone contact to have your MX records updated. **NOTE:** [www.geektools.com](http://www.geektools.com) is not affiliated with, nor managed by, NewSouth Communications. This web site is only one of many where you can perform "WHOIS" lookups.
4. There will be a transition period after the DNS change during which some of your email will still be delivered to your former provider's mail server. This transition period is controlled in DNS by a parameter called "TTL", time-to-live. Ask your DNS provider what the TTL value is for your domain's MX records (NewSouth Communications' TTL value is 6 hours). The transition period will be equal to the TTL of the MX records.
5. Once the transition period is over, retrieve the last of your email from your former provider. No new messages will be delivered to those accounts after the transition period. You may now deactivate the email service at your former provider.

PRIVATE/PROPRIETARY

Contains Private and/or Proprietary Information. May not be used or disclosed outside NewSouth Communications except pursuant to a written agreement.

## 4.0 Logging In for Administrator Access

To log in to NewSouth's Email Administration control panel:

1. Open a web browser and type in the "address" (or "location") bar of your web browser: <http://mailadmin.newsouth.net>
2. A web page prompting you for the domain name will appear. Type in the email domain you wish to administer (example: yourdomain.com) and click "Login."

FIGURE 1. Log In: Administrator Access Login



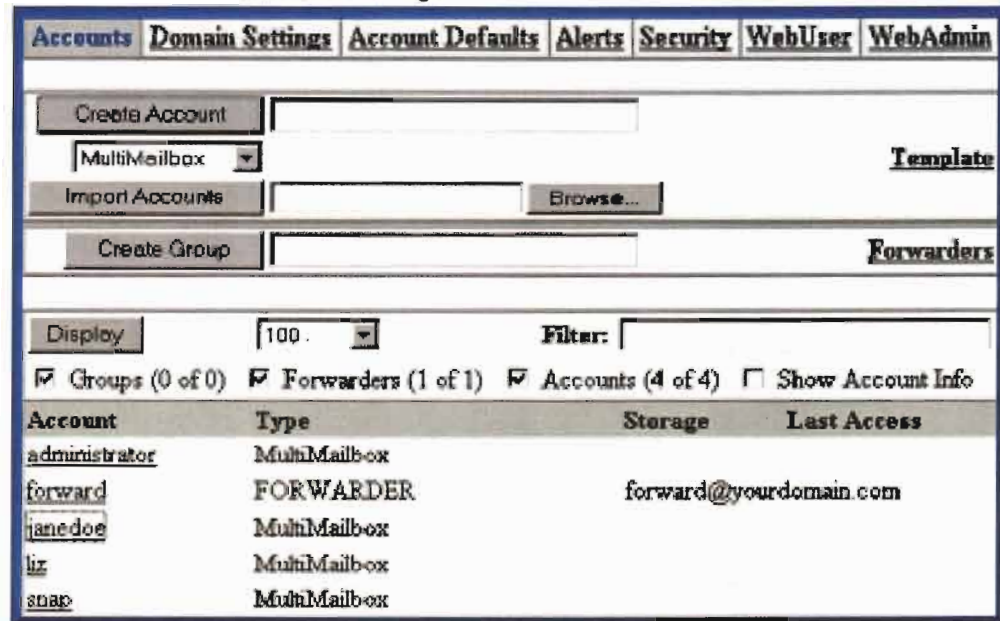
3. A login prompt will appear asking you for your user ID and password.
4. Your administrator login is: **administrator**. Your password is initially set to: **temp4pw**. It is advised that you change your password the first time you log in.
5. Type in your administrator login and password and click "OK."

FIGURE 2. Log In: Log In Prompt



Once logged in, you will be taken to the Accounts page of the Email Administration web site.

FIGURE 3. Accounts: Accounts Page



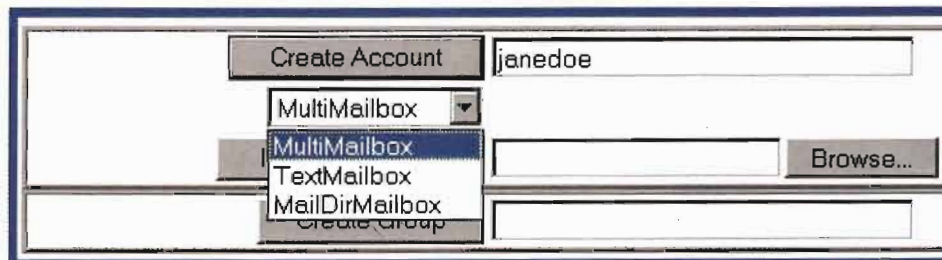
## 5.0 Creating Accounts

The first page of the Email Administration web site deals entirely with your user accounts. This accounts section allows you to administer your users' accounts including creating new ones, deleting old ones, as well as setting up forwarding services.

To create or add a new email box to your account:

1. In the text box on the Accounts page, you'll see "Create Account. Next to the "Create Account" button, type the first part of the new user's email address. For example: if the new user's email address will be "janedoe@yourdomain.com", type "janedoe" in the "UserID" text box.

FIGURE 4. Accounts: Creating an account



2. The drop-down box underneath gives you three choices. The default is "MultiMailbox" allowing the user to have several folders of various types. A text-based "Inbox" is automatically created in the account and all incoming mail is stored here by default. The user can create additional folders on his/her account if their account is "MultiMailbox." For "TextMailbox" and "MailDirMailbox," the accounts contain only the Inbox and they cannot create additional folders.
3. Click "Create Account". You will automatically go to the Accounts Settings page.

## 6.0 Account Settings

If you have just created an account, you will automatically be routed to the Settings page for that account. If you want to change the settings on an existing user, click on the underlined user's name at the bottom of the Accounts page. See Figure 3, "Accounts: Accounts Page," on page 4.

The Account Settings page is divided into several sections. Those sections that are modifiable are described below. There are some areas that are not modifiable, here and in other areas of the web site, though the settings are shown for your information. Typically, all of the non-modifiable settings will be set to "default" and have a brief description of the default value next to it.


### Settings

Here, you may add in the user's real name if you want and set the account's initial password. If you enter the user's name, the server uses this information to compose the default "From" address in Web Mailer.

To change the password:

1. Highlight or delete the asterisks in the "Password" text box and type in the new password.

FIGURE 5. Account Settings: User's real name and password



Real Name:	Administrator
Password:	*****
<input type="button" value="Reset"/> <input type="button" value="Update"/>	

2. Click "Update".
3. If you want to add another account, click on the underlined domain name at the top of the screen. For example: if your domain name is "yourdomain.com" and you had just created user "shannon", you would see "yourdomain.com account shannon" at the top of the screen. "yourdomain.com" would be underlined and you would click on it to go to the screen where you can add another account.

FIGURE 6. Account Settings: Create another account



<u>yourdomain.com</u> account janedoe	Rules	RPOP
---------------------------------------	-------	------

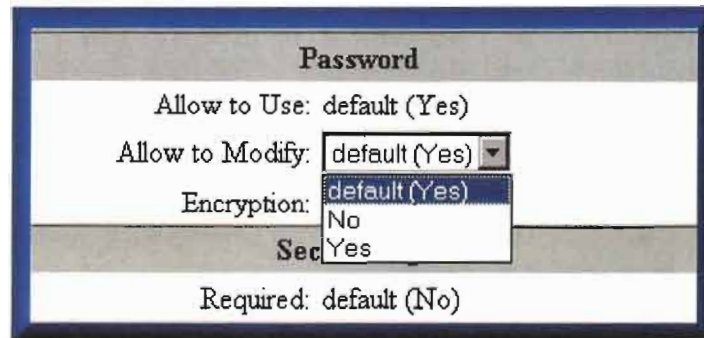
Once you've created the account, you can change the default settings for this account

### Password

Here you can determine whether or not the user is able to change the password to his/her account. The default value is "Yes."

To prevent users from changing their password, only allowing them to use the password you set, set this value to "No." Then click on "Update" below this section. See Section "Password Settings" on page 20.

**FIGURE 7. Account Settings: User Password**



### Miscellaneous

When set to "Yes," this setting has any messages directed to the all@yourdomain.com address stored in the account's Inbox.

1. To change the setting so that mail sent to all@yourdomain.com is directed to this account's Inbox, select "Yes" and click "Update." Clicking "Reset" will restore the default value of "No."
2. When changed, click the "Update" button. See Section "Mail to All" on page 19.

**FIGURE 8. Account Settings: Accept Mail to all**



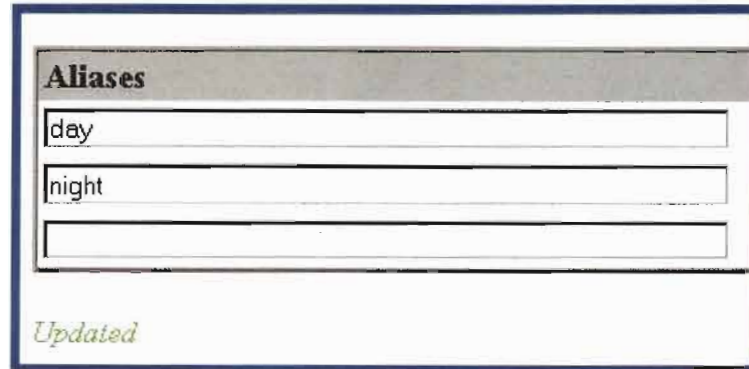
### Aliases

Each account can have aliases (alternative names). If the account JohnSmith has the jsmith and j.smith aliases, mail directed to jsmith and to j.smith will be stored in the JohnSmith account. See Section 9, "Account Settings: Aliases for a user's account," on page 7.

To add aliases for an account:

1. Go to the Accounts Settings page or click on the account name in the list at the bottom of the Accounts page.
2. Scroll down to the Aliases section.
3. Type in the account's alias.
4. Click "Update."
5. The alias appears and the word "Updated" appears below to let you know the account now uses the alias you entered.
6. Notice there is a blank box at the bottom. If you want to enter another alias, enter it here and click "Update."

FIGURE 9. Account Settings: Aliases for a user's account



**Aliases**

day

night

*Updated*

### ***Renaming or removing an account***

On the Account Settings page, you have the ability to rename or remove an account.

To rename an account:

1. Go to the Accounts Settings page or click on the account name in the list at the bottom of the Accounts page.
2. Scroll down to the bottom and enter the new account name in the box.
3. Click the Rename Account button.
4. If there is no other account with the same name as the specified new account name, the account is renamed and its Account Settings page should reappear on the screen under the new name. You cannot rename an account when it is in use.

To remove an account:

1. On the Accounts page, click on the account name in the list at the bottom of the page. You will be taken to the Account Settings page.
2. Check the top of the page to make sure it reads "yourdomain.com account [account name you want to delete]. For example, if you want to remove the account "janedoe," the heading on the top of the page should read yourdomain.com janedoe.
3. Scroll down to the bottom of the page and click "Remove Account."
4. You'll receive a prompt asking "Do you really want to remove the account\_name@yourdomain.com Account?" In the above example, the prompt would ask, "Do you really want to remove the "janedoe@yourdomain.com" Account?" If this is the account you want to remove, click "Remove."
5. You can't remove an account when it is use; and once removed, all aliases, web preferences and messages associated with the account are removed from the server.

FIGURE 10. Account Settings: Rename or Remove an Account



New Account Name:

Remove Account

Rename Account

PRIVATE/PROPRIETARY

Contains Private and/or Proprietary Information. May not be used or disclosed outside NewSouth Communications except pursuant to a written agreement.

## 7.0 Importing User Account Information

The "Import Accounts" function (also called the Account Loader) allows you to create all your accounts at one time.

FIGURE 11. Import Accounts



To import accounts:

1. Save the user names and account attributes in a tab-delimited text file on your computer's hard drive. Details on how to construct your tab-delimited text file are below.
2. You'll find the button for the "Import Accounts" function on the Accounts page.
3. To upload the file, click "Browse" to locate the file on your hard drive, click on it, then click the "Import Accounts" button to create the accounts.
4. The only required attribute for an account is the account's user name. Following are descriptions of the tab-delimited fields and an example of a very simple import file.

TABLE 1. Sample Import File

Name	RealName	Type	Password	Aliases
johnd	John Doe	MultiMailbox		
susan	Susan Smith	MultiMailbox		susan.s, susan_smith
sales	All Sales Employees	MultiMailbox		
info	Marketing Employees	MultiMailbox		help, marketing

The first line of your tab-delimited file describes the file's contents; it is called the "header row." Remember to separate each attribute with a tab character. It should contain the names of all the account's attributes. Five are used in the sample above but the file can contain several different headers for attributes. The following header names are supported:

**Name:** This column contains the account names (the name users log in with). This attribute is not required to be in the first column, but it must exist. All other attributes are optional.

**RealName:** This column contains the account user "real name." The name you designate for the user when you set up the account to be used by the server.

**Type:** This column contains the account type (MultiMailbox, Text Mailbox, MailDirMailbox). If the file does not contain this column or you leave the field empty, the default will be chosen (MultiMailbox).

**Password:** This column contains the account password. If the file does not contain this column, or this field is empty, the Password and the Use Password settings are taken from the domain Account Template.

**UnixPassword:** This column can be used instead of the above Password column. If it exists, it should contain crypt-encrypted account passwords.



**Aliases:** This column contains the account aliases; several aliases may be specified in one field if they are separated with the comma signs.

**Setting Name:** You can use columns that contain initial values for various additional account settings (web site file and size limit, type or Rule actions enabled, etc.). The column should have the same name as that account setting name (keyword). For example, you can use the column named "MaxWebSize" to specify the storage limit for the account's web site. You can also use a column named "MaxAccountSize" instead of the "Storage" column.

If the first line is parsed, all other lines are processed. Each line should contain tab-delimited fields, with the field contents specified in the first line. A line can contain less fields than the first line, in this case missing fields are processed as empty fields.

Attribute values for empty and missing fields are taken from the Account Template.

If an error occurs while processing some file line (missing name field, duplicate name, etc.), all accounts created while processing previous lines are removed, and the number of the line that caused the problem is displayed. You can fix the file and try again.

## 8.0 Create Groups

You can create, remove and rename groups. Groups are used to send an email to a group of people without using each individual email address. For example, rather than sending a message to each person in the sales department about the month's goals, using the group name will deliver the email to each person in the sales group.

**FIGURE 12. Create Group**



To create a group:

1. On the Accounts page, enter the name of the group next to the button "Create Group."
2. Click "Create Group."
3. When a new group is created, its name appears in the list at the bottom of the Accounts page.
4. After you click "Create Group," you will be taken to the Group Settings Page. You can also edit a group's settings by clicking on the group's name in the list.

**FIGURE 13. Create Groups: List of accounts and groups on the Accounts page**

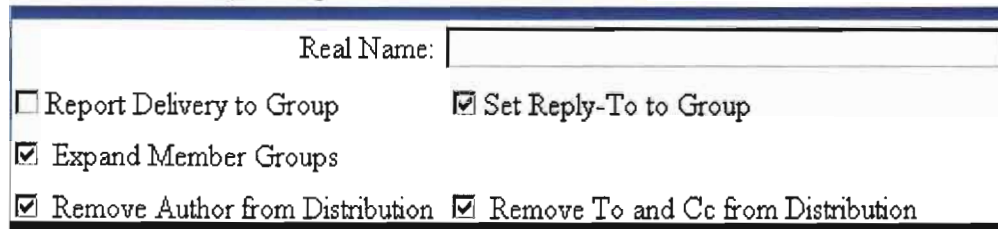
Display	100
<input checked="" type="checkbox"/> Groups (1 of 1)	<input checked="" type="checkbox"/> Forwarders (0 of 0)
Account	Type
<a href="#">administrator</a>	MultiMailbox
<a href="#">janedoe</a>	MultiMailbox
<a href="#">liz</a>	MultiMailbox
<a href="#">newsouth</a>	GROUP
<a href="#">snap</a>	MultiMailbox

### Specifying Group Settings

To modify group settings:

1. On the Accounts page, click on the group name you wish to modify the settings  
-or-
2. If you are working with a new group, once you click "Create Group," you will automatically be directed to the Group Settings page. See Section 8.0, "Create Groups," on page 9.

FIGURE 14. Group Settings



The screenshot shows a web form for "Group Settings". At the top, there is a text input field labeled "Real Name:". Below this, there are four checkboxes arranged in two rows. The first row contains " Report Delivery to Group" and " Set Reply-To to Group". The second row contains " Expand Member Groups" and " Remove To and Cc from Distribution". The third checkbox, " Remove Author from Distribution", is positioned on the left side of the second row.

There are several options listed for changing the group's settings.

#### Group Settings

The first box of options contains "Real Name," "Report Delivery To Group," "Set Reply-to Group," "Expand Other Groups," "Remove Author from Distribution," and "Remove To and Cc from Distribution."

**RealName:** A brief description of the group. It is used to compose the comment for this group's email address. For example, the name of the group is newsouth. The "RealName" of the group could be NewSouth Communications Sales, North Carolina. This tells you that all members of this group are sales employees in the North Carolina region.

**Report Delivery to Group:** If this option is selected (or checked), a delivery report, if requested by the sender, is generated as soon as a message is submitted for delivery to all group members. If delivery to any member fails, error reports are not generated.

If this option is not selected, delivery to this group is processed as "relaying," and the delivery notification options are copied to addresses of all group members. If delivery to a group member fails, the sender is notified with an error message. If a message is sent with "delivery notification requested" (an option available in most email clients), the sender will get notification of delivery to all group members.

**Set Reply-To to Group:** If you check this option, the Reply-to: function points to the group address so that anyone using the "Reply" button of their email client sends their reply to the group, not just to the original sender.

**Expand Member Groups:** If this option is checked, the group's members are checked before a message is sent to their addresses. If a group member is in the same domain, then that group member's address is extracted and inserted into the address list. This option allows the server to process group delivery more efficiently and it helps to avoid duplicates and mail loops.

If the group contains two sub-groups, for example, as members and those sub-groups contain the same member's address, only one copy of the message is delivered to that member. If the Expand Member Groups option is disabled, the copy of the message will be delivered to twice to that member.

**Remove Author from Distribution:** If you check this option, the message's "From:" address is removed from the members list so the author does not receive a copy of the email.

PRIVATE/PROPRIETARY

Contains Private and/or Proprietary Information. May not be used or disclosed outside NewSouth Communications except pursuant to a written agreement.

**Remove To and Cc from Distribution:** If this option is selected, all addresses from the messages "To:" and "Cc:" fields are removed from the members list. The sender's address is always removed from the members list so s/he doesn't get the message back.

### **Adding Group Members**

The second box on the settings page allows you to enter group members' email addresses. This creates (or shows if the group has already been created) a list of all group members.

To add group members:

1. On the Accounts page, click on the group name you wish to modify the settings  
-or-
2. If you are working with a new group, once you click "Create Group," you will automatically be directed to the Group Settings page. See Section 8.0, "Create Groups," on page 9.
3. Under "Members," type the name of the first group member into the text field.
4. Click "Update."
5. Your entry will appear along with a blank box below it. If you wish to enter another member, type the name in the second box and click "Update."
6. In a group list, the last entry will always be blank for adding more members. Continue adding members until you've added everyone you want in that group.

**FIGURE 15. Group Settings: Group Members Entry**



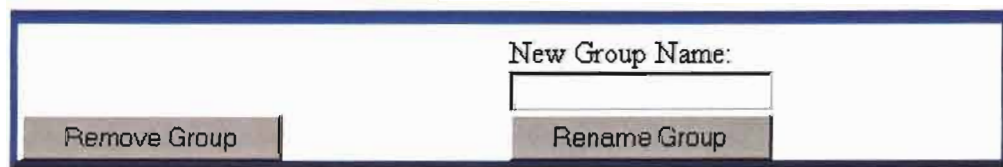
The screenshot shows a section titled "Members" with a text input field below it. At the bottom right of the section are two buttons: "Reset" and "Update".

### **Renaming a Group**

To rename a group:

1. On the Accounts page, click on the group name you wish to change.
2. You will be automatically taken to the Group Settings page.
3. Scroll down to near the bottom of the page to "New Group Name."
4. Type in the new name of the group and click "Rename Group."
5. If no other group has the same name, the group is renamed and the "Group Settings" page will appear under the new name you entered.
6. Scroll to the top of the Group Settings page to make sure the name has been changed.

**FIGURE 16. Group Settings: Rename or Remove Group**



The screenshot shows a section titled "New Group Name:" with a text input field below it. At the bottom are two buttons: "Remove Group" and "Rename Group".

### Removing Groups

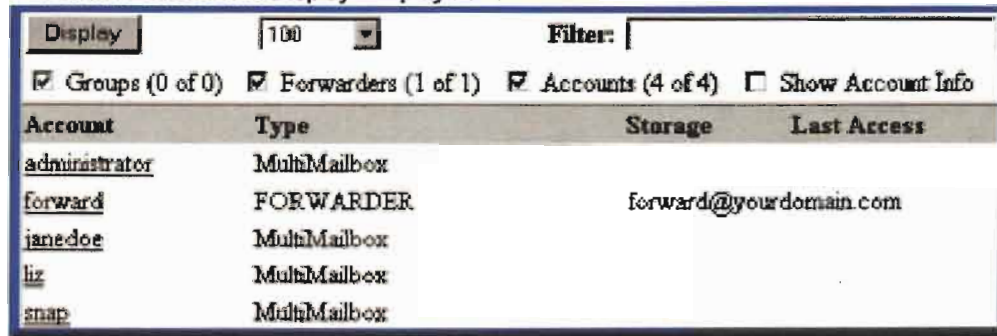
To remove a group:

1. On the Accounts page, click on the group name you wish to delete.
2. You will be automatically taken to the Group Settings page.
3. Scroll down to near the bottom of the page to "Remove Group." See Figure 16, "Group Settings: Rename or Remove Group," on page 11.
4. Click "Remove Group."
5. A quick message "Group has been removed" will be flashed on the screen and you will be returned to the Accounts page. Check the list at the bottom to make sure the group has been removed.

## 9.0 Displaying the Account List

The last section of the Accounts page deals with how you want your account list displayed. It is also where you can browse your list of accounts, rename accounts, delete accounts, or modify the settings of groups or accounts. When you make any changes to the display settings, click the "Display" button (upper left-hand corner of box) to refresh your display.

FIGURE 17. Account Display: Display Panel



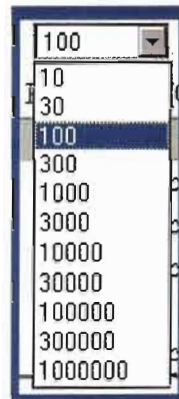
Account	Type	Storage	Last Access
<a href="#">administrator</a>	MultiMailbox		
<a href="#">forward</a>	FORWARDER	forward@yourdomain.com	
<a href="#">janedoe</a>	MultiMailbox		
<a href="#">liz</a>	MultiMailbox		
<a href="#">snap</a>	MultiMailbox		

There are several display options to choose. These include the number of objects (accounts, groups, and forwarders) you want displayed, if you want a filter for your display, you can choose whether or not to display groups, forwarded accounts, the account list, and account information.

To limit the number of objects you want displayed:

1. On the Accounts page, go to "Display" near the bottom of the page and select a number from the drop-down box next to it.
2. Click "Display."
3. The page will refresh itself and only the number of objects you designated will be displayed in the account/group list.

**FIGURE 18. Account Display: Number of Objects to Display**



The "Filter" area allows you to search on a particular account name. For example, if you wanted to find all accounts and groups with the name "smith" in it, enter the word "smith" into the field to the right of "Filter" and click "Display." All instances of the word "smith" found in the names of accounts or groups will be displayed in the account list.

To filter on a name:

1. On the Accounts page, go to "Display" and in the text box next to "Filter" enter the name you want to search on.
2. Click "Display."
3. The page will refresh itself and only those objects (groups, accounts, forwarders) with the characters in the name you typed will be displayed.

**FIGURE 19. Account Display: Display Filter**



To display groups:

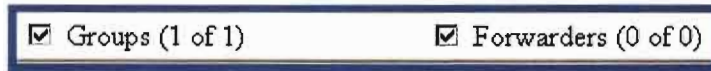
1. On the Accounts page, go to "Display" and place a check mark next to the word "Groups."
2. Click "Display."
3. The page will refresh itself and groups will be displayed in the account list.
4. If you don't wish to have groups displayed, remove the check, and click "Display."
5. No groups will be displayed.

To display forwarders (for an explanation of forwarders, See Section 11.0, "Forwarders," on page 16):

1. On the Accounts page, go to "Display" and place a check mark next to the word "Forwarders."
2. Click "Display."
3. The page will refresh itself and all forwarders will be displayed in the account list.

4. If you don't wish to have forwarders displayed, remove the check, and click "Display."
5. No forwarders will be displayed.

FIGURE 20. Account Display: Display Groups and/or Forwarders

A screenshot of a web interface showing two checkboxes. The first checkbox is checked and is followed by the text "Groups (1 of 1)". The second checkbox is also checked and is followed by the text "Forwarders (0 of 0)". The entire area is enclosed in a blue rectangular border.

## 10.0 Account Template

To the far left-hand side of the Accounts Page is a link for the Account Template.

FIGURE 21. Account Template Link



When you have to create a number of accounts, you may want to specify a certain setting for all new accounts. You can create your own Account Template, and modify it by clicking the Template link on the Accounts main page. The Accounts Template page resembles a regular Account Settings page.

Though the Account Template and Default Account Settings pages look similar, their functions are quite different. The Account Template is used only when a new account is created. All template settings are copied to the new account. If you modify the template settings after an account has been created, those account settings will not change.

Among other settings you can modify, you can use the "Additional Mailboxes" section to create several mailboxes (also known as folders) in a new account. By default, only the Inbox folder is created for a new account. You can also create mailbox aliases for new accounts.

Changes to the Account Template (See Figure 22, "Account Template: RealName, Password change," on page 15):

1. You can enter a default "RealName" here for all new accounts created.
2. Enter the new name in the text box next to "RealName."
3. Click "Update."
4. You can change the default password assigned to new accounts.
5. Enter the new password in the text box next to "Password."
6. Click "Update."
7. To prevent any new accounts from changing their password, make sure the box next to "Allow to Modify" under the Password section is set to "No."
8. If you want to have all new users able to change their passwords, click on the drop-down box and select "Yes."
9. Click "Update."
10. To return settings on the Account Template to the server default, click "Reset" under the section you want to return to default settings.

FIGURE 22. Account Template: RealName, Password change

Real Name: <input type="text"/>	
Password: <input type="password" value="kklkklkklk"/>	
<input type="button" value="Reset"/> <input type="button" value="Update"/>	
<b>Password</b>	<b>Server OS Integration</b>
Allow to Use: default (Yes)	Server OS UserName: default (mailman)
Allow to Modify: <input type="text" value="default (Yes)"/>	Enable OS Password: default (No)
Encryption: default (clear)	
<b>Secure Login</b>	<b>External Authentication</b>
Required: default (No)	Allow to Use: default (No)
<b>Enabled Services</b>	
(default) +Mail +POP +IMAP +PWD +ACAP +WebMail -WebSite -Relay +Mobile	
<input type="button" value="Reset"/> <input type="button" value="Update"/>	

Other changes to the Account Template:

To create an additional mailbox (folder) (See Figure 23, "Account Template: Aliases, Additional Mailboxes," on page 16):

1. Enter a name into the empty field such as "Sent" or "Drafts."
2. Click "Update."

The new account now has an Inbox, Sent, and Draft folders.

### **Mailbox subscriptions and Foreign mailboxes**

A mailbox subscription is used to help new users (or current ones) to subscribe to public mailboxes you have set up. Public mailboxes are those managed by a single administrator but with read/write access to several different users.

By placing mailbox subscriptions in this box, you will automatically subscribe any new account to the mailbox subscriptions. "Foreign Mailboxes" are folders under another account the user is allowed to access. The mailbox name for foreign mailboxes must be specific and typed like: *~janedoeljanesmailbox*.

Uses of foreign mailboxes include allowing an assistant to view and mark messages in a manager's Inbox; to let several sales people see and process the Inbox of the sales account; or to allow engineers to see and process a single "technical support mailbox."

See Figure 23, "Account Template: Aliases, Additional Mailboxes," on page 16

To enter mailbox subscription(s) or foreign mailbox(es) into the Account Template:

1. Enter a mailbox subscription or foreign mailbox name in the appropriate text field.
2. Click "Update."

### Mailbox Aliases

Some email clients (such as Microsoft Outlook and Outlook Express) can't handle foreign mailboxes directly nor can they use the account "mailbox subscription" to access foreign mailboxes. In this instance, the use of mailbox aliases allows those using such clients to access foreign mailboxes.

The mailbox alias name is associated with a foreign mailbox. For example, you can create the mailbox alias "technical sales" for the ~sales/Inbox mailbox name. The user will see the "technical sales" mailbox in their email client but

Specifying a list of mailbox aliases simplifies the initial set-up for these users that need access to public mailbox and other [foreign mailboxes](#), but cannot use their mailers to access foreign mailboxes directly.

FIGURE 23. Account Template: Aliases, Additional Mailboxes



The screenshot shows a web form with two main sections. The top section is split into two columns: "Additional Mailboxes" on the left and "Initial Subscription" on the right, each containing a text input field. Below this is a section titled "Initial Mailbox Aliases" which contains two columns: "Alias Name" and "Foreign Mailbox Name", each with a text input field. At the bottom right of the form are two buttons labeled "Reset" and "Update".

## 11.0 Forwarders

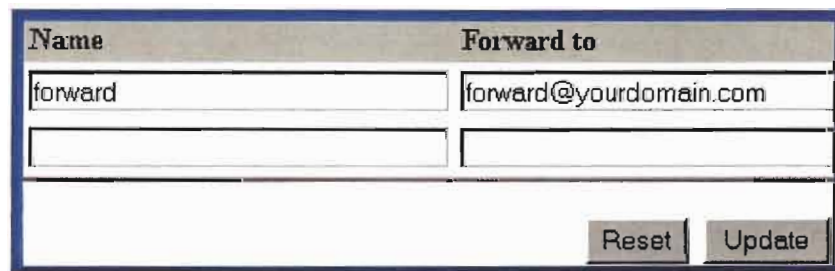
On the Accounts page is a link to "Forwarders." Forwarders are used in place of accounts. The advantage of using forwarders instead of creating an account is that forwarders are not billed. They are simply a redirect of messages sent to your account to an external email box.

FIGURE 24. Forwarders Link



When you click on the link, "Forwarders," you'll be taken to the Forwarders page.

FIGURE 25. Forwarders



The screenshot shows a web form with two columns: "Name" and "Forward to". The "Name" column has a text input field containing the word "forward". The "Forward to" column has a text input field containing the email address "forward@yourdomain.com". Below these fields are two buttons labeled "Reset" and "Update".

PRIVATE/PROPRIETARY

Contains Private and/or Proprietary Information. May not be used or disclosed outside NewSouth Communications except pursuant to a written agreement.



To create a forwarder:

1. Type in the name you want to call the forwarder. For example, if you want to forward mail from your account to an external email box at Earthlink, you might call the forwarder "earthlink."
2. Type in the email address you want messages forwarded to in the "Forward to" box. For example, if you are forwarding messages to your Earthlink account, you would type "myaccount@earthlink.net."
3. Click "Update."
4. When you return to the Accounts page to view the accounts list, you'll see the name of the forwarder, followed by FORWARDER and the email address in the list.

To delete a forwarder:

1. Click on the forwarders' name in the Accounts list.
2. You will be redirected to the Forwarders page.
3. Delete the name and/or the forwarding address and click "Update."
4. When you return to the Accounts page, you'll see the forwarder is no longer listed.

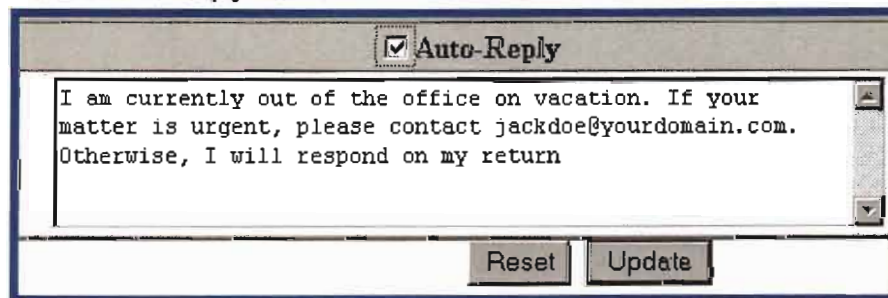
## 12.0 Rules

From the Account Settings page, click on the link for "Rules." Here, you can set up an auto-reply for your account.

### *Auto-Reply*

Each account has a built-in rule to generate Auto-Reply messages and must be generated (turned on) by the account user. Only the text of the Reply message can be modified. This option is most commonly used when you will be unable to respond to email for a length of time such as when you are on vacation.

FIGURE 26. Auto-Reply Text Box



Auto-Reply

I am currently out of the office on vacation. If your matter is urgent, please contact jackdoe@yourdomain.com. Otherwise, I will respond on my return

Reset Update

To turn on Auto-Reply:

1. On the Accounts page, click on the account name you wish to set up Auto-Reply for in the list at the bottom.
2. On the Account Settings page, click on the "Rules" link at the top.
3. Enter your text in the freeform text field and check the box next to "Auto-Reply."
4. Click "Update."
5. The word "Updated" appears near the bottom of the page. Auto-Reply is now on. Anyone who sends message to this account will receive the message you typed in the text box.

To turn off Auto-Reply:

1. On the Accounts page, click on the account name you wish to disable Auto-Reply for in the list at the bottom.
2. On the Account Settings page, click on the "Rules" link at the top.
3. Clear the check box next to "Auto-Reply."
4. Click "Update."
5. The word "Updated" appears near the bottom of the page. Auto-Reply is now off. No auto-generated message will be sent to those who address messages to this account.

### 13.0 Domain Settings

To open the Domain Settings page, click the Domain Settings link on the Accounts page. The majority of this page is informational and gives you your domain's settings as determined by the server. You are able to modify the "Mail to Unknown" and "Mail to All" options. You are also able to flush the cache for the web user interface.

FIGURE 27. Link to Domain Settings



When you modify any of the above settings, click the "Update" button. The page should appear again, displaying the Updated marker.

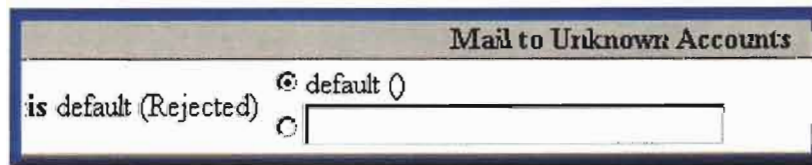
FIGURE 28. Domain Updated Marker



#### Mail To Unknown Accounts

When a message comes addressed to the one of your accounts and the server cannot find an account or account alias with the specified name, it processes the message address as indicated in the "Mail to Unknown Accounts" section of the Domain Settings page. The default is "Rejected." If you prefer, you can check the button next to the empty field below "Mail to Unknown Accounts" and enter "Rejected," "Discarded," "Rerouted to," or "Accepted and Bounced." The definitions follow. When you modify any of the above settings, click the Update button. The page should appear again, displaying the Updated marker.

FIGURE 29. Mail to Unknown Accounts Control



**Rejected:** The address is rejected; if the message is being received via SMTP and if it was the only recipient address in the message, the message is not accepted.

**Discarded:** The address is routed to NULL. The message is accepted and deleted.

**Rerouted to:** The address is changed to the email address specified in the text field and the server tries to route messages to this new address.

You must specify a full email address in this field, not an account name. You may want to create an account called "Postmaster@yourdomain.com" specifically to handle this mail.

**Example:** A message comes addressed to jjones@yourdomain.com, and the account jjones does not exist. The message is rerouted to postmaster@yourdomain.com.

**Accepted and Bounced:** This is virtually the same as Rejected, but account existence is not checked at the Router phase. In case of SMTP receiving, it means that any address in this domain is accepted. Then, if the server fails to find the addressed account, the message is rejected and an error report is sent back to the sender.

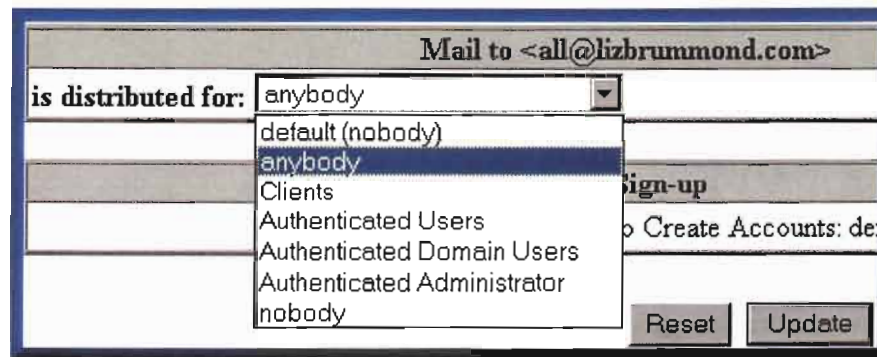
### Mail to All

You can create a special virtual account (address) "all" to send messages to all your accounts.

The default is "nobody" where the "all" account is disabled and messages to <all@yourdomain.com> are rejected.

You can modify these settings to "anybody," "Clients," "Authenticated Users," "Authenticated Domain Users," and "Authenticated Administrator." The definitions of these follow. When you modify any of the above settings, click the "Update" button. The page should reappear, displaying the Updated marker.

FIGURE 30. Mail to All Options



**anybody:** A message sent to the <all@yourdomain.com> is sent to all accounts in the domainname domain (except for the accounts that have the Accept Mail to All option disabled).

**Clients:** A message sent to the <all@yourdomain.com> is sent to all accounts in the only if the message has been received via SMTP from an address included in the Client IP Addresses list, or if the message was received using one of the trusted methods (Web User Interface, via RPOP, via POP using the XTND XMIT method, etc.).

**Authenticated Users:** A message sent to the <all@yourdomain.com> is sent to all accounts only if the message has been received from a Server user (account) using one of the trusted methods.

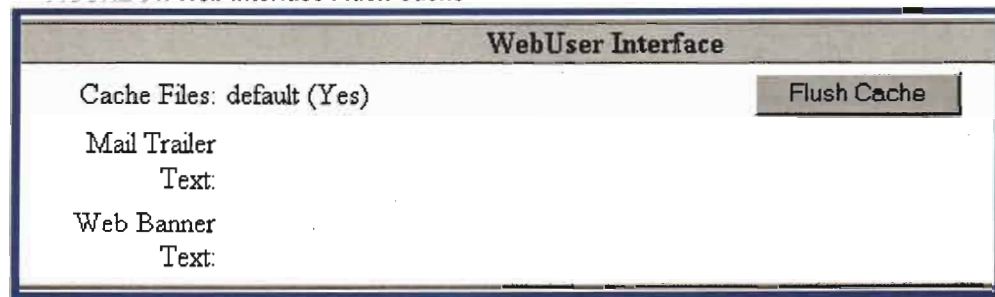
**Authenticated Domain Users:** A message sent to the <all@yourdomain.com> is sent to all accounts only if the message has been received (using one of the trusted methods) from a Server user in the addressed domain or from any other Server user that has the domain administration rights for this domain.

**Authenticated Administrator:** A message sent to the <all@yourdomain.com> is sent to all accounts only if the message has been received (using one of the trusted methods) from a Server user that has the domain administration rights for this domain.

## 14.0 WebUser Interface (Flush Cache)

Click this button to remove all domain WebUser Interface files from the memory cache. This is to prevent unnecessary files, created when mail is accessed via a Web browser, from taking up your allotted space. When you flush the cache, you will not receive an "Updated" marker on your page. You must click the "Update" button below this section in order to receive the "Updated" marker.

FIGURE 31. Web Interface Flush Cache



## 15.0 Account Defaults

Here you may modify the ability of a user to change his/her account's password and Accept Mail to all.

FIGURE 32. Link to Account Defaults



### *Password Settings*

You can modify an account's ability to change the password. The default setting allows the account user to change (or modify) their password. If you change the setting to "No," the account user is unable to modify his/her password. If you change this setting, click "Update" to make the changes effective.

FIGURE 33. Ability to Modify Password

Password	
Allow to Use:	default (Yes)
Allow to Modify:	default (Yes) ▾
Encryption:	default (Yes)
Secure:	No
	Yes
Required:	default (No)

### Accept Mail to All

This setting tells the Server to store messages directed to the all@yourdomain.com address in the account's INBOX. The default is "No." If you select "Yes" and click "Update," the page will refresh with the "Updated" marker showing.

FIGURE 34. Accept Mail to All

Miscellaneous	
Accept Mail to all:	default (No) ▾
Add Mail Trailer:	default (No)
	No
	Yes

## 16.0 Alerts, WebUser Prefs, Security, WebUser

System messages are posted under "Alerts" from NewSouth administration. WebUser Prefs, Security, and WebUser are informational areas only and any changes are made by NewSouth administration.

## 17.0 List of Figures

Log In: Administrator Access Login .....	3
Log In: Log In Prompt .....	3
Accounts: Accounts Page .....	4
Accounts: Creating an account .....	4
Account Settings: User's real name and password .....	5
Account Settings: Create another account .....	5
Account Settings: User Password .....	6
Account Settings: Accept Mail to all.....	6
Account Settings: Aliases for a user's account .....	7
Account Settings: Rename or Remove an Account .....	7
Import Accounts .....	8
Create Group .....	9
Create Groups: List of accounts and groups on the Accounts page .....	9
Group Settings.....	10
Group Settings: Group Members Entry .....	11
Group Settings: Rename or Remove Group.....	11
Account Display: Display Panel .....	12
Account Display: Number of Objects to Display .....	13
Account Display: Display Filter .....	13
Account Display: Display Groups and/or Forwarders .....	14
Account Template Link .....	14
Account Template: RealName, Password change .....	15
Account Template: Aliases, Additional Mailboxes .....	16
Forwarders Link .....	16
Forwarders.....	16
Auto-Reply Text Box .....	17
Link to Domain Settings .....	18
Domain Updated Marker.....	18
Mail to Unknown Accounts Control .....	18
Mail to All Options.....	19
Web Interface Flush Cache .....	20
Link to Account Defaults .....	20
Ability to Modify Password .....	21
Accept Mail to All .....	21



