Working with Mail (Qmail)

The Mail service provides the means of creating and managing mail services at the domain. That includes creating mail user Accounts, mail lists, etc. The features accessible to the mail users include availability of multiple mailboxes, redirects, automatically generated replies capabilities (autoresponders), etc.

**Note:** The Mail service provided by your Subscription can be used on all of the domains you have, independently on the limit unit stated at Hosting > Configuration & Administration > Statistics & Analysis > Resource Usage > Mail hosting (single node qmail).

**In This Chapter**
- Creating E-mail Address
- Managing E-mail Addresses
- Managing Web Mail
- Working With Mailing Lists
- Managing Catch-All Configuration
Creating E-mail Address

1. In CP, go to Hosting > Configuration & Administration > E-mail > E-mail addresses.

2. Click on the Add New E-mail Address button.

3. Specify a Service User. There are the following options:
   - **New Service User** - Select this option button if you want to create a new Service User. Click on the Next button.
   - **Existing Service User** - Select this option if you want to choose an existing Service User. Click on the Next button. Note, the step 4 will be skipped.

**Notes:**

1. Login and password of the specified Service User will be used for accessing a Mailbox.

2. To obtain information about Service Users, refer to the Managing Service Users section.

4. Fill out the following parameters:
   - In the Display name field, type the name of the new Service User as it will be displayed in CP. The following format should be used: **FIRST_NAME LAST_NAME**. For example, **John Smith**.
   - In the Login area, specify the new Service User's login in the UPN (User Principal Name) format. For the UPN login, you need to type the login name and select an existing domain from the drop-down list.

   **Note:** TM may give you the possibility to create a Service User having a custom login.

   - Specify the Service User’s password. Type the same password twice: into the Password and Confirm password fields. If you prefer the system to generate a password automatically, click on the Generate new password button. Click on the Next button.

5. Enter the new e-mail address configuration parameters:
   - **E-mail address** - Type the first part of the mailname (before the '@' sign) in the field, and select the domain for this address from the drop-down list near the field. You can make the new address work on all or on one of domains created within the set of your Subscription.

   **Note:** TM may give you the possibility to create mailnames on not-ready domains. Such domains are marked with (disabled) in the list. The mailname created in this way will be marked as **Not In Sync** while Qmail hosting on the domain is disabled. Only after the domain is ready for work, the mailname will start functioning properly.
Advanced Features – you have the choice of enabling such mail advanced features as virus checking and Antispam checking, if appropriate resources are included into your Subscription and the resource limit is not reached.

Mailbox - Check the box near the Create mailbox field if you want to create a Mailbox.

To enable the mailbox, check the box near the Mailbox enabled field. Set a quota on disk space used by this mailbox. To do that, either select the Custom radio button and type in the quota in Kilobytes or select the Maximum available value radio button and the default mailbox quota will be set.

Note: The default quota limit depends on settings of the Qmail service.

Forwarding - enter e-mail addresses separated by comma, semicolon or space in the corresponding field. These addresses will be used for forwarding e-mail messages sent to the mailbox being configured now.
Configure Notifications - this section contains the configuration settings for notification messages to be sent to a mailbox user. Check in the Send notification checkbox to enable the option of notification sending, specify the e-mail address that will be used for notifying of a new mailbox creation. Indicate whether you wish to have the test message to be sent to the new e-mail address by checking in the corresponding checkbox.

When you have entered all values, click Next to proceed, or Cancel to quit.

At the final step you will get displayed the summary with the new e-mail address configuration parameters. If you would like to make some changes at the previous step, use the Back button that takes you back to the previous steps. Otherwise, click Finish to complete the procedure, or Cancel to quit without Submitting any data.
Managing E-mail Addresses

You can manage e-mail addresses created on your domain; add or delete e-mail addresses.

Editing E-mail Address General Settings

At the General tab of the selected E-mail address you can change the password that you use for authentication purposes.

1. Go to Hosting > Configuration & Administration > E-mail > E-mail addresses. The list of already created E-mail addresses is shown.
2. Click on the name of the E-mail address you wish to change the authentication data for. The General tab of the multi-tabbed window opens.
3. Click on the Change Password button. You will be redirected to the General tab of the appropriate Service User's window. The following input fields and checkboxes are available:

   Note: To make the E-mail address field enabled, select the Send notification checkbox first.

   - Password - Enter a new password here.
   - Confirm password - Retype the new password.
   - Generate new password - Use this button to let the system create the secure unique password for you automatically. It will be displayed for you to remember.
   - E-mail address - Enter the E-mail address, the new authentication data will be sent to.
   - Send test message - Select this checkbox, if you wish to make sure the E-mail address works fine.
4. Click on the Submit button.
Managing Mailbox

1. Go to **Hosting > Configuration & Administration > E-mail > E-mail addresses** in the navigation menu. The displayed screen will contain the list of created e-mail addresses.

2. Click on the name of the E-mail address you would like to manage. The **General** tab of the multi-tabbed window opens.

   ![Figure: Configuring Mailbox](Image)

3. Select the **Mailbox** tab and set the following settings:
   - **Mailbox enabled** - Select the checkbox to enable the mailbox or clear the checkbox to disable the mailbox. If the mailbox is disabled, you are able to send the mail from this mailbox, but you are not able to receive the mail to that mailbox.
   - **Mailbox quota** - You can change the mailbox quota for your mailbox here.

   Click **Submit** to save the settings. To quit without saving, click **Cancel**.

Managing Forwarding

In CP, messages incoming to your E-mail address can be automatically forwarded to other E-mail addresses. An address to forward incoming messages is called **forwarding address**. For your E-mail address, you can add or delete forwarding addresses or you can manage the forwarding ability itself.

Enabling/Disabling Forwarding

To change the forwarding state of your E-mail address, follow these steps:

1. Go to **Hosting > Configuration & Administration > E-mail > E-mail addresses**. In the list of your E-mail addresses, select an address by clicking its name.

2. On the page that opens, select the **Forwarding** tab. The **General** sub-tab opens automatically.
To disable the forwarding state, click on the Disable Forwarding button. The forwarding changes its state to disabled, the button changes its name into Enable Forwarding.

To enable the forwarding state, click on the Enable Forwarding button. The forwarding changes its state to enabled, the button changes its name into Disable Forwarding.

**Note:** You can enable or disable forwarding only if the E-mail address has at least one forwarding E-mail address. Otherwise, the forwarding state is disabled and no button is available on the General sub-tab.

### Managing Forward List

Besides the forwarding addresses that you added while creating an E-mail address, you can add forwarding addresses any time after the E-mail address is created. For this purpose, do the following:

1. Go to Hosting > Configuration & Administration > E-mail > E-mail addresses. In the list of your E-mail addresses, select an address by clicking its name.
2. On the page that opens, select the Forwarding tab.
3. Select the Forward List sub-tab. You can see the list of forwarding addresses if you have any.
To add a new forwarding address, click on the **Add Forwarding E-mail addresses** button.

5 Type a new forwarding address into the **External forwarding E-mail address** field. Click on the **Submit** button.

The list of E-mail addresses to forward incoming messages reopens with the just added forwarding address.

If you want to delete one or more forwarding addresses, select the addresses to delete by clicking the corresponding check boxes in the leftmost column. Click on the **Delete** button.

**Managing Autoresponders**

The autoresponder is used for automatic processing of incoming mail. Various options of setting up the rules of processing are made available for you.

Select the mailbox for which you wish to create or manage the autoresponder by clicking on its name. The mailbox tabbed page will appear. The **Autoresponders** tab contains the list of existing autoresponders for the selected mail name.

**Adding Autoresponder**

1 Click the **Add New Autoresponder** button at the top left corner of autoresponders list.
2 Enter the autoresponder general parameters:
   - Click the **Autoresponder enabled** checkbox to enable the autoresponder. Click to clear the checkbox if you want to disable the autoresponder.
   - Type the name of the autoresponder into the **Autoresponder Name** field.
You may want to run the autoresponder when a certain string appears in the subject or in the body of the incoming message. For this purpose, you need to check the Enable filtering checkbox and select one of the Filter incoming messages by options depending on whether the autoresponder will look for the filtering string in the subject or in the body of the incoming message.

Then type the filtering string into the Respond if corresponding field contains field.

If you want the autoresponder to reply to incoming messages, select the Reply option in the Autoresponder behaviour area.

Type an appropriate e-mail address into the Reply-to field field to specify the value of the Reply-to field in generated response messages.

Select the type of subject that will be used for the generated reply by choosing one of two Reply subject options:

[Re: <incoming subject>] - the standard subject.

custom subject - your own custom subject. If you choose this option, type the text of the subject into the field below.

Type a text into the Reply message field. This text that will appear in an automatically generated response message.

If you want the autoresponder to forward incoming messages, select the Forward option in the Autoresponder behaviour area. In the Forward request to E-mail address field, type an e-mail address to which the incoming requests will be forwarded.

3 Click Submit to save the modifications. To quit without saving, click Cancel.
Managing Antivirus Protection

The antivirus protection settings for your e-mail include incoming and outgoing mail checking as well as configuring the option of notifying you in case of detected viruses.

To configure the antivirus protection settings for your e-mail address, take these simple steps:

1. Open the Antivirus tab of an e-mail address.

   ![Figure: 'Antivirus' Tab]

2. This tab contains the antivirus protection settings for this e-mail address, which cover both incoming and outgoing mail.

3. To be able to modify settings, click on the Edit button.
### Antivirus settings

<table>
<thead>
<tr>
<th>check</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable antivirus for the mail name</td>
<td>✔️ ✔️ ✔️ ✔️ ✔️</td>
</tr>
<tr>
<td>Check:</td>
<td>Incoming mail</td>
</tr>
<tr>
<td></td>
<td>Outgoing mail</td>
</tr>
<tr>
<td></td>
<td>Both</td>
</tr>
<tr>
<td>Notify sender:</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
<td>(Notification e-mail will be sent to the mail sender if a virus is found.)</td>
</tr>
<tr>
<td>Notify recipient:</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
<td>(Notification e-mail will be sent to recipients if a virus is found.)</td>
</tr>
</tbody>
</table>

**Figure: Editing Antivirus Settings**

4. Specify Antivirus settings by selecting required check boxes and radio buttons.
5. Click **Submit** to save your configuration changes.
Managing Spam Protection

The spam protection tool provides you with convenient means of managing spam messages. The spam protection functionality is destined to provide you with effective means of filtering your incoming mail and of controlling how spam mail delivered to your e-mail address should be handled.

**Note:** If the spam protection is on, two options are available on a message properties page, in Webmail UI: Report as Spam and Report as Innocent. These options enable to register the message in SpamAssassin as spam or as friendly message, respectively. The state of the options depends on your CP spam protection settings. To configure the spam protection settings for your e-mail address, take these simple steps:

1. Go to the Spam Protection tab of an e-mail address. This tab contains the spam protection settings for this e-mail address.
2. To be able to modify settings, click on the Edit button.

3. At the Settings subtab you can manage the following options:
   - **Spam Filtering mode**
     
     Choosing the Disable radio button will turn off the spam protection for your e-mail. The spam filtering mode is set to Disable automatically if you haven't checked the spam protection checkbox during the e-mail address creation.

   ![Figure: Specifying Spam Protection Settings](image-url)
The **Use personal settings only** radio button turns on spam protection for your e-mail. In this case, only your personal settings will be applied.

Finally, the **Use personal settings and global white/black lists** radio button turns on spam protection for your e-mail, with an option of using white and black lists along with your personal settings. These global lists are defined for the spam protection service by the owner of your host, and then you can create your own black and white lists, where e-mail addresses of your personal selection can be included.

- **Personal Settings**
  Using your personal settings, you can define how to handle spam messages delivered to your mailbox.

- **Spam score threshold**
  The spam protection system used by CP for checking a mail includes two types of spam filters. The first type is a *static* filter based on predefined spam parameters (a prescribed parameter which identifies a mail as a spam), and the *dynamic* type based on the Bayesian spam filtering (http://en.wikipedia.org/wiki/Bayesian_spam_filtering) method.

Bayesian spam filtering (http://en.wikipedia.org/wiki/Bayesian_spam_filtering) method is supposed to “teach” spamassassin (the spam protection system) to distinguish a spam. It means that you can decide which mail a spam filter should consider as a spam by marking that mail as a spam thereby adding it to spam database. This method requires a large database to have an opportunity to distinguish a spam as accurate as possible.

The spam protection system processes a message and gives each message some “score”, basing on its certain rules. The **Spam score threshold** parameter defines this score limit. If the “spam score” a message receives exceeds the value entered as spam limits in this field, then this message is considered as spam. Hence, it will be handled according to your personal settings (Spam action).

The default **Spam score threshold** parameter is equal to 3.5 - the default value of Bayesian spam filtering (http://en.wikipedia.org/wiki/Bayesian_spam_filtering) method. You can change the **Spam score threshold** default value using the information available here (http://spamassassin.apache.org/tests_3_2_x.html).

- **Spam Action**
  - **Delete** radio button - all mail detected as spam will be automatically deleted.
  - **Mark as spam** radio button – spam messages will be delivered to your mailbox; at that such messages will be marked as spam with the help of a special icon.
  - **Mark as spam and modify subject** radio button – spam messages will be delivered to your mailbox; at that, subject of such messages gets automatically modified in the manner you define here.

Click **Submit** to save the changes, or **Cancel** - to revoke the operation.

**Managing White and Black Lists**
White list includes contacts that are considered to be acceptable. The mail from these contacts is allowed by the spam protection.

Black list includes contacts whose mail is rejected by the spam protection and sent to the trash folder.

CP enables you to configure your white and black lists. For this purpose, you need to open the White List or Black List sub-tab. Both lists are managed in the same way, using the same operations and the same UI outlook. That's why they are both described in the same section.

**Adding Address into List**

To add an e-mail address into your White or Black List, follow these steps:

1. Click on the Add new e-mail address(es) button.

2. This step depends on the Spam Filtering mode (selected on the Settings tab):
   - Disable or Use personal settings only
     
     You can type in the E-mail field an e-mail address to be included into the List. The e-mail address entered in this field is called Personal. A personal address can contain wildcards '?' and '*'. For example, if you want any mail from anybody to be included into the List, just type '*'.

     You can also select an address from the Select from global e-mail addresses list box to add an address from the global White (Black) List defined by the owner of your host. The e-mail address taken from the global list is called Global.

     **Note:** If the global list is empty, the note "The list is empty or its elements are unavailable" is displayed instead of the list box.
Use personal settings and global white/black lists

In this mode, you can add only Personal addresses. Type an e-mail address to be included into the List.

3 Click on the Submit button.

The List reopens with the newly added address in.
**TM Control Panel User Guide - Working with Qmail**

Removing Address from List

You are free to remove **Personal** e-mail addresses from your White or Black List. **Global** addresses are not removed, yet they can be viewed if **Spam Filtering mode** is specified as **Use personal settings and global white/black lists**.

---

![Figure: White List contains one e-mail address](image)

**Figure: White List contains one e-mail address**

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![Figure: White List is displayed in "Use personal settings and global white/black lists" mode](image)

**Figure: White List is displayed in "Use personal settings and global white/black lists" mode**
If Spam Filtering mode is specified as Use personal settings only, the Global addresses are hidden.

![Image of White List](image)

**Figure: White List is displayed in "Use personal settings only" mode**

To remove e-mail address(es) from the List, perform the following steps:

1. On the White List or Black List sub-tab, select the address to be removed by clicking the checkbox in the corresponding row.
2. Click on the Delete button. The message box appears to ask you to confirm your intention:
   
   Do you really want to delete 1 e-mail address(es)?
3. Click OK in the message box.

The List reopens without the just removed address.

---

**Managing Web Mail**

Access your e-mail accounts using a browser: read new messages, compose new ones, maintain your online address book. To access your mailbox using a browser, follow these simple steps:

1. Go to E-mail > Web Mail in the navigation menu. The Web Mail page, containing the list of your mailboxes, will appear.
Figure: Managing Web Mailboxes

2 Click on **Open Web Mail** in the Web Mail column against the mailbox you would like to work with. The Web Mail login screen will appear as a separate dialog window.

3 To work with your mailbox via the browser, enter the password for your mailbox and click on **Enter**.

**Note:** The other ways to access Web Mail are: 1. From a particular mailbox location: **Hosting > Configuration & Administration > Email > Email addresses**. 2. By entering a URL in format **https://webmail.customer's_domain** in the browser address bar (where **customer's_domain** is the domain part of the e-mail address), and specifying full e-mail address and password.

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**Working With Mailing Lists**

A mailing list is a group of people who share messages with one another through the medium of e-mail list. Interest groups, your business' customers, your company staff - these are just a few examples of typical mailing list audiences.

When you send mail to a mailing list's address it reaches everyone who is subscribed to that list. If you are subscribed to e-mail list, you will receive all e-mail messages sent to the e-mail list by your fellow subscribers, people who are on the same list as you. So, e-mail list is like a magazine you subscribe to and where e-mail list members instantly publish their messages by sending them to the e-mail list.
Mailing list operations are managed by *listservers*. A listserver is a program that administers the activity of the list and it has its own address to which you send requests to subscribe or unsubscribe; to find out who else is a part of the list; to find out what the list is about; and so on. A list address is an e-mail address that you use to send messages that you would like to share with the other members of the list. There are several listserver programs like Listserv or Majordomo and a listserver address could, for example, be *majordomo@yourdomainname.com*. Majordomo controls a list of addresses for some mail transport system (like sendmail) to handle. Majordomo itself performs no mail delivery. It is used by CP to manage mailing lists.

The purpose of Majordomo is to automate the management of Internet mailing lists. Handling all aspects of list maintenance by Majordomo can be achieved by sending commands via e-mail. Once a list is set up, virtually all operations can be performed remotely, requiring no intervention by the postmaster of the list site.

Mailing lists to be efficient means of communication require proper administration by *list owners*. The list owner is the person (or persons) who runs day-to-day operations of a mailing list by responding to mail messages coming from Majordomo. Each mailing list operated by Majordomo can have its own list owners.

CP makes it much easier for list owners to manage Majordomo’s configuration.

**Using Majordomo Listserver to Work With Mail Lists**

**Administrative Addresses**

In CP, in addition to *majordomo@yourdomainname.com*, each mailing list will have several additional administrative e-mail addresses, that must be used by maillist users:

- **list-request@yourdomainname.com**, command messages for Majordomo should be sent to this address
- **list-approval@yourdomainname.com**, this address is reserved for messages intended for moderators
- **list-owner@yourdomainname.com**, this address is used for regular communications with list-owners

However, list administrators have the option to have the messages redirected. When you add a personal e-mail address(es) to the maillist owners list, it will receive all messages sent to both *list-approval@yourdomainname.com* and *list-owner@yourdomainname.com*. If you add an e-mail address(es) to the moderator list, it will receive all messages sent by Majordomo to the *list-approval@yourdomainname.com*.

You can have mail sent to these addresses redirected to personal e-mail addresses of your choice from their respective mailboxes.

**Message Formats for Mail Sent to the Administrative Addresses**
Messages sent to list-owner@yourdomainname.com can be composed as regular letters containing questions and requests that will be read by people. Messages sent to all other administrative addresses deliver commands and are processed by Majordomo and must be composed in a special format. The commands must be typed in the body of the mail messages and be the first text in it. Do not put commands in the subject line (the "Subject:" header component).

A user can subscribe to a list, or ask about his/her or other users' Subscriptions, by sending mail to the Majordomo listserver. A single message can have several commands. Put the commands in the body of the mail message (not on the "Subject:" header component). The commands must be the first text in the message body. Do not add any additional text to the message body. If a text is added at the end of a command message, simply add the "end" command before the text. A dash after a command will also be recognized as the end of the message and any additional text after it will be ignored.

![Image: Sending the "Help" Command to Majordomo]

**Majordomo Mailing List Commands for Users**

**Note:** A list of currently available commands and their brief descriptions can be obtained by anybody from any Majordomo listserver by sending the "help" command to that server.

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>help</td>
<td>Sends one-line summaries of majordomo commands. The first line of output tells you which version of Majordomo the server is running.</td>
</tr>
<tr>
<td>lists</td>
<td>Show the lists served by a particular Majordomo listserver.</td>
</tr>
<tr>
<td>subscribe &lt;list&gt; [address&gt;]</td>
<td>Subscribe yourself (or &lt;address&gt; if specified) to the named &lt;list&gt;. This command subscribes a user to the named list. Unless the user includes the optional address, Majordomo will use the e-mail address in the mail message header (&quot;Reply-To:&quot;, if any, otherwise &quot;From:&quot; ) to send mail to the user. Example: subscribe homemakers [<a href="mailto:jeannie.soyer@chupakabra.net">jeannie.soyer@chupakabra.net</a>]</td>
</tr>
<tr>
<td>unsubscribe &lt;list&gt; [address&gt;]</td>
<td>This unsubscribes the user (or &lt;address&gt;) from list.                      unsubscribe homemakers [<a href="mailto:jeannie.soyer@chupakabra.net">jeannie.soyer@chupakabra.net</a>]</td>
</tr>
</tbody>
</table>
info <list>  
- sends an introductory message that new members receive when they subscribe.

which [<address>]  
- Tells the lists to which the user who sent the message (or <address>) is subscribed.

who <list>  
- Lists the subscribers of list.

which [<address>]  
- Tells the lists to which the user (or address) is subscribed.

who <list>  
- Lists the subscribers of list.

index <list>  
- Gives a listing of files in the list archive. If the list is private, only members can run this command.

get <list> <filename>  
- Mails a file named filename from the list archive. If the list is private, only members can run this command.

end  
- Stops reading the message. This is useful for users whose mailer adds text (like a signature) to the end of a message. A line that starts with a dash (-) is also treated as an end command by newer versions of Majordomo. Because many peoples' mail message signatures start with some dashes, this avoids error messages.

**Note:** If you are a member of a mailing list, never use an automated e-mail utility that autoresponds to incoming messages saying something like: "I'm sorry I will be away from my office for the next three weeks. I'll respond to your message when I return". Such messages will get sent back to the list address where they will be redistributed to every other list member. This will happen for every message that you receive from the list address and will inevitably unleash a firestorm of protest from all the other members who are being needlessly spammed over and over by your robot utility. If you plan to use such a utility make absolutely sure that you have unsubscribed from every list you are on.

**Subscribing and Unsubscribing to/from Mailing List**

If a mailing list is configured to allow automatic subscribing and unsubscribing, new subscription can be started or stopped by the "subscribe" and "unsubscribe" commands, respectively. The command messages should be sent to list-request@yourdomain.com or majordomo@yourdomain.com. If this option is unavailable, prospective list members should send a regular message to list-owner@yourdomain.com asking politely to be added to the maillist.

**Retrieving Archived Messages or Files From Maillists**
Authorized messages and files sent to maillists can be archived by Majordomo. Maillist members can retrieve messages from the archive following these steps:

1. Send the "index <list>" command to list-request@yourdomainname.com.
2. Wait for a response from Majordomo that will have a list of all messages/files in the maillist archive including the subject and Identifier (message/file ID/name) data for each file/message.
3. Send the "get <list> <identifier>" command to list-request@yourdomainname.com.
4. Wait for the requested message/file to arrive in the mail.

**Note:** More than one message/file can be ordered per request.

**Archive size limits**

To prevent disc space overconsumption by maillists, archives are subject to limits in terms of the total number of posts per maillist that can be stored concurrently and the number of posts in a single discussion thread, i.e. messages that are related by their subject line content and are derived by replying consequitively to a single thread originator message.

The following rules apply:

1. Only authorized messages, i.e. coming from e-mail addresses registered on the maillist, are stored in the archive.
2. No more than 40 posts per single discussion thread can be stored.
3. Up to 5000 posts can be stored. When an archive reaches this limit, it is updated by adding the new messages to the top of the archive and deleting the oldest posts from its bottom so that the total number messages never exceeds 5000.
4. Archive's volume cannot exceed 10000 kb.
Adding Mailing List

1. Go to Hosting > Configuration & Administration > E-mail > Maillists. You can see the list of your maillists if you have any.

2. Click on the Add New Maillist button. The Add Maillist window opens. Here you need to specify maillist's e-mail address, owner and moderator e-mail addresses. Here you should type message texts that (i) prospective users will receive when they request information from Majordomo about the maillist and (ii) the information you would like newly subscribed members to know about the list administration policies, etc. This window contains several sections and fields:

- **Main section**
  - E-mail address field - enter an e-mail address that will be used to send messages to the maillist. You can choose the one-domain or all-domain address format for the address.

- **Maillist owners section**
  - E-mail addresses field - enter e-mail addresses for maillist owners using 'Enter', 'Semicolon', 'Comma' or 'Space' as a separator.

- **Maillist moderators section**
  - E-mail addresses field - enter e-mail addresses for maillist moderators using 'Enter', 'Semicolon', 'Comma' or 'Space' as a separator.

- **Maillist members section**
  - E-mail addresses field - enter e-mail addresses for maillist members using 'Enter', 'Semicolon', 'Comma' or 'Space' as a separator.

- **Maillist info section**
  - Maillist info content field - this section contains the text of the message containing general information on a mailing list.

- **Maillist intro section**
  - Maillist intro content - this section contains text of an introductory message sent out to newly subscribed maillist members.
Click the \texttt{Submit} button. The Maillists window opens. The newly created maillist appears in the list. Use the \texttt{Refresh} button to update the status of the new maillist.
After a maillist is created, you can edit the maillist configuration by clicking on the maillist's name.

Managing Mailing Lists

Once you have added a new mailing list, you can set or modify its parameters. Select a mailing list on the Maillists page by clicking on its name. The \(<list>@yourdomainname.com\) window will open. This page is divided into several sections that can be opened by clicking on their respective tabs:

1. The General tab opens the general information on the mailing list: its ID, name and maillist status. The Info and Intro content of the list is also displayed on this screen. From this page you can remove the maillist by clicking the Delete button, change the Intro and Info content and send the preview of both sections to your address.

2. The Owners tab opens the list of e-mail addresses of people who administer this mailing list. Here you can:
   - add new owners for the mailing list.
   - remove owners of the mailing list.
   - search for individual owners using Search Panel that supports the wildcard search option (a search with the "*@yahoo.com" query in the e-mail address field of the Search Panel will yield all e-mail addresses in the list at the "yahoo.com" domain.
   - download a list of current owners to your computer in a document format suitable for further analysis using spreadsheet applications.

3. The Moderators tab opens the list of e-mail addresses of people who moderate this mailing list. Here you can:
   - add new moderators for the mailing list.
   - remove moderators of the mailing list.
   - search for individual moderators using the Search Panel that supports the wildcard search option. A search with the "*@yahoo.com" query in the e-mail address field of the Search Panel will yield all e-mail addresses in the list at the "yahoo.com" domain.
   - download a list of current owners to your computer in a document format suitable for further analysis using spreadsheet applications.

4. The Members tab opens the list of e-mail addresses of people who have subscribed to this mailing list. Here you can:
   - add new members to the mailing list.
   - remove members from the mailing list.
   - search for individual members using the Search Panel that supports the wildcard search option (a search with the "*@yahoo.com" query in the e-mail address field of the Search Panel will yield all e-mail addresses in the list at the "yahoo.com" domain.
- download a list of current members to your computer in a document format suitable for further analysis using spreadsheet applications.

5 The Configuration tab opens the list of configuration parameters and provides means to edit them. Here you can edit the maillist parameters and access rights to majordomo commands.
Adding New Maillist Owner

Maillist owner is the one who is ultimately responsible for all maillist administrative tasks like subscribing new members, approving and moderating messages, specifying the "Intro" and "Info" content of the maillist.

To assign the owner to a maillist, you should specify a e-mail address(es) of a person(s) who will act as the list owner.

To add a new owner to a maillist:

1. Click on the name of the existing maillist at the Hosting > Configuration & Administration > E-mail > Maillists page. Open an individual <maillist> window by clicking on a maillist's name.

2. Go to the Owners tab. This screen displays the list of current maillist members.

![Figure: Adding New Owner to Maillist]

3. Click on the Add New Owner button. The Add New Owner dialog appears, prompting you to enter new e-mail address(es).

4. Enter the e-mail address(es) you wish do add to the owners list. You can specify as many owner's E-mail addresses as you wish. Use "Enter", "Semicolon", "Comma" or "Space" to separate multiple entries.
5 Click **Submit** to save the new owner address(es). The newly entered address(es) appears in the Owners list.
Adding New Maillist Moderator

Although a list owner is also, by default, a list moderator, it is possible to delegate moderator's duties to someone else to handle the approval/rejection of posts. This is especially useful as a short-term measure during list owner's holidays or in the event of his/her illness.

To assign a moderator to a maillist, do the following:

1. Click on the name of the existing maillist at the Hosting > Configuration & Administration > E-mail > Maillists page. The maillist General tab is shown.

2. Move to the Moderators tab. This screen displays the list of added maillist moderators. If you don't have any E-mail addresses assigned to be the maillist moderator's ones, the list will be empty.

3. Click the Add New Moderator button. The Add New Moderator dialog opens.

4. Enter the E-mail address of the person who will act as a maillist moderator. You can specify as many moderator's E-mail addresses as you wish. Use "Enter", "Semicolon", "Comma" or "Space" for entering multiple addresses.

5. Click Submit to save the new moderators' addresses.
Adding New Member to Maillist

Maillist members also called maillist subscribers are the actual participants of the conversation or file distribution held via maillist. Once subscribed, maillist member can post messages and add files to the maillist.

To add a new member to a maillist:

1. Click on the name of the existing maillist at the Hosting > Configuration & Administration > E-mail > Maillists page. Open an individual <maillist> window by clicking on a maillist's name.
2. Go to the Members tab. This screen displays the list of current maillist members.
3. Click on the Add New Member button. The Add New Member dialog appears, prompting you to enter new e-mail address(es).
4. Enter the e-mail addresses you wish to add to the member list.

5. Click Submit. The e-mail address(es) will be added to the list.
Configuring Mailing Lists

Alongside with general parameters you can set up the maillist accessibility and define the name to be displayed in the "From" field.

1. Select Hosting > Configuration & Administration > E-mail > Maillists page and click on the name of the maillist you wish to configure.

2. Move to the Configuration tab. The parameters provided are the following:

   - **Administrivia.** With this option set to "On", all the mails sent to list will be checked for certain key words and word combinations in the subject field and the first 5 lines of the message. These key words are 'subscribe', 'unsubscribe', 'add me', delete me', 'help' and so on. If such words are found, this mail is forwarded directly to the list owner, in spite of the fact that it was originally sent to all the list members.

   - **Approve password.** The password is to be used in the approved headers of messages bounced from maillists to allow posting to moderated lists, or to bypass resend checks. If you have moderated list, messages that get bounced from the list are forwarded to the list moderator for approval. To forward the original message to the list, add the line "Approved: approve password" to the very first line of the message body, and then the entire contents of the original message. There should not be a blank line before and after the "Approved:<password>" line. Send the message to the maillist address. The following is the example of an approved message.

   To:   <listname>@yourdomainname.com
   Subject:   doesn't matter
   /-the start of the message body/-
   Approved:   <approval password>
   /-the original message header/-
   Received: by some.site.org....
   Received: by another.site.org....
   From:   joe@another.com (Joe User)
   Subject:   this list is great!
   To:   <listname>@yourdomainname.com
   /-The original message text/-
   Hey, this list is great!
   Joe

   - **Get access -** Using the "get" command a user can retrieve files stored on the list server and associated with the list (usually help files, archives, user profiles). It looks like get <listname> <filename>. In the drop-down box, specify who is allowed to use the "get" command: **open** allows anyone access to this command and **closed** completely disables the command for everyone. **List** allows only list members access.
- **Index access** - this command serves to show the entire file list available for retrieving with the "get" command: `index <listname>`. In the drop-down box, specify who is allowed to use the "index" command: **open** allows anyone access to this command and **closed** completely disables the command for everyone. **List** allows only list members access.

- **Info access** - the "info" command returns the general information on the particular list. This "info" section is filled in during MailList creation. The example is `info <listname>`. In the drop-down box, specify who is allowed to use the "info" command: **open** allows anyone access to this command and **closed** completely disables the command for everyone. **List** allows only list members access.

- **Intro access** - Using "intro" command displays the text of the message sent out to new mailList members with the introductory details on the mailing list. Usy `intro <listname>`. In the drop-down box, specify who is allowed to use the "intro" command: **open** allows anyone access to this command and **closed** completely disables the command for everyone. **List** allows only list members access.

- **Maxlength** - this option limits the number of characters per single message sent to a list. On the other hand this limit is the lower boundary for the digest to be sent to subscribers.

- **Sender** - the address to be shown to the mailList subscribers in the "From" field.

- **Taboo body** - specify here words, word patterns or any other alpha-numeric combinations you consider abusive and don't want to be posted in a list. If a match is found in a message body, the mail is bounced for review.

- **Taboo headers** - this option has the same purpose as the previous one but is applied only to message headers.

- **Which access** - with the help of "which" command one can find out the lists he/she is subscribed to or the lists the specified address is subscribed to. Use `which <address>`. In the drop-down box, specify who is allowed to use the "which" command: **open** allows anyone access to this command and **closed** completely disables the command for everyone. **List** allows only list members access.

- **Who access** - You can tune the level of the mailList members accessibility. **Open** value allows anyone to see the E-mail addresses of the whole mailList. **List** means that only list members can see the other subscribers E-mail addresses of the list. **Closed** value denies any kind of access to the mailList.

To change any of these parameters:

Click on the **Edit** button in the corresponding section. The window will switch to the edit mode.

Enter or choose the new value and click **Submit**. The window switches do display mode. The changes you have made are reflected.

**Screening Incoming Message Traffic With Antivirus Software**
You can enable antivirus screening of incoming message traffic from maillist members. You can also configure the antivirus to notify senders and/or recipients about intercepted messages and actions taken to remove threats. Each infected message will be intercepted by the antivirus software. Standard measures will be taken by the antivirus to prevent the spread of infection to the maillist recipients.

To check for the status of antivirus support for your maillist:

1. Go to the Maillists window (Hosting > Configuration & Administration > E-mail > Maillists). Click on the maillist's name for which you would like to check the antivirus support status. The <maillist> window opens.

2. Click the Antivirus tab on the <maillist> window. The antivirus support configuration is displayed on the screen. The window now features two sections: Check options and Notification options. If the antivirus support is on, the antivirus support indicator in the Check options section is On. The notification options Notify sender and Notify recipient fields display either On or Off indicators depending on whether the options are activated. If the antivirus support is off, only the Check options section is present, displaying the Off indicator for the antivirus support.

To enable antivirus support on your mailing list:

1. Go to the Maillists window. Click on the maillist's name for which you would like to have the antivirus support turned on. This will open the <maillist> window.

2. Click the Antivirus tab on the <maillist> window. This will open the antivirus support configuration in the display mode. The window displays the Check options section. The antivirus support indicator in the Check options section is Off.

3. Click the Edit button. The window switches to the edit mode featuring the Antivirus settings dialog section.

4. Check the enable antivirus for the mailname checkbox. Check the notification options Notify sender and/or Notify recipient checkboxes display if you want the options activated.

5. Click Submit. The window switches to the display mode. The antivirus support and notification option indicators that you have checked are On.
Managing Catch-All Configuration

You have a way to set up your Mail service to deal with mail that comes for users who do not exist on your domain(s). There are two available ways of handling such mail: to bounce a letter with a certain message or to redirect (catch) all such mail to a specified e-mail address.

1. Click on **E-mail > Catch-All Configuration** in the navigation menu. By default, the catch-all possibility is disabled.

2. Click **Edit** to enable and configure the Catch-All feature. The **Catch-All Configuration** page provides the options of setting up the way of handling the mail for the non-existent users.

![Catch-All Configuration](image)

*Figure: Catch-All Configuration*

- **Bounce with phrase.** Select this option to reply with a specific message. If you selected Bounce with phrase, enter the text to appear in the reply message in the text input box.

- **Forward to address.** Select this option to redirect mail to a specified e-mail address. If you selected **Forward to address**, enter the e-mail address where all mail will be sent.

3. Click **Submit** to save the settings.