Xgenplus: Enterprise Email Solution

Server Admin Guide

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Xgenplus Administration Console:

The Xgenplus Administration Console is a browser-based user interface that allows you to centrally manage Xgenplus Admin servers and user accounts.

Administrator Accounts

When you log in to the Administration Console, the tasks you are authorized to perform display on the Navigation pane. These tasks are based on the rights assigned to the administrator role. Xgenplus incorporates roles-based administration. It gives you a comprehensive list of Admin roles, that perform different tasks as per their assigned role

Five types of administrator accounts can be created to manage Xgenplus Email

- Server Administrator
- Domain Administrator
- Billing Administrator
- Support Administrator
- Group Administrator

Server Administrator

Global Administrators have full privileges to manage servers, global settings, domains, and accounts as well as create other administrators. He has access to all features in the Admin console and can manage every aspect of the email accounts.

The Server Administrator fulfill the duties of hosting domains, allocate space quota for each domains and users of domain. A user with server administrative rights can see an Admin Button on the top right side of the main window. There is an Admin button in the right side of the tool bar.

Domain Administrator

The Server Administrator can create different domain administrator. Domain administrator roles can be as simple as having the rights to manage one or more distribution lists or reset forgotten passwords for one or more users, to having domain administration rights on one or more domains.

One frequently used domain administrator role are already defined. You can add administrators to these predefined roles with no other configuration necessary. Domain is created by Server Administrator but Domain Administrator can view his domain settings through the Domain overview page.

Billing Administrator

Billing Administrator have permissions to access all the activity reports. It monitors the reporting associated with the resource allocation/ utilization of domain/user. The Billing Administrator Makes purchases, manages

subscriptions, manages support tickets. He may also manages mailboxes and anti-spam policies for your business.

Support Administrator

Support Admin can modify controls among users and assignment users. It assist you to manage user's settings and basic information in Admin Console. Support Admin can make the changes in user account, set privileges and controls for the user.

Group Administrator

Group Administrator can manage groups and related actions for their domain or domains assigned to them. Group admin can perform all the actions in group. He can access internal group & Public group.

What's there in Xgenplus Admin Console?

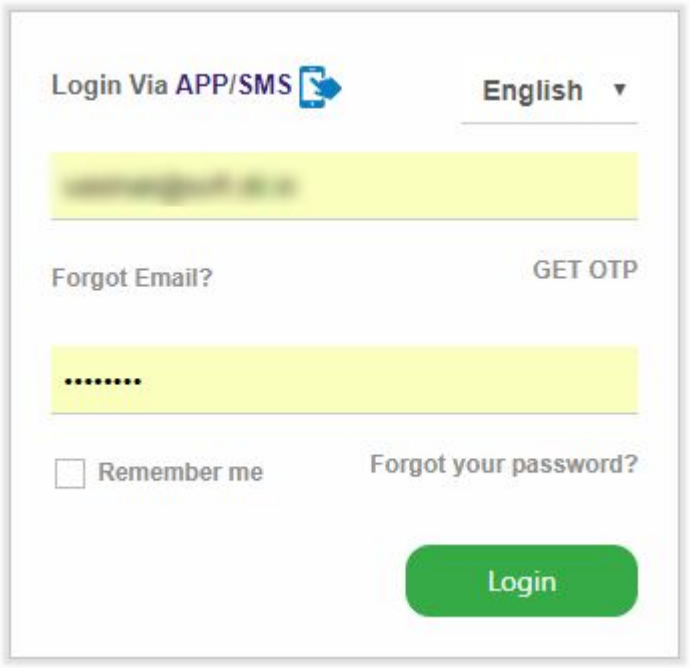
Here are some of the unique list of controls available in Xgenplus Admin Console for various type of admins:

- Manage Server Admin, Domain Admin, Billing Admin, User Level and Owner Level Controls along with easy management of multiple domains and users through single Web Based admin panel
- Easily control space quota, SMS & fax quota, IP address range and other features for each domain Set Login limits, Authentication & Password policies for users on domain level
- Easily add bulk users to domains by using „Bulk Add" option, thus, getting freedom from manual work involved in adding each user one by one
- Send automated Alert/Warning/notice messages without admin"s intervention, thereby, reducing admin's manual work
- Easily manage domain as well individual settings from admin panel Easily get audit details for each user through admin panel
- Easily create multiple reports as and when required

Features

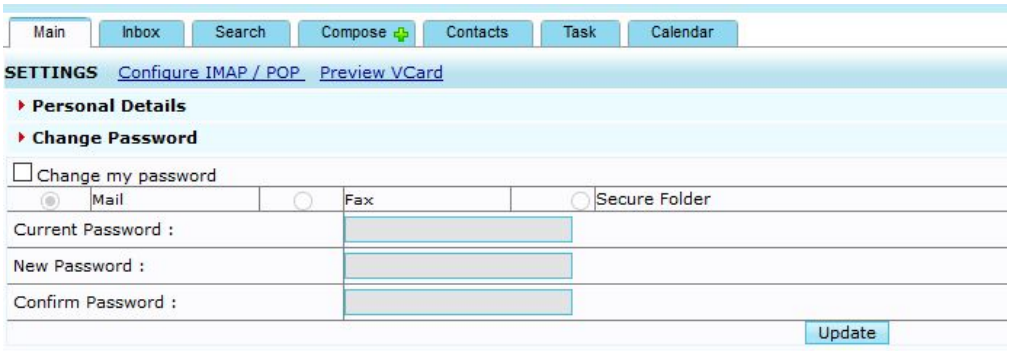
Logging in to the Administration Console

1. To launch the Administration Console in a typical installation, use the given URL pattern.
2. At the login screen, enter the complete Email address - as user@domain.com - and the password.



Modifying Administrator Passwords

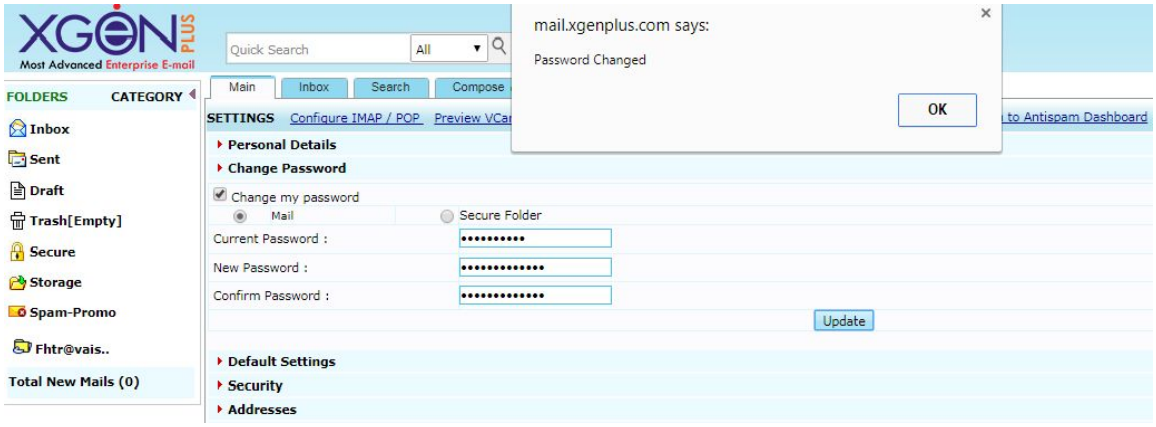
You can change your password in change password section. Just go to the settings, select Change Password option.



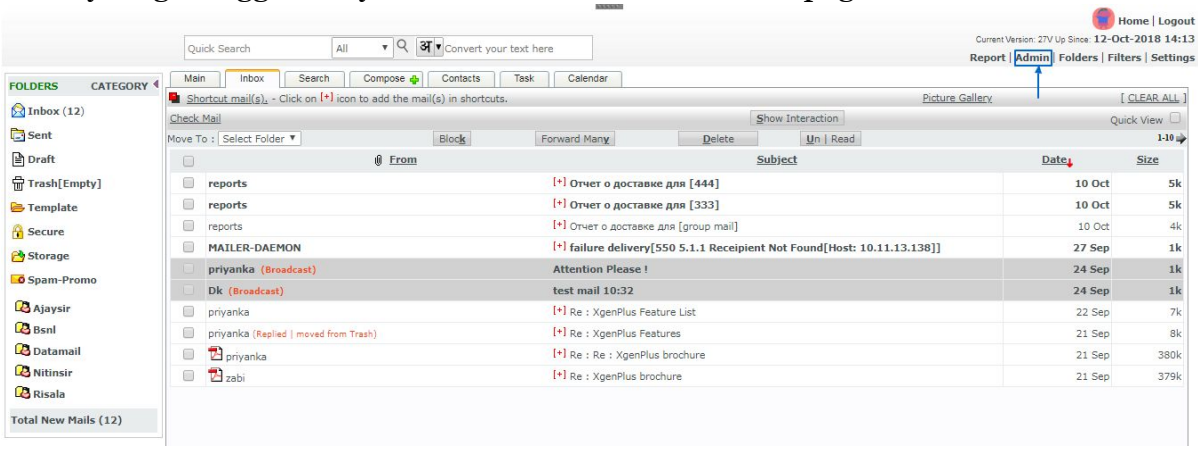
Step to change the password:

- Type current/existing password
- Type new password
- Type new password again to confirm

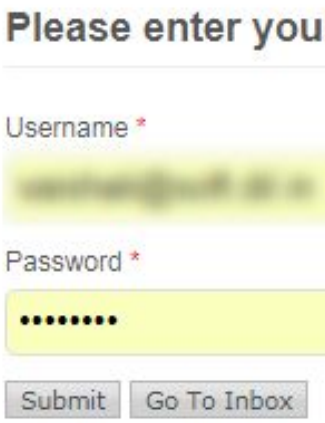
Once you click on update button you will get the confirmation note that your password has been changed.



Once you get logged in you will redirect to the Homepage of mail account



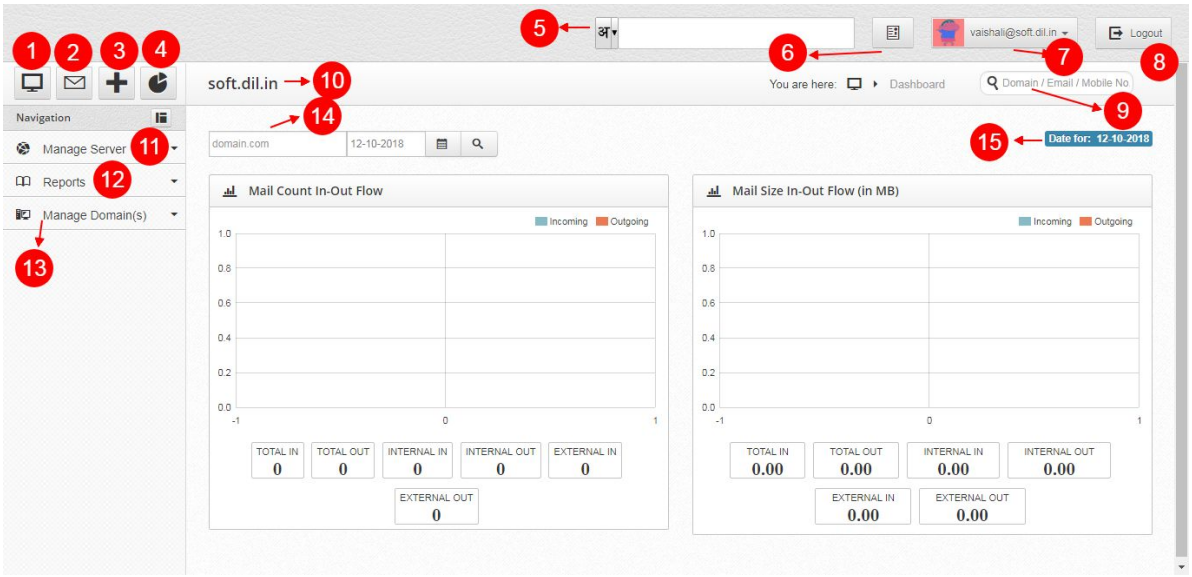
click 'Admin' on the top of screen to enter into Admin Console, Here you will first redirect to the Admin Login screen, enter the complete administrator address - as admin@domain.com - and the password that was configured during server installation of Xgenplus



Navigating the Admin console

The Xgenplus Administration Console is organized to provide quick navigation to the configuration and monitoring tools and views associated with your login privileges. It also provides easy access to various types of Help and the on-screen guide text.

After logging in to the Administration Console, the Home page is displayed to provide status information and options you can select to navigate to the configuration and viewing options described in this user guide.



Sr. No	Topic	Description
1	Console	To provide quick navigation to the configuration and monitoring tools and views associated with your login privileges
2	Mail Client	To directly redirect to the Homepage of your mail account
3	Add Domain	To create/add a new domain on the server
4	Logs	To check mailbox server logs
5	Interpreter	To check the translation of any keyword you entered, in multiple languages
6	Audit log	It provide last audit information of admin.
7	Admin information	It shows the information about Admin username, Last Login IP and current Date/Time
8	Logout	To logout from current login session
9	Search	To search a user with Domain, Email Id and Contacts
10	Domain Name	It display the domain of the account
11	Manage Server	Manage Server has various controls and global settings available for server admin.
12	Reports	To provide support to an administrators to track the system status
13	Manage Domain	To manage the domain settings available in domain

14	Search Domain	To search the domain using keyword
15	Date	Current Date will be displayed

The displays and options in the navigation pane and viewing pane change in accordance with your selections. Other portions of the UI — arrow buttons, search field, screen refresh, current location/path and current login— always remain in view.

Managing Tasks

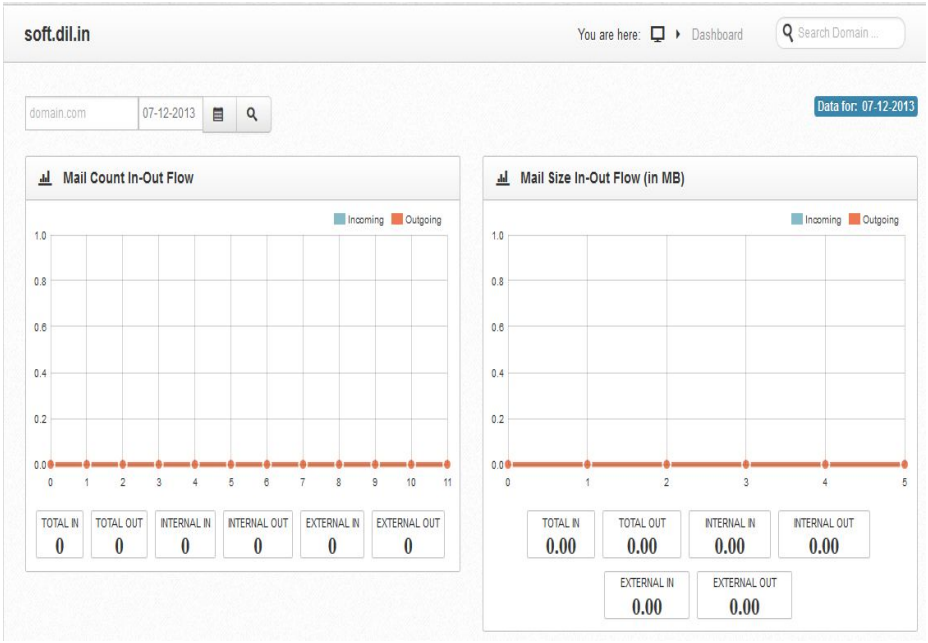
Most Admin tasks - such as creating accounts and Classes of Service, Server Status Monitoring, Domain management, Backup Scheduling and Session management - can be managed from the Administration Console.

Other configuration and maintenance tasks can also be handled from the Administration Console - such as starting and stopping services and managing the local server configuration.

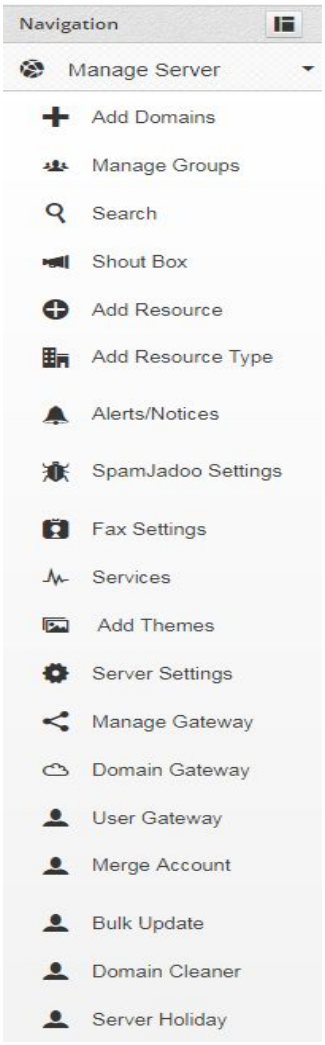
UI - Middle Bar

Server Admin will get Server Statistics with Flow of Mail Count and and Mail Size on the administration console. It gives you an instant view of the following information for each account:

- Quota column shows the mailbox quota allocated to the account
- Mailbox Size column shows the disk space used
- Quota Used column shows what percentage of quota is used.



On the left side of the console pane we have a list of controls available for the server Admin. He can control and manage all the available options and privileges directly from selecting the desirable options in the menu

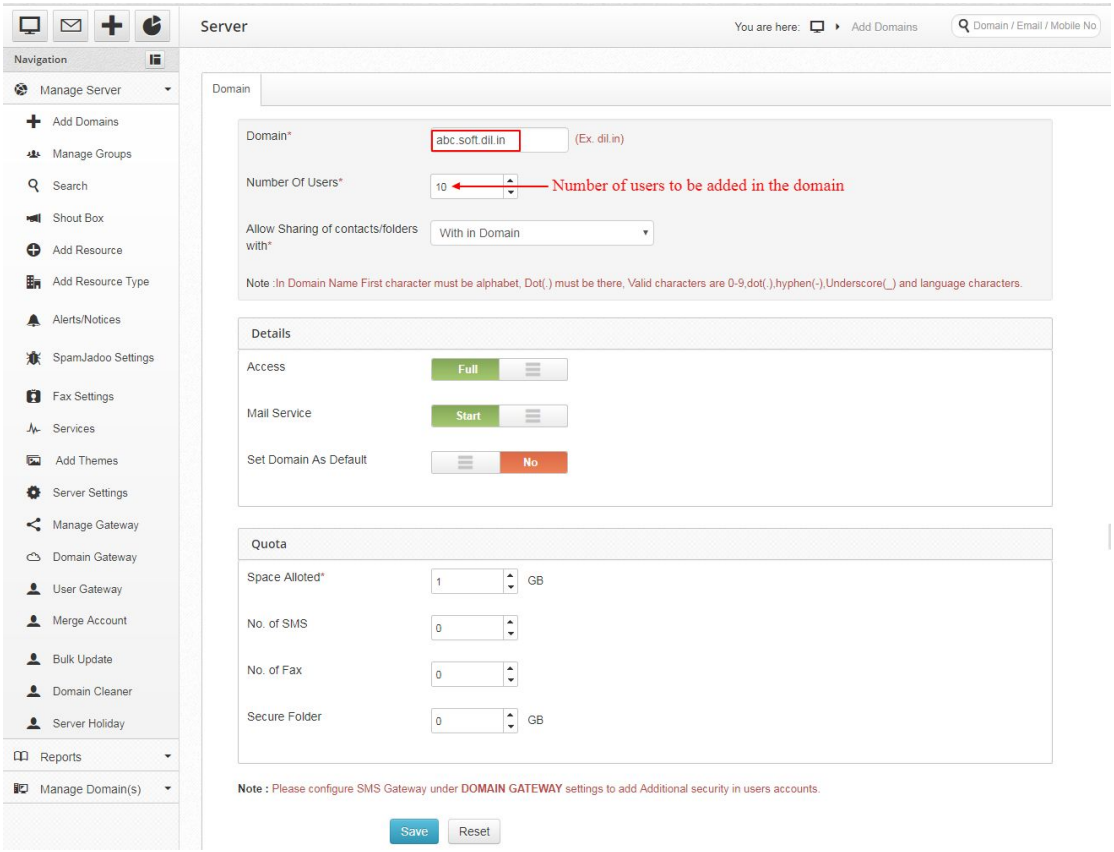


Manage Server:

Sever Admin would be able to manage all the privileges and options available in this section of admin panel.

Add Domains

Server/Domain admin can add domain in the server, first you need to add the name of domain and number of users to be added into the domain.



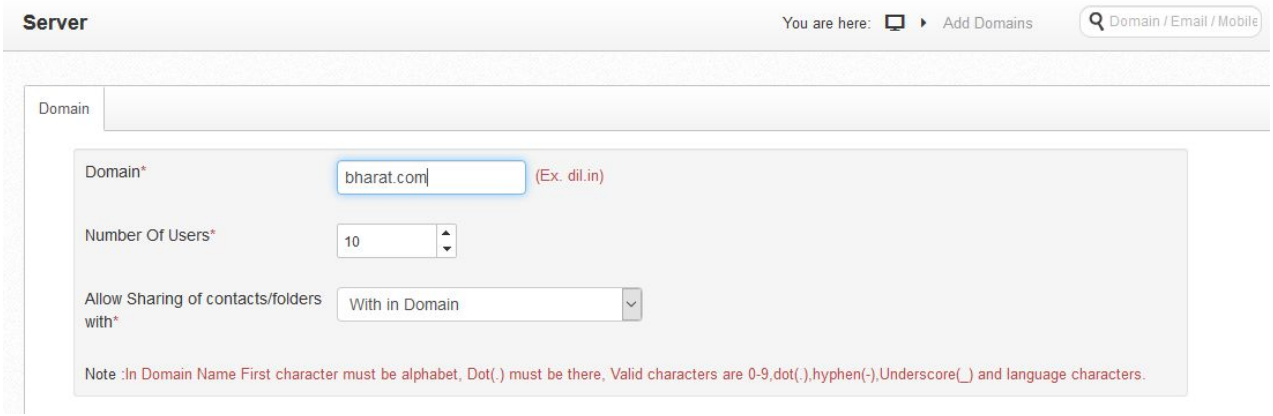
In the domain section there are number of fields/categories needs to fill while adding domain including Domain Name, number of users for the domain, action for contacts sharing.

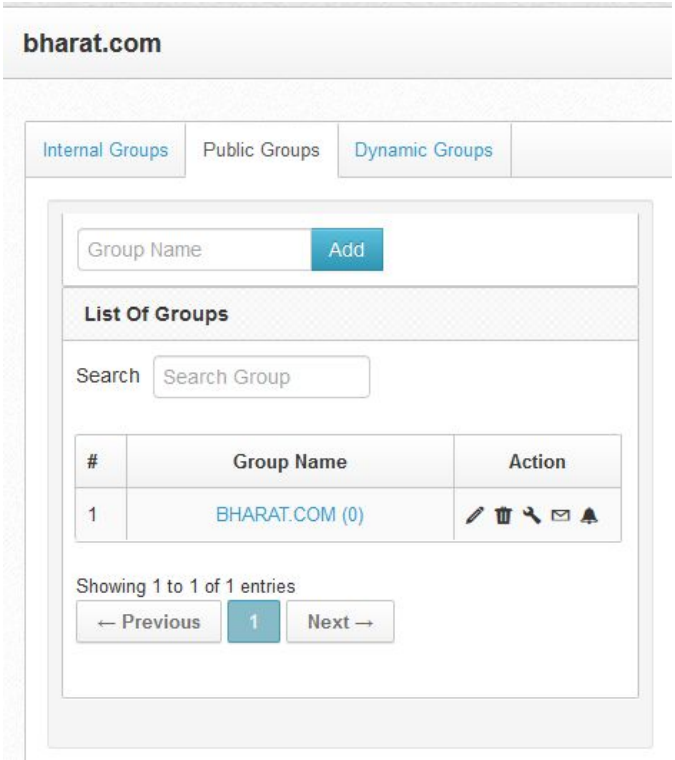
Field Name	Field Type	Description/Action
Name	Textbox	Enter the desired domain name to create a domain. Only Server administrator can create the new domain.
Total Number of users	Dropdown	This field shows number of users allowed for the whole domain. This is set by Server Administrator and is a Read-Only field for Domain Administrator.
Allow Sharing of contacts/folders with	Dropdown	Allow sharing of folders or contacts or folders within domain or across different domains

Create Public Group at the time of Domain Creation

When server admin will create any domain, then automatically one public group be created. At the time of login through app, user will be by default added into this public group.

1. For E.g. if server admin has created domain **bharat.com**, then automatically one public group **bharat.com** will be created.



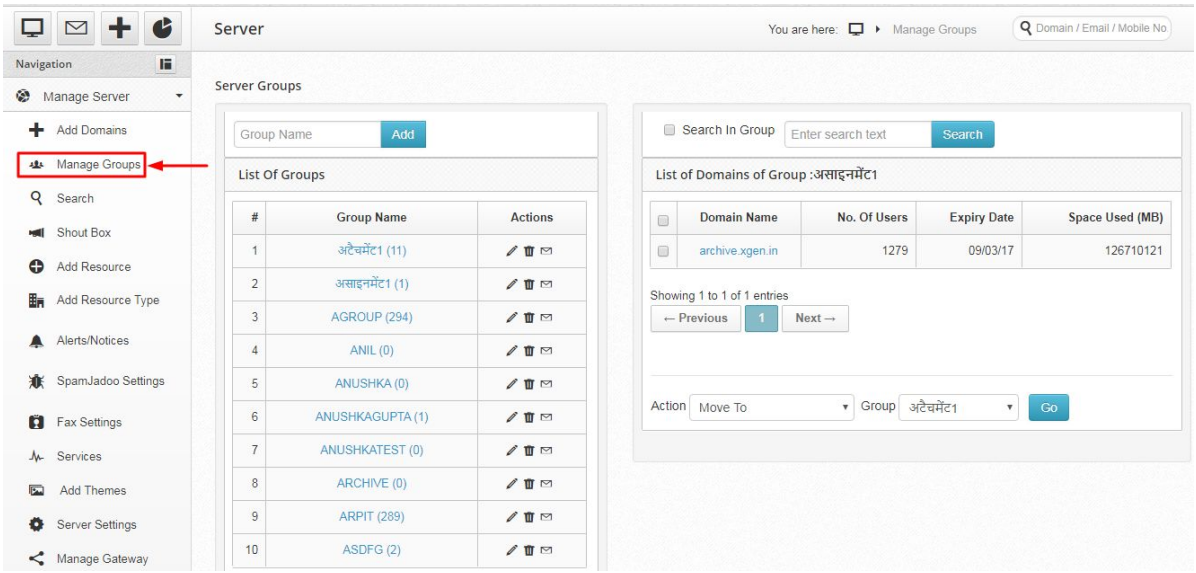


2. So once user will login through mobile app with bharat.com domain name, it will automatically be added into bharat.com group.
3. Now admin can send group message/alert to this group.
4. With the setting icon, admin can change settings for this group also.

Manage Groups:

Admin can manage user accounts and create groups, the following tasks can be performed here:

- Add Group Name
- Search Groups
- Edit and update Groups with its users

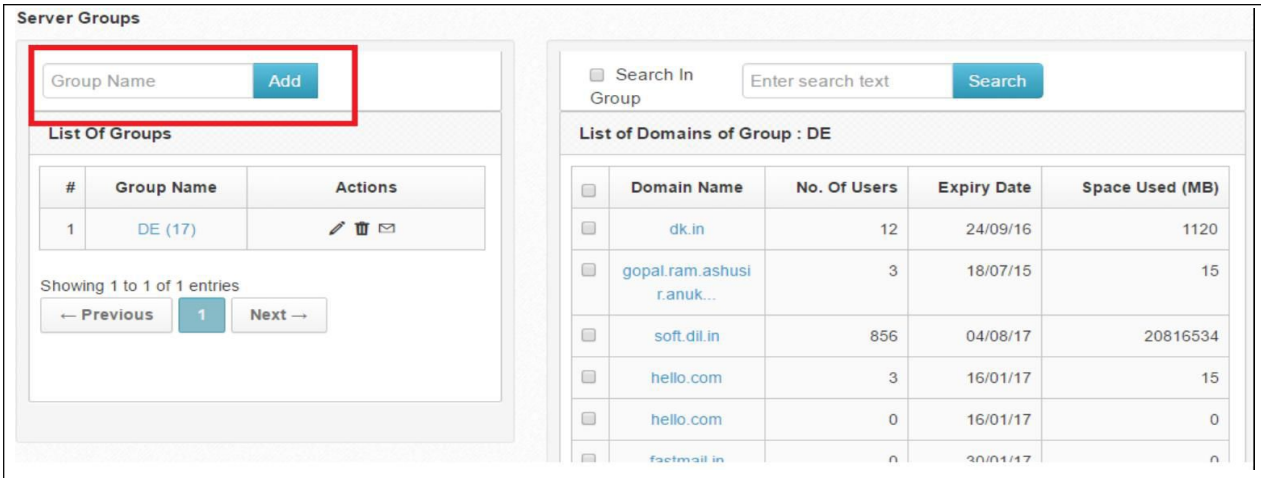


Server Admin can perform following tasks from "Manage Groups" page:

- Create New Groups
- Modify existing groups
- Assign/remove users from different groups
- Send mail to users

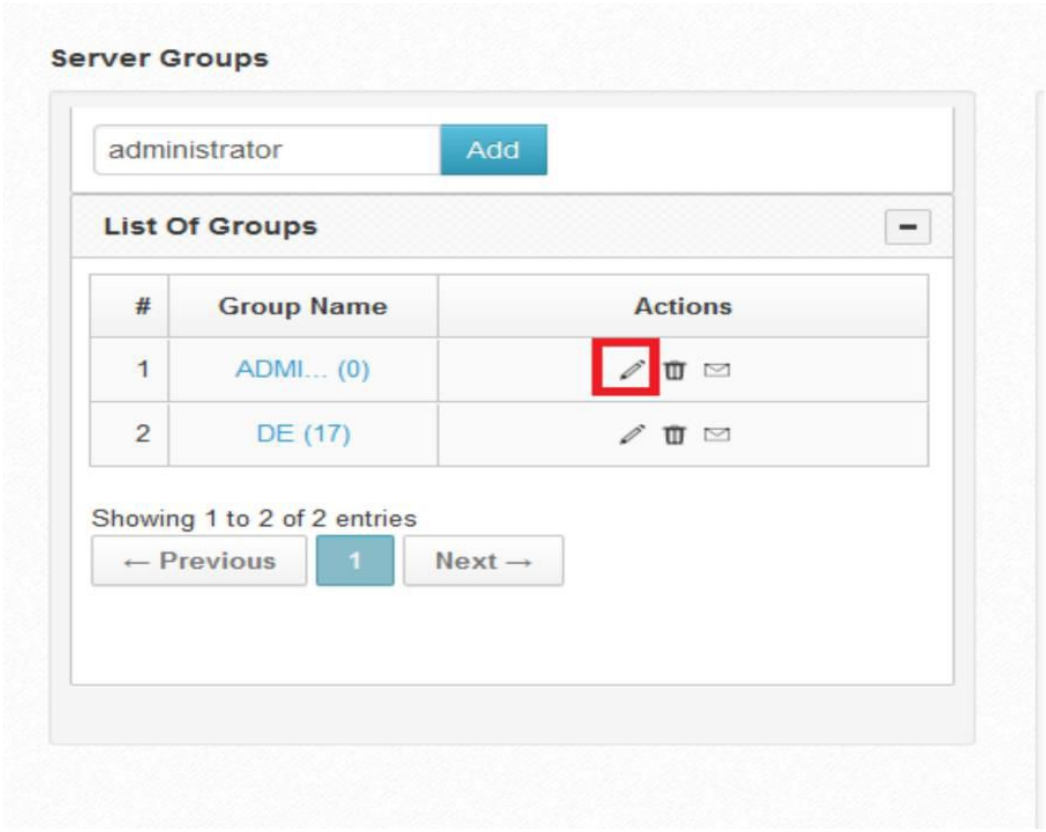
Create New Groups

Server Admin can enter the name of new Group in the „Group Name" textbox on the left corner of the page and click on „Save". Once done, the group will be successfully created and will be shown in the list of groups.



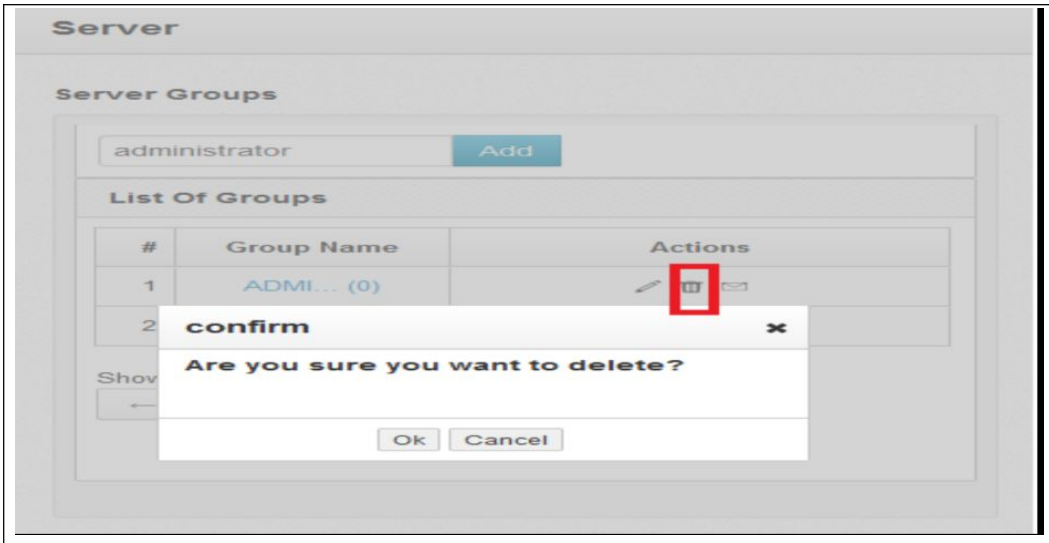
Edit Group Name:

Server Admin can click on „Edit" icon shown in front of the group name to edit the group name. As soon as the Server Admin clicks on edit, Group Name is displayed in the above textbox. Admin can change the group name in the textbox and click on Save.



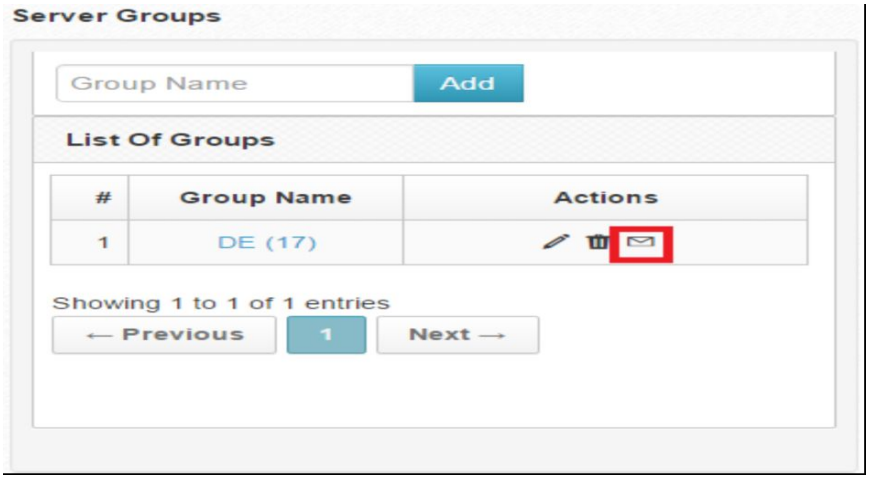
Delete Group:

Server Admin can click on "Delete" icon shown in front of the group name to delete the Group. Once the admin clicks on "delete" icon, he/she will be shown a confirmation box asking for confirmation to delete the group. After getting the confirmation, members of the group will be removed from the group and the group will be deleted. Please note that the members of the deleted group will still be there in Contacts and are not deleted along with the group.



Send Mail:

Server Admin can click on "Mail" icon (✉)shown in front of the group name to send a mail to the whole group.



Once the admin clicks on "Send Mail" icon, a new COMPOSE window opens with "To" field already populated with

Group address. Server Admin can easily compose group mail in this window and send the mail to the group once done.

Please note that the Group mail will be sent as a ***Personalized Group Mail*** *to all users i.e. all users of the group will receive the email as if addressed to them and will not be able to see other email addresses to which the mail has been sent. This helps grab user"s attention and also avoid unwanted group-mail replies in user"s mailbox.*

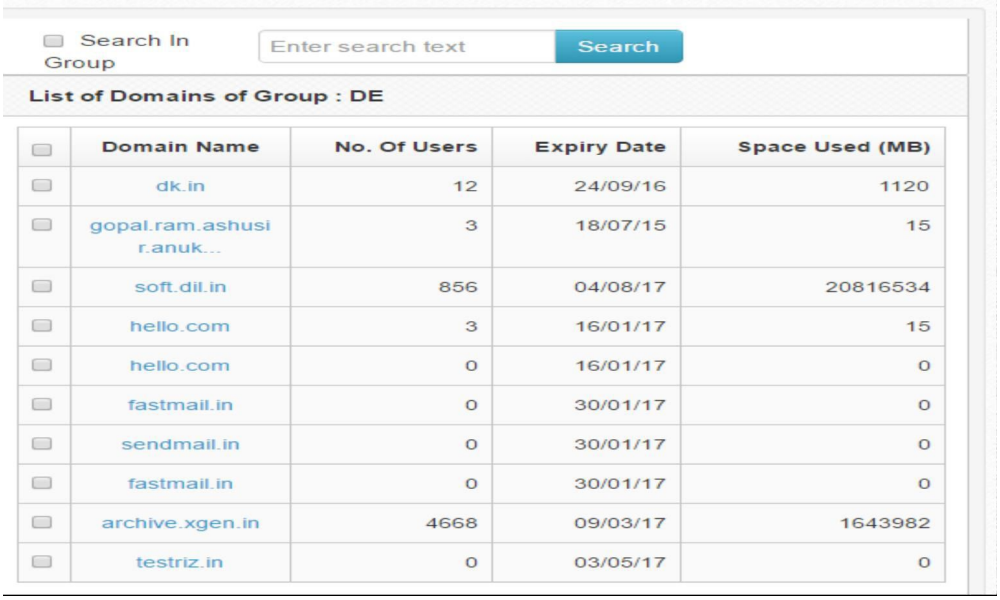
Group List

Server Administrator will be able to see all the domains assigned to him/her in the left menu bar.Clicking on the domain will show the Domain details as shown in the screenshot below:

View Members:

Server Admin can click on the group name to see the members of the group. E.g. in the screenshot shown below, clicking on "administrator"group shows the members of this group in the list

displayed on the right side of page. Also the number of members present in the group is shown in front of the



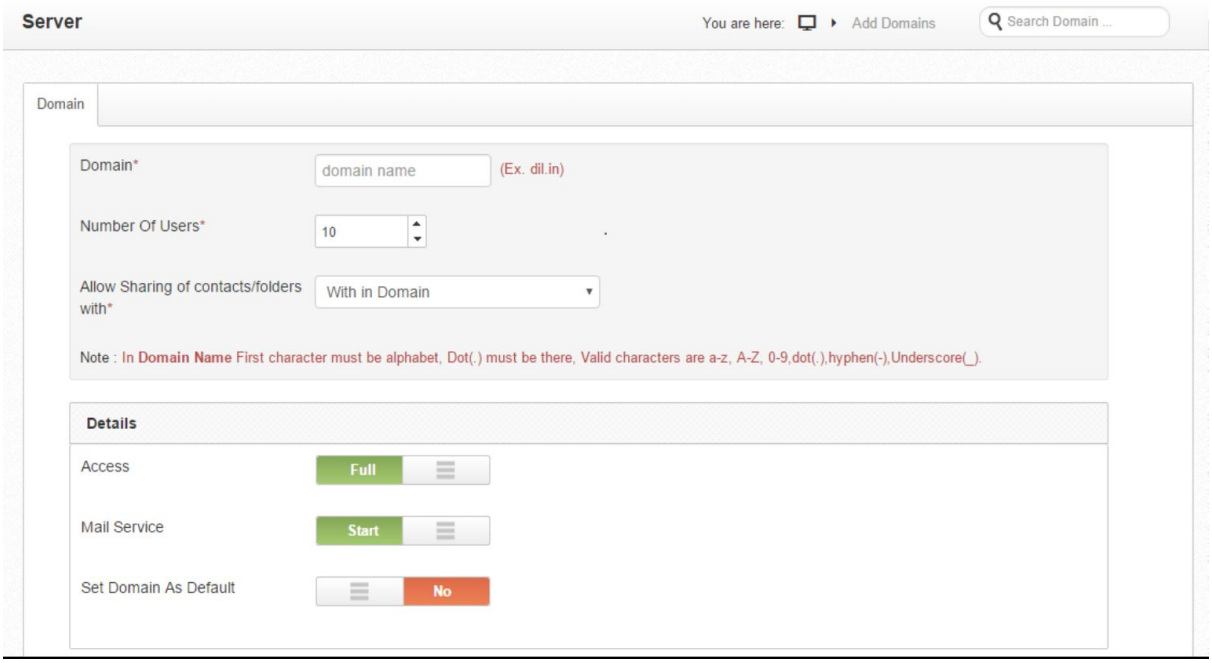
Manage Groups > Domain Overview

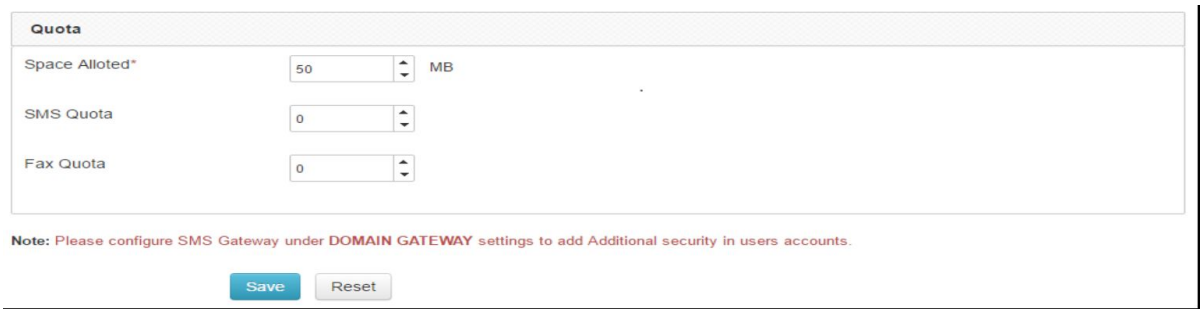
Server Administrator will be able to see all the domains assigned to him/her in the left menu bar.Clicking on the domain will show the Domain details as shown in the screenshot below:

Domain Overview Page

Domain is created by Server Administrator, but Domain Administrator can view his domain settings through this Domain overview page. Fields disabled in this page can be edited only by Server Admin and not by Domain Admin.

This page allows server admin to create a new domain on the server and set the settings for it. To create a new domain, administrator needs to fill mandatory fields on Domain Creation page and then click on "Save" button. The contents of the Domain Creation page are described below.

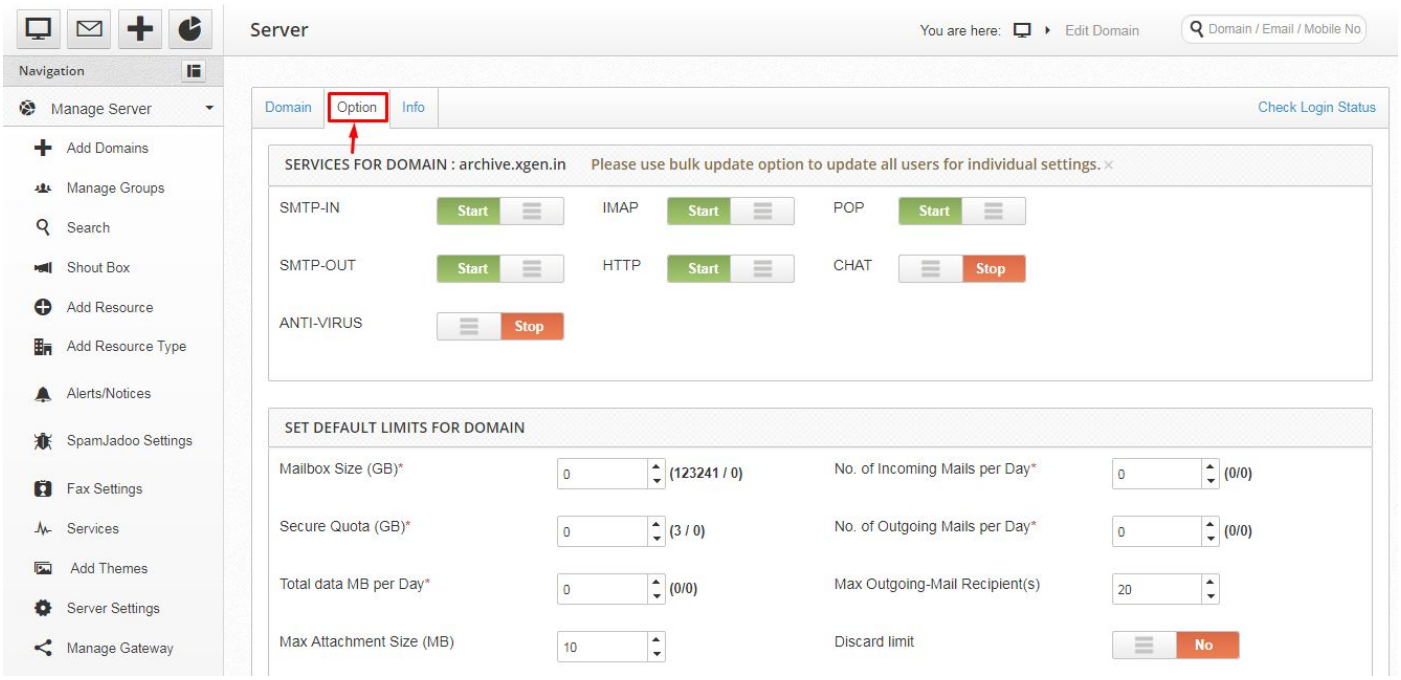




Domain > Options

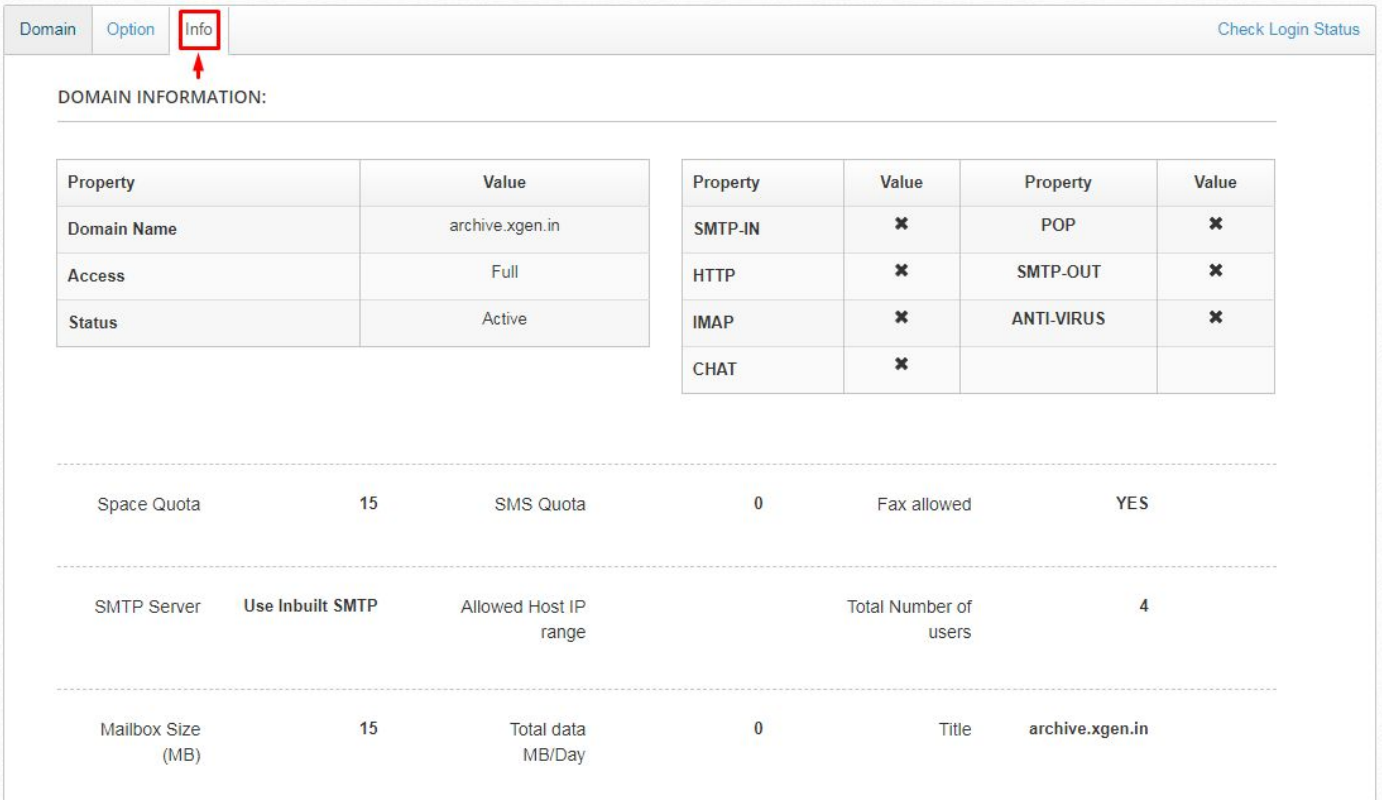
Through Options page, Domain Administrator can set the following settings:

- **Services for domain** –set services of the domain such as POP/IMAP/SMTP
- **Set default limits for domain** –set mailbox, incoming/outgoing mail size for users
- **Set default values for domain users** –set Address book, attachment types, mails Bcc settings for all users
- **Expiry details & Notifications** –set expiry related notifications for domain
- **Other Settings**-set host name and other organization details
- **Enable Data Security-**Set Encryption
- **Domain Help**
- **Apply to all users**



Domain > Info

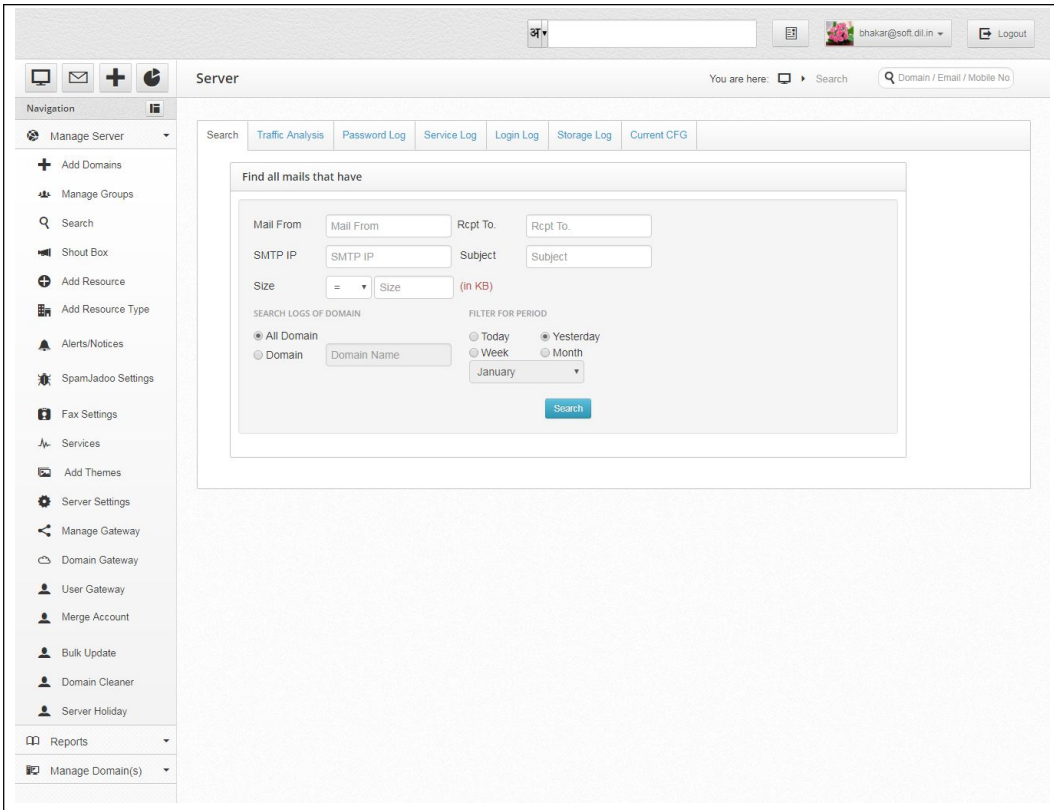
Logs‘ tab allows Domain Admin to review complete settings for domain on single page. Domain Admin can not change any settings from this page.



Search

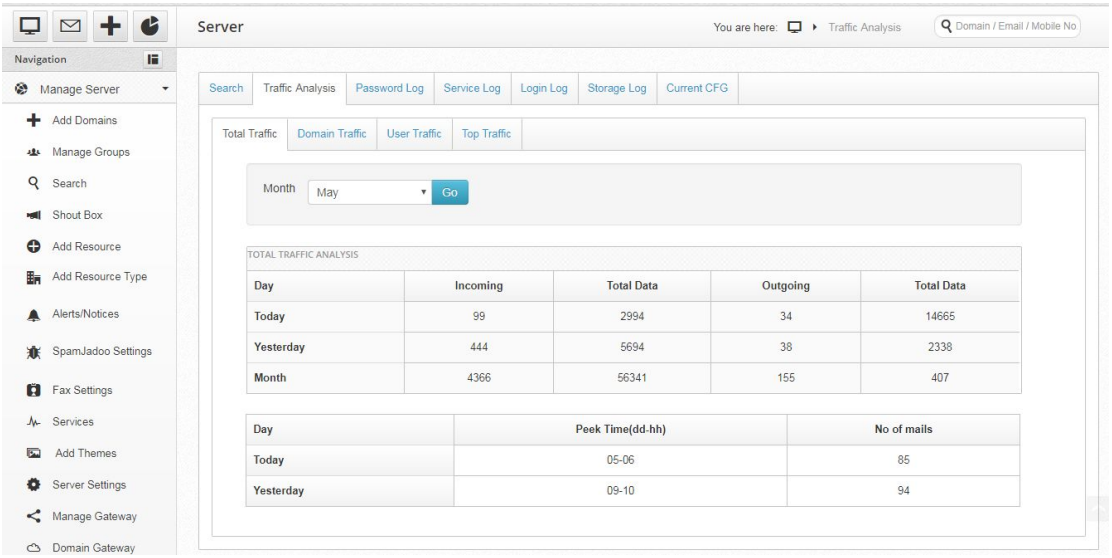
Search mail using From, Receipt to, SMTP IP, Subject and Size of the emails that you want to search, you can search email on different parameters

To search for messages, type a word that the messages contain. Note, however, that Search matches "whole words" only—that is, it doesn't recognize partial or similar matches and once you write in the search box it will automatically display the result



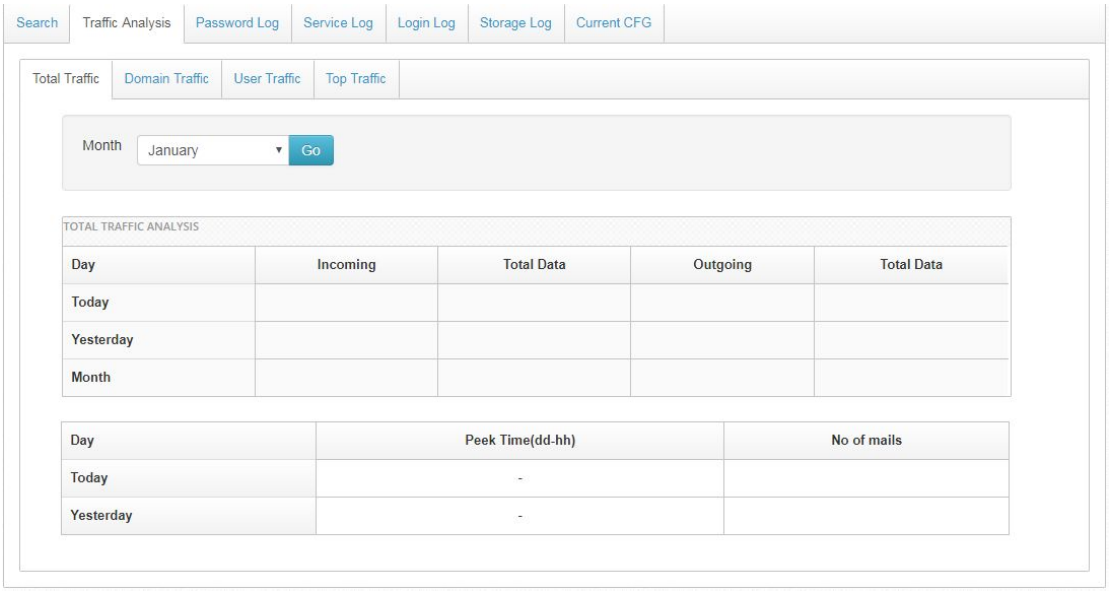
There are number search options available:

1. Search
2. Traffic Analysis
3. Password Log
4. Service Log
5. Login log
6. Service Log
7. Current CFG



Traffic Analysis:

Server admin can view the detailed analysis of total mail conversations done on the server for a particular domain, user or for all the domains (and users) combined for today (current date), yesterday (previous date) and for the specified month.



a) Search >Traffic Analysis >Total Traffic

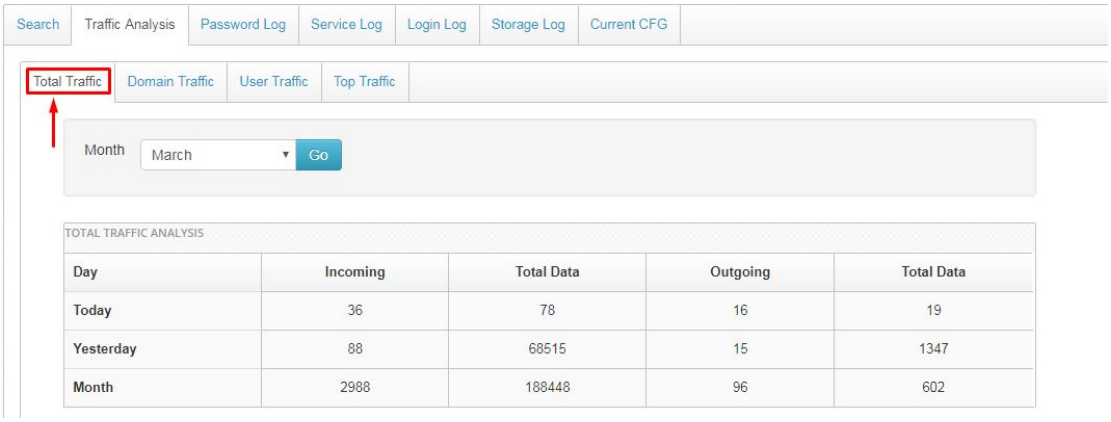
This section shows details of total mail conversations done for all the domains on the server combined for today (current date), yesterday (previous date) and the specified month.

Server Admin can select the month, for which he/she wants to view the traffic analysis report, from month drop-down ("Report for the month of") and click on "Go" button. Once done, Server Admin will be able to view the report for today's date, yesterday's date and the selected month. The report will display the following data:

1. **Incoming** -It shows the total number of incoming mails on the server for all the domains combined.

2. **Total Data** -It shows the size of total incoming mails on the server for all the domains combined.

3. **Outgoing** -It shows the total number of outgoing mails on the server for all the domains combined.



The report also displays the number of mails at the peek time for all the domains on the server combined for today and yesterday. Below is the screenshot for the same.

Day	Peek Time(dd-hh)	No of mails
Today	07-08	9
Yesterday	08-09	39

b) Search >Traffic Analysis > Domain Traffic

Domain Traffic tab shows details of total mail conversations done by the specified domain on the server for today (current date), yesterday (previous date) and in specified month.

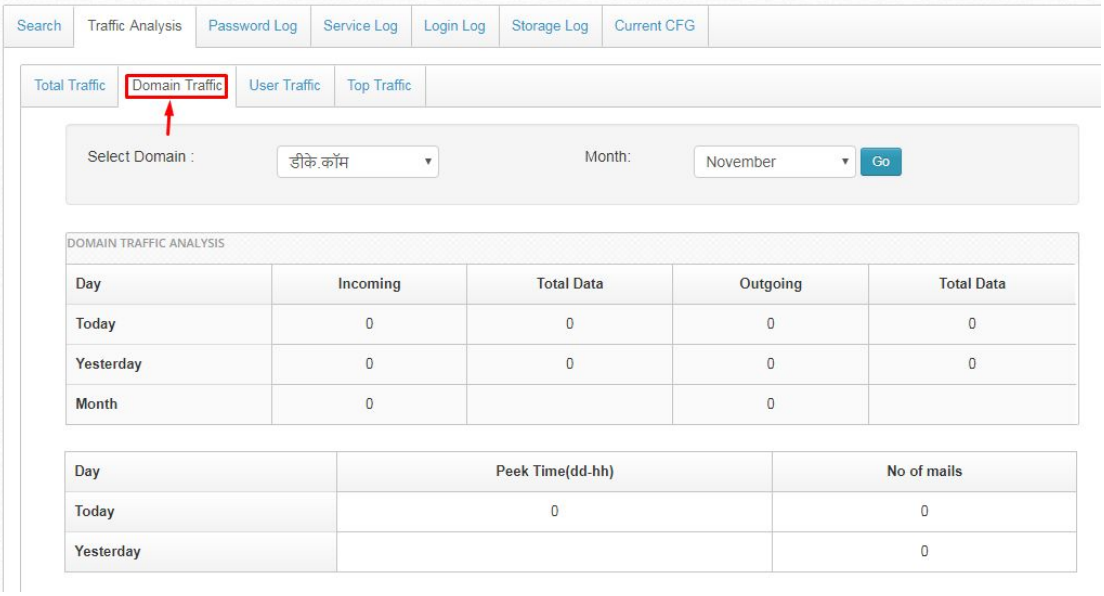
Server Admin can select the domain and month, for which he/she wants to view the traffic analysis report, from domain drop-down ("Select Domain Name") and month drop-down ("Report for the month of") respectively. Once done, Server Admin will be able to view the report for today's date, yesterday's date and the selected month. The report will display the following data:

1. **Incoming** -It shows the total number of incoming mails for the specified domain.

2. **Total Data** -It shows the size of total incoming mails for the specified domain.

3. **Outgoing** -It shows the total number of outgoing mails for the specified domain.

4. **Total Data** -It shows the size of total outgoing mails for the specified domain.



Similarly, in Domain traffic the report also displays the number of mails at the peek time for the specified domain for today and yesterday as shown in case of Total traffic.

c) Search > Traffic Analysis > User Traffic

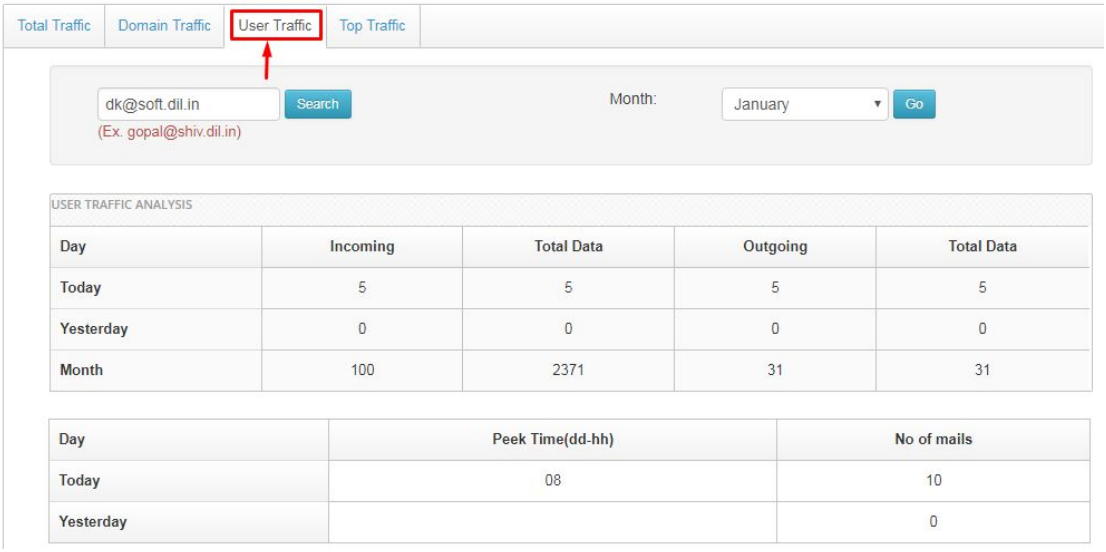
User traffic report shows details of total mail conversations done by the specified login id/user residing on the server for today (current date), yesterday (previous date) and in specified month.

Server Admin has to enter user"s email Id and select the month, for which he/she wants to view the traffic analysis report, in user text box ("Search User") and month drop-down ("Report for the month of") respectively and click on "Go" button. Once done, Server Admin will be able to view the report for today, yesterday and the selected month. The report will display the following data:

1) Incoming -It shows the total number of incoming mails on specified login id.

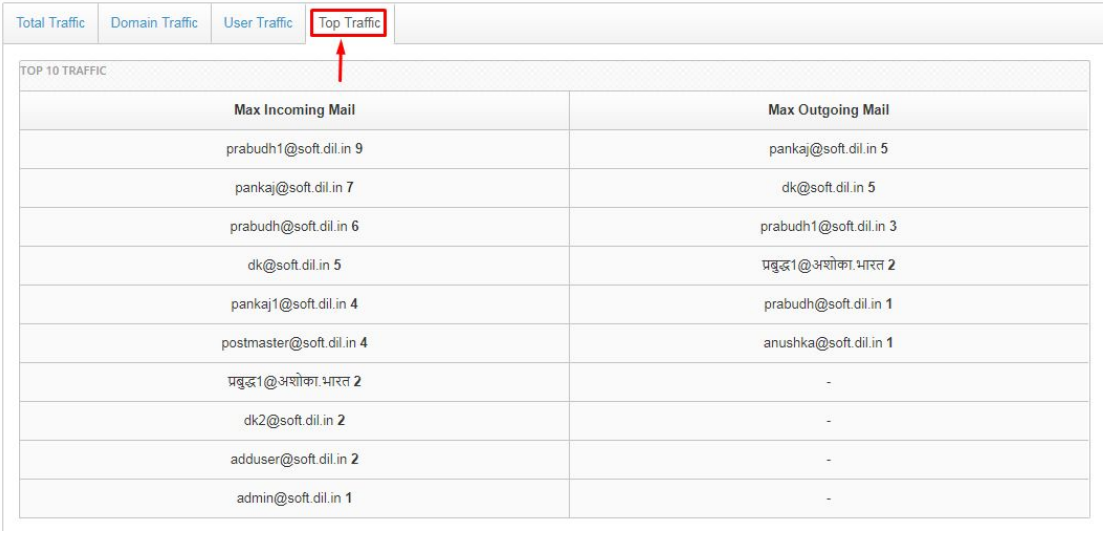
2) Total Data -It shows the size of total incoming mails on specified login id.

3) Outgoing -It shows the total number of outgoing mails on specified login id.



d) Search > Traffic Analysis >Top Traffic

This will show the list of top 10 login ids that has done the maximum mail conversation on the server in terms of number of incoming and outgoing mails.



This report shows the following details:

1. **Max Incoming Mail** -It shows Top 10 email ids, from all domains on that server, which has maximum incoming mails for the current date (Today) along with the number of incoming mails.

2. **Max Outgoing Mail** -It shows Top 10 email ids, from all domains on that server, which has maximum outgoing mails for the current date (Today) along with the number of outgoing mails.

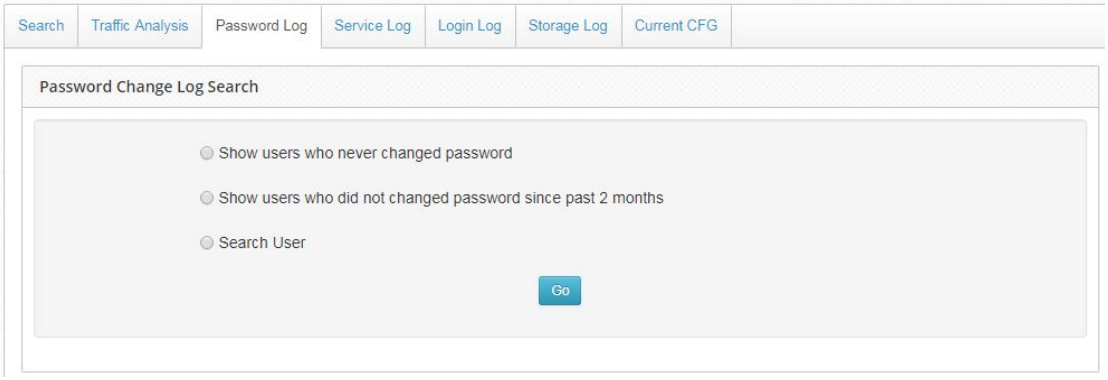
Search > Password Log

"Password log" tab allows Server Admin to get the reports for the users based on password change criteria. Server admin can fetch the reports based on following criteria:

1) **Show users who never changed password**--This option gives the results of those active users who have never changed their login password since their Ids have been created.

2) **Show users who did not changed password since past 2 months**--This option gives the results of those active users who have not changed their login password since past 2 months.

3) **Search User**--This option gives the report for password change for the user name entered in the text box.



Following details are available in "Password Log" report:

1. Active User--It shows the list of active users depending upon the search criteria.

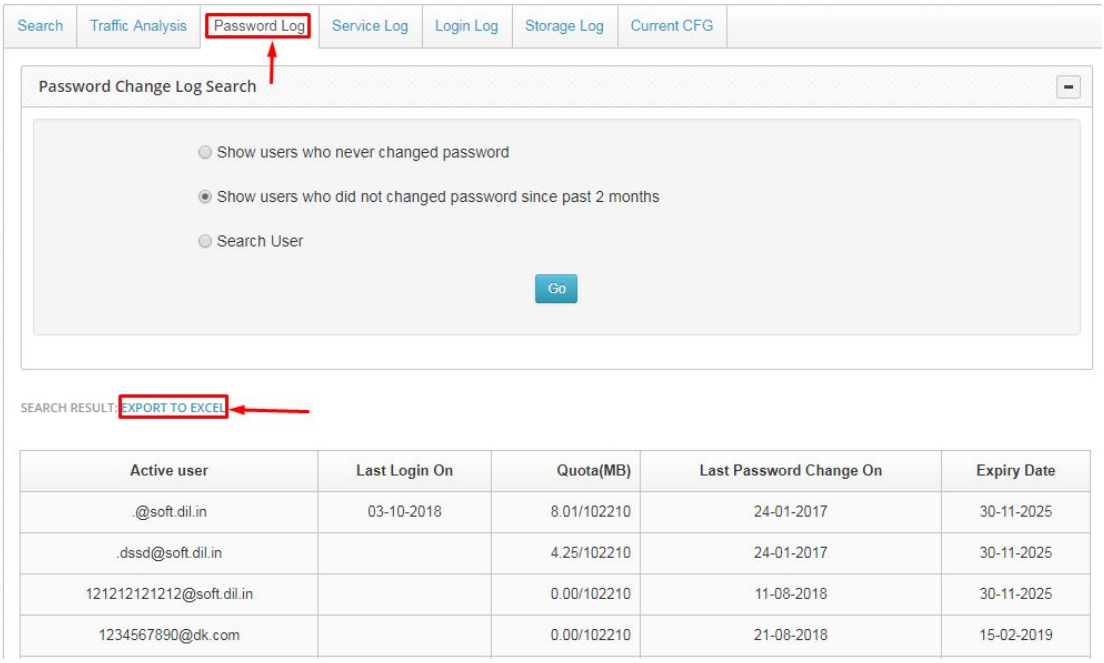
2. Last Login On--It shows the last login date of the corresponding active user.

3. Quota (MB)--It shows the space used/space allotted to the corresponding active user"s account.

4. Last Password Change On--It shows the latest date when the corresponding active user changed his password.

5. Expiry Date--It shows the expiry date of user"s account.

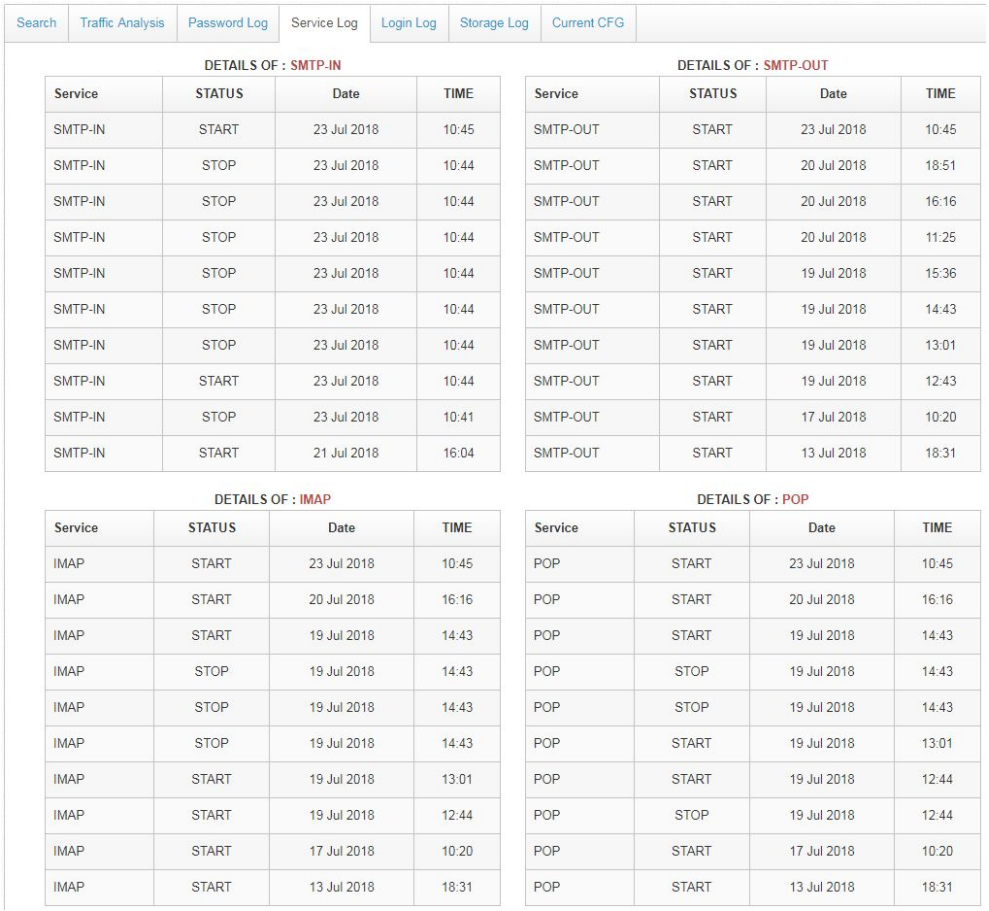
Server administrator can export the search results in EXCEL by clicking on "Export to Excel" link as shown in the screenshot below. In the given figure we have shown the list of users who didn't change the password since 2 months.



Active user	Last Login On	Quota(MB)	Last Password Change On	Expiry Date
.@soft.dil.in	03-10-2018	8.01/102210	24-01-2017	30-11-2025
.dssd@soft.dil.in		4.25/102210	24-01-2017	30-11-2025
121212121212@soft.dil.in		0.00/102210	11-08-2018	30-11-2025
1234567890@dk.com		0.00/102210	21-08-2018	15-02-2019

Search > Service Log

Service log displays the log of SMTP, POP and IMAP services, which reside on the server. This report shows the list of current 10 interruptions (START, STOP) on the service.



DETAILS OF : SMTP-IN

Service	STATUS	Date	TIME
SMTP-IN	START	23 Jul 2018	10:45
SMTP-IN	STOP	23 Jul 2018	10:44
SMTP-IN	STOP	23 Jul 2018	10:44
SMTP-IN	STOP	23 Jul 2018	10:44
SMTP-IN	STOP	23 Jul 2018	10:44
SMTP-IN	STOP	23 Jul 2018	10:44
SMTP-IN	STOP	23 Jul 2018	10:44
SMTP-IN	START	23 Jul 2018	10:44
SMTP-IN	STOP	23 Jul 2018	10:41
SMTP-IN	START	21 Jul 2018	16:04

DETAILS OF : SMTP-OUT

Service	STATUS	Date	TIME
SMTP-OUT	START	23 Jul 2018	10:45
SMTP-OUT	START	20 Jul 2018	18:51
SMTP-OUT	START	20 Jul 2018	16:16
SMTP-OUT	START	20 Jul 2018	11:25
SMTP-OUT	START	19 Jul 2018	15:36
SMTP-OUT	START	19 Jul 2018	14:43
SMTP-OUT	START	19 Jul 2018	13:01
SMTP-OUT	START	19 Jul 2018	12:43
SMTP-OUT	START	17 Jul 2018	10:20
SMTP-OUT	START	13 Jul 2018	18:31

DETAILS OF : IMAP

Service	STATUS	Date	TIME
IMAP	START	23 Jul 2018	10:45
IMAP	START	20 Jul 2018	16:16
IMAP	START	19 Jul 2018	14:43
IMAP	STOP	19 Jul 2018	14:43
IMAP	STOP	19 Jul 2018	14:43
IMAP	STOP	19 Jul 2018	14:43
IMAP	START	19 Jul 2018	13:01
IMAP	START	19 Jul 2018	12:44
IMAP	START	17 Jul 2018	10:20
IMAP	START	13 Jul 2018	18:31

DETAILS OF : POP

Service	STATUS	Date	TIME
POP	START	23 Jul 2018	10:45
POP	START	20 Jul 2018	16:16
POP	START	19 Jul 2018	14:43
POP	STOP	19 Jul 2018	14:43
POP	STOP	19 Jul 2018	14:43
POP	START	19 Jul 2018	13:01
POP	START	19 Jul 2018	12:44
POP	STOP	19 Jul 2018	12:44
POP	START	17 Jul 2018	10:20
POP	START	13 Jul 2018	18:31

Following details are available in “Service Log“ report:

1. Service--It shows the name of the service as SMTP-IN, SMTP-OUT, POP, and IMAP.

2. Status-- It shows the status of the service on server i.e. START or STOP.

3. Date-- It shows the date on which the service got started and stopped on the server.

4. Time-- It shows the time when the service got started and stopped on the server.

Search > Login Log

Login log displays the details of last 10 login actions for a particular login id. The last IP address from which the user is currently logged in or may not have logged out properly is shown in red color.

Server Admin can enter the email Id/Login Id for whom he/she wants the Login log and click on “Go“. Login Log Report for the entered login id will be displayed as shown in the screenshot below.

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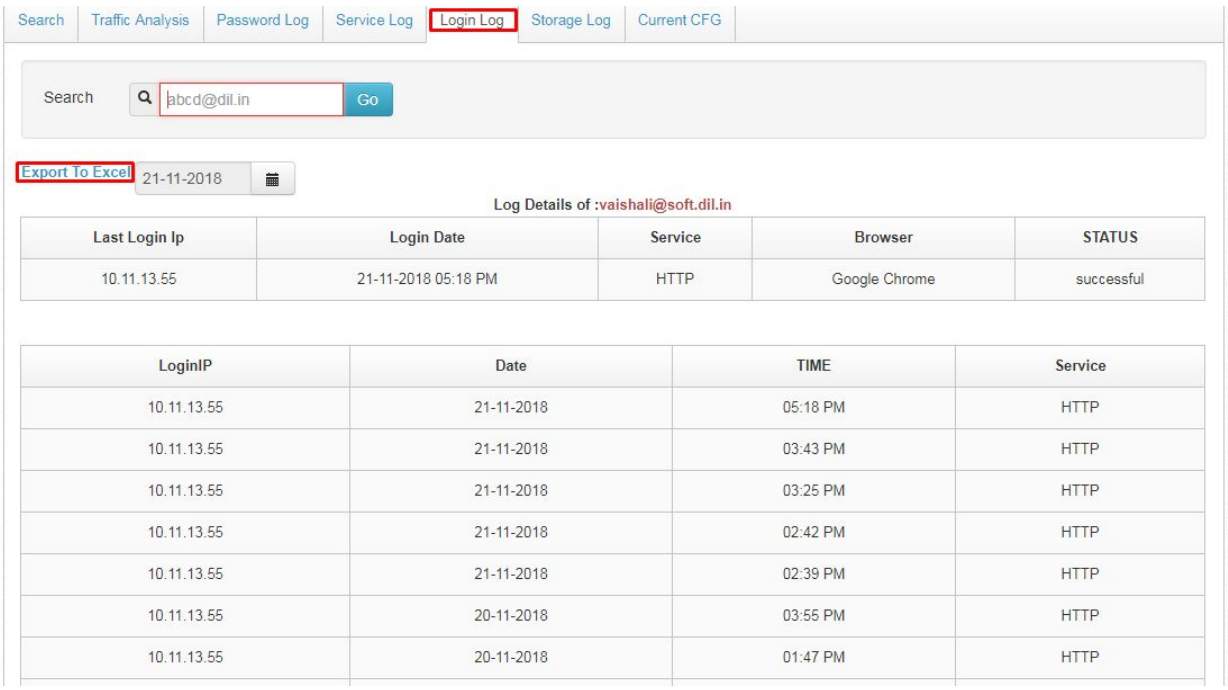
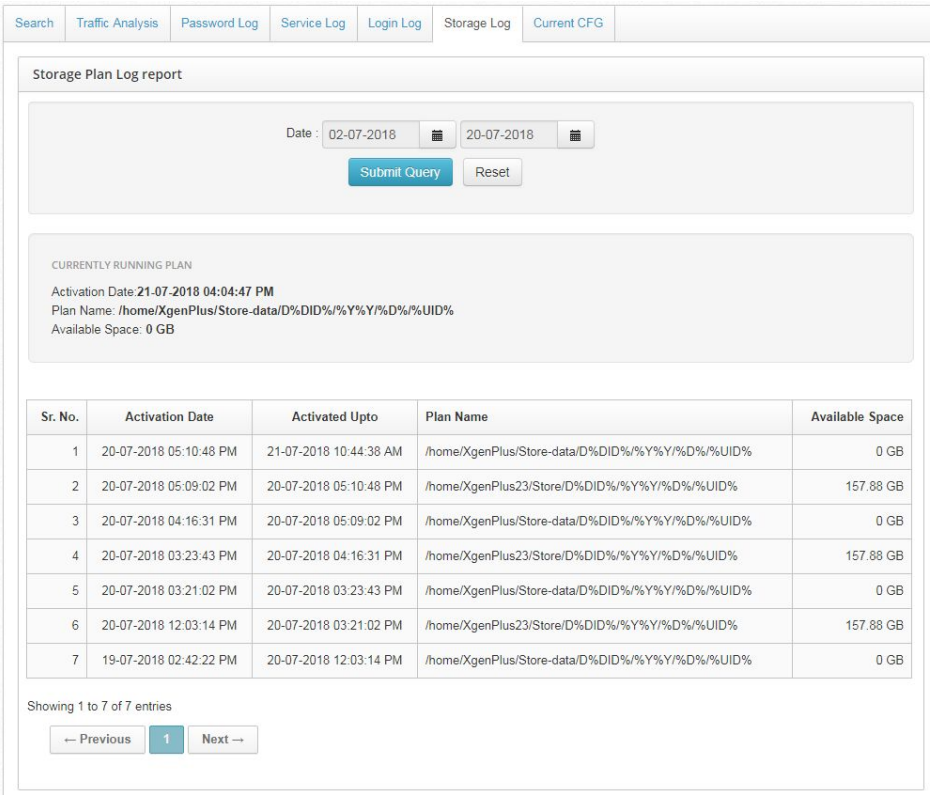


Search > Storage Log

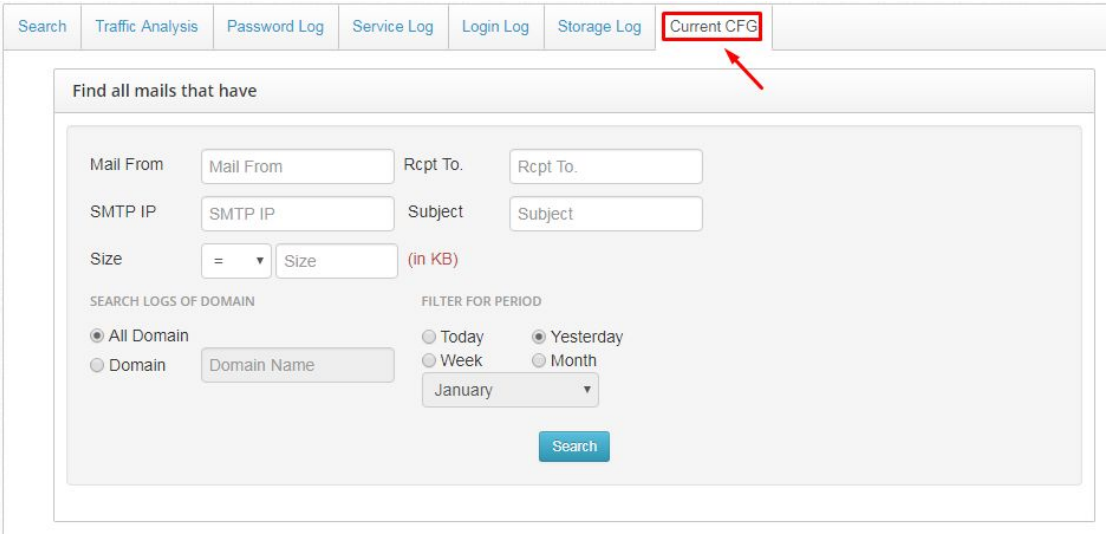
The server stores all the email conversations on some specified path which is also known as Storage Plan. Storage log shows the details of the currently running storage plan along with activation date, available space and storage path.

Server Admin can also search for previous storage plan details by selecting the desired „from‟ and „to‟ date from date drop downs and clicking on „Search‟. Screenshot for the same has been shown below:



Search > Current CFG

Server admin has right to view and change configuration files of the server as and when required. All the configuration files, which can be modified by Server Admin, are listed on “Current CFG‟ screen. Server Admin can view & modify these files anytime through this table



Shout Box

Server Administrators often needs to send some alerts/notices/news to administrators and users. They can do the same by using XGenPlus “Shout Box“.

Message sent through Shout Box will automatically displayed in user’s mailbox, next time they open their mailbox.

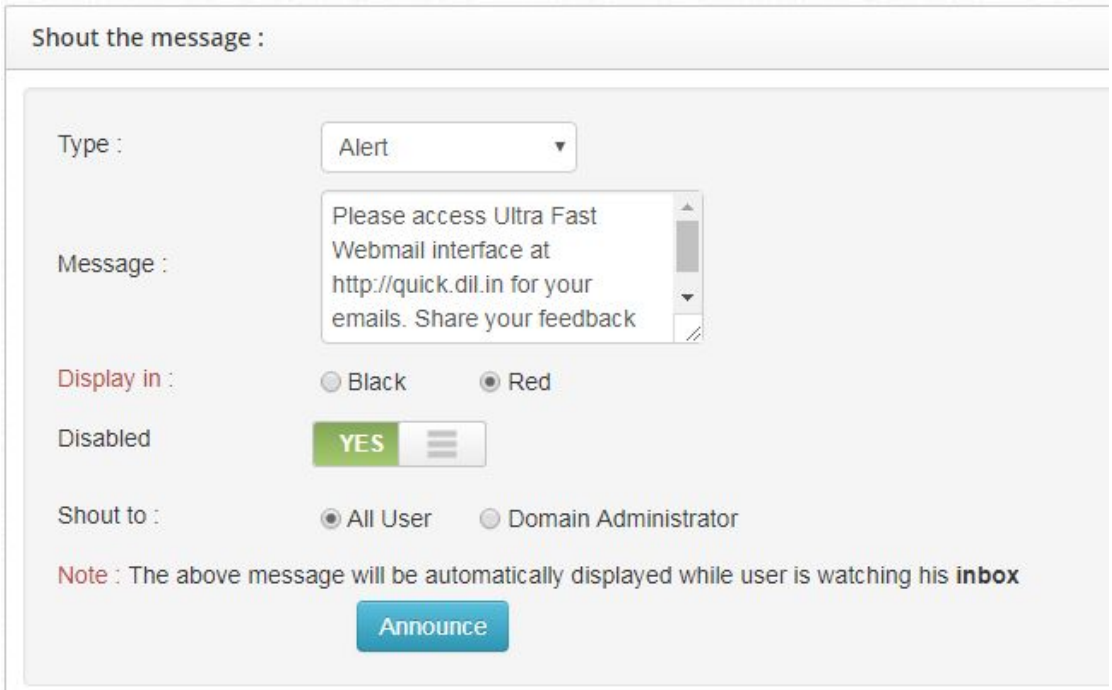
Server admin has a choice to show the message either to “All users” or “Domain Administrators” only. Step-by-step instructions for sending Shout Box message are given below:

Select the type of message from Type dropdown (Alert, News, Notice)Type your message in the “Message” textbox

Select the Shout Box display Color (Red/Black) from „Display in“ set of radio buttons

Select “Shout to All Users„ if you want the message to be displayed for all users **OR** “Shout to Domain Administrator„ option if you want the message only to be displayed to Domain Administrators

Click on „Announce“ button Once announced, message will be displayed in the selected color in user’s mailbox next time he/she logins to his/her account. Shout box can also be disabled by clicking on „Disabled“ checkbox.

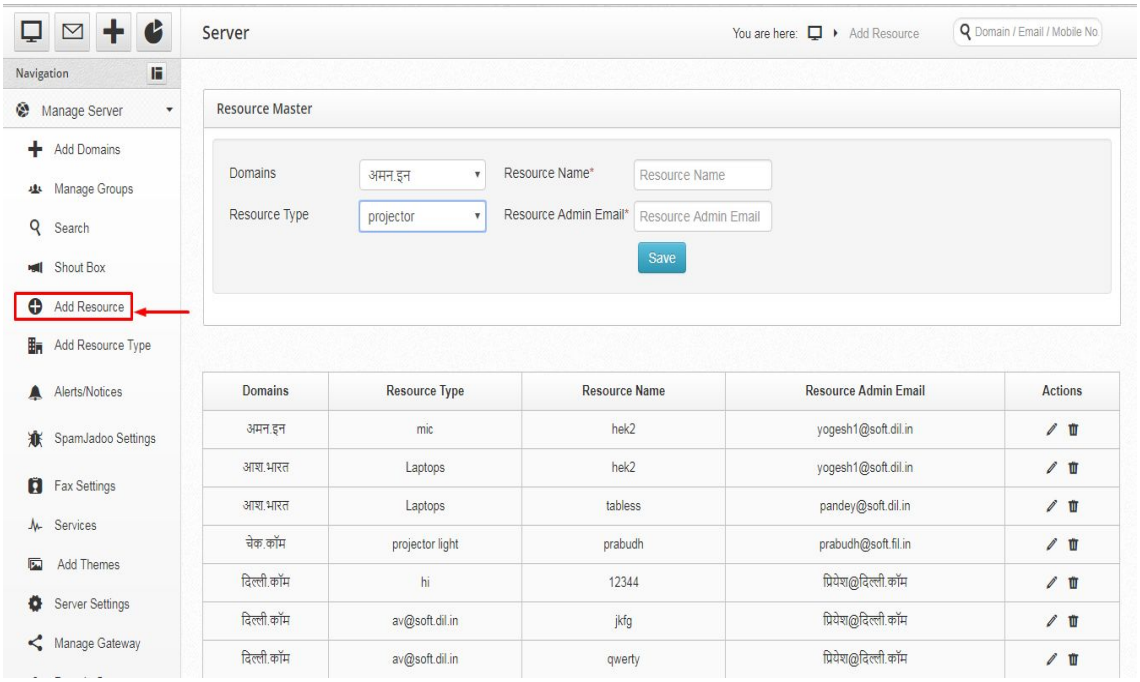


Add Resources

Admin can add anything people can reserve: conference rooms, machine, laptops, speaker, scanner etc for event rooms, or whatever your company provides for workers. To add Resources click Manage Server > Add resource. Admin need to enter the name of the domain under which users are getting those resources. Server admin can add the resource which is required for domain.

Server admin has to enter required details in the resource master box in which server admin has to fill following details mentioned the table below.

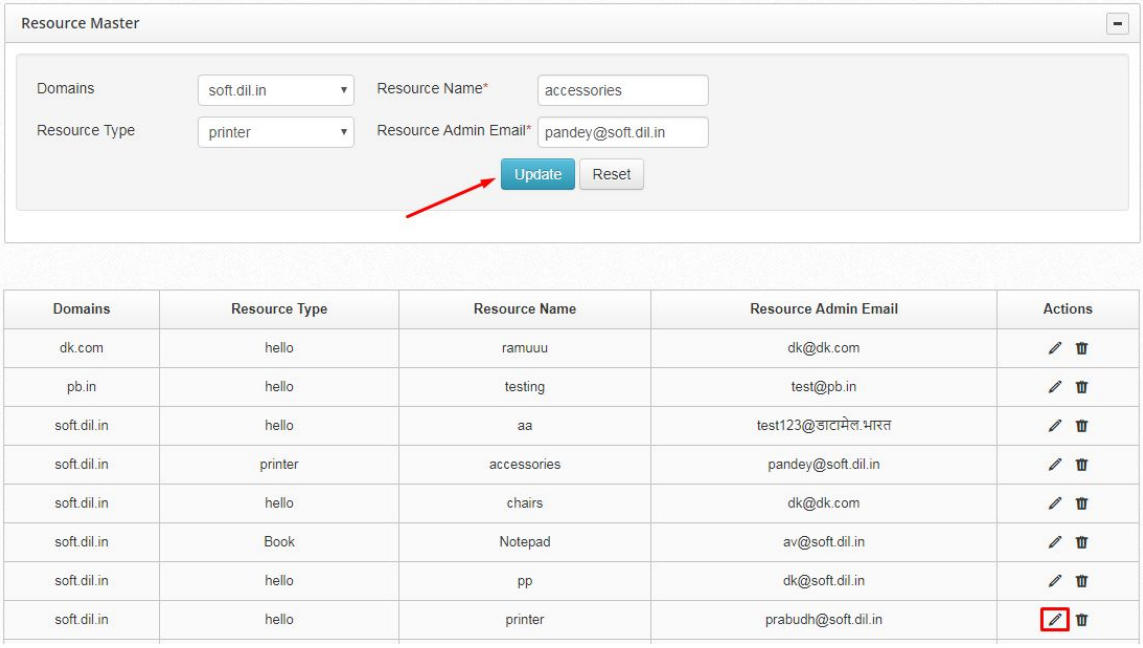
If Server admin want can also modify the details or delete the details.



Field	Value	Details
Domain Name	Drop Down menu	Server admin can write the domain name for which he would like to add resource.
Resource Name	Text Box	Server admin has to write the name of the resource which he would like to add
Resource Type	Drop Down Menu	Server admin can select the resource type from the drop-down menu

Resource Admin Email	Text Box	Server admin has to write the resource admin email so that mail can be received by resource admin telling about the details of the resource added.

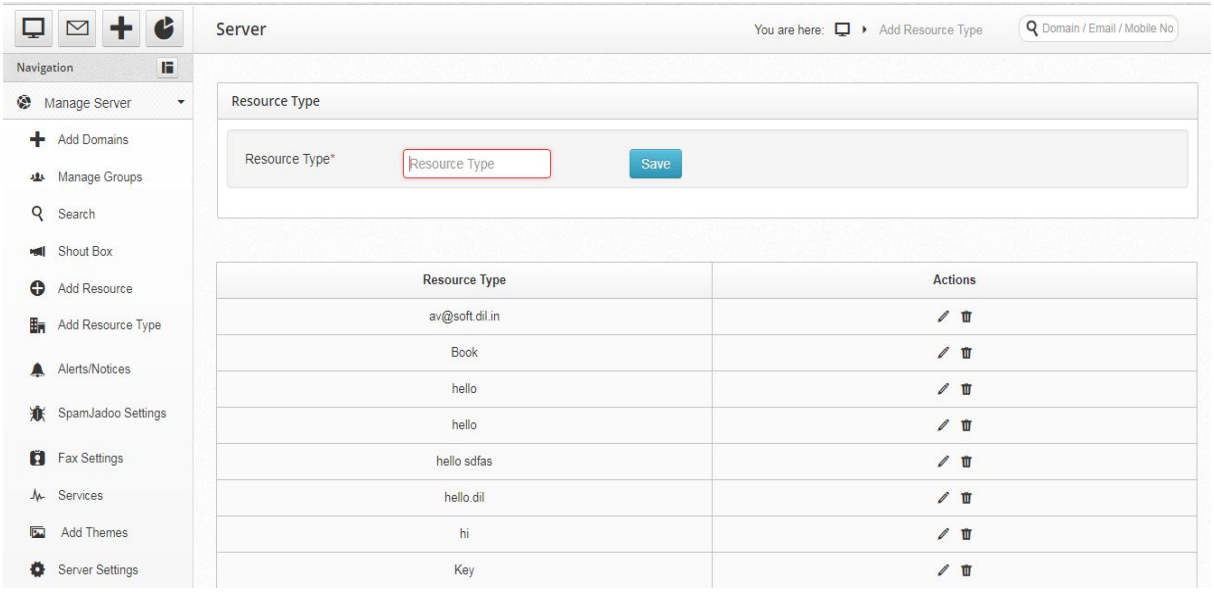
The added resources will be shown in the list beneath and Admin can update the resource by clicking over the edit icon.



Add Resource Type

Resource type can add through 'Add Resource Type' under Manage Server. Before adding resource for domain, Server admin can add the resource type from this section so that while adding the resource for domain they can select the resource type.

After adding the resource type server admin can save it and the resource type will be shown in the list.Server admin can delete the resource type or can modify it.

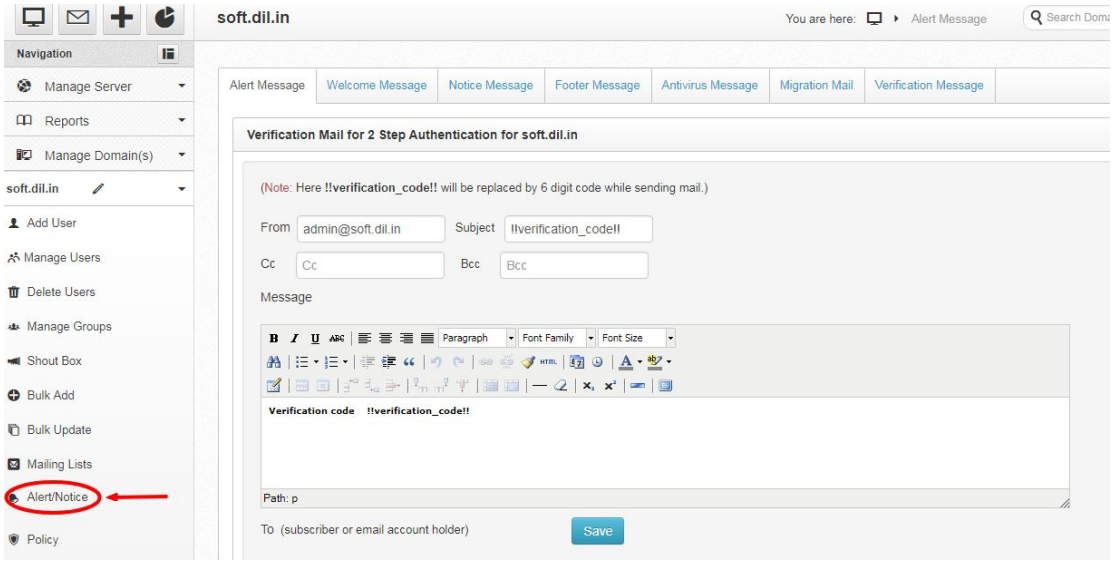


Alerts/Notices

Server administrator can set Alert & Welcome messages, Notices, Email Footers to be sent automatically to all users without any manual intervention. Once set, these messages will be automatically sent to the users without any interference from Server Admin.

Alert emails/Notices will be automatically sent to all users falling within the condition. User Email Id and all the fields typed within _!!.....!!‘ will be automatically picked up from the database. e.g, while setting alert message for space quota, Server Admin can write _Dear !!to_user_name!!‘ to address the user. In this case, User name will be automatically picked up from the database and Server Admin will not have to type each user‘s name in the alert message.

Let’s see how we can work with Alert and messages: From the control list on the left panel of Admin, select Alert/Notice. You can view the window contain tabbing for different kinds of message alert which are listed below.



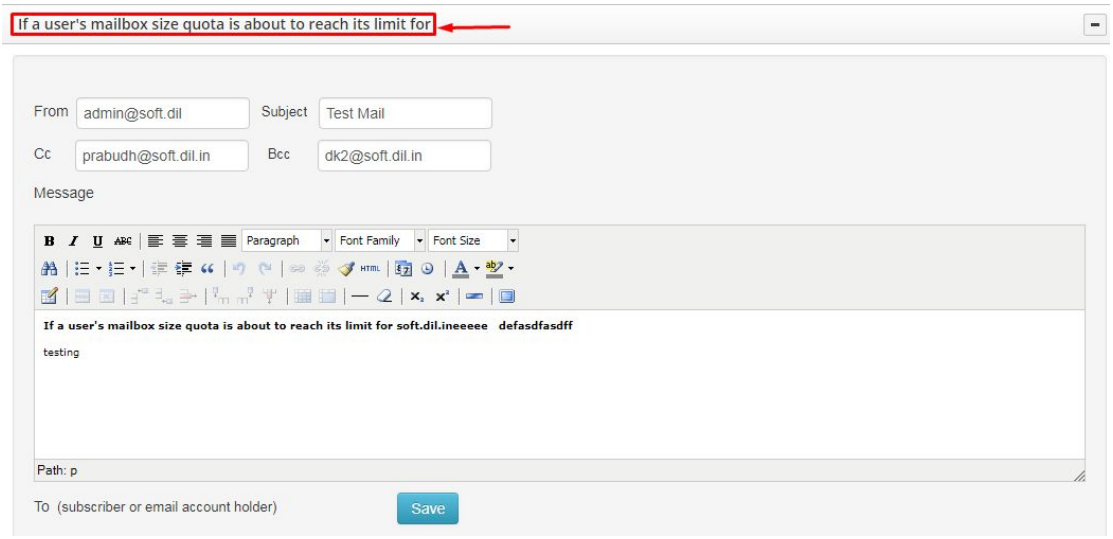
Alerts/Notices > Alert Message

Domain/Server Admin can set alerts for space quota, SMS quota etc. Admin can set the email message, Email Subject to be sent out to Domain User. Domain Admin can also set From Id, Cc, Bcc fields for alert emails.

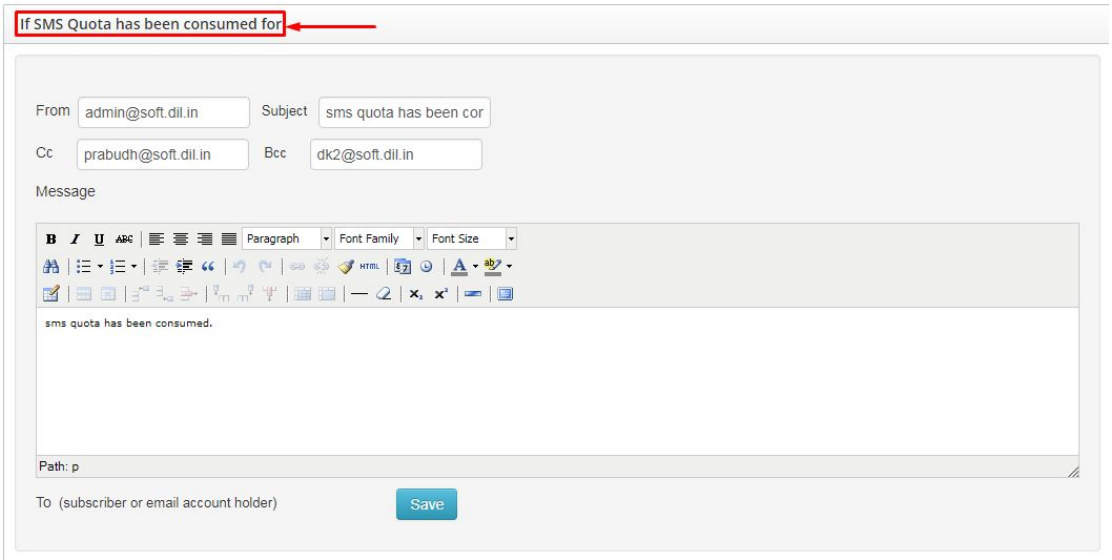
Domain Admin can set Alert messages for following conditions:

Following Snapshots displays the process to set Alert/Notices for Alert Message:

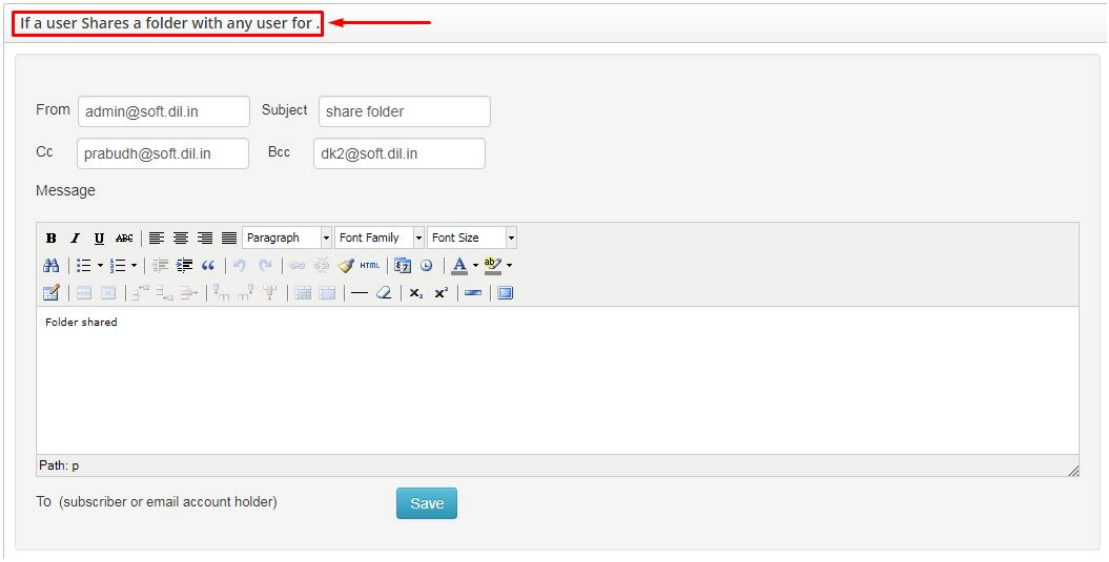
If a user's mailbox size quota is about to reach its limit for: If a user's mailbox size quota is about to reach its limit for selected domain 82% -Alert message to be sent out whenever any user has used 82% of his/her mailbox space.



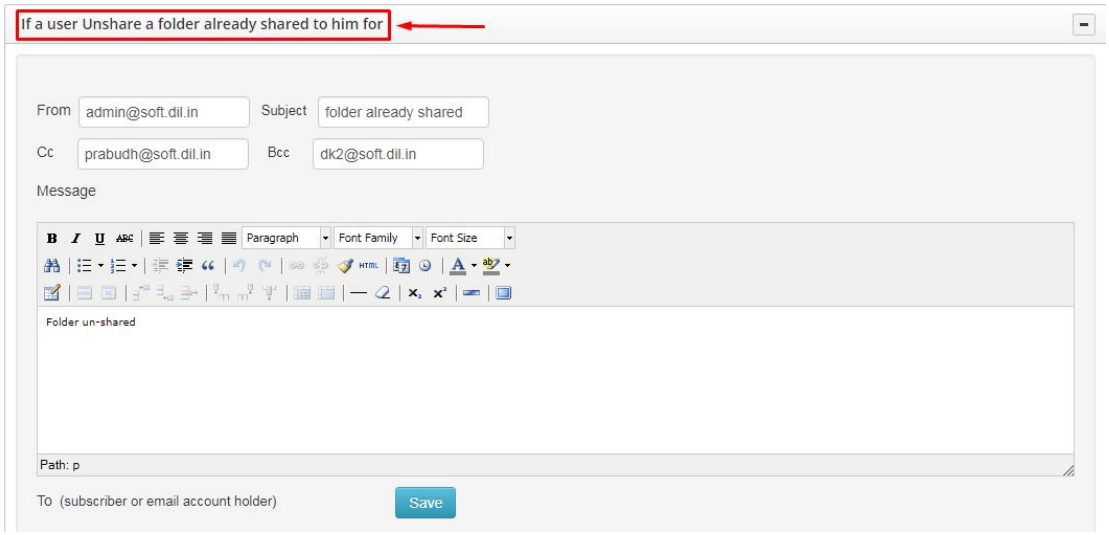
If SMS Quota has been consumed for: If SMS Quota has been consumed for 82% for selected domain –Alert message to be sent out whenever any user has consumed 82% of his SMS quota.



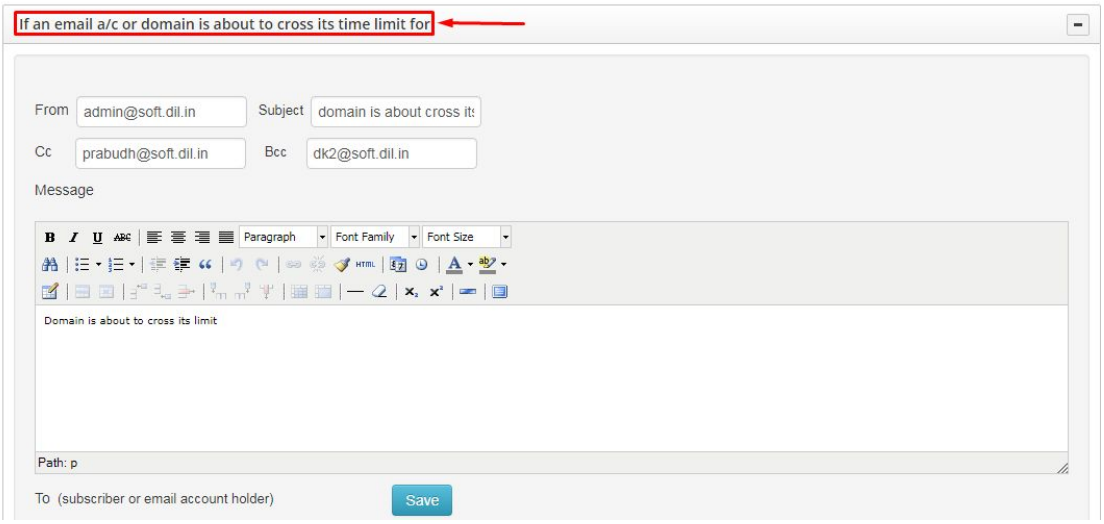
If a user Shares a folder with any user for: If a user Shares a folder with any user for selected domain -Alert message to be sent out whenever any user shares a folder with other user.



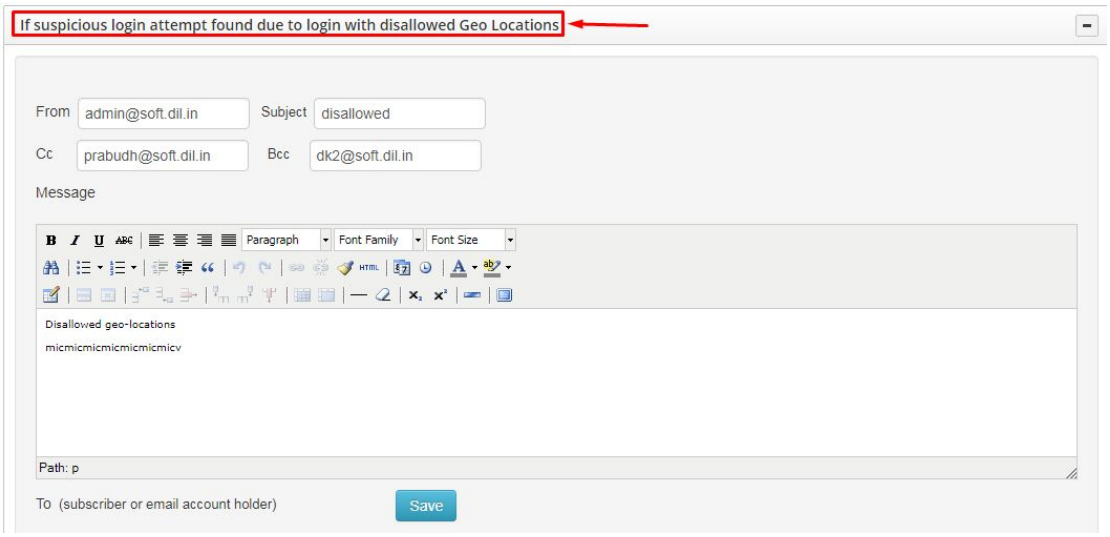
If a user Unshare a folder already shared to him for: If a user un-share a folder already shared to him for selected domain -Alert message to be sent out whenever any user un-shares a folder with other user.



If an email a/c or domain is about to cross its time limit for: If an email a/c or domain is about to cross its time limit for selected domain of 7 Days –Alert message to be sent out whenever any user‘s account is about to expire in 7 days.

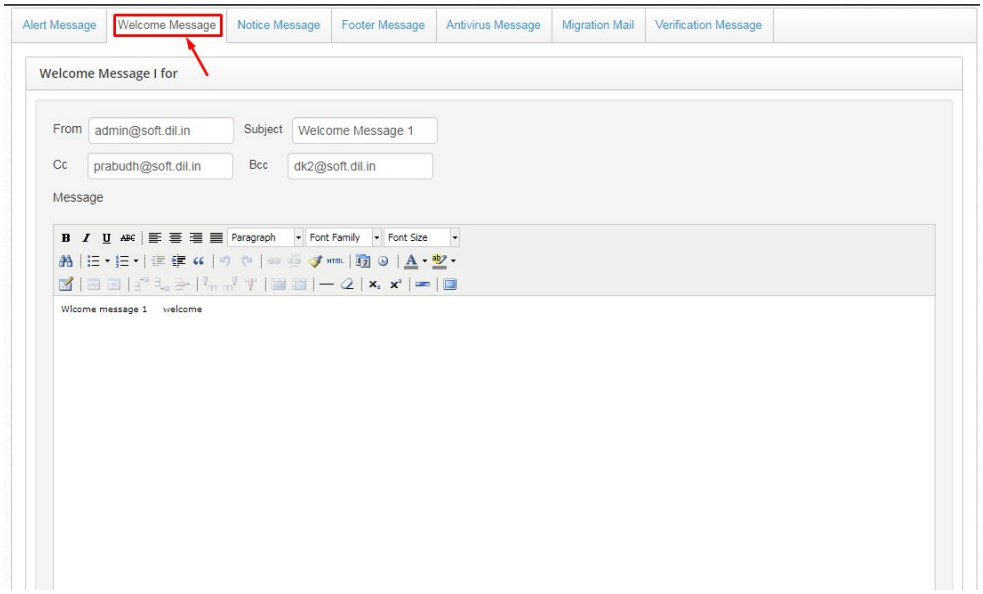


If suspicious login attempt found due to login with disallowed Geo Locations: If there is a suspicious login found by different location which is not defined. Alert message will be sent to the user mentioning disallowed geo-location for login.



Alerts/Notices > Welcome Message:

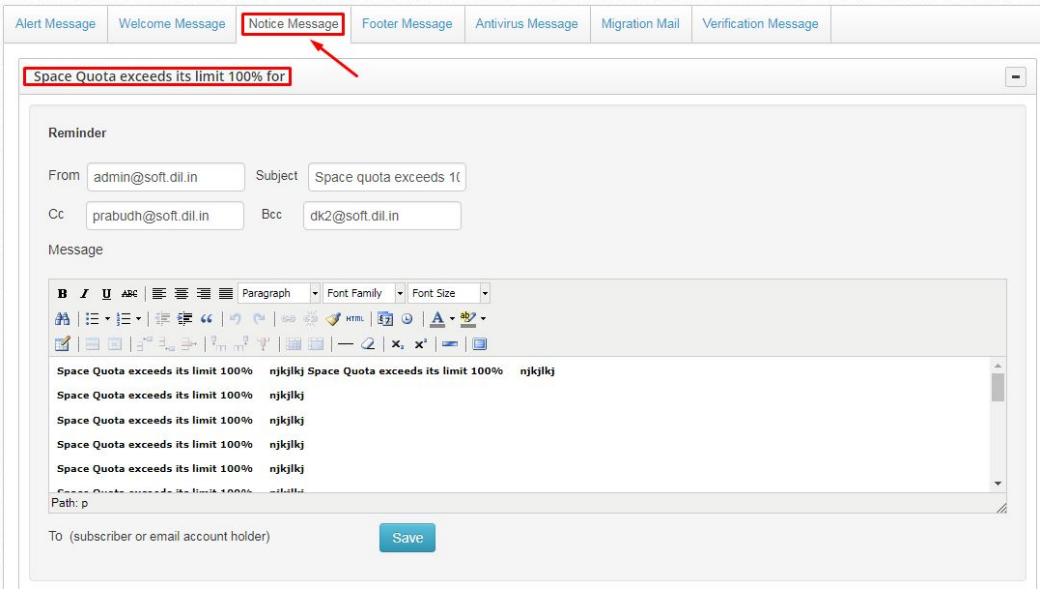
Welcome Message tab allows Domain Admin to set 'Welcome Message' for all new users of XGenPlus. As soon as any user account is created on XGenPlus, a mail with the welcome message, set in this window, will go out to user's mailbox. Again, user's email Id will be automatically picked up from the database and Admin will not have to send this email manually to all new users every time when a new user is added. Admin can set one or more Welcome messages as per the requirement.



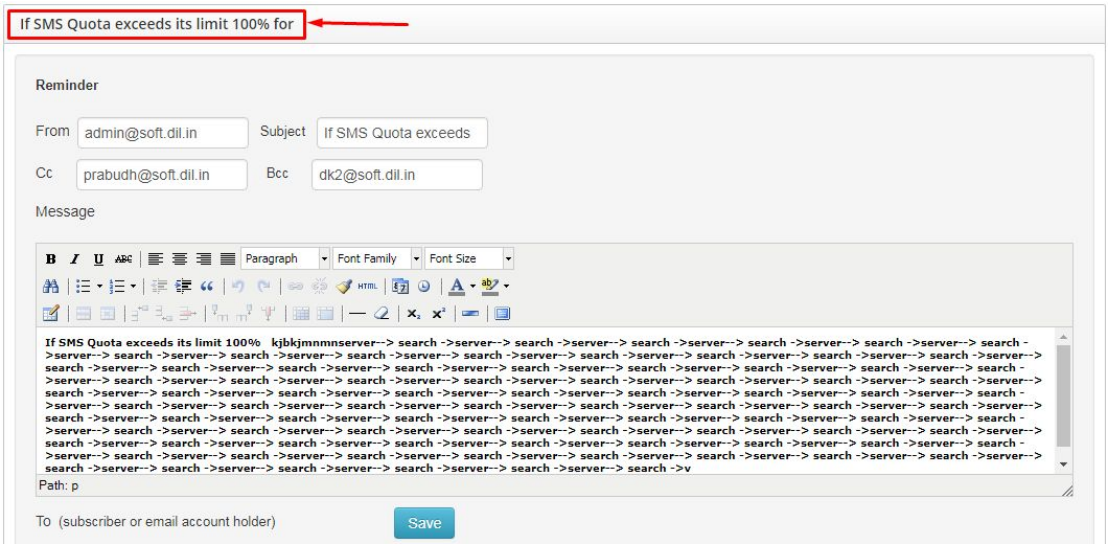
Alerts/Notices > Notice Message

Similar to alert messages, Server Admin can set notice messages to be sent out to users in case of Space Quota exceeded 100%.

If Space Quota exceeds its limit 100% for selected domain

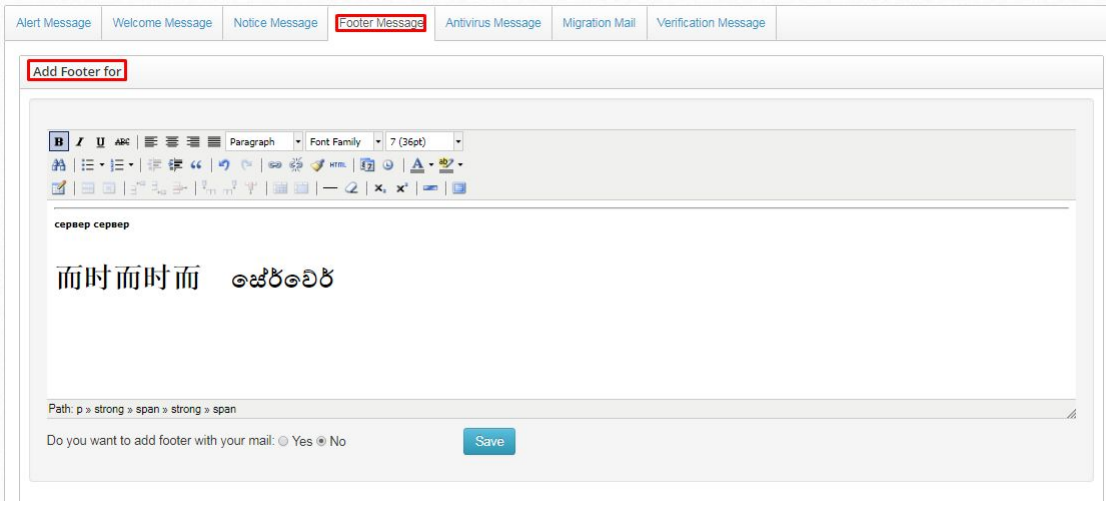


If SMS Quota exceeds its limit 100% for selected domain


If SMS Quota exceeds its limit 100% for
Reminder
From admin@soft.dil.in
Subject If SMS Quota exceeds
Cc prabudh@soft.dil.in
Bcc dk2@soft.dil.in
Message
Paragraph
Font Family
Font Size
If SMS Quota exceeds its limit 100% kjbkjmnmnserver--> search ->server--> search ->server--> search ->server

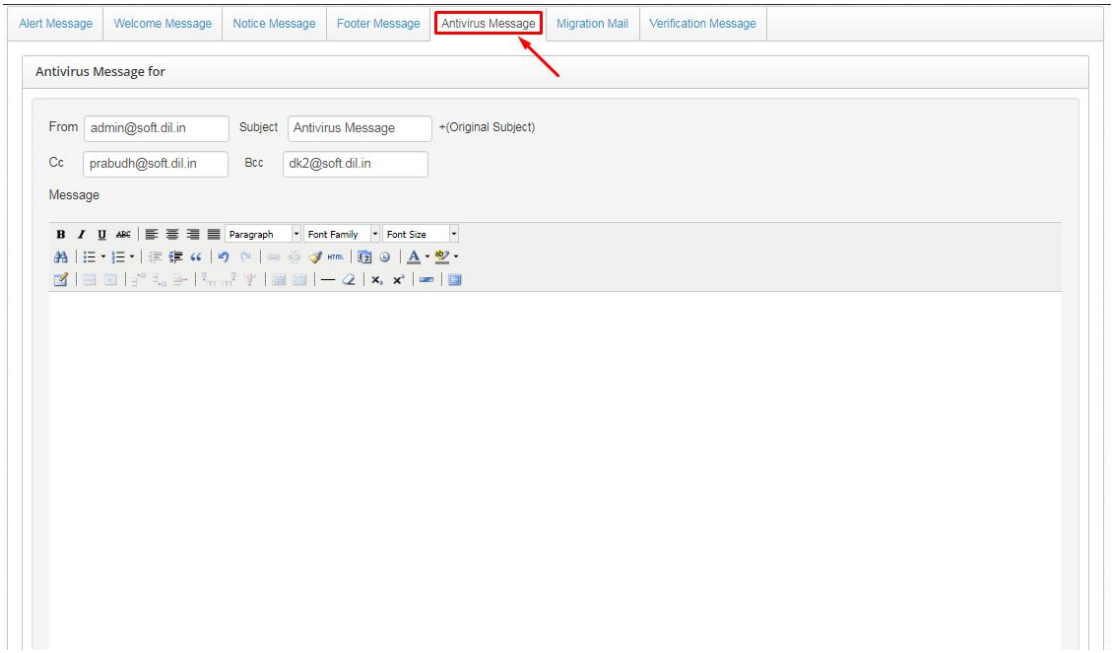
Alerts/Notices > Footer Message

Server Admin can set the footer message through this tab. This footer message will be sent out as email footer with all outgoing emails for the domain.



Alerts/Notices> Antivirus Message

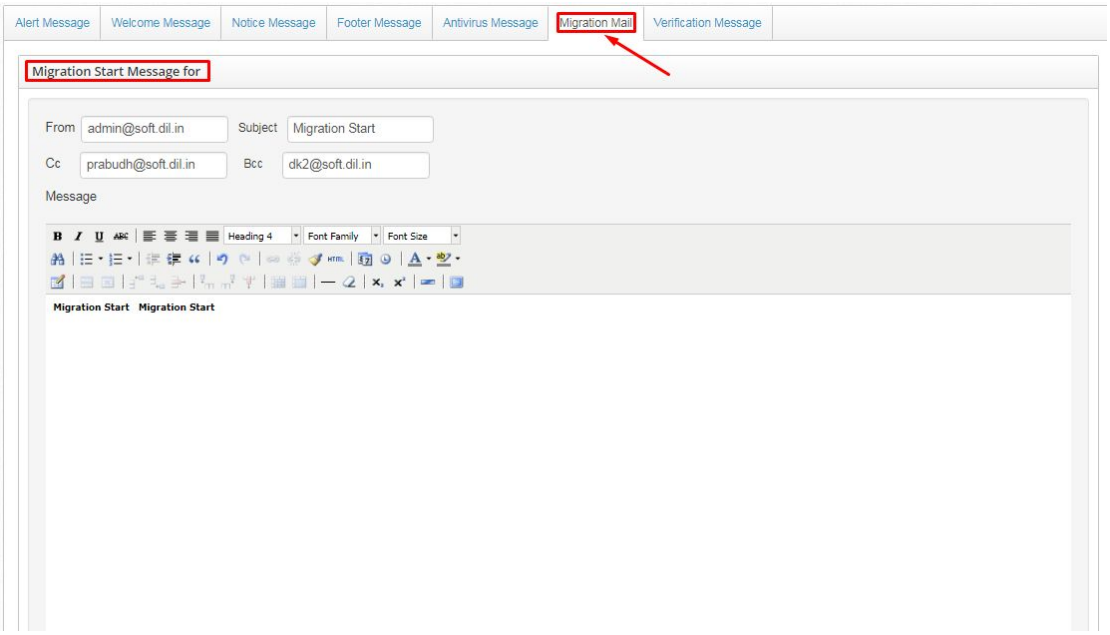
Server admin can set the Antivirus Message through this tab. This Antivirus Message will be sent out as email footer with all outgoing emails for the domain.



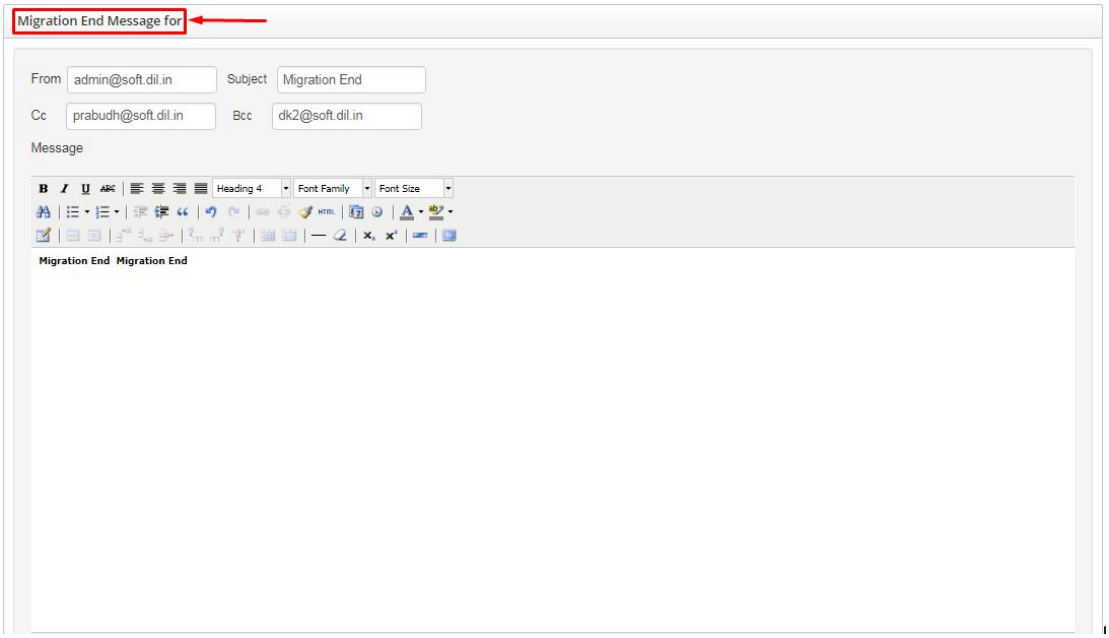
Alerts/Notices > Migration Message

Server Admin can set the migration message through this tab. This message will be sent out as email with all outgoing emails for the domain. Admin can set the migration start message, migration end message, migration cancellation message and also the migration exception message.

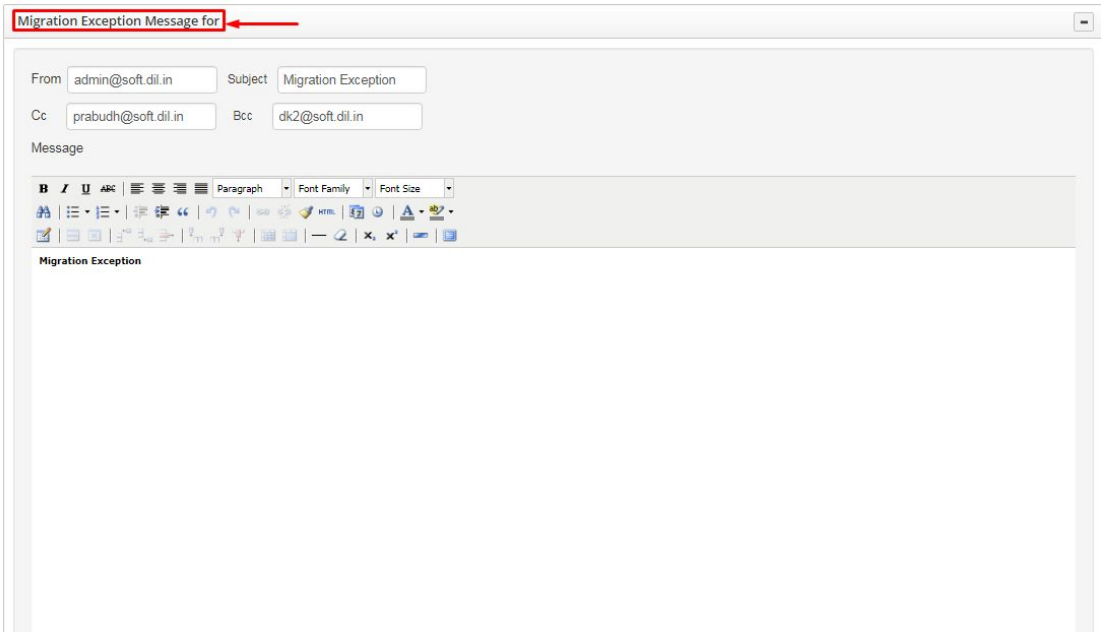
Migration Start Message:



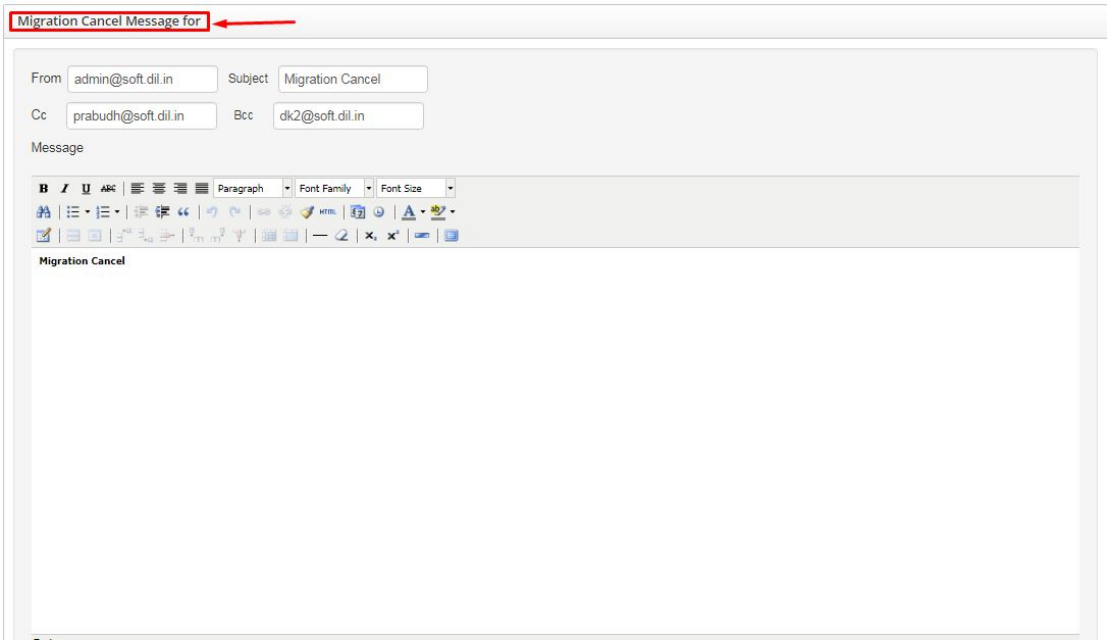
Migration End Message:



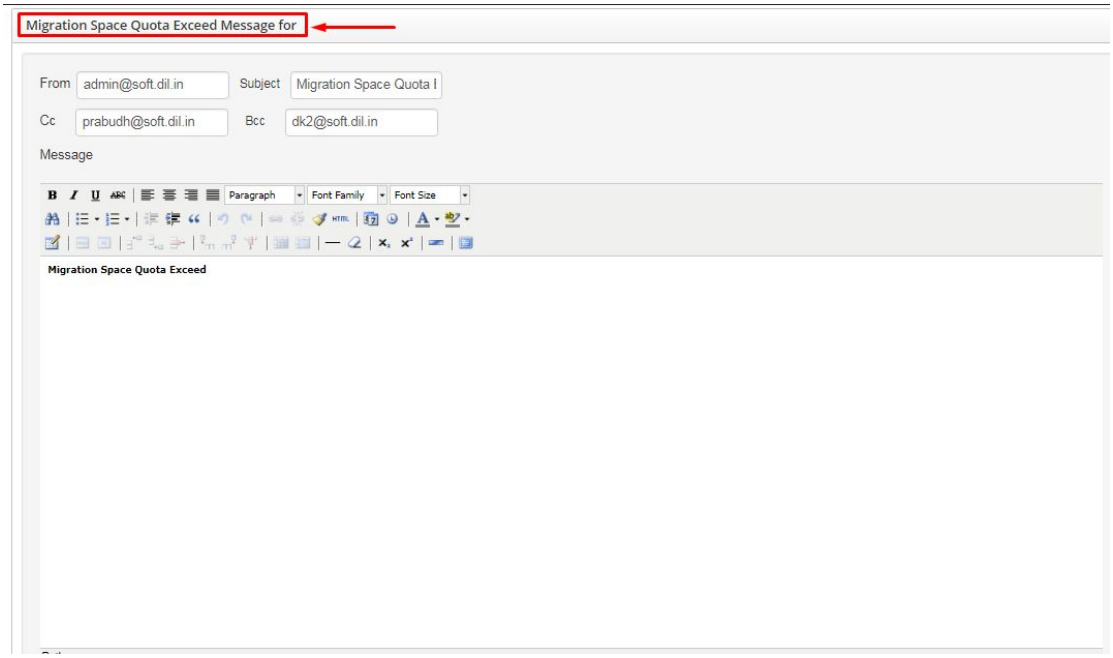
Migration Exception Message:



Migration Cancel Message:



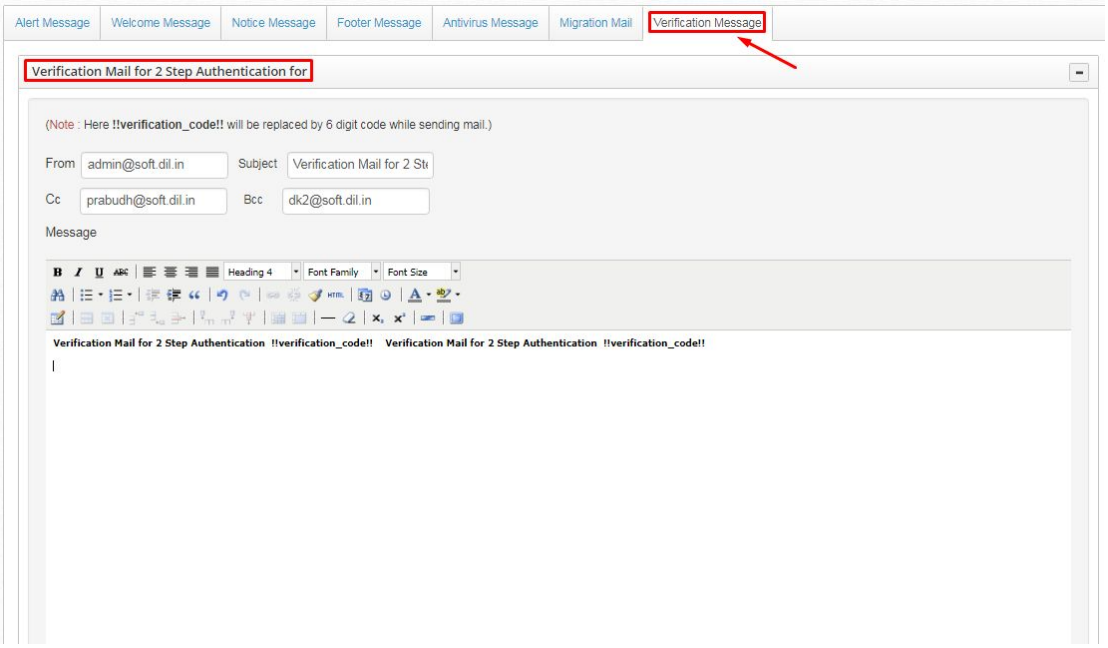
Migration Space Quota Exceed Message:



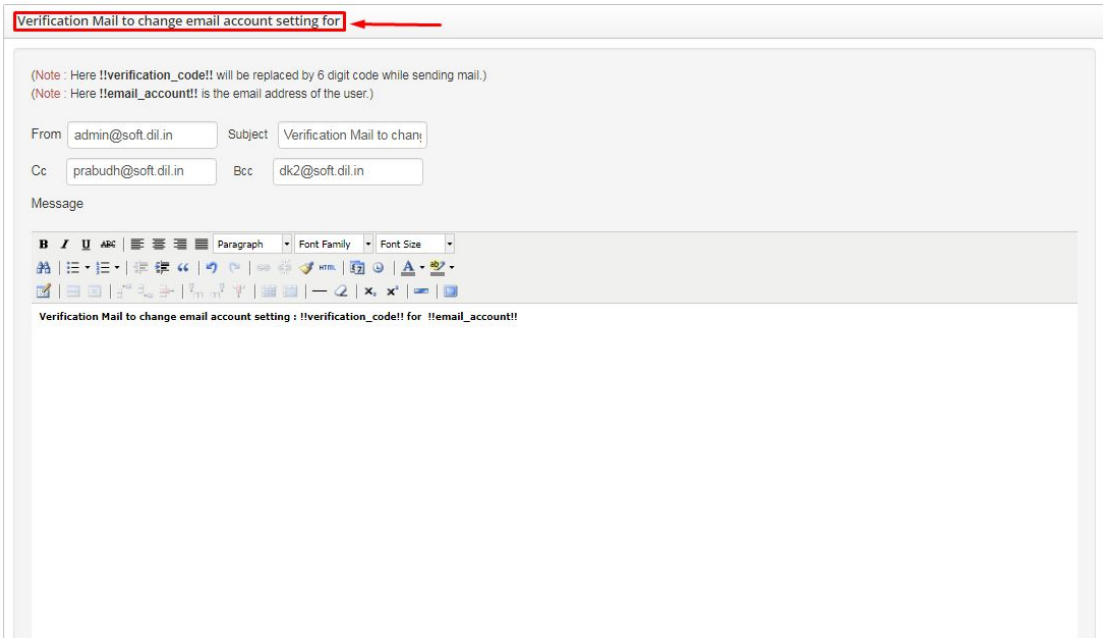
Alerts/Notices > Verification Message

Domain can set the verification mail for its users to be sent to them in three cases

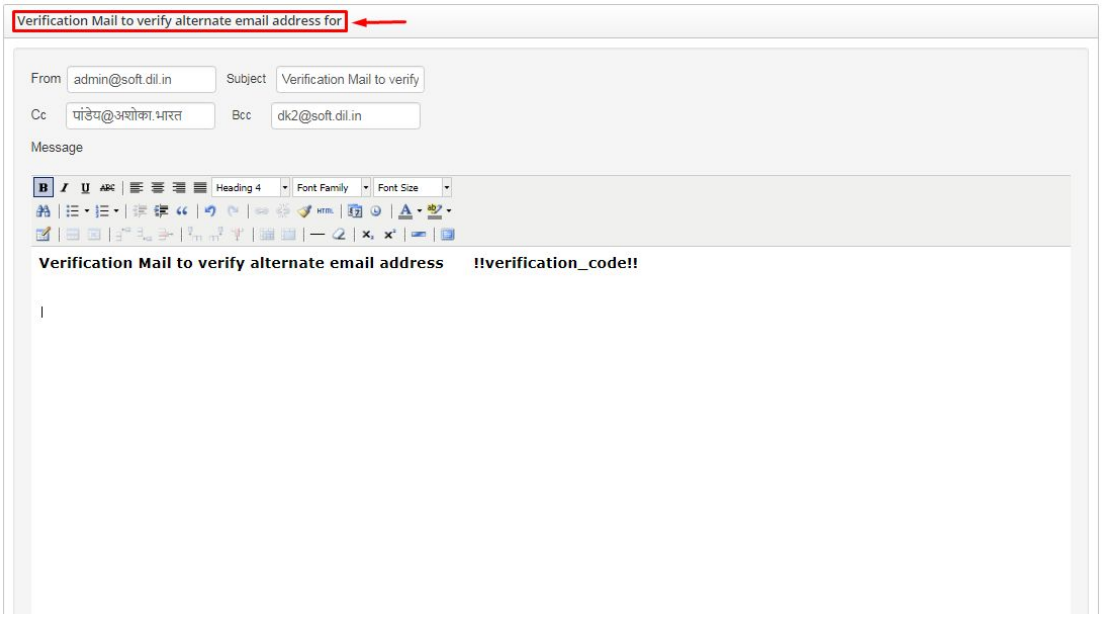
For 2 step authentication: This message is to send verification mail for 2 step authentications to the users of selected domain.



Verification Mail to change email account setting: Message to be sent in case of any changes in the email account settings

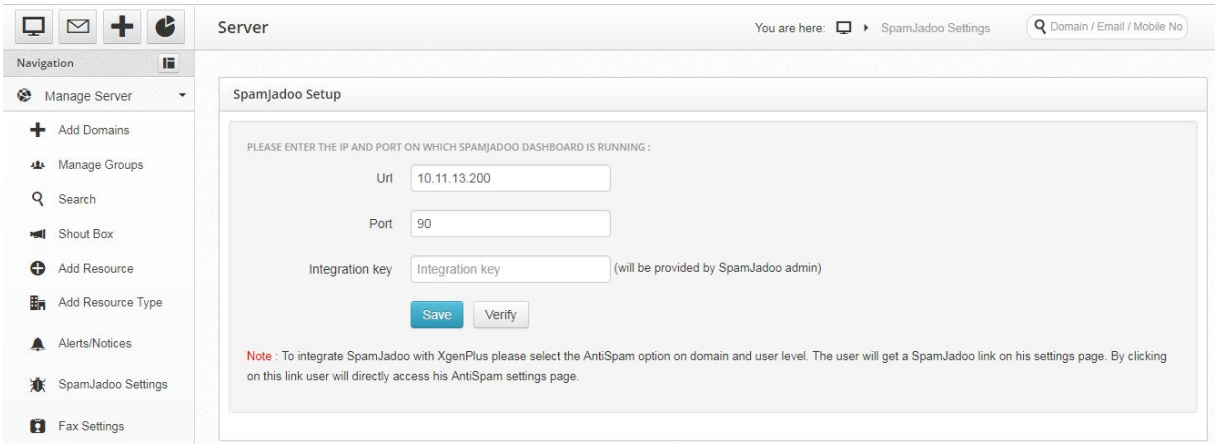


Verification Mail to verify alternate email address: This message will sent to verify the alternate Email.



Spamjadoo Settings:

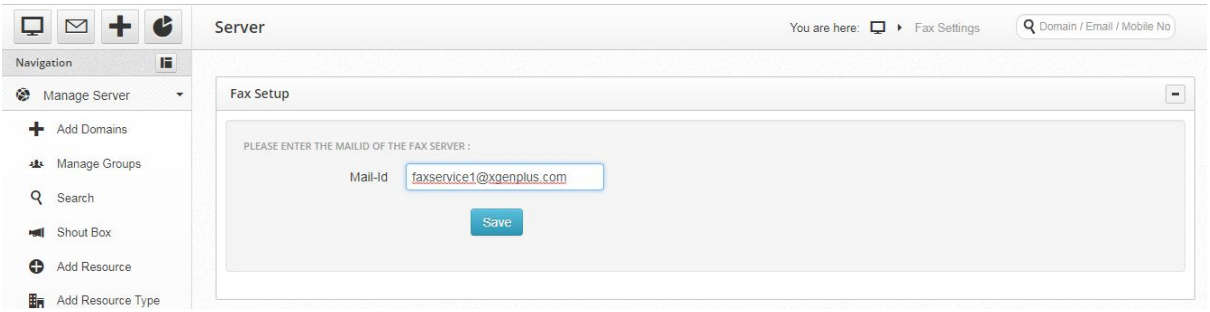
Server admin can integrate SpamJadoo with XgenPlus server. Once server admin integrates the SpamJadoo settings with XgenPlus server, users will get a SpamJadoo link on their settings page. Spamjadoo settings will be added by the Admin by entering URL, Port and Integration Key and click 'save'.



By clicking on the link user can directly access his AntiSpam settings page.

FAX Settings:

Xgenplus Fax lets you Send and Receive Faxes, Server admin can specify mail-Id of fax server and click 'Save' to configure the FAX settings in your Xgenplus Account.

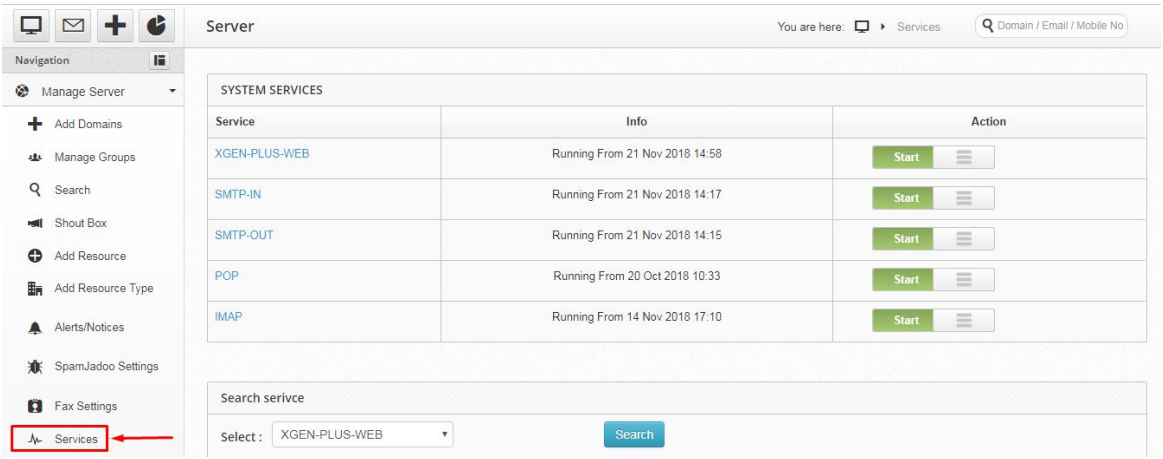


All the users on those domains, which reside on the particular server and have the "fax allowed" permission, can send the fax. "Fax allowed" option is only visible to server administrator.

"Fax allowed" option is available for every user under Show all user > User menu

Services:

Domain Statistics include some general statistics like **Domain Name, SMTP/POP services, Total space allowed, logs** etc. for Domain. Server Admin can check the services running for domain (or for server) through "Services" window. Server Admin can change the status of any service he wants.



In admin panel, server admin can check reports of service START/STOP. Server admin can view, when particular service has been start and stop.

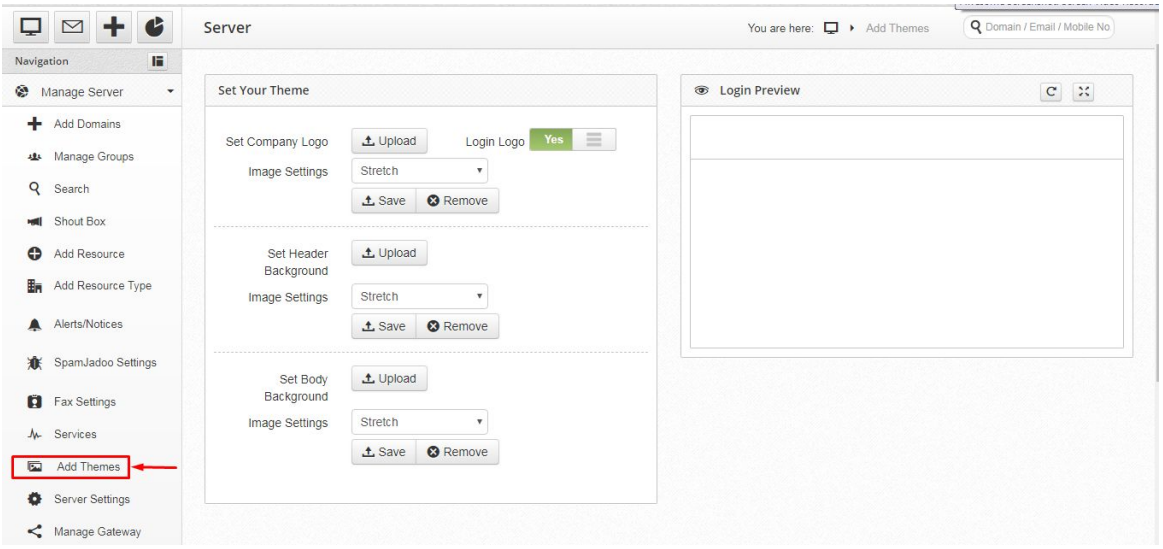
Server admin can:

1. Go to <<Manage Server>>
2. Then select <<Services>>
3. In search service section, server admin can select <<Service name>> and can see report.
4. In this report server admin can see <<Service Name>>, <<Status (START/STOP)>>, <<DATE & TIME>>

Add Themes:

Themes allow users to customize the look and feel of their Xgenplus accounts by choosing their own colors and background schemes. Server Admin can set the theme as per their choice.

To select a theme through Server Admin account, go to Manage Server > Add Theme, choose from the selection of Xgenplus themes or create their own. Changing themes does not affect the content or functionality of Xgenplus, nor does it alter any settings applied by the user/administrator, such as a customized logo, account picture etc.

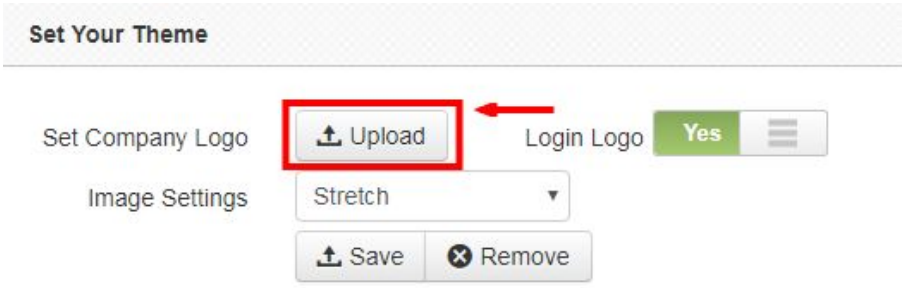


a) **Set Company logo**

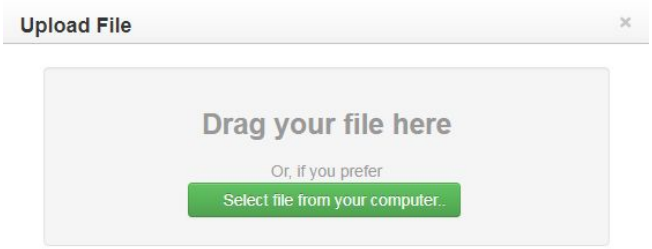
Server/Domain Admin can upload the picture or image of the logo and can enable or disable the login logo. He can also do the image alignment settings as per their choice by choosing the options available in the drop down list. Admin can also save the image or remove the image if he want.

To setup the logo, below steps should perform:

- Click '**upload'** to upload company logo

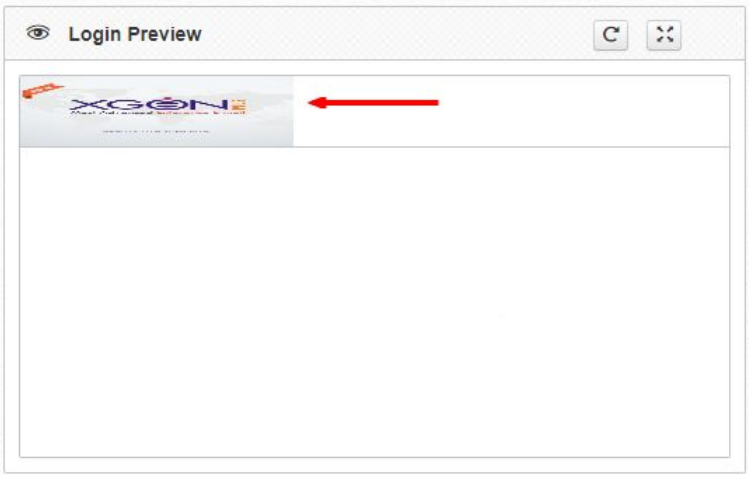


- Browse 'logo' into the system to upload or directly drag logo file.



- Do image setting to make image stretch, Centre, Repeat, Repeat-X, Repeat-Y and click save. The image will get upload.

Once you upload the logo successfully, it will be available in the preview window

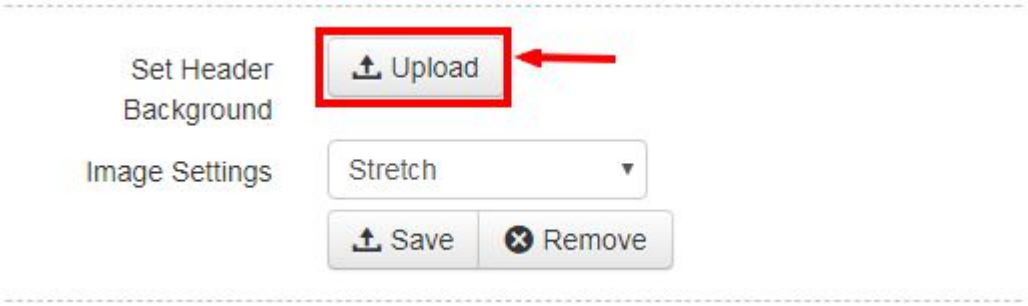


b) Set Header Background

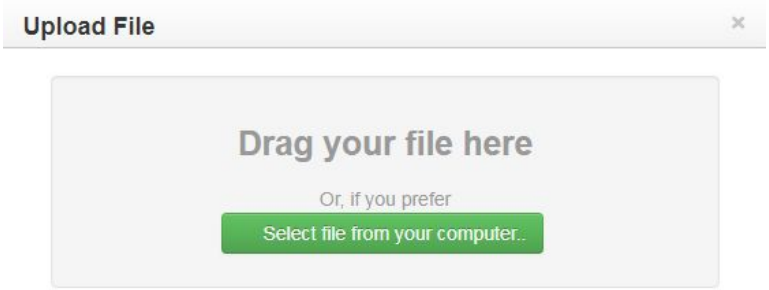
Domain can upload the image for the background as well and the similar settings can be applied which he applied for logo.

To setup the Header, below steps should perform:

- Click **upload** to upload the header.

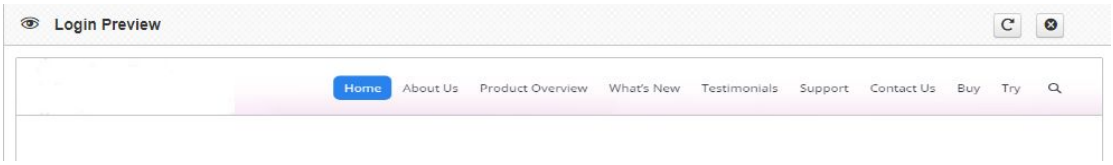


- Browse header into the system to upload or directly drag logo file.



- Do image setting to make image stretch, Centre, Repeat, Repeat-X, Repeat-Y and click save. The image will get upload.

Once you upload the header successfully, it will be available in the preview window



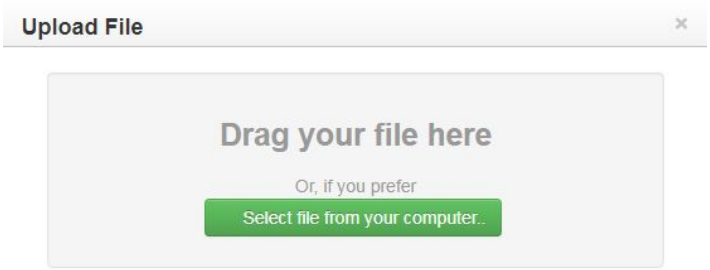
c) Set Body Background

The same scenario will be followed in this aspect as well which we followed in the above two

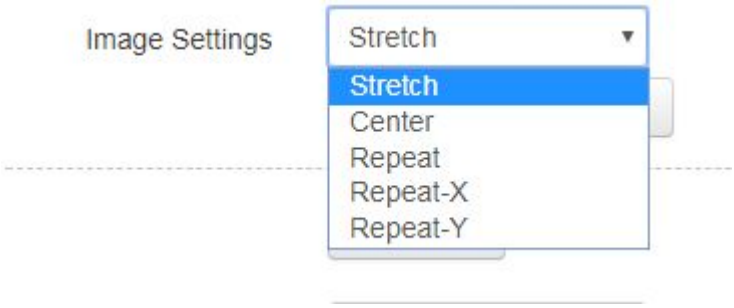
To setup the Body, below steps should perform:

- Click **upload** to upload the Body.

- Browse header into the system to upload or directly drag logo file.



- Do image setting to make image stretch, Centre, Repeat, Repeat-X, Repeat-Y and click save. The image will get upload.



Once you upload the header successfully, it will be available in the preview window

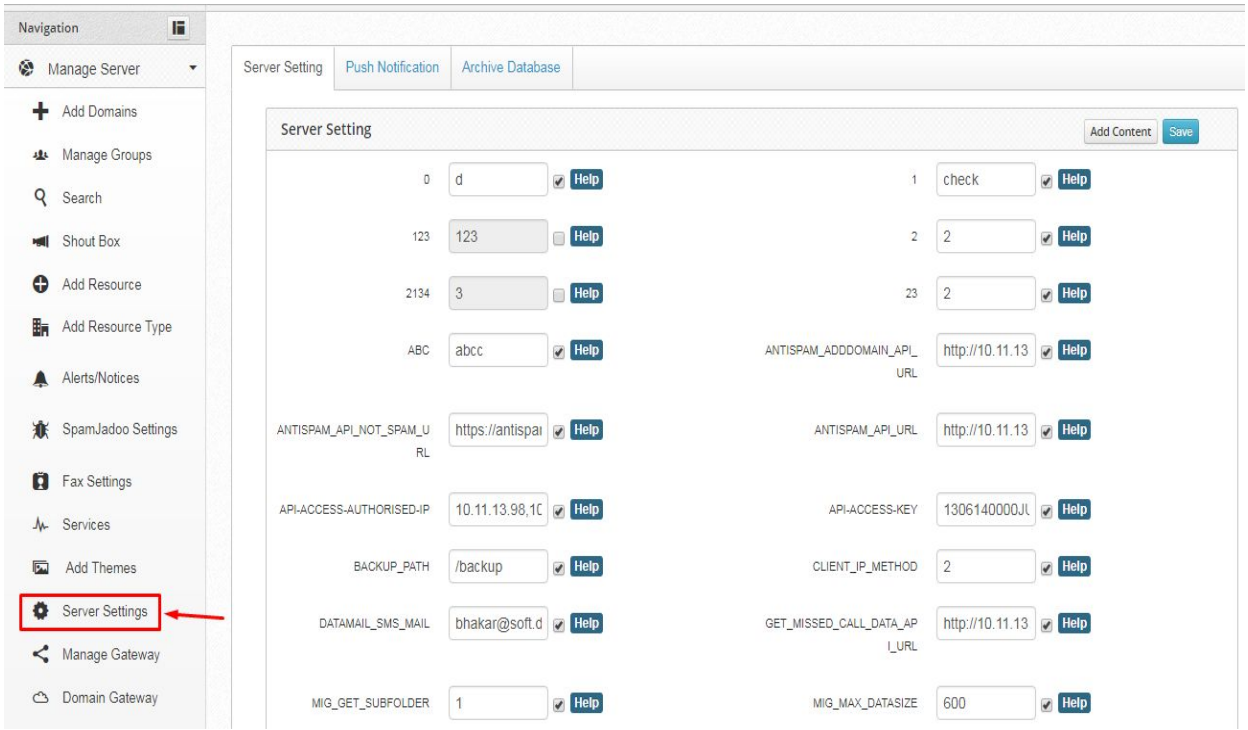
Server Settings

The Server settings are the global Settings that apply to all accounts in the Xgenplus servers. They are initially set during installation. You can modify the settings from the Administration Console.

- Server admin can view all the settings for their domains.
- Server admin can also add content and save it.
- If server admin want can write the content in the help section for each setting so that it can be easy for them to understand that for what use that setting is exactly. After writing details for specific settings server admin can save that content

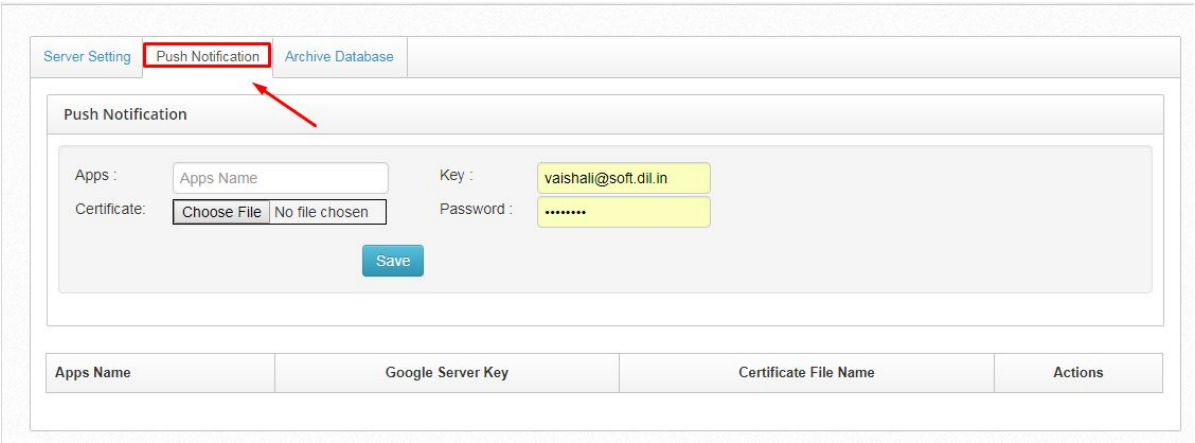
Configurations done in Global Settings define values for the objects such as server, API access Key, POP Host Name account, COS etc, the values for the settings for the domain is also mentioned there. If these attributes are set in the server, the server settings override the global settings. There are separate section to describe the settings of servers in each domain associated with the server.

Below is the screen through which server admin can view all settings running for its domains.



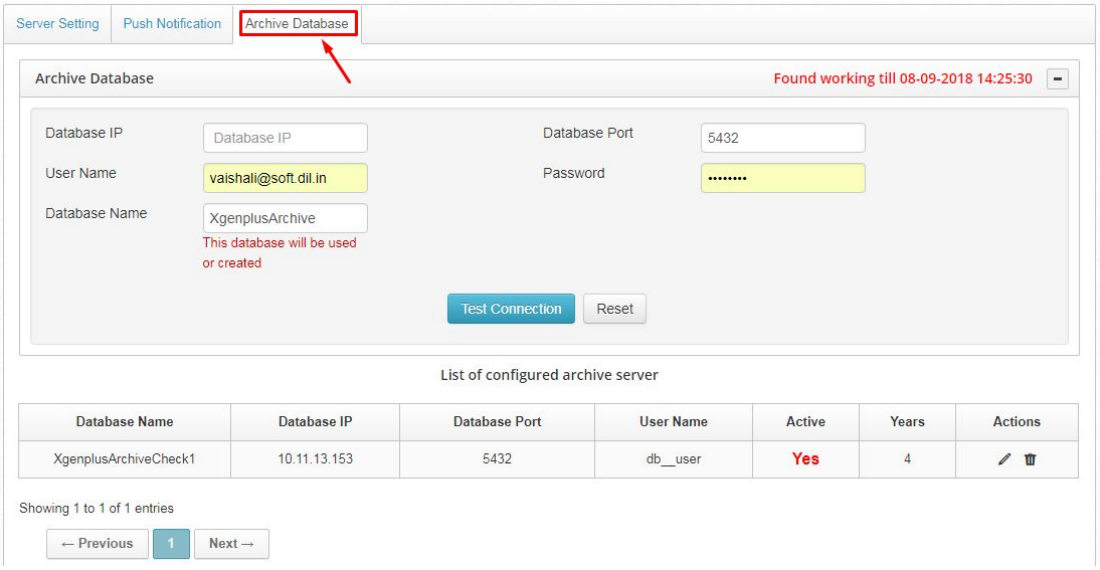
Push Notification

Push Notification Certificates let you send notifications to users of your app. They must be created before a Provisioning Profile since they are embedded within the Provisioning Profile. The server Admin can set Push Notification, the push notification will actually going to work with mobile for the users that has been using the Xgenplus Mobile App. Xgenplus modules comes with an improved push notification system.



Archive Database

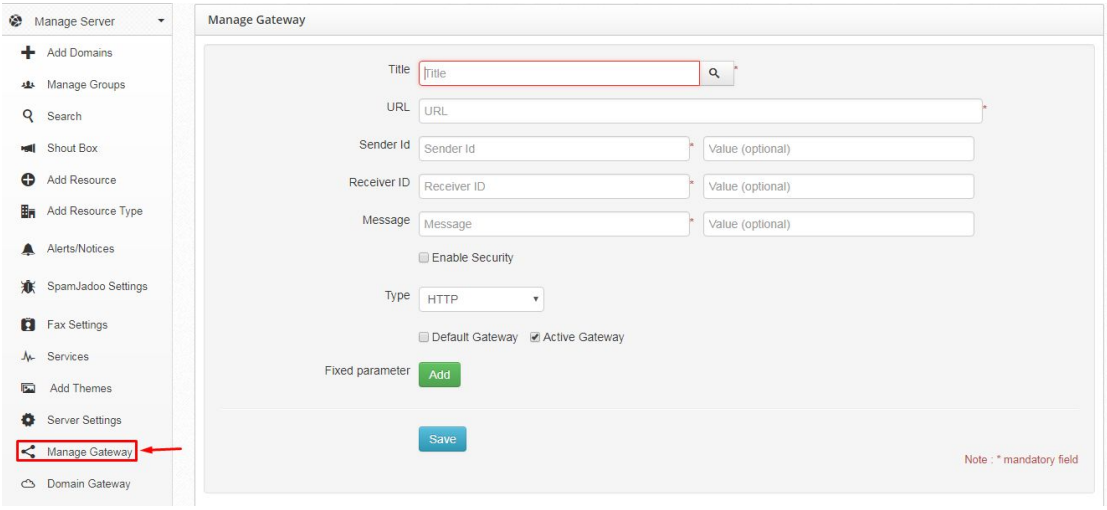
Server Admin can also archive the database. Admin need to enter the Database IP, port, username, password and database name. Once you entered the details click 'Test Connection' to check the connectivity. If the connection is successful you may check the account added into the list below.



Manage Gateway

- Gateways are basically a set of rules we define or we can say it plays a role of bridge for the messages which are received or sent.
- Gateways can be “User based gateway” and “Domain based gateway”. Every user and domain has different gateways.
- All the fields are mandatory to be filled.

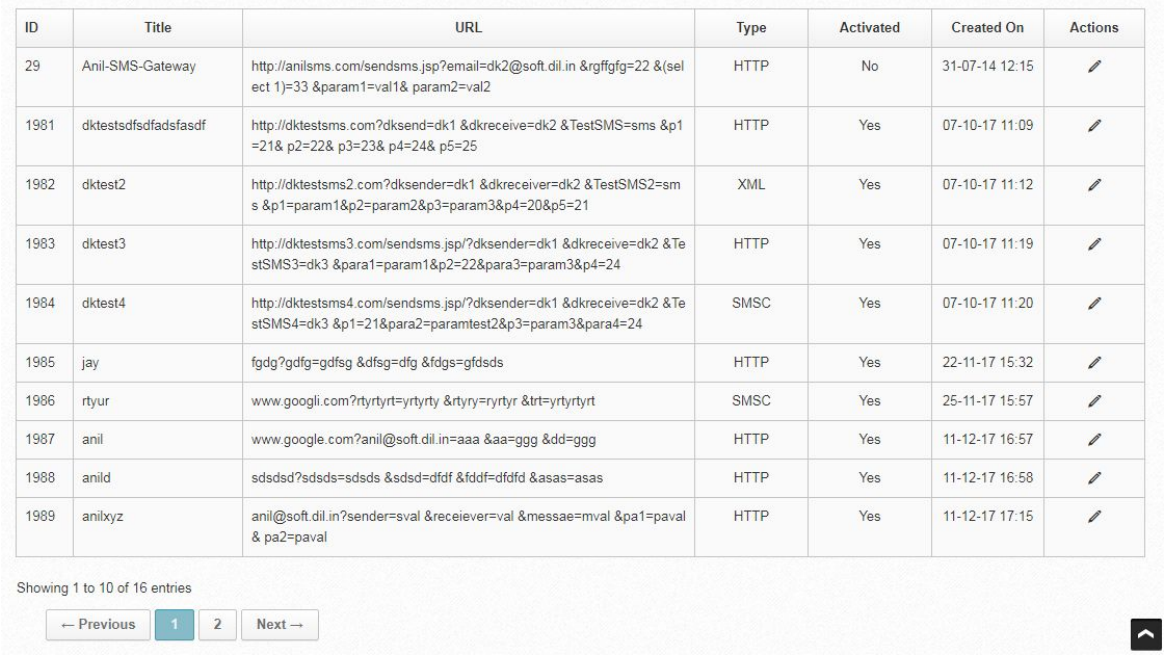
To add gateway we need to specify following parameters:



Field	Value	Details
Gateway Title	Text box	Server admin can write the gateway title. The title can be any random unique aplhnumeric name. Server admin can also search for the gateway title which they have added if it exists already or not.
URL	Text box	Server admin has to fill the URL of the gateway as well
Sender ID	Text box	Server admin can define the email-id for the sender for which they want to define the gateway. He can also add the optional value
Receiver ID	Text box	Server admin can define the email-id for the receiver for which they want to define the

		gateway. He canalso add the optional value
Message	Text box	Server admin can also define the message for the gateway or can also the optional value for it. Server admin can enable the security for the message as well.
Gateway Type	Dropdown Menu	Server admin can alsochoose gateway type from dropdown menu and the choices are **“http”, “smsc” and xml“.** Server admin can also choose the make the gateway type a**“Default gateway” or “Active Gateway”**
Fixed parameter	Text box	Server admin after adding all the parameters details can also add other fixed paramters also if ithey like to add.
Save	Submit Button	After filling all fields will be saved once click on ‘submit’ button

After adding gateways, server admin can view all the gateways and their details added in the list view.



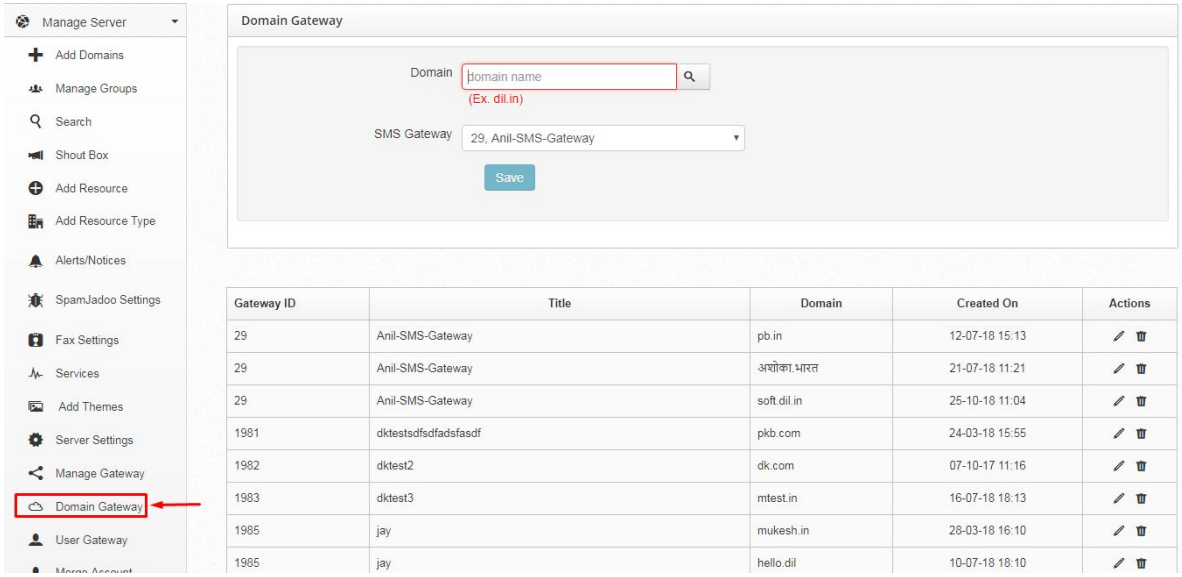
ID	Title	URL	Type	Activated	Created On	Actions
29	Anil-SMS-Gateway	http://anilsms.com/sendsms.jsp?email=dk2@soft.dil.in &rgffgfg=22 &(select 1)=33 &param1=val1& param2=val2	HTTP	No	31-07-14 12:15	
1981	dktestsdfsdfadsfasdf	http://dktestsms.com?dksend=dk1 &dkreceive=dk2 &TestSMS=sms &p1=21& p2=22& p3=23& p4=24& p5=25	HTTP	Yes	07-10-17 11:09	
1982	dktest2	http://dktestsms2.com?dksender=dk1 &dkreceiver=dk2 &TestSMS2=sms &p1=param1&p2=param2&p3=param3&p4=20&p5=21	XML	Yes	07-10-17 11:12	
1983	dktest3	http://dktestsms3.com/sendsms.jsp/?dksender=dk1 &dkreceive=dk2 &TestSMS3=dk3 &para1=param1&p2=22&para3=param3&p4=24	HTTP	Yes	07-10-17 11:19	
1984	dktest4	http://dktestsms4.com/sendsms.jsp/?dksender=dk1 &dkreceive=dk2 &TestSMS4=dk3 &p1=21&para2=paramtest2&p3=param3&para4=24	SMSC	Yes	07-10-17 11:20	
1985	jay	fgdg?gdfg=gdfsg &dfsg=dfg &fdgs=gfdsds	HTTP	Yes	22-11-17 15:32	
1986	rtyur	www.googli.com?rtyrtyrt=yrtyrty &rtyry=ryrtyr &trt=yrtyrtyrt	SMSC	Yes	25-11-17 15:57	
1987	anil	www.google.com?anil@soft.dil.in=aaa &aa=ggg &dd=ggg	HTTP	Yes	11-12-17 16:57	
1988	anild	sdsdsd?sdsds=sdsds &sdsd=dfdf &fddf=dfdfd &asas=asas	HTTP	Yes	11-12-17 16:58	
1989	anilxyz	anil@soft.dil.in?sender=sval &receiever=val &messae=mval &pa1=paval & pa2=paval	HTTP	Yes	11-12-17 17:15	

Showing 1 to 10 of 16 entries

← Previous 1 2 Next →

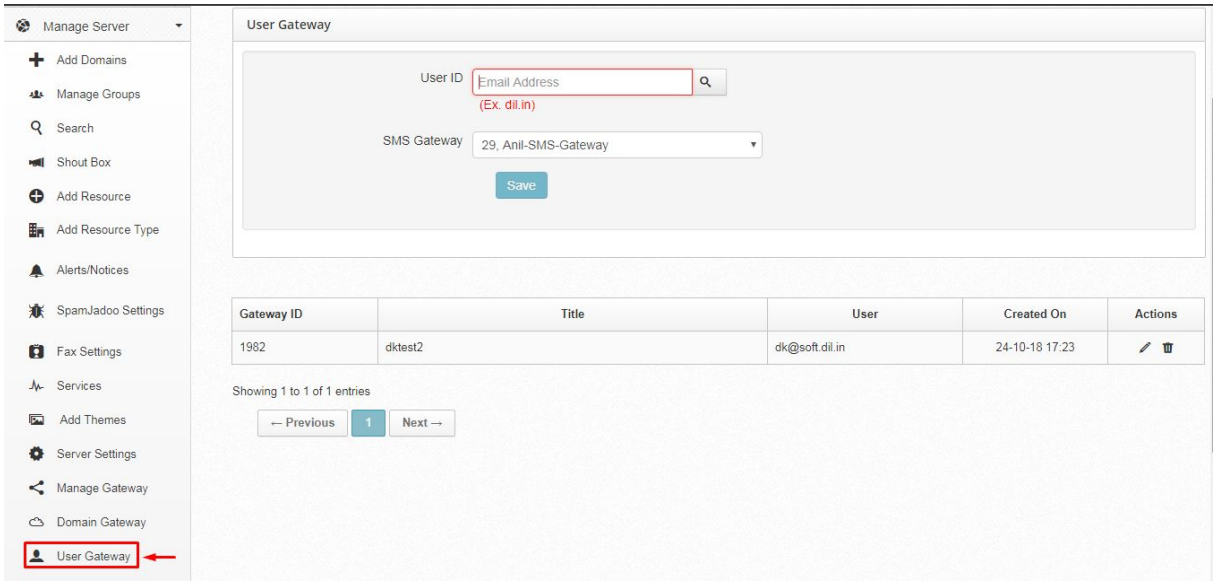
Domain Gateway

Through this section server admin can add the SMS gateway which they defined in the manage gateway section for the specific domain and save it.



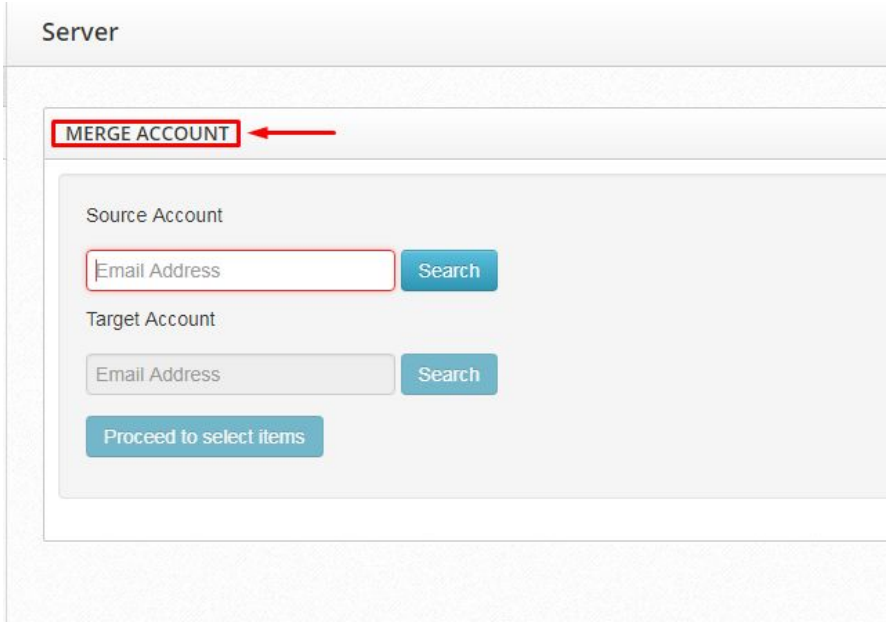
User Gateway

Through this section server admin can add the SMS gateway which they defined in the manage gateway section for the specific user and save it.

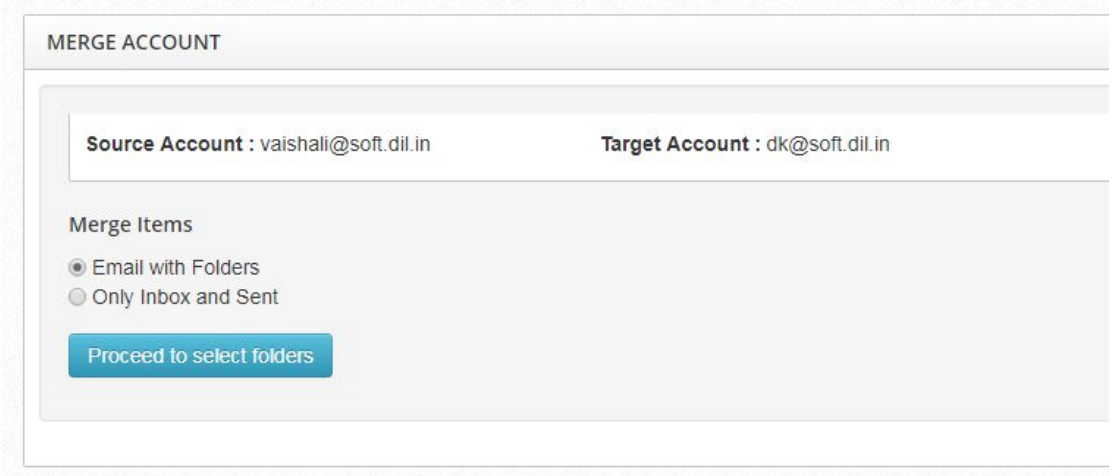


Merge Account

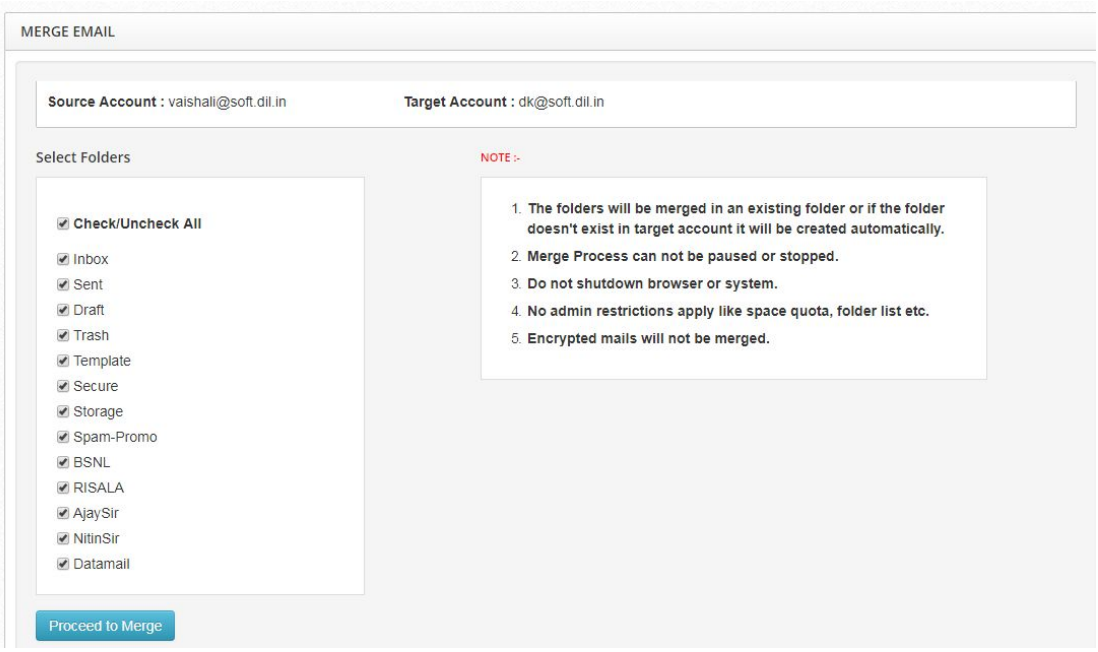
- Server admin can merge two different mails accounts through this section.
- Server admin mention the email-address in the source account field and also for target account field.
- After filling the email address for the respective accounts server can select the folders which they would like to be shown in the target email account.
- Following screenshots will make you more clear that how two accounts are merged and how server admin can select the criteria which can be shown in the target email account from source account.



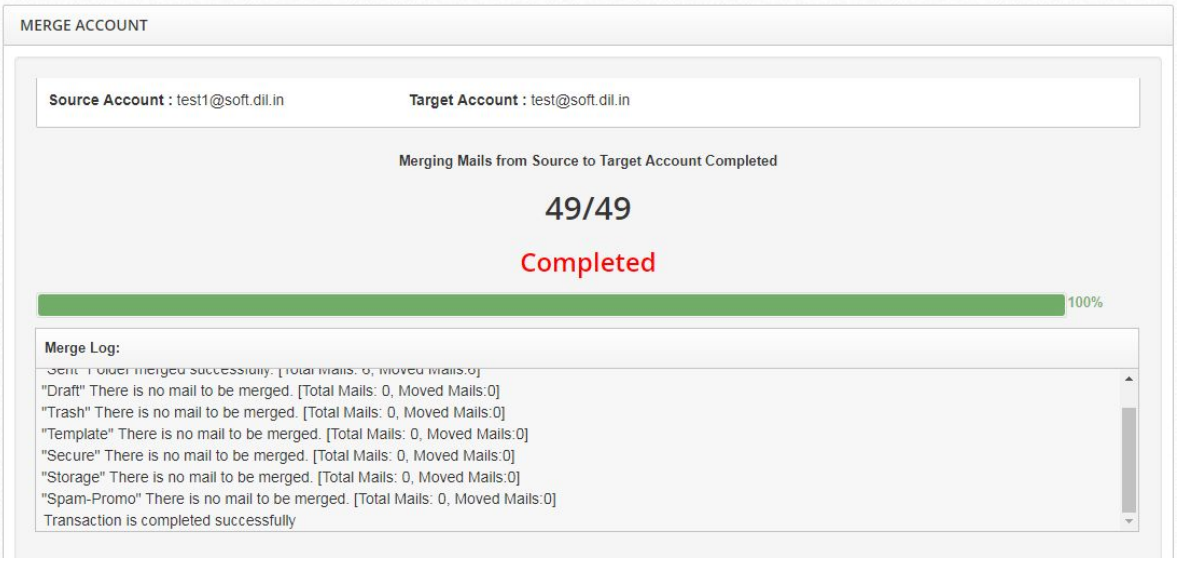
Once both, the source account and the target accounts is added, Admin should proceed to select folders. Server admin can choose the items which he want to merge that is either Email with folders or Only inbox and Sent items



If Server admin chooses Email with Folders then he will directed to the below screen, select, there are number of folders associated among which Admin can choose to merge with both the accounts and click “Proceed to Merge”.



Once the account is successfully merge and transactions of folders is completed, the below screen will be displayed

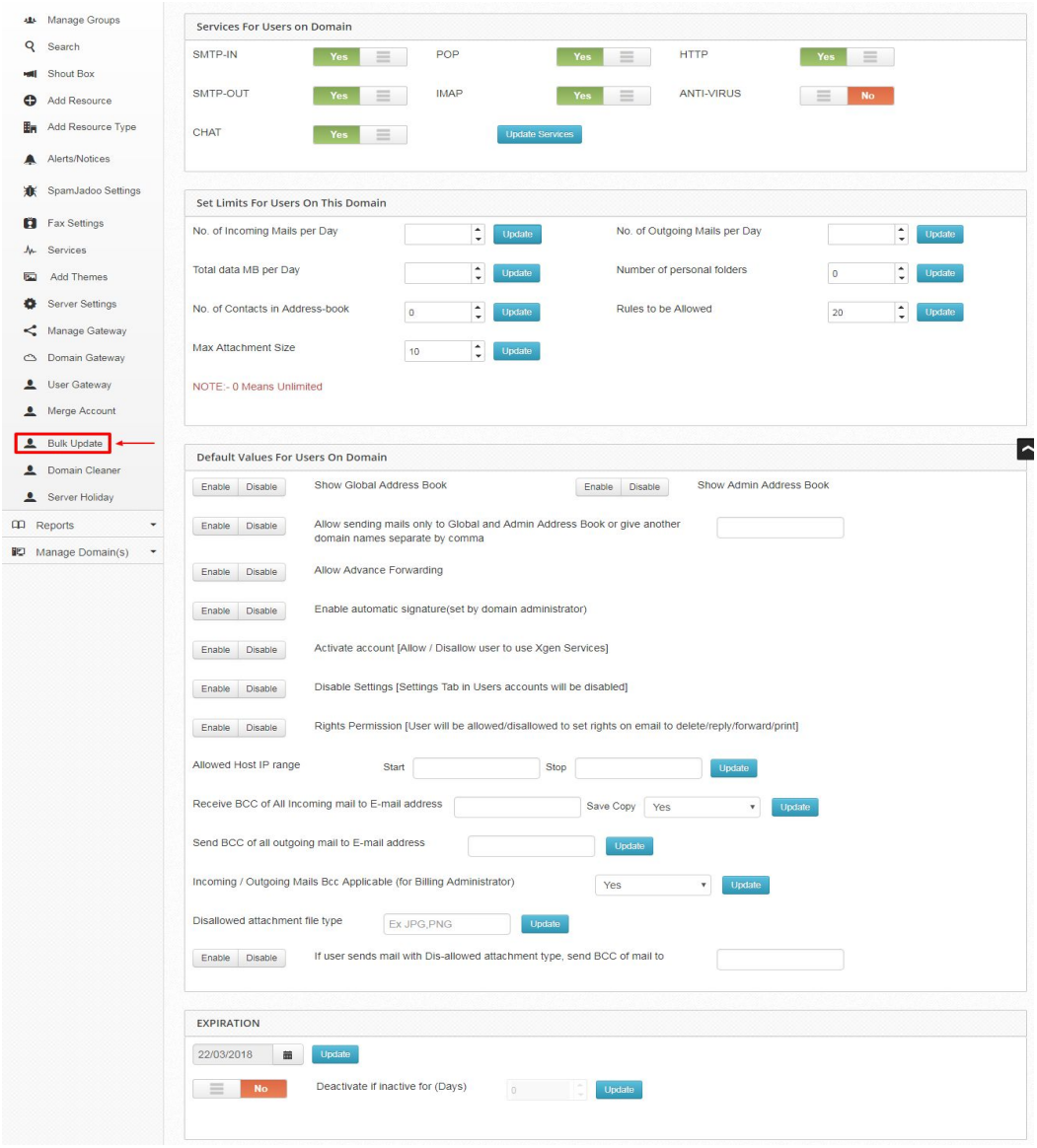


Bulk Update

Bulk Update Sections

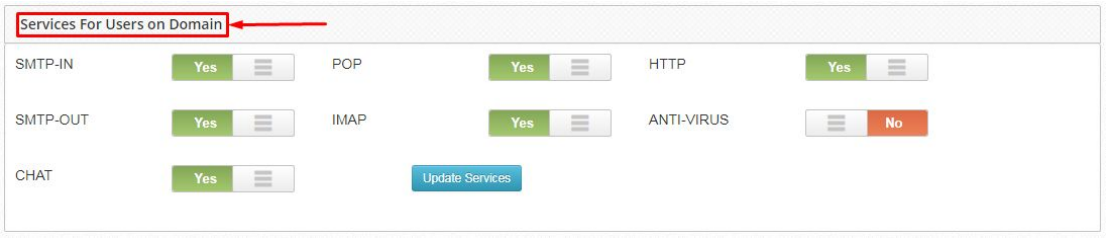
Through Options page, Domain Administrator can set the following settings/services for the added users in a domain

- **Services for User** –Enable HTTP/SMTP/POP/IMAP services for the user
- **Default values for user** –set Address book, attachment types, mails Bcc settings, IP range for user
- **Set limits for user** –set the number of incoming & outgoing emails, data transfer limit, number of personal folders, contacts etc. for user
- **Expiry details & Notifications** –set the expiry date and expiry notification time for the user.



Lets find out all fields details section-wise in a tabular form which server admin has to fill for all the above sections of bulk update.

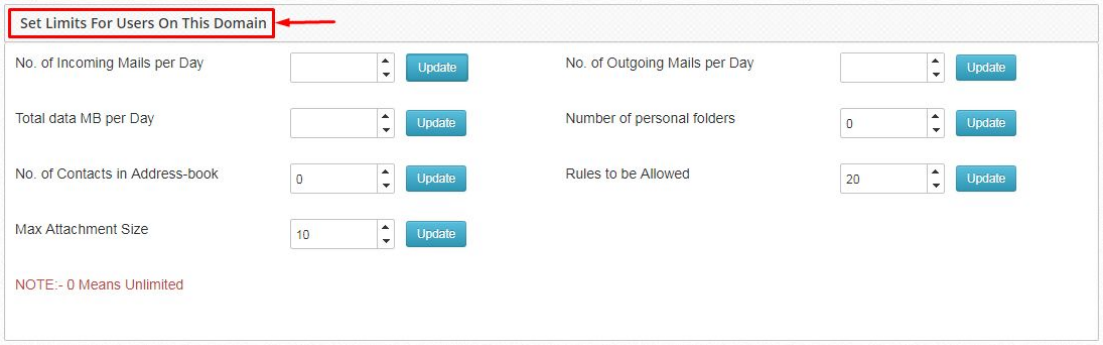
Section 1 > Services For Users on Domain



Field	Field Values	Field Details
SMTP-IN	Slider	SMTP-IN service enables the server to receive emails for the domain whose bulk update settings has been done
SMTP-OUT	Slider	SMTP-OUT service enables the server to deliver (receive from domain users and send) emails from this domain whose bulk update settings has been done.
CHAT	Slider	Enables CHAT service for domain users
POP	Slider	Enables POP service for domain and its users
IMAP	Slider	Enables IMAP service for domain and its users
HTTP	Slider	Enables HTTP service for domain and its users
ANTI-VIRUS	Slider	Enables ANTI-VIRUS checking on email traffic for this Domain.

Section 2 > Set Limits For Users On This Domain

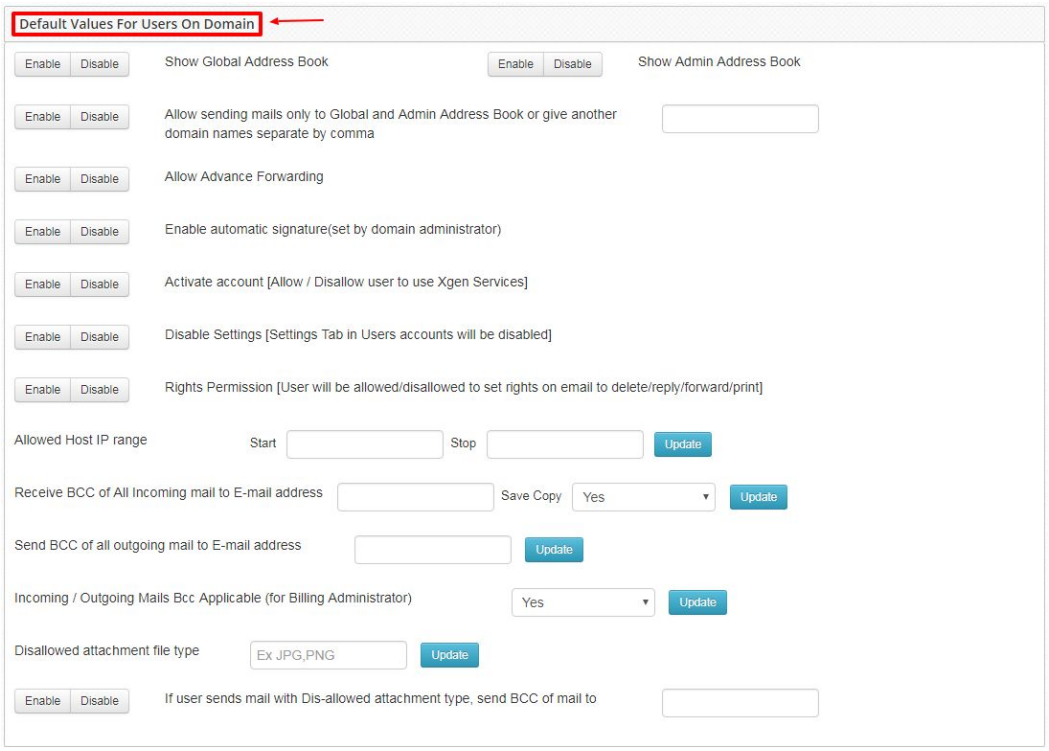
This section allows Domain Admin to set the number of incoming & outgoing emails, data transfer limit, number of personal folders, contacts etc. for user.



Field Name	Field Type	Description/Action
Number of Incoming Mails per Day	Dropdown	Enter the number of incoming mails per day you want to allow for domain
Number of Outgoing Mails per Day	Dropdown	Enter the number of outgoing you want to allow for domain
Total data MB per Day	Dropdown	Enter the amount of data transfer (in MB) you want to allow for domain
Number of personal folders	Dropdown	Enter the name of personal folders you want to allow for domain.
Number of Contact in Address Book	Dropdown	Enter the number of contacts you want to allow for Domain
Rules to be allowed	Dropdown	Enter the maximum number of rules you want to allow for domain
Max attachment Size	Dropdown	Serv er Admin can set maximum attachment size

Section 3 > Default Values For Users On Domain

This section allows Server Admin to set Address book, attachment types, mails Bcc settings, IP range settings for domain.

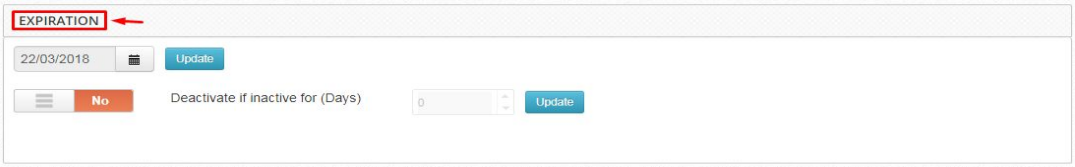


Field Name	Field Type	Description/Action
Show global Address	Checkbox	If enabled then domain will have option to see list of email accounts created on the domain automatically
Show Admin Address Book	Checkbox	If selected, domain will have option to see list of email
Allow sending mails only to Global and Admin Address Book	Slider	If checked, Domain Admin will be able to send emails to people in Global and Admin address books and not to any external email Ids
Allow Advance Forwarding	Slider	Mailbox and set auto-forward specific email to specific email Id
Allowed Host IP Range	Textbox	able to login into mail account only from allowed IP ranges
Receive BCC of all incoming mail to E-mail address	Textbox	Incoming mails of domain will be bcc'd to the email Id you enter in this field. Please see note at the end of Table.
Send BCC of all outgoing mail to E-mail address	Textbox	Outgoing mails of domain will be bcc'd to the email Id you enter in this field. Please see note at the end of Table.
Incoming / Outgoing Mails Bcc Applicable (for Billing Administrator)	Dropbox	Set the value for No or Yes
Disallowed attachment file type	Textbox	Enter the format which is required to disallowed

Note: Receive & Send Bcc of all emails to email-address will be done only if Billing Administrator has allowed this feature. Server Administrator & Domain Administrator can set the Bcc email Id for the user.

Section 4 > Expiry & Notification

This section allows Server to set the expiry date and expiry notification time for the domain



Field Name	Field Type	Description/Action
Expires On	Date	Enter the expiry date for Domain's Email's account
Deactivate if Inactive for Days	Textbox	If the Domain doesn't login to his account for number of days entered in this field, deactivated

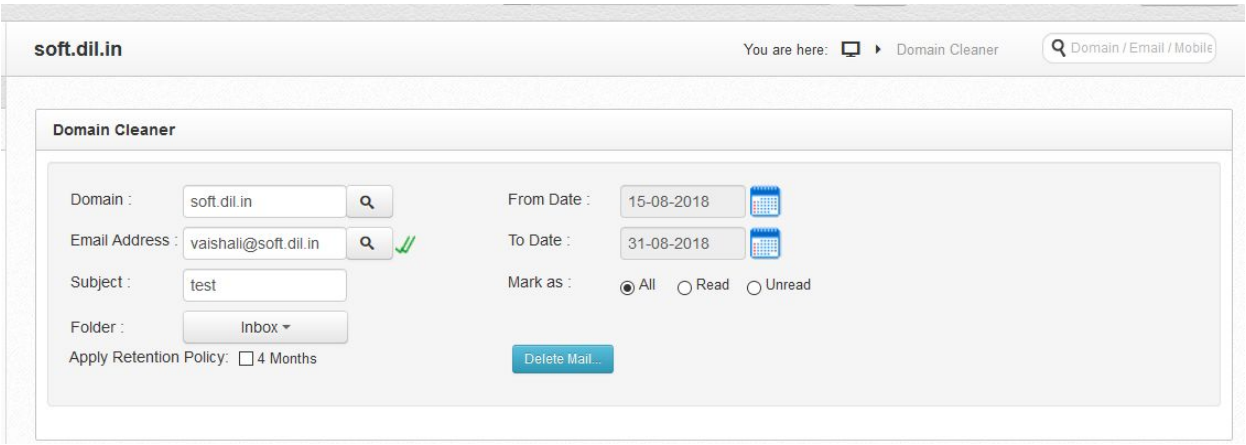
Once done, Server admin can click on _Update' to save user settings in database or click on _Cancel' to discard the changes.

Domain Cleaner:

We have enhanced this feature to make it more convenient for admin to clear emails from the domain. Now if admin defined any keyword in subject and it matches with any word in subject of an email (it should be first word), then that email will be cleaned.

For e.g. In subject admin has defined Sales then it will search all emails with subject test whether it is Salesdata, Sales1, salesperson. But if it is departmentsales, groupsales, then it will not be removed.

Previously there were restriction to match with exact word in subject, then only that mail would be removed. But due to its enhanced feature, there is no need to define exact subject. You just put any keyword in the subject field and wherever it will be found this keyword in subject, then mail will be cleaned.



Process:

1. For this go to server setting or Domain (if you do not have rights of server admin). In domain dropdown, you will get an option domain cleaner.
2. On click of domain cleaner, fill entries in the field like:

- Domain Name
- Email Address
- To-From Dates
- Subject
- Select Apply Retention policy if you want to apply it. (Later on, if you want to retrieve it, then you can do that through “Search in Archive” for the defined time period.)

3. Once you will click on submit, it will search email subjects with defined keyword and will delete it.

Server Holiday:

This feature enable server admin to define Holiday list from the server for any specific domain. Domain which server admin own. Once server admin defines the holiday list, it will display at user side calendar.

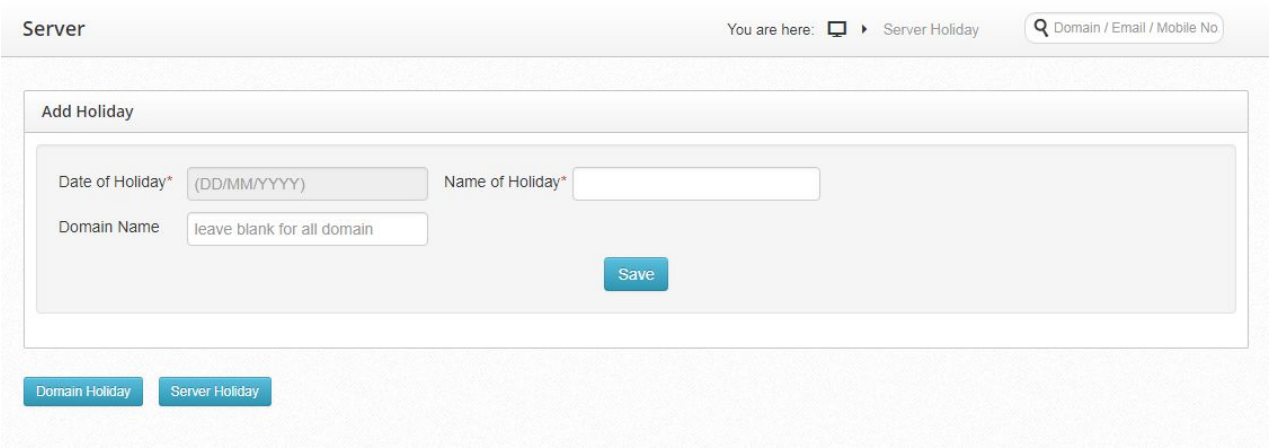
To configure the server holiday, server admin will go to <Manage Server<Server Holiday.

Fields needs to filled:

- Date of Holiday

- Name of Holiday

- Domain Name



With this server admin can see list of Domain holidays for any domain (Set by server admin) and list of Server holidays.