



ADMIN GUIDE – SERVER ADMINISTRATION

Table of Contents

TABLE OF CONTENTS.....	2
1. INTRODUCTION.....	3
2. WHY XGENPLUS ADMIN PANEL?	3
3. XGENPLUS SERVER ADMINISTRATION – FUNCTIONAL DESCRIPTION	3
3.1 DOMAIN AND ACCOUNTS	5
3.1.1 Add Domain	5
3.1.2 Manage Groups.....	7
➤ Manage groups → Create New Groups	8
➤ Manage Groups → List of Groups.....	8
➤ Manage Groups → Users.....	11
3.1.3 Search.....	17
➤ Search →Traffic Analysis.....	19
➤ Search →Password Log	22
➤ Search →Service Log	24
➤ Search →Login Log	24
➤ Search →Storage Log	25
➤ Search →Current CFG.....	26
3.1.4 Shout Box	27
3.1.5 Alert/Notice	28
➤ Alerts/Notices → Alert Message	29
➤ Alerts/Notices → Welcome Message.....	31
➤ Alerts/Notices → Notice Message.....	31
➤ Alerts/Notices → Footer Message.....	33
3.2 SYSTEM & STATUS	33
➤ System → Services.....	33
➤ Status -> Domain Statistics	34
➤ Status -> Antivirus Mails Logs.....	34
3.3 REPORTS	34
3.4 SPAMJADOO SETTINGS	40
3.5 FAX SETTINGS.....	41
4. EXPERIENCE XGENPLUS ADMIN PANEL.....	41

1. Introduction

XGenPlus is the most advanced mail server and web mail client which provides fast, secure and reliable emailing solution along with unified mailing service. It's a total email management and relationship solution that has been designed especially to cater to the needs of any organization, be it an ISP, Hosting Companies, Larger Enterprise, SMB, BPO, Colleges, Schools or Government offices. XGen Plus makes email communication agile for all users.

And to bring in the same experience for server and domain administrators, XGenPlus has got a secured & powerful yet easy UI interfaced administrator panel.

This document outlines the detailed functionality of XGenPlus **Server Admin** panel.

2. Why XGenPlus Admin Panel?

What is so special in Admin panel in XGenPlus? How is it different from other email products' admin functionalities? What does it hold unique for administrators? And how does it ease Server admin's job?

Above questions have been answered through the list of advantages mentioned below. XGenPlus admin can:

- 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

3. XGenPlus Server Administration – Functional Description

Administration section of XGEN is most important part of the system. Through this system administrator can control the application.

Administrator can perform following tasks using Administration Section-

- View Mail Server Details
- Manage Domain and Accounts
 - Add Domain
 - Manage Groups
 - Search
 - Generate Alerts through Shout Box
 - Add Resource
 - Add Resource Type

- Alerts/Notice
- Manage System Services
- View the Status of Server & Domain statistics and antivirus mails logs
- Reports
- Spamjadoo Settings
- Fax Settings

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 (Below figure).



Fig. 1 XGen Plus - Admin Button

Server administrator can view XgenPlus Mail Server overview page.

The overview page shows the following details:

1. **Domain Name**-- It shows the name of the domain.
2. **Access**-- It shows whether the users of that particular domain have full access or restricted access.
 - a. Full - users with full access will be able to send as well as receive emails in their mailbox.
 - b. Restricted - users with restricted access can only view the mails in their mailbox. They will not have permissions to send the emails.
3. **User**- It shows total number of active users & total number of users registered on the particular domain.
4. **Space (MB)** -- It shows the utilized space & total space allotted (in MB) to the domain.
5. **SMS Allotted**-- It shows the number of utilized SMSs & total number of SMSs allotted to the domain.
6. **Organization Name**- It shows the name of the organization of that particular domain.
7. **Status**-- It shows whether the particular domain is active or deactivated currently.
 - a. Active - users of active domain will be able to send as well as receive emails in their mailbox.
 - b. De Active - users of de-activated domain will not be able to login to their mailbox. The domain will stop receiving emails and no user will be allowed to use web/pop/imap/mobile or smtp.
8. **Expiry Date**-- It shows the expiry date of domain.

Below is the screen shot for the same.

Server Details

Total No. of Domain	66
Total No. of User	951/63720
Total No. of Mails	173000
Total No. of SMS	7444/50503
Total Size(MB)	92995/587534

SYSTEM SERVICES

Xgen-Plus	[Stop]	
SMTP-IN	[Stop]	Running from 21 Oct 2011 10:32
SMTP-OUT	[Stop]	Running from 19 Oct 2011 13:50
POP	[Stop]	Running from 21 Oct 2011 15:28
IMAP	[Stop]	Running from 21 Oct 2011 10:41

Domain Details

S.No.	Domain Name	Access	User	Space (MB)	SMS Alloted	Org. Name	Status	Exp. Date
1	aaa.com	Full	11/11	45/45	0/50	sgsgs	Active	20-Apr-2011
2	abc.com	Full	5/10	19/20	0/20	sgsg	Active	20-May-2023
3	abhishek.com	Full	7/10	20/20	0/0	abhishek.com	Active	08-Jul-2011
4	abhishek.in	Full	1/1	5/15	0/1	abhishek.in	Active	28-Oct-2011
5	acb.com	Full	10/10	33/34	0/434	ffff	Active	20-Apr-2010
6	aks.com	Full	3/10	15/5	0/0	aks.com	Active	12-Sep-2012
7	aks.in	Full	3/10	15/1000	0/0	aks.in	Active	07-Sep-2012
8	anilsharma.co.in	Full	3/10	15/10024	0/0	anilsharma.co.in	Active	28-Sep-2012

Fig. 2 XGen Plus -XGen Mail Server

Please note that Server admin can also start and stop the system services of the Xgen mail sever forcefully. Also, Server administrator has all the rights of Domain Administrator as well.

3.1 Domain and Accounts

3.1.1 Add Domain

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

☐ Default Domain

Name*

Access: Full

Status: Active

Space Quota*: MB

SMS Quota*

FAX Quota*

Allowed Host IP range: Start End

Total Number of users*

Enable Assignment Module: ☐ Enable auto assignment module on this domain.

Enable Data Security

☐ Enable encryption to store emails.
All emails will be encrypted before sending into database making it impossible to be read by anyone else.
Note: 33% extra space Required.

Save Reset

Fig. 3 XGen Plus - Create a New Domain

Mandatory Fields

1. Domain name
2. Space Quota
3. SMS Quota
4. Fax Quota
5. Total Number of users

Field Name	Field Type	Description/Action
Default Domain	Checkbox	If this is checked, then SMTP process will deliver all emails, received as 'userid@ipaddress' and without any domain name, to the default domain
Name	Textbox	Enter the desired domain name to create a domain. Only Server administrator can create the new domain.
Access	Dropdown	Full -> If full is selected, then the users of domain will be able to send as well as receive emails in their mailbox
		Restricted -> If restricted is selected, then the users of this domain can only view the mails in their mailbox, they will not be allowed to send the emails
Status	Dropdown	Active -> 'Active' status enables all services for domain and users will be able to login to their accounts
		Deactive -> 'Deactive' status disables user's login and SMTP service will stop receiving emails
Space Quota	Textbox	This field shows space allocated to domain as a whole. This is set by Server Administrator and is a <u>Read-Only field for Domain Administrator</u> . Domain admin can allocate/distribute this much space to all users created on this domain Note: This allocation does not physically block space on storage and its logical allocation
SMS Quota	Textbox	This field shows number of SMSs allowed for the whole domain. This is set by Server Administrator and is a <u>Read-Only field for Domain Administrator</u> . Domain admin can allocate these many SMSs to all users created on this domain Note: Domain admin must ensure that SMS gateway is integrated with the server. Contact Server Admin for details
FAX Quota	Textbox	This field shows number of fax allowed for the whole domain. This is set by Server Administrator and is a <u>Read-Only field for Domain Administrator</u> . Domain admin can allocate these many FAX to all users created on this domain Note: Fax Server must be installed and configured before allocation of these services. Contact Server Admin for details

Field Name	Field Type	Description/Action
Allowed Host IP Range	Textbox	This field allows you to set the host of IP ranges for your domain. Once set, users of this domain can login ONLY from allowed IP ranges. Note: This IP range is in IP v4 and server admin can enable it for IP v6 as well.
Total Number of users	Textbox	This field shows number of users allowed for the whole domain. This is set by Server Administrator and is a <u>Read-Only</u> field for Domain Administrator. Domain admin can create these many users on this domain
Enable Assignment Module	Checkbox	If this is checked, all users of the domain will be able to access Patent Pending 'AIR' (Automated Inward Routing) module through their mailbox. For more details about AIR, please visit www.xgen.in Note: Excellent module for managing Customer Care, Support and BPO
Enable Data Security	Checkbox	If this is checked, all received & sent emails for this domain will be encrypted before being stored into database, thus, making it impossible to be read by anyone else Note: This encryption takes away 33% of the space allocated for each email. E.g. Assume that normally you are allowed to send 10MB mail. But after encryption, you will be able to send only 6.7 MB mail. Rest 3.3 MB space will be taken for encryption. <u>Highly Recommended for Security Agencies, Banks, Govt. Organisations</u>
Save	Button	Saves the settings
Reset	Button	Re-Loads existing settings

3.1.2 Manage Groups

Click on 'Manage Groups' link in domain sub-menu on the left menu bar. This will take you to the page where you can manage the groups for the domain and add/remove users from different groups.

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

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

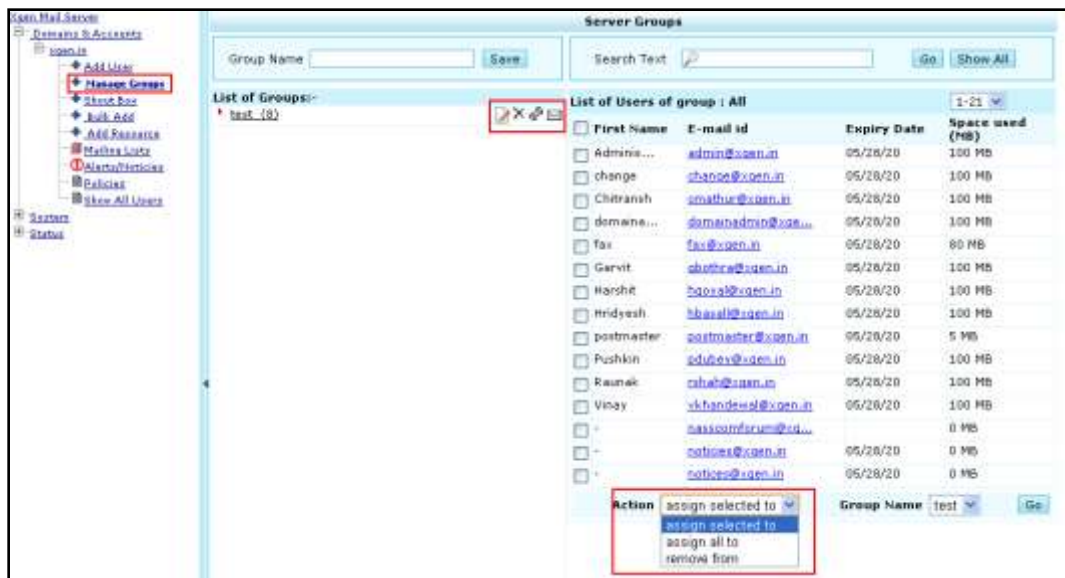


Fig. 4 Manage Groups

➤ Manage groups → 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.

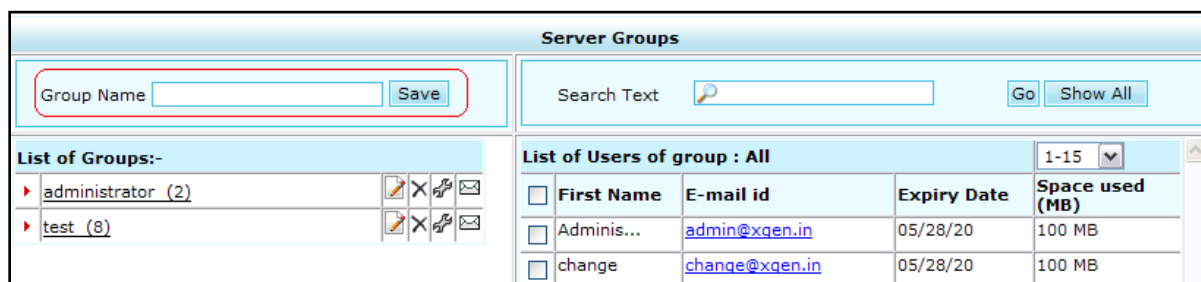


Fig. 5 Manage Groups - Create New Groups

➤ Manage Groups → List of Groups

• 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 Group name in brackets ().

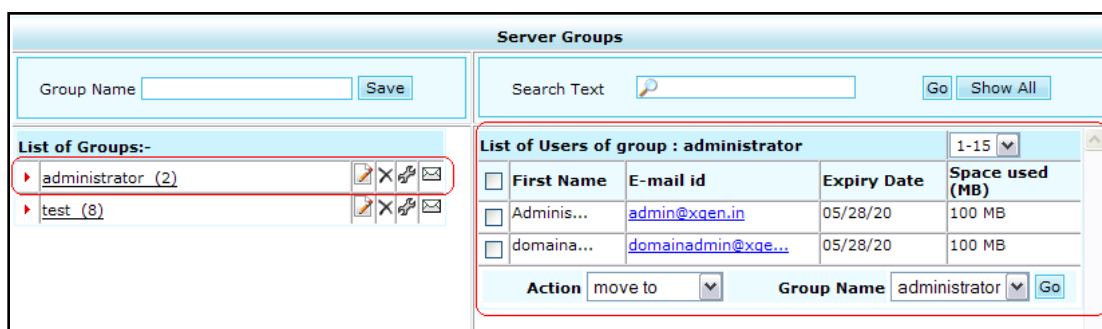


Fig. 6 Manage Groups – List of Groups

- **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.

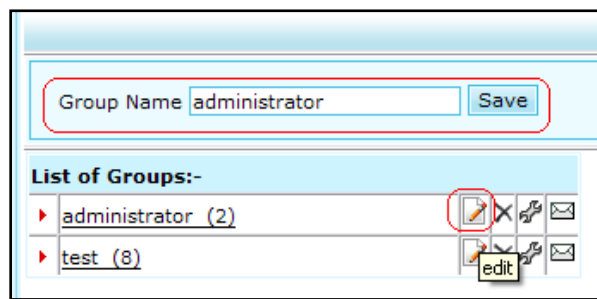


Fig. 7 Manage Groups – Edit Group Name

- **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.



Fig. 8 Manage Groups – Delete Group

- **Group Settings:**

Server Admin can click on 'Settings' icon (wrench) shown in front of the group name to edit the group settings. Once the admin clicks on 'settings' icon, he/she will be taken to the settings page for the group.

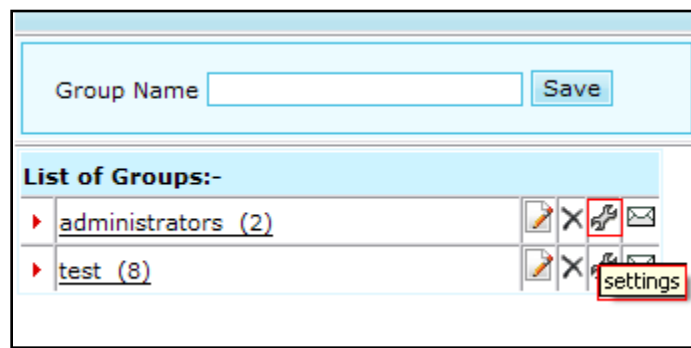


Fig. 9 Manage Groups – Group Settings

SETTINGS FOR GROUP : administrators	
Domain xgen.in	GROUP administrators
SERVICES FOR GROUP	
<input type="checkbox"/> SMTP-IN	<input type="checkbox"/> POP
<input type="checkbox"/> SMTP-OUT	<input type="checkbox"/> IMAP
<input type="checkbox"/> HTTP	
<input type="checkbox"/> ANTI-VIRUS	
DEFAULT VALUE FOR GROUP	
<input type="checkbox"/>	NULL account (Do not store any message)
<input type="checkbox"/>	Show Global Address Book
<input type="checkbox"/>	Show Admin Address Book
<input type="checkbox"/>	Allow sending mails only to Global and Admin AddressBook address.
Allowed Host IP range	Start <input type="text"/> End <input type="text"/>
Recieve BCC of all Incoming mail to E-mail address	<input type="text"/>
Send BCC of all Outgoing mail to E-mail address	<input type="text"/>
Dis-allowed attachment file type	<input type="text"/> (Ex jpg, png)
<input type="checkbox"/>	If user sends mail with Dis-allowed attachment type, send BCC of mail to <input type="text"/>
SET LIMITS FOR GROUP	
No. of Incoming Mails per Day	<input type="text"/> 0
No. of Outgoing Mails per Day	<input type="text"/> 0
Total data MB per Day	<input type="text"/> 0
Number of Personal Folders	<input type="text"/> 0
No. of Contacts in Address Book	<input type="text"/> 0

Fig. 10 Manage Groups – Group Settings

Note: Please refer to page 13 (Add User → Options) for details on Group settings page.

- **Send Mail:**

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

Group Name <input type="text"/>	Save
List of Groups:-	
▶ administrators (2)	✎ ✕ ⚙ ✉
▶ test (8)	✎ ✕ ⚙ ✉ send mail

Fig. 11 Manage Groups – Send email

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.

Fig. 12 Group Mail – Send Personalized Group Mails

➤ Manage Groups → Users

The panel on the right side of 'Manage Groups' page shows all the users listed in the domain. E.g. the screenshot below shows all the users of domain 'xgen.in' listed on the right panel of the page.

Server Admin can carry out following tasks to manage the users:

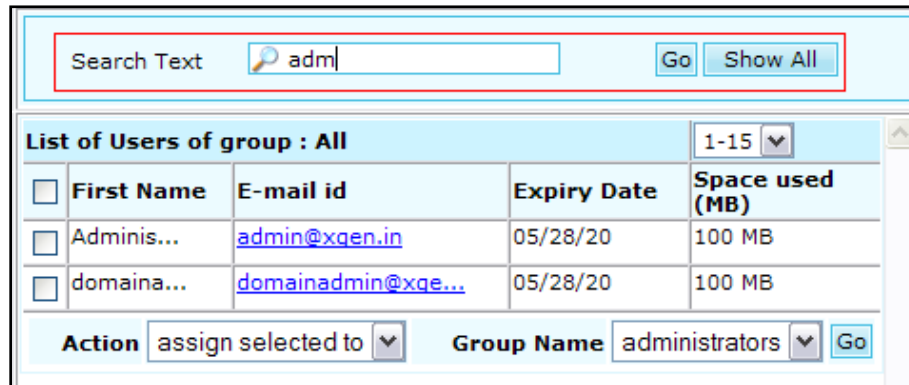
- Search for user
- Move Users to groups
 - a) Move selected users to a selected group
 - b) Move ALL users to a selected group
 - c) Move users from one Group to another
 - d) Copy users from one Group to another
- Remove users from Groups

First Name	E-mail id	Expiry Date	Space used (MB)
Adminis...	admin@xgen.in	05/28/20	100 MB
change	change@xgen.in	05/28/20	100 MB
Chitransh	cmathur@xgen.in	05/28/20	100 MB
domaina...	domainadmin@xge...	05/28/20	100 MB
fax	fax@xgen.in	05/28/20	80 MB
Garvit	gbothra@xgen.in	05/28/20	100 MB
Harshit	hqoval@xgen.in	05/28/20	100 MB
Hridyesh	hbasall@xgen.in	05/28/20	100 MB
postmaster	postmaster@xgen.in	05/28/20	5 MB
Pushkin	pdubey@xgen.in	05/28/20	100 MB
Raunak	rshah@xgen.in	05/28/20	100 MB
Test	test@xgen.in	05/28/20	1 MB
Vinay	ykhadwal@xgen.in	05/28/20	100 MB
-	notices@xgen.in	05/28/20	0 MB
-	nasscomforum@xq...		0 MB

Fig. 13 Manage Groups - Users

- **Search for User:**

Server Admin can search for any user by entering his/her name in the 'Search text' textbox and then clicking on 'Go' button.



Search Text

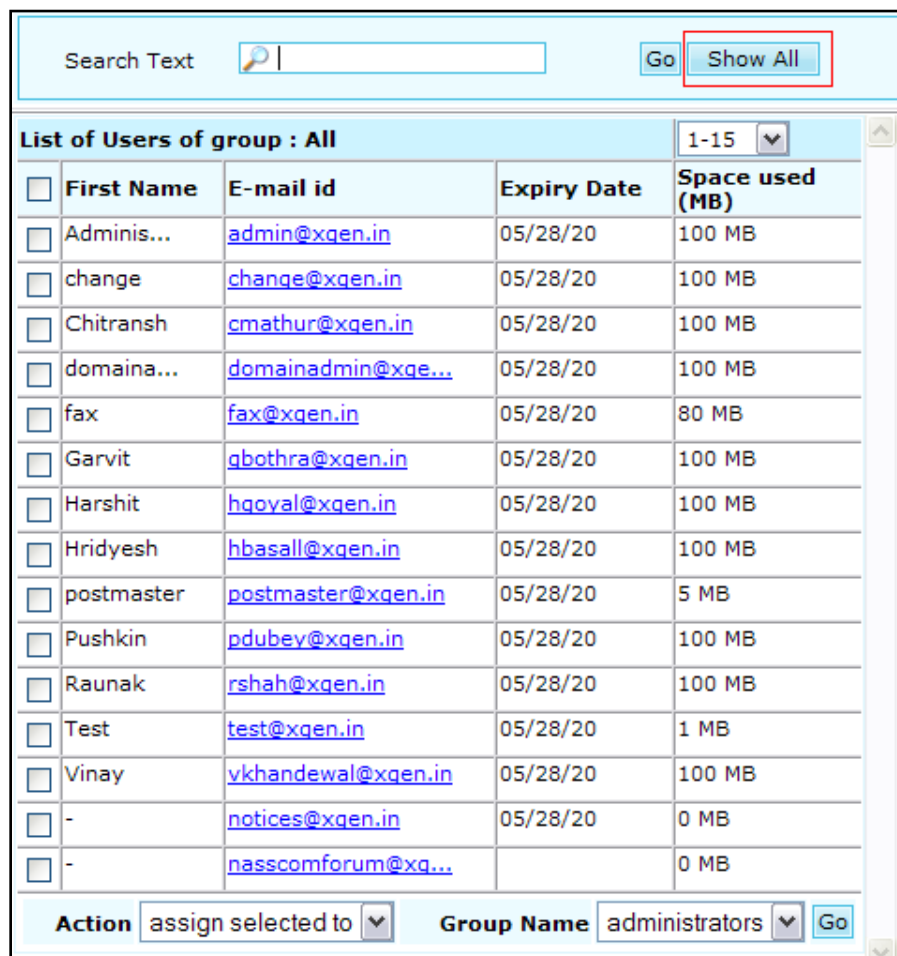
List of Users of group : All 1-15

<input type="checkbox"/>	First Name	E-mail id	Expiry Date	Space used (MB)
<input type="checkbox"/>	Adminis...	admin@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	domaina...	domainadmin@xge...	05/28/20	100 MB

Action Group Name

Fig. 14 Manage Groups – Users - Search Users

Clicking on 'Show All' button will clear the search result and show the list of all users as shown in the screenshot below.



Search Text

List of Users of group : All 1-15

<input type="checkbox"/>	First Name	E-mail id	Expiry Date	Space used (MB)
<input type="checkbox"/>	Adminis...	admin@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	change	change@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Chitransh	cmathur@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	domaina...	domainadmin@xge...	05/28/20	100 MB
<input type="checkbox"/>	fax	fax@xgen.in	05/28/20	80 MB
<input type="checkbox"/>	Garvit	gbothra@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Harshit	hgoval@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Hridyesh	hbasall@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	postmaster	postmaster@xgen.in	05/28/20	5 MB
<input type="checkbox"/>	Pushkin	pdubey@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Raunak	rshah@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Test	test@xgen.in	05/28/20	1 MB
<input type="checkbox"/>	Vinay	ykhandewal@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	-	notices@xgen.in	05/28/20	0 MB
<input type="checkbox"/>	-	nasscomforum@xq...		0 MB

Action Group Name

Fig. 15 Manage Groups - Users – Show All Users

• Move Users to Groups:

Server Admin can select the users and move them to different groups. Server Admin can also move **all** users to one group at one go. Step-by Step instructions for different scenarios for moving users to different groups are given below:

a) Move selected users to a selected group:

Server Admin needs to carry out the following steps to move selected users to a group:

- Select the users by clicking on checkbox in front of user's name
- Go to 'Action' dropdown, select the action 'assign selected to'
- Go to 'Group Name' dropdown and select the Group you want to move the users to
- Click on 'Go' button once done

The screenshot shows a web interface for managing users. At the top, there is a search bar with 'Search Text' and buttons for 'Go' and 'Show All'. Below this is a table titled 'List of Users of group : All' with a dropdown for '1-15'. The table has columns: 'First Name', 'E-mail id', 'Expiry Date', and 'Space used (MB)'. Several users are listed, with checkboxes in the first column. Some checkboxes are checked (Adminis..., change, domain..., postmaster). Below the table, there are two dropdown menus: 'Action' and 'Group Name'. The 'Action' dropdown is open, showing options: 'assign selected to', 'assign selected to', 'assign all to', and 'remove from'. The 'Group Name' dropdown is also open, showing options: 'administrators' and 'test'. A 'Go' button is next to the 'Group Name' dropdown.

	First Name	E-mail id	Expiry Date	Space used (MB)
<input checked="" type="checkbox"/>	Adminis...	admin@xgen.in	05/28/20	100 MB
<input checked="" type="checkbox"/>	change	change@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Chitransh	cmathur@xgen.in	05/28/20	100 MB
<input checked="" type="checkbox"/>	domaina...	domainadmin@xge...	05/28/20	100 MB
<input type="checkbox"/>	fax	fax@xgen.in	05/28/20	80 MB
<input type="checkbox"/>	Garvit	gbothra@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Harshit	hgoval@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Hridyesh	hbasall@xgen.in	05/28/20	100 MB
<input checked="" type="checkbox"/>	postmaster	postmaster@xgen.in	05/28/20	5 MB
<input type="checkbox"/>	Raunak	rshah@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Vinay	vkhandewal@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	-	nasscomforum@xg...		0 MB

Fig. 16 Manage Groups – Users – Move selected users to groups

Server Admin will be shown a message box stating that the selected users have been moved to the selected Group.

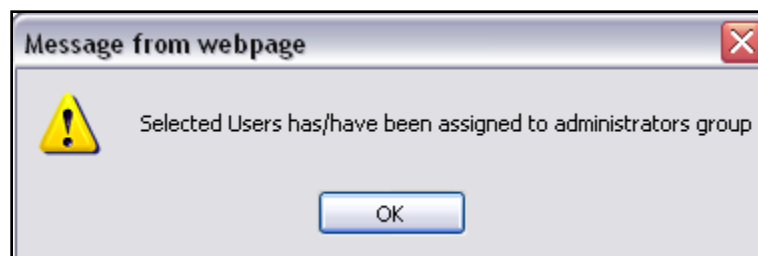


Fig. 23 Manage Groups – Users – Message Box

The confirmation can also be obtained by checking the number of users in brackets in front of the Group in list of groups.

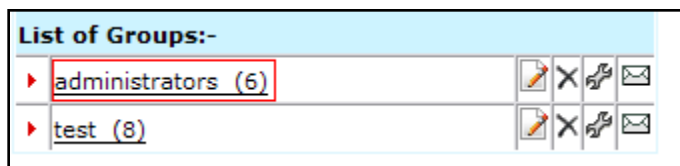


Fig. 17 Manage Groups – Users – confirmation after moving users to group

b) **Move ALL users to a selected group:**

Server Admin needs to carry out the following steps to move ALL users to a group:

- Go to 'Action' dropdown, select the action 'assign all to'
- Go to 'Group Name' dropdown and select the Group you want to move the users to
- Click on 'Go' button once done

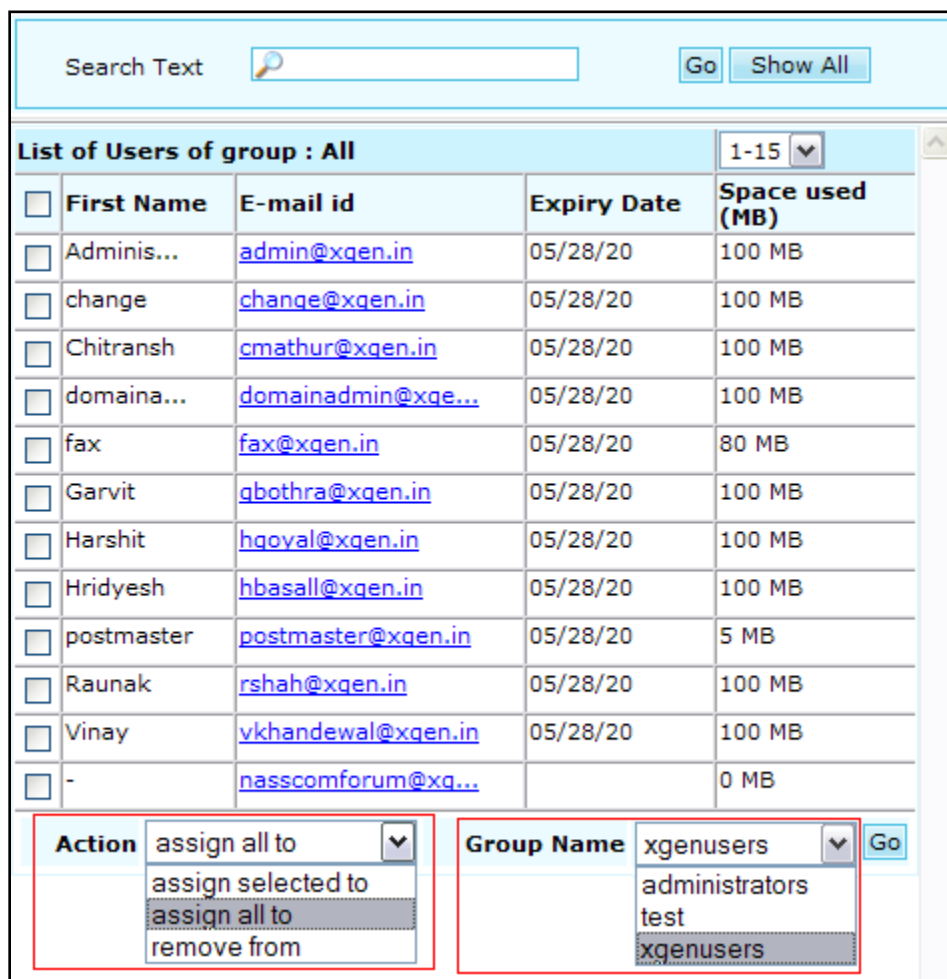


Fig. 18 Manage Groups – Users – Move all users to selected group

Once done, all users will be moved to the selected group. Server Admin need not select any user in this case. Also Server Admin will be shown the message confirmation once all users have been moved to the selected group.

c) Move users from one Group to another:

Server Admin can move users from one Group to another. In this case, users will be moved to the selected group and will be deleted from the previous group.

Step-by step functionality for the same is given below:

- Click on the Group Name from which you want to move the users. Members of the selected group will be displayed in the list on the right side of page
- Select the members you want to move from this group
- Select Action 'move to' from Action dropdown
- Go to 'Group Name' dropdown and select the Group you want to move the users to
- Click on 'Go' button once done
- Selected users will be moved to the selected group and will be deleted from the previous group

The screenshot shows a web interface for managing users. At the top, there is a search bar with 'Search Text' and buttons for 'Go' and 'Show All'. Below this is a section titled 'List of Users of group : xgenusers' with a dropdown for '1-15' items. The main part of the interface is a table with the following columns: 'First Name', 'E-mail id', 'Expiry Date', and 'Space used (MB)'. The table lists several users, including 'Adminis...', 'change', 'Chitransh', 'domaina...', 'fax', 'Garvit', 'Harshit', 'Hridyesh', 'postmaster', 'Raunak', 'Vinay', and '-'. Each row has a checkbox in the first column. The 'postmaster' row is selected. Below the table, there is an 'Action' dropdown menu with options: 'move to', 'move to', 'copy to', and 'remove from'. The 'move to' option is selected. To the right of the 'Action' dropdown is a 'Group Name' dropdown menu with options: 'administrators', 'administrators', 'test', and 'xgenusers'. The 'administrators' option is selected. A 'Go' button is located to the right of the 'Group Name' dropdown.

	First Name	E-mail id	Expiry Date	Space used (MB)
<input checked="" type="checkbox"/>	Adminis...	admin@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	change	change@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Chitransh	cmathur@xgen.in	05/28/20	100 MB
<input checked="" type="checkbox"/>	domaina...	domainadmin@xqe...	05/28/20	100 MB
<input type="checkbox"/>	fax	fax@xgen.in	05/28/20	80 MB
<input type="checkbox"/>	Garvit	gbothra@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Harshit	hqoval@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Hridyesh	hbasall@xgen.in	05/28/20	100 MB
<input checked="" type="checkbox"/>	postmaster	postmaster@xgen.in	05/28/20	5 MB
<input type="checkbox"/>	Raunak	rshah@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	Vinay	vkhandewal@xgen.in	05/28/20	100 MB
<input type="checkbox"/>	-	nasscomforum@xq...		0 MB

Fig. 19 Manage Groups – Users – Move users from one group to another

d) Copy users from one Group to another:

Server Admin can copy users from one Group to another. In this case, users will be copied to the selected group as well as stay in the previous group as well.

Step-by step functionality for the same is given below:

- Click on the Group Name from which you want to copy the users to other group. Members of the selected group will be displayed in the list on the right side of page
- Select the members you want to copy from this group
- Select Action 'copy to' from Action dropdown
- Go to 'Group Name' dropdown and select the Group you want to move the users to
- Click on 'Go' button once done
- Selected users will be copied to the selected group and will remain in the previous group as well

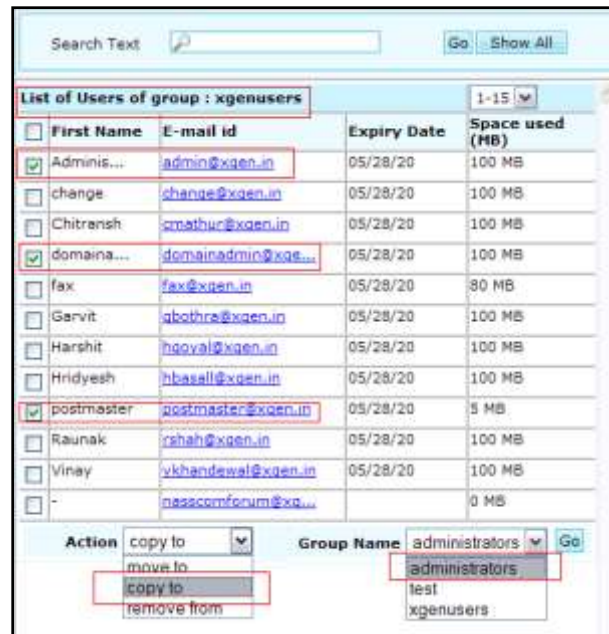


Fig. 20 Manage Groups – Users – Copy users from one group to another

- **Remove users from Groups:**

Server Admin can remove users from any group at any time. Step-by-step functionality for the same is given below:

- Select the members you want to delete from any group
- Select Action 'remove from' from Action dropdown
- Go to 'Group Name' dropdown and select the Group you want to remove the users from
- Click on 'Go' button once done
- Selected users will be removed from the selected group

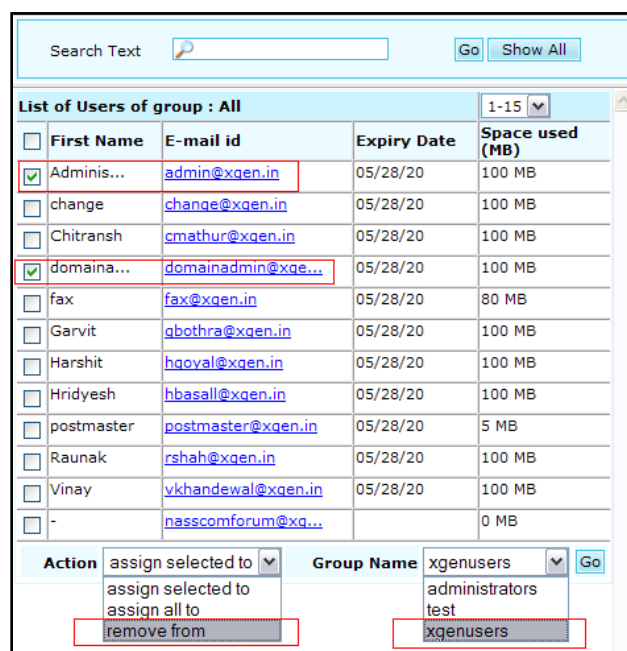


Fig. 21 Manage Groups – Users – Remove users from Group

3.1.3 Search

Server admin can search the users and domains based on sender and receiver criteria.

Mandatory Fields

1. Mail From **OR**
2. Rcpt To

Fig. 22 XGen Plus - Search

Search → Find all mails that have:

Field Name	Field Type	Description/Action
Mail From	Textbox	Enter the 'From' email Id for which you want to search the mails.
Rcpt To	Textbox	Enter the 'Recipient' email id for which you want to search the mails.
SMTP IP	Textbox	Enter 'SMTP IP' for which you wish to find the emails
Subject	Textbox	Enter 'Subject' to find all the mails with a particular subject
Size	Textbox	Enter the approximate size of the mail you want to search

Search → Search logs of Domain:

Field Name	Field Type	Description/Action
Search logs of Domain	All Domain	If this option is selected, then the logs of specified mail id in the 'Mail From' and 'Rcpt To' field from all the domains listed on the server will be searched.
	Domain Name	If this option is selected, then the logs of specified mail id in 'Mail From' and 'Rcpt To' field from specified domain name (entered in the textbox) will be searched

Search → Filter for period:

Field Name	Field Type	Description/Action
Filter for period	Today	if this option is selected, then search will be carried out for today's emails only
	Yesterday	if this option is selected, then search will be carried out for yesterday's emails only
	Week	if this option is selected, then search will be carried out for current week's emails only
	Month	if this option is selected, then search will be carried out for specified month's emails only

Search → Search Results:

Search results are displayed in a separate tab as per the search criteria given by the user such as sender email address, receiver email address, subject, size and attachment. Below is the screen shot for search results.

Search

Traffic Analysis

Password Log

Service log

Login log

Storage Log

Current CFG

Result

Finding all mails that have:

Mail From:

admin@xgen.in

Rcpt to:

[N/A]

SMTP IP :

[N/A]

Subject:

[N/A]

Domain name:

all

Search logs within:

10/08/2011 to 1

Search Result: [Export To Excel](#)












Header	From/Sender Ip	Rcpt to	Attachments	Subject	KB	Received
	admin@xgen.in 202.157.83.50	trcjaisalmer@rajasthantourism.gov.in		Alert : Space Q...	0	2011-08-09 21:59:55
	admin@xgen.in 202.157.83.50	trcrajmer@rajasthantourism.gov.in		Alert : Space Q...	0	2011-08-09 21:59:55
	admin@xgen.in 202.157.83.50	trcrajmer@rajasthantourism.gov.in		Alert : Space Q...	0	2011-08-09 21:58:47
	admin@xgen.in 202.157.83.50	trcjaisalmer@rajasthantourism.gov.in		Alert : Space Q...	0	2011-08-09 21:58:47
	admin@xgen.in 202.157.83.50	all_in@demo.xgen.in		user mailbox si...	0	2011-08-09 16:08:36
	admin@xgen.in 202.157.83.50	demo@demo.xgen.in		user mailbox si...	0	2011-08-09 16:08:35
	admin@xgen.in 202.157.83.50	demo@demo.xgen.in		user mailbox si...	0	2011-08-09 16:06:34
	admin@xgen.in 202.157.83.50	demo@demo.xgen.in		user mailbox si...	0	2011-08-09 16:06:34
	admin@xgen.in 202.157.83.50	all_in@demo.xgen.in		user mailbox si...	0	2011-08-09 16:06:34
	admin@xgen.in 202.157.83.50	postmaster@fluxlitekorea.com		Notice : Space ...	0	2011-08-09 13:10:47

Fig. 23 XGen Plus – Search Results

By clicking on () icon, server admin can view the details of the header of the mail. Below is the screen shot for the same.

Search	Traffic Analysis	Password Log	Service log	Login log	Storage Log	Current CFG	Result
--------	------------------	--------------	-------------	-----------	-------------	-------------	--------

Finding all mails that have:

Mail From:	Rcpt to:	SMTP IP :	Subject:	size :
admin@xgen.in	[N/A]	[N/A]	[N/A]	[N/A]

Domain name:all Search logs within: 10/08/2011 to 10/08/2011

Search Result: Export To Excel 1-10

Header	From/Sender Ip	Rcpt to:	Attachments	Subject	KB	Received	Last Action Performed
	admin@xgen.in 202.157.83.50	trcjaisalmer@rajasthan tourism.gov.in		Alert : Space Q...	0	2011-08-09 21:59:55	[information] admin@xgen.in

RETURN_PATH admin@xgen.in
From[856a035bc4b07f9f3840e67d84bfff8b5] [202.157.83.51] with SMTP ID 19306.56300975002(1312907394985) For Tue Aug 09 21:59:54 IST 2011 From[13c558a6f497a75a59bd25eb25bb4f80] [202.157.83.50] by [202.157.81.145] [dmail1.detainfosys.net] [antispam1.7] with SMTP ID 98807.92194672156(1312907394107) For Tue Aug 09 21:59:54 IST 2011 From power0.dil.in[202.157.83.50] by [202.157.83.50] [power0.dil.in] [mta] with SMTP ID 86489.99916618792(1312907393813) For Tue Aug 09 21:59:53 IST 2011 From [202.157.83.51] with SMTP ID 45153.95672234155(1312907327261) For Tue Aug 09 21:58:47 IST 2011 From power0.dil.in[202.157.83.50] by [202.157.83.50] [power0.dil.in] [mta] with SMTP ID 45273.13627233902(1312907326659) For Tue Aug 09 21:58:46 IST 2011

MESSAGE_ID XGenPlusMessageID:201108092148355147176

X-MAILER XGen Plus Email Xchanger

MIME-VERSION 1.0

CONTENT_LANGUAGE Not Available

CONTENT_TYPE multipart/alternative; boundary="-----_Part_2602_192678515.1312907326654"

	admin@xgen.in 202.157.83.50	trcjajmer@rajasthan tourism.gov.in		Alert : Space Q...	0	2011-08-09 21:59:55	[information] admin@xgen.in
	admin@xgen.in 202.157.83.50	trcjajmer@rajasthan tourism.gov.in		Alert : Space Q...	0	2011-08-09 21:58:47	NewMail (inbox) trcjajmer@rajasthan tourism.gov.in
	admin@xgen.in 202.157.83.50	trcjaisalmer@rajasthan tourism.gov.in		Alert : Space Q...	0	2011-08-09 21:58:47	NewMail (inbox) trcjaisalmer@rajasthan tourism.gov.in
	admin@xgen.in 202.157.83.50	all_in@demo.xgen.in		user mailbox si...	0	2011-08-09 16:08:36	[information] admin@xgen.in
	admin@xgen.in	demo@demo.xgen.in		user mailbox si...	0	2011-08-09	[information]

Fig. 24 XGen Plus – Search – Email Detailed Logs

➤ Search→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.

Search	Traffic Analysis	Password Log	Service log	Login log	Storage Log	Current CFG	Result
--------	------------------	--------------	-------------	-----------	-------------	-------------	--------

Total Traffic Domain Traffic User Traffic Top Traffic

Report for the month of

Total traffic analysis

Day	Incoming	Total Data	Outgoing	Total Data
Today				
Yesterday				
Month				

Day	Peek Time(dd-hh)	No of mails
Today		
Yesterday		

Fig. 25 XGen Plus - Search - Traffic Analysis

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 dropdown ('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.
4. Total Data - It shows the size of total outgoing mails on the server for all the domains combined.

Day	Incoming	Total Data	Outgoing	Total Data
Today	71	3254	12	2103
Yesterday	52	33	0	0
Month	4132	328378	680	158437

Fig. 26 XGen Plus - Search - Traffic Analysis - Total Traffic

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	12-13	8
Yesterday	12-13	48

Fig. 27 XGen Plus - Peek Time Traffic

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 dropdown ('Select Domain Name') and month dropdown ('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.

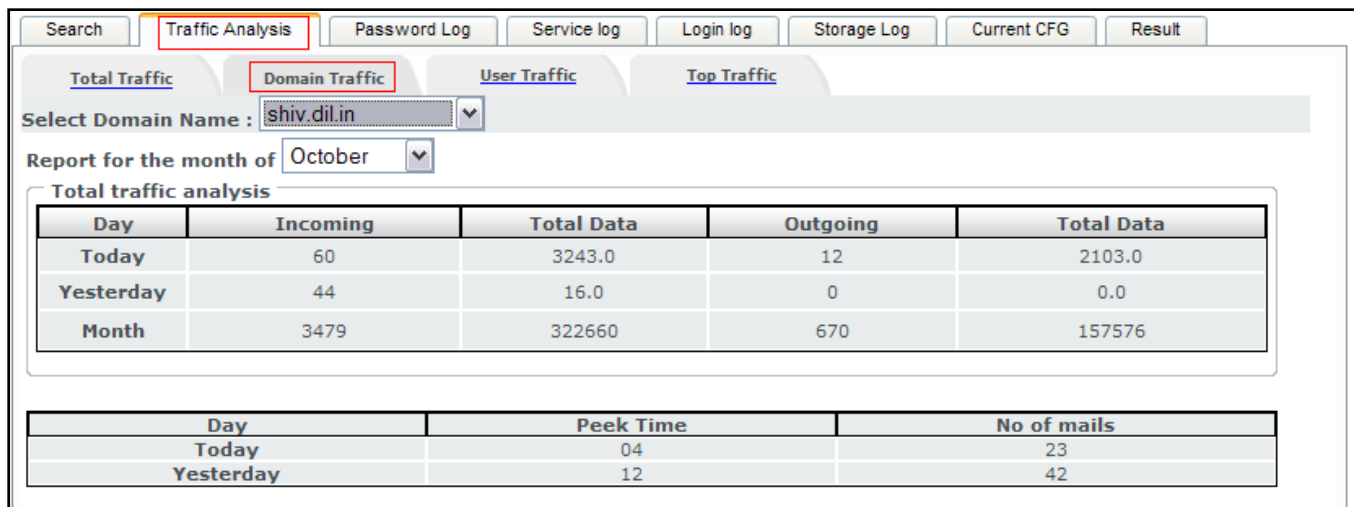


Fig. 28 XGen Plus - Search - Traffic Analysis - Domain Traffic

The report also displays the number of mails at the peek time for the specified domain for today and yesterday as shown in the screenshot above.

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 dropdown ('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.
4. Total Data - It shows the size of total outgoing mails on specified login id.

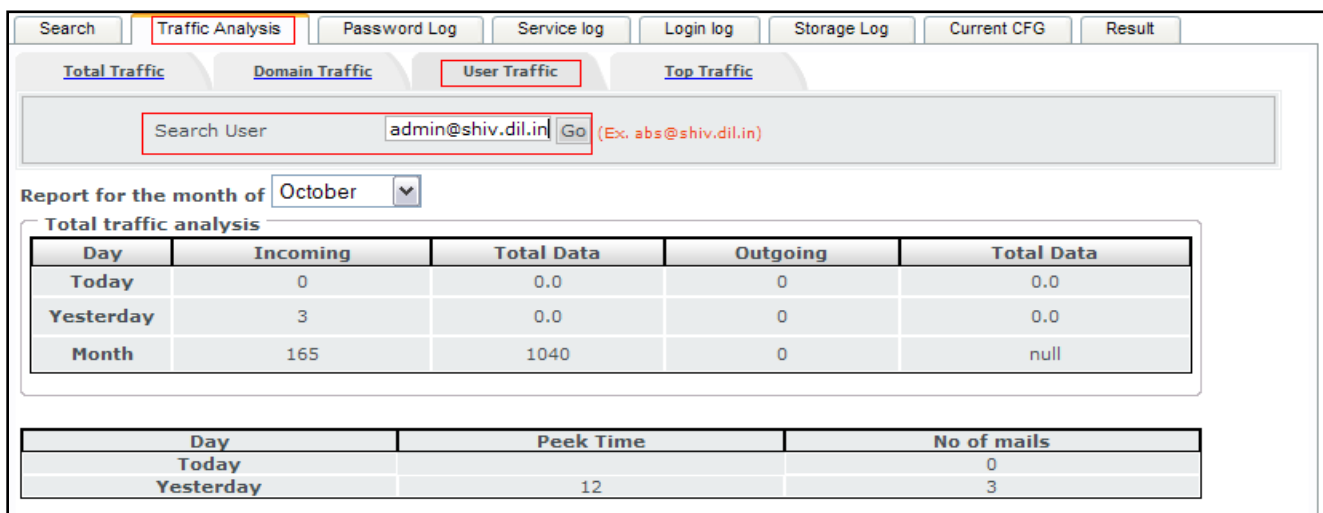


Fig. 29 XGen Plus - Search - Traffic Analysis - User Traffic

This report also displays the number of mails at the peek time for specified login id for today and tomorrow. Below is the screenshot for the same.

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.

Max Incoming Mail	Max Outgoing Mail
bhawna@shiv.dil.in 25	a1@shiv.dil.in 1
bhawna@soft.dil.in 9	data.infosys@shiv.dil.in 1
mayanksharma@shiv.dil.in 6	v1@shiv.dil.in 1
deepak@shiv.dil.in 4	-
data.infosys@shiv.dil.in 3	-
a1@shiv.dil.in 3	-
gouri@shiv.dil.in 2	-
jatin.jain@soft.dil.in 2	-
gouri.shankar@soft.dil.in 2	-
v1@shiv.dil.in 2	-

Fig. 30 XGen Plus - Search - Traffic Analysis - Top Traffic

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:

- a) 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.
- b) 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.
- c) Search User-- This option gives the report for password change for the user name entered in the textbox.

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.

Password change log search

☒ Show users who never changed password
☐ Show users who did not changed password since past 2 months
☐ Search User :

Go

Search Result: [Export to Excel](#) 1-15

Active User	Last Login On	Quota(MB)	Last Password Change On	Expiry Date
12123@test.in		0.00/12	29-07-2011	05-07-2012
1212@test.in		0.00/12	29-07-2011	05-07-2012
121@test.in		0.00/12	29-07-2011	05-07-2012
3ddil@test.dil.in		0.00/12	03-08-2011	05-07-2012
_8094000106_12@i.bharat...		0.00/400	09-03-2011	09-03-2012
_8094000106_13@i.bharat...	09-03-2011	0.00/400	09-03-2011	09-03-2012
_8094000106_14@i.bharat...		0.00/400	09-03-2011	09-03-2012
_8094000106_15@i.bharat...	09-03-2011	0.00/400	09-03-2011	09-03-2012
_8094000106_16@i.bharat...	09-03-2011	0.00/400	09-03-2011	09-03-2012
_8094000106_17@i.bharat...		0.00/400	09-03-2011	09-03-2012
_8094000106_18@i.bharat...		0.00/400	10-03-2011	09-03-2012
_9783119926_01@i.bharat...		0.00/400	10-03-2011	09-03-2012
a15@shiv.dil.in	27-07-2011	21.73/50	04-07-2011	01-12-2022
a6@shiv.dil.in	30-07-2011	16.07/10	01-06-2011	09-07-2016
aasasa@shiv.dil.in		0.00/886	16-07-2011	01-12-2022

Fig. 31 XGen Plus - Password Log

In the below screenshot, Search User (login name) is given as 'data'. Clicking on 'Go' button fetches the report for all those active users whose login id contains 'data'.

Password change log search

☐ Show users who never changed password
☐ Show users who did not changed password since past 2 months
☒ Search User :

Go

Search Result: [Export to Excel](#)

Active User	Last Login On	Quota(MB)	Last Password Change On	Expiry Date
1r2@data.in		0.00/0	08-08-2005	01-01-0001
aaja@data.in		0.00/0	05-12-2005	01-01-0001
abuse@data.in		0.00/5		15-07-2012
abuse@datainfocom.in		0.00/5		13-05-2010
abuse@datainfosys.net		0.00/5		29-04-2011
abuse@dataone.dil.in		0.00/5		27-06-2011
ajaydata@bulkadd.com		0.00/12	30-04-2010	30-04-2011
ajaydata@rest.com		0.00/8	17-03-2010	18-07-2009
ajaydata@shiv.dil.in		0.06/12	16-03-2010	09-07-2016
ajaydata@test.com		0.00/12	12-04-2010	23-03-2024
brij123@data.in		0.00/1	29-07-2011	15-07-2012
data.infosys@shiv.dil.in	23-08-2011	270.19/995	05-08-2011	09-07-2012
dataone@dataone.dil.in	27-06-2010	0.00/10	27-06-2010	27-06-2011
data@shiv.dil.in	26-02-2010	9.17/40	12-02-2010	09-07-2016
datasource@shiv.dil.in		0.05/89	10-05-2010	09-07-2016

Fig. 32 XGen Plus - Search - Password Log - Search User Results

➤ 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.

SMTP-IN				SMTP-OUT			
SERVICE	STATUS	DATE	TIME	SERVICE	STATUS	DATE	TIME
SMTP-IN	START	19 Jul 2011	12:59	SMTP-OUT	START	19 Jul 2011	12:01
SMTP-IN	STOP	19 Jul 2011	12:58	SMTP-OUT	STOP	19 Jul 2011	12:01
SMTP-IN	STOP	19 Jul 2011	12:58	SMTP-OUT	STOP	19 Jul 2011	12:01
SMTP-IN	START	19 Jul 2011	12:01	SMTP-OUT	START	25 Jun 2011	21:07
SMTP-IN	STOP	19 Jul 2011	12:01	SMTP-OUT	START	25 Jun 2011	21:04
SMTP-IN	STOP	19 Jul 2011	12:01	SMTP-OUT	START	19 Jun 2011	09:41
SMTP-IN	START	15 Jul 2011	13:29	SMTP-OUT	START	16 Jun 2011	15:05
SMTP-IN	STOP	15 Jul 2011	13:29	SMTP-OUT	STOP	16 Jun 2011	15:05
SMTP-IN	STOP	15 Jul 2011	13:29	SMTP-OUT	STOP	16 Jun 2011	15:05
SMTP-IN	START	15 Jul 2011	13:20	SMTP-OUT	START	11 Jun 2011	13:57

POP				IMAP			
SERVICE	STATUS	DATE	TIME	SERVICE	STATUS	DATE	TIME
POP	START	19 Jul 2011	13:21	IMAP	START	19 Jul 2011	15:02
POP	STOP	19 Jul 2011	13:21	IMAP	STOP	19 Jul 2011	12:59
POP	STOP	19 Jul 2011	13:21	IMAP	STOP	19 Jul 2011	12:59
POP	START	19 Jul 2011	12:59	IMAP	START	19 Jul 2011	12:01
POP	STOP	19 Jul 2011	12:59	IMAP	STOP	19 Jul 2011	12:01
POP	STOP	19 Jul 2011	12:59	IMAP	STOP	19 Jul 2011	12:01
POP	START	19 Jul 2011	12:01	IMAP	START	15 Jul 2011	13:55
POP	STOP	19 Jul 2011	12:01	IMAP	STOP	15 Jul 2011	13:55
POP	STOP	19 Jul 2011	12:01	IMAP	STOP	15 Jul 2011	13:55
POP	START	02 Jul 2011	16:51	IMAP	START	02 Jul 2011	16:51

Fig. 33 XGen Plus - Search - Service Log

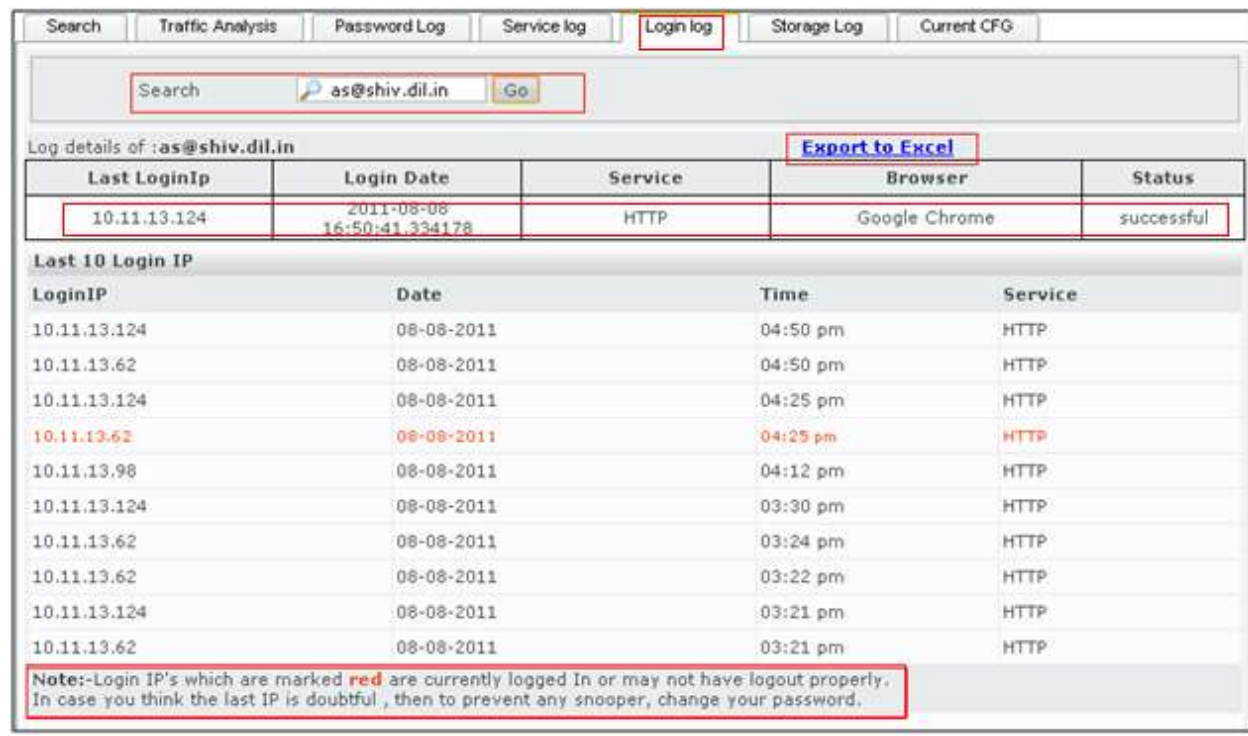
Following details are available in 'Service Log' report:

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.



Search Traffic Analysis Password Log Service log **Login log** Storage Log Current CFG

Search Go

Log details of :as@shiv.dil.in [Export to Excel](#)

Last LoginIp	Login Date	Service	Browser	Status
10.11.13.124	2011-08-08 16:50:41.334178	HTTP	Google Chrome	successful

Last 10 Login IP

LoginIP	Date	Time	Service
10.11.13.124	08-08-2011	04:50 pm	HTTP
10.11.13.62	08-08-2011	04:50 pm	HTTP
10.11.13.124	08-08-2011	04:25 pm	HTTP
10.11.13.62	08-08-2011	04:25 pm	HTTP
10.11.13.98	08-08-2011	04:12 pm	HTTP
10.11.13.124	08-08-2011	03:30 pm	HTTP
10.11.13.62	08-08-2011	03:24 pm	HTTP
10.11.13.62	08-08-2011	03:22 pm	HTTP
10.11.13.124	08-08-2011	03:21 pm	HTTP
10.11.13.62	08-08-2011	03:21 pm	HTTP

Note:- Login IP's which are marked red are currently logged In or may not have logout properly. In case you think the last IP is doubtful, then to prevent any snooper, change your password.

Fig. 34 XGen Plus - Search - Login Log

Server Admin can also export the login log report to excel by clicking on 'Export to Excel' link.

Following details are available in the login log report:

1. Last Login-- It shows the IP address of the last system from where the user logged into his/her account.
2. Login Date -- It shows the last login date when the user logged into his/her account.
3. Service -- It shows the last service name from where the user logged into his/her account.
4. Browser -- It shows the browser name last used by user to login to his/her account.
5. Status -- It shows whether the last login was successful or not.

The report will also show the Last 10 login IP details.

➤ 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 dropdowns and clicking on 'Search'. Screenshot for the same has been shown below:

Search Traffic Analysis Password Log Service log Login log **Storage Log** Current CFG

Storage Plan Log Report

Select Date (DD-MM-YYYY) 23 08 2010 To 23 08 2011

Search Reset

Currently running plan Activation Date: 16-12-2010 03:13:45 PM

Plan Name: /home/XgenPlus/Store/D%DID%/Y%Y%/D%/UID% Available Space: 2.66 GB

Sr. No.	Activation Date	Activated Upto	Plan Name
1	25-10-2010 11:34:09 AM	16-12-2010 03:13:45 PM	DB
2	19-10-2010 12:00:44 PM	25-10-2010 11:34:09 AM	/home/XgenPlus/Store/D%DID%/Y%Y%/D%/UID%
Available Space: 2.66 GB			
3	30-08-2010 05:31:51 PM	19-10-2010 12:00:44 PM	DB
4	27-08-2010 03:14:45 PM	30-08-2010 05:31:51 PM	/home/XgenPlus/Store/D%DID%/Y%Y%/D%/UID%
Available Space: 2.66 GB			

Fig. 35 XGen Plus - Search - Storage Log

➤ 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 tab.

Search Traffic Analysis Password Log Service log Login log Storage Log **Current CFG**

To edit config file, please click of any of below listed file

ARCHIVE LIST	xgenplusserverconfig.conf	xgenmailstore	xgenmailstore.cfg1
imapserverconfig.conf_bckup	.hostallowed.conf	sslpopserversconfig	hostallowed
keystore	xgenplusserverconfig	xgenmailtags	smtpoutserverconfig
spamjadooconfig	.xgenmailstore.cfg	addressfile	information
aks@shiv.dil.in	xgenmailstore.cfgnew	imapserverconfig	imapserverconfig.conf_21_06_2011
popserverconfig	xgenplusserverconfig.conf_14_4_2011	imapserverconfig.confold	xgenplusserverconfig.conf.ajay

Fig. 36 XGen Plus - Search - Current CFG

Archive List shows the date-wise grouping of archived files. Screenshot for the same has been shown below. Once you click on 'ARCHIVE LIST', following details are displayed:

1. Date- It shows the date when the files had been modified.
2. File Count- It shows the total number of modified files on that date.

Clicking on any date shows the list of configuration files changed on that date. The details are given below:

- File Name- It is the name of the particular file which had been modified.
- Archive time- It shows the time when the modification had been done.
- Edit By - It show login name of the user who had edited the configuration file last.

Date	File Count
24-05-2010	4

File Name	Archive Time	Edit By
aks@shiv.dil.in_152949_aks@shiv.dil.in	-	-
aks@shiv.dil.in_153034_aks@shiv.dil.in	-	-
aks@shiv.dil.in_152936_aks@shiv.dil.in	-	-
aks@shiv.dil.in_153028_aks@shiv.dil.in	-	-

20-05-2010	1
17-05-2010	9
09-09-2010	1
25-05-2010	4

Fig. 37 XGen Plus - Search - Current CFG - Archive List

3.1.4 Shout Box

Very often Server Administrators need to send some alerts/notices/news to administrators and users. Now they can do the same by using XGenPlus 'Shout Box'. Message sent through Shout Box will be 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 logs in to his/her account.

Shout box can also be disabled by clicking on 'Disabled' checkbox.



Fig. 38 XGen Plus - Shout Box

Below is the screen shot showing Shout Box being displayed in user's mailbox.

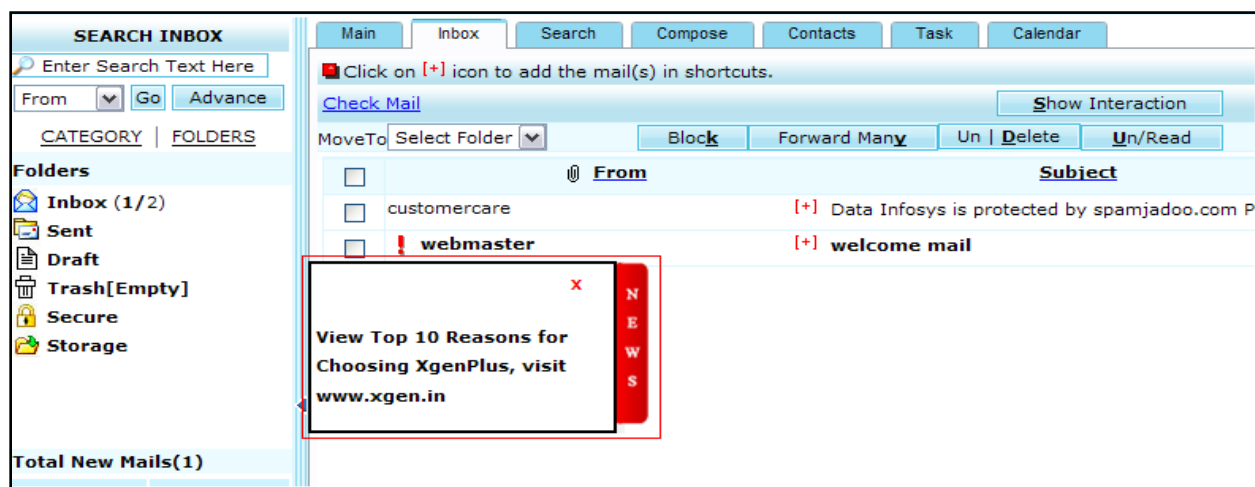


Fig. 41 XGen Plus - Shout Box

3.1.5 Alert/Notice

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.

Alerts/Notices have been explained section wise below:

➤ Alerts/Notices → Alert Message

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

Server Admin can set Alert messages for following conditions:

- If a user's mailbox size quota is about to reach its limit for xgen.in 80% - Alert message to be sent out whenever any user has used 80% of his/her mailbox space
- If SMS Quota has been consumed for 80% for xgen.in – Alert message to be sent out whenever any user has consumed 80% of his SMS quota
- If a user Shares a folder with any user for xgen.in - Alert message to be sent out whenever any user shares a folder with other user
- If a user un-share a folder already shared to him for xgen.in - 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 xgen.in of 7 Days – Alert message to be sent out whenever any user's account is about to expire in 7 days

Screenshots for all the alert messages have been shown below:

Alert Message			
If a user's mailbox size quota is about to reach its limit for xgen.in 80% <small>(This is the default message set by server administrator.You have to save new message to reflect changes.)</small>			
From	admin@xgen.in	Subject	Alert : Space Quota Limit
Cc		Bcc	notices@xgen.in
Message	Dear !!to_user_name!!, Your have consumed approximate !!set_Percentage!!% of the allocated space limit of !!allowed_space_quota!! MB. You should clean up your mailbox as soon as possible or contact administrator / sales for increasing the space		
To	(subscriber or email account holder)		Save

Fig. 43 Alert Message – for mailbox quota reaching 80%

If SMS Quota has been consumed for 80% for xgen.in <small>(This is the default message set by server administrator.You have to save new message to reflect changes.)</small>			
From	admin@xgen.in	Subject	Alert : SMS Quota Limit
Cc		Bcc	notices@xgen.in
Message	Dear !!to_user_name!!, Your SMS quota has been consumed !!alert_sms_quota!!% and is about to reach its usage limit. To continue SMS messaging, you should buy some more SMS as soon as possible by contacting our sales team. Enjoy the power of XgenPlus.		
To	(subscriber or email account holder)		Save

Fig. 44 Alert Message – for SMS quota reaching 80%

If a user Shares a folder with any user for xgen.in.			
(This is the default message set by server administrator.You have to save new message to reflect changes.)			
From	admin@xgen.in	Subject	Alert: Folder Shared
Cc		Bcc	notices@xgen.in
Message	<p>that shared folder and perform any task as per the rights assigned to you.</p> <p>If you want to unshare this folder anytime, please go to Folders, select the folder by clicking over it and than click Unshare.</p> <p>Enjoy the power of XgenPlus</p>		
To	(subscriber or email account holder)	<input type="button" value="Save"/>	

Fig. 45 Alert Message – for sharing a folder with any other user

If a user Unshare a folder already shared to him for xgen.in			
(This is the default message set by server administrator.You have to save new message to reflect changes.)			
From	admin@xgen.in	Subject	Alert: Folder Unshared
Cc		Bcc	notices@xgen.in
Message	<p>Dear !!to_user_name!!,The !!unshare_new_folder!! shared by you has been unshared by !!from_user_name!!</p> <p>Enjoy the power of Xgen.</p>		
To	(subscriber or email account holder)	<input type="button" value="Save"/>	

Fig. 46 Alert Message – for un-sharing a folder with any other user

If an email a/c or domain is about to cross its time limit for xgen.in of 7 Days			
From	admin@xgen.in	Subject	Alert: Expiry Date
Cc	mktg@dil.in	Bcc	notices@xgen.in
Message	<p>Dear !!to_user_name!!, Your !!email_account!! is about to reach its expiry which is !!alert_expiry_date!!.You are requested to kindly renew your !!email_account!! by contacting our sales team , email us at mktg@dil.in or call us at 91 9828164490 Commitment toward Quality is our Continuous improvement! DIL Team.</p>		
To	(subscriber or email account holder)	<input type="button" value="Save"/>	

Fig. 47 Alert Message – for the account about to expire

➤ Alerts/Notices → Welcome Message

Welcome Message tab allows Server 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.

Screenshot for welcome message has been shown below:

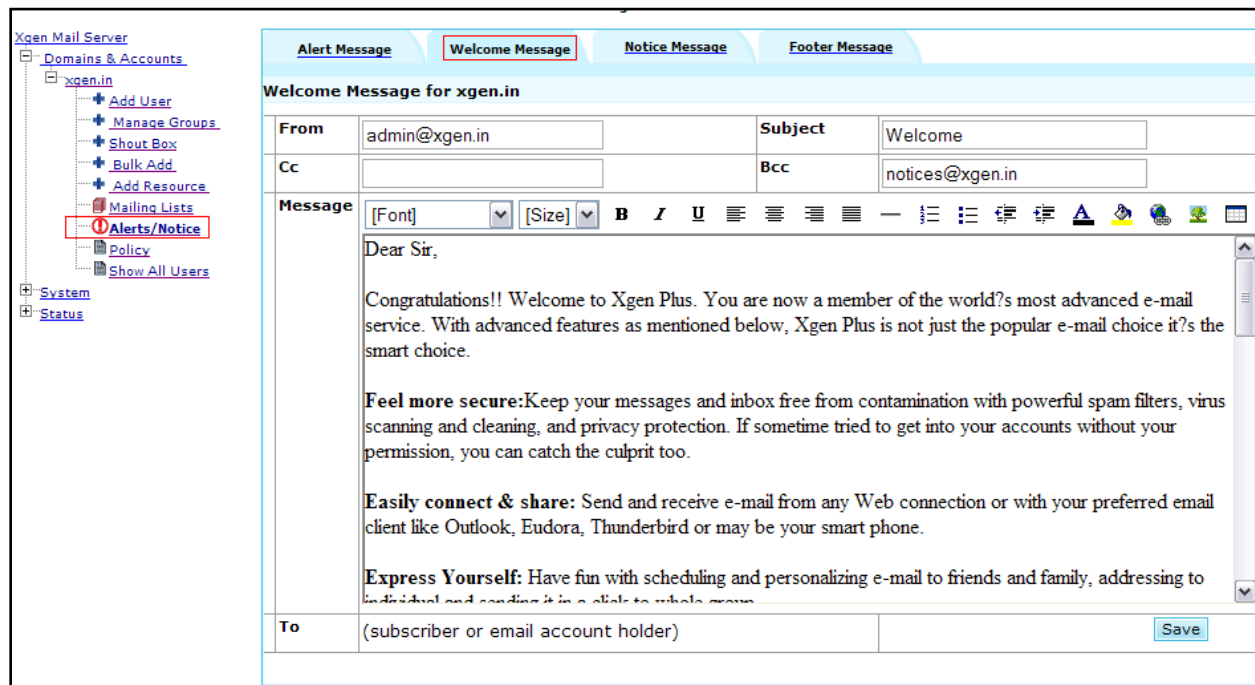


Fig. 48 Welcome Message for new users

➤ Alerts/Notices → Notice Message

Similar to alert messages, Server Admin can set notice messages to be sent out to users in following conditions:

- If Space Quota exceeds its limit 100% for xgen.in
- If SMS Quota exceeds its limit 100% for xgen.in
- If an email a/c or domain expires for xgen.in

User email Id and values surrounded with '!!' will be automatically picked up from the database in the same way as explained above.

Screenshots for Notice Messages have been shown below:

Alert Message		Welcome Message		Notice Message		Footer Message	
If Space Quota exceeds its limit 100% for xgen.in.							
Reminder							
(This is the default message set by server administrator.You have to save new message to reflect changes.)							
From	admin@xgen.in			Subject	Notice : Space Quota Full		
Cc				Bcc	notices@xgen.in		
Message	<p>You may not be able to send or receive new mail until you reduce your mailbox size.</p> <p>Items in all of your mailbox folders including the Deleted Items and Sent Items folders count against your size .</p> <p>All the best.</p>						
To	(subscriber or email account holder)					Save	

Fig. 49 Notice Message – when space quota exceeds 100%

If SMS Quota exceeds its limit 100% for xgen.in.							
Reminder							
(This is the default message set by server administrator.You have to save new message to reflect changes.)							
From	admin@xgen.in			Subject	Notice :- SMS quota FULL		
Cc				Bcc	notices@xgen.in		
Message	<p>Dear !!to_user_name!!,</p> <p>Your SMS quota !!notice_sms_quota!! has exceeded its usage limit. To continue SMS messaging, you should buy some more SMS as soon as possible by contacting our sales team.</p> <p>Enjoy the power of XgenPlus.</p>						
To	(subscriber or email account holder)					Save	

Fig. 50 Notice Message – when SMS quota exceeds 100%

If an email a/c or domain expire for xgen.in.							
Reminder							
(This is the default message set by server administrator.You have to save new message to reflect changes.)							
From	admin@xgen.in			Subject	Notice : Account Expired		
Cc	sales@dil.in			Bcc	notices@xgen.in		
Message	<p>Dear Administrator The following users / domains has expired. Users !!to_user_name!! !!email_account!! This is for your information and necessary action. NO USER OF THE ABOVE DOMAINS WILL BE ABLE TO LOGIN.</p> <p>TAKE CARE</p>						
To	(subscriber or email account holder)					Save	

Fig. 51 Notice Message – when email account or domain expires

➤ 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.

Fig. 52 Email Footer Message

3.2 System & Status

Domain Statistics include some general statistics like **Domain Name**, **SMTP/POP services**, **Total space allowed**, **logs** etc. for domain.

➤ System → Services

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.

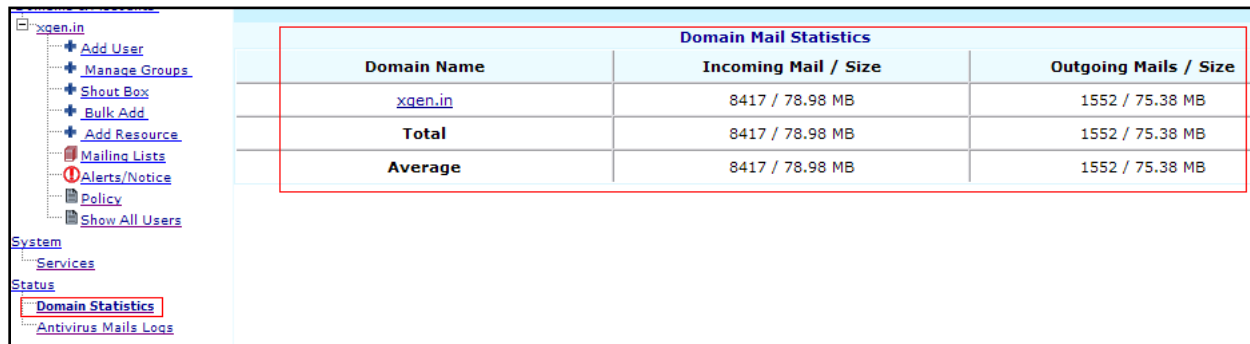
SYSTEM SERVICES	
Xgen-Plus	POP,IMAP Stopped
SMTP-IN	<input type="button" value="Stop"/> Running from 22 Aug 2011 12:43
SMTP-OUT	<input type="button" value="Stop"/> Running from 22 Aug 2011 11:10
POP	<input type="button" value="Start"/> Stopped from 22 Aug 2011 10:50
IMAP	<input type="button" value="Start"/> Stopped from 23 Aug 2011 16:56

Fig. 53 View Domain Services

➤ Status -> Domain Statistics

Server Admin can check the domain statistics for all of his/her domains through this window. It gives the following information:

- Domain-wise total number of incoming mails (for all domains) along with size
- Domain-wise total number of outgoing mails (for all domains) along with size

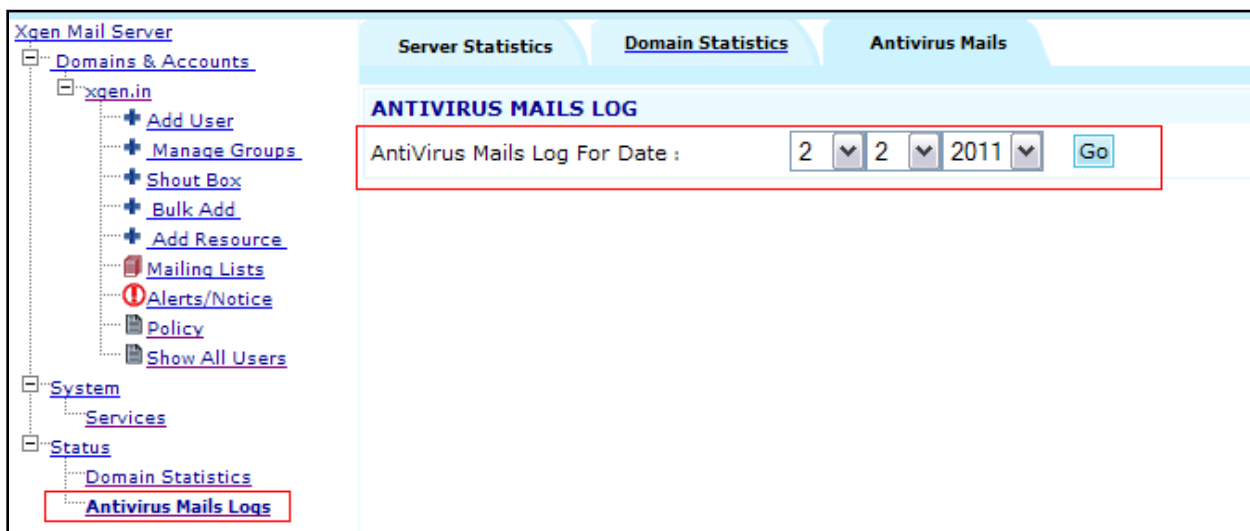


Domain Mail Statistics		
Domain Name	Incoming Mail / Size	Outgoing Mails / Size
xgen.in	8417 / 78.98 MB	1552 / 75.38 MB
Total	8417 / 78.98 MB	1552 / 75.38 MB
Average	8417 / 78.98 MB	1552 / 75.38 MB

Fig. 54 Domain Statistics

➤ Status -> Antivirus Mails Logs

Server Admin can check the anti-virus mail logs for any date through this window. Just select the date and click on 'Go'. It will show all anti-virus mails logs for that date.



ANTIVIRUS MAILS LOG

AntiVirus Mails Log For Date :

Fig. 55 Anti-virus Mail Logs

3.3 Reports

Generally, reports are very important part for an administrator. Reports provide a huge help to administrators to track the system status in easy and fast manner.

Server admin can view and print the reports through 'Reports' section. Server admin is not allowed to edit or modify data in this section.

Fig. 56 XGen Plus - Report

Field Name	Field Type	Description/Action
Search Criteria	New Domain Created	Select it to filter the records for newly created domains
	New User Created	Select it to filter the records for newly created users
	No of mails	Select it to view the total number and total size of incoming and outgoing mails
	No of Domain Expired	Select it to filter the records of expired domains
	No of User Expired	Select it to filter the records of expired user accounts
Domain	Drop Down	Select the domain name from the available values in the drop down list
User	Drop Down	Select username from the available values in the drop down list
From Date	Drop Down	Select the date in DD-MM-YYYY format from the drop down
To Date	Drop Down	Select the date in DD-MM-YYYY format from the drop down
Search	Button	Click on this button to get the data from the database
Reset All	Button	Click on this button to load the default settings in the page

Server admin can view five types of reports-

1. New Domain Created
2. New User Created
3. No of mails
4. No of Domain Expired
5. No of User Expired

Detailed description for all reports has been given below:

- I. **'New domain created'** report displays the details of newly created domains in read only mode.

REPORT (A)- Active, (D)- De Active, (BA)- Billing Administrator, (DA)- Domain Administrator (F)- Full, (O)- Owner, (R)-Restricted, (SA)-Server Administrator, (U)- User

Search Criteria

New Domain Created Domain All Domain User All User

Current year OR From Dt dd mm yyyy To Dt dd mm yyyy

search Reset All

S. No.	Register Date	Domain Name	Space Allotted (MB)	SMS Allotted	Access	Status	Created By	Created IP	Expiry Date
1	09 Mar 2011	bharatb...	2000	500	F	A	mayanksharma@shiv.dil.in	10.11.13.92	09 Mar 2012
2	09 Mar 2011	i.bhara...	5000	500	F	A	mayanksharma@shiv.dil.in	10.11.13.92	09 Mar 2012
3	04 Jun 2011	jaipur.in	100	20	F	A	mayanksharma@shiv.dil.in	10.11.13.146	04 Jun 2012
4	05 Jul 2011	ashu.di...	1000	0	F	D	as@shiv.dil.in	10.11.13.98	05 Jul 2012
5	05 Jul 2011	test.di...	1000	0	F	D	as@shiv.dil.in	10.11.13.98	05 Jul 2012
6	05 Jul 2011	test.in	1000	0	F	D	as@shiv.dil.in	10.11.13.98	05 Jul 2012
7	07 Jul 2011	milan-m...	1000	0	F	D	as@shiv.dil.in	10.11.13.79	07 Jul 2012
8	15 Jul 2011	data.in	20	20	F	A	prerna@shiv.dil.in	127.0.0.1	15 Jul 2012
9	08 Aug 2011	datainf...	15	1	F	A	as@shiv.dil.in	10.11.13.62	08 Aug 2012


 Print Report

Fig. 57 XGen Plus - Report - 'New Domain Created'

Report of 'New Domain Created' shows the following details:

1. Register Date-- It shows the particular date of the domain creation.
2. Domain Name-- It shows name of the domain.
3. Space Allotted (MB) -- It shows the total space allotted (in MB) to the domain.
4. SMS Allotted-- It shows the total number of SMS allotted to the domain.
5. Access-- It shows whether the users of that particular domain have full access or restricted access.
 - a. (F)-- Full, the users of this domain will be able to send as well as receive emails in their mailbox.
 - b. (R)-- Restricted, the users of this domain can only view the mails in their mailbox. They will not allow sending the emails.
6. Status-- It shows whether the particular domain is active or deactivated currently.
 - a. (A)- Active, the users of this domain will be able to send as well as receive emails in their mailbox.
 - b. (D)- De Active, the users of this domain will not be able to login into the application and they will not receive any mails in their mailbox, the domain will stop receiving emails and no user will be allowed to use web/pop/imap/mobile or smtp.
7. Created By-- It shows the login id of the user who created the domain.
8. Created IP-- It shows the IP address of the system where particular domain was created.
9. Expiry Date-- It shows the expiry date of domain.

- II. **'New user created'** report will display the details of newly created users in read only mode. 'Newly created users' can be further filtered on the basis of 'Domain' and 'Year'.

Report→Search Results→New user created

REPORT

(A)- Active, (D)- De Active, (BA)- Billing Administrator, (DA)- Domain Administrator
(F)- Full, (O)- Owner, (R)-Restricted, (SA)-Server Administrator, (U)- User

Search Criteria

New User created

Domain

shiv.dil.in

User

All User

Current year

OR From Dt

dd

mm

yyyy

To Dt

dd

mm

yyyy

search

Reset All

S. No.	Register Date	Login Name	Domain Name	Space Alloted(KB)	SMS Allowed	Status	Created by	Created IP	Expiry Date
1	17 Jan 2011	a1 (DA)	shiv.di...	899	100	A	abhishek.jindal@shiv.dil.in	10.11.13.62	09 Jul 2016
2	19 Jan 2011	testuser12 (U)	shiv.di...	889	0	A	prerna@shiv.dil.in	127.0.0.1	09 Jul 2016
3	20 Jan 2011	ss (U)	shiv.di...	889	20	A	as@shiv.dil.in	10.11.13.98	09 Jul 2016
4	31 Jan 2011	testima... (U)	shiv.di...	889	0	A	abhishek.jindal@shiv.dil.in	10.11.13.62	09 Jul 2016
5	14 Feb 2011	bhawna (U)	shiv.di...	889	50	A	as@shiv.dil.in	10.11.13.98	09 Jul 2016
6	15 Feb 2011	piyush.... (SA)	shiv.di...	200	0	A	as@shiv.dil.in	10.11.13.92	09 Jul 2016
7	21 Feb 2011	suser (U)	shiv.di...	889	0	A	prerna@shiv.dil.in	10.11.13.43	09 Jul 2016

Print Report

Fig. 58 XGen Plus - Report - 'New User Created'

Report of 'New User Created' shows the following details:

1. Register Date-- It shows the date on which user's account was created.
2. Login Name-- It shows the login name of the user.
3. Domain Name-- It shows the domain name in which user account is created.
4. Space Allotted (MB) -- It shows the total space allotted (in MB) to the user.
5. SMS Allowed-- It shows the total SMS allowed to the user.
6. Status-- It shows whether the particular user's account is active or deactivate currently.
 - a. (A)- Active, the users of this domain will be able to send as well as receive emails in their mailbox.
 - b. (D)- De Active, the users of this domain will not be able to login into the application and they will not receive any mails in their mailbox, the domain will stop receiving emails and no user will be allowed to use web/pop/imap/mobile or smtp.
7. Created By-- It shows the login id of the user who created user's account.
8. Created IP- It shows the IP address of the system where user's account got created.
9. Expiry Date-- It shows the expiry date of user's account.

- III. **'No of mails'** report displays the details of mails in read only mode such as the number and size (MB) of incoming mails and outgoing mails. 'No. of mails' report can be further filtered on the basis of Domain, Users and year.

Report→Search Results→No of mails

REPORT

(A)- Active, (D)- De Active, BA)- Billing Administrator, (DA)- Domain Administrator
(F)- Full, (O)- Owner, (R)-Restricted, (SA)-Server Administrator , (U)- User

Search Criteria

No of mails

Domain

All Domain

User

All User

Current date

OR From Dt

dd

mm

yyyy

To Dt

dd

mm

yyyy

search

Reset All

S. No.	Domain Name	Login Name	Incoming Total	Incoming Size(MB)	Outgoing Total	Outgoing Size(MB)
1	new.com	12r	1	1	0	0
2	new.com	r	1	1	0	0
3	new.com	r123	1	1	0	0
4	new.com	raman1	1	1	0	0
5	new.com	raman1111	1	1	0	0
6	new.com	raman1234	1	1	0	0
7	new.com	raman22	1	1	0	0
8	new.com	raman321	1	1	0	0
9	new.com	ramand	1	1	0	0
10	new.com	rrr123	1	1	0	0
11	new.com	umesh	1	1	0	0
12	shiv.dil.in	a1	5	24	10	41

Print Report

Fig. 59 XGen Plus - Report - 'No of mails'

Report of 'No of mails' shows the following details:

1. Domain Name-- It shows the domain name from where the mails conversation has done.
2. Login Name-- It shows the login name of the user who has done the mails conversations.
3. Incoming Total-- It shows the total number of incoming mails (Count) for the corresponding login name and domain.
4. Incoming Size (MB) -- It shows the total size of incoming mails (MB) for the corresponding login name and domain.
5. Outgoing Total-- It shows the total number of outgoing mails (Count) for the corresponding login name and domain.
6. Outing Size (MB) -- It shows the total size of outgoing mails (MB) for the corresponding login name and domain.

- IV. **'No of domain expired'** report displays the details of the expired domains in read only mode. 'No. of Domain Expired' can be further filtered on the basis of year or time.

Report→Search Results→No of domain expired

REPORT (A)- Active, (D)- De Active, (BA)- Billing Administrator, (DA)- Domain Administrator (F)- Full, (O)- Owner, (R)- Restricted, (SA)- Server Administrator, (U)- User

Search Criteria

No of Domain Expired: Select Domain: All Domain User: All User

OR From Dt: 1 1 2000 To Dt: 1 1 2011

search Reset All

S. No.	Expiry Date	Domain Name	Access	Register Date
1	27 Jul 2008	virtual.xgen.in	F	27 Jul 2006
2	18 Jul 2009	rest.com	F	18 Jul 2008
3	20 Apr 2010	scb.com	F	06 Apr 2010
4	20 Apr 2010	www.com	F	07 Apr 2010
5	27 Jun 2010	myxgen.com	F	17 Mar 2010
6	01 Jan 2011	datainfocom.in	F	13 May 2009

Print Report

Fig. 60 XGen Plus - Report - 'No of Domain Expired'

Report of 'No of Domain expired' shows the following details:

1. Expiry Date-- It shows the date on which domain got expired.
2. Domain Name-- It shows the name of the domain.
3. Access-- It shows that the users of that particular domain have either full access or restricted access.
 - a. (F)-- Full, the users of this domain will be able to send as well as receive emails in their mailbox.
 - b. (R)-- Restricted, the users of this domain can only view the mails in their mailbox. They will not allow sending the emails.
4. Register Date-- It shows the date on which domain was created.

- V. **'No of user expired'** report will display the details of the expired user's account in read only mode. 'No. of user expired' report can be further filtered on the basis of Domain and year.

Report→Search Results→No of user expired

REPORT (A)- Active, (D)- De Active, (BA)- Billing Administrator, (DA)- Domain Administrator (F)- Full, (O)- Owner, (R)- Restricted, (SA)- Server Administrator, (U)- User

Search Criteria

No of User Expired: Select Domain: datainfosys.net User: All User

OR From Dt: 1 1 2008 To Dt: 1 1 2011

search Reset All

S. No.	Expiry Date	User	Domain Name	Register Date
1	03 Feb 2008	gaurev0016 (U)	datainfosys.net	03 Nov 2007
2	16 Oct 2008	aks (U)	datainfosys.net	16 Oct 2006
3	16 Oct 2008	sa1234567 (U)	datainfosys.net	16 Oct 2006
4	16 Oct 2008	aat12 (U)	datainfosys.net	16 Oct 2006
5	16 Oct 2008	sat123 (U)	datainfosys.net	16 Oct 2006
6	17 Oct 2008	ajaydata (U)	datainfosys.net	17 Oct 2006
7	30 Sep 2010	abuse (U)	datainfosys.net	16 Oct 2006
8	30 Sep 2010	xgenadmin (U)	datainfosys.net	01 Oct 2005
9	19 Oct 2010	webmaster (U)	datainfosys.net	16 Oct 2006

Print Report

Fig. 61 XGen Plus - Report - 'No of user expired'

Report of 'No of user expired' shows the following details:

1. Expiry Date-- It shows the date on which user account got expired.
2. User-- It shows the login name of the user.
3. Domain Name-- It shows the name of the domain where user's account resides.
4. Register Date-- It shows the date on which the user's account was created.

3.4 SpamJadoo Settings

Server admin can integrate SpamJadoo with XgenPlus server.

Fig. 62 XGen Plus - SpamJadoo Settings

Once server admin integrates the SpamJadoo settings with XgenPlus,server, users will get a SpamJadoo link on their settings page.

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

Fig. 63 XGen Plus - SpamJadoo Link

Field Name	Field Type	Description/Action
IP	Field	Enter the IP address on which SpamJadoo dashboard is running
Port	Field	Enter the Port on which SpamJadoo dashboard is running
Integration Key	Filed	Enter the key provided by SpamJadoo admin
Verify	Button	Click It to verify the SpamJadoo Setup

3.5 Fax Settings

Server admin can specify mail-Id of fax server.

The screenshot shows the 'Fax Setup' configuration page. On the left, a sidebar contains a 'SEARCH DOMAINS' section with a search bar and a 'Show All' link. Below this are links for 'Expired', 'Web View', 'Deactive', and a tree view for 'Xgen Mail Server' with sub-items: 'Domains & Accounts', 'System', 'Status', 'Reports', 'SpamJadoo Settings', and 'Fax Settings' (which is highlighted). The main content area is titled 'Fax Setup' and contains the text 'Please enter the mailId of the fax server :'. Below this is a 'Mail-Id' field with the value 'admin@dilfax.dil.in' and a 'Save' button.

Fig. 64 XGen Plus - Fax Settings

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.

Fax allowed	<input checked="" type="checkbox"/>	Total FAX <input type="text" value="10"/> (0/10)
[User will be shown to send FAX during compose email]		

Fig. 65 XGen Plus - Fax Allowed

4. Experience XGenPlus Admin Panel

XGenPlus Admin panel is a robust and powerful module that ensures ease-of-use and full control for administrators. It not only reduces administrator’s manual work but also provides admin with many unique monitoring and reporting features. Along with this, it also ensures easy separation between Server, Domain and user level settings.

Admin Panel provides the required authority and dominance to administrators, thus, providing administrators an upper hand in controlling the domain as well as domain users.

For more details regarding Admin Panel and XGen Plus, please visit www.xgen.in.