



# Role Based Administration

Xgenplus: Advanced Enterprise Email Solution

## XgenPlus - Role Based Administration

The role-based administration centrally defines and manages hierarchy-wide access to settings for all domains, users and server settings by assigning different roles to different administrators.

With the combination of administration roles you can segregate the administrative assignments that meet your organization's requirements. Used together, they define the administrative scope of a user, which is what that user can view and manage in XgenPlus email server.

These **roles** are:

1. **Server** Administrator – Full access to every aspect of Server.
2. **Domain** Administrator – Full access to specific domain resources/users
3. **Billing** Administrator – Full access to Server Reports resource utilisation.
4. **Support** Administrator – Can search user on server and change password.
5. **Group** Administrator – Can manage group members to send notifications.
6. **Assignment** Administrator – Manages One Email account shared with many people.

Let's now look at each admin role and its administrative rights.

### Server Administrator

Server Admin has the utmost privileges across all the domains & users available on the servers. Server Admin has access to all features in the Admin console, and can manage every aspect of the resources, rights for each email account.

The Server Administrator can configure and enable email hosting for domains, allocate space quota for each domain and users of domain. A user with server administrative rights can see an Admin option on the top right side of the main window in his WebMail. The limited options of domain/user management are also accessible through XgenPlus Admin app available on android.

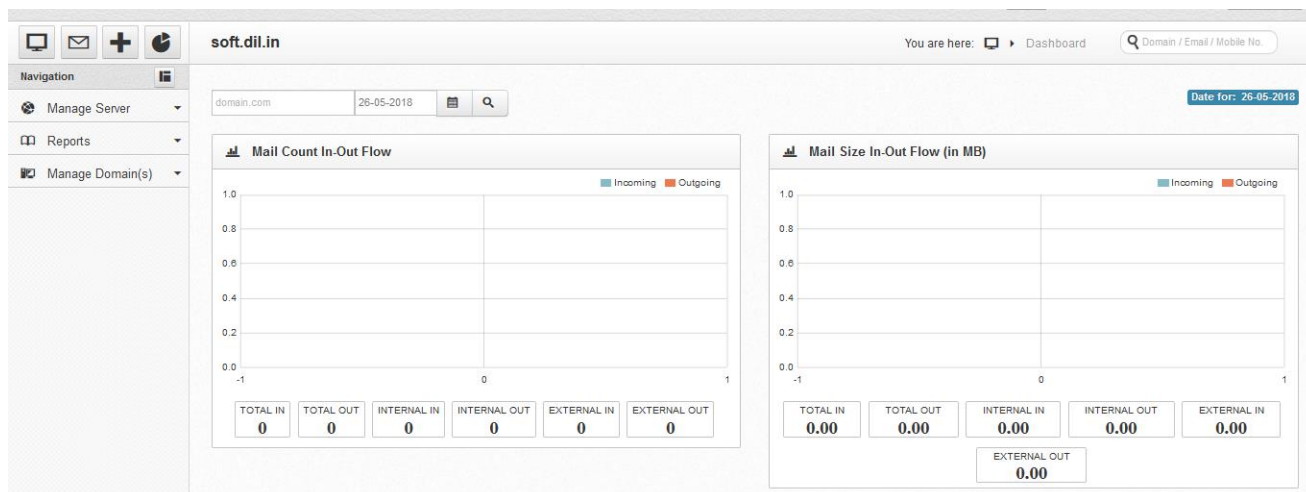
Server administrator can view Mail Server overview page.

The overview page shows the following details:

1. **Domain Name**-- It shows the name of the domain which server can enter to view the total "Mail Count In-Out Flow" and "Mail Size In-Out Flow (in MB)" for specific domain.

2. **Date--** Server admin can select the date for which he would like to view the total mail count in flow and mail size in-out flow.

Below is the screen shot for the same. The total “**Mail Count In-Out Flow**” and “**Mail Size In-Out Flow (in MB)**” will be displayed in line graphical presentation.



### Server Administrator can...

- 1) Manage Server
- 2) Add Domains
- 3) Manage Groups
- 4) Add Resources
- 5) Set up Billing
- 6) Create or assign administrator roles
- 7) Reset administrator passwords
- 8) Restore deleted users
- 9) Modify an administrator's settings
- 10) Perform email log searches
- 11) Enable or disable contact sharing
- 12) Shout Box
- 13) Add Resource
- 14) Add Resource Type
- 15) Alerts/Notice
- 16) Spamjadoo Settings
- 17) Fax Settings
- 18) Manage System Services
- 19) Add Themes
- 20) Server Settings
- 21) Manage Gateway
- 22) Domain Gateway
- 23) User Gateway
- 24) Merge Account
- 25) Bulk Update
- 26) Domain cleaner
- 27) Server Holiday

soft.dil.in

You are here: Add User

Domain / Email / Mobile No

Navigation

- Manage Server
- Add Domains
- Manage Groups
- Search
- Shout Box
- Add Resource
- Add Resource Type
- Alerts/Notices
- Spam/Jadoo Settings
- Fax Settings
- Services
- Add Themes
- Server Settings
- Manage Gateway
- Domain Gateway
- User Gateway
- Merge Account
- Bulk Update
- Domain Cleaner
- Server Holiday
- Reports
- Manage Domain(s)

User

Info

User Type: Server Administrator

Domain Name: soft.dil.in

First Name\*

Last Name

Login Name\*: vaishali@soft.dil.in

Password\*: .....

Outgoing Mail ID: vaishali@soft.dil.in@sof

Alternate Mail ID

Mobile No

Allowed Space: 409

Activate account: ☒ [Allow/ Disallow user to use Xgen Services]

SMS allowed: ☐ [User will be shown SMS option to send SMS during compose email]

Disable Settings: ☐ [Settings Tab in Users accounts will be disabled]

Enable multiple email: ☐ [Enable multiple from-id (Outgoing mail display name) of the particular user]

User Info

Employee Code

WORK

Address

City

State

Phone

Fax

Facebook ID

LinkedIn ID

Twitter ID

Company

Country: India

Pin Code

Department

Designation

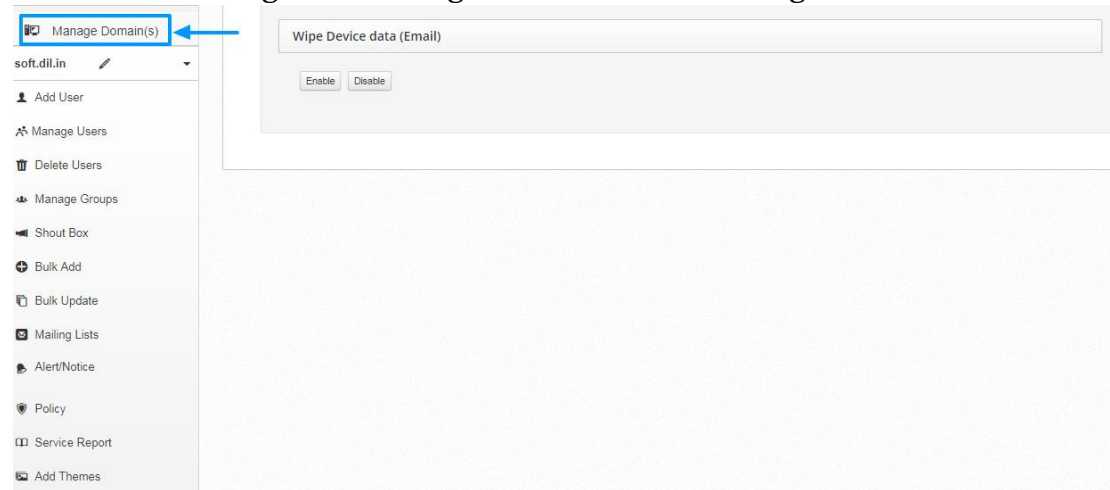
Upload Photo

Upload

**Reports:** A user with server administrative rights can see and manage reports, the different types of reports such as

- 1) Domain Statistics
- 2) Graphical Report
- 3) Reports
- 4) Intrusion Detection
- 5) Locate Email- Address
- 6) IP Statistics
- 7) Anti-Virus Report
- 8) Current Migrations
- 9) Add-on

**Manage Domain:** Server admin would also be having the access to manage domain. Following are the categories available to manage domain



- |                  |                    |
|------------------|--------------------|
| 1) Add Users     | 8) Mailing lists   |
| 2) Manage Users  | 9) Alert Notice    |
| 3) Delete Users  | 10) Policy         |
| 4) Manage Groups | 11) Service Report |
| 5) Shout Box     | 12) Add Themes     |
| 6) Bulk Add      |                    |
| 7) Bulk Update   |                    |

### **Mobile App for Admin (Server/ Domain)**

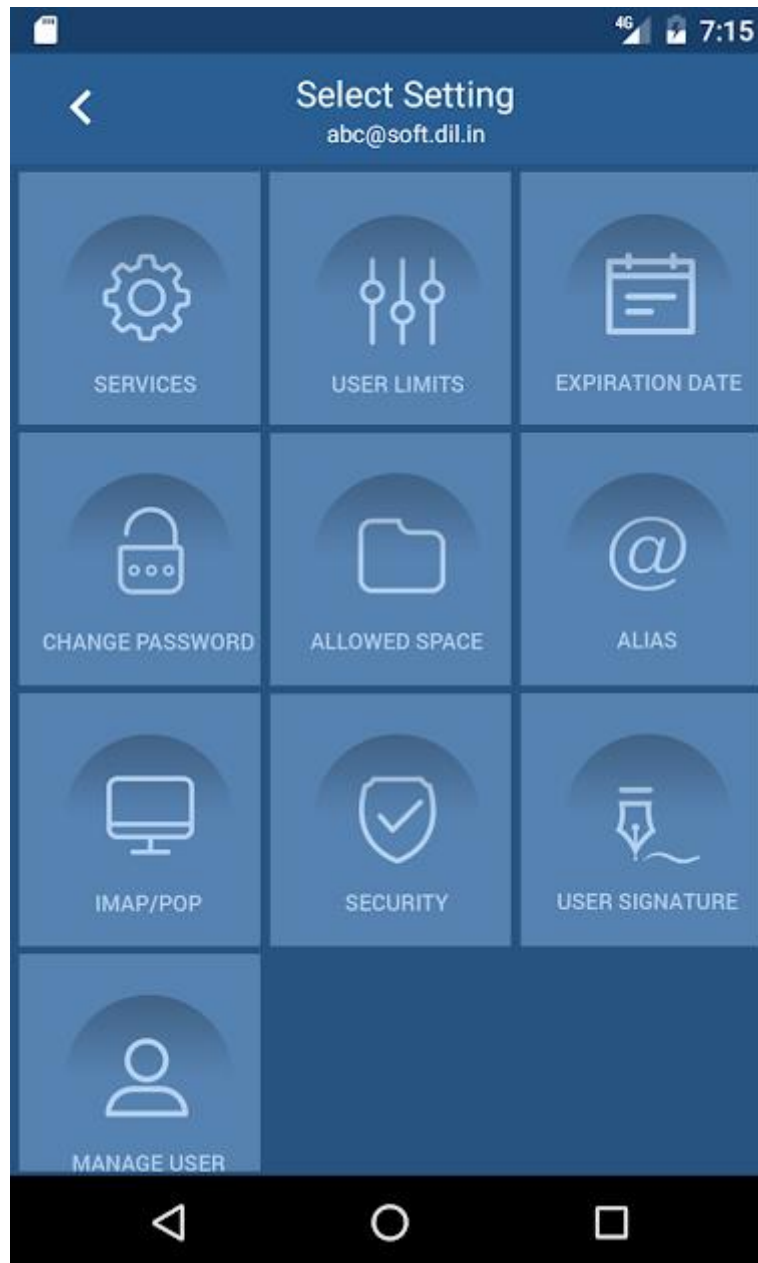
Admin app allows the administrator to manage email users anytime anywhere and support them without worrying about the access to computer or laptop.

Following functions can be performed on a user account:

- Services
- User Limits
- Expiration Date
- Change Password
- Allowed Space
- Alias
- IMAP/POP
- Security
- User Signature

- Manage users

You can Download Admin app through play store: [Xgen Admin](#)  
[Video Tutorial](#)



## XGenplus Domain Administrator:

Domain Administrator will be able to see the domain assigned to him/her in the left menu bar. Clicking on the domain will show the Domain details as shown in the screen-shot 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.

The screenshot displays the XGenplus Domain Administrator interface. On the left is a sidebar menu with options: Manage Server, Reports, Manage Domain(s), soft.dti.in (selected), Add User, Manage Users, Delete Users, Manage Groups, Shout Box, Bulk Add, Bulk Update, Mailing Lists, Alert/Notice, Policy, Service Report, and Add Themes. The main content area is titled 'Domain' and has tabs for 'Option' and 'Info'. The 'Info' tab is active, showing details for the domain 'soft.dti.in'. The domain name is displayed in a text box with a red note '(Ex. dti.in)'. Below this, the 'Number Of Users' is set to 1000 (range 855/1000). The 'Allow Sharing of contacts/folders with\*' dropdown is set to 'Across Other Domains (Same Server)'. A note states: 'Note : In Domain Name First character must be alphabet, Dot(.) must be there. Valid characters are a-z, A-Z, 0-9, dot(.), hyphen(-), Underscore(\_)'. The 'Details' section shows 'Access' set to 'Full', 'Mail Service' set to 'Start', and 'Set Domain As Default' as an unchecked checkbox. The 'Quota' section shows 'Space Alloted\*' as 30589919 MB, 'SMS Quota' as 450000, and 'Fax Quota' as 5000. A note at the bottom states: 'Note: Please configure SMS Gateway under DOMAIN GATEWAY settings to add Additional security in users accounts.' At the bottom of the form are 'Save', 'Reset', and 'Delete' buttons.

Domain Administrator is having all permissions to change allowed domain settings, create and modify new & existing users, create mailing lists, Alerts & Notices for domain, the various controls available for domain administrator includes:

1. Monitoring and reporting associated with the reliability and security of the domain.
2. Use the domain admin account only for actions that require the privilege level of this account.
3. Day-to-day management of the domain controllers
4. Review event and security logs and take corrective actions

5. Monitor and resolve security situations at all levels of the domain to ensure a stable and secure domain.

**Manage Domains:** Like Server Administrator domain administrator has the access to perform actions on these. .

- |                  |                    |
|------------------|--------------------|
| 1) Add Users     | 9) Alert Notice    |
| 2) Manage Users  | 10) Policy         |
| 3) Delete Users  | 11) Service Report |
| 4) Manage Groups | 12) Add Themes     |
| 5) Shout Box     |                    |
| 6) Bulk Add      |                    |
| 7) Bulk Update   |                    |
| 8) Mailing lists |                    |

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You are here: > Reports

Domain / Email / Mobile No.

Statistics

(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 Email Address

--Select--

OR

Date From Date To

Search Reset All

You can Download Admin app through play store: [Xgen Admin](#)



## XGenplus Billing Administrator:

Billing Administrator is having permissions to access all the reports. It monitors the reporting associated with the resource allocation/ utilization of domain/user.

Billing administrator can see these reports:

1. **Reports:** Billing administrator can see statistics only with selection of criteria available and date or specific date range. These criteria can be:
  - New Domain Created
  - Number of mails
  - Number of Domains Expired
  - Number of User expired
  - Number of Number of Alias
  - Show Tracking

Sometimes a person from finance department need to know number of users created, deleted, modified for audit / invoice purpose , in this kind of scenario this role is useful and becomes important.

2. **Intrusion Detection:** With this report billing administrator can see how may successful logins/un successful login along with their details like from where it has been accessed, IP, email ID's etc.

Mail Intrusion Detection Report

From Date : 25-05-2018

To Date : 25-05-2018

Select : soft.dil.in

Search

History

Successful Login

Un-Successful Login

Print Report

MAIL INTRUSION DETECTION MONITORING FRAMEWORK

REPORT DATE

11 May 18 Time: 10:51 Hrs

PERIOD

01-05-2018 to 10-05-2018

PARAMETER	VALUE	LAST VALUE	REMARKS
No. OF MAILS RECEIVED	132		
No. OF MAILS SENT	682		
No. OF TOTAL LOGINS	3699		
No. OF LOGINS FROM INDIA	0		
No. OF LOGINS FROM ABROAD	3699		
No. OF LOGINS FROM IMAP/POP (INDIA)	0		
No. OF LOGINS FROM IMAP/POP (ABROAD)	2701		

ABNORMAL VARIATIONS / ACCESS LOCATION

Mail ID	IP	Country	Remarks
admin@soft.dil.in	0.0.0.0:0.0.1	US	
admin@soft.dil.in	10.11.13.128	US	
admin@soft.dil.in	10.11.13.168	ZZ	
admin@soft.dil.in	10.11.13.187	US	

3. **Service Report:** Billing Administrator can check service reports available for a specific email ID.

## XGenplus 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.

The screenshot displays the 'soft.dil.in' Admin Console. The left sidebar contains a 'Navigation' menu with options: 'Manage Domain(s)', 'soft.dil.in', and 'Manage Users'. The main content area is titled 'User: dk1@soft.dil.in' and features an 'Info' tab. The 'Info' tab contains the following fields and controls:

Field	Value
User Type	User
First Name*	dk
Login Name*	dk1
Secure Password*	*****
OutgoingMail ID	dk1@soft.dil.in
Mobile No	
Domain Name	soft.dil.in
Last Name	pandey
Password*	*****
Email Alias :	<a href="#">Add / Delete Alias</a>
Alternate Mail ID	
Allowed Space	100 <a href="#">Manage Space</a>

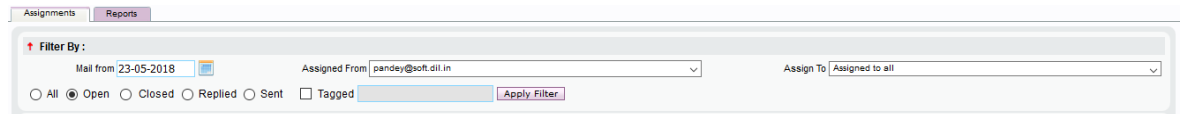
Below the fields, there are several checkboxes with their corresponding descriptions:

- ☒ [Allow/ Disallow user to use Xgen Services]
- ☐ [User will be shown SMS option to send SMS during compose email]
- ☐ [User will be shown FAX option to send FAX during compose email]
- ☐ [Settings Tab in Users accounts will be disabled]
- ☐ [Select to delete the users existing PGP Key Pair]

## XGenplus Assignment Administrator:

Assignment admin can create groups of agents and can set filters for assign assignments. Process will be as follows:

1. Create Group and add contacts in group to which assignments will be assigned.
2. Now from filters assignment user can assign mails to specific group or user.
3. In assignment tab, admin can set more filters for assignment users.



The screenshot displays the 'Assignments' tab in the XGenplus Assignment Administrator. The 'Filter By' section is active, showing a date filter for 'Mail from 23-05-2018' and a dropdown for 'Assigned From' set to 'pandey@soft.dii.in'. The 'Assign To' dropdown is set to 'Assigned to all'. Below these, there are radio buttons for 'All', 'Open', 'Closed', 'Replied', and 'Sent', and a checkbox for 'Tagged'. An 'Apply Filter' button is visible on the right.

4. Admin can view the tracking report through 'Admin' tab. Admin can see the number of assignments, notes, tags, replies, closed & open assignments for each agent in a tabular form. Admin can also see every agent's remaining work in percentage. Admin can also filter the report for individual agent.

## XGenplus 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 like:

- Add Group
- Edit Group
- Delete group
- Change settings of group
- Group mail
- Send Notification





















Group admin can access internal group & Public group.

Internal GroupsPublic Groups

allUpdate

List Of Groups

Search Search Group

#	Group Name	Action
1	ALL (52)	   
2	ANDROID (0)	   
3	BBSUPPORT (6)	   
4	BPCL (0)	   
5	MTNLMUM (0)	   

Showing 1 to 5 of 5 entries

← Previous1Next →

☐ Search In Group Enter Search TextSearch

List of Users of Group : ALL

<input type="checkbox"/>	First Name	E-mail id	Expiry Date	Space Used (MB)
<input type="checkbox"/>	affan	<a href="mailto:affan@bharatsync.com">affan@bharatsync.com</a>	08/15/19	1000
<input type="checkbox"/>	anil	<a href="mailto:anil@bharatsync.com">anil@bharatsync.com</a>	08/15/19	100
<input type="checkbox"/>	Anil	<a href="mailto:anilj@bharatsync.com">anilj@bharatsync.com</a>	08/15/19	100
<input type="checkbox"/>	ashish	<a href="mailto:ashish.bavishi@bharatsync.com">ashish.bavishi@bharatsync.com</a>	08/15/19	1000
<input type="checkbox"/>	Babalesh	<a href="mailto:babalesh@bharatsync.com">babalesh@bharatsync.com</a>	08/15/19	1000
<input checked="" type="checkbox"/>	Basheera	<a href="mailto:basheera@bharatsync.com">basheera@bharatsync.com</a>	08/15/19	600
<input type="checkbox"/>	bharat	<a href="mailto:bb@bharatsync.com">bb@bharatsync.com</a>	08/15/19	100
<input type="checkbox"/>	bhavesb	<a href="mailto:bhavesb@bharatsync.com">bhavesb@bharatsync.com</a>	08/15/19	1000
<input type="checkbox"/>	billingadmin	<a href="mailto:billingadmin@bharatsync.com">billingadmin@bharatsync.com</a>	08/15/19	5
<input type="checkbox"/>	Carriers	<a href="mailto:carriers@bharatsync.com">carriers@bharatsync.com</a>	08/15/19	1000

Showing 1 to 10 of 45 entries

← Previous12345

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