



Role Based Administration

Xgenplus: Advanced Enterprise Email Solution

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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.

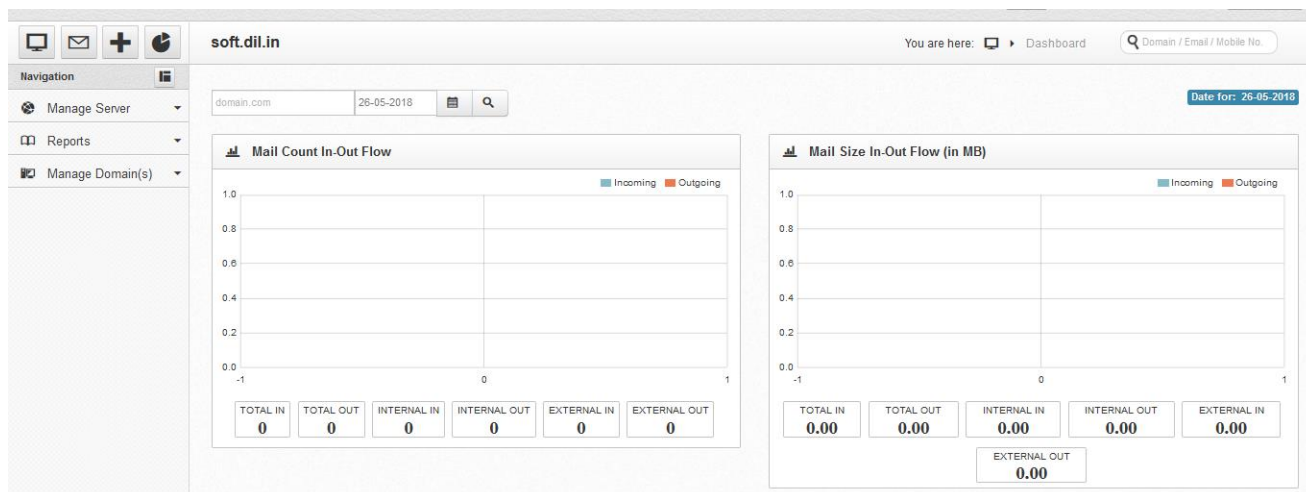
Server administrator can view Mail Server overview page.

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.

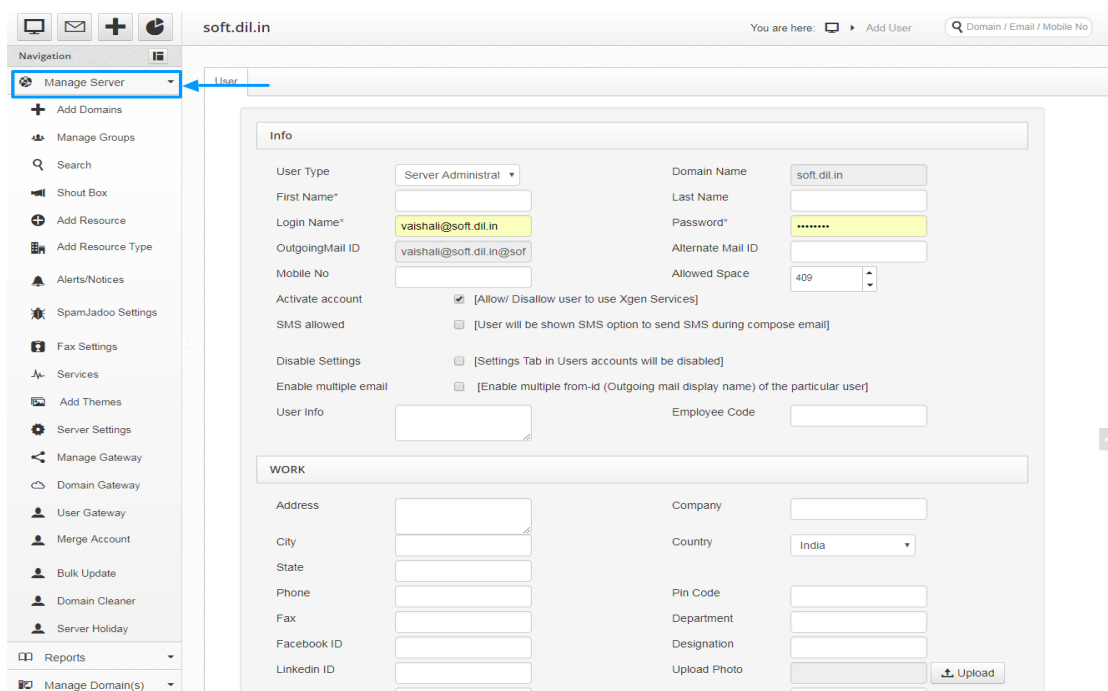
2. **Date**-- Server admin can select the date for which he would like to view the total mail count in flow and mail size in-out flow.

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...

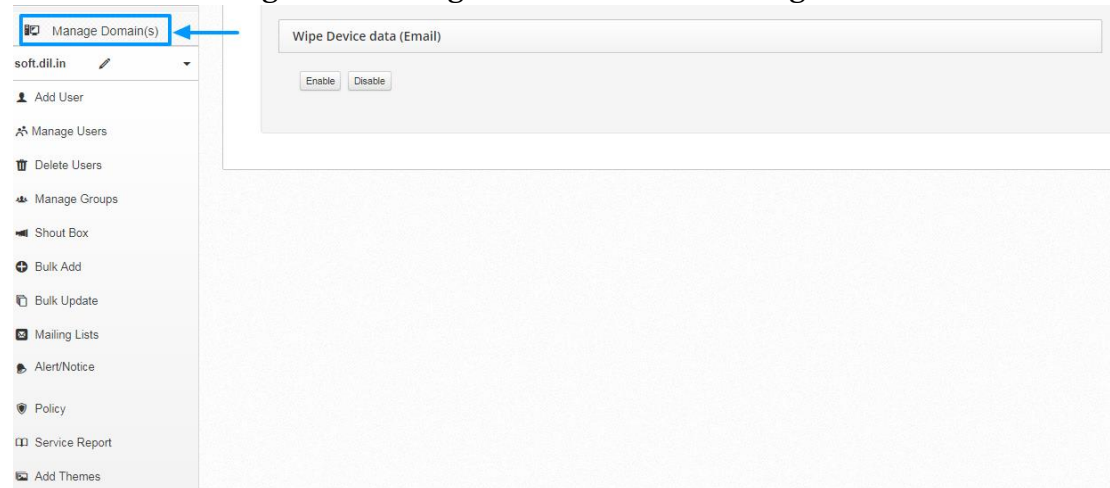
- 1) Manage Server
- 2) Add Domains
- 3) Manage Groups
- 4) Add Resources
- 5) Set up Billing
- 6) Create or assign administrator roles
- 7) Reset administrator passwords
- 8) Restore deleted users
- 9) Modify an administrator's settings
- 10) Perform email log searches
- 11) Enable or disable contact 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



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

Mobile App for Admin (Server/ Domain)

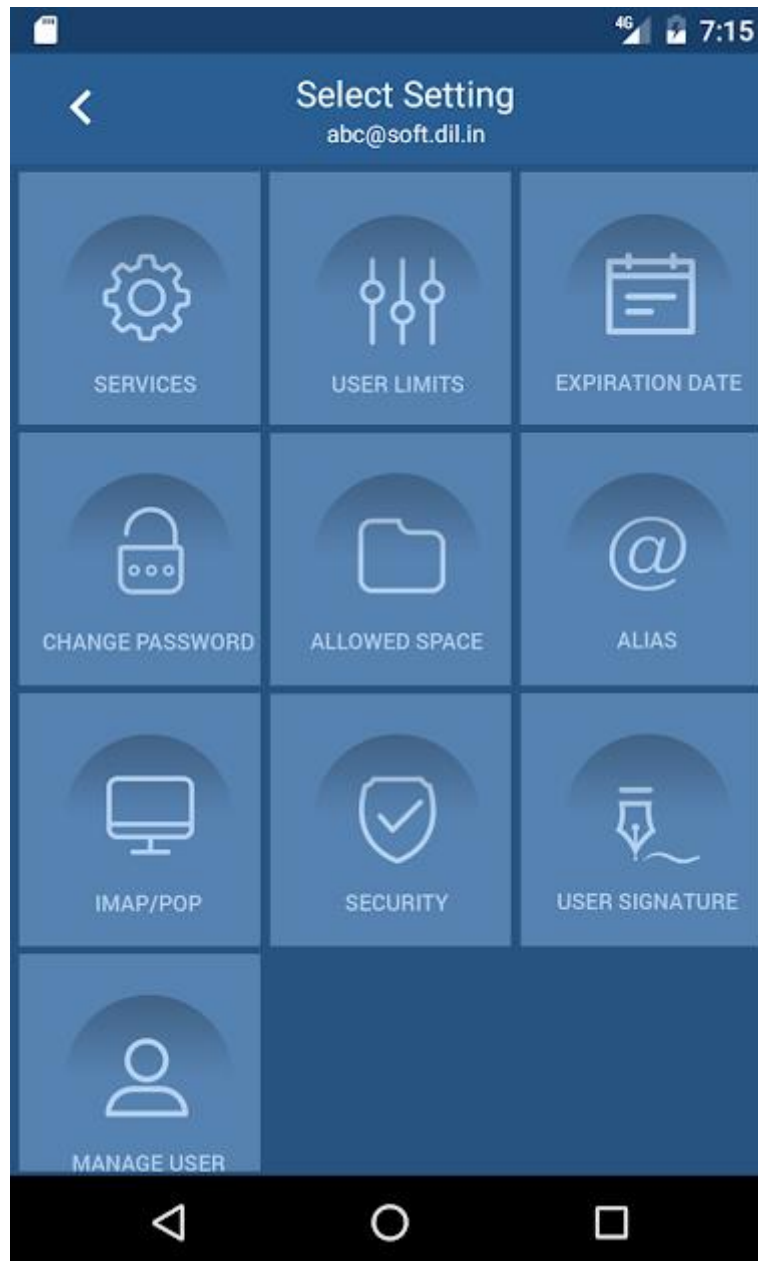
Admin app allows the administrator to manage email users anytime anywhere and support them without worrying about the access to computer or laptop.

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 'Domain Overview' page for the domain 'soft.dti.in'. The interface includes a left-hand navigation menu with options like 'Manage Server', 'Reports', 'Manage Domain(s)', and 'Add User'. The main content area is divided into several sections:

- Domain Information:** Shows the domain name 'soft.dti.in' (with an example '(Ex. dti.in)'), the number of users (1000), and sharing options ('Across Other Domains (Same Server)').
- Details:** Contains toggle switches for 'Access' (set to 'Full'), 'Mail Service' (set to 'Start'), and 'Set Domain As Default'.
- Quota:** Shows 'Space Alloted*' (30588919 MB), 'SMS Quota' (450000), and 'Fax Quota' (5000).

At the bottom, there are 'Save', 'Reset', and 'Delete' buttons, along with a note: 'Note: Please configure SMS Gateway under DOMAIN GATEWAY settings to add Additional security in users accounts.'

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 | |

The screenshot shows the 'Statistics' section of the 'soft.dil.in' web application. At the top right, it indicates 'You are here: Reports' and has a search bar for 'Domain / Email / Mobile No.'. Below this, there is a legend for user roles: (A)- ACTIVE, (D)- DE ACTIVE, (BA)- BILLING ADMINISTRATOR, (DA)- DOMAIN ADMINISTRATOR, (F)- FULL, (O)- OWNER, (R)-RESTRICTED, (SA)-SERVER ADMINISTRATOR, (U)-USER. The 'Search Criteria' section includes a dropdown for 'New Domain Created', a 'Domain' dropdown set to 'All Domain', and a 'User' dropdown set to 'Email Address'. There is also a '--Select--' dropdown. Below these, there are 'Date From' and 'Date To' input fields. At the bottom of the search criteria are 'Search' and 'Reset All' buttons.

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.

The screenshot displays the 'Mail Intrusion Detection Report' interface. At the top, there are filters for 'From Date' (25-05-2018), 'To Date' (25-05-2018), and 'Select' (soft.dil.in), along with 'Search' and 'History' buttons. Below the filters, there are tabs for 'Successful Login' and 'Un-Successful Login', and a 'Print Report' link. The main content area is titled 'MAIL INTRUSION DETECTION MONITORING FRAMEWORK' and contains two tables.

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.

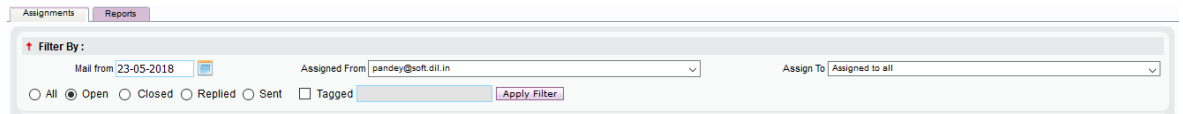
The screenshot displays the Admin Console interface for the domain **soft.dil.in**. The navigation menu on the left includes "Manage Domain(s)", "soft.dil.in", and "Manage Users". The main content area shows the "User" settings for **dk1@soft.dil.in**. The "Info" section contains the following fields and options:

User Type	User	Domain Name	soft.dil.in
First Name*	dk	Last Name	pandey
Login Name*	dk1	Password*	*****
Secure Password*	*****	Email Alias :	Add / Delete Alias
OutgoingMail ID	dk1@soft.dil.in	Alternate Mail ID	
Mobile No		Allowed Space	100 Manage Space
Activate account	<input checked="" type="checkbox"/> [Allow/ Disallow user to use Xgen Services]		
SMS allowed	<input type="checkbox"/> [User will be shown SMS option to send SMS during compose email]		
Fax allowed	<input type="checkbox"/> [User will be shown FAX option to send FAX during compose email]		
Disable Settings	<input type="checkbox"/> [Settings Tab in Users accounts will be disabled]		
Delete Key Pair	<input type="checkbox"/> [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 shows the 'Assignments' tab in the XGenplus Assignment Administrator. It features a 'Filter By:' section with several options: 'Mail from 23-05-2018', 'Assigned From pandey@soft.dii.in', and 'Assign To Assigned to all'. Below these are radio buttons for 'All', 'Open', 'Closed', 'Replied', 'Sent', and 'Tagged', along with an 'Apply Filter' button.

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.

The screenshot displays the XGenplus Group Administrator interface. At the top, there are tabs for 'Internal Groups' and 'Public Groups'. The 'Internal Groups' tab is active, showing a search bar with 'all' and an 'Update' button. Below this is a 'List Of Groups' section with a search bar and a table of groups. The table has columns for '#', 'Group Name', and 'Action'. The groups listed are ALL (52), ANDROID (0), BBSUPPORT (6), BPCL (0), and MTNLMUM (0). Below the table, it says 'Showing 1 to 5 of 5 entries' with navigation buttons for 'Previous', '1', and 'Next'.

The 'List of Users of Group : ALL' section is also visible, featuring a search bar and a table of users. The table has columns for 'First Name', 'E-mail id', 'Expiry Date', and 'Space Used (MB)'. The users listed are affan, anil, Anil, ashish, Babalesh, Basheera, bharat, bhavesh, billingadmin, and Carriers. Below the table, it says 'Showing 1 to 10 of 45 entries' with navigation buttons for 'Previous', '1', '2', '3', '4', and '5'.

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