



# New Features & Enhancements

**Xgenplus: Advanced Enterprise Email Solution**

**Version 1.3**

**Vaishali Kataria**  
7/2/2018

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## Revision History

| Version # | Implemented By   | Revision Date             | Page Affected               | Reason                             |
|-----------|------------------|---------------------------|-----------------------------|------------------------------------|
| 1.0       | Vaishali kataria | 12 June 2018              |                             | Baseline                           |
| 1.1       | Vaishali kataria | 25 June 2018              | ALL                         | Updates as discussed with Ajay Sir |
| 1.2       | Vaishali Kataria | 2 <sup>nd</sup> July 2018 | Examples, screenshots added | Updates discussed with Ajay sir    |
| 1.2       | Vaishali Kataria | 1/09/2018                 | 19-23                       | New features & Enhancement added   |
| 1.3       | Vaishali Kataria | 7/09/2018                 | 7-11                        | New feature added                  |

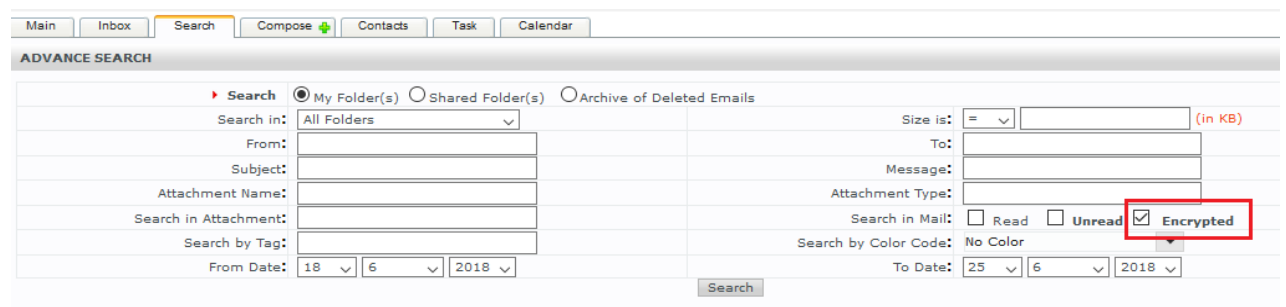
# XgenPlus –New Features

## User Level Feature

### 1. Search Encrypted Email

User can search emails by filtering only Encrypted Email. So, if user has any encrypted email in their inbox, then they can directly filter it out with this setting.

Go to Search << Search in Mail << Check **Encrypted** option.



The screenshot shows the 'ADVANCE SEARCH' interface. At the top, there are navigation tabs: Main, Inbox, Search (highlighted), Compose, Contacts, Task, and Calendar. Below the tabs, the 'ADVANCE SEARCH' section is visible. It includes radio buttons for 'My Folder(s)', 'Shared Folder(s)', and 'Archive of Deleted Emails'. The 'Search in:' dropdown is set to 'All Folders'. There are input fields for 'From:', 'Subject:', 'Attachment Name:', and 'Search in Attachment:'. The 'Search by Tag:' field is empty. The 'From Date:' is set to 18/6/2018. The 'To Date:' is set to 25/6/2018. The 'Search in Mail:' section has checkboxes for 'Read', 'Unread', and 'Encrypted' (checked and highlighted with a red box). The 'Search by Color Code:' is set to 'No Color'. A 'Search' button is located at the bottom right of the search form.

### 2. Tags

While Sending an email user can set Organization level pre-defined TAG on that Email, which enables all the recipient of that email to search that email by using that TAG itself. This capability also automatically clubs all emails together with specific TAG irrespective of sender or subject. User can also set his personal TAGs also from Settings-Default-Email Tag-Add Tag option.

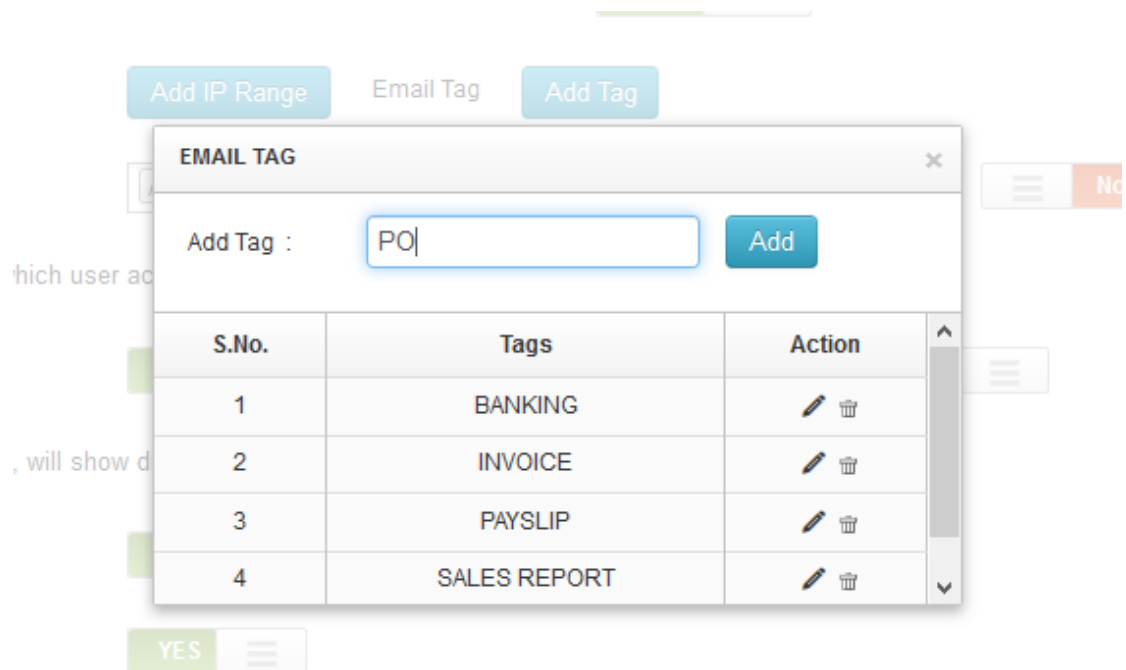
For example, there are many sales people who receives Purchase order (PO) from customers and then send it to accounts department for billing. Now with TAG feature, all sales team members with their own email address can send a PO to billing team by putting a TAG as PO. Now accounts person or sales team can pull all emails together which are tagged as PO.

#### At Domain Side:

Domain admin can add generic tags that can be used at the time of sending email. For adding tag domain admin can go to the

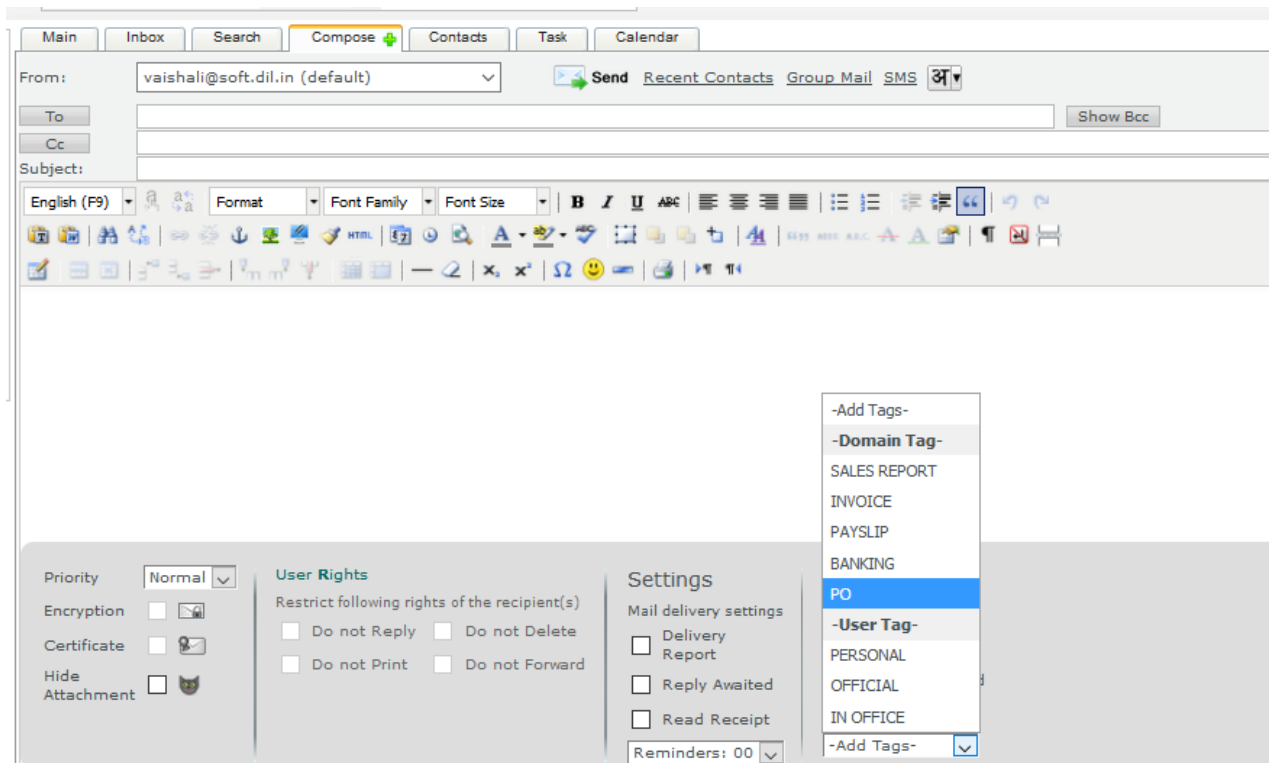
## Edit domain->domain options

Here they will get <<Add Tag>> option. On click of Add Tag, domain admin can write down name of the tag and can add it. They can Edit/delete existing tag.



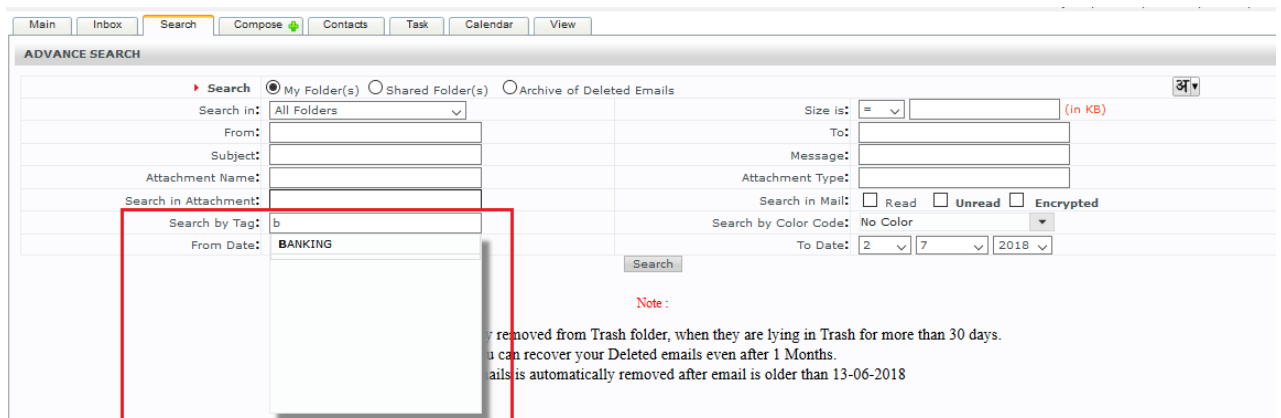
### At User End:

These tags will display at user end. At the time of composing email, user can click on advanced setting and can use tag.



At the receiver end, added tag will display and receiver can also search this mail with same tag.

For E.g if sender has used tag “Banking” at the time of sending email. Then at the receiver end, receiver can see that tag in the bottom of email as well as receiver can search that same email in search section by selecting criteria “Search By Tag”.



If receiver search email by Tag “Banking”, then all the mails related to that tag, will come in resultant list.

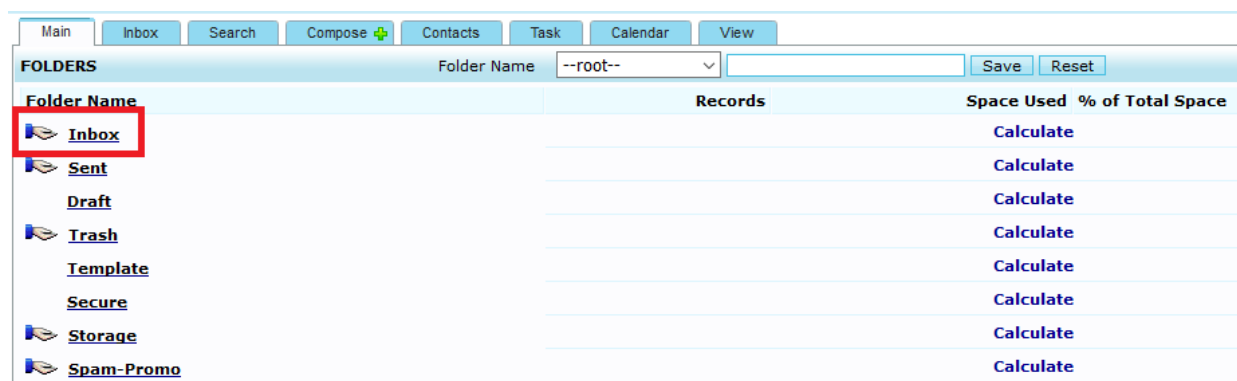
### 3. Give Access of your Account






Now you need not to worry about your important mails while you are on Holidays or any other business trips. You just authorize your subordinates or your agents to receive your emails and they can reply on those mails on your behalf without sharing login credentials of your account.

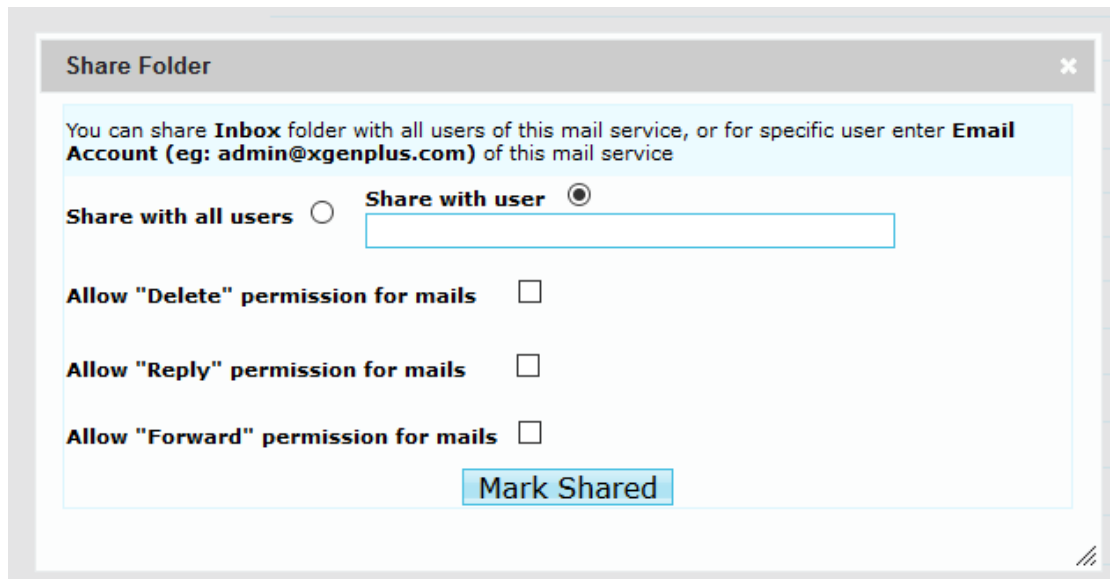
The Beauty of this feature is, this reply message will not be saved in their sent folder. It will be saved in your sent folder only. So whenever you access your email, can check all the replies that your subordinates/agents have done on your behalf.

Let's see how this feature work:

1. Suppose the person "Vaishali" is a Business Analyst. Vaishali is going on holidays. Now how her client's emails will be taken care?
2. "Vaishali" gives authorization to DK (Team member) to access her emails, so he can reply on those emails on the behalf of Vaishali.
3. Vaishali will share her inbox with DK with access rights. For this go to Folders. There is hand icon in front of each folder to share folder.
4. If Vaishali wants to share only "Inbox", then she will click on hand icon in front of "Inbox" folder.



| Folder Name   | Records | Space Used | % of Total Space          |
|---|---------|------------|---------------------------|
|  <b>Inbox</b>      |         |            | <a href="#">Calculate</a> |
|  <b>Sent</b>       |         |            | <a href="#">Calculate</a> |
| <b>Draft</b>  |         |            | <a href="#">Calculate</a> |
|  <b>Trash</b>      |         |            | <a href="#">Calculate</a> |
| <b>Template</b>   |         |            | <a href="#">Calculate</a> |
| <b>Secure</b>   |         |            | <a href="#">Calculate</a> |
|  <b>Storage</b>    |         |            | <a href="#">Calculate</a> |
|  <b>Spam-Promo</b> |         |            | <a href="#">Calculate</a> |

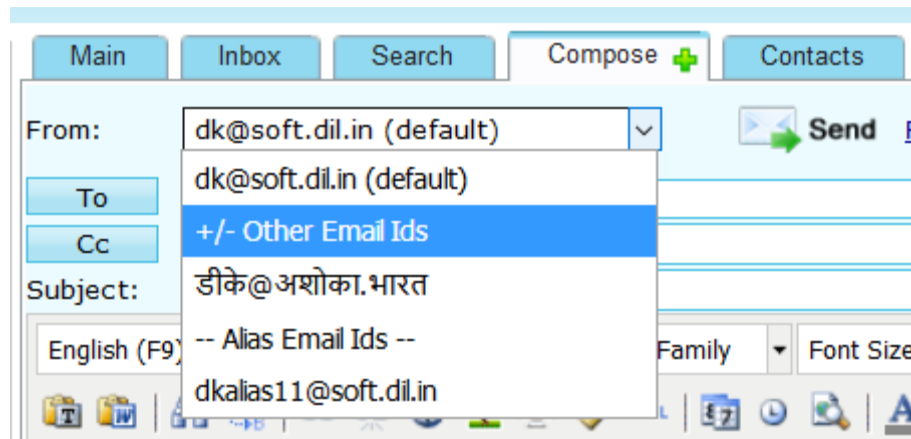


5. Vaishali will enter email address of DK to share inbox with him. Now Vaishali can set access right for DK while sharing her folder. She can give rights like:  
Allow Delete, Reply, Forward. Now if Vaishali gives rights for only Allow Reply, then DK can reply on those mails only. He cannot Delete/Forward mails from Vaishali's inbox.
6. Once inbox will be shared, DK can see this inbox in his mail account with other folders. There is a category of Shared folder in folder section. All shared folders will display here. DK can access all the shared folder and can work accordingly.
7. Multiple users can share their account with multiple people.

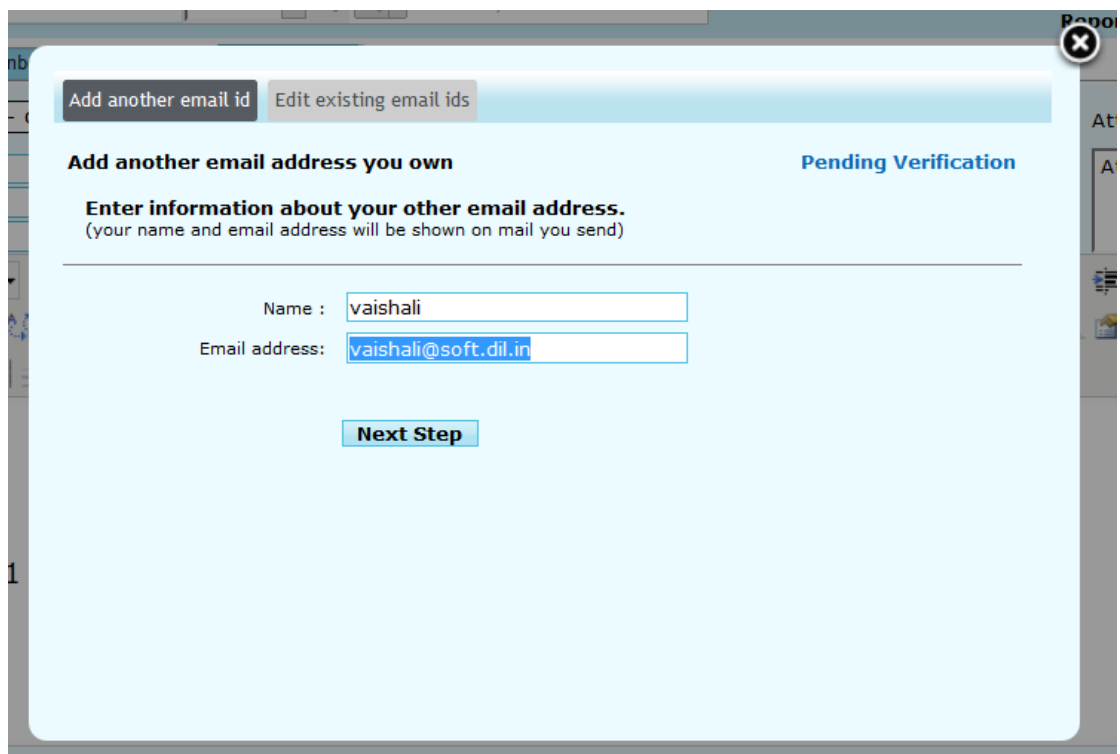
**Now let's see how mails will be sent on the behalf of Vaishali and how it will be saved in Vaishali's Sent folder.**

1. To get access from Vaishali for sending emails on the behalf of her, DK will click on Add Email Address from the dropdown of FROM ID while compose email.

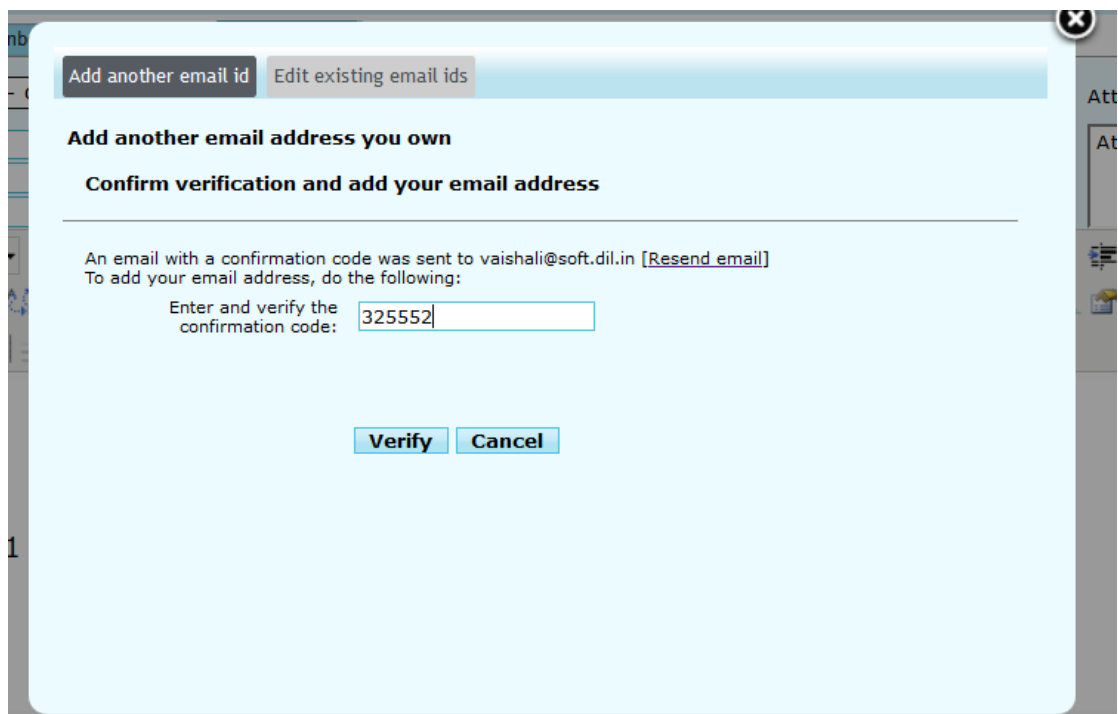
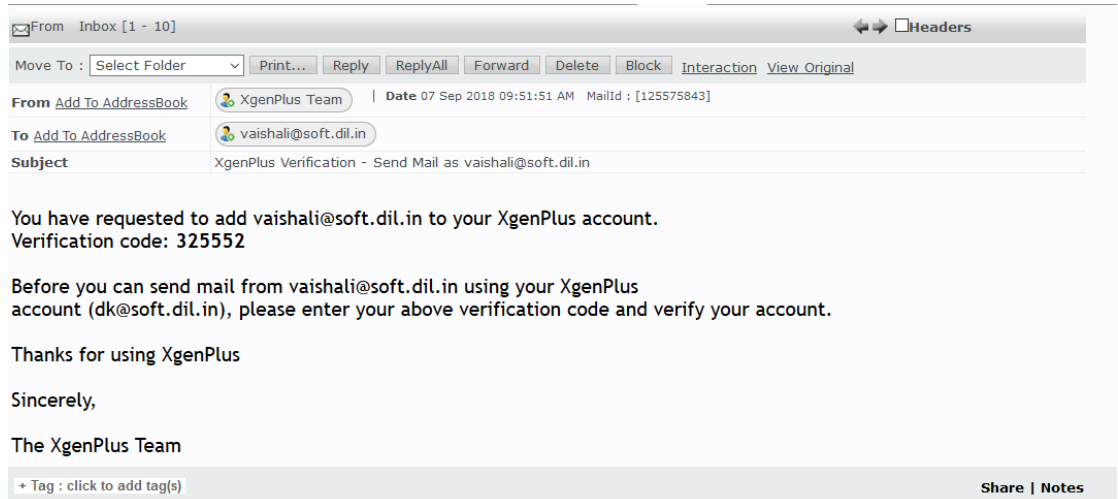




2. After click on +/- Other Email ID, dk will get screen where he can enter Name & Email Address of vaishali.

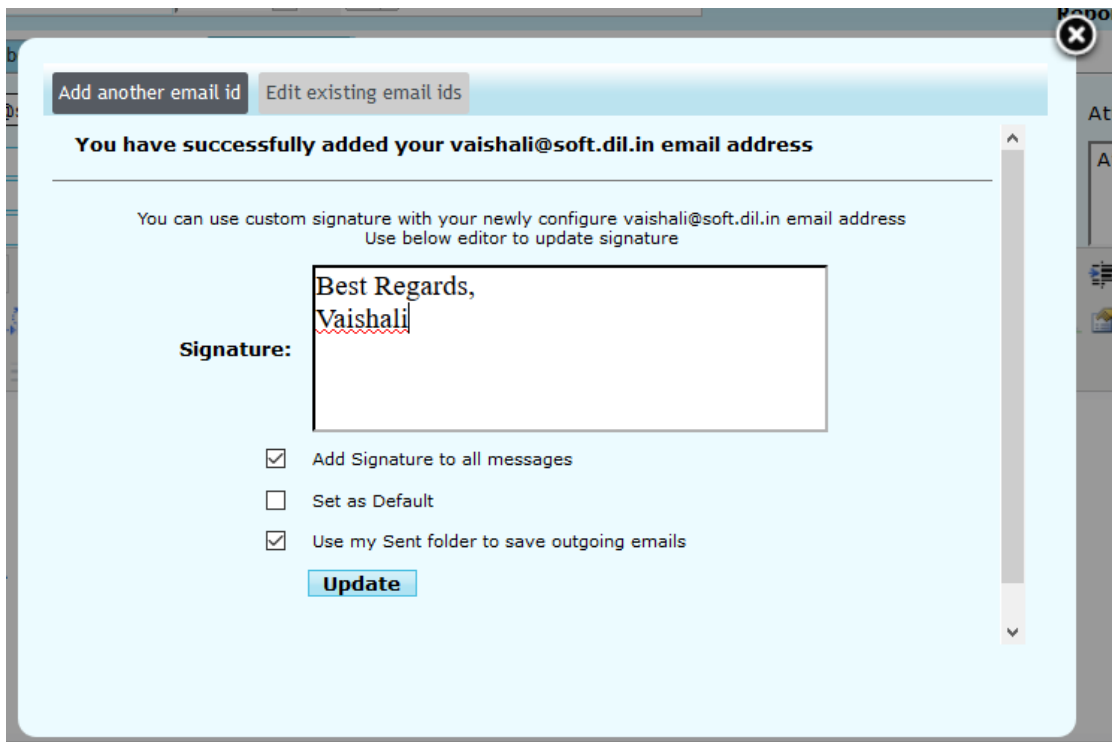


3. Once dk move to the next screen, he will get an option to enter verification code, which will be received by Vaishali to authorize dk to send emails on her behalf.



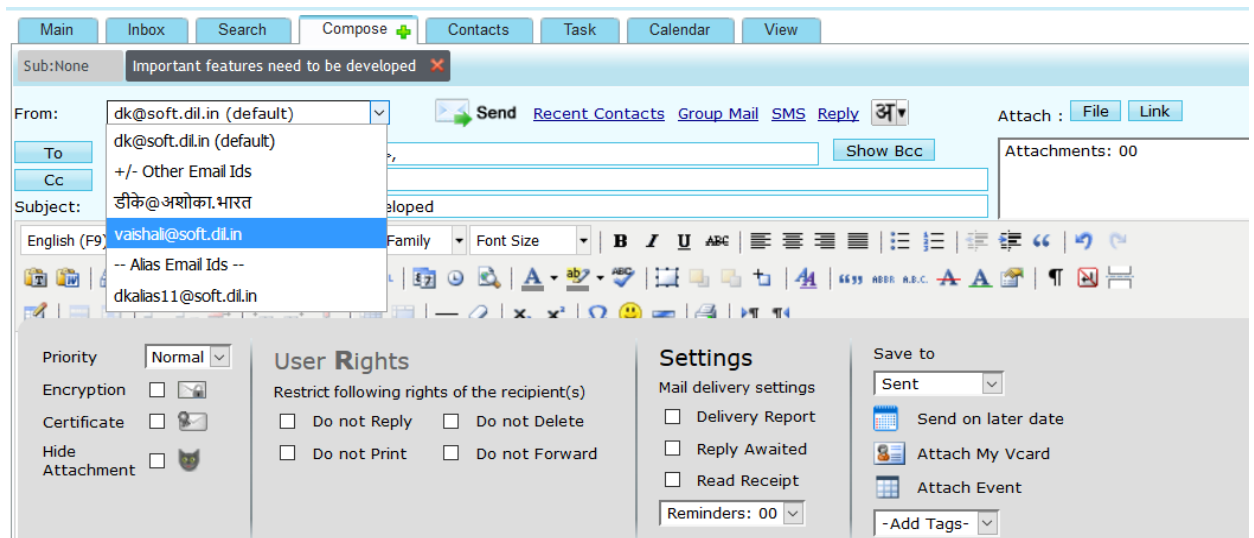
4. Once code has been entered by dk, a dialog box will open to set Signature & some settings. These settings will be:
  - Add Signature to All Messages (This signature will be sent, whenever dk will send emails by using outgoing ID of Vaishali or will send emails on her behalf.)
  - Set as default (DK can set default outgoing email ID of Vaishali by this setting)

- Use My sent folder to save outgoing emails. (If this setting has been enables then all the emails which dk is sending on the behalf of Vaishali, will be saved in vaishali's sent box)



### **How Emails will be sent?**

1. To reply on emails which has been received in vaishali's inbox, DK first open shared inbox of Vaishali and click on the mails on which he wants to reply.
2. After click, dk select from ID of Vaishali (from which mails will be sent)



3. Once email has been sent, it will be received by receiver, with this display name: dk (Display name set by DK) on behalf of Vaishali. So, receiver will get to know that this mail has been sent by dk.
4. Also, this sent mail will not be saved in DK's sent folder. It will be saved in Vaishali's sent folder only. In future she can rectify which email has been sent to her client.

This feature will remove all the hurdles top manage important emails without sharing login details of your account.

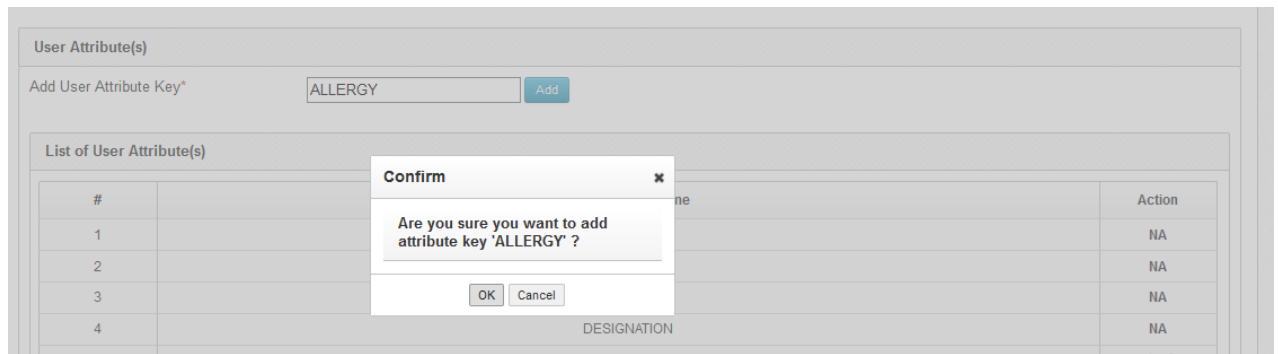
## Domain Level Feature

### 1. User Attributes

In admin panel, Server/domain admin can add 50 more attributes to a user's profile and then use that attribute to search users or make dynamic groups.

For example, if you wish to capture UID of each person or whether he is allergic to any food or medicine. Now Domain admin can create two attributes UID and ALLERGY and then while adding user into the system, these two parameters will be also asked for inputting the information. Based on the input value users can be grouped or searched to manage them.

Once these attribute keys will be created and assigned to any user, then this attribute key cannot be edited or deleted.



#### Steps to add Attribute Key:

4. Edit domain->domain options
  2. Under domain options -> user attributes section-> add attribute key for user (maximum 50 currently available)
  3. These attribute key shows in "add user" section and "manage user" section where we have to set values of these attributes which is not mandatory.

At the time of adding user or manage user, Server/domain admin can set these attribute values.

## 5. Group Rules with attributes

In group, there is one more option has been added which is “Dynamic Group”, in this group users can be added based on rules. These rules will be created based on attribute key and value.

For Example: If admin wants to create a group named as “**Sales**” of all the users from sales department. Then rule will be created like “**Department is Sales**”, so all the Users that have defined attribute value Department as sales. They all will be added automatically to the Sales Group.

#### Some case scenarios:

1. If you have created a group “**Sales**” and you want to add all the users from Software department. Then you can create rule like

*Attribute Key <<Department>> Attribute Value <<Sales>>*

The screenshot shows a web interface for managing groups. On the left, there 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 'SALES (0)' group is highlighted with a red box. On the right, there is a 'Rule(s) List of Group : SALES' panel. At the top of this panel, there is a form with a dropdown menu set to 'DEPARTMENT', an input field containing 'sales', and an 'Add Rule' button. This form is also highlighted with a red box. Below the form, the table is empty, showing 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

Once you set key & value, rule will be created for sales group.  
Now all the users that have attribute value sales as department will automatically be added in the Sales group.

This screenshot shows the 'Rule(s) List of Group : SALES' panel after a rule has been added. At the top, the form shows 'Select Key' as a dropdown, 'Attribute Value' as an input field, and an 'Add Rule' button. Below the form, the table now contains one entry: '# 1', 'Rule(s) DEPARTMENT is SALES', and 'Action' with edit and delete icons. Below the table, it says 'Showing 1 to 1 of 1 entries' and has navigation buttons for 'Previous', '1', and 'Next'.

2. There can be multiple rules for one group. So, users will be added accordingly. If you want to have all the sales manager to be in one group then another rule can be created for like “**Designation is Manager**” then all the users that have attribute vale Manager as designation will be added to the same group.

Select Key  Attribute Value

Rule(s) List of Group :SALES

| # | Rule(s)                | Action |
|---|------------------------|--------|
| 1 | DEPARTMENT is SALES    |        |
| 2 | DESIGNATION is MANAGER |        |

3. One rule can be created in multiple groups. Suppose you want to create same rule “**Department is Testing**”, then you can create it.

Select Key  Attribute Value

Rule(s) List of Group :ACCOUNTS

| # | Rule(s)                | Action |
|---|------------------------|--------|
| 1 | DESIGNATION is MANAGER |        |

Showing 1 to 1 of 1 entries

4. After creating rules domain/server admin can send group mail or notification.

| # | Group Name      | Action |
|---|-----------------|--------|
| 1 | ACCOUNTS (1)    |        |
| 2 | BANKING (0)     |        |
| 3 | DEVELOPMENT (0) |        |
| 4 | EMPLOYEE (0)    |        |
| 5 | LEGAL (0)       |        |
| 6 | MARKETING (0)   |        |
| 7 | QA (537)        |        |
| 8 | SALES (3)       |        |

Click over Mail icon to send group mail.

| # | Group Name      | Action |
|---|-----------------|--------|
| 1 | ACCOUNTS (1)    |        |
| 2 | BANKING (0)     |        |
| 3 | DEVELOPMENT (0) |        |
| 4 | EMPLOYEE (0)    |        |
| 5 | LEGAL (0)       |        |
| 6 | MARKETING (0)   |        |
| 7 | QA (537)        |        |
| 8 | SALES (3)       |        |

Select Key

Send Notification To "ACCOUNTS" x :SA

Message :

|

← Previous 1

So this is how dynamic groups can be created and members can be added dynamically through rules.

## 6. User Settings on Group Basis

Domain/Server admin can manage all the user level settings for a specific group. So, these settings will be applied for all group members.

For e.g. Admin wants to set user level settings for Sales Group, then admin can click over setting icon in front of Group name and he/she can change these settings:

- Services For Users in Group (SALES)

Services For Users in Group (SALES)

|   |   |   |
|---|---|---|
| SMTP-IN <input type="checkbox" value="YES"/>                                    | POP <input type="checkbox" value="YES"/>  | HTTP <input type="checkbox" value="YES"/>       |
| SMTP-OUT <input type="checkbox" value="YES"/>                                   | IMAP <input type="checkbox" value="YES"/> | ANTI-VIRUS <input type="checkbox" value="YES"/> |
| CHAT <input type="checkbox" value="YES"/> <input type="button" value="Update"/> |   |   |



- Set Limits For Users in Group (SALES)

| Set Limits For Users in Group (SALES)   |                                  |                                       |                               |                                 |                                       |
|---|----------------------------------|---------------------------------------|-------------------------------|---------------------------------|---------------------------------------|
| No. of Incoming Mails per Day           | <input type="text" value="0"/>   | <input type="button" value="Update"/> | No. of Outgoing Mails per Day | <input type="text" value="0"/>  | <input type="button" value="Update"/> |
| Total data MB per Day                   | <input type="text" value="10"/>  | <input type="button" value="Update"/> | Number of Personal Folders    | <input type="text" value="0"/>  | <input type="button" value="Update"/> |
| No. of Contacts in Address-book         | <input type="text" value="103"/> | <input type="button" value="Update"/> | Rules to be allowed           | <input type="text" value="20"/> | <input type="button" value="Update"/> |
| Max Attachment Size (MB)                | <input type="text" value="12"/>  | <input type="button" value="Update"/> | Mail Box Space(MB)            | <input type="text"/>            | <input type="button" value="Update"/> |
| <small>NOTE:- 0 Means Unlimited</small> |                                  |                                       |                               |                                 |                                       |

Suppose Admin wants to assign mail box space to **Sales** group, then admin will click on setting icon in front of Group name. Setting page will be open with this and let's say admin has assigned 500 MB storage for **Sales** group. Now users of sales group will get

*If user has existing account space 500 MB then*

*Total space= Original Space (500 MB) + group Space (500 MB)*

If user is in multiple groups then space of groups will be added accordingly.

*Total space= Original Space + group1 Space+ group2 Space and so on...*

- Default Values For Users in Group (SALES)

**Default Values For Users in Group (SALES)**

Show Global Address Book
   Show Admin Address Book

Allow sending mails only to Global and Admin Address Book or give another domain names separate by comma

Allow Advance Forwarding

Enable automatic signature(set by domain administrator)

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

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

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

Rights Permission [User will be allowed/disallowed to set rights on email to delete/reply/forward/print]

Allowed Hide Attachment      Internal Domain  External Domain  Disallowed

Allowed Host IP range      Start  End

Receive BCC of All Incoming mail to E-mail address  Save Copy YES

Send BCC of all outgoing mail to E-mail address

Incoming / Outgoing Mails Bcc Applicable (for Billing Administrator)

Dis-allowed attachment file type

If user sends mail with Dis-allowed attachment type, send BCC of mail to

- Expiration Date for Group

**EXPIRATION**

Deactivate if inactive for (Days)

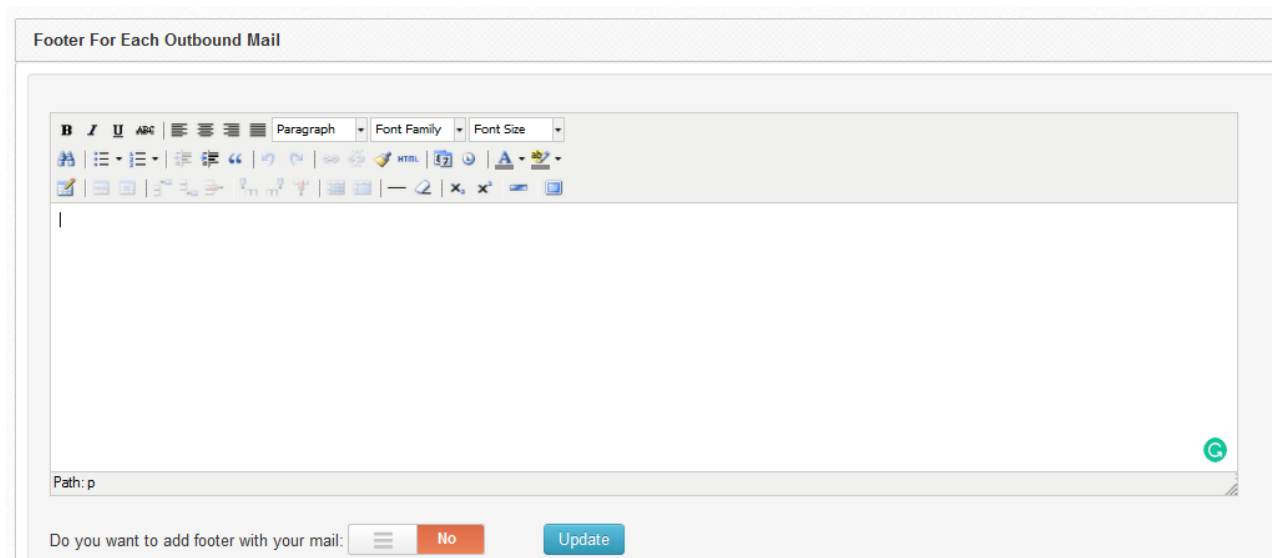
## 7. Footer for Dynamic Groups

Domain/server admin can create footer on group basis. For this, domain/server admin can go to the setting by click on setting icon in the adjacent of Group Name.

Suppose admin wants to create footer for **Sales** group, then they can click over setting icon in front of Group name and Setting page will be open, specific footer can be defined for Development group.

**Note: Priorities to display footer at user end:**

- **If user is in multiple groups then the group in which he has been added latest, that footer will be applied for that user.**
- **If domain admin has added footer for all domain users from admin panel, still if that user is in a group, then footer of group will be applied.**



## 8. Search Email in Admin panel (Keyword)

Server/domain admin can search emails in user's account through admin panel. For this server/domain admin:

1. Manage user> Search User> Go to Logs
2. In logs there will be first option "Search Mail". Admin can select criteria & write email ID on which basis he will get results.
3. With this feature admin can search email in user's account.
4. Admin can select criteria like:
  - **ALL:** Search all the emails of <<Defined Keyword>>

Mail Transactions Latest: 10 From Archive

Search Mails: All ashish@india.in Go

| S.No. | From                 | To              | Subject           | Size(KB) | Date/Time         | Last Action     |
|-------|----------------------|-----------------|-------------------|----------|-------------------|-----------------|
| 1     | ashish@india.in      | atest@india.in  | hello             | 1        | 19 Jun,2018 10:22 | ReadMail        |
| 2     | readreceipt@india.in | ashish@india.in | Mail Read [test3] | 2        | 19 Jun,2018 10:16 | ReadMail[inbox] |
| 3     | readreceipt@india.in | ashish@india.in | Mail Read [test3] | 1        | 19 Jun,2018 10:16 | ReadMail        |
| 4     | atest@india.in       | ashish@india.in | hello             | 1        | 19 Jun,2018 10:15 | ReadMail[inbox] |
| 5     | atest@india.in       | ashish@india.in | adsf sadfa        | 1        | 19 Jun,2018 10:13 | ReadMail[draft] |

If user do not define any keyword, then all emails will be listed in resultant list.

- **FROM:** Search emails from which emails have been sent << Defined Keyword >>

Mail Transactions Latest: 10 From Archive

Search Mails: From ashish@india.in Go

| S.No. | From            | To              | Subject    | Size(KB) | Date/Time         | Last Action     |
|-------|-----------------|-----------------|------------|----------|-------------------|-----------------|
| 1     | ashish@india.in | ashish@india.in | test buddy | 1        | 18 Jun,2018 12:53 | ReadMail[inbox] |

Showing 1 to 1 of 1 entries

← Previous 1 Next →

- **TO:** Search emails to which email has been sent << Defined Keyword >>

User Option Settings Logs Copy User : ashish@india.in Device Access Mail Backup and Restore

Mail Transactions Latest: 10 From Archive

Search Mails: To ashish@india.in Go

| S.No. | From                 | To              | Subject           | Size(KB) | Date/Time         | Last Action    |
|-------|----------------------|-----------------|-------------------|----------|-------------------|----------------|
| 1     | readreceipt@india.in | ashish@india.in | Mail Read [test3] | 1        | 19 Jun,2018 10:16 | ReadMail       |
| 2     | ashish@india.in      | ashish@india.in | test buddy        | 1        | 18 Jun,2018 12:53 | ReadMail[sent] |

- **SUBJECT:** Search emails that have << Defined Keyword >>

User Option Settings Logs Copy User : ashish@india.in Device Access Mail Backup and Restore

Mail Transactions Latest: 10 From Archive  Search Mails: Subject mail read Go

Search Mails

| S.No. | From                 | To              | Subject           | Size(KB) | Date/Time         | Last Action     |
|-------|----------------------|-----------------|-------------------|----------|-------------------|-----------------|
| 1     | readreceipt@india.in | ashish@india.in | Mail Read [test3] | 2        | 19 Jun,2018 10:16 | ReadMail[inbox] |
| 2     | readreceipt@india.in | ashish@india.in | Mail Read [test3] | 1        | 19 Jun,2018 10:16 | ReadMail        |

Showing 1 to 2 of 2 entries

← Previous 1 Next →

- MAIL ID: search emails of having << Defined mail ID (numeric value) >>

Mail Transactions Latest: 10 From Archive  Search Mails: Mail-Id 143 Go

Search Mails

| S.No. | From            | To              | Subject    | Size(KB) | Date/Time         | Last Action    |
|-------|-----------------|-----------------|------------|----------|-------------------|----------------|
| 1     | ashish@india.in | ashish@india.in | test buddy | 1        | 18 Jun,2018 12:53 | ReadMail[sent] |

Showing 1 to 1 of 1 entries

← Previous 1 Next →

There is an option to enable search in archive. So once admin enable this, search will be done in archive as well with defined date.

Mail Transactions Latest: 10 From Archive  18-06-2018 Search Mails: Mail-Id 143 Go

Search Mails

| S.No. | From            | To              | Subject    | Size(KB) | Date/Time         | Last Action    |
|-------|-----------------|-----------------|------------|----------|-------------------|----------------|
| 1     | ashish@india.in | ashish@india.in | test buddy | 1        | 18 Jun,2018 12:53 | ReadMail[sent] |

Showing 1 to 1 of 1 entries

← Previous 1 Next →

## 9. Service Report

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

Server admin can:

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

| Search service |           |                    |
|----------------|-----------|--------------------|
| Select :       | XGEN-PLUS | Search             |
| Service name   | Status    | Date               |
| ARCHIVE        | STOP      | 19 Jun 2018 ,10:53 |
| ARCHIVE        | START     | 19 Jun 2018 ,10:51 |
| ARCHIVE        | STOP      | 18 Jun 2018 ,12:55 |
| ARCHIVE        | START     | 18 Jun 2018 ,11:48 |
| ARCHIVE        | STOP      | 16 Jun 2018 ,19:59 |
| ARCHIVE        | STOP      | 16 Jun 2018 ,19:59 |
| IMAP           | START     | 18 Jun 2018 ,20:31 |

## 10. Reports related to Mail Summary/ Mail Delayed

In admin panel, server/domain admin can check report of email Summary/ mail delayed count for a domain individually. This will help to admin to have an eye on the mail Summary & delayed mails statistics.

For this Server/domain admin can

1. Go to <<Manage Domain>> and select Domain Name
2. In Domain, there will be an option <<Service Report>>
3. On click, there is new tab has been added which is <<Traffic report>>. With this admin can select date to check traffic of emails for that date. There are 2 options to check traffic of emails.

### Mail Summary Report:

For this admin needs to select date for which they want to check traffic of emails. After selection of date, they can see hourly report in which emails has been sent or received.

Select Date :   Emails which were delivered after  second(s) delay

**Note:** Keep un-check the check-box to view the Mail Summary Report.

| Hour | No. Of Email(s) | Avg. Size(KB) | Avg. Time To Delivery (Second) | Delivery Report |
|------|-----------------|---------------|--------------------------------|-----------------|
| 11   | 1               | 0.50          | 10.55                          | Yes             |
| 15   | 1               | 0.50          | 1.05                           | No              |
| 11   | 1               | 4.00          | 1540.14                        | No              |

Showing 1 to 3 of 3 entries

← Previous  Next →

[Download Report](#)

### Mail Delayed:

For this admin needs to select date and enable check box adjacent to it “Emails which were delivered/pending/bounced after <<Seconds>>”.

So once admin defined seconds, all related mails will be listed in the resultant list.

[Service Report](#) [Login Reports](#) [Traffic Report](#)

Select Date :   Emails which were delivered after  second(s) delay

**Note:** Keep un-check the check-box to view the Mail Summary Report.

| Mail From           | Mail Rcpt.       | Time    | Received Date & Time          | Sending Date & Time        | Retry | Status | Reason                          | Delivery Report |
|---------------------|------------------|---------|-------------------------------|----------------------------|-------|--------|---------------------------------|-----------------|
| reports@soft.dil.in | test@soft.dil.in | 1540.14 | 2018-06-25<br>11:49:24.395366 | 2018-06-25<br>12:15:04.535 | 2     | Bounce | Connection refused(from server) | No              |

Showing 1 to 1 of 1 entries

← Previous  Next →

[Download Report](#)

Admin can download both reports as per the requirement.

## 11. Spammer Block & Spammer Report

Domain admin can set the % of rejected emails to detect spammer and system can automatically block the user for sending emails.

For example, if a user is trying to abuse the system and sending unsolicited emails from the system, Xgenplus will automatically detect that and block the user without any manual invention.

LIMITS FOR **soft.dil.in**

|                                     |   |                     |                                 |   |
|-------------------------------------|---|---------------------|---------------------------------|---|
| <input checked="" type="checkbox"/> | Block user login for accounts that exceed a number of failed login attempts | 2                   | For(Min):                       | 5 |
| <input type="checkbox"/>            | Block user login from   | 18/01/2018 12:00 am | For(Min):                       |   |
| <input checked="" type="checkbox"/> | Block user to send email (smtp-out service) if spam exceeds                 | 10                  | % out of his daily emails sent. |   |

In admin panel, Server/domain admin can see which user is doing spamming with all the details. For this:

1. Got to Report Section and click on <<Report>> then select Statistics.
2. In this there is a dropdown list of criteria and select <<Spammer>>.

(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

New Domain Created  
New User Created  
Mails  
Domain Expired  
User Expired  
Email Alias  
Show Tracking  
**Spammer**

To

3. Now select period from the options 1) Current Date, 2) Current Month, 3) Current Year.

(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

Current Month   
--Select--  
Current Date  
**Current Month**  
Current Year

To



- After click on search, server/domain admin can see list of spammers that have done spamming in selected timeline.

(A)- ACTIVE, (D)- DE ACTIVE, (BA)- BILLING ADMINISTRATOR, (DA)- DOMAIN ADMINISTRATOR, (F)- FULL, (O)- OWNER, (R)-RESTRICTED, (SA)-SERVER ADMINISTRATOR, (U)-USER

**Search Criteria**

Spammer  Domain  User

Current Month

OR

Date From  Date To

| S. No. | Mail From        | Mail To            | Subject | Date       |
|--------|------------------|--------------------|---------|------------|
| 1      | av@soft.dil.in   | bhakar@soft.dil.in | Spam    | 2018-06-05 |
| 2      | dkp@soft.dil.in  | dkp1@soft.dil.in   | spam1   | 2018-06-21 |
| 3      | dkp1@soft.dil.in | dkp2@soft.dil.in   | spam2   | 2018-06-21 |
| 4      | dkp3@soft.dil.in | dkp4@soft.dil.in   | spam3   | 2018-06-21 |

## 12. Add Alias while adding bulk user

Xgenplus enhanced feature through which admin can add alias at the time of adding users in bulk. Admin will upload csv file for bulk user add. Now admin will get one more field to add alias, in front of user. So once user will be created automatically alias will be created.

For this:

- Admin can download csv format to fill data of users. There is one more field to add alias at the time of filling data for bulk user add. Once admin fill all the data in required format, it will be uploaded in the admin panel.

|   | A          | B         | C             | D        | E                   | F        | G         | H         | I          | J        | K             | L             |
|---|------------|-----------|---------------|----------|---------------------|----------|-----------|-----------|------------|----------|---------------|---------------|
| 1 | first name | last name | email address | password | alternate email     | mobile   | Work Stat | Work City | Designatio | Employee | Alias Address | Default Alias |
| 2 | rajeev     | singh     | rajeev        | 123456   | customercare@dil.in | 9.18E+11 | rajasthan | jaipur    | qa         | rajeev12 | xyz@xyz.com   | 0             |
| 3 |            |           |               |          |                     |          |           |           |            |          |               |               |

- With Alias address, one more field has been added i.e. Default Alias. So if admin set this 0 that means it is not set as default. If 1 is defined then this alias address will be defined as default.
- After uploading csv file, user can see list of users & alias along with them that has been created.

### 13. Bulk Add Alias

Now admin can add alias in bulk for users. This will ease for admin, so he need not to create alias for each user one by one. Admin will upload a csv file, in which he can define Email address, Alias, Default Alias.

With this, admin can create multiple alias for single user. To assign multiple alias for single user, admin will write same email address in multiple rows and will define alias for each row in csv file.

With this process, bulk alias can be created.

#### Process:

1. Go to Domain.
2. Select Bulk Add option.
3. In 2<sup>nd</sup> tab, admin will get an option to Add Bulk Alias.
4. First Admin can download sample csv format and can fill data in that as per the instructions.
5. After completing this csv file, admin can upload it through upload option.
6. Once admin upload it, all alias will be created for all users.
7. To create multiple alias for single user, define same email address multiple times with different alias name.
8. Admin can define value for alias by 0/1. If admin define it 1 i.e. this alias will be default email address. If it is 0, then it is not default alias email address.
9. If admin defined any number other than 0/1, then by default it will be treated 0. For Example, if admin have set 8 as value for alias, then by default it will be treated as 0.
10. While creating csv for bulk alias, admin defines value 1 for default alias. But if 1 value is for multiple alias then latest one will be considered as default alias.

Let's take an example:

We want to add bulk alias for [support@xgenplus.com](mailto:support@xgenplus.com)

| Email Address  | Alias  | Alias Value |
|--|--|-------------|
| <a href="mailto:support@xgenplus.com">support@xgenplus.com</a> | संपर्क@एक्सजेनप्लस.कॉम   | 1           |
| <a href="mailto:support@xgenplus.com">support@xgenplus.com</a> | సంపర్క@క్లెన్సుప్స్.కం   | 1           |
| <a href="mailto:support@xgenplus.com">support@xgenplus.com</a> | <a href="mailto:helpdesk@xgenplus.com">helpdesk@xgenplus.com</a> | 1           |

Last one i.e. helpdesk.com will be treated as default alias.

[Add Bulk User](#)
[Add Bulk Alias](#)

---

**Add Bulk Alias List**

Import file containing list of alias(es) :

Example Of CSV File : [alias.csv](#)

| Email Address /Login Name | Alias Address  | Default Alias |
|---------------------------|----------------|---------------|
| abc@domainname            | xyz@domainname | 0             |

**Email Address /Login Name:** Login name of the user \*  
**Alias Address:** Alias address of the user \*  
**Default Alias:** Default alias of the user

Note : Fields with \* are mandatory  
Note : Default alias values are [0/1]. 0 means not set as default, 1 means set as default

## 14. Create Public Group at the time of Domain Creation

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

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

**Server** You are here: [Add Domains](#)

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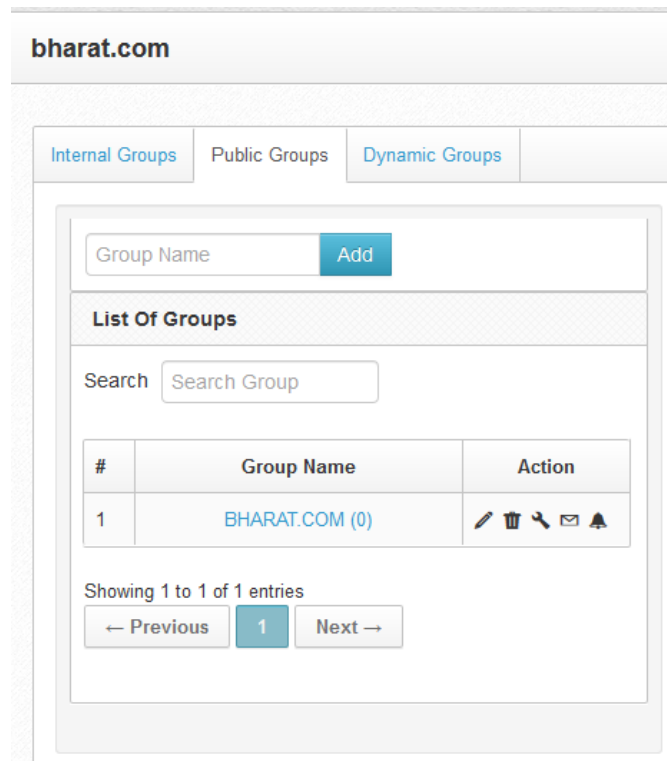
Domain

Domain\*  (Ex. dil.in)

Number Of Users\*

Allow Sharing of contacts/folders with\*

Note :In Domain Name First character must be alphabet, Dot(.) must be there, Valid characters are 0-9,dot(.),hyphen(-),Underscore(\_) and language characters.



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

## Enhancements in existing features:

### Domain Cleaner with subject

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

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

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

### Process:

1. For this go to server setting or Domain (if you do not have rights of server admin). In domain dropdown, you will get an option domain cleaner.
2. On click of domain cleaner, fill entries in the field like:
  - Domain Name
  - Email Address
  - To-From Dates
  - Subject
  - Select Apply Retention policy if you want to apply it. (Later on, if you want to retrieve it, then you can do that through “Search in Archive” for the defined time period.)
3. Once you will click on submit, it will search email subjects with defined keyword and will delete it.

### Auto Reply Upgrade

When we set out of office message, user get auto reply for each mail that they send to the person who is out of office.

**One reply for each sender:** one sender will receive one auto reply in a day. Suppose if same sender sends 10 mails to the person who have set out of office message, will get one auto reply only instead of 10 in a day.

**No Wait in schedule:** Now this auto reply message will send immediately as soon as sender will send mail. It will not go in schedule.

### Alias Count in domain user Quota

At the time of showing domain user count in domain options, we will show count including Alias created. Suppose one user have 2 alias and total users are 10 then in count it will show 12.

So, **Domain user count= Users created+ Alias created**

**soft.dil.in**

Domain   Option   Info

Domain\*   soft.dil.in   (Ex. dil.in)

Number Of Users\*   1000   (777/1000)   **User Created+Alias**

Allow Sharing of contacts/folders with\*   Across Other Domains (Same Server)   ▾

Domain Alias\*   test.in,test.com,pkb.com   (Ex. dil.in,datamail.com)   Save

Note :In Domain Name First character must be alphabet, Dot(.) must be there, Valid characters are 0-9,

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