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1 Introduction

You can create your mail account via the graphical web interface (Webmin). We currently run multiple mail servers that are backed up on a regular basis following well-defined procedures.

Our current mail servers are:

- maximusconfessor.all2all.org
- vonmuenchhausen.all2all.org
- moses.all2all.org

In our examples, we use the server “maximusconfessor.all2all.org”, but of course you have to exchange this name by the name of the mail server that was informed to you with our access codes.

If you are experiencing connection issues at the first attempt, it is possible we have yet to enable the mail service for your domain. Don't hesitate to contact us via mail at support@all2all.org. Please provide us with your customer name (as is on the invoice) plus the domain name for which the mail service needs activating. When we've activated your mail domain, you will receive an email with the access codes. This email contains the following information:

The following mail domain has been set up successfully:

- **Domain name:** mysite.be
- **Hosting server:** maximusconfessor
- **Administration login:** mysite
- **Administration password:** C0mPl3x4u2!
- **Administration URL:** https://maximusconfessor.all2all.org:10000/
- **Email domain:** mysite.be
- **SMTP server (sending):** your provider's SMTP server
- **POP server (receiving):** maximusconfessor.all2all.org

The data above is fictitious and will be used throughout this manual as example.

⚠️ Don't confuse these access codes with the ones you will receive for your website. (remember mail is managed on a dedicated mail server)

2 Connecting to the management interface

With your access codes as provided in the example above you now go to your web browser to visit the graphical management interface and log in with your codes:

- **Administration URL:** https://maximusconfessor.all2all.org:10000/
- **Administration login:** mysite
- **Administration password:** C0mPl3x4u2!
3 Data about your mail domain

As soon as you are logged in, the following data regarding your mail domain will be shown:

4 Comparison shared web hosting (mail options)

Depending on your type of hosting, the following quota will have been applied:

<table>
<thead>
<tr>
<th>Hosting plan</th>
<th>Light</th>
<th>Recommended</th>
<th>Large</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disk space (quota) for web content</td>
<td>50MB</td>
<td>10GB</td>
<td>100GB</td>
</tr>
<tr>
<td>Disk space for mail</td>
<td>3GB</td>
<td>30GB</td>
<td>300GB</td>
</tr>
<tr>
<td>Number of mailboxes</td>
<td>1</td>
<td>10</td>
<td>100</td>
</tr>
<tr>
<td>Virtual mailservers</td>
<td>1</td>
<td>5</td>
<td>15</td>
</tr>
</tbody>
</table>
5 Information on your virtual server (mail domain)

Click on Virtualmin -> Virtual Server, you can now see the following information on your domain:

| Domain aliases | Unlimited | Unlimited | Unlimited |

6 Creating a new mail address

E.g. You want to create the address info@mysite.be:

A good naming scheme for new usernames is: `<my_domain> plus the number 0001 for the first mailbox, 0002 for the second` etc. as in mysite + 0001

Click on the menu 'Edit Mail and FTP Users' and then on 'Add a user to this server'.

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### Submenu Virtual domain user mailbox details

**Email address:** Enter the primary email address you will use and that also will be used as username for your mail application when connecting to the mail server. e.g. Mysite0001.

**Real name:** Info

**Password:** choose a password meeting complexity requirements. (e.g. C0mpl3xP@ssW0rD?!)

### Submenu Quota and home directory settings

**Home directory quota:** By default, every user has 3GB of space in his or her mailbox. You can adjust this, e.g. If you want to allow a bigger mailbox size to the user. The total maximum amount of disc space remains 30 GB for a recommended hosting contract and 300GB for an extended hosting contract.

### Submenu Email settings

**Primary email address enabled:** Choose 'Yes'

**Additional email addresses:** Add a corresponding email address, e.g. info@monsite.be

**Send new account email to:** Select 'New mailbox address'. Click on the 'Create' button to create a new mailbox. The new mailbox mysite0001 has now been created.
7 Adding additional addresses (aliases) to your mailbox

If you want that mail to the addresses information@mysite.be or contact@mysite.be also is delivered to the mailbox mysite0001, then you can do so by adding these mail addresses in the submenu Email settings.

Additional email addresses: add an address on a new line for each mail address:
contact@mysite.be
information@mysite.be

Click the 'Save' button to apply the changes.
8 Forwarding mails to another mail address

When you are leaving on a holiday for example you may want to forward the mails that arrive at info@mysite.be to a personal address like mysite@gmail.com or to other colleagues like john@mysite.be and nico@mysite.be. Click on the mailbox you'd like to edit, e.g. mysite0001: Below the details of the mailbox you can see the submenu Mail forwarding settings:

You can forward messages others by filling in the Forward to other addresses field. Check the box 'Yes, forward to addresses' and enter all the addresses that you want to forward the mails for info@mysite.be to: e.g. mysite@gmail.com. By pressing the Enter key on your keyboard, you can enter a new address on a new line. Then click on 'Save'.

When you turn on mail forwarding, you can choose whether you want to receive forwarded mail to your normal mailbox or not. When you check the 'Yes, deliver to mailbox' and leave your mailbox (including the waste bin) unattended, chances are your mailbox will grow 'full' thus unwillingly disabling forwarding.

9 Message informing of your leave or absence

When you or one of your colleagues depart on vacation, it might be useful to have a personalized message automatically informing the sender.

To enter a leave or absence message, click on the mailbox you want to edit. E.g. Mysite0001.
Click on the mailbox to see its details and go to the **submenu Mail forwarding setting**:

**Send automatic reply**: Check the 'Yes, respond with message' box and enter your message. You can configure more options regarding an automatic reply.

> Under the “**Automatic reply options**”, specify also the following:

- **Minimum time between autoreplies**: e.g. 10 minutes.
- **Automatic reply start date**: On date 9 / Sep / 2010.
- **Automatic reply end date**: On date 19 / Sep / 2010.

When you don't do this, your automatic reply could arrive in a mailbox which has also an automatic reply option activated, causing both mailboxes to auto reply to each other constantly.

Click on 'Save' to apply modifications.
10 Forwarding to external mail addresses (without the need for a mailbox)

Click the menu 'Edit Mail Aliases' followed by 'Add an alias to this domain'. The addresses: abuse@mysite.be, hostmaster@mysite.be, postmaster@mysite.be, webmaster@mysite.be are automatically created and forwarded to the mailbox of the administrator of your domain (username mysite).

<table>
<thead>
<tr>
<th>Name</th>
<th>Alias destinations</th>
</tr>
</thead>
<tbody>
<tr>
<td>abuse</td>
<td>Address <a href="mailto:monsite@monsite.be">monsite@monsite.be</a></td>
</tr>
<tr>
<td>hostmaster</td>
<td>Address <a href="mailto:monsite@monsite.be">monsite@monsite.be</a></td>
</tr>
<tr>
<td>info</td>
<td>Address monsite0001</td>
</tr>
<tr>
<td>postmaster</td>
<td>Address <a href="mailto:monsite@monsite.be">monsite@monsite.be</a></td>
</tr>
<tr>
<td>webmaster</td>
<td>Address <a href="mailto:monsite@monsite.be">monsite@monsite.be</a></td>
</tr>
</tbody>
</table>

Select the 'Mailbox' option and enter the alias you would like to create. E.g. Frederic. Check the 'Forward to other address? Yes, forward to addresses' box and enter the mail address you want to forward to. For example frederic@gmail.com. Now click on 'Create'.
11 Changing the user's password

There are 2 ways to change the user's password:

- Click on 'Edit Mail and FTP Users'
  Click on the mailbox for which the password needs changing, e.g. mysite0001. In the Virtual domain user mailbox details submenu go to 'Password' and check the 'Set to' box. Now enter the new password and click on 'Save'
  By clicking on '(Show..)' the current password will be displayed.

- Click on 'Webmin modules' and then on 'Change passwords'.
  Then click on the username for which you want to change the password.

  Enter the password two times and click on 'Change'

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12 Backup

We installed a new backup procedure for all shared all2all hostings based on Rsnapshot and an extensible RAID6 file server, a modern D2D backup system. We keep now full backup copies of the last 7 days. Every 7th day is saved 4 times per month. The MySQL and PostgreSQL database backups are based on a 31 days rotation, everyday a full backup. This new system considerably improves the safety of your hosting data. All backup processes are run in the early morning when load is very low and the servers are idle. The term "disk-to-disk", or "D2D", generally refers to disk-to-disk backup. With D2D, a computer hard disk is backed up to another hard disk rather than to a tape or floppy, like in traditional backupsystems. Typical advantages of disk-to-disk are: the non-linear recovery of data, enabling a specific file to be restored quicker and simpler than with tape. Higher speed and higher capacity, relative to tape or floppy, resulting in shorter backup and recovery windows.

All shared mailservers contain now a large quota reserved exclusively for backups. This backup space is sufficient to store all your mail data. All user data of your maildomain is contained in the backup.

However, due to the complexity of backup schemes and the limitations and human factors involved, please be aware that the backups executed by all2all are done according to a "best effort" principle and that we do not provide guarantees regarding backups as specified in our Charter. It is therefore advisable that you also keep security copies of all important maildata on your premisses too. This allows you to overcome a problem quickly as you encounter one without needing intervention of our support team. The low price of USB disks easily allows you to store backups.

To create a backup of your mailbox, you must identify the location where your mailboxes are located on your workstation. E.g. if you use the program Thunderbird, then you must make a backup of the 'Mail' folder in your 'Profile' users directory.

Software to create a backup of your mailbox exists also. In this example you could use 'Mozbackup' which you can download from: http://mozbackup.jasnapaka.com/. When using email software other than Thunderbird you will find similar backup software. To backup IMAP mailboxes with Thunderbird you must do the following:

• Open the Thunderbird program
• Open the menu "Tools" (Edit in MacOS or Linux) and then go to "Account Settings"
• Click on the menu "Offline & Disk Space" within the configuration of your all2all mailbox
• Choose the following options:
  (x) Make the messages in my Inbox available when I am working offline
  (x) When I create new folders, select them for offline use.
• Click on the 'Select folders for offline use' button
• Select the folders that need to be backed up
• Click on 'OK' to confirm and leave the menu

Next you create a backup on another carrier such as a USB stick or a USB disc with your backup software of choice. The Offline folders of your IMAP mailbox can be found in the 'Profile' folder as described earlier. It is also important to test the actual backup by restoring your mail to be confident it works.

13 Combatting spam with Greylisting

Greylisting (placing on the 'grey' list) is a very simple antispam technique that is used by all2all. It works by refusing a message temporarily by sending a temporarily refusal to the server that sends the mail (Mail Transfer Agent – MTA). In most cases this server will attempt to resend its messages after a couple of minutes. Most spamservers, however, don't bother to resend their spam. For each mail received a 'triplet' is created that memorizes the IP-address of the sender, the email address of the sender and the email address of the recipient. When this triplet occurs a first time, the receiving server will send a 4xx code (temporary refusal) to the transmitting SMTP server. If the transmitting server is indeed a regular SMTP server, the message will be sent again. If the triplet occurs again within a specified amount of time (currently configured between 15 and 30 minutes), the message will be accepted and added to the 'whitelist' of trusted senders.
## 14 Versions

<table>
<thead>
<tr>
<th>Version number</th>
<th>Changes</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Original version</td>
<td>Eleni Postanzi</td>
</tr>
<tr>
<td>1.1</td>
<td>Added chapters on backup and greylisting</td>
<td>Jens-Ingo Brodesser</td>
</tr>
<tr>
<td>1.2</td>
<td>Generalisation servers</td>
<td>Eleni Postanzi</td>
</tr>
<tr>
<td>1.2 NL</td>
<td>Translation to dutch</td>
<td>Koen Lefever</td>
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<tr>
<td>1.2 NL</td>
<td>Conversion pdf → odt</td>
<td>Patrick Brunswick</td>
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<tr>
<td>1.3 NL</td>
<td>Conversion pdf → odt, review of all chapters,</td>
<td>Stefan Maenhout</td>
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