



## SMTP Forwarding Procedure

SMTP Forwarding accounts filter incoming email and then forward that email on to an endpoint SMTP server. This document describes the process for creating a new SMTP forwarding account using your Control Panel.

### What You Need

IP or hostname of endpoint server.

List of all domain names to be forwarded.

### Set-up Procedure

Log into the Control Panel as a VISP, or Administrator.

Click “Accounts” > “Add”, the following screen will appear:

The screenshot shows the 'Add New Account' form in the control panel. The form is titled 'Please complete this form to add a new account. Every account must contain at least one mailbox. Click 'Help' for further information on the fields here.' The 'Choose account type:' section has two tabs: 'IMAP/POP3 account' and 'SMTP Forwarding Gateway account'. The 'SMTP Forwarding Gateway account' tab is selected. The form fields include: 'Domain Name' (bloggs.com), 'Password' (masked), 'Confirm Password' (masked), 'Destination Server' (server.bloggs.com), 'Your Reference' (Fred's Blogs), 'Anti-Spam Setting' (5 (Highest)), 'Spam Forwarding' (Store in a local quarantine folder), 'Email a summary of new items in the spam folder' (Never), 'Spam Lifespan' (10 Days), 'Forward to server' (radio button), 'Anti-Virus Setting' (On), 'Queued Mail Lifespan' (30 Days), and 'Forward emails (Mailboxes)' (checkbox checked, with a list of email addresses: fred.bloggs@sales). The form is displayed in a browser window with a navigation bar at the top containing links like Accounts, Settings, Spam Digest, Quota Alerts, Stats, Support, Partner Area, Price Calc, MessageBunker Panel, Logout, and Help.

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This screenshot shows the 'Add' settings page for an SMTP forwarding account. The page has a navigation bar at the top with links: Accounts, Settings, Spam Digest, Quota Alerts, Stats, Support, Partner Area, Price Calc, MessageBunker Panel, Logout, and Help. Below the navigation bar is a search bar and an 'Add' button. The main content area contains the following settings:

- Destination Server:** server.bloggs.com (Hostname or IP)
- Your Reference:** Fred's Blogs
- Anti-Spam Setting:** 5 (Highest)
- Spam Forwarding:**
  - ☒ Store in a local quarantine folder
  - ☐ Forward to server
- Email a summary of new items in the spam folder:** Never
- Spam Lifespan:** 10 Days
- Anti-Virus Setting:** On
- Queued Mail Lifespan:** 30 Days
- Forward emails (Mailboxes):**
  - ☒ Would you like to specify the permitted email addresses here? (Better security)  
If not, you will receive all email addressed to your domain.
  - Permitted email addresses: fred.bloggs, sales, accounts

Note: Add one email address per line. Only enter 'real' mailboxes, you can add aliases (such as sales@) later on at no additional charge @bloggs.com will be assumed.

☒ Jump to account settings after creation

Buttons: Add, Reset, Close

This screenshot shows the 'Add New Account' page. The page has the same navigation bar as the previous screenshot. Below the navigation bar is a search bar and an 'Add' button. The main content area contains the following settings:

**Add New Account**

Please complete this form to add a new account. Every account must contain at least one mailbox. Click 'Help' for further information on the fields here.

Choose account type:

- ☒ IMAP/POP3 account
- ☐ SMTP Forwarding Gateway account

Domain Name: bloggs.com (postmaster@bloggs.com will be created by default)

Password: .....

Confirm Password: .....

Destination Server: server.bloggs.com (Hostname or IP)

Your Reference: Fred's Blogs

Anti-Spam Setting: 5 (Highest)

Spam Forwarding:

- ☐ Store in a local quarantine folder
- ☒ Forward to server

Forward to Server: prefix subject line with [SPAM]

Anti-Virus Setting: On

Queued Mail Lifespan: 30 Days

Forward emails (Mailboxes):

- ☒ Would you like to specify the permitted email addresses here? (Better security)  
If not, you will receive all email addressed to your domain.

**Email Address:** Enter the primary email address in the format 'postmaster@domain'

**Password:** User password.

**Your Reference:** Your internal reference for this user.

**Default Anti-Spam/  
Virus Setting:** We recommend using at least 'Level 4' for Anti-Spam and 'On' for Anti-Virus.

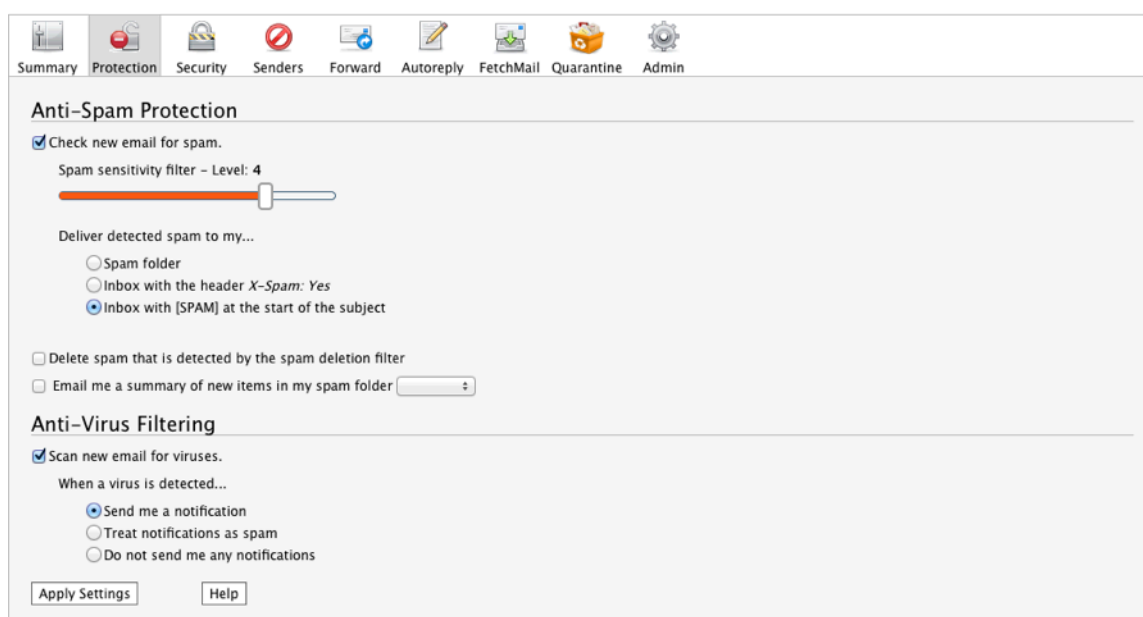
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- Quota:** Total account disk quota. Default is sufficient in most cases.
- Unread Email Lifespan:** The number of days the email will stay in Inbox.
- Spam Lifespan:** The number of days the email will stay in the Spam folder.
- Max Mailboxes:** Number of seats.
- Max Aliases:** Number of aliases an account can have.
- Max Domains:** Number of domains an account can have.
- IMAP Access:** We recommend enabling IMAP, should you require IMAP access to the account.

Keep the “Jump to account settings after creation” selected.

Then click “Add”.

Once the screen has refreshed click on your primary (only) mailbox, then the “Protection” tab. The following screen will appear:



The screenshot shows the 'Protection' tab in an email client's settings. The 'Anti-Spam Protection' section is active, with the checkbox 'Check new email for spam.' checked. Below it, the 'Spam sensitivity filter - Level: 4' is shown with a slider bar. Under 'Deliver detected spam to my...', the option 'Inbox with [SPAM] at the start of the subject' is selected with a radio button. Other options include 'Spam folder', 'Inbox with the header X-Spam: Yes', and 'Delete spam that is detected by the spam deletion filter'. The 'Anti-Virus Filtering' section is also visible, with 'Scan new email for viruses.' checked and 'Send me a notification' selected for when a virus is detected. At the bottom, there are 'Apply Settings' and 'Help' buttons.

Check new email for spam using the “Level 5” sensitivity filter should be ticked by the previous selection during account creation.

Select “Inbox with [SPAM] at the start of the subject”.

Click “Apply Settings”. You can safely keep the rest of the options.

From the main Account Control Panel window select “SMTP Forwarding”, on the page that appears tick the “Enable SMTP Forwarding on this account” option.

Then set the following options:

**Forward to:** host.yourdomain.com (replace this with your hostname/ip).

**Max Concurrent  
Connections:** 5

### Setting up aliases

From the account Menu select “Alias” > “Add”. Enter \* in the text box and select the domain from the drop down list, then set **postmaster@domain** as destination and click “Add” and “Close”.

*If you intend to forward multiple domains under the same account then, as well as adding the other domain under “Domains”, you will have to repeat the aliasing steps above and point the destination to the primary mailbox (**postmaster@domain**).*

The account is now ready for use. The customer must now change their MX records to route email to APM. For example:

**Pref = 10, a.mx.verygoodemail.com**

**Pref = 20, b.mx.verygoodemail.com**

SMTP forwarding can be disabled at any time. In this event, the account reverts to being a POP3/IMAP mailbox.

### Enabling Spam Digest

We can provide daily (and weekly depending on setting) spam reports via email. In order to take advantage of the Spam Digest feature you need to create a real mailbox on our system for each user that you want to enable this feature for.

You can find the Spam Digest feature under mailbox “Protection” tab as “**Email me a summary of new items in my spam folder**” (See last screenshot).