

MANUAL ON CREATING AND CONFIGURING  
MAILBOXES AT ALL2ALL (FOR ADMINISTRATORS)  
v1.3 EN



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## 1 Introduction

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

Our current mailservers 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 mailserver 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 mailservice for your domain. Don't hesitate to contact us via mail at [support@all2all.org](mailto: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 mail with the access codes. This mail contains the following information:

The following mail domain has been set up successfully:

<b>Domain name:</b>	mysite.be
<b>Hosting server:</b>	maximusconfessor
<b>Administration login:</b>	mysite
<b>Administration password:</b>	C0mP13x4u2!
<b>Administration URL:</b>	<a href="https://maximusconfessor.all2all.org:10000/">https://maximusconfessor.all2all.org:10000/</a>
<b>Email domain:</b>	mysite.be
<b>SMTP server (sending):</b>	your provider's SMTP server
<b>POP server (receiving):</b>	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:	<a href="https://maximusconfessor.all2all.org:10000/">https://maximusconfessor.all2all.org:10000/</a>
Administration login:	mysite
Administration password:	C0mP13x4u2!

**Login to Webmin**

You must enter a username and password to login to the Webmin server on `maximusconfessor.all2all.org`.

Username

Password

Remember login permanently?

### 3 Data about your mail domain

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



Virtualmin Webmin

Login: monsite  
Server owner

[Create Virtual Server](#)

[Virtual Server Details](#)

[Edit Mail and FTP Users](#)

[Edit Mail Aliases](#)

▶ [Administration Options](#)

▶ [Webmin Modules](#)

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✔ [List Virtual Servers](#)

[System Information](#)

[Logout](#)

Search:

**Virtual Server Information**

Logged in as monsite

Virtualmin version 3.80.gpl

Sub-servers 1 out of 5

Mail aliases 5

Disk usage and quota 76 kB out of 30 GB

### 4 Comparison shared web hosting (mail options)

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

Hosting plan	Light	Recommended	Large
<b>Disk space (quota) for web content</b>	50MB	10GB	100GB
<b>Disk space for mail</b>	3GB	30GB	300GB
<b>Number of mailboxes</b>	1	10	100
<b>Virtual mailservers</b>	1	5	15

Domain aliases	Unlimited	Unlimited	Unlimited
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## 5 Information on your virtual server (mail domain)

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

The screenshot shows the Virtualmin interface. On the left is a sidebar with navigation options like 'Create Virtual Server', 'Virtual Server Details', 'Edit Mail and FTP Users', etc. The main content area is titled 'Virtual Server Details' and shows information for the domain 'monsite.be'. The details include: Domain name (monsite.be), Administration group (monsite), Created on (20/Jan/2009 14:06 by eleni), Account plan (RECOMMENDED), IP address (62.58.108.13), Home directory (/var/www/htdocs/monsite), Description (Monsite), and Contact email (monsite@monsite.be). There are also sections for 'Quotas and limits' and 'Enabled features'.

## 6 Creating a new mail address

E.g. You want to create the address [info@mysite.be](mailto: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**'.

The screenshot shows the 'Edit Mail and FTP Users' screen in Virtualmin. On the left is the sidebar. The main content area shows a message: 'Based on your limits, 9 additional mailboxes can be added.' Below this is a table with columns 'Name', 'IMAP/FTP login', and 'Real name'. The table lists two users: 'monsite' (selected) and 'monsite0001'. Below the table is a 'Delete Selected Users' button.

Name	IMAP/FTP login	Real name
<input checked="" type="checkbox"/> monsite	monsite	Monsite
<input type="checkbox"/> monsite0001	monsite0001	Info

## Edit Mailbox

In domain monsite.be

**Virtual domain user mailbox details**

**Email address** @monsite.be

**Real name**

**Password**  Leave unchanged (Show..)  Set to ..  Last changed on 21/Jan/2009  
 Login temporarily disabled

**Quota and home directory settings**

**Home directory quota**  Unlimited    (24 kB used)

**Email settings**

**Primary email address enabled?**  Yes  No

**Inbox mail file** /var/www/htdocs/monsite/homes/monsite0001/Maildir (New mail received 20/Jan/2009 15:30)

**Additional email addresses**

**Send updated account email to**  Don't send  Address

**Mail forwarding settings**

### 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](mailto: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 monsite0001 has now been created.

## Mail and FTP Users

In domain monsite.be

Based on your limits, 9 additional mailboxes can be added.

Select all. | Invert selection. | Add a user to this server. Batch create users. | Add a website FTP ac

Name	IMAP/FTP login	Real name	Disk quota	Quota used	Login access
<input checked="" type="checkbox"/> monsite	monsite	Monsite	30 GB	52 kB	Email only
<input type="checkbox"/> monsite0001	monsite0001	Info	1024 MB	24 kB	Email only

Select all. | Invert selection. | Add a user to this server. Batch create users. | Add a website FTP ac

Delete Selected Users

## 7 Adding additional addresses (aliases) to your mailbox

If you want that mail to the addresses [information@mysite.be](mailto:information@mysite.be) or [contact@mysite.be](mailto:contact@mysite.be) also is delivered to the mailbox monsite0001, 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](mailto:contact@mysite.be)

[information@mysite.be](mailto:information@mysite.be)

▼ Email settings

Primary email address enabled?  Yes  No

Inbox mail file /var/www/htdocs/monsite/homes/monsite0001/Maildir (New mail receive

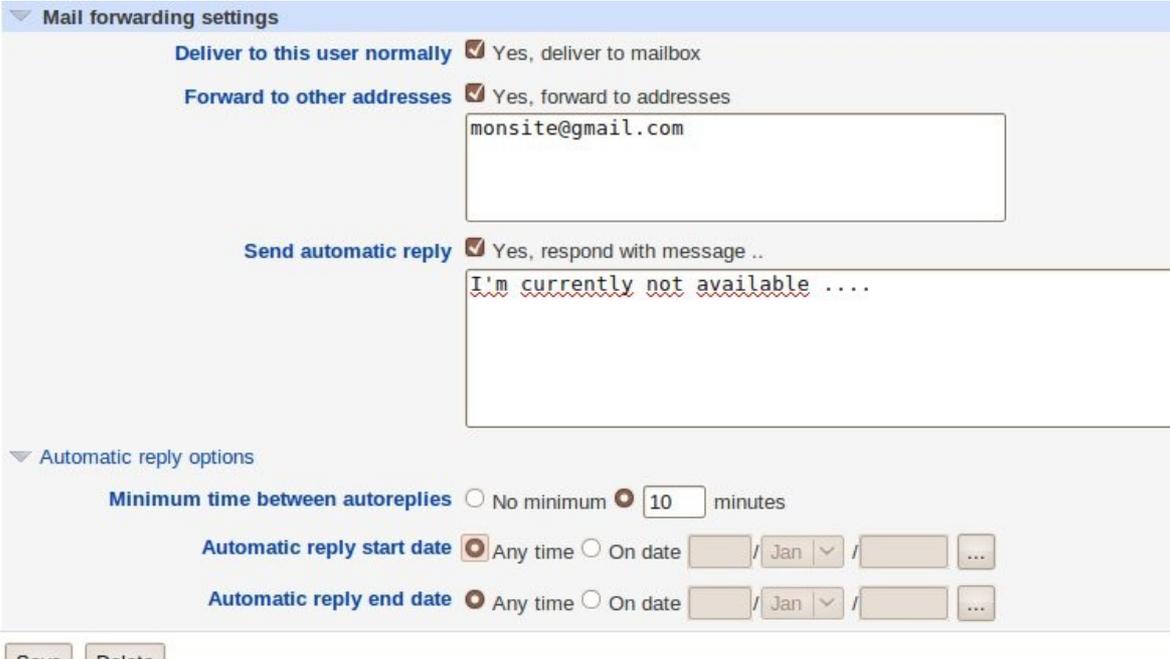
Additional email addresses

Send updated account email to  Don't send  Address

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](mailto:info@mysite.be) to a personal address like [mysite@gmail.com](mailto:mysite@gmail.com) or to other colleagues like [john@mysite.be](mailto:john@mysite.be) and [nico@mysite.be](mailto: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**:



**Mail forwarding settings**

**Deliver to this user normally**  Yes, deliver to mailbox

**Forward to other addresses**  Yes, forward to addresses

monsie@gmail.com

**Send automatic reply**  Yes, respond with message ..

I'm currently not available ....

**Automatic reply options**

**Minimum time between autoreplies**  No minimum  10 minutes

**Automatic reply start date**  Any time  On date [ ] / [Jan] / [ ] ...

**Automatic reply end date**  Any time  On date [ ] / [Jan] / [ ] ...

Save Delete

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](mailto:info@mysite.be) to: e.g. [mysite@gmail.com](mailto: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**:

The screenshot shows the 'Mail forwarding settings' panel. It includes three main sections: 1. 'Deliver to this user normally' with a checked checkbox and the text 'Yes, deliver to mailbox'. 2. 'Forward to other addresses' with an unchecked checkbox and the text 'Yes, forward to addresses', followed by an empty text input field. 3. 'Send automatic reply' with a checked checkbox and the text 'Yes, respond with message ..', followed by a text input field containing the message 'I'm currently not available ....'. Below these is the 'Automatic reply options' section, which includes: 'Minimum time between autoreplies' with radio buttons for 'No minimum' and '10 minutes' (selected); 'Automatic reply start date' with radio buttons for 'Any time' and 'On date' (selected), and date pickers for '9 / Sep / 2010'; and 'Automatic reply end date' with radio buttons for 'Any time' and 'On date' (selected), and date pickers for '19 / Sep / 2010'.

**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.

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](mailto:abuse@mysite.be), [hostmaster@mysite.be](mailto:hostmaster@mysite.be), [postmaster@mysite.be](mailto:postmaster@mysite.be), [webmaster@mysite.be](mailto:webmaster@mysite.be) are automatically created and forwarded to the mailbox of the administrator of your domain (username mysite)

Name	Alias destinations
<input type="checkbox"/> abuse	Address monsite@monsite.be
<input type="checkbox"/> hostmaster	Address monsite@monsite.be
<input type="checkbox"/> info	Address monsite0001
<input type="checkbox"/> postmaster	Address monsite@monsite.be
<input type="checkbox"/> webmaster	Address monsite@monsite.be

Select all. | Invert selection. | Add an alias to this domain.

Delete Selected Aliases

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](mailto:frederic@gmail.com). Now click on 'Create'.

Basic mode | Advanced mode

Mail forwarding alias details

Name  All mailboxes  Mailbox @monsite.be

Deliver locally?  Yes, deliver to mailbox

Bounce mail?  Yes, send bounce reply

Forward to other address?  Yes, forward to addresses

Forward to everyone in domain?  Send to all mailboxes

## 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.



Virtual domain user mailbox details

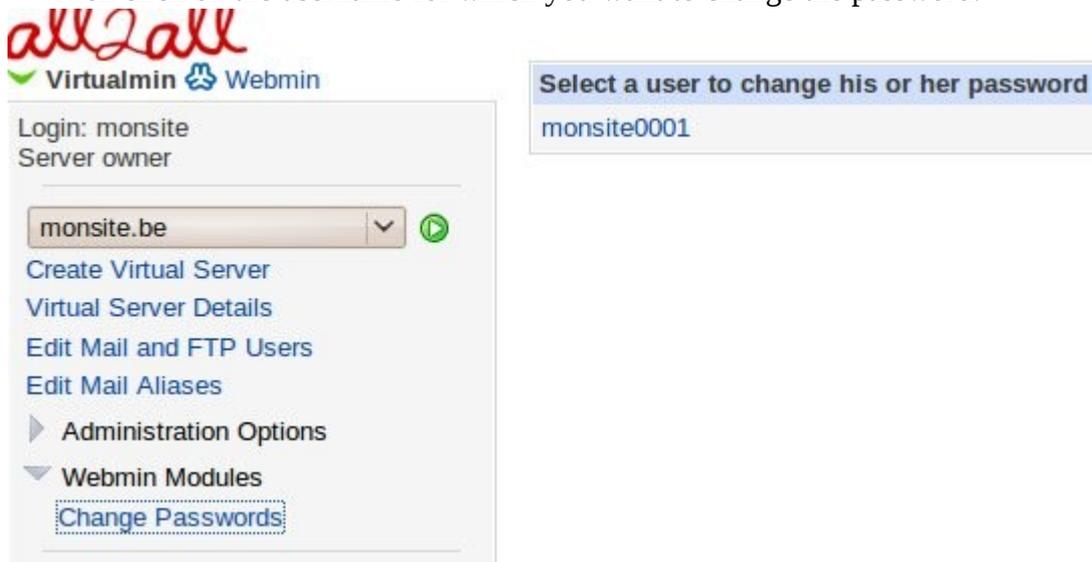
Email address  @monsite.be

Real name

Password  Leave unchanged (Show..)  Set to ..

Login temporarily disabled

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



all2all  
Virtualmin Webmin

Login: monsite  
Server owner

monsite.be

Create Virtual Server  
Virtual Server Details  
Edit Mail and FTP Users  
Edit Mail Aliases  
Administration Options  
Webmin Modules  
**Change Passwords**

Select a user to change his or her password

monsite0001

Enter the password two times and click on **'Change'**



Changing Unix user password

Changing password for monsite0001 (Info)

New password

New password (again)

[Return to user list](#)

## 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 backup systems. 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

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