



## **IMail Configuration Guide**

*How to configure IMail for use with Helm*

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# IMail Configuration

Helm fully supports IMail on both the Helm control server and any Helm remote server.

IMail versions 6, 7 and 8 are supported – with further new version compatibility being dependent on whether changes are made in the IMail API which Helm uses.

After the normal installation of IMail, no additional set up is required for Helm to start controlling it, aside from the configuration of the IMail service in Helm.

## Setting up an IMail Service in Helm

In Helm, go to:

**Home > System Settings > Servers > [Your Server] > Services**

Create a new service, give it a friendly name (such as IMail Service) and select "MAIL: Ipswitch Imail" from the dropdown box. You will then be presented with the following screen:

**Server:** HELMSVR70  
**Friendly Name:** IMail Service  
**Service Type:** MAIL: Ipswitch Imail  
**Physical Root Path:** C:\Mail  
**IP Address:** 192.168.1.70 - (192.168.1.70) ▼  
**Create Default Account:** Yes ▼  
**Default POP3 Account:** mail @ [DomainName]  
**Default Catch All?:** Yes ▼  
**Max. Mailbox Size (Bytes):** 99999999 Bytes  
**Auto Add MX Record:** Yes ▼  
**Auto Rebuild DNS Records:** Yes ▼  
**Auto Remove Domains:** No ▼  
**Maximum Domains:** 99999999  
**Mail Server Group:**  Do not add to mail server group  
 Add to Default Mail Service on HELMSVR70 ▼  
 Create a new mail server group  
Mail Server Group  
**Mail Server Priority:** 0

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An explanation for each option is as follows:

**IP Address:-** The IP address that the IMail service will communicate on.

**Create Default Account:-** If this is set to "No" then no POP3 account will be created when a domain is created. If set to "Yes", a default account will be created when a domain is created. This will usually be [mail@domain.com](mailto:mail@domain.com) but can be altered in the next field to one of your choice.

**Default POP3 Account:-** Here you can select what the default POP3 account will be when it is

created during the creation of a domain in Helm.

**Default Catch All?:-** Yes/No option for whether the POP3 account that is created will be a catch all account or not.

**Max. Mailbox Size (Bytes):-** The maximum size (in bytes) of each mail account that can be created with this service.

**Auto Add MX Record/Auto Rebuild DNS Records:-** With these two fields, specific records in the DNS Zone Editor in Helm will be rebuilt depending on the combination of options chosen.

Here's a simple rundown of what happens depending on which option is chosen:

Auto Add MX Record	Auto Rebuild DNS Records	Effect
On	On	Both the "mail" record + MX record get rebuilt each time a POP3 account is created.
Off	On	The MX record is not added when a domain is created, nor when a POP3 account is added. The "mail" record is rebuilt each time a POP3 is added.
On	Off	The MX record is added the first time (during the creation of the first POP3 account), but not subsequently. If it is manually removed from DNS Zone Editor, the "mail" record <b>doesn't</b> get rebuilt when a POP3 account is added.
Off	Off	The MX record isn't built at all when a domain or POP3 account is added, and if removed from DNS Zone Editor, the "mail" record is not rebuilt either.

**Auto Remove Domains:-** If set to Yes, Helm will delete any mailboxes from the mail server that have none of these mail options set up in Helm – POP3 accounts, MRAs or Email Forwarders.

**Maximum Domains:-** The maximum number of mail accounts that can be created with this service.

**Mail Service Group:-** Here you can specify if you want to add the service to a mail server group. By default this is set to **not** add it to a group, so if you are not sure, leave it as default.

**Mail Server Priority:-** By default this is "0" but you can change the priority of the service here to a different number, so that other mail services get tried first.

## Setting up an IMail Resource in Helm

Once you have selected your options, click Next to save the service. You now need to add this service into your Mail Resource so that Helm will use it when creating mailboxes. To do this, go to:

**Home > System Settings > Resource Setup > [Your Mail Resource]**

If you haven't got a mail resource, click "Add New" on this screen to go through the wizard to add one. In your Mail Resource you will see two boxes. At the bottom is where your Services are grouped together:

### Resource Details

Use the form below to update the selected resource. Updating the resource will affect any NEW domains that are set up using this resource. Previous domains will remain unaffected.

#### Default Mail Resource

**Resource Name:**

**Resource Type:** Mail

**Distribution Type:**  ▼

Priority distribution to web server (recommended)

#### Service Name

hMailServer

As seen above, you may already have a service in there belonging to a different server – this is fine; by adding the new IMail service into this resource, Helm will then balance mailboxes between the new service and any existing services (and the servers they reside on) automatically.

Click "Add New" to add a new service to this resource.

You now need to select the IMail service you just added and click Save:

## Add Service Group

Use the form below to add a new service group to the selected resource. Updating the resource will affect any NEW domains that are set up using this resource. Previous domains will remain unaffected.

### Default Mail Resource

**Resource Type:** Mail

**Service Group:** IMail Service on DEVSVR1 ▼

hMailServer  
 MDaemon on HELMSVR10  
**IMail Service on DEVSVR1**

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Save →

If the resource was already there before you added the service, then your configuration is now complete.

However, if you created the mail resource from scratch, you will now need to propagate the resource down through all of your plans and packages by going into each plan and going to Resource Limits, then Mail Resources. You then need to make sure that the resource is both **enabled** and **selected** from the dropdown box, as below:

## Plan Resources

Below are the resources that have been assigned to this plan. All packages that created from this plan will inherit the values below.

### Sample Reseller Plan

Enable Mail Resource

**System Resource:** Default Mail Resource ▼

**POP3 Accounts:**

**Mail Aliases:**

**Multi-Recipient Addresses (MRA):**

**MRA List Size Limit:**

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Save →

You can set the limits to be whatever you desire for that plan. Once you've done this for all of your plans and packages, configuration is complete.