

MailEnable Configuration Guide

How to configure MailEnable for use with Helm

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MailEnable Configuration

Helm supports MailEnable **on the Helm control server only**. You **cannot** install MailEnable on a Helm remote server.

All versions are supported, although webmail is only available in the Professional edition and above.

After the normal installation of MailEnable, no additional set up is required for Helm to start controlling it.

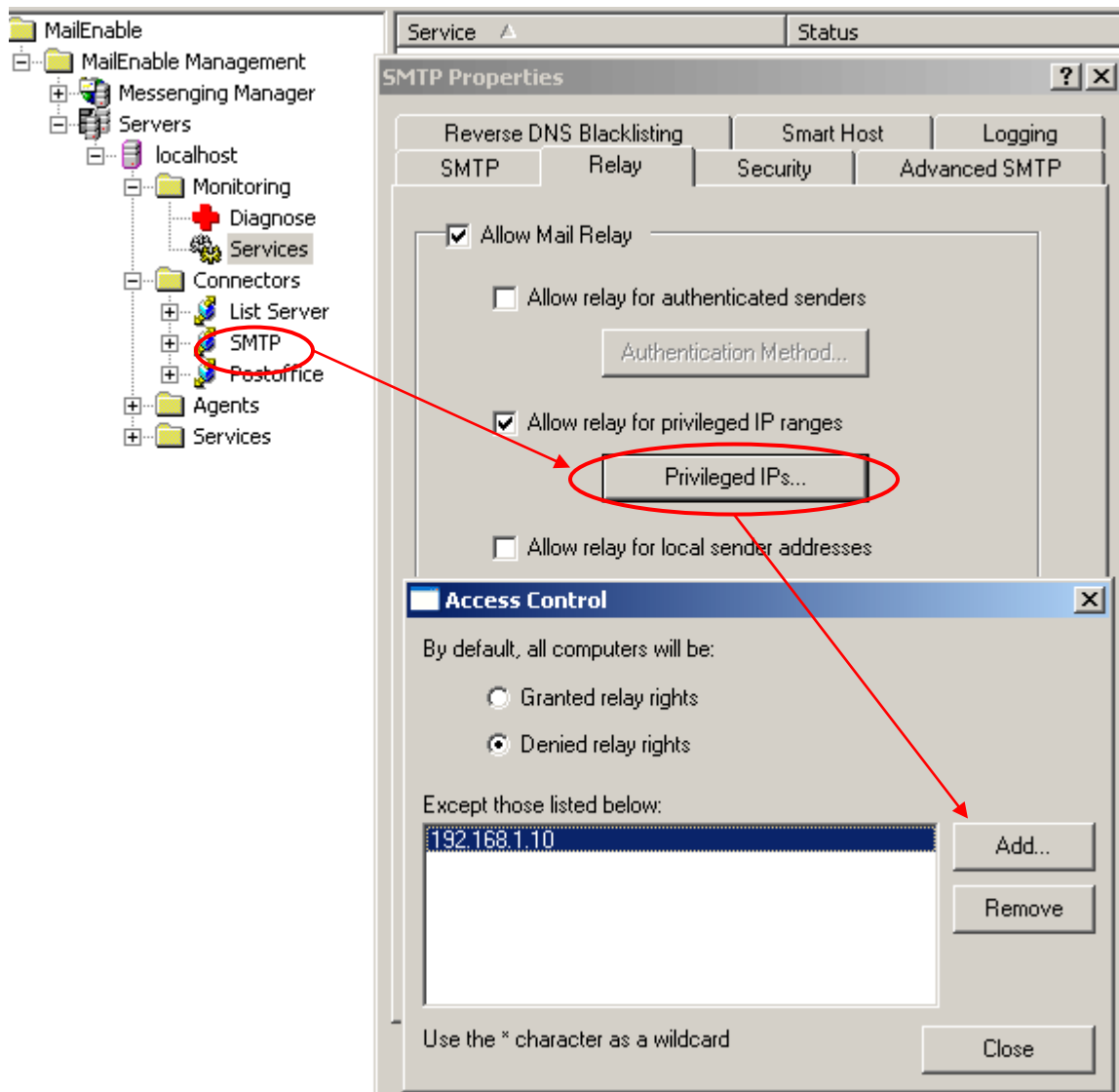
If you are getting a "Type Mismatch" when creating an email account in Helm, this is because the MailEnable installer has not registered all of its components properly. You will need to contact MailEnable for details of registering the missing component.

Relaying Mail Through MailEnable

To ensure that MailEnable sends email correctly, do the following:

As per the MailEnable documentation, ensure that the mail relays are correct. Go to MailEnable and right click the SMTP service and choose "Properties". Click the "Relay" tab. Ensure that the only box ticked is the "Allow relay for privileged IP Ranges" box.

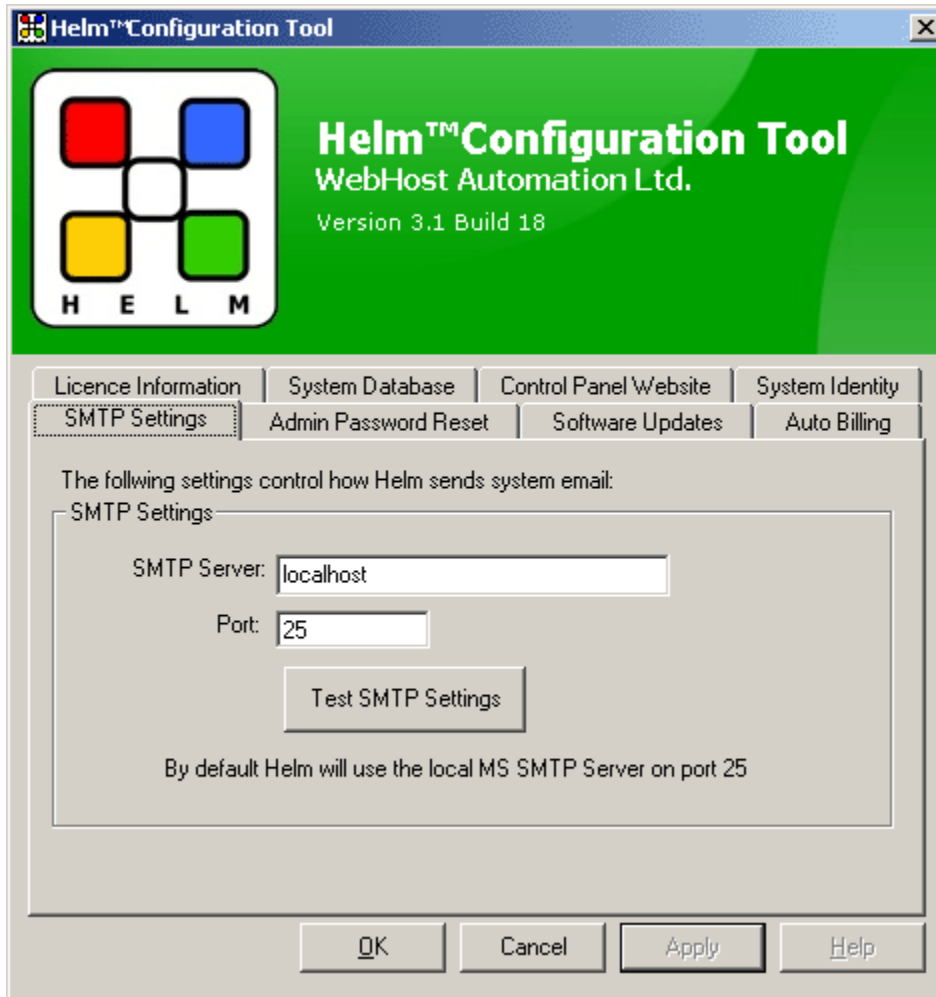
Click the Privileged IP Ranges button, and in there enter all of the IPs your machine uses:



TIP:- To retrieve a list of all of the IPs that your server uses, go to a DOS prompt and type:

```
ipconfig /all
```

In the Helm Configuration tool, make sure the SMTP settings are correct (the server should be your machine name or "localhost", and the port should be 25).



Use Test SMTP Settings to make sure mail gets sent to you correctly from MailEnable. If you still don't receive the test mail, check the port number. By default, it's set to 25. If you are running any other SMTP server on this port (such as MS SMTP which can be found in IIS) then it may override your Configuration Tool settings and prevent mail from being sent. Make sure nothing else is using SMTP on the port you have entered.

Once the test mail gets sent and is successfully received, everything is configured within MailEnable.

Setting up a MailEnable Service in Helm

In Helm, go to:

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

Create a new service, give it a name and select MailEnable from the dropdown box. You will then be presented with the following screen:

Server: HELMSVR70

Friendly Name: MailEnable Service

Service Type: MAIL: MailEnable

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 (KB): 99999999 KB

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 Priority: 0

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An explanation for each option is as follows:

IP Address:- The IP address that the MailEnable 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 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:- The maximum size 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 doesn't 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 mailserver 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 different so that other mail services get tried first.

[Setting up a MailEnable Resource in Helm](#)

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

Default Mail Service on HELMSVR70

As seen above, you may already have a service in there belonging to a different server – this is fine; by adding the new MailEnable 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 open the dropdown box and select the MailEnable 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: Default Mail Service on HELMSVR70 ▼

Default Mail Service on HELMSVR70
 hMailServer Service on HELMSVR70
MailEnable Service on HELMSVR70

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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: 999999999

Mail Aliases: 999999999

Multi-Recipient Addresses (MRA): 999999999

MRA List Size Limit: 999999999

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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.