



Merak Mail Configuration Guide

How to configure Merak Mail for use with Helm

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Merak Mail Configuration

Important - Please ensure that you have the latest version of Merak with the latest API. Version 8.3.0 and onwards contain a number of fixes that caused issues with earlier versions of the Merak API.

To have Helm control Merak Mail, you will need to **copy** (not move) **API.DLL** from the Merak Mail installation folder into the system32 folder on the control server. The system32 folder location is dependent on your version of Windows Server:

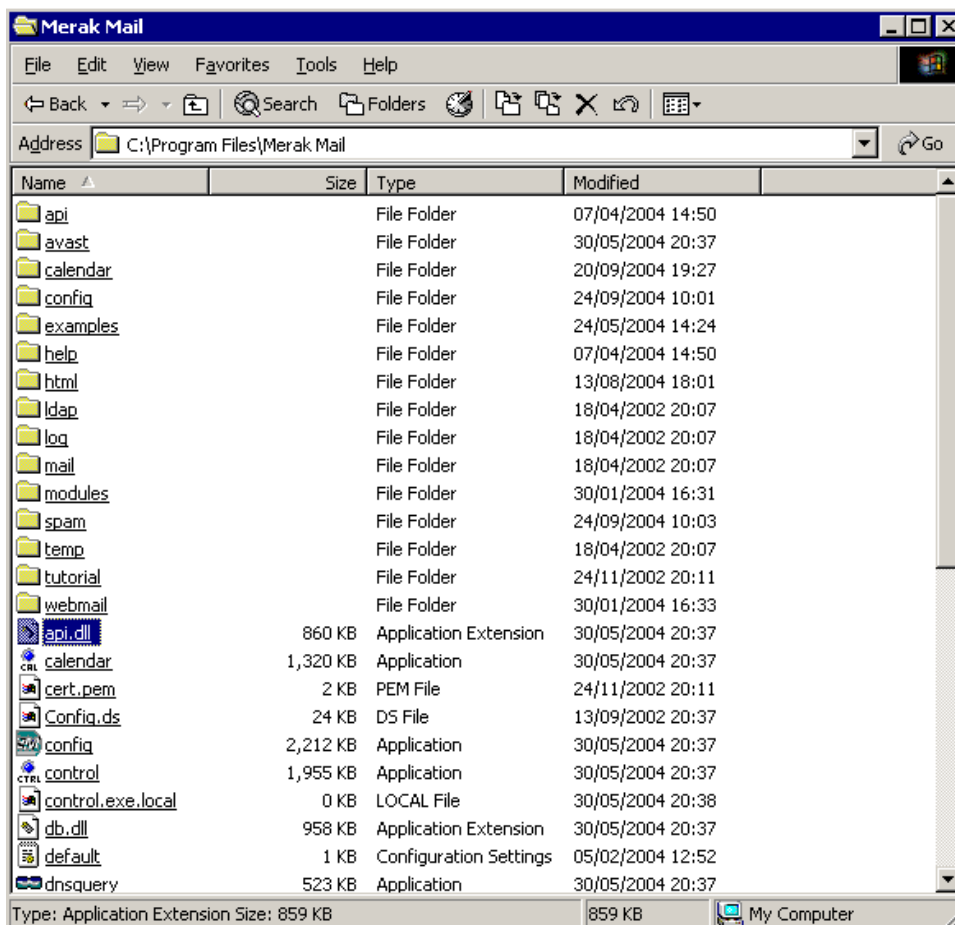
Windows 2000:

“[Windows Installation Drive]\WINNT\system32”

Windows 2003:

“[Windows Installation Drive]\Windows\system32”

Below is an example screenshot of api.dll which you need to copy to the control server:



If you ever upgrade Merak Mail you will need to ensure that the API.DLL file is also updated on the control server's "system32" folder.

Setting up a Merak Mail Service in Helm

In Helm, go to:

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

Create a new service, give it a friendly name (like "Merak Mail Service") and select Merak Mail from the dropdown box. You will then be presented with the following screen:

Server: HELMSVR70

Friendly Name: Merak Mail Service

Service Type: MAIL: Merak Mail

Default Account Type: POP3 Only

Default Auto Response: Respond Always

IP Address: 192.168.1.70 - (192.168.1.70)

Create Default Account: Yes

Default POP3 Account: mail @ [DomainName]

Default Catch All?: Yes

Auto Add MX Record: Yes

Auto Rebuild DNS Records: Yes

Auto Remove Domains: No

Maximum Domains: 999999999

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:

An explanation for each option is as follows:

Default Account Type:- Here you can choose the type of mail account that gets set up in Merak. The choices are "POP3 Only", "IMAP Only" and "POP3 and IMAP".

Default Auto Response:- Here you can choose how often Auto Responders send out mail. "Respond Once" means if someone sends an email to your Merak mailbox, it will only respond once no matter how many times that person emails you. "Respond Always" means that a response will be sent every time an email is received.

IP Address:- The IP address that the Merak Mail 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.

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 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 different so that other mail services get tried first.

Setting up a Merak Mail 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 HELMSVR10

As seen above, you may already have a service in there belonging to a different server – this is fine; by adding the new Merak 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 Merak 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 HELMSVR10

Default Mail Service on HELMSVR10
Merak 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: 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.