

TITLE: Mac OS X Server E-mail Administration

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Enhancement:

Bug Fix: n/a

Description:

Administration of the e-mail services built into Mac OS X Server is a fairly straightforward process. This tech note details steps and methods for maintaining user lists and controlling mail services on the server. This document is only a supplement to the official (or third-party) documentation for administration of Mac OS X Server. The instructions herein are suggested practices only; if the information in this document conflicts with that in the official/authorized documentation, the latter shall prevail.

These instructions are all described as performed on the server machine directly, however the Server Admin application can also be installed separately to run on any Mac computer, for remote administration. To log in remotely, you will need the IP address or domain name of the OS X Server, and the username/password of an established administrative user in the server's Users & Groups list.

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I. SERVER ADMIN

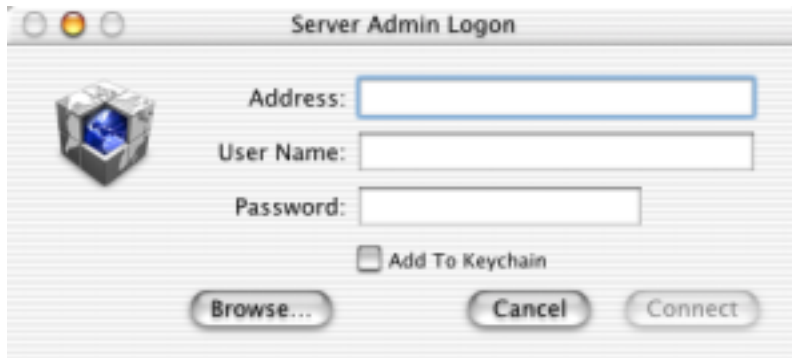
The Server Admin application (icon shown above) is the only software you will need for managing e-mail services, however it is assumed the proper DNS services are set up so that mail can find its way to your server, and that the server is properly connected to the Internet.

By default, Server Admin is installed in the Utilities folder within the Applications folder on the main hard drive. You may already have the Server Admin application stored in the OS X Dock, in which case you can click this directly to start the program.



1. Double-click the main hard drive icon on the desktop, or click the Finder icon in the OS X Dock. This opens a Finder window. Navigate the folders on the hard drive to locate the Server Admin program, and double-click it.

The Server Admin application starts up, and prompts you to specify the Address, User Name and Password to log on.



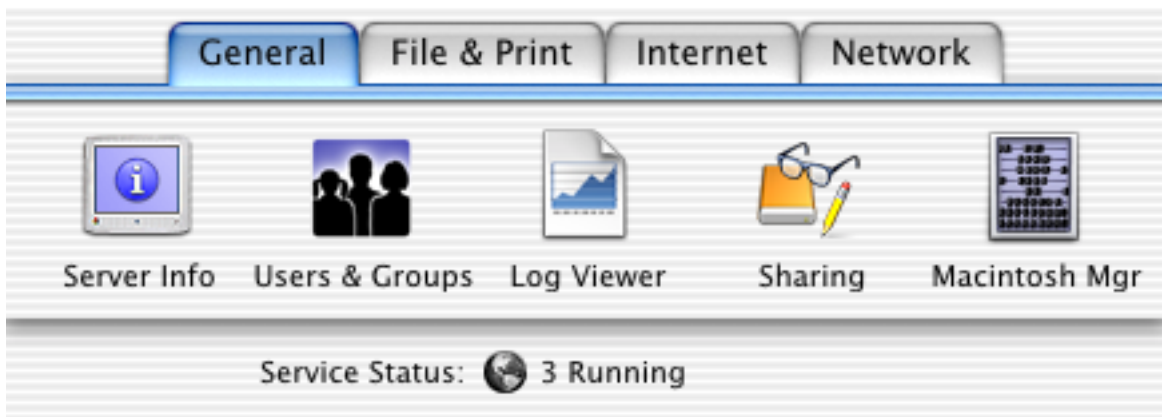
2. Enter one of the following in the Address field: your OS X Server's IP address, the domain name that is directed to the OS X Server, or the IP address 0.0.0.0 (does not work if you are administering remotely).

3. Enter the User Name and Password for an established User set up with administrative clearance. (See USERS & GROUPS for more information, below.)

You have the option of adding this logon information to a Keychain, which will remember the settings and enter them automatically in the future, however this is not recommended for security purposes. Ensure Add to Keychain is not selected.

4. Click Connect.

The admin program may take up to a minute to connect. When it does, it will display the administration toolset, and update information about how many services are currently running.



The tools are divided into four panes, accessible by clicking the tabs along the upper area of this window. In the next section, you will work with Users & Groups on the General pane. Later, the Mail services can be found on the Internet pane.

II. USERS & GROUPS (U&G)



If you had difficulty logging in with Server Admin, it may be because you are using a user name and password that is not configured to have administration privileges. Since the Server Admin application is the only method for configuring users, you must know a proper login to proceed. The default administrative user is set up when Mac OS X Server is installed; consult the person who installed the software, or, as a last resort, reinstall the Server software to specify a new administrative user.

Macintosh computers manage access with U&G lists. A Mac can be set up with any number of Users, and each User can 'belong' to any number of Groups. Groups are a way of specifying privileges for certain sets of users.

On Mac OS X Server, the U&G list is also used to manage e-mail accounts. A user can be set to have e-mail service (or not) via the Server Admin program.

1. If you have not done so, connect to your server with Server Admin, as described in the previous section.
2. On the General pane of the admin toolbar, click Users & Groups. A menu appears.
3. Choose Show Users & Groups List to open the existing list.

Initially, only custom users/groups are displayed, though there are a number of 'system' users which are not displayed unless you click the checkbox beside Show System Users & Groups. Even with system users hidden, however, you will see any/all users who are configured.

Each item in the U&G list has an icon in the left-most column that identifies the type of record it is:



denotes a basic user



denotes a user with administrative privileges



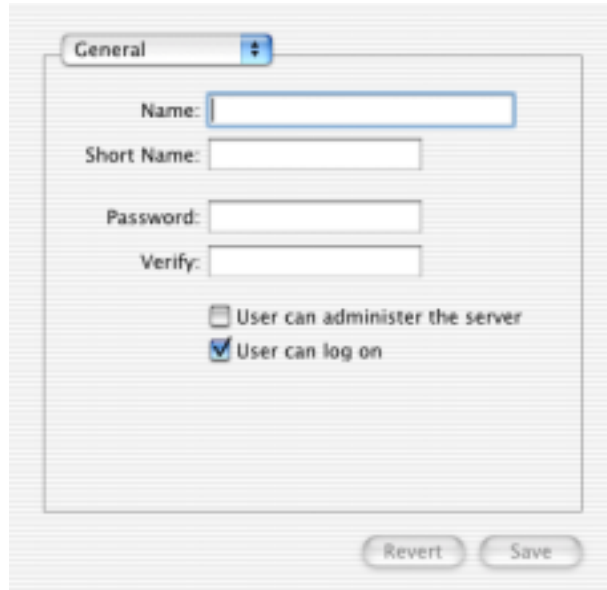
denotes a group item

Notice the Export button: with this, you can export a selection, or all, of your users and groups to an xml file. This is a method for backing up the list. To export all items, press cmd-a, then click the Export button; choose a location on the hard drive, and a file name if desired, then click Save. The file could be imported if you had to reinstall the server software. Just remember to save a copy of the file on another computer or diskette!


To edit an existing user, either double-click the user item, or highlight it and click the Edit button. Please use caution when editing administrative users, or groups.

For e-mail administration, you will only be creating basic user records.

4. Click New User. A blank user record is opened.



The pull-down menu at the top provides access to different sections of this user record's information. Switch from section to section by choosing items from this pull-down menu.

If you are editing an existing record, and decide to not save your changes, you can click the Revert button to reload the last saved information; if you click the close button , you can also exit the record without saving, although you will be prompted about this.

You will be filling in the information and setting options as described in the following table.

Section	Field/Item	Value/Setting	Notes
General	Name	user's proper name	you can use spaces
	Short Name	user's login name	limit 8 characters
	Password	designated password	
	Verify	same password again	to ensure it's correct
	User can admin...	check to make admin	not req'd for most users
	User can log on	check to allow connection	includes FTP, AppleTalk
Mail Service	(radio buttons)	None = no mail service Enable = full mail account Forward = redirect mail	send/receive mail to another e-mail address

The Advanced and Comment tabs are generally not used; please refer to official documentation if you would like to find out about these. Complete all items in the General tab, as follows.

5. If this user record is for a person, enter their full name in the Name field. If you are creating a user record that is not a person but rather a department or other group name, enter that information in this field.

This is essentially for display purposes only, however entering this information consistently will make U&G administration easier. For example, you might consider entering last names before first names, since the user records are sorted alphabetically in the U&G List.

6. Designate a Short Name for the user. This defines the “username,” for e-mail logon and the e-mail address itself, ie. (Short Name)@domain.com

7. Set the user’s password in both the Password and Verify fields. These must match in order to save the record.

8. If you would like to allow this user to have administrative access to the server, such as via the Server Admin program, check the box beside User can administer the server.

9. Ensure the checkbox beside User can log on is enabled.

The Mail Service settings are the focus of the remaining steps.

10. Switch to the Mail Service section of the user record, using the drop-down menu.

11. If this user will not be using an e-mail address, click the radio button beside ‘None.’ Otherwise, set the radio button beside one of the following, and set the related options.

a) Enable: you will need to specify the server for mail sent to this account, usually the same OS X Server machine you are currently working with. You can enter the domain name pointed to the server, or it’s IP address (eg. 123.45.67.89).

Mail Account located on server:

Select the access method of the account:

Both POP and IMAP

POP only

IMAP only

Options...

Set the POP/IMAP combination in the Enable Mail screen. Consult official documentation if you wish to adjust the Options settings.

About POP and IMAP

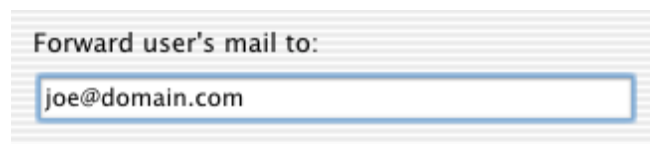
(adapted from MAC OS X Server Administrator's Guide)

Post Office Protocol (POP) is used to receive, but not send, mail. POP delivers mail to a shared server, and users' computers connect to the server periodically to download all of their waiting mail. One advantage of POP is that your mail server doesn't need to store mail that users have downloaded. [However,] when a user reads mail, it is downloaded and completely removed from the server. If the user logs in later from a different computer, he or she won't be able to see previously read mail.

Internet Message Access Protocol (IMAP) is a client-server mail protocol that allows users to access their mail from anywhere on the Internet. With IMAP, client users' mail is stored in a remote mailbox on the server; mail appears to users just as if it were on the local computer.

A disadvantage of IMAP is that users running their mail software are using up a server connection; with POP, they access their mail intermittently. Note that if you choose POP only, mail will be sent via Simple Mail Transfer Protocol (SMTP).

b) Forward



You can set the Mail Service to automatically forward mail sent to this user's e-mail account, to another e-mail account on your server or another mail service provider. Enter the e-mail address in the text field shown once you have selected Forward.

12. Save the user record by clicking the Save button. You can then close the record. If you click the close button before saving changes, you will be prompted to do so.

III. MAIL SERVICE

Enabling Mail Service on the server involves starting up services, and configuring them.

Note: you can have more than one information window open at a time, from the Server Admin toolbar. In fact, some operations require you to have more than one window visible at the same time. For example, you can keep the U&G List open while modifying the Mail Service settings.

Also, before starting mail, **ensure the date/time/zone are correct** on the server.

1. Click the Internet tab of the Server Admin program. A menu appears.
2. Choose Start Mail Service. Once the service is running, you will be able to configure it. You will see the service starting up as a globe blinks on the Mail Service icon.

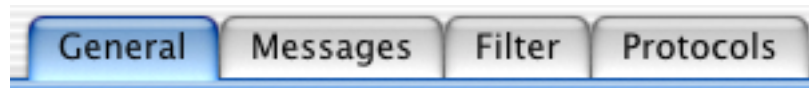



Mail Service running.



Mail Service not running.

3. With Mail Service running, click it's icon again to display the menu. This time, choose Configure Mail. You are shown a window with four panes.



Note:  This animated icon, sometimes shown in a Server Admin tool window (such as the Configure Mail window) indicates that the information shown is not fully updated. The software is communicating with the server to display the proper settings, and once the icon disappears, you are viewing actual settings and information.

a) General pane

- i. To ensure mail service always runs even if the server is restarted, check the box beside Start mail server at system startup. Typically, it is assumed this will be active; if you wish to disable this,
- ii. If your new server is not listed (by domain name) in the list of Local Mail Server Names, click the Add button to create a new item for the domain name, eg. domain.com

b) Messages pane

- i. To restrict the total size of individual messages (ie. those with attachments or large amounts of text), check the box beside Message Size, and enter the maximum size (in kilobytes) in the text field.
- ii. To send copies of all messages received – for every mail account on the server – to a specific e-mail address, check the box beside Blind Carbon Copies (BCC), and enter the e-mail address in the text field. This can be a helpful monitoring tool, however it effectively doubles the amount of mail on the server.
- iii. Automatic Mail Deletion helps control the amount of mail that may reside on the server for an extended period, such as in mail accounts that are not regularly accessed, or IMAP accounts whose contents are not being deleted by the user. You can

specify the day-age threshold of both read and unread messages which will be regularly purged.

iv. Forward mail addressed to unknown local users: check this box to redirect mail sent to a non-existent address (no associated user or mailbox), to another address.

c) Filter pane (these options are for controlling mail traffic and reducing spamming)

i. The option to Check incoming SMTP Connections can be activated to reduce junk mail. Incoming messages are first cross-referenced with known junk mail sources, via a Real-time Blackhole List (RBL) server.¹ Mail from these sources is denied.

ii. Log connection if SMTP name does not match IP address: this option may reduce spam (unauthorized/unsolicited mail) by ensuring the authenticity of incoming mail. It cross-references the information in each message header with the name of the server attempting to deliver the message to your server. You can eliminate these messages by also selecting to Reject if name does not match address.

iii. By choosing to Require local "From" addresses to exist in Users & Groups (checkbox), you can ensure that only your configured mail users are able to send mail. This helps you avoid the threat of unauthorized use of your mail server, such as for spamming, **and is recommended**.

iv. You can specifically Reject messages from SMTP servers in list (checkbox). Use this feature if there you know certain domain names from which you would not like to allow mail to arrive from.

d) Protocols pane

These items are usually left at their defaults. For more information, consult official documentation.

4. Click Save to store all settings, or close the Configure Mail Service window to be prompted to save changes.

IV. NOTES

It is sometimes advisable to review the default settings for mail hosts, found by choosing Configure Host Settings from the Mail Service icon in Server Admin. The settings in this window are applied to all new hosts, and can save time when creating more than one mail host (eg. if you manage mail for more than one domain, or on more than one computer). For information about this, and many other more advanced Mac OS X Server settings and features, please consult official documentation.

¹ RBL information: <http://mail-abuse.org/>

Not everybody likes MAPS (formerly ORBS): <http://www.stoporbs.org/whatisthis.html>