

## Using postmaster Account

Management Tasks Using postmaster account  
[groupwareresolution.net](http://groupwareresolution.net) Hosted MS Exchange Alternative On Linux

## How to manage other user's mailbox via the postmaster account

In certain situations the access to another account is required. For example, a message was sent to the wrong recipient. The postmaster account can access that specific mailbox and delete the message, since the message could contain private data.

By logging in via the Webmail interface as the **postmaster** account please take the following steps in order to access another account's data (*note: the **Groupware** feature must be enabled for that domain*):

1. Right click and select "**Open other user's folders**"
2. Select an account and subscribe to it's folders - the mailbox structure should be available.
3. Right click on the account's top level folder and select "**Sharing**" - it should have the same name as the account name.
4. Grant the required access level to the postmaster account. (select **Master** - if you need to modify the data).
5. Now you can access the account's folders and take the required actions.

**NOTE: This article applies only when the POSTMASTER account is used.**

## How To Set public folder sharing permissions

- Login to the Webmail interface using the postmaster account of the domain in question.
- Right-click the public folder or the "**Public Folders**" root folder.
- Click the "**Sharing**" item of the menu displayed.
- Click the "**+ Add**" button found inside the permissions window.
- Click the "**Select**" button to display a list of users for which permissions to the folder are needed to be added.
- Select the user or the "**All Users**" item from the presented users list.
- From the "**Permissions level**" select box choose the "**Contributor**" or "**Editor**" item depending on the level of access desired.
- Click the "**Ok**" button to set the permissions.

After logging out of the postmaster account test the level of access for the selected users to the public folder.

## How to control access to domain contacts using the postmaster account

**WARNING:** *"MACL" support* must be enabled for the domain. If it is not, the options below will not be available.

To apply custom access policies for the domain contacts you can use the "permissions" option for the corresponding public folder.

**NOTE:** By default the Domain contacts come with these "allow" permissions for all users in the respective domain (everything else is implicitly denied):

- View folder
- Read folder content

If you require the modification of the above policy, please follow these steps:

1. Log in on the Webmail interface using the *postmaster* account of the required domain.
2. Right-Click on the public folder "Domain contacts" and select the *"Sharing"* option from the pop-up menu. This will open a pop-up window that lists the current permissions on the respective folder. If no other settings were made previously, the list will be empty.
3. In the pop-up window click the *"Add"* button.
4. In the *"User / group name"* section click the *"Select"* button.
5. Select *"All Users"* (or just the account that requires special access settings to the domain contacts) and click the *"Add"* button.
6. Click the *"OK"* button.
7. Select from the *"Permission level"* drop-down box the settings that you require. For example you can deny access for the selected user at point 5, by selecting from the drop-down box "No access".
8. Click the *"OK"* button.
9. Click the *"Save & Close"* button to save all changes.

## How To Allow access to public folders

The default permissions on every new public folder restrict access only to the postmaster account.

To share access to a public folder, you need to follow the procedure below:

1. Log in on the webmail interface as the *postmaster* account of the domain that holds the public folder.
2. Right-Click on the public folder and select the *"Sharing"* option from the pop-up menu.
3. In the pop-up window click the *"Add"* button.
4. In the *"User / group name"* section click the *"Select"* button.
5. Select *"All Users"* (or just the account that requires access to the folder) and click the *"Add"* button.
6. Click the *"OK"* button.
7. Select from the *"Permission level"* drop-down box the settings that apply.
8. Click the *"OK"* button.
9. Click the *"Save & Close"* button near the top to save all changes.

**NOTE:** After this process is complete, all users should be able to operate on the folder within the

allowed limitations.

### How to designate a moderator for a mailing list using mailbox sharing

In order to designate a moderator for a mailing list, basically you need to provide an user *master* access to the mailing list's special folders.

Bellow are the steps in achieving this:

1. Make sure that the **Groupware** feature is enabled for the domain
2. Define a moderated list - before posting, each message must be approved by the moderator
3. Login via the Webmail interface as the **postmaster** account
4. Right click on the folder structure and select "**Open other user's folders**" and select the list's address as you would select a common user's address - the folder structure of the mailing list should now be available
5. Right click on the *mailing list's top level folder* and select "**Sharing**"
6. Select the user you wish to grant moderator rights and select **Master** as the "**Permissions level**"
7. Repeat step 6 for each user you wish to grant moderator rights
8. Click **Save & close**

In order for the new defined moderators to access the mailing list folders and actually moderate the list they must login via their own account and access the mailing list's folders as they would access all other users shared folders. In order to open someone's shared folders please read [this](#) article.

#### **Please Note:**

- *The same result can be achieved by logging in to the mailing list special account and share each folder separately. In this way a more complex sharing and delegated administration of the mailing list can be achieved.*
- **LISTSERVER** access is only available on Single Tenant Dedicated server. This is not available on shared server accounts. Single tenant dedicated servers are only available for 1500 users and above.