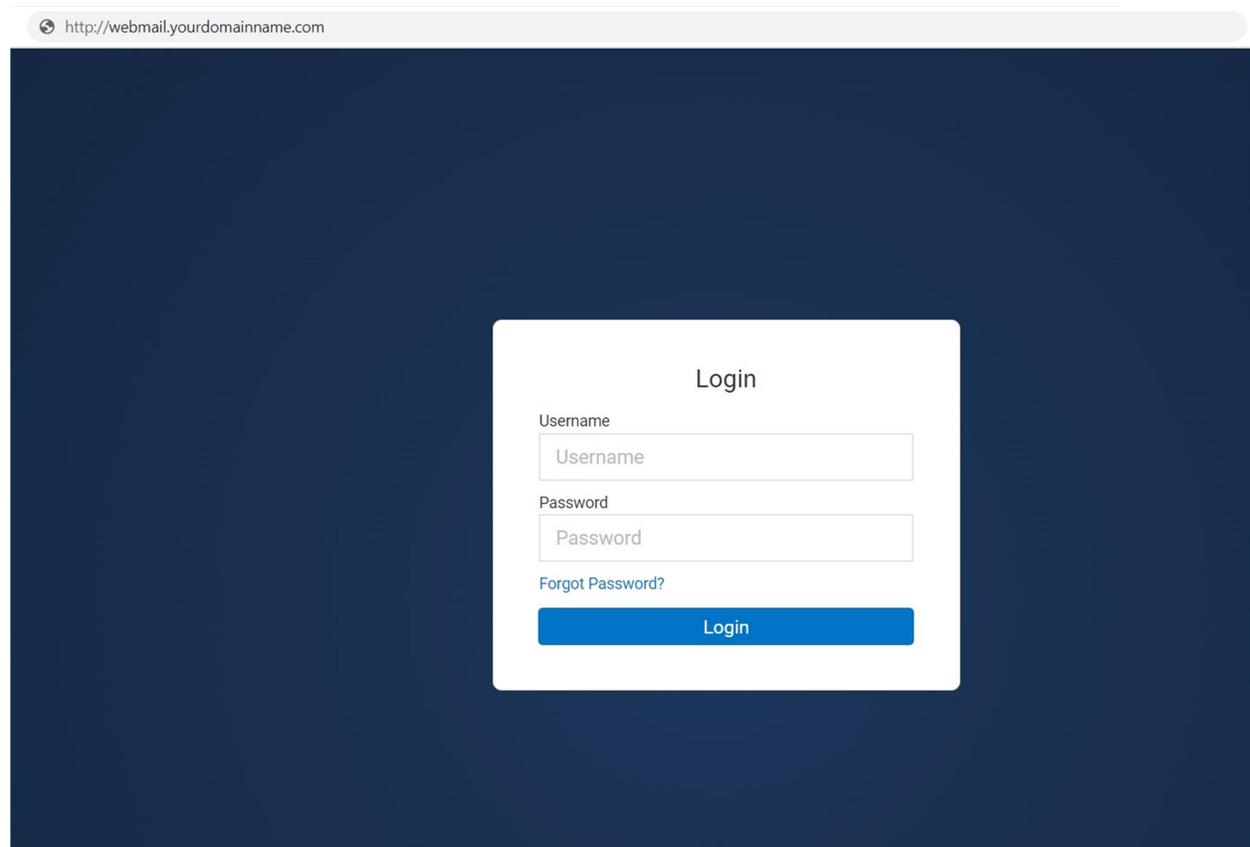


Login to Your Webmail Interface

In order to log in to your webmail account and access your email, you must go to a URL of the form <http://webmail.kfir.res.in>



The screenshot shows a web browser window with the address bar containing the URL `http://webmail.yourdomainname.com`. The main content area is a dark blue rectangle. In the center of this rectangle is a white rounded rectangle representing the login form. The form is titled "Login" and contains the following elements: a "Username" label above a text input field with the placeholder text "Username"; a "Password" label above a text input field with the placeholder text "Password"; a "Forgot Password?" link in blue text; and a blue button with the text "Login" in white.

Logging in for the first time

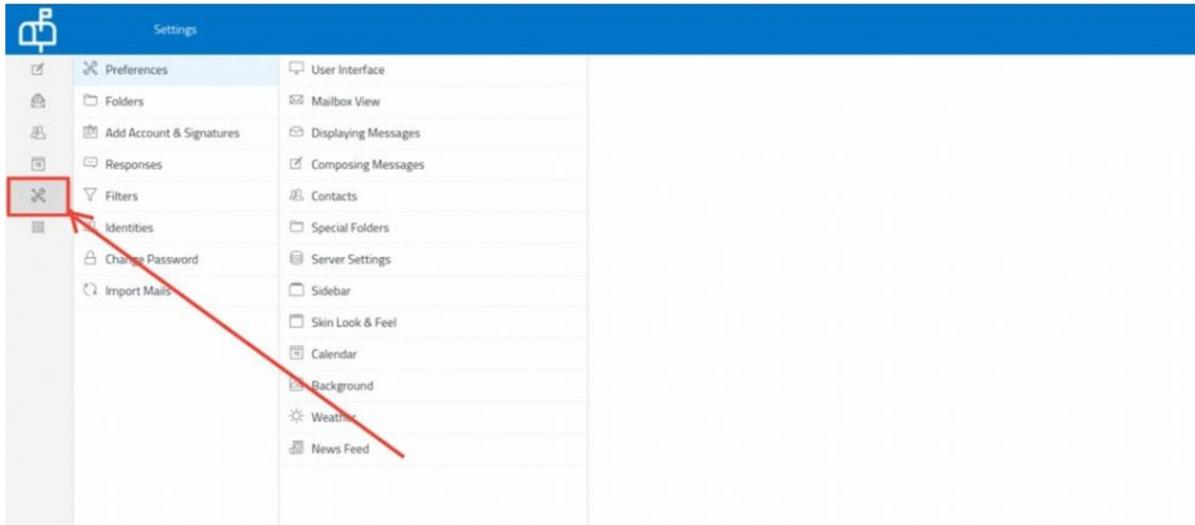
When your email account is created, an email is sent to your alternate email address, as specified by your email administrator, with your new email address and a password.

You should use these details to log in to webmail. If you did not receive this email, you can use the *Forgot Password* option on this page to resend the email. Alternatively, if you are not sure which address it was delivered to, you can obtain these details from KFRI Lan /Web administrator.

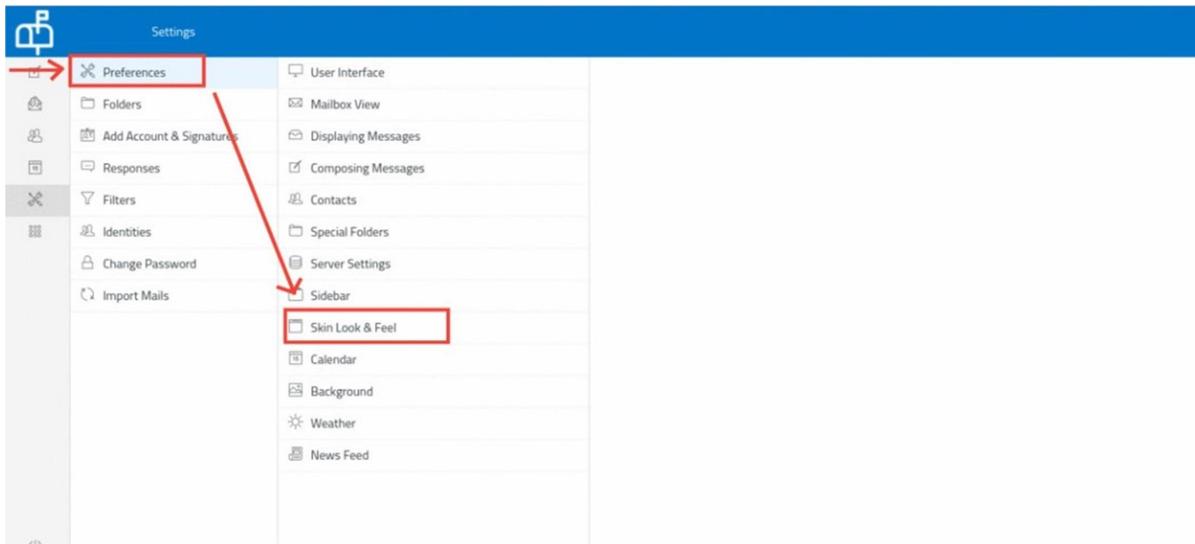
When your account is created, the system automatically generates a random password for you. When you log in to your account for the first time, we recommend that you change this password to something that you are comfortable with. Refer to the article on changing your password to learn how you can do so.

How to change the look and feel of the Skin from Webmail

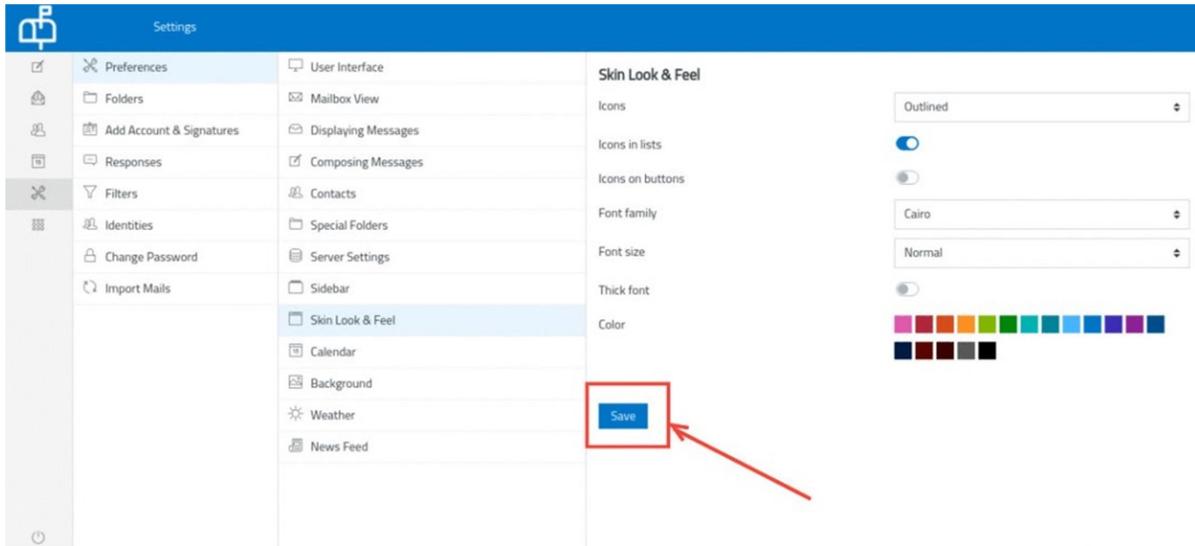
1. Click on the **Settings** option in your Webmail.



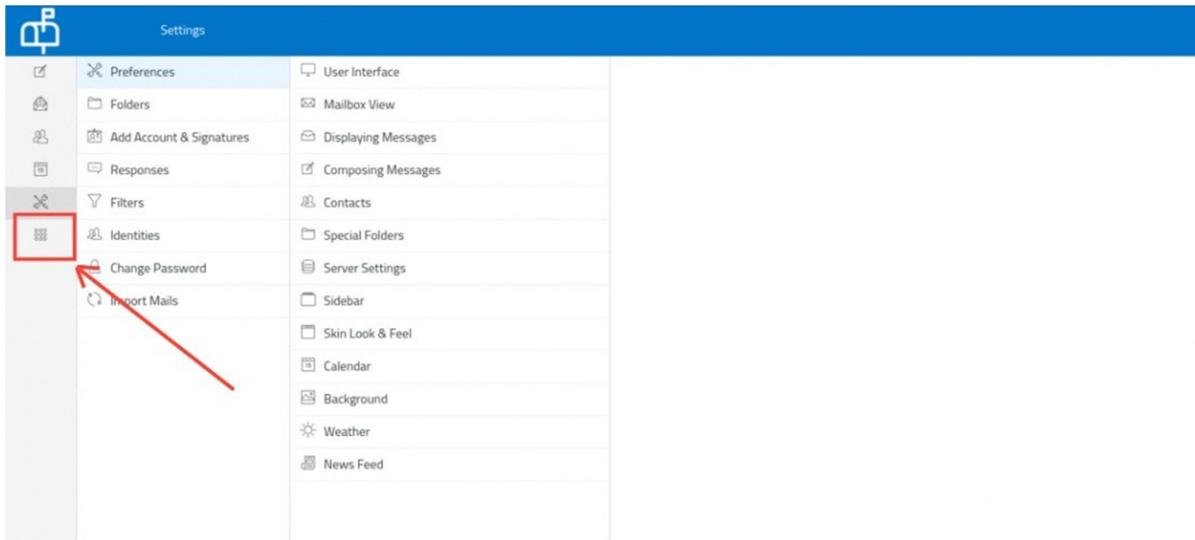
2. Click on **Preferences >> Skin Look & Feel**.



3. Make the necessary changes and click on the **Save** button.



You can also change the **Skin Look & Feel** via the **Apps** option.



Click on the **Skin Look & Feel** button and it will take you to the corresponding interface.

Reading and managing emails

When you first log in, your inbox is automatically displayed. To view an email, simply click on the subject. The selected email will be highlighted and the entire message will get loaded on the screen. Bold messages are new or unread. Messages you have already looked at will be in the unbolded text. To view a different folder, just click on the name of the folder you want to view. The options for each folder work the same as your inbox. Let's go through what each of the buttons will do:

- **Compose** – This is the button you would click on to compose, write, or send a new email. When you click on this button, you will be sent to a new page to type out your email, subject, senders, etc.
- **Reply** – This is the reply button. It will automatically set up the composition page with the information necessary to reply to the sender of the selected message.
- **Reply All** – This is just like the reply button, but it's used when the selected email is addressed to more than one person and you want to reply to everyone, not just the person who sent the message.
- **Forward** – This will forward the selected message, and direct you to the composition page to enter your recipient.
- **Delete** – No points for guessing. Clicking on this button will delete the selected/current message and move it to the trash folder. If you wish to permanently delete a message you will have to either empty the trash folder or select the message explicitly and delete it.
- **Set Colour** – You can mark individual emails by a specific color so that these emails would be easier to access/filter if needed in the future.
- **Archive** – You can archive individual emails so they can be accessed at a later date if needed.
- **Actions** – This button will give you the option to mark an email or multiple emails as Read, Unread, Flagged, or Unflagged.

Note: You may return to the current folder anytime either by clicking on the Back button or selecting that particular folder from the Email navigation page.

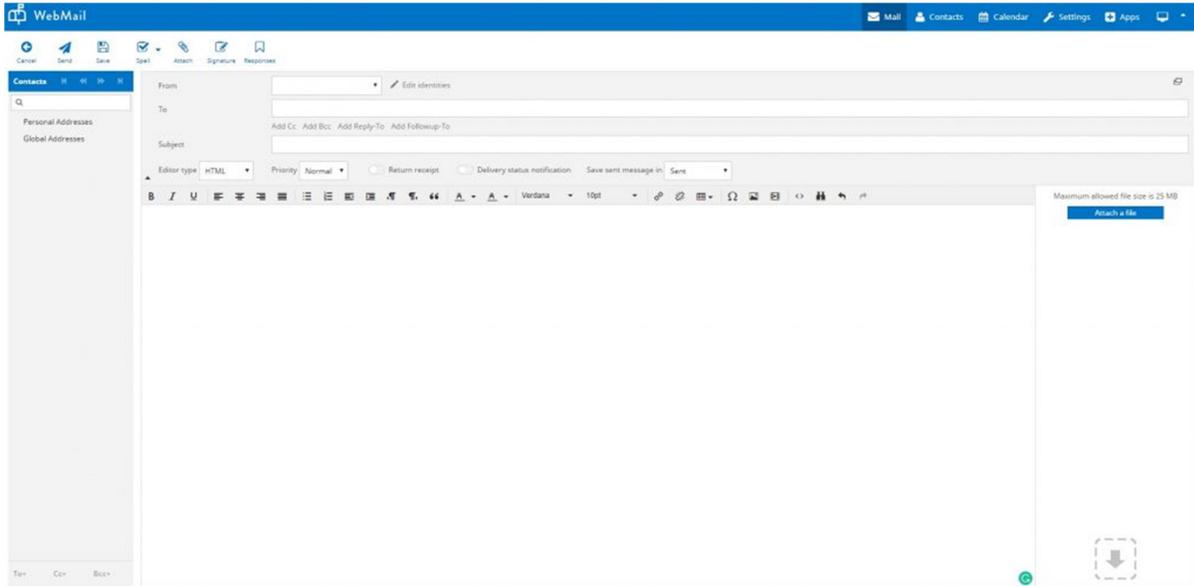
Mark messages as read/unread

Marking a particular email or a selected set of emails as read or unread is part of the "Actions" – the **3 parallel sign icon** button available with the webmail. Each action has its own significant impact on the listed email. After you have selected emails upon which an action is to be performed, you have the following list of actions to choose from:

- **Mark as read/unread** – Marks the selected email/s as read/unread, depending on the current state of the email.
- **Move/Copy** – You can either move or copy an email from one folder to another.
- **Print** – This can be used to print the email.
- **Save as file** – You can also save the email as a file on your local machine.
- **View source** – You can check the headers of your email using this option.
- **Reminder** – You can set specific reminders for any email for a later.
- **Add to the portal** – You can add any particular email to the Webmail Portal.

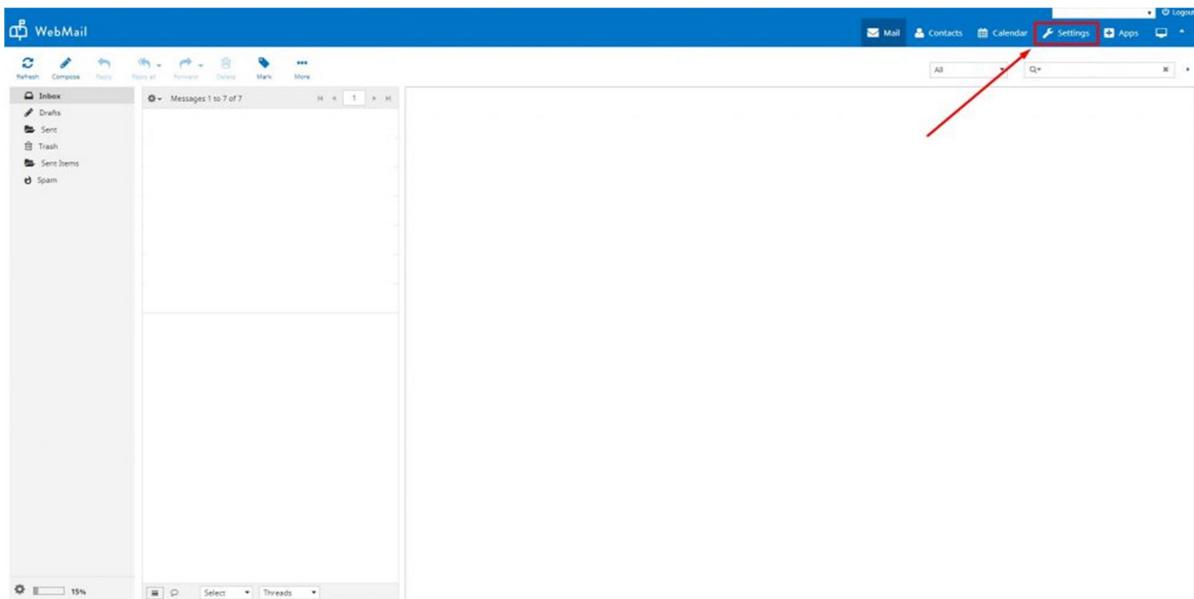
How to open Compose in a New Window

When you compose a new email in webmail, it opens the compose window in the current window by default.

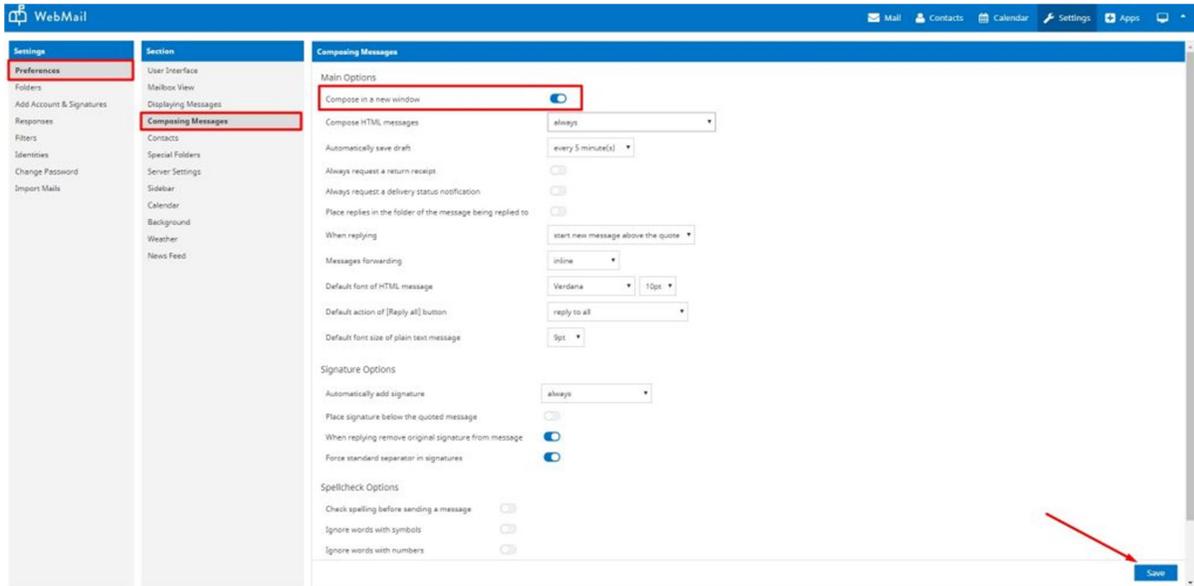


However, if you want to compose an email in a new window, you can follow the steps given below.

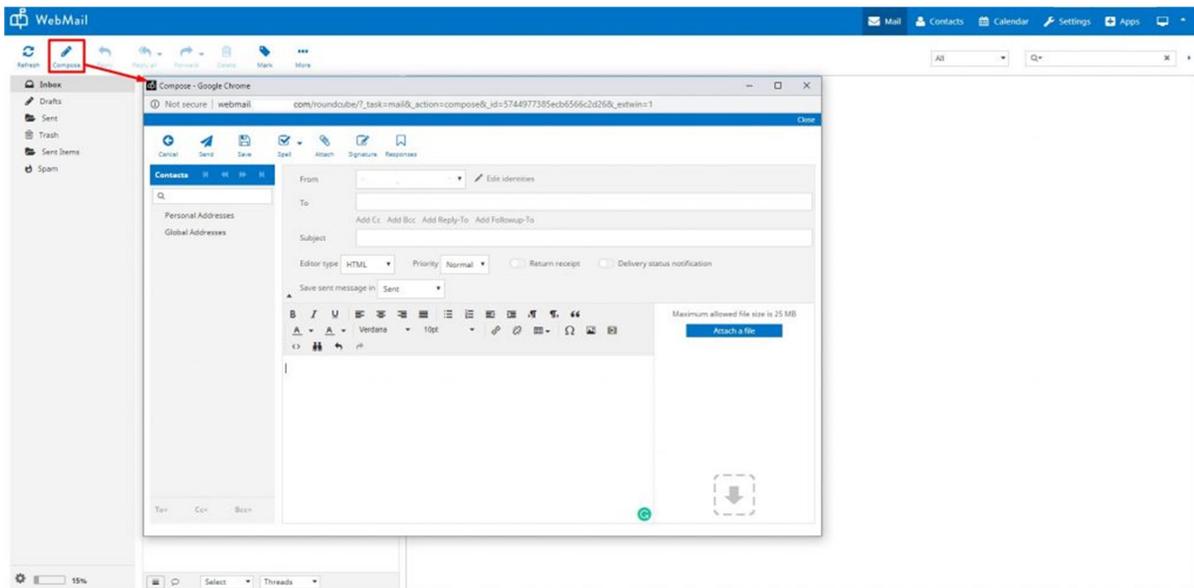
Click on Webmail Settings



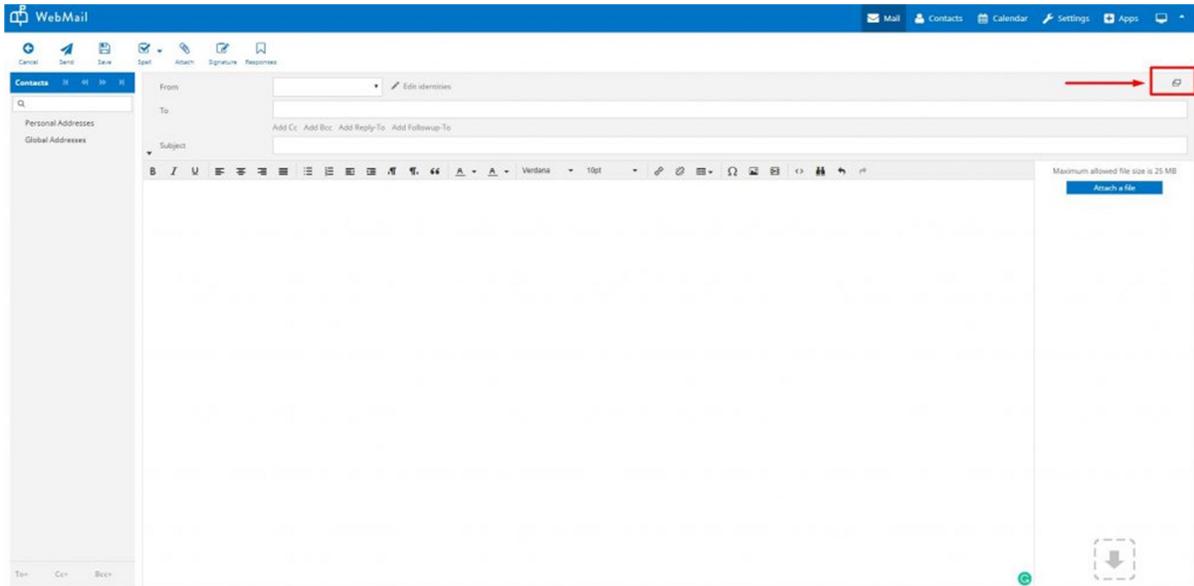
In Preferences, select Composing Messages and toggle “Compose in a new window” to enable and hit save.



You can now click on compose to start composing an email in a new window.



Alternatively, if you do not want to change the settings and permanently compose emails in a new window, you can also temporarily open the compose option in a new window by clicking on the small box icon on the right-hand side of the From row as shown in the image below.

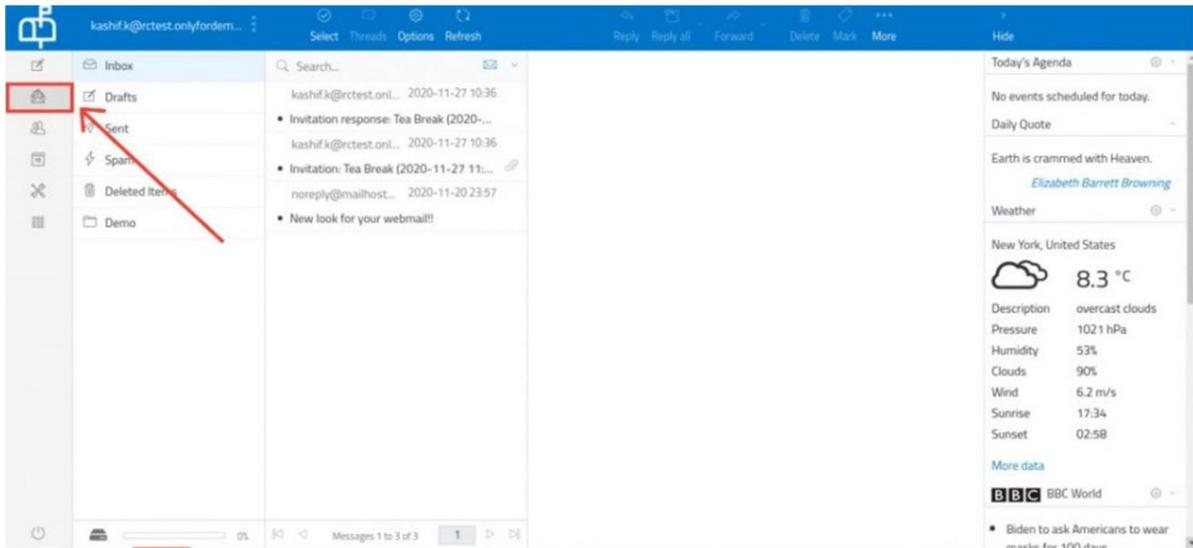


This will pop up the compose email option into a new window instantly.

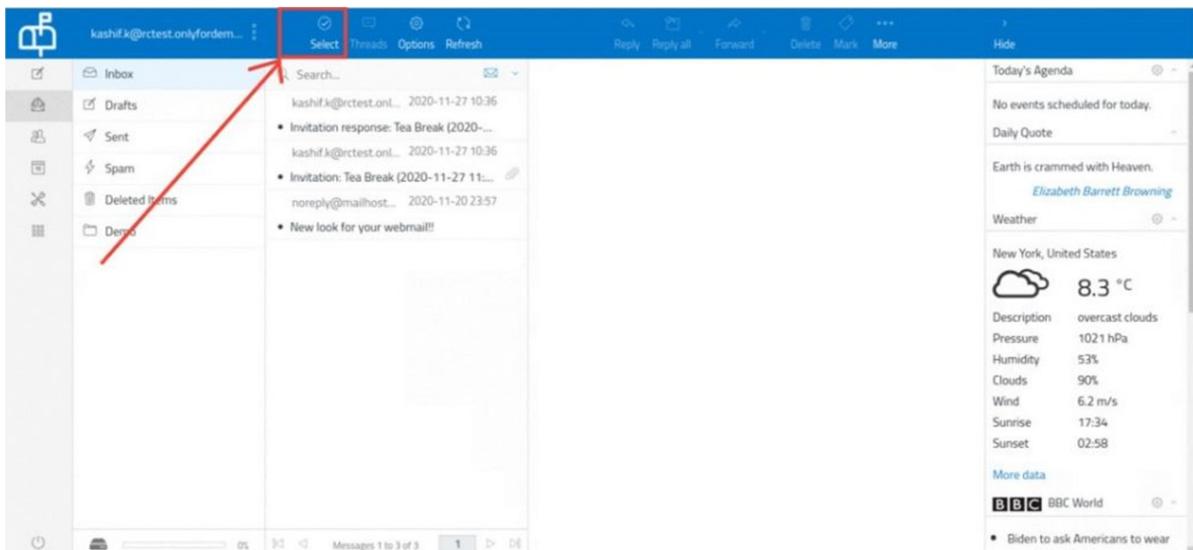
How to select emails using check-boxes

You can follow the steps given below to select emails to perform any mass action.

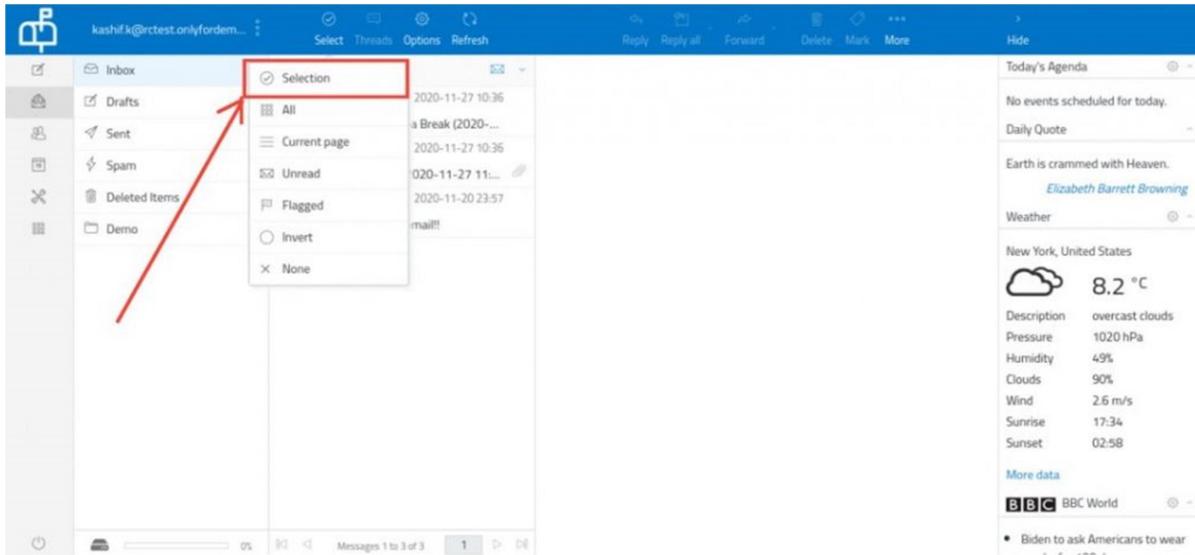
1. Click on the **Mail** option in your webmail.



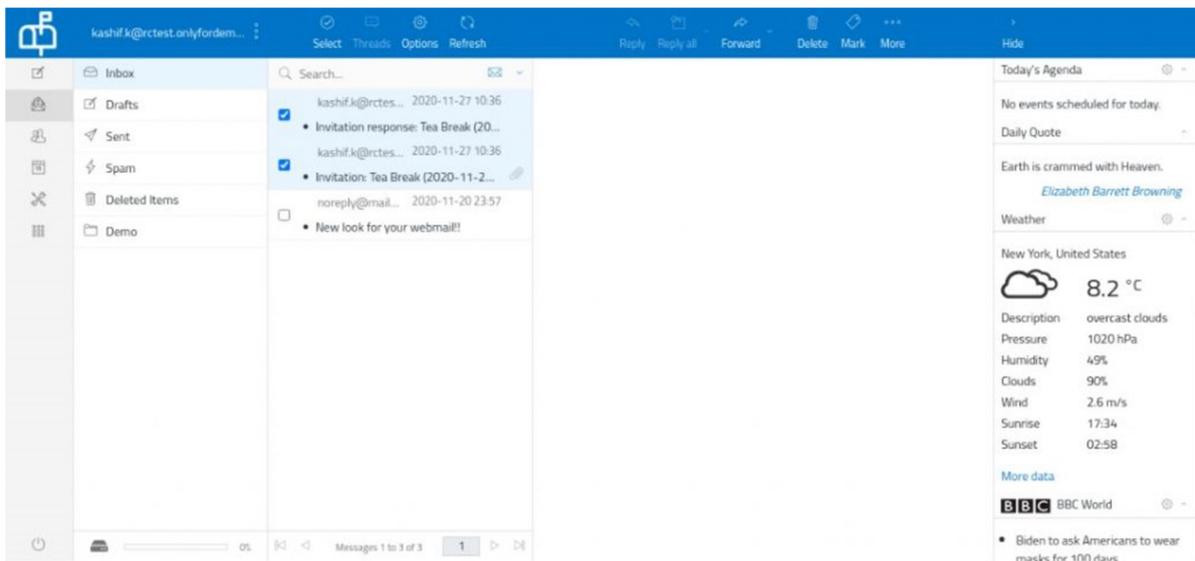
2. Click on the **Select** button from the options.



3. Click on the **Selection** button from the dropdown.



4. Checkboxes will be enabled from which we can select the emails from the list.

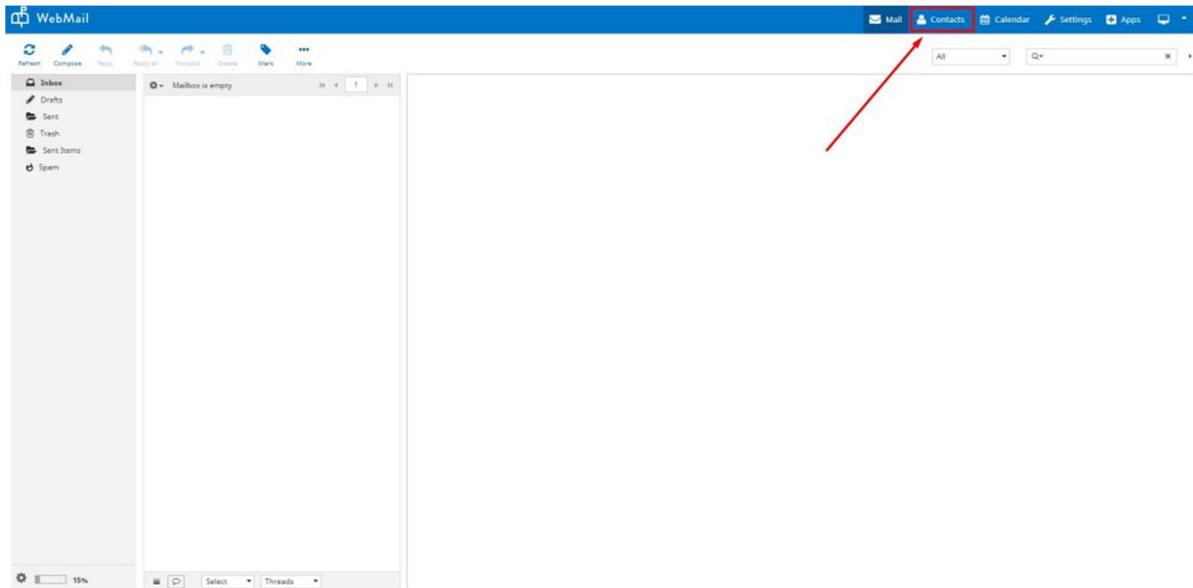


5. You can use the various options like Forward, Delete, Mark, and More using this option.

How to create Contact Groups and add Contacts to it to use it as Distribution Lists

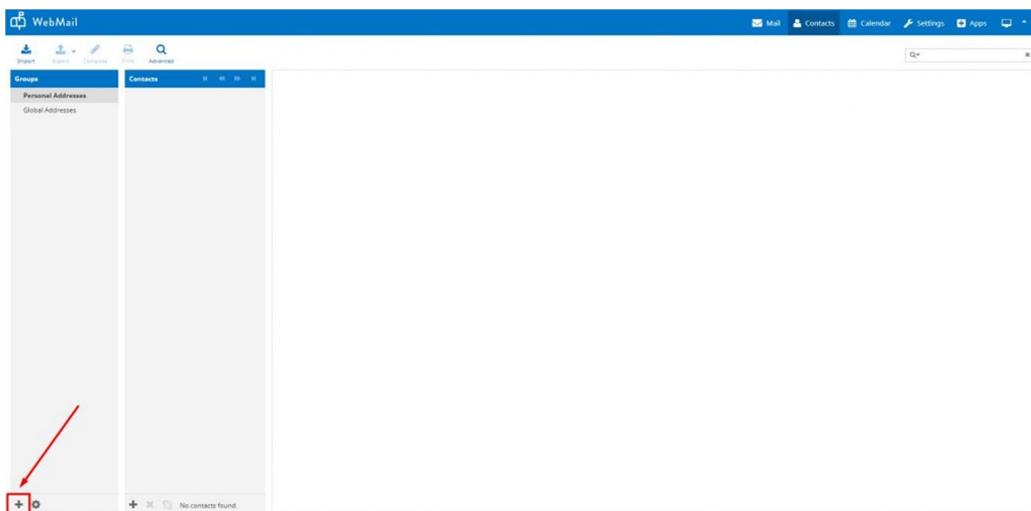
A contact group is a set of email addresses that you can use to send an email message or meeting invitation to everyone at once.

You can follow the steps given below to create Contact Groups for your account in Webmail.



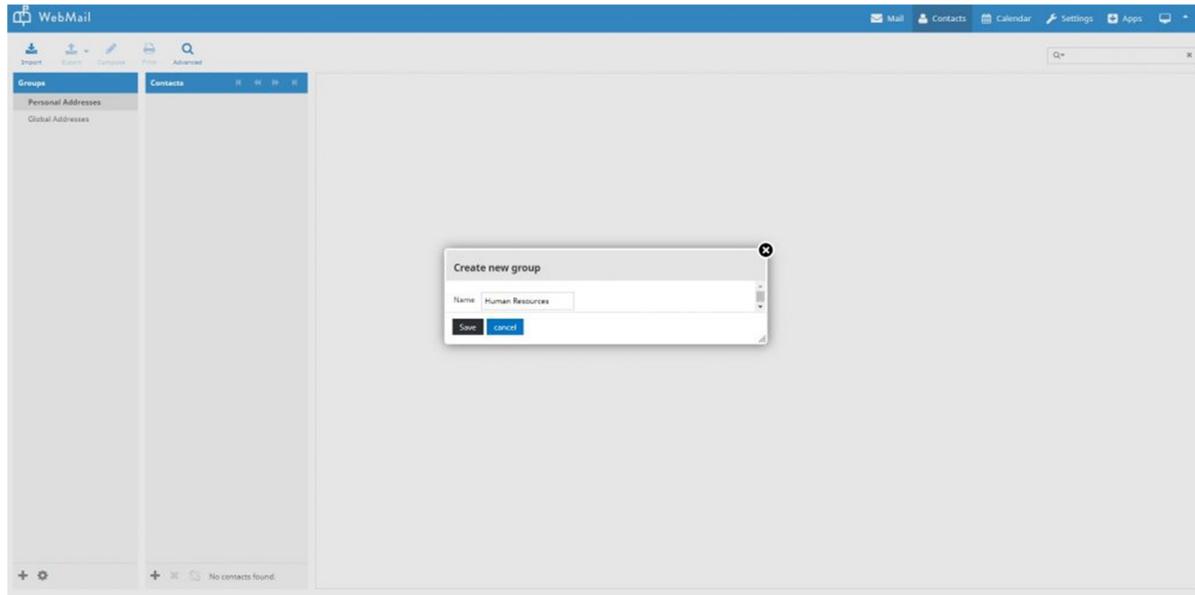
In the Groups column, you will see that there are two parent groups by default, namely, Personal Addresses and Global Addresses.

You can create child groups only under Personal Addresses parent group by clicking on the + symbol at the bottom of the Groups column as shown in the image below.

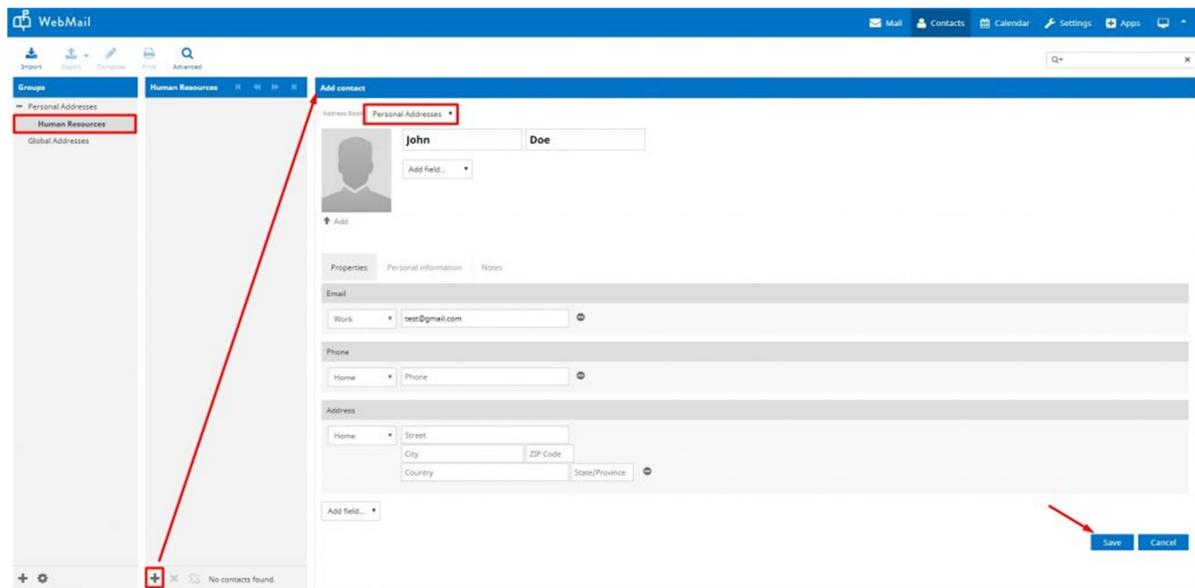


Note: Click on the + symbol after you have selected Personal Addresses or Global Addresses as your desired parent group.

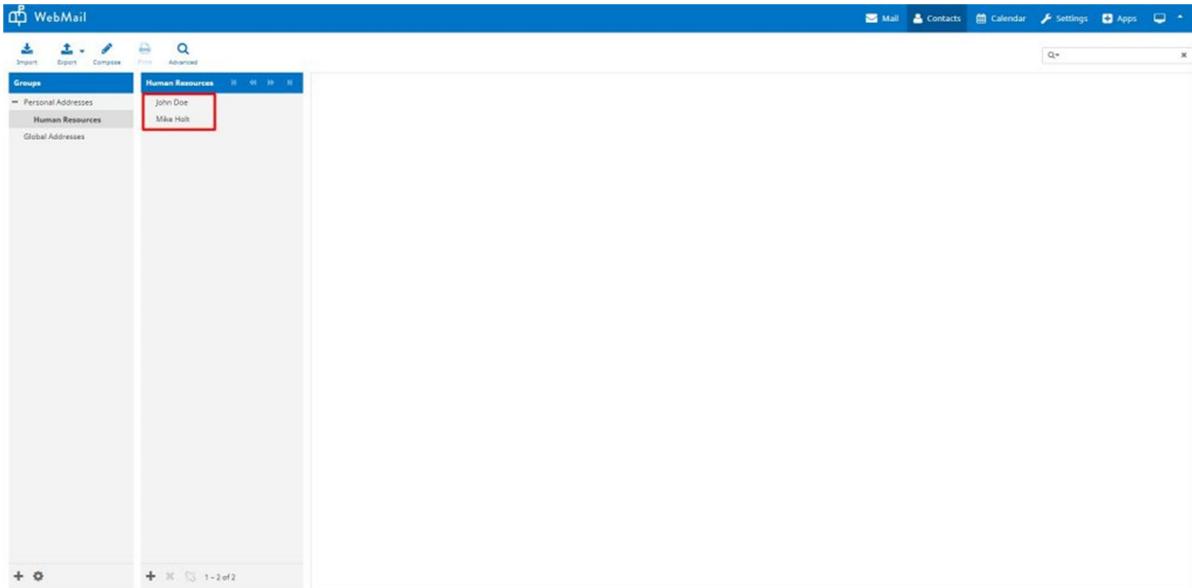
Give a name to your child group. For example, **Human Resources**.



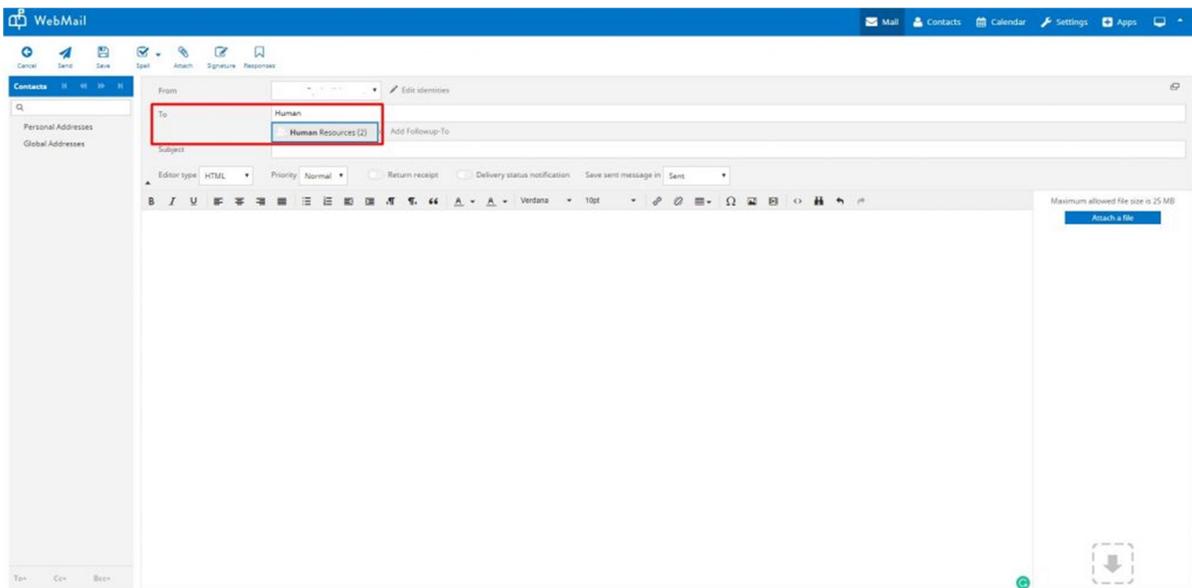
Select the Human Resources Group in the Groups columns and click on the + symbol in the Human Resources column to now add contacts to the Human Resources contacts group.



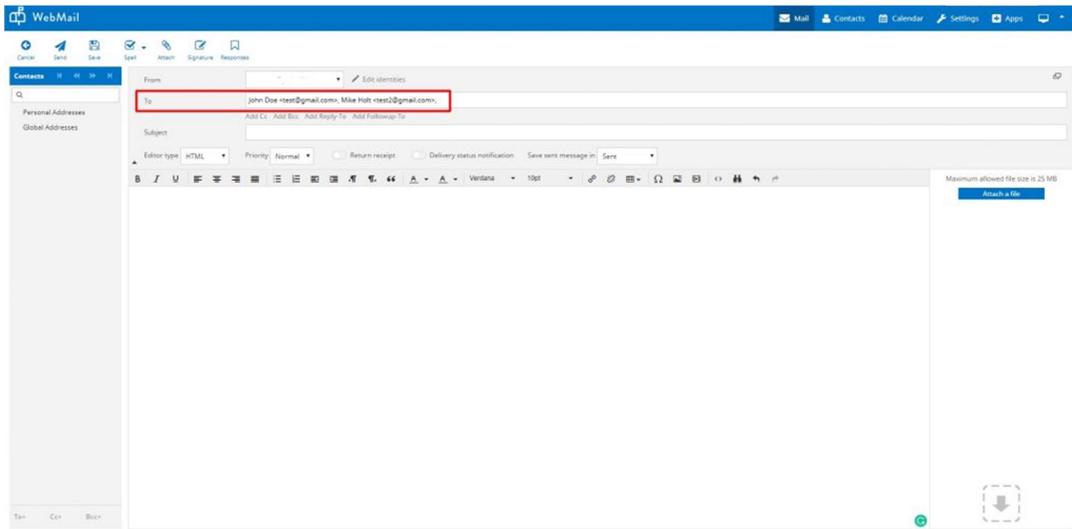
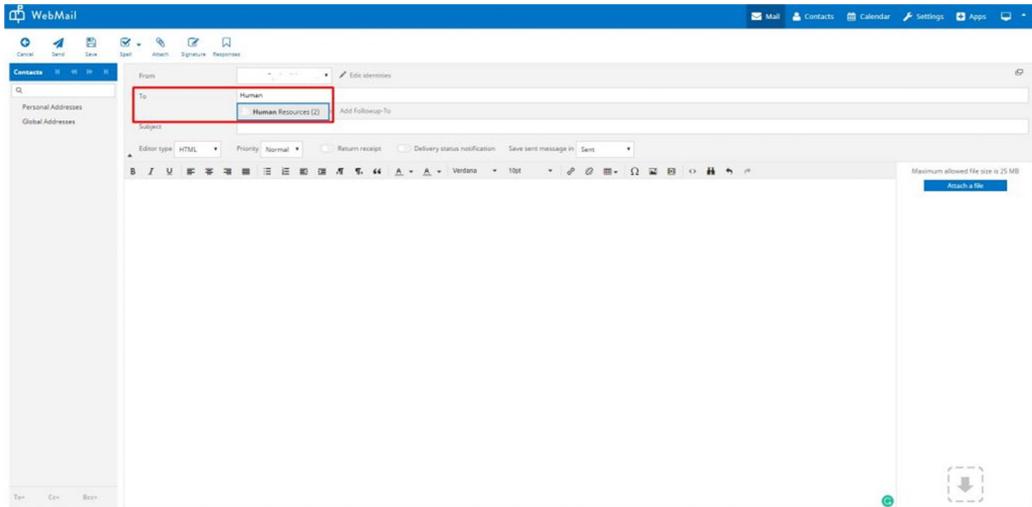
Similarly, you can add multiple contacts to the Human Resources contact group.



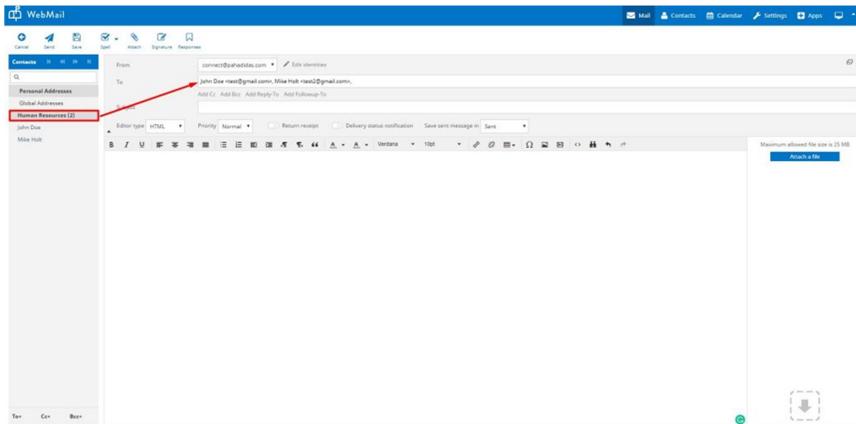
You can now use the Compose Email option to send an email to a contact group that will consider all the contacts under the group. Just type the contact group name in the To or CC/BCC field as shown in the image below.



The drop-down will suggest the contacts group and selecting the group will automatically fetch the individual contacts of the contact group.



Alternatively, you can also click on the required contact group in the contacts sidebar on the left to populate your To and CC/BCC fields.



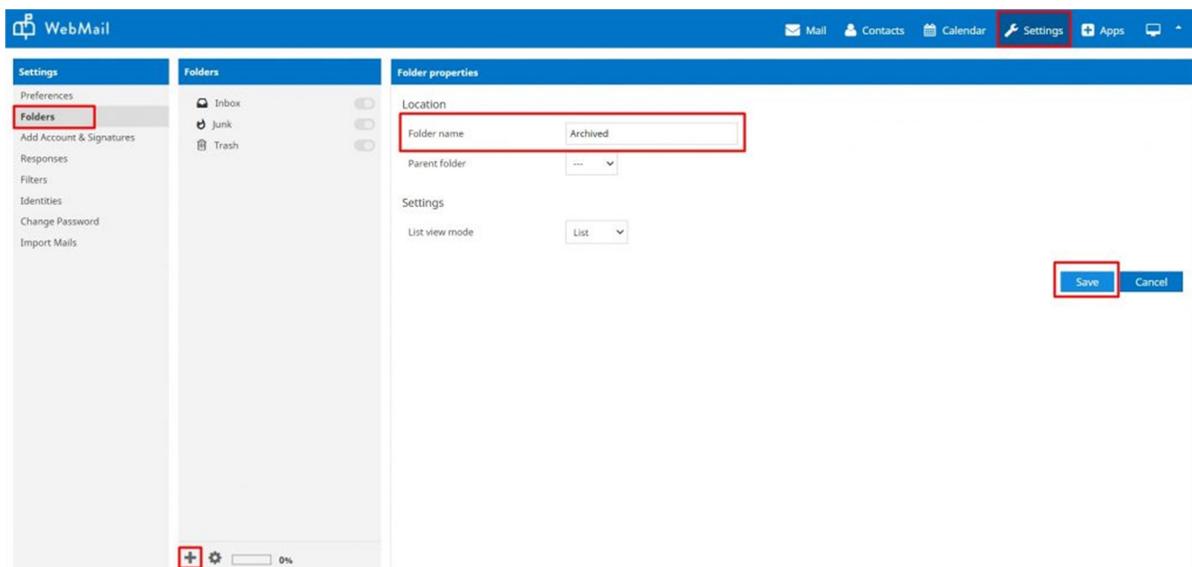
Archiving Emails

The Archive option is not available by default in the RoundCube Webmail. However, you can set it up in a few simple steps.

Step 1: Create a folder manually and name it Archived

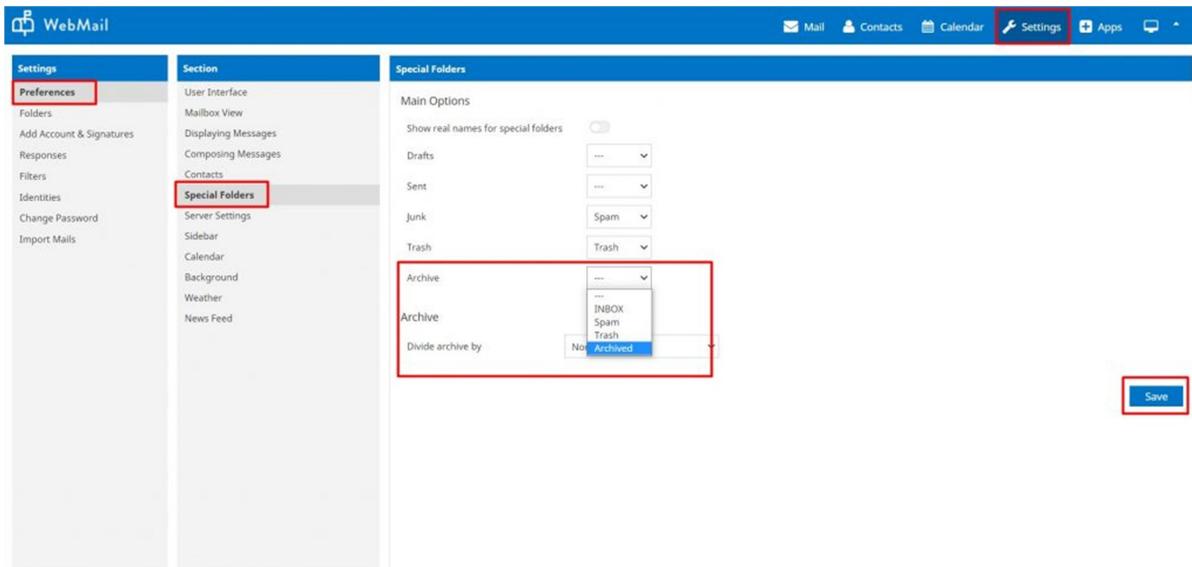
This can be done from Settings > Folders > Create New Folder

Note: Leave the “Parent Folder” blank.

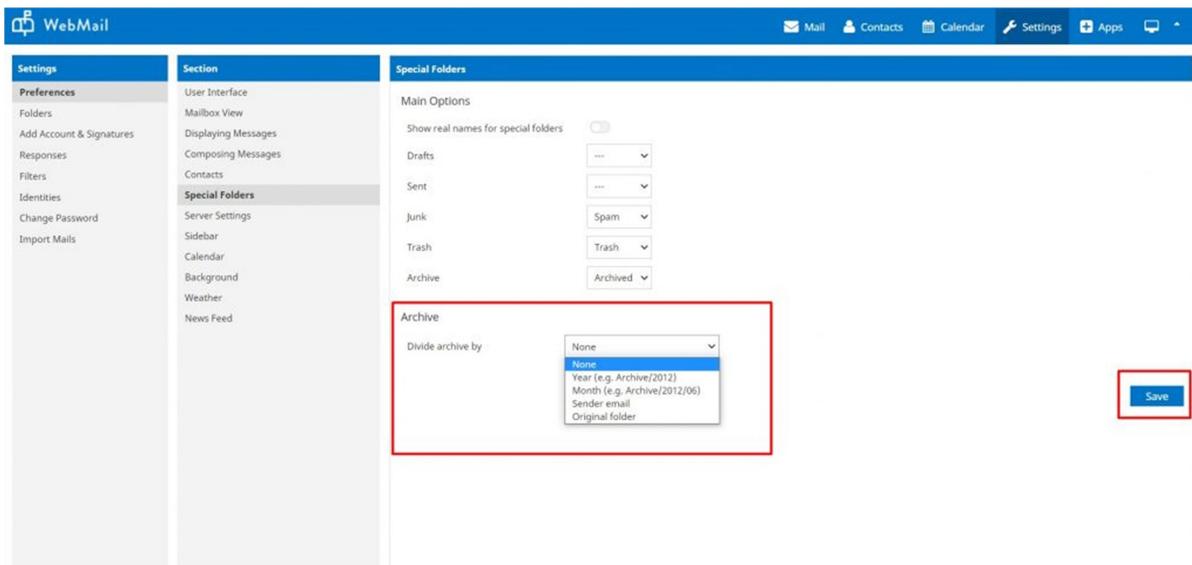


Step 2: Assign this newly created folder to Special Folders

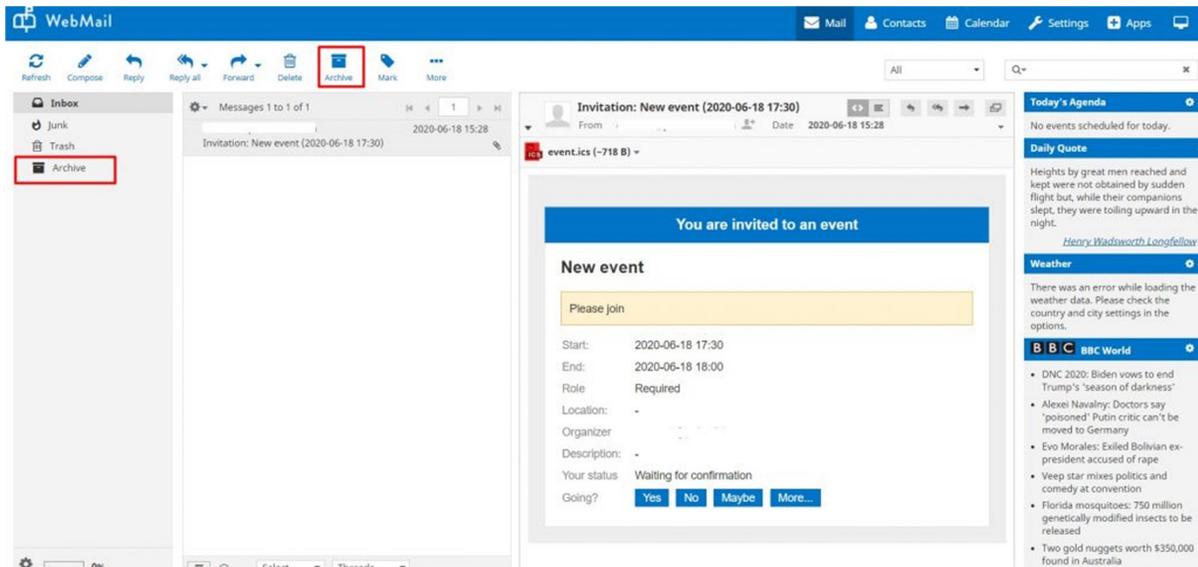
This can be done from Settings > Preferences > Special Folders



You can also further divide your Archived folder automatically by selecting one of the templated from the dropdown.



That is it. You will now get an option to select an email and Archive it.

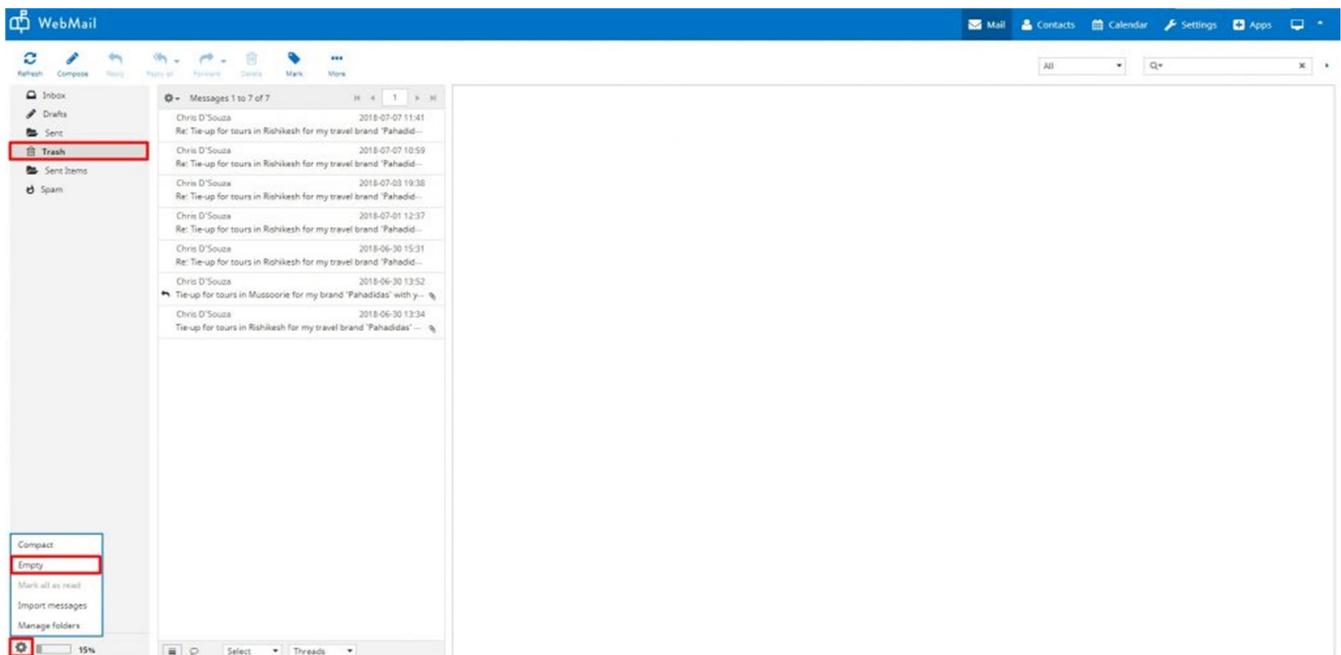


How to empty your Trash folder

Emails that you have deleted from your Inbox or Sent folder or any other folder are not deleted permanently. They are moved to your Trash folder.

If you want to permanently delete these emails and empty up space on your webmail disk, you will need to empty your Trash folder.

Navigate to your Trash folder. In the bottom left corner of the screen you will see the folder options icon which is shaped like a cog. Click on it and select Empty.



SMTP and ESMTP error code list

It is important to figure out why your email bounces. If you receive an email bounce, you can look in the bounce message to find the proper error code that will give you the reason for the bounce. Below is a list of the Standard SMTP error codes and the Extended SMTP (ESMTP) error codes.

SMTP Error Codes

This list of codes is the standard SMTP error codes you will find in most email bounces.

Specific Explanation of the 400 Error Codes occurring on our servers:

450 4.1.8 : Sender address rejected: Domain not found

Our inbound servers require that the hostname for the sender server should have valid MX or A records in order to accept emails from it. You need to contact the sending server's email admin to add valid DNS records for his server.

450 4.7.1 Client host rejected: cannot find your reverse hostname

Our inbound servers require reverse hostname for sender server IP to be present in order to accept the email. Please ensure that the valid PTR records are added for all outbound server IP's. Post adding the required rDNS records our inbound servers will accept mails from the remote mail hosting server.

450 4.7.1 : Recipient address rejected: Policy Rejection- Quota Exceeded

This error comes from our incoming mail server if user is receiving excessive amounts of mails.

450 4.7.1 Recipient address rejected: Access denied.

This occurs when the recipient address is invalid. i.e., not in form of user@domainname OR if the Recipient address is blocked on server.

451 4.3.5 Server configuration problem – try again later;

451 4.7.1 Service unavailable – try again later;

This error most likely occurs if there is a configuration error with our servers. If you encounter any of the above messages, please contact our support helpdesk with the details.

452 4.5.3 Error: too many recipients

The error message is encountered when the user is exceeding the limit of more than 50 recipients in an email. The list of recipients is inclusive of To,Cc and Bcc. If you encounter the above error, reduce the number of recipients in the email and try again.

Specific Explanation of the 500 Error Codes occurring on our servers:

522 5.7.1 : Recipient address rejected: Requested mail action aborted: exceeded storage allocation

This error comes if the user is overquota.

530 5.7.0 Recipient address rejected: Authentication Required.

This error comes when your sending mails to remote domain without using smtp authentication.

550 5.1.1 Recipient address rejected: User unknown in virtual alias table;

This is the bounce back message that is received by the sender from our server if the destination email address does not exist.

The same error message is received if the recipient has a mail loop. That is, if the recipient has set a forward to another email address and that email address is forwarded back to the original one. In this case, you need to remove the loop in order to receive the emails.

If there is a forward set for an account, and an email is sent to that account, if for some reason the forwarded email is not sent, the original sender may get the above error.

For example, abc@domain.com if forwarded to abc@dom.com, if a third user xyz@dom2.com emails to abc@domain.com, he may get the above error if the forwarded email is bounced.

550 5.1.1 Protocol error

This error code ideally suggests that the sender has used SMTP protocol instead of ESMTP, thus the outbound mail of the sender was rejected. In short, the sending client doesn't properly communicate and makes errors in the SMTP protocol.

550 5.3.2 Service currently unavailable

The error code 5.3.2 usually means that the system is not accepting network messages. We would thus need to look outside Exchange for a connectivity problem.

The error code ideally occurs ideally for two reasons which are listed below:

- 1). The sending IP is blacklisted at an RBL or blacklist monitoring site. (You may verify the same by inputting the IP via this link: <http://mxtoolbox.com/blacklists.aspx>)
- 2). There is a temporary block on the IP on our Inbound server due to multiple mails from this IP. Feel

free to contact our support desk for more information and regarding de-listing the same.

3). If sending IP does not have a reverse PTR record configured. Reference URL:

<http://mxtoolbox.com/NetworkTools.aspx>

550 5.4.5 Recipient address rejected: Hourly domain sending quota exceeded

This is the error message that you get if your domain name exceeds the hourly quota set for the domain name. Here, the term 'hour' refers to the last 60 minutes.

550 5.4.6 Recipient address rejected: Hourly sending quota exceeded

This is the error message that you get if the user (that particular email address) exceeds the hourly quota set. Here, the term 'hour' refers to the last 60 minutes.

550 5.7.1 : Helo command rejected: You aren't localhost.

550 5.7.1 : Helo command rejected: You aren't localhost.localdomain.

550 5.7.1 : Helo command rejected: You are not me

Our servers do not accept SMTP HELO command as HELO localhost or HELO localhost.localdomain or HELO . We accept HELO from a valid Domain Name or your computer name which is other than your domain name. Please check with your ISP or Mail administrator for this issue.

551 5.7.1 The message was rejected due to classification as Virus,Spam or high bulk ratio.

This is a bounce back message that you receive when an email is classified as spam while sending out. If you feel that a genuine email is rejected as spam, you need to send the same email with the full headers and the content to our support team. That email in question will be reviewed manually.

552 5.3.4 Message size exceeds fixed limit

A 552 email error is typically encountered when there is a problem related to an attachment in your email. Either it has exceeded the size limits of the remote server, or the file-type isn't allowed by the remote server.

1. For file extensions not allowed on our servers, please do refer to the following link:

<http://support.mailhostbox.com/file-extensions-that-are-not-allowed-as-attachments/>

2. For mail (including attachment) sent across from our servers, we allow clients to send upto 30 MB of data.

Solution: Examine the size of the message including attachments. Try zipping the file content.

553 5.7.1 Sender address rejected: not owned by user user@domain.com

This is the error message that is received when you are trying to send an email as a different user. This error message is seen by the users who are using Exchange servers with our system.

You need to add an identity for the same in the webmail. For example,

Log into the webmail of user1@domain.com

Add the identity from the settings tab for user@domain.com (If the from address is user@domain.com). For more information, please refer: <http://support.mailhostbox.com/email-users-guide/sender-identities>

Once the identity is added and confirmed, you should be able to send the emails.

554 5.7.1 Service unavailable; Client host X.X.X.X blocked using zen.spamhaus.org;

This is the error message that is received if the IP address of the sender is listed at zen.spamhaus.org. For further details, please check <http://www.spamhaus.org/zen> OR check http://www.spamhaus.org/query/bl?ip=<your_ipaddress> and contact zen.spamhaus.org to get the IP De-listed.

554 5.7.1 : Relay access denied;

There are couple of reasons for this error while sending an email

If the domain is in the status "Pending Verification" in the control panel.

If the user has not checked the option "Our server requires authentication" option while setting up the account. For more information on setting up the email account, please refer: <http://support.mailhostbox.com/email-users-guide/configure-your-desktop-...>

554 5.7.1 : Recipient address rejected: USER IS SUSPENDED

This error comes if user is suspended in Control Panel.

554 5.7.1 : Sender address rejected: Access denied.

This error comes when the sender address is blocked on our server. Generally this is done if spam has originated from this user.

554-mx1.mailhostbox.com ESMTP not accepting connections OR 554-us2.mx1.mailhostbox.com ESMTP not accepting connections OR 554-in.mx1.mailhostbox.com ESMTP not accepting connections

When sending an email to a recipient within our mail hosting servers, sender may receive a bounce back stating ESMTP not accepting connections. The error indicates senders IP address is suspected of sending spam and is blacklisted.

Example Error:

Delivery has failed to these recipients or groups:

xyz@xyz.com

A problem has occurred during the delivery of this message to this e-mail address. Try sending this message again. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: mx1.mailhostbox.com

xyz@xyz.com

554-mx1.mailhostbox.com ESMTP not accepting connections

To resolve this issue, please perform the steps below:

1. Check sender's IP address, if it is blacklisted in any RBL (Realtime Black List):

<http://mxtoolbox.com/blacklists.aspx>. Ask sender to submit an IP removal request to RBLs.

2. Check IP reputation on mail filters by contacting CSI and get the IP delisted by visiting the following URL: <https://csi.cloudmark.com/en/reset/> by providing the sender's IP address.