

## NEW EMAIL SERVER FAQ

**1. What is the mail box size on the server?**

2 GB. Download the mails to PST if you are nearing to 2 GB

**2. What is the attachment size that can be sent through email?**

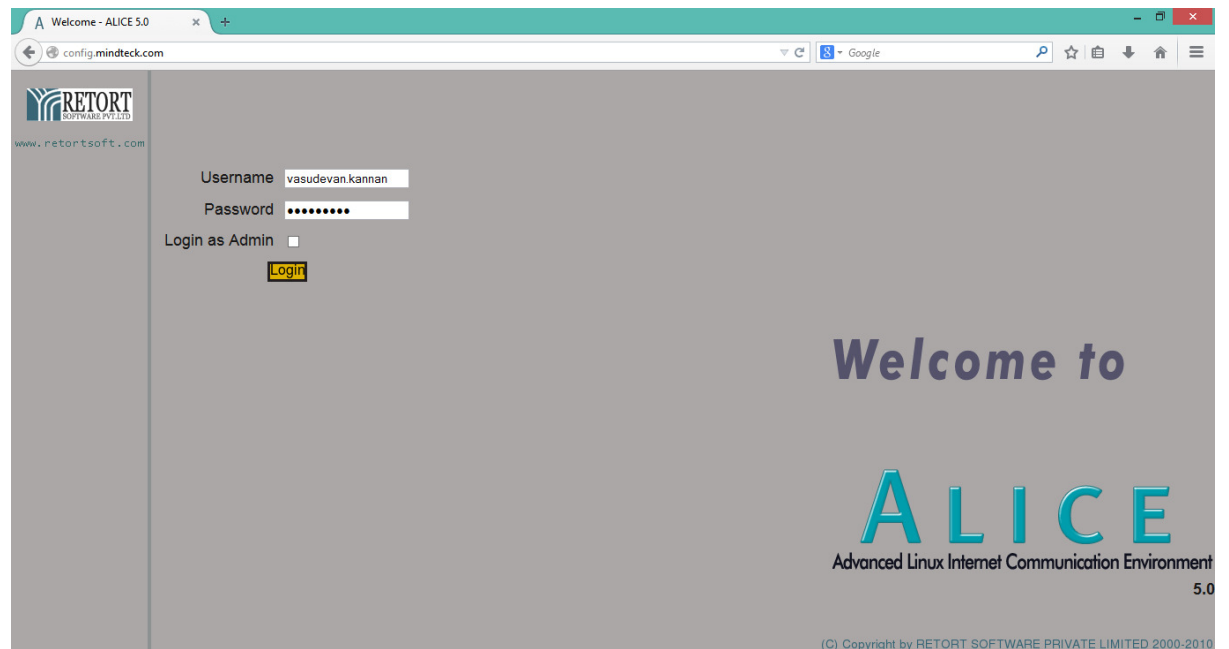
Attachment size is limited to 10MB. Please use KM Server, if you would like to send attachment more than 10 MB internally. Use FTP, if you would like to send attachment more than 10 MB to external email ID's.

**3. What is the username/ password to be used to browse <http://config.mindteck.com>**

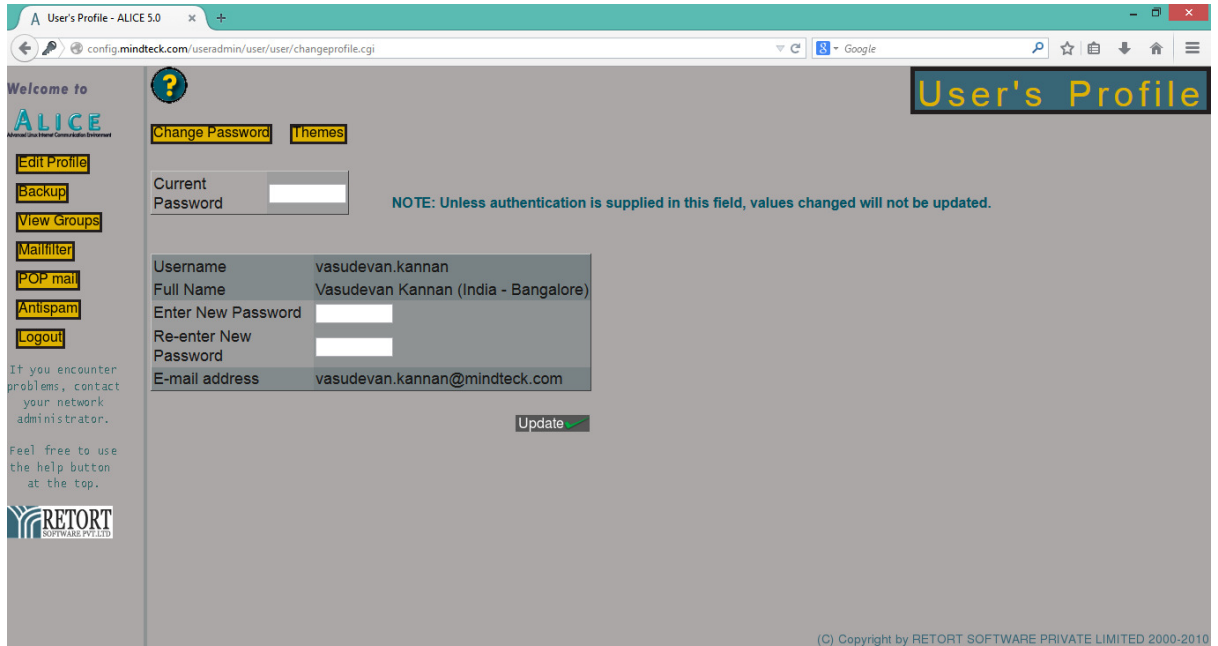
Your Email username and Password

**4. How to change password in new email server?**

Login to <http://config.mindteck.com>



### Go to Edit Profile and update:



ALICE 5.0

config.mindteck.com/useradmin/user/user/changeprofile.cgi

Google

Welcome to ALICE

Change Password Themes

Edit Profile

Backup

View Groups

Mailfilter

POP mail

Antispam

Logout

If you encounter problems, contact your network administrator.

Feel free to use the help button at the top.

RETORT SOFTWARE PRIVATE LIMITED

Current Password

NOTE: Unless authentication is supplied in this field, values changed will not be updated.

Username vasudevan.kannan

Full Name Vasudevan Kannan (India - Bangalore)

Enter New Password

Re-enter New Password

E-mail address vasudevan.kannan@mindteck.com

Update

(C) Copyright by RETORT SOFTWARE PRIVATE LIMITED 2000-2010

#### 5. What is the complexity in Mail Password?

- Combination of Small/ CAPS Alphabet and Numeric
- Minimum of 6 Characters
- Should not contain word from dictionary

#### 6. Do I need to change the Password in Outlook once I change the password at <http://config.mindteck.com>?

YES. You need to update the password in Outlook also. You will not be able to Send and receive emails if the Passwords are not changed in Outlook

#### 7. How do I change the passwords in Outlook?

Please contact Bangalore System Admin team to change the passwords in Outlook.

#### 8. How do I check my Spam Mails?

Everyday a Spam report will be generated and forwarded to your Email ID. You can just view if any of the important emails are stuck and get the same released by logging onto <http://config.mindteck.com>. Also, you can login to <http://config.mindteck.com> as and when required and check for the emails that are stuck in Spam

Login to <http://config.mindteck.com>



Browser: Welcome - ALICE 5.0  
config.mindteck.com

RETORT SOFTWARE PVT.LTD  
www.retortsoft.com

Username:   
Password:   
Login as Admin: ☐  
**Login**

Welcome to  
**ALICE**  
Advanced Linux Internet Communication Environment  
5.0

(C) Copyright by RETORT SOFTWARE PRIVATE LIMITED 2000-2010

Click on Antispam on left tab

Browser: Antispam Settings - ALICE ...  
config.mindteck.com/useradmin/user/antispam/antispam.cgi

Welcome to  
**ALICE**  
Advanced Linux Internet Communication Environment

**Antispam Settings**

2 ?

Mails received From: 2014-11-18 To: 2014-11-18 For: vasudevan.kannan Go

**Mail address Quarantined by Spam Filter**  
Select to accept mails from these addresses

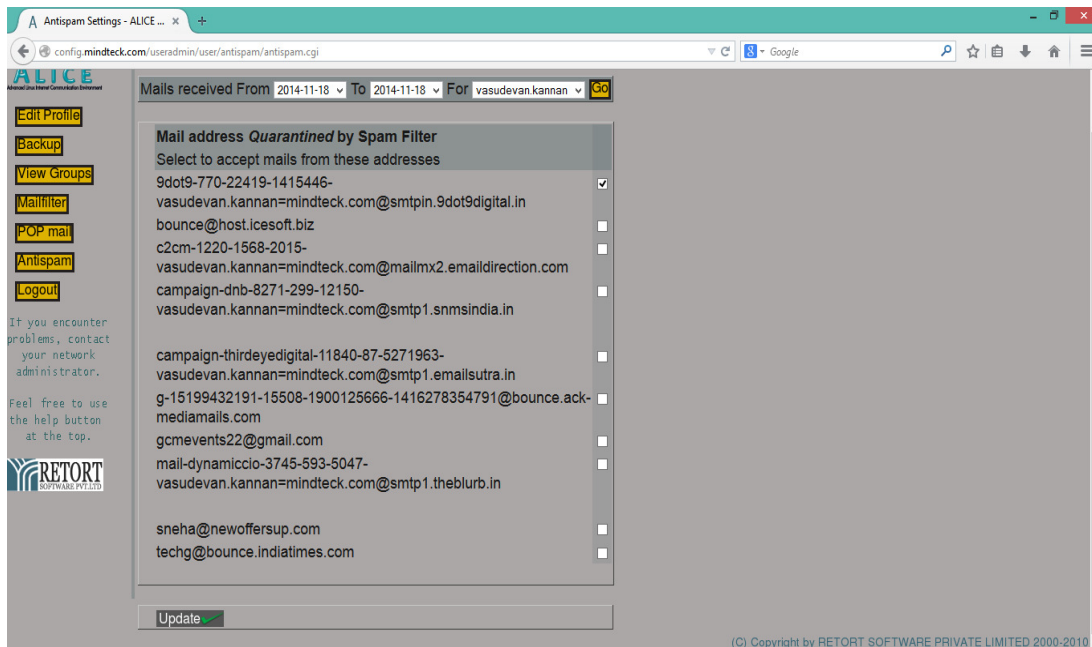
<input type="checkbox"/>	9dot9-770-22419-1415446-vasudevan.kannan=mindteck.com@smtpin.9dot9digital.in
<input type="checkbox"/>	bounce@host.icesoft.biz
<input type="checkbox"/>	c2cm-1220-1568-2015-vasudevan.kannan=mindteck.com@mailmx2.emaildirection.com
<input type="checkbox"/>	campaign-dnb-8271-299-12150-vasudevan.kannan=mindteck.com@smtp1.snmsindia.in
<input type="checkbox"/>	campaign-thirdeyedigital-11840-87-5271963-vasudevan.kannan=mindteck.com@smtp1.emailsutra.in
<input type="checkbox"/>	g-15199432191-15508-1900125666-1416278354791@bounce.ack-mediamaills.com
<input type="checkbox"/>	gcmevents22@gmail.com
<input type="checkbox"/>	mail-dynamiccio-3745-593-5047-vasudevan.kannan=mindteck.com@smtp1.theblurb.in
<input type="checkbox"/>	sneha@newoffersup.com
<input type="checkbox"/>	techg@bounce.indiatimes.com

If you encounter problems, contact your network administrator.  
Feel free to use the help button at the top.

RETORT SOFTWARE PVT.LTD

(C) Copyright by RETORT SOFTWARE PRIVATE LIMITED 2000-2010

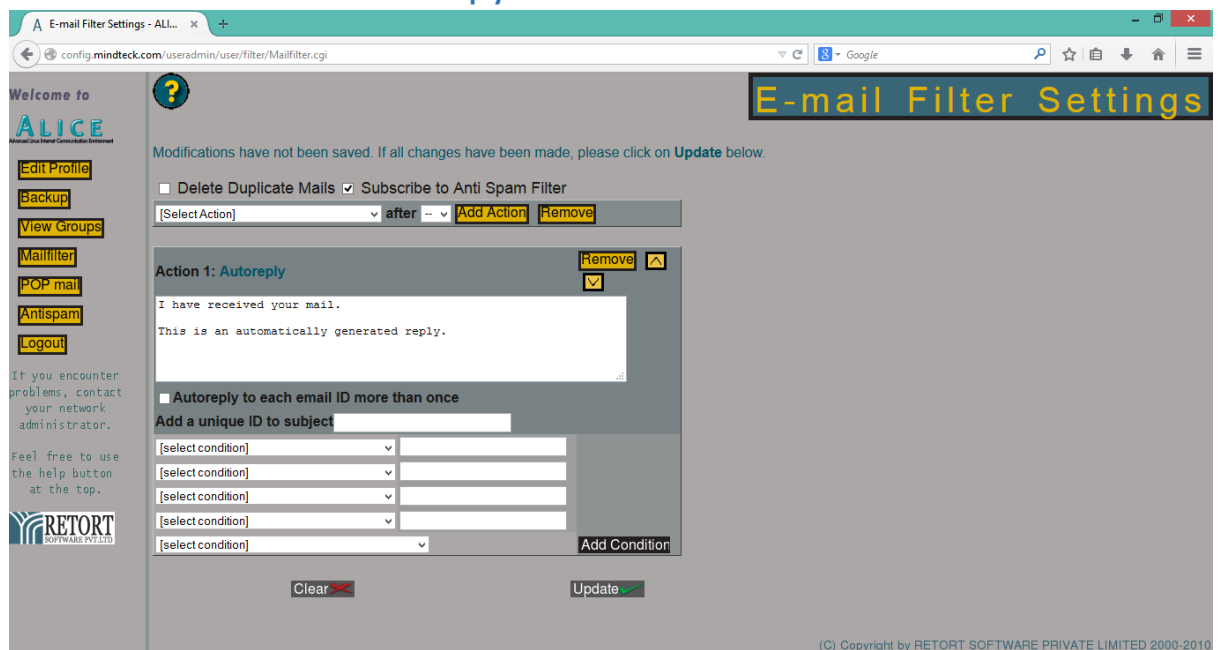
Tick the box for the mail whichever you want to get released and click on update tab in the bottom



## 9. How to set Auto Reply OR out Of Office Rule?

Logon to <http://config.mindteck.com>

Click on Mail Filter and select Auto Reply and click on Action tab



Enter the required details and click on update

## 10. How to remove Auto Reply OR out Of Office Rules?

Follow the same process and click on Remove tab

## 11. What are the files that can be attached through Email?

Here is the list of Extensions that can be attached via Email: \*.xlsx, \*.xlsm\*.xlsb\*.xls\*.csv  
\*.pdf\*.pptx\*.ppt\*.mpp\*.mpt\*.vsdx\*.vssx\*.vstx\*.vsd\*.vss\*.vst\*.docx\*.docm\*.doc\*.dotx  
\*.dot\*.jpeg\*.png