

SmarterMail Password Recovery (GUI version) Quick Start Guide

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What is it for?

SmarterMail Password Recovery (SMPR) software helps server administrators to reveal the passwords of SmarterMail mailboxes. This tool is designed for SmarterMail 15, but works fine with the older SmarterMail versions too.

Why do you need this software

SmarterMail server software used to have a useful **Show Password** button. The server administrators could view the password of any mailbox. But the button was removed from SmarterMail 15 for some reason. However mail server users continue creating lots of support tickets like “Recover my e-mail password, please” and “Tell me my mailbox password ASAP!” That is why we at HostsTools.com created the **SmarterMail Password Recovery**.

Variants of this tool

SmarterMail Password Recovery exists in 2 variants:

1. Windows GUI application.
2. Web application (ASP.NET).

*This document is about the **GUI** variant of SmarterMail Password Recovery only!*

System requirements

- *SmarterMail Password Recovery* was created for SmarterMail 15 (both Professional and Enterprise), but works fine with the older SmarterMail server versions too.
- Microsoft .NET Framework 4 must be installed on your computer.

Software registration

You need a license key to use the *SmarterMail Password Recovery* software. You can buy it at <http://www.hoststools.com> Once you got the key, please specify it in the *smpgui.exe.config* configuration file (see the *Setup and security* paragraph in this document below).

Run this tool on a server or PC?

(In short: anywhere!)

If you wish, you can run *SmarterMail Password Recovery* on your mail server. However you can use it from your PC, just be sure it is not blocked by your server firewall. *SmarterMail Password Recovery* uses SOAP (HTTP over port 80 or HTTPS over port 443) to connect to SmarterMail servers.

Setup and security

This application is **portable**, no installation is required. However you need to edit its configuration file (*smpgui.exe.config*).

Please use Notepad or other simple editor (for example, Notepad++) to edit the configuration file.

Do not use Microsoft Word, because it can break the configuration file structure.

(In short: You need to specify the SmarterMail SOAP endpoint addresses, admin username and password, and also the SmarterMail Password Recovery license key.)

License key and administrator credentials

Only SmarterMail **server admin** (not a domain admin!) can view the mailbox passwords. By default the server admin user name is: **admin**

Please find the following text in the configuration file and replace appropriate strings (bold text between <value> and </value> tags) with your server admin username, password and license key:

```
<applicationSettings>
  <smpgui.Properties.Settings>
    <setting name="smAdmin" serializeAs="String">
      <value>admin</value>
    </setting>
    <setting name="smPassword" serializeAs="String">
      <value>[-- PASSWORD-HERE --]</value>
    </setting>
    <setting name="licKey" serializeAs="String">
      <value>[-- LICENSE-HERE --]</value>
    </setting>
  </smpgui.Properties.Settings>
</applicationSettings>
```

Endpoint addresses (if you run the Password Recovery on your mail server)

If you run the *SmarterMail Password Recovery* on your mail server the default endpoints specified in the configuration file should work. They are:

```
<client>
  <endpoint address="http://127.0.0.1:9998/Services/svcDomainAdmin.asmx"
    binding="basicHttpBinding" bindingConfiguration="svcDomainAdminSoap"
    contract="spda.svcDomainAdminSoap" name="svcDomainAdminSoap"/>
  <endpoint address="http://127.0.0.1:9998/Services/svcUserAdmin.asmx"
    binding="basicHttpBinding" bindingConfiguration="svcUserAdminSoap"
    contract="spua.svcUserAdminSoap" name="svcUserAdminSoap"/>
</client>
```

However if your mail server has different settings you should specify appropriate IP addresses (or domain names) and ports in the configuration file.

For example:

```
endpoint address="http://192.168.10.2:87/Services/svcDomainAdmin.asmx"
or
endpoint address="http://my-mail-server.com/Services/svcDomainAdmin.asmx"
```

Endpoint addresses (if you run the Password Recovery on a PC)

It is the same as when you run the app on your server (see above), but you need to specify the remote (external) endpoint addresses.

Thus, localhost:9998 or 127.0.0.1:9998 won't work.

If the webmail address is, let's say,

`http://my-mail-server.com`

the endpoint address is most probably

`http://my-mail-server.com/Services/svcDomainAdmin.asmx`

The mail server IP address may work too. For example:

`http://123.123.123.123/Services/svcDomainAdmin.asmx`

Be sure the server firewall allows access to ASMX web services and to the endpoint URL.

How to test the endpoint address

Just copy/paste the endpoint address from the configuration file to your browser URL field and open that page. If you see the list of the server functions the endpoint works fine. If you see an error message there are 3 most probable reasons: "incorrect address", "incorrect admin password" or "firewall blocks access to this address".

SSL

It is possible to use HTTPS instead of HTTP for better security.

You must have a valid SSL certificate installed on your mail server and bind it to appropriate endpoint URL.

First of all you have to specify the https endpoint address in the configuration file.

For example:

```
endpoint address="https://my-mail-server.com/Services/svcDomainAdmin.asmx"
```

And then be sure you have the following section in the configuration file:

```
<basicHttpBinding>
  <binding name="svcDomainAdminSoap"/>
    <security mode="Transport" />
  </binding>
  <binding name="svcUserAdminSoap"/>
    <security mode="Transport" />
  </binding>
</basicHttpBinding>
```

How to use the GUI variant of this tool



If you did not edit the configuration file yet, do it (see the paragraphs above).

Run the application (smpgui.exe), enter an e-mail address to ***E-mail address*** field and click ***Reveal Password*** button. You'll get the mailbox password in ***Password*** field.

Troubleshooting

If any troubles, first of all, please take a look at the application log files and Windows Event Logs. In most cases it helps to find the problem reason and fix the problem.

And of course, you can contact support@hoststools.com for support. If you decide to contact HostTools support team, please send us the app log files and the error message text (or its screenshot).

Please also add support@hoststools.com and sales@hoststools.com to your address book to be sure you get the reply direct to your Inbox (despite all those aggressive spam filters).

Thank you for using our software!