

# Synology Disk Station Mail Station User Guide

**Synology**<sup>®</sup>

**2009-3-16**



Synology Inc.  
© 2009 Synology Inc.  
All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, mechanical, electronic, photocopying, recording, or otherwise, without prior written permission of Synology Inc., with the following exceptions: Any person is hereby authorized to store documentation on a single computer for personal use only and to print copies of documentation for personal use provided that the documentation contains Synology's copyright notice.

The Synology logo is a trademark of Synology Inc.

No licenses, express or implied, are granted with respect to any of the technology described in this document. Synology retains all intellectual property rights associated with the technology described in this document. This document is intended to assist application developers to develop applications only for Synology-labeled computers.

Every effort has been made to ensure that the information in this document is accurate. Synology is not responsible for typographical errors.

Synology Inc.  
6F-2, No. 106, Chang-An W.  
Rd. Taipei 103, Taiwan

Synology and the Synology logo are trademarks of Synology Inc., registered in the United States and other countries.

Marvell is registered trademarks of Marvell Semiconductor, Inc. or its subsidiaries in the United States and other countries.

Freescale is registered trademarks of Freescale

Semiconductor, Inc. or its subsidiaries in the United States and other countries.

Other products and company names mentioned herein are trademarks of their respective holders.

Even though Synology has reviewed this document, **SYNOLOGY MAKES NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED, WITH RESPECT TO THIS DOCUMENT, ITS QUALITY, ACCURACY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. AS A RESULT, THIS DOCUMENT IS PROVIDED "AS IS," AND YOU, THE READER, ARE ASSUMING THE ENTIRE RISK AS TO ITS QUALITY AND ACCURACY. IN NO EVENT WILL SYNOLOGY BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY DEFECT OR INACCURACY IN THIS DOCUMENT, even if advised of the possibility of such damages.**

**THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, ORAL OR WRITTEN, EXPRESS OR IMPLIED. No Synology dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.**

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

# Table of Content

---

Introduction .....	4
1. Before Using Mail Station.....	5
1.1. DNS Setup.....	5
1.1.1. Using existing DNS .....	5
1.1.2. How to use DDNS .....	5
1.2. Connect Synology Disk Station with The Internet.....	7
1.2.1. NAT port forwarding.....	8
1.2.2. PPPoE.....	8
2. Install Mail Station .....	9
2.1. Enable User Home.....	9
2.2. Install and Enable Mail Station .....	9
2.3. Mail Station Setting .....	10
2.4. Webmail .....	11
2.4.1. Reading Mail .....	11
2.4.2. Writing Mails .....	12
3. Mail Station Testing .....	14
3.1. Send E-mails to Synology Disk Station.....	14
3.1.1. Notification Setting .....	14
3.1.2. Webmail .....	14
3.1.3. E-mail Software .....	15
3.2. Send E-mail to Other E-mail Server.....	15
3.2.1. Webmail .....	15
3.2.2. E-mail Software .....	15
3.3. Send E-mail to Disk Station .....	15
4. Troubleshooting .....	16
4.1. Cannot Send E-mail to Disk Station Account.....	16
4.1.1. Notification Setting .....	16
4.1.2. Webmail .....	16
4.1.3. E-mail Software .....	16
4.2. Cannot Send E-mails to Other E-mail Servers.....	17
4.3. Cannot Send E-mails to Disk Station Account via Other E-mail Servers.....	18
5. Document Revision History.....	19

# Introduction

This document is aimed to guide you through the installation of Mail Station and to provide troubleshooting. It should solve most cases. However, if you still have technical problems, please visit [www.synology.com/support](http://www.synology.com/support) to seek support from Synology.

# 1. Before Using Mail Station

You have to complete the following preparations before experiencing the Synology Mail Station.

## 1.1. DNS Setup

The setup of Domain Name could help visitors to browse your machine much easily. Generally, the e-mail format is [user@example.com](mailto:user@example.com) instead of [user@mail.example.com](mailto:user@mail.example.com). Through DNS setup, users can setup Mail eXchanger record (or, MX) to assign the MX to be the e-mail server or they can also setup the IP address of the e-mail server with A record.

### 1.1.1. Using existing DNS

If you have registered a domain name, you can apply the same setting. Note, the MX record or A record should be filled with the mail server such as mail.example.com.

### 1.1.2. How to use DDNS

There are many DDNS suppliers such as DynDNS (<http://www.dyndns.com/>), TwoDNS (<http://www.two-dns.de/>) and No-IP (<http://www.no-ip.com/>). The following steps will guide you to apply DDNS from No-IP:

**Step 1:** Go to No-IP's website: <http://www.no-ip.com/>. Please login or click **Create Account**.



**Step 2:** Log in, click **Add a Host** to create a new host or click **Manage Host** to modify the host.

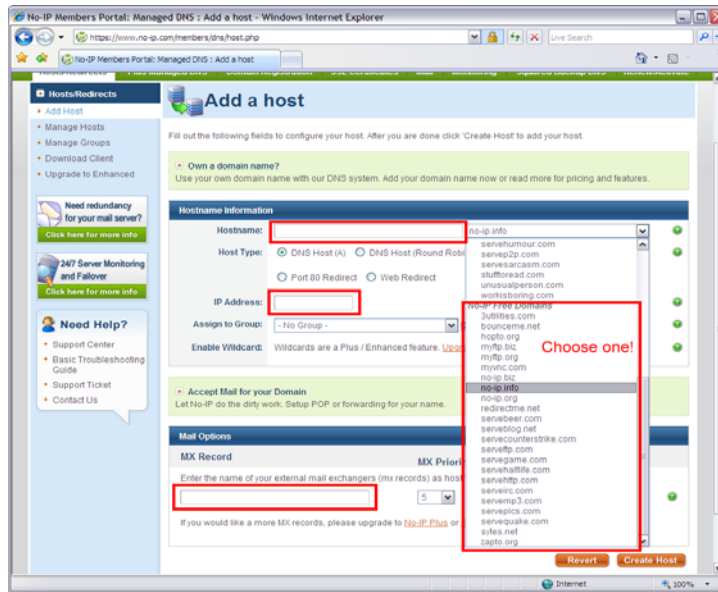


**Step 3:** You have to fill Hostname when creating a new host. Then you have to fill the hostname such as synology-no-ip.info on the Ez-Internet page on the Synology Disk Station (take DSM 2.0 as example).

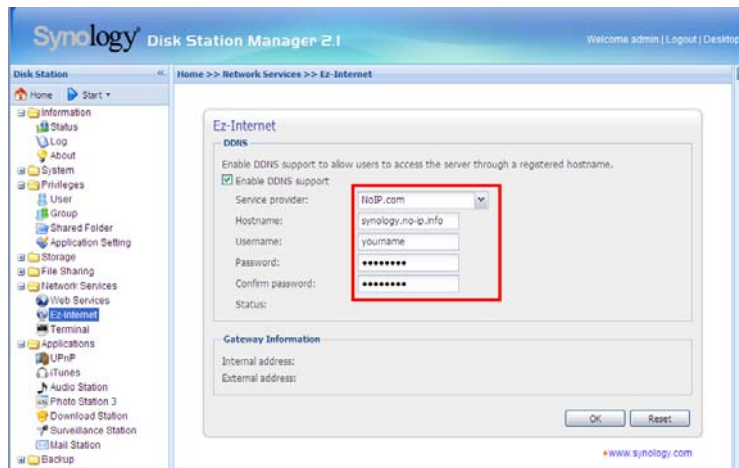
**Step 4:** The IP address shown here is your current IP address. You could also replace it with the IP address of your Synology products.

**Step 5:** Fill the MX Record with the host name such as synology.no-ip.info.

**Step 6:** Click **Create Host** to complete the application.



**Step 7:** Login the Disk Station Manager, and go to Ez-Internet page to enable DDNS support. Choose the service provider as NoIP.com. Then fill the host name, account and password and click **OK**.



**Step 8:** Few minutes later, you log in your Disk Station with DDNS.

## 1.2. Connect Synology Disk Station with The Internet

The section will guide you how to connect your disk station with the

Internet to deliver or receive e-mails. You can follow any of the steps below to have the disk station connected.

## 1.2.1. NAT port forwarding

You should follow the table below to setup port if NAT is required.

Protocols	SMTP	POP3	IMAP	IMAPS	POP3S
Port	25	110	143	993	995
Note	IMAPS: IMAP over SSL/TLS POP3S: POP3 over SSL/TLS				

## 1.2.2. PPPoE

If you use DSL or modems to have the connection, the PPPoE (Point to Point Protocol over Ethernet) will be provided by the Internet suppliers. You could enable PPPoE to have your disc station connected to the Internet without a router.

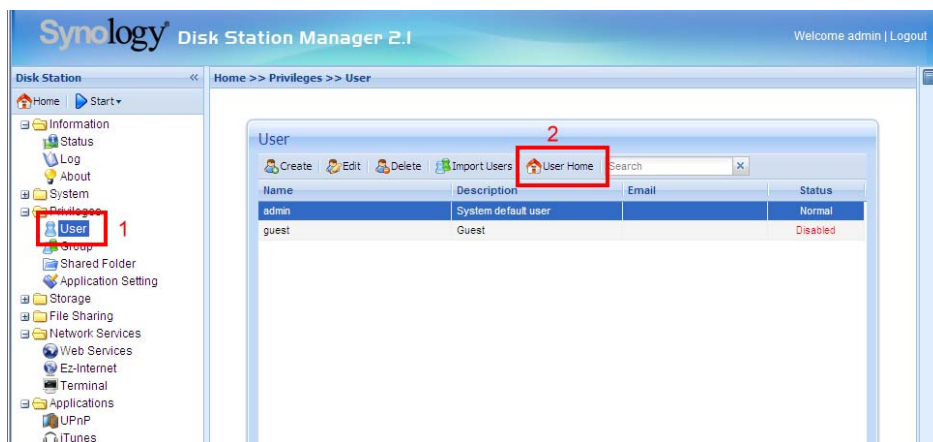


## 2. Install Mail Station

Once you complete the setting above, you can install the Mail Station.

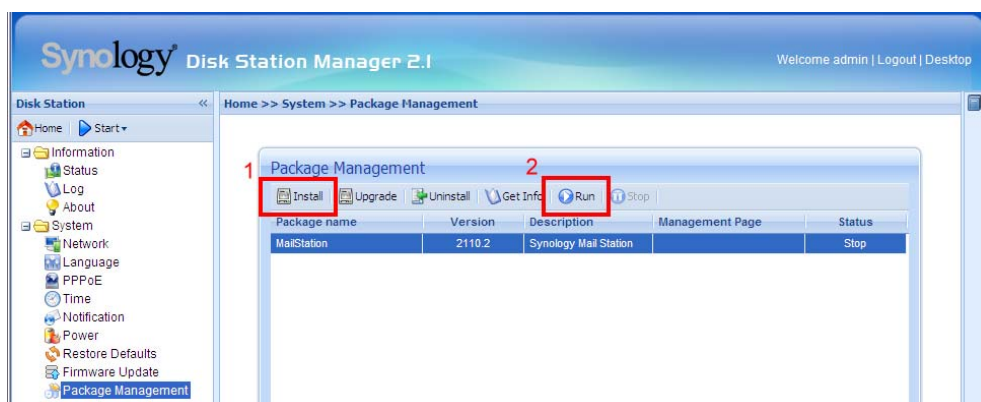
### 2.1. Enable User Home

Go to User page, click **User Home** to enable this service. Then the mail sent to or delivered by users will be stored at their Home folder.



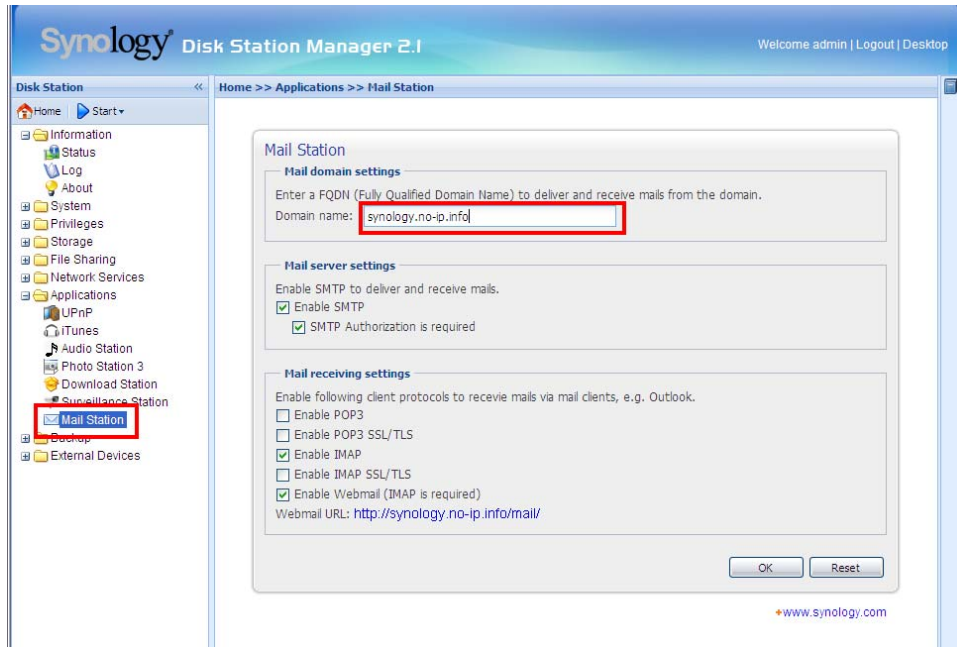
### 2.2. Install and Enable Mail Station

Download the package of MailStation.spk from Synology's Download Center (<http://www.synology.com/enu/support/download.php>). And go to the Package Management page to install the package. Once the installation is done, click **Run** to enable the service.



## 2.3. Mail Station Setting

Once the Mail Station is enabled, you can find the icon of that on the application panel list.



**Step 1:** Please fill the Domain name such as example.com or the DDNS.

**Step 2:** Enable SMTP.

**Step 2-1:** If "SMTP Authorization is required" is enabled, then you must provide your Synology Disk Station's user account and password for authentication when setting SMTP server in other mail clients. Take Outlook Express, for example, you can enable the option at "My server requires authentication" in [Tools] > [Accounts] > [Mail Account] > [Properties] > [Servers]. This option is recommended to be enabled to avoid being a Spammer.

**Step 3:** You must enable at least one of the protocols (POP3, POP3 SSL/TLS, IMAP and IMAP SSL/TLS) to receive mails via mail clients. You can enable multiple protocols. If you need to set up NAT port forwarding, the protocol you choose should be based on the NAT port.

**Step 4:** If you want to use Webmail, IMAP have to be enabled.

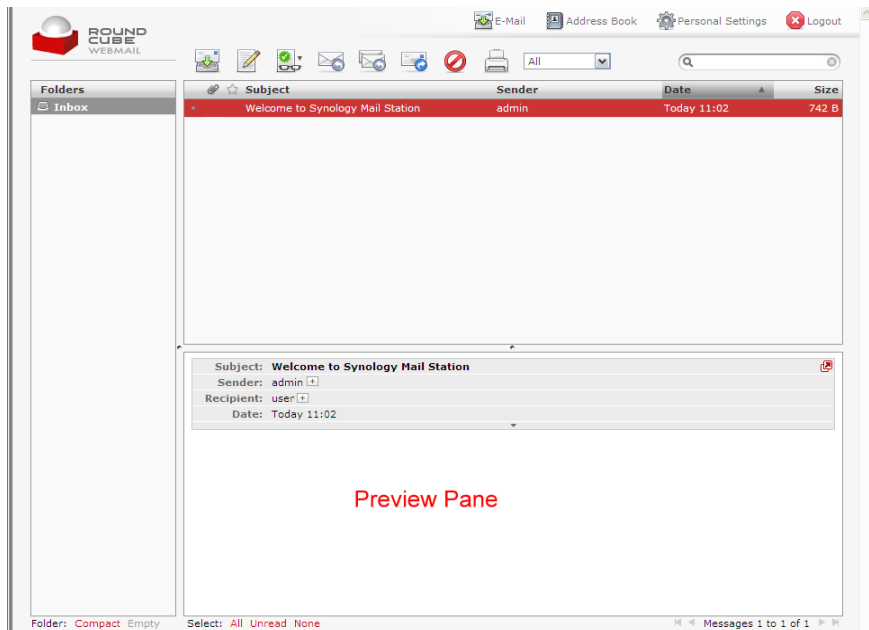
**Step 5:** Click **OK** once the setting is completed. Then you can receive or deliver e-mails via the Mail Station.

## 2.4. Webmail

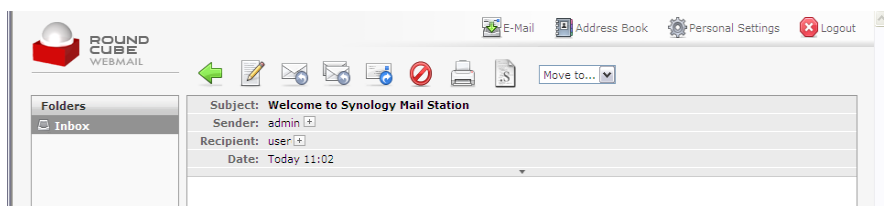
The Webmail does not accept non-English account or empty password.

### 2.4.1. Reading Mail

**Step 1:** When logging the Webmail, you can see the inbox. The window below is the preview pane that will show the content of mails you choose.

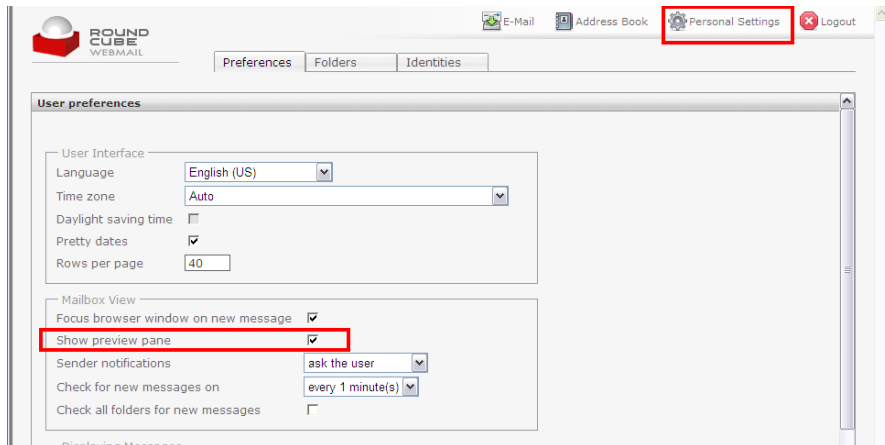


**Step 2:** Or, double click the mail and it will be shown in a larger window.



**Step3:** If you want to disable the preview function, click **Personal**

## Settings and disable the Show Preview Pane.

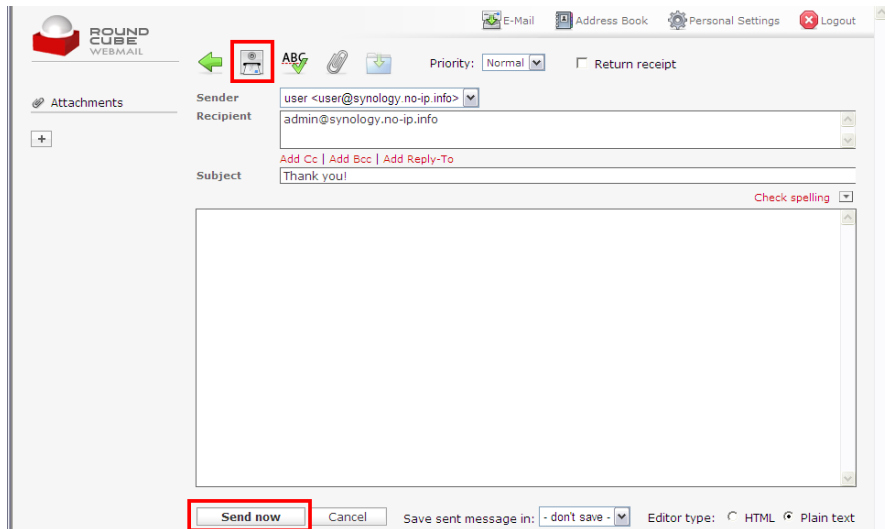


## 2.4.2. Writing Mails

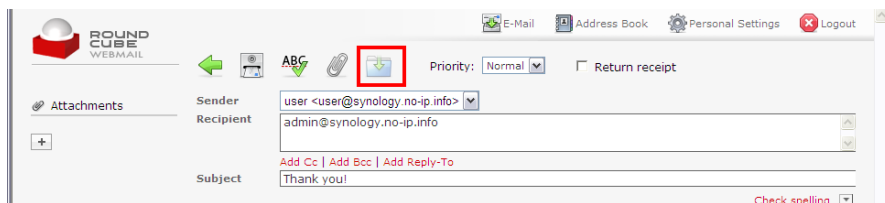
**Step 1:** Click **Create New Message** button, you can begin to write e-mails



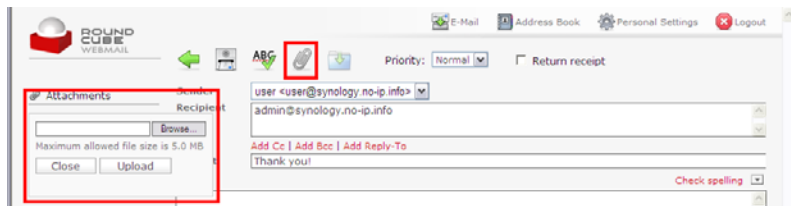
**Step 2:** Fill the information of receiver, and then click **Send Now**.



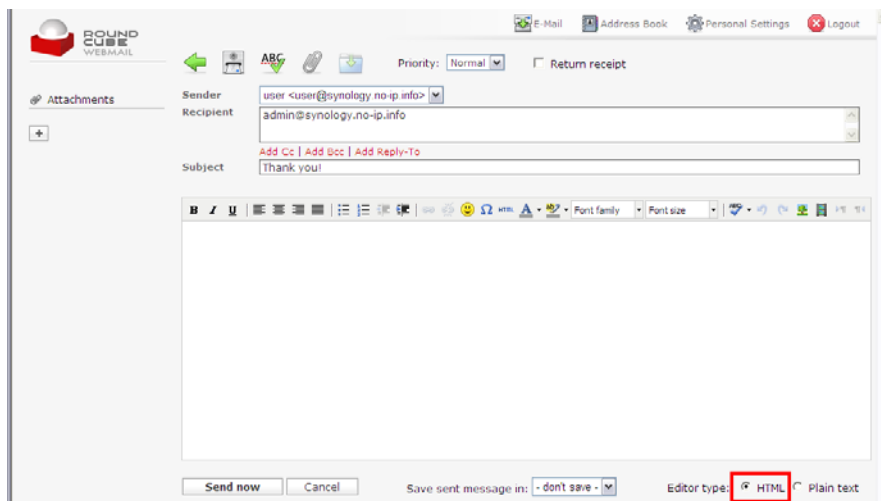
**Step 3:** Or, you can click **Save this draft**.



**Step 4:** Or if you want to attach files, the maximum size of the attachment is 5MB.



**Step 5:** Or, you can write the e-mail with the HTML editor.

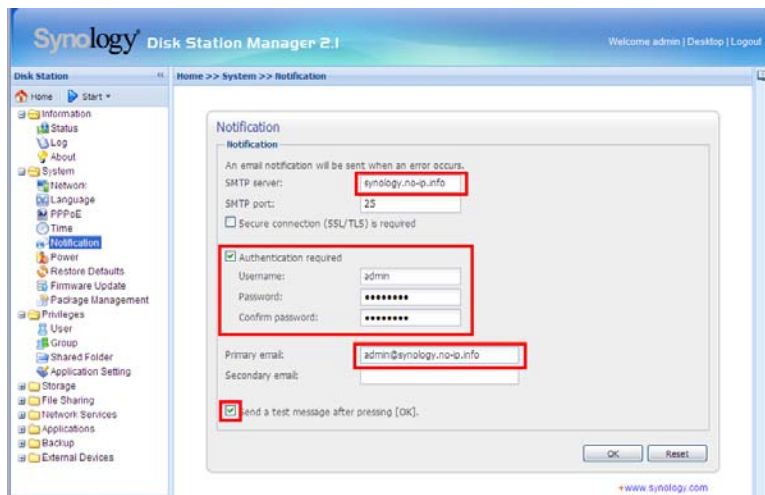


## 3. Mail Station Testing

### 3.1. Send E-mails to Synology Disk Station

#### 3.1.1. Notification Setting

Fill the SMTP server with your Disk Station's server name. Then, click **Authentication required** and fill username, password and e-mail address such as [admin@synology.no-ip.info](mailto:admin@synology.no-ip.info) to exam if the Mail Station functions well. Then, check **“Send a test message after pressing (OK)”**



**Note:** If you do not receive the testing mail, please refer to 4.1.1.

#### 3.1.2. Webmail

Please refer to 2.4.2 for using Webmail to operate the mail testing. If you do not receive the testing mail, please refer to 4.1.2.

### **3.1.3. E-mail Software**

You can use Outlook Express, Thunderbird and other e-mail software to receive or deliver the disk station's mails by filling necessary information such as account and password. If you can receive e-mails, please refer to 4.1.3.

Then, send a testing e-mail to your account. If you cannot receive or deliver the testing e-mail please refer to 4.1.3.

## **3.2. Send E-mail to Other E-mail**

### **Server**

#### **3.2.1. Webmail**

Refer to 4.2 and send a testing e-mail to other e-mail accounts such as Gmail. If you cannot receive the testing mail please refer to 4.2.

#### **3.2.2. E-mail Software**

You can use Outlook Express, Thunderbird and other e-mail software to receive or deliver the disk station's mails by filling necessary information such as account and password. If you can receive e-mails, please refer to 4.1.3.

Then use the e-mail software to send a testing mail to other e-mail accounts such as Gmail. If you cannot receive the testing mail please refer to 4.2.

## **3.3. Send E-mail to Disk Station**

You can send e-mails to your disk station account by other e-mail servers such as Gmail. If you cannot receive the mails please refer to 4.3.

## 4. Troubleshooting

### 4.1. Cannot Send E-mail to Disk Station Account

#### 4.1.1. Notification Setting

**Step 1:** Please make sure the settings of the Mail Station such as SMTP, DNS and MX in the Mail Station are correct.

**Step 2:** Please make sure the settings of the Notification are correct such as account and password. You can go to Log and check the reason why sending the testing mail is failed.

#### 4.1.2. Webmail

**Step 1:** Please make sure the settings of the Mail Station such as SMTP, DNS and MX in the Mail Station are correct.

**Step 2:** Make sure you fill the complete e-mail address such as [admin@synology.no-ip.info](mailto:admin@synology.no-ip.info).

**Step 3:** If the mail is rejected, check the mail message.

#### 4.1.3. E-mail Software

##### Scenario 1: Cannot receive E-mails

**Step 1:** Make sure you have enabled protocols such as IMAP, and POP3.



**Step 2:** Make sure you enter the correct username and password.

**Step 3:** Make sure the DNS and Internet settings are correct, and your computer can connect to your Synology Disk Station. You can use ping tool to confirm if your computer is connected to the product.

**Step 4:** If you use NAT as the Internet connection, please confirm if your port number is correct.

**Step 5:** Check the error messages

### **Scenario 2: Cannot send e-mails**

**Step 1:** Please make sure the settings of the Mail Station such as SMTP, DNS and MX in the Mail Station are correct.

**Step 2:** Make sure you enter the correct username and password.

**Step 3:** Make sure the DNS and Internet settings are correct, and your computer can connect to your Synology Disk Station. You can use ping tool to confirm if your computer is connected to the product.

**Step 4:** If you use NAT as the Internet connection, please confirm if your port number is correct.

**Step 5:** Check the error messages.

## **4.2. Cannot Send E-mails to Other E-mail Servers**

**Step 1:** Please make sure the settings of the Mail Station such as SMTP, DNS and MX in the Mail Station are correct.

**Step 2:** Make sure the Internet settings of your Synology Disk Station are correct such as DNS Server. Go to Time page, perform Synchronize with a NTP server to exam if the Internet settings are

correct. If you can perform the process, the settings are correct.

**Step 3:** Your IP could be regarded as spammer. Go to <http://www.spamhaus.org/sbl/> to check if your IP is listed. If yes, apply for the website to remove your IP from the list.

## 4.3. Cannot Send E-mails to Disk

### Station Account via Other E-mail

#### Servers

**Step 1:** Please make sure the settings of the Mail Station such as SMTP, DNS and MX in the Mail Station are correct.

**Step 2:** Make sure the Internet settings of your Synology Disk Station are correct such as DNS Server. Go to Time page, perform Synchronize with a NTP server to exam if the Internet settings are correct. If you can perform the process, the settings are correct.

**Step 3:** If you use NAT as the Internet connection, please confirm if your port number is correct.

## 5. Document Revision History

This table describes the changes to the *Synology Disk Station Mail Station User Guide*.

Date	Note
2009-1-16	Official release of <i>Synology Disk Station Mail Station User Guide</i>
2009-3-16	Revision of <i>Synology Disk Station Mail Station User Guide</i>