

Administration

What is a Class of Service or COS?

Every user has a Class of Service or COS attached to it. This class of service determines the behavior of the system for the user. The tables below give the default Class of Service available in SkyConnect and ClrStream.

Can multiple domains be managed via a single administrator console?

Yes. All domains belonging to a single organization are managed via a single administrator. The [Admin Panel](#) (<https://docs.mithi.com/home/how-to-use-the-admin-panel-of-skyconnect>) will list all the domains present.

How can we add new employees to an existing DL?

Yes. You can add new members, by giving the details one user at a time or uploading via a csv. The [group membership is managed from the Admin Panel](#) (<https://docs.mithi.com/home/how-to-manage-group-members-in-skyconnect>).

How to enable the Save to sent items option for my domain?

To see mail sent using Baya V3 in the Sent Items folder, you will have to enable the Save to Sent Items for the user using the Admin Panel.

To enable the Save to sent items option for your domain,

1. Log in to the Admin Panel with valid credentials.
2. On the left pane, click the Domain name
3. Select the Mail settings
4. Enable the Save to Sent Items

To enable the Save to sent items option for a user,

1. Log in to the Admin Panel with valid credentials.
2. On the left pane, click Users
3. On the details pane, select the Mail settings
4. Enable the Save to Sent Items

Note:

However to avoid duplicate mail in the desktop clients, you will have to disable the Save to Sent items feature on the desktop clients as given here ([Thunderbird](#) (<https://skyconnect.mithi.com/docs/email/thunderbird/>)/ [Outlook](#) (<https://skyconnect.mithi.com/docs/email/outlook/>)).

Users are getting duplicate mail in sent items. How do we solve it?

To see mail sent using Baya V3/V4 in the Sent Items folder, you will have to enable the Save to Sent Items for the user using the Admin Panel.

Also, ensure that the domain level setting for Save to Sent Items is also enabled.

However to avoid duplicate mail in the desktop clients, you will have to disable the Save to Sent items feature on the desktop clients as given here ([Thunderbird](#) (<https://skyconnect.mithi.com/docs/email/thunderbird/>)/ [Outlook](#) (<https://skyconnect.mithi.com/docs/email/outlook/>)). Please do not change the settings for POP users.

Compatibility of SkyConnect with desktop, mobile clients and browsers

Using the tables below decide on the desktop/mobile and web access mix for your users.

Compatibility of Email application with various devices

Email	Baya V4	Android	iPhone	Thunderbird	Outlook (2010/2013/2016/2019)	MAC
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Application	Email (https://docs.mithi.com/home/how-to-access-email-using-baya-v3-web-client)	Blue Mail (https://docs.mithi.com/home/how-to-access-email-using-blue-mail-application-on-an-android-device) Gmail (https://docs.mithi.com/home/how-to-access-email-using-gmail-application-on-an-android-device) K9 Mail (https://docs.mithi.com/home/how-to-access-email-using-k9-application-on-an-android-device) Native Email App (https://docs.mithi.com/home/how-to-access-email-using-native-mail-application-on-an-android-device)	Native Email App (https://docs.mithi.com/home/how-to-access-email-using-native-mail-application-on-an-ios-device)	Native Email App (https://docs.mithi.com/home/how-to-access-email-using-thunderbird-application-on-your-desktop)	Native Email App 2010 (https://docs.mithi.com/home/how-to-access-email-using-outlook-2010-application-on-your-desktop), 2013, (https://docs.mithi.com/home/how-to-access-email-using-outlook-2013-application-on-your-desktop) 2016, (https://docs.mithi.com/home/how-to-access-email-using-outlook-2013-application-on-your-desktop) 2019	Native Mail App (https://docs.mithi.com/ht-to-access-email-using-mail-application-on-your-apple-r)
Access Mailbox	Y	Y	Y	Y	Y	Y
Access Folders	Y	Y (IMAP Account)	Y (IMAP Account)	Y (IMAP Account)	Y (IMAP Account)	Y (IMAP Account)
Automatic Saving copy of an email sent on server	Y	Y	Y	Y	Y	Y
Attach multiple file as attachment	Y	Y	Y	Y	Y	Y

Compatibility of Calendar application with various devices

Calendar	Baya V4	Android	iPhone	Thunderbird	Outlook (2007/2010/2013)	Outlook 2016/2019
App to access calendar	Calendar (https://docs.mithi.com/home/how-to-access-calendar-using-baya-v3-web-client)	CalDAV (https://docs.mithi.com/home/how-to-access-skyconnect-calendar-on-android-using-caldav-sync-app)* Paid App	Native Calendar app (https://docs.mithi.com/home/how-to-access-skyconnect-calendar-on-iphone-using-native-calendar-app)	Native Calendar app (https://docs.mithi.com/home/how-to-access-skyconnect-calendar-using-thunderbird-application-on-your-desktop)	N	Using Outlook Calendar Synchronizer plugin (https://docs.mithi.com/home/how-to-access-skyconnect-calendar-using-outlook-2016-application-on-your-desktop)
Access Calendar	Y	Y	Y	Y	N	Y
Manage Events	Y	Y	Y	Y	N	Y
Manage Tasks	Y	N	N	N	N	N
Send Meeting Invite	Y	Y	Y	Y	N	Y
Receive Meeting Invite	Y	Y	Y	Y	N	Y
Send Meeting Invite	Y	Y	Y	Y	N	Y
Share Calendar	Y	N	N	N	N	N
Subscribe Calendar	Y	N	N	N	N	N
Access subscribed calendar	Y	Y	Y	Y	N	Y

Compatibility of Contacts application with various devices

Contacts	Baya V4	Android	iPhone	Thunderbird	Outlook (2007/2010/2013/2016/2019)	MAC
Access Contacts	Y	Y	Y	Y	Y	Y
Application	Contacts (https://docs.mithi.com/home/how-to-access-contacts-using-baya-v3-web-client)	LDAP Sync (https://docs.mithi.com/home/how-to-access-contacts-using-android-mobile-device) (Free app on Google play store)	Native (https://docs.mithi.com/home/how-to-access-contacts-using-ios-device)	Native (https://docs.mithi.com/home/how-to-access-contacts-using-thunderbird-application-on-your-desktop)	Native 2013 (https://docs.mithi.com/home/how-to-access-contacts-using-outlook-2013-application-on-your-desktop) 2010 (https://docs.mithi.com/home/how-to-access-contacts-using-outlook-2010-application-on-your-desktop) 2007 (https://docs.mithi.com/home/how-to-access-contacts-using-outlook-2007-application-on-your-desktop) 2016 2019	Native
Access shared contacts	Y	-	Y	Y	Y	Y
Manage shared contacts	Y	-	N	N	N	N
Create Personal Contacts	Y	-	Y	Y	Y	Y
Manage Personal Contacts	Y	-	Y	Y	Y	Y
Import contacts to Personal Contacts list	Y	-	Y	Y	Y	Y
Export contacts to Personal Contacts list	Y	-	Y	Y	Y	Y

Compatibility of Chat application with various devices

	Baya V4	Android	iPhone	Thunderbird	Outlook (2007/2010/2013/2016/2019)	MAC	Windows
Chat	N	Y	Y	Y	N	N	Y
Application	-	Astra Chat (https://docs.mithi.com/home/how-to-send-and-receive-instant-text-chat-on-android-mobile-using-astra-chat-app)	Astra Chat (https://docs.mithi.com/home/how-to-send-and-receive-instant-text-chat-on-iphone-using-astra-chat-application)	Native Chat (https://docs.mithi.com/home/how-to-send-and-receive-instant-text-chat-on-desktop-using-thunderbird-application)	N	N (iOS does not support XMPP Protocol)	Miranda (https://docs.mithi.com/home/how-to-send-and-receive-instant-text-chat-on-desktop-using-miranda-application)
Send and receive text message	-	Y	Y	Y	N	N	Y
Send and receive files	-	N	N	N	N	N	N

Compatibility of Baya with various browsers

List of browsers supported by SkyConnect applications

Refer to the topic linked [here](https://docs.mithi.com/home/web-client-baya#browser-support-for-C2%A0baya) (<https://docs.mithi.com/home/web-client-baya#browser-support-for-C2%A0baya>).

Compatibility of SkyConnect applications and their ports required for connection to the server

Application	URL	Protocol	Port
Web Client Baya (Email, Contacts, Calendar, Chat)	[domain]-web.mithiskyconnect.com	HTTP	443/80
Online Help for end users	[domain]-web.mithiskyconnect.com	HTTPS	10443
Email	[domain].mithiskyconnect.com	IMAP	993
		POP	995
		SMTP Over STARTTLS	587
		SMTP Over SSL	465
Contacts	[server].mithiskyconnect.com *** Note: Contact Mithi Customer care for [server] details.	LDAP	636
Calendar	[domain]-web.mithiskyconnect.com	CalDAV	8008
Chat	[domain].mithiskyconnect.com	XMPP	5222
