

QuickMailTM Pro Server

Administrator Manual

for MacTM OS



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WELCOME TO QUICKMAIL PRO SERVER

Welcome to QuickMail Pro Server for Mac™ OS! QuickMail Pro Server harnesses the power of E-mail to improve communication with employees, customers and partners. Up and running in minutes, QuickMail Pro Server turns any PowerPC-native Macintosh into an efficient post office that can handle external and internal E-mail for up to 750 users.

ABOUT THIS MANUAL

This documentation assumes you are familiar with Macintosh hardware and the Mac OS. If you need assistance with standard Macintosh procedures, consult the documentation that came with your Macintosh.

CONVENTIONS

Different fonts and styles are used in this manual to make instructions more clear:

- Helvetica Condensed font to indicate menu options, buttons and active dialog text. For example: Go to the File menu.
- Avante Garde Condensed font to indicate typed text and Uniform Resource Locators (URLs) for World Wide Web pages. Example: <http://www.cesoft.com>.
- Times Italic font for emphasis. Example: Do *not* restart your machine.
- Colons to indicate folder and file hierarchy. Folder pathnames end with a colon. For example, the application is stored in the <hard drive>:System Folder:CE Software:QuickMail Internet: folder. File pathnames do not end with a colon. For example, launch the <hard drive>:QuickMail ProServer:Tutorial to learn more about QuickMail Pro Server.
- “Greater than” and “less than” signs to indicate variable text or values. For example, <yourcompany@domain.com>.

ICONS

Icons are used to draw attention to significant points in the documentation. The icons used include:

- ❖ Indicates a Note
- > Indicates an Important point
- ▲ Indicates a Warning

COMMENTS

We like to hear from people who use our products and we welcome feedback about the *Administrator Manual*. Please write to us at manuals@cesoft.com with your comments and suggestions.

The most current version of this manual is available at <http://www.cesoft.com/>. Use Adobe™ Acrobat Reader 3.0 or greater to view it.

TECHNICAL SUPPORT

All CE Software products offer the consulting services of an experienced Technical Support staff. CE Software provides online, fax and telephone support.

CONTACT INFORMATION

The Technical Support Department is available Monday through Friday from 8:00 A.M. to 5:00 P.M. CE Software Technical Support can be reached by:

- Phone: 515-221-1803
- Fax: 515-221-1806
- Newsgroups: <http://www.help.cesoft.com/>
- E-mail: ceonline@cesoft.com

You can also have the most recent information sent to your Inbox by selecting Send for latest info in the QuickMail Pro Apple Guide menu.

BEFORE YOU CALL

Please verify the following:

- Does your hardware and Operating System version meet the minimum requirements?
- Have you checked the manual or the most updated documentation, located at <http://www.cesoft.com/>, to see if your problem is discussed?
- Have you checked the CE Software Technical Support Web page at <http://www.help.cesoft.com/>?
- Have you checked the CE Software newsgroups at <http://www.help.cesoft.com/tech/newsgroups.html>?

INFORMATION YOU NEED

To help our Technical Support team assist you as quickly as possible, please have the following information available when you speak with, or write to, a Technical Advisor:

- Product name and version (*e.g.* QuickMail Pro Server v. 1.0.2)
- Serial number. Copy it here for future reference _____
- Computer type and model (*e.g.* PPC 7500/100)
- Operating System and version (*e.g.* Mac OS v. 8.0)

SALES AND CUSTOMER SERVICE

CE Software's excellent Sales and Customer Service staff can answer your questions about QuickMail Pro Server.

CONTACT INFORMATION

The CE Software Customer Service department is open Monday through Friday from 8:00 A.M. to 5:00 P.M. U.S. Central Standard Time. They can answer questions on product availability, upgrades, product prices, damaged disks, customer registration, and general policies. If you have a question about your CE Software product, please have your serial number ready when you call. For customers outside the U.S., please call your local distributor.

- Phone: Domestic orders: 800-523-7638
International orders: 515-221-1801
- Fax: International and Domestic orders: 515-221-2258
- Online: <http://www.cesoft.com/service/customerservice.html>

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West Des Moines, IA 50265 U.S.A.

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If you change your address, please send a letter indicating your old and new address to:

CE Software, Inc.
Attn: Change of Address
P.O. Box 65580
West Des Moines, IA 50265 U.S.A.

CHAPTER 1: SERVER OVERVIEW

QuickMail Pro Server is the most full-featured Internet and intranet server for the Mac OS on the market today. It incorporates several protocols briefly discussed in this chapter and covered in detail later in the manual.



FEATURES

QuickMail Pro Server offers an extensive feature set that satisfies messaging needs with power and reliability. Just a few of the features include:

- World-class user interface. QuickMail Pro Server's tabbed dialogs and icon-based options make mail administration more intuitive.
- Scalability. Start your Internet experience with a basic dial-up UUCP connection and move toward direct SMTP connections as your business needs change.
- Flexibility. Choose any E-mail client software, regardless of platform or connection method. QuickMail Pro Server supports today's open protocols: Simple Mail Transfer Protocol (SMTP), Post Office Protocol (POP3), and UNIX-to-UNIX Copy Protocol (UUCP). Use direct or dial-up connections to employ Transmission Control Protocol/Internet Protocol (TCP/IP) or transient lines.
- Ease of use. QuickMail Pro Server is easy to use, yet powerful enough to support up to 750 users per machine.
- Complete directory service options. Use Ph to find an address and Finger to obtain additional information about a specified user.
- Extensive administrative features. QuickMail Pro Server generates automatic status reports, tracks storage usage, offers extensive logging, and notifies you of performance and security issues.
- AppleScript™ support. Use scripts to format your logs, suspend the server for backups, distribute address books, and link the server with other applications.
- Apple® Internet Mail Server/Eudora® Internet Mail Server (AIMS/EIMS) to QuickMail Pro Server conversion. If you have been using AIMS/EIMS, use the installed converter application to switch your accounts with minimal downtime.
- Advanced routing features. QuickMail Pro Server supports multiple aliases, domains, and forwarding addresses.
- Feature-rich mail list technology. A Majordomo-style listserver makes list configuration and administration easy.
- Multiple domain support. Use QuickMail Pro Server to receive mail addressed to several different domains.

HOW QUICKMAIL PRO SERVER WORKS

Read this section to become more familiar with the way mail is routed over the Internet. The information presented will make concepts discussed later in the manual more clear. If you are already familiar with these concepts, skip to Chapter 2.

THE INTERNET

The Internet is a huge collection of inter-connected networks that use the TCP/IP protocol. The Internet is accessed through phone lines, leased lines or network connections. A connection to the Internet through phone lines is also called a dial-up, or transient, connection. Dial-up connections are slower and less expensive than leased line or network connections.

Internet Service Providers (ISPs) typically furnish Internet access to organizations because they provide network connections to the Internet backbone. Consequently, setting up an Internet server usually includes making arrangements with an Internet provider.

INTERNET ADDRESSES

Network administrators and ISPs assign users Internet addresses. An Internet address contains two parts: the user name and the domain, separated by @. The Internet address looks like: user@domain.

The user name is the mail account name. The domain is the section of the Internet that contains the mail server being used.

The domain also includes your organization type. Common organization types include .gov (government), .edu (universities), .com (commercial), and .mil (military). When the organization type represents a country, it is called a location code. Examples of location codes are .ca (Canada), .se (Sweden), and .pl (Poland).

Internet addresses are read from right to left by Internet servers. Just as regular mail, or “snail mail”, is routed from one post office to the next, Internet mail is routed from one server to the next until it reaches the server that stores your mailbox. Users connecting to their Internet mailbox retrieve mail with client E-mail software such as QuickMail™ Pro, Eudora®, EM@iler™, etc.

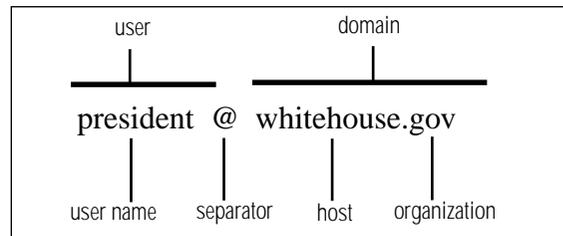


Figure 1: Parts of an E-mail address.

DOMAIN NAME SERVER

For QuickMail Pro Server to communicate on the Internet, it must have access to a Domain Name Server (DNS), or client machines must store host files. The DNS is responsible for translating Internet domain names, such as cesoft.com, into IP addresses, such as 123.4.55.67. DNS software can be installed on any machine you want to use as a Domain Name Server.

In most cases, the DNS is located at, and handled by, an ISP. However, for sites that choose to maintain their own DNS on-site, it is important to research how to set up a DNS, as it can become quite complicated.

- ❖ *Note:* A DNS is *not* required for intranet communication.

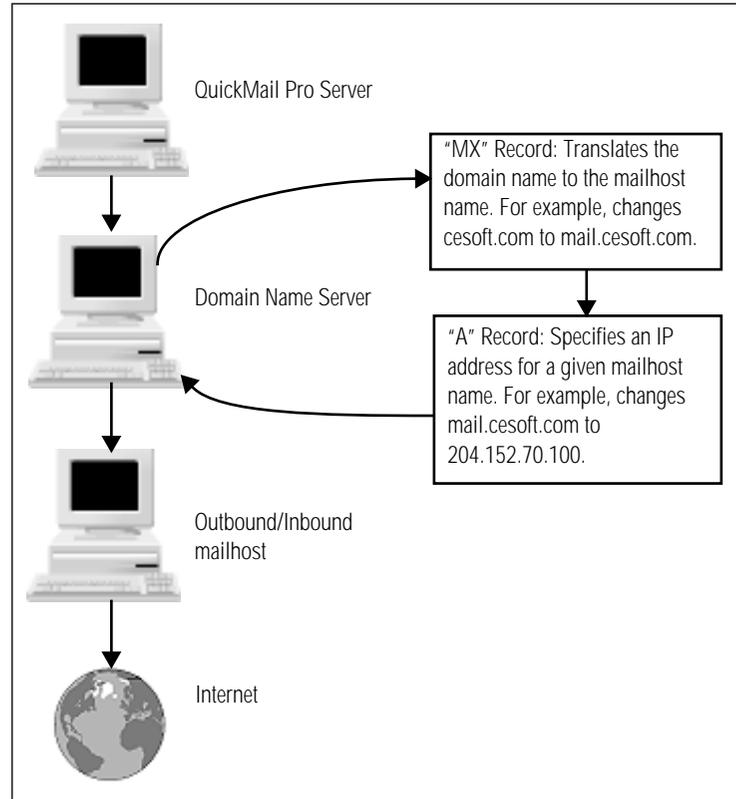


Figure 2: The path of mail when using a DNS.

DYNAMIC AND STATIC IP ADDRESSES

When setting up a DNS, you or your ISP must purchase a block of IP numbers from the Internet Assigned Number Authority (IANA). These IP numbers are used to identify users on the Internet. Due to the cost of IP blocks, most IP numbers are dynamic, meaning a range of IP numbers can be used repeatedly for different users.

In contrast, static IP addresses are assigned to a specific machine. Static IP addresses are used primarily for server to server communications. Most sites with static IP addresses are connecting to a server that is closer to the Internet backbone.

HOST FILES

Host files are documents, created in any text editor, that contain server information. You *must* specify IP addresses in host files when:

- You are not maintaining an in-house DNS server.
 - You do not rely on an Internet Service Provider's DNS.
 - You want to rely on host files as a backup in the event your connection to your ISP's DNS is interrupted. This backup system allows your LAN mail to function even when your Internet connection is down.
- ❖ *Note:* It is not necessary for the server to have a host file, unless the server is also used as a client workstation.

MAC OS HOST FILES

- Must reside in the System Folder.
- Must reside on each networked machine that supports E-mail.
- Must be named "hosts".
- Must contain one entry per line. Each entry consists of a host name, a record type and an IP address. The fields are separated by spaces or tabs, and the address field must begin in column one. Anything following a semicolon (;) is regarded as a comment and is ignored.

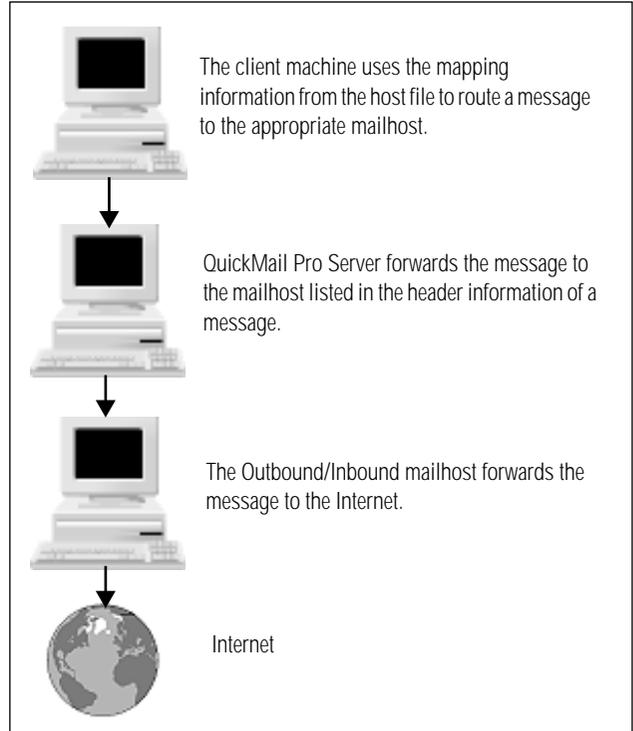


Figure 3: The path of mail when using host files.

;Host Name	;Record Type	;IP Address
mail.cesoft.com	A	192.0.2.100

Figure 4: Sample Mac OS host file.

WINDOWS 95 HOST FILES

- Must be located in the c:/windows/ directory.
 - Must reside on each networked machine that supports E-mail.
 - Must be named “hosts”. In Windows 95 there is a hosts.sam file installed that illustrates how to build a host file. Edit the hosts.sam file and rename it “hosts” with no file extension.
- ▲ **WARNING:** Mail will not be routed if the hosts file contains a file extension in the file name. To make sure there is not a file extension in the file name, you may need to change your display options so file extensions are displayed. When file extensions are set to display, delete the “.sam” or “.txt” file extension from the “hosts” file name.
- Must contain one entry per line. The IP address must be placed in the first column and the corresponding host name must be placed in the second column. The fields should be separated by at least one space. Anything following a pound (#) symbol is regarded as a comment and is ignored.
- ❖ *Note:* CE Software recommends setting up a master host file on the server and copying it to all the workstations on your network to relieve the administrator’s workload and to avoid inconsistencies between host files.

# IP Address	# Local Host
192.0.2.100	mail.cesoft.com

Figure 5: Sample Windows 95 host file. Use the “#” symbol to comment out entries.

WINDOWS NT HOST FILES

- Must be located in the c:/winnt/system32/drivers/etc directory.
 - Must reside on each networked machine that supports E-mail.
 - Must be named “hosts”. Edit the “hosts” file that is installed with Windows NT so it specifies the mail host and the mail host’s IP address.
 - Must contain one entry per line. The IP address must be placed in the first column and the corresponding host name must be placed in the second column. The fields should be separated by at least one space. Anything following a pound (#) symbol is regarded as a comment and is ignored.
- ❖ *Note:* CE Software recommends setting up a master host file on the server and copying it to all the workstations on your network to relieve the administrator’s workload and to avoid inconsistencies between host files.

# IP Address	# Local Host
192.0.2.100	mail.cesoft.com

Figure 6: Sample Windows NT host file. Use the “#” symbol to comment out entries.

INTERNET PROTOCOLS

There are several protocols, or languages, that have evolved with the explosion of the Internet. QuickMail Pro Server uses three such E-mail protocols: SMTP, POP3, and UUCP. These protocols are popular because they are based on open standards. They use a “layer” of language that any computer can understand. This technology makes Internet and Local Area Network (LAN) communication easier as open standards become more widespread.

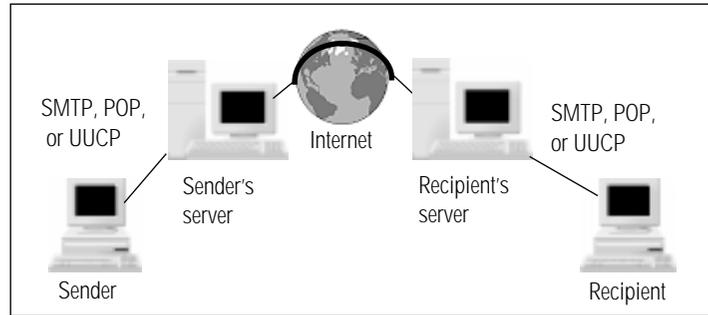


Figure 7: Mail transport across the Internet.

As long as their E-mail client software supports the POP3 protocol, users with an account on QuickMail Pro Server can send and receive mail across the Internet or within their intranet.

CHOOSING A PROTOCOL

The protocol you choose is largely dependent upon your connection method. Use the table below to determine which protocol meets your site’s communication needs. The protocols listed in Table 1 are discussed briefly in this chapter and in detail in Chapter 4.

Internet Connection Method	Protocol to Use
No Internet connection (intranet)	◆ SMTP for mail sent to other LAN users/POP3 for mail received from other LAN users
Transient connection (e.g. modem, ISDN, etc.)	◆ SMTP with ETRN enabled for outgoing mail/POP3 for incoming mail, or ◆ UUCP (modem connection or tunneled through TCP/IP), or ◆ SMTP with ETRN enabled for outgoing mail/POP3 Bridge for incoming mail
Direct connection through TCP/IP	◆ SMTP for outgoing mail/POP3 for incoming mail, or ◆ UUCP (tunneled through TCP/IP)

Table 1: General protocol guidelines.

SMTP

SMTP was designed to deliver mail from one site to another. In that respect, SMTP can be compared to mail trucks that bring mail to the post office.

SMTP server software is typically installed on the same machine as the POP3 software and is used most frequently over constant network connections. See page 34 for information on configuring SMTP.

POP3

One of the most prevalent electronic messaging protocols today is called the Post Office Protocol, version 3 (POP3).

You can connect to a POP3 account from any computer that has a connection to the server and POP3-based E-mail software installed. The POP3 server acts like a mailbox at the post office. When the server receives a request for mail, it allows the E-mail client to download all mail currently in the account mailbox. See page 44 for information on configuring POP3.

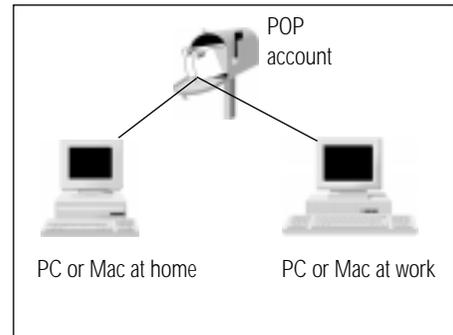


Figure 8: POP3 protocol lets you get your mail from home or work.

UUCP

UUCP is an older protocol used in the days when UNIX machines and modems were the mainstay of computer users. It is still used today because it is inexpensive, secure, and reliable. SMTP and POP3 are more advanced, but UUCP works well in Europe and for smaller sites that don't require network connections to the Internet.

UUCP requires a local node name and a remote host node name to route mail. See page 51 for more information.

QUICKMAIL PRO SERVER SOLUTIONS

It would be impossible for this manual to address every possible configuration QuickMail Pro Server is capable of, but this section covers the more common setups. Use this section as a reference, and if you don't see the configuration you wish to use, Chapter 4 provides information that should give you a better idea of how your configuration can work with QuickMail Pro Server.

There are four primary ways of getting mail with QuickMail Pro Server: a direct Internet connection, UUCP, SMTP with ETRN enabled, or POP3 Bridge. Only UUCP can use direct modem access to send and receive mail. ETRN and POP3 Bridge require special network hardware and software, such as VICOM Technology's connectivity software or an ISDN line and accompanying hardware. Retrieving mail on an intranet requires TCP/IP on each connecting machine. See page 14 for more information on VICOM software.

INTRANETS

QuickMail Pro Server can be used as an in-house mail server with no connection to the Internet. In this configuration, called an intranet, the server handles mail for local users on a Local Area Network (LAN). See page 62 for instructions for setting up QuickMail Pro Server as an intranet server.

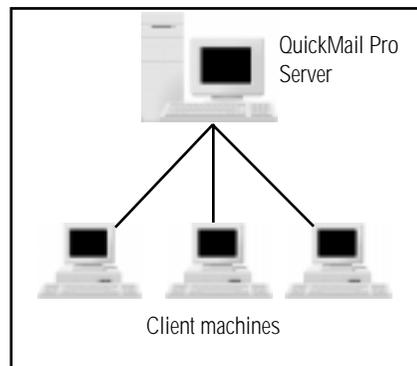


Figure 9: As an intranet mail server, QuickMail Pro Server sends and receives mail for LAN users.

Intranet Scenario	QuickMail Pro Solution
A law firm wants to use QuickMail Pro Server for internal use only.	What you need: <ul style="list-style-type: none">◆ Each machine must have TCP/IP installed.◆ Each user must have a unique username.
	QuickMail Pro Server Configuration: <p>Use SMTP and POP3 protocols over the LAN. The protocols are automatically configured the first time you launch QuickMail Pro Server.</p>
	Manual reference: <ul style="list-style-type: none">◆ Page 62 - "Intranet Setup"

DIRECT CONNECTIONS

There are two kinds of direct connections to the Internet: network connections and leased line connections. Network connections offer the fastest Internet access available, but they are reserved for sites closest to the Internet backbone. Leased line connections are almost as fast as network connections and they are frequently used for medium or large businesses.

SMTP and POP3 are automatically configured for direct connections when you launch QuickMail Pro Server.

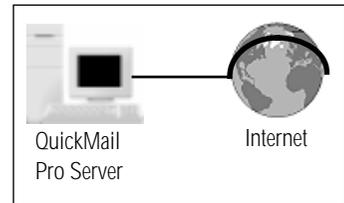


Figure 10: A network or leased line Internet connection.

Direct Connection Scenario	QuickMail Pro Solution
A company uses "corp.com" as their domain name. The company wants to receive mail routed to several subdomains, such as "ny.corp.com", "miami.corp.com", etc. It has a direct connection to the Internet.	What you need: <ul style="list-style-type: none">◆ Subdomains specified for each city.◆ A QuickMail Pro Server "hub" that handles communication between the subdomains and the Internet.
	QuickMail Pro Server Configuration: Create subdomains in the Domain Setup dialog.
	Manual references: <ul style="list-style-type: none">◆ Page 35 - "Direct Connections"◆ Page 42 - "Subdomains"

TRANSIENT CONNECTIONS

Transient, or dial-up, connections are made with phone lines. Phone lines are capable of making either analog or digital transmissions. Analog transmissions encompass modem communications. Digital transmissions are usually made over ISDN or leased lines.

The most visible difference between modem and ISDN connections is speed. ISDN connections are much faster because they transmit information on multiple wires within the phone line. Think of modems as a one-lane highway and ISDN lines as a three-lane highway: ISDN lines offer more surface area for heavy traffic, making them the faster dial-up solution.

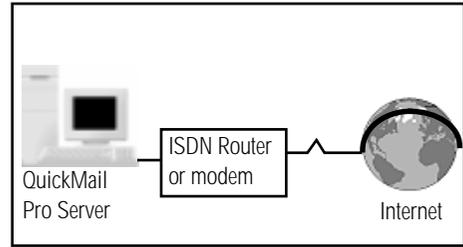


Figure 11: A transient connection to the Internet.

Transient Connection Scenario	QuickMail Pro Solution
<p>A school sends all their mail over the Internet via ISDN.</p>	<p>What you need:</p> <ul style="list-style-type: none"> ◆ Use VICOM software or some type of dial-on-demand hardware. ◆ The POP3 Bridge setup if you have only one POP account at the ISP. <p>or</p> <ul style="list-style-type: none"> ◆ ETRN support enabled at ISP. <p>QuickMail Pro Server Configuration:</p> <ol style="list-style-type: none"> 1 Change <all others> routing to route all outgoing mail to the ISP's mail server. 2 Enable ETRN. 3 Schedule your connections. 4 Configure POP3 to gather incoming mail. <p>Manual references:</p> <ul style="list-style-type: none"> ◆ Page 35 - "Transient Connections" ◆ Figure 27 on page 39 ◆ Page 40 - "Direct Routing" ◆ Page 46 - "POP3 Bridge"

VICOM SOFTWARE INTEGRATION

VICOM™ Technology is a specialist developer of Mac OS and Windows connectivity solutions. QuickMail Pro Server can be used with three of VICOM's Internet/Intranet software solutions: SurfDoubler, SoftRouter, and VICOM Internet Gateway. SurfDoubler can be purchased from CE Software or VICOM Technology. SoftRouter and VICOM Internet Gateway are only available from VICOM Technology.

Throughout this manual, there are references to “VICOM software”. When such references are made, any of VICOM’s three connectivity solutions can be used, depending on which solution best meets your organization’s needs. Visit VICOM’s Web site at <http://www.vicomtech.com> for detailed information on each of these products. For information on configuring this software to work with QuickMail Pro Server, visit CE Software’s Web site at <http://www.cesoft.com>.

SURFDOUBLER

With VICOM SurfDoubler, two people using two computers can surf the Internet at the same time. By having two users sharing a connection, you save the costs of a second modem, a second Internet account and a second telephone line.

SOFTROUTER

VICOM SoftRouter for Mac OS provides a simple software-based TCP/IP router for connecting local networks via standard Ethernet, Token Ring or MacIP (LocalTalk or EtherTalk).

The VICOM SoftRouter also allows a TCP/IP connection between remote networks using modems or ISDN, a PPP Remote Access Server to support access to your TCP/IP network services for dial-in users, and a multi-hosting feature that allows you to host multiple virtual Web sites on one physical server.

VICOM INTERNET GATEWAY

The VICOM Internet Gateway provides Internet access for your entire network. Save costs by sharing one Internet account, one Internet IP address, and one modem or ISDN device.

DIAL-OUT/DIAL-IN UUCP

When QuickMail Pro Server is configured to use dial-up UUCP, mail is transferred between the QuickMail Pro Server and another server that supports UUCP.

If you are connecting with another QuickMail Pro Server, see page 52.

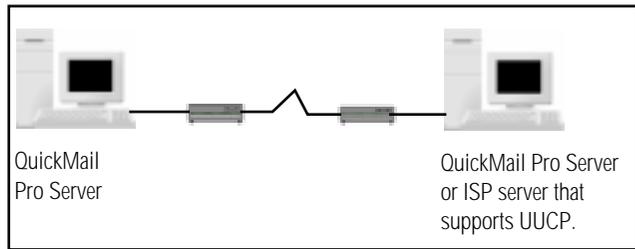


Figure 12: A transient connection using UUCP via modems.

UUCP Scenario	QuickMail Pro Solution
<p>Three schools want to communicate with each other, but don't need Internet E-mail.</p>	<p>What you need:</p> <ul style="list-style-type: none"> ◆ UUCP Dial-in configured. ◆ The QMPS to QMPS script selected in UUCP Setup dialog. ◆ Phone numbers for the connecting sites.
	<p>QuickMail Pro Server Configuration:</p> <ol style="list-style-type: none"> 1 Change <all others> routing to route all outgoing mail via UUCP. 2 Enable dial-in UUCP. 3 Schedule your connections.
	<p>Manual references:</p> <ul style="list-style-type: none"> ◆ Page 52 - "UUCP Setup" ◆ Page 33 - "Domain Setup"

POP3 BRIDGE

If you have a single POP account at a local ISP and do not have a direct network connection, you may want to use the POP3 Bridge.

The POP3 Bridge allows multiple users to use a single POP mailbox. With the POP3 Bridge, mail can be pulled from a single POP account and distributed according to the SMTP header information. To implement QuickMail Pro Server in this manner, you need to make special arrangements with your ISP. See page 46 for more information.

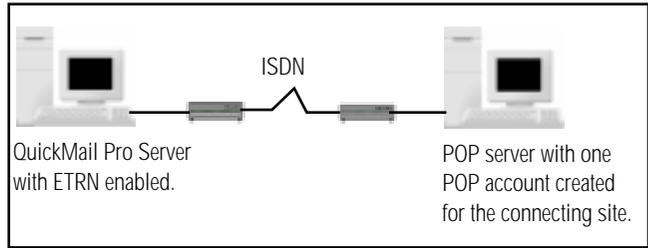


Figure 13: Mail sent via QuickMail Pro Server's POP bridge is distributed by addresses contained in the header. See page 46 for more information.

POP3 Bridge Scenario	QuickMail Pro Solution
<p>A small office with a single POP account connects to an ISP via an ISDN line.</p>	<p>What you need:</p> <ul style="list-style-type: none"> ◆ Use the VICOM software or some type of dial-on-demand hardware. ◆ Have the ISP route all mail to your POP account. ◆ Select "Distribute Mail to Recipients listed in message header" in the External Account dialog. <hr/> <p>QuickMail Pro Server Configuration:</p> <ol style="list-style-type: none"> 1 Change <all others> routing so all outgoing mail is routed to the ISP's mail server. 2 Configure an external POP account to gather incoming mail. <hr/> <p>Manual references:</p> <ul style="list-style-type: none"> ◆ Page 35 - "Transient Connections" ◆ Figure 27 on page 39 ◆ Page 46 - "POP3 Bridge" ◆ Page 40 - "Direct Routing"

ETRN

When SMTP was designed to transfer mail on the Internet, it was assumed that all computers transferring mail would have dedicated connections to the Internet. However, with the introduction of dial-up connections, mail exchange became more challenging. Computers may not be connected to the Internet when it's their turn to receive mail, so mail may not be processed. Remote Queue Starting (ETRN) addresses this situation.

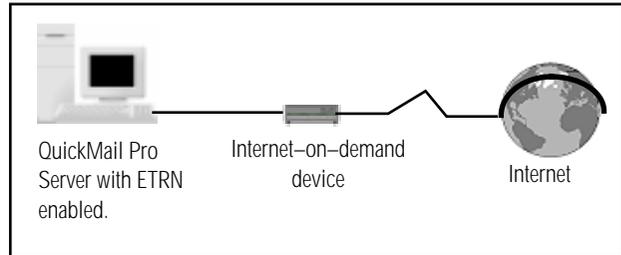


Figure 14: QuickMail Pro Server can work with Internet-on-demand devices.

QuickMail Pro Server issues an ETRN command to other servers. The command directs the other server to immediately process messages for delivery to QuickMail Pro Server. This way, the mail is ready to be passed to the dial-up QuickMail Pro Server when the connection is made. See page 35 for more information.

ETRN Scenario	QuickMail Pro Solution
<p>A small to medium office whose ISP supports ETRN. The office connects to the ISP using an ISDN line.</p>	<p>What you need:</p> <ul style="list-style-type: none"> ◆ Use the VICOM software or some type of dial-on-demand hardware. ◆ Make arrangements with your ISP to set up 2 MX records for your domain: a primary MX record and a secondary MX record. The primary MX record is typically QuickMail Pro Server and the secondary MX record is typically your ISP. ◆ ETRN support enabled at ISP. ◆ Configure ISDN software or dial-on-demand hardware to wait for the next connection. ◆ A static IP address set up by your ISP. <p>QuickMail Pro Server Configuration:</p> <ol style="list-style-type: none"> 1 Change <all others> setting to route all outgoing mail to the ISP's mail server. 2 Enable ETRN. 3 Schedule your connections. <p>Manual references:</p> <ul style="list-style-type: none"> ◆ Page 35 - "Transient Connections" ◆ Figure 27 on page 39 ◆ Page 40 - "Direct Routing"

REMOTE ACCESS

The only incoming calls QuickMail Pro Server accepts are through UUCP, but remote users can access QuickMail Pro Server through network modems or VICOM software. Visit <http://www.vicomtech.com/> for more information.

CHAPTER 2: INSTALLATION

QuickMail Pro Server can be installed anywhere on your hard drive. Make sure your machine meets the minimum requirements listed in this chapter before you install. A table of server limits is located on page 154. Information on the files QuickMail Pro Server installs on your hard drive is located on page 157.

INSTALLATION REQUIREMENTS

Before installing QuickMail Pro Server, check the following:

- Does your machine meet the minimum System requirements?
- Does your machine meet the minimum hardware requirements?
- Do you have a domain name (unless you are using the POP3 Bridge setup)?
- If you are communicating on the Internet, do you have access to a Domain Name Server? See page 7 and page 20 for more information.

SYSTEM REQUIREMENTS

	Recommended	Optimum
System Version	Mac OS 8.0	The ideal server is a dedicated PPC with 100 or greater MHz, 601 or better processor and a fast SCSI drive.* See page 147 for more information.
Processor	PowerPC	
RAM	20 MB or more	
TCP/IP Support	Open Transport 1.1.2	
*Server performance is dependent upon how frequently users poll the server and how much mail the server handles.		

Table 2: System requirements.

- **IMPORTANT:** Open Transport (OT) 1.1.2 does *not* ship with System 7.6.1. You can download OT 1.1.2 from Apple's Web site at <http://www.apple.com/>.

HARDWARE REQUIREMENTS

- A transient line (e.g. ISDN) or a TCP network connection (unless you are using an intranet).
- A grayscale or color monitor.
- A Macintosh with built-in Ethernet or a third party Ethernet adapter.

NAME RESOLUTION REQUIREMENTS

Once you are assigned a domain name, you must be able to access a DNS or host files that can resolve your domain name and mailhost name to an IP address.

DOMAIN NAME SERVER

Domain Name Servers (DNS) are used on the Internet to resolve domain names to standard IP numbers. A DNS is necessary for most sites *unless*:

- You use QuickMail Pro Server for an intranet solution.
- You maintain host files at each machine on your network.
- You route mail directly to another machine as discussed on page 40.

See page 7 for more information on Domain Name Servers.

HOST FILES

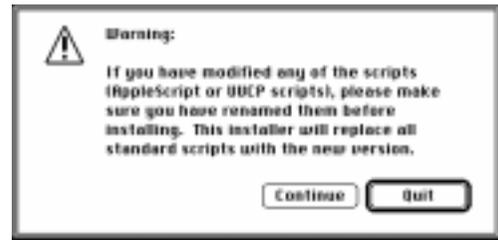
If you are *not* using a DNS, use host files to resolve a mailhost name to an IP address. Create a host file on each networked machine that supports E-mail using the instructions on page 8. It is also a good idea to have host files available if you are using your ISP's DNS. This configuration is recommended because if your connection to the ISP is terminated, LAN mail can still be transported based on the information provided in the host files.

INSTALL QUICKMAIL PRO SERVER

QuickMail Pro Server can be installed anywhere on your hard drive. Make sure your machine meets the minimum requirements listed in this chapter before you install. To install QuickMail Pro Server:

- 1 Insert the QuickMail Pro Server compact disc (CD).
- 2 Double-click the QuickMail Pro Server Installer icon.
- 3 Click Continue in the QuickMail Pro Server splash screen. The ReadMe appears. It contains important installation notes and tips about the software. Click Continue when you finish reading the ReadMe.
- 4 The License and Warranty agreement appears. Click Agree to proceed with installation.

- 5 A Warning dialog appears. Click Continue if you do *not* need to rename any QuickMail Pro Server scripts.



- 6 Select the location on your hard drive where you wish to install QuickMail Pro Server. CE Software recommends installing it at the main level of your hard drive.

- 7 A progress bar displays during installation. When installation is complete, a dialog appears informing you that installation was successful. If you are finished installing software, click Quit.



LAUNCH QUICKMAIL PRO SERVER

When you launch QuickMail Pro Server the first time, an Activation Key prompt appears.

- 1 Type your Activation Key from your QuickMail Pro Server registration card.
- 2 Type your domain name. Your Internet Provider or network administrator typically assigns your domain name.
- 3 Read the instructions in Step 3 of the Welcome dialog and click Continue. The Users dialog appears. See page 23 for information on adding users to QuickMail Pro Server.

SMTP and POP are automatically configured for direct connections when you first launch QuickMail Pro Server.



Figure 15: The Domain entered in the Welcome dialog can be edited in the Local Domain dialog. See page 152 for instructions.

UPGRADING

If you are upgrading from an older version of QuickMail Pro Server, it is important to know which files the installer overwrites. Your mail, user list, groups, mail lists, and preferences are preserved. All other installed files are overwritten. If you have created new scripts and saved them with new file names or in a new folder, they are preserved. If you have edited an existing script without changing the file name, the installer overwrites the script and your changes are lost.

- ❖ *Note:* If you are upgrading from QuickMail LAN, read the QuickMail LAN to QuickMail Pro migration information located on the QuickMail Office CD or on CE Software's Web site at <http://www.cesoft.com>.

The Junk Mail, Auto-Responder and Vacation filters respond differently to the upgrades. For example:

- Before you perform the upgrade, use the `info-JunkMail@<yourdomain.com>` command to determine what data is contained within the JunkMail Filter. This filter will need to be repopulated after performing the upgrade.
- The AutoResponder filter's data is stored in a different location, so the responses should not be affected by the upgrade.
- There is currently no way to determine who has configured the Vacation filter to automatically reply, so additions to this script cannot be preserved.

CHAPTER 3: USERS AND GROUPS

After installing QuickMail Pro Server and entering your domain name, the next step in setting up your mail server is adding users and groups.

ADD USERS

If the Users dialog is not open, select Users in the Configure menu. The only address listed when you initially open this dialog is postmaster. Postmaster is the default administrative account for QuickMail Pro Server. See page 81 for more information on the postmaster account.

To add a new account:

- 1 Click the Add Local User button. A balloon pop-up description appears when the cursor is positioned over each of the buttons.

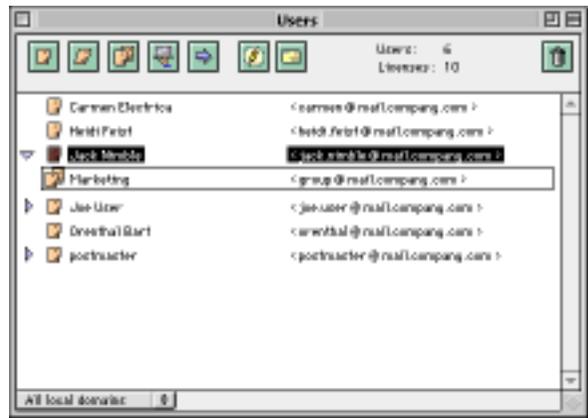


Figure 16: When you add a new user in the Users dialog, the domain from the last user created is automatically inserted.

- 2 In the Local POP Account dialog, type the Name and Password for the new user. QuickMail Pro Server automatically fills in the Address and Mailbox fields when you tab to the next field.

- Click the Pick Random button to assign the user a random password. Record the password and give it to the user. The user can change the password later if they choose. See page 73 for more information.

➤ **IMPORTANT:** The Mailbox text entry is used for internal indexing, so it *must* be unique for each user. The users must know their Mailbox name to access their accounts.

Internal folder name for the displayed account. See page 45.



Figure 17: The Account tab.

- 3 Click the Options tab. Check the options you want assigned to this account.

Require Secure Authentication — Enables secure passwords if your E-mail client software supports APOP. The APOP checkbox must be deselected to enable remote password changes. See page 73 for more information.

Keep copy. . . — Retains a copy of all messages forwarded to other accounts for this user. For example, when the user forwards mail to a personal account while on vacation, check this option to store messages in the QuickMail Pro Server account *and* in the forwarding account.

Hide address. . . — Conceals the user's address from Finger and Ph queries. See page 91 for more information on Finger and Ph.

Disable login. . . — Disables POP access to this account.

- 4 Click the Notify tab. The Notify tab settings control reverse Finger support for QuickMail Pro Server users. See page 26 for more information on reverse Finger.

Notify . . . — Enables reverse Finger support for the selected POP account.

Allow notification . . . — Enables the selected user to be notified of new mail when outside the LAN.

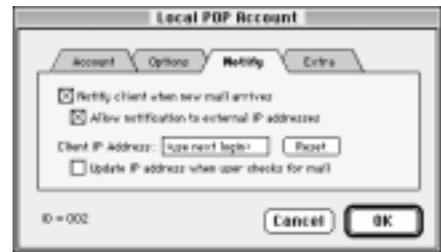
Client IP Address — You can type the IP address for the selected user in this field. If no IP address is specified, the IP address is automatically captured during the user's first login.

Reset — Use the Reset button when the selected user has switched to another IP address. Instead of forcing the administrator to enter the new IP address, the Client IP Address field is automatically filled in during the next client login.

Update IP address . . . — Updates the Client IP Address field every time the selected user logs in to the server. Use this option when users connect to the server from home *and* work.



Figure 18: The Options tab.



- 5 Click the Extra tab. Type information you want displayed when Finger and Ph queries are made for this address.
- ❖ *Note:* The Extra tab can contain up to 32 KB of text.
- 6 Click OK when the Local POP Account dialog is complete.
- 7 The new account displays in the Users dialog. Close the Users dialog and click Save at the prompt.

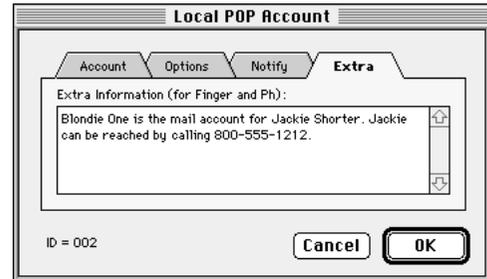


Figure 19: The information in the Extra tab is used for Finger and Ph queries.

Use Steps 1-6 to create additional accounts. QuickMail Pro Server is capable of handling up to 750 accounts, depending on the amount of network activity.

- ❖ *Note:* To highlight a user in the Users window, type the first few letters of the user's address.

The information in the Local POP Account dialog is stored in the Internet Address Registry and in a user information file in the mailbox database. If either file is missing or damaged, QuickMail Pro Server uses the redundant information to rebuild the missing or damaged file automatically. See page 85 for additional information on rebuilding files.

ONLINE REGISTRATION

After the Users dialog is closed, an online registration screen appears. Complete the registration information or choose to register later. When you register QuickMail Pro Server, you are notified of product updates and breaking technical news.

REGISTER NOW

- 1 Read the information in the Registration 1 tab.
- 2 Click the Register Now button and complete the Registration 2 fields.
- 3 Click the Next button in the Register 2 tab.
- 4 In the Registration 3 tab, select the appropriate option in each pop-up menu.
- 5 Click the Register button when you finish.



REGISTER LATER

- 1 From the QuickMail Pro Server Utilities menu, select Online Registration.
- 2 Follow Steps 1–5 in the “Register Now” section to register.

REVERSE FINGER SUPPORT

With reverse Finger support, users are notified when they receive new mail. To receive notification, users need an application, such as NotifyMail™, that listens for a Finger connection. When it receives the connection, it notifies the user of new E-mail.

- ❖ *Note:* Reverse Finger support does not override client software preferences. For example, client E-mail software set to check mail every 15 minutes still polls for mail, regardless of whether reverse Finger is enabled.

Since reverse Finger support allows client software to passively listen for new mail rather than constantly polling the server, QuickMail Pro Server saves Central Processing Unit (CPU) cycles and network bandwidth. This method of notification relieves the server load, improving the performance and scalability of QuickMail Pro Server.

- **IMPORTANT:** To make QuickMail Pro Server more efficient, clients using reverse Finger support should disable or extend the interval their client E-mail software polls the server for new mail

For more information on NotifyMail software, visit their Web site at <http://www.notifymail.com/>.

USER OPTIONS

In the Users dialog, buttons at the top of the window represent user options you can use to manage mail distribution.



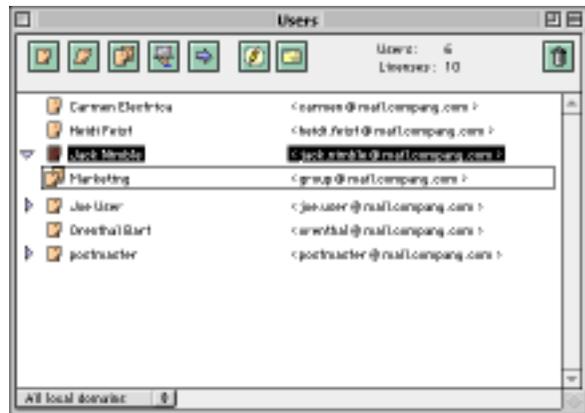
Add Local User — Adds a new account.



Add Alias — Adds an alias of the selected local user. Specify the aliased address in the address field that appears. For example, use this option to route mail addressed to `manuals@cesoft.com` to the personal account of a Technical Writer.



Add Group — Adds a group to the selected user. Click and hold the button to display a menu of existing groups. If no groups exist, an Unnamed group is created. Use the group feature when you have an account that needs to be monitored by several individuals.





Add External Account — Directs mail to an external account. For example, use this option to route mail from work accounts to home accounts.

Account — The local POP account name.

Password — The local POP account password

Use Secure Authentication — Enables APOP security. APOP is a method of account protection that provides for both origin authentication and replay protection. It allows account transactions that disguise passwords so they are *not* sent in clear text over the network.

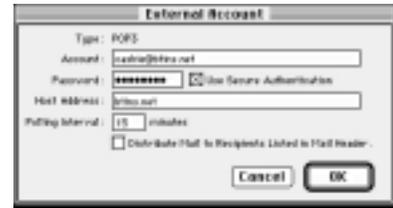


Figure 20: The External Account dialog.

Host Address — The external POP account name.

Polling Interval — The interval QuickMail Pro Server uses to open a TCP connection on port 110 to the host address and retrieve waiting mail.

Distribute Mail . . . — Use when several people want to share a single POP account. When this option is selected, QuickMail Pro Server examines the header information of each message and routes the message to each local address it finds. Your account must be specially configured by your ISP for this option to work properly. See page 46 for more information on using this option.



Add Forward — Forwards mail to another local account. Type the forwarding address directly into the Users dialog.



Edit Account — Opens the Local POP Account dialog so you can edit account information.



Show Mailbox — Displays a list of all mail in the selected account. For example, you can use this option to return mail to the sender when recipient is no longer with your company.

❖ *Note:* You must enter the mailbox password to access the dialog displayed in Figure 21.



Delete — Deletes all selected entries. Deleting accounts removes all mail for that account.

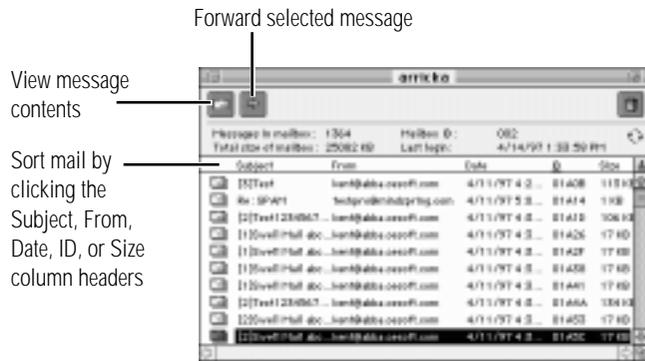


Figure 21: Individual user mailbox.

FILTER VIEW

The Users, Groups, and Mail List windows feature a pop-up menu in the bottom left corner that filters which users, groups, or lists are displayed. You can view all accounts or user accounts within a certain domain.

CREATE GROUPS

Use Groups when several users need to receive the same correspondence. For example, when a user in the Marketing Department needs to send a message to the entire Sales Department, only one message is needed as long as it is addressed to the Sales Group.

1 Select Show Groups in the Configure menu. The Groups window appears.



2 Click the Add Group icon.

3 Type the name of the group in the highlighted field. The new address appears in the right half of the window.



4 With a group highlighted, click the Add User button.

- Click and hold the Add User button to select from existing users.

5 Type the user's name in the highlighted field.



❖ *Note:* User icons with glasses indicate the account was manually created. User icons *without* glasses indicate the account was selected from existing user accounts.

6 Repeat steps 4-5 until all desired users have been added to the selected group.

After you create users and groups, you must configure your mail transports. See page 33 for more information.

EDIT USER ACCOUNTS AND USER LIST

You can edit QuickMail Pro Server accounts the following ways:

- Highlight an account and type over the existing information. You can even edit the account domains, since QuickMail Pro Server supports multiple domains.
- Double-click an existing address in the Users window to open the Local POP Account dialog.
- Import and export addresses to edit the Users list.
- Drag and drop names and groups between the Groups and Users dialogs.
- ❖ *Note:* When the Import and Export dialogs are displayed, QuickMail Pro Server operations halt.

IMPORT ACCOUNTS

Import accounts when you have a large number of people to add to your server. To prepare an import file:

- The information in the file you want to import must be in tab-separated or QMIG format. Tab-separated format requires a tab between each field and a return character at the end of each line. QMIG format requires a text file compatible with the files exported by QuickMail Internet Gateway version 1.0 or greater.
- If information is not available for a field, the field *must* contain a tab entry. QuickMail Pro Server uses eleven import fields taken from the user options discussed on page 26.
- Multiple Alias and Forward accounts are separated by commas.
- A carriage return indicates a new account entry.

For example, in Figure 22, nine out of 11 fields contain information for Bob Beholden. There is no information in Bob's Forward and Group fields, so they contain tabs (the tabs are not visible in SimpleText). Bob has multiple aliases, however, so they are separated by a comma (bob.msu.edu and bob@isp.com).



Figure 22: Use any text editor to prepare QuickMail Pro Server import files. SimpleText was used in this illustration.

To import accounts:

- 1 Select Import Addresses in the Utilities menu.
- 2 In the Import dialog, choose the file you wish to import and select Open.

When a file is imported into QuickMail Pro Server in Internal format, the information in the users' Options, Notification, and Extra tabs is overwritten. The user password, forwards, aliases, and groups remain unchanged. Internal format is typically used when importing accounts from another QuickMail Pro Server.

When a file is imported into QuickMail Pro Server in tab-delimited format, all user information remains unchanged.

EXPORT ACCOUNTS

Export accounts when you want to move users to another server. QuickMail Pro Server can export addresses in Internal, tab-separated, QMIG, Eudora Nickname, and QuickMail Pro Address Book formats. When you export accounts in QMIG, Eudora, or QuickMail Pro Address Book format, account passwords are deleted.

- ▲ **WARNING:** When you export accounts in Internal or Tab-separated formats, account passwords are displayed in plain text.

ALL USERS OR GROUPS

- 1 Select Export Addresses in the Utilities menu.
- 2 In the Export dialog, choose All Users or All Groups in the Export pop-up menu.
- 3 Choose a Format option for the exported files.
 - Internal Format preserves all settings and attributes for each account.
 - Tab Separated Text exports a text file with a tab between each field and a return character at the end of each line. The alias, forward, and group fields may contain multiple addresses separated by a comma. All user attributes, except External POP accounts, can be exported using this format.
 - QM-Internet Gateway exports a text file compatible with the files exported by QuickMail Internet Gateway version 1.0 or greater.
 - Eudora Nickname exports a file compatible with Eudora E-mail software.
 - QuickMail Pro Address Book exports a file compatible with QuickMail Pro E-mail software.
- 4 Choose where you want to save the exported file and click Save.

SELECTED USERS OR GROUPS

- 1 Highlight users or groups in the Users or Groups dialog. Select adjacent users or groups by Shift-clicking. Select nonadjacent users or groups by Command-clicking.
- 2 Select Export Addresses in the Configure menu.
- 3 In the Export dialog, choose Selected Users or Selected Groups in the Export pop-up menu.

- 4** Choose a Format option for the exported files.
 - Internal Format preserves all settings and attributes for each account.
 - Tab Separated Text exports a text file with a tab between each field and a return character at the end of each line. The alias, forward, and group fields may contain multiple addresses separated by a comma. All user attributes, except External POP accounts, can be exported using this format.
 - QM–Internet Gateway exports a text file compatible with the files exported by QuickMail Internet Gateway version 1.0.
 - Eudora Nickname exports a file compatible with Eudora E-mail software.
 - QuickMail Pro Address Book exports a file compatible with QuickMail Pro E-mail software.
- 5** Choose where you want to save the exported file and click Save.

CHAPTER 4: SET UP MAIL TRANSPORTS

The next major task is setting up your mail transports. Familiarize yourself with the Domain Setup dialog, shown in Figure 23. Then, skip to the section(s) in this chapter that cover the protocol(s) you use. Each section covers the function of the protocol and how to configure it.

DOMAIN SETUP

The mail transport control center for QuickMail Pro Server is the Domain Setup dialog. Open the dialog by selecting Domain Setup in the Configure menu.

TRANSPORT TAB

Use the Add, Edit, Change, Disable and Remove options to make changes to existing mail routes.

Add — Use to add another mail transport.

Edit — Use to edit the corresponding transport for the selected domain.

Change — Use to change the selected domain to another protocol.

Disable — Use to disable the selected domain. Disabled domains are italicized. When the italicized entry is highlighted, the Disable button is replaced by the Enable button.

Remove — Use to delete the selected domain.

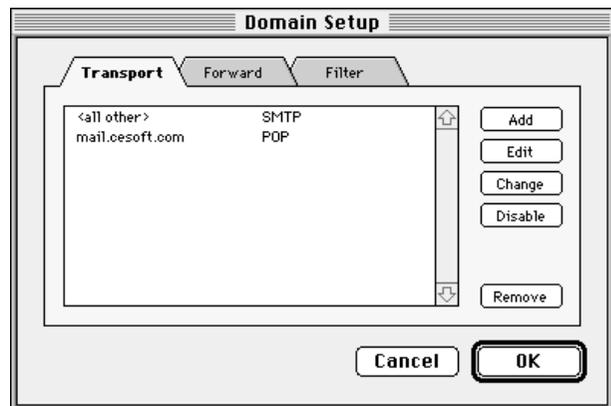


Figure 23: Control mail transport from the Domain Setup dialog.

FORWARD TAB

Use the Forward tab to forward mail from one domain to another domain. You can Add, Edit, or Remove domains in the Forward tab. See page 63 for more information on forwarding mail.

FILTER TAB

Use the Filter tab to select mail filters. You can Add, Edit, Disable, or Remove filters in the Domain Setup dialog. When Disable is selected, the specified server name is italicized and the Disable button is replaced by the Enable button. See pages 64 and 121 for more information on filters.

SIMPLE MAIL TRANSFER PROTOCOL

SMTP facilitates message transfer between servers. It runs on transmission level protocols, such as TCP/IP, thus it is typically used on networks with a direct connection to the Internet or on an intranet. However, QuickMail Pro Server can also use transient, or inconstant, connections due to the presence of the Extended Simple Mail Transfer Protocol (ESMTP) capabilities, such as ETRN. See page 36 for more information on transient SMTP capabilities.

❖ *Note:* See page 79 for information about disabling SMTP for a specified IP address.

MAIL FLOW

QuickMail Pro Server has two SMTP mechanisms: SMTP Storer and SMTP Forwarder. The Storer receives messages and the Forwarder sends messages.

SMTP STORER

The SMTP Storer listens for incoming messages on port 25. When an incoming request is detected, QuickMail Pro Server drops the message into the Store & Forward (S&F) database until the POP Forwarder moves it to the POP mailbox database. See Figure 24 for an illustration of this process.

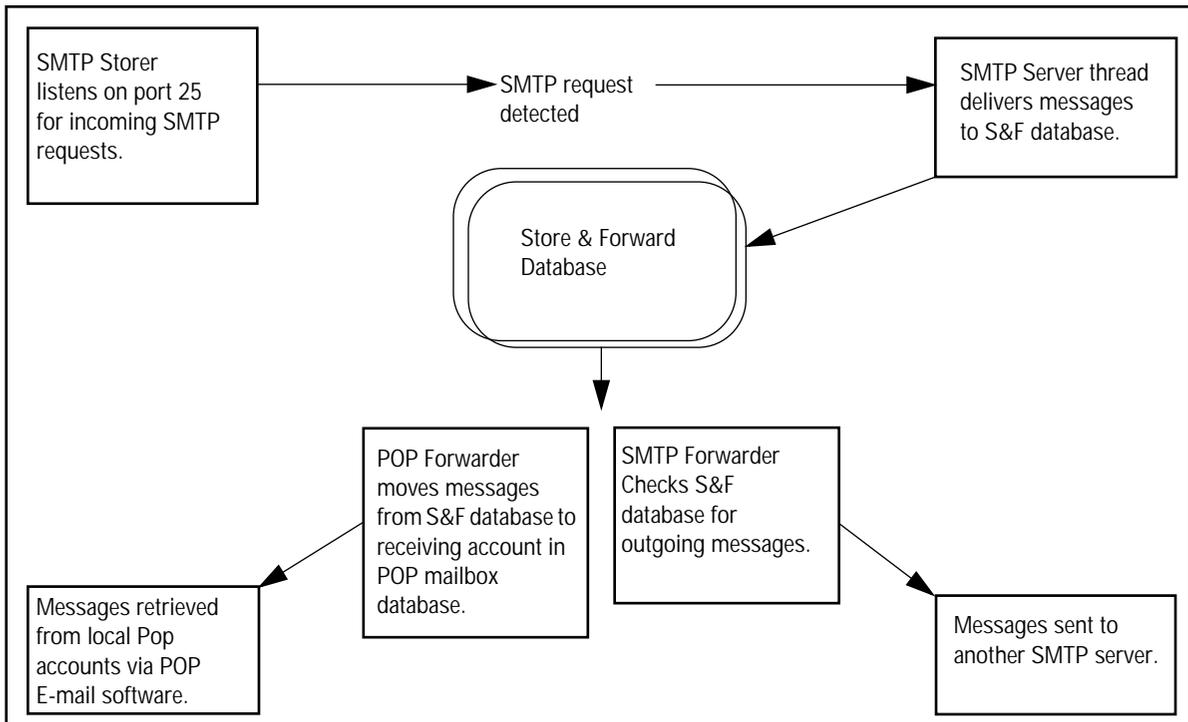


Figure 24: SMTP Mail Flow in QuickMail Pro Server.

SMTP FORWARDER

The SMTP Forwarder checks the Store & Forward database for messages not belonging to the local POP accounts and forwards them to another SMTP server.

DIRECT CONNECTIONS

By default, QuickMail Pro Server is set up for a direct SMTP connection. The server uses <all other> by default for SMTP connections because SMTP routes mail to any available SMTP server. The domain from the Welcome screen that appears in Figure 15 is used for a POP host, so no additional configuration is necessary.

TRANSIENT CONNECTIONS

To set up a transient SMTP connection, you must enable remote queuing (ETRN) in QuickMail Pro Server. Remote queuing is necessary when a Local Area Network (LAN) is connected to the Internet via a router or dial-up device (*e.g.* – VICOM software). Other than the presence of a third party routing device, mail flow for transient SMTP connections is identical to mail flow for direct connections.

REQUIREMENTS

To take advantage of QuickMail Pro Server's remote queuing capability, you must enable ETRN in the SMTP Domain dialog and your ISP must assign your domain a static IP address. Your ISP must also set up two MX records for your domain. One MX record specifies the SMTP server at your site and the other MX record specifies your ISP's SMTP server. This configuration allows mail to be sent to your ISP whenever your server is offline. Mail is then queued up in your account until you connect to your ISP.

If your connections are frequently dropped and your logs indicate frequent incomplete connections, you may need to increase the timeout intervals in your third party software. You may also need to decrease the Store & Forward interval on your ETRN host. For example, if you are using QuickMail Pro Server's ETRN capability, you may need to change the value in the Other Preferences tab, discussed on page 72, from 15 seconds to 5 seconds. With transient connections, these changes typically help ensure successful mail transfer.

CONFIGURATION

Configure SMTP transient connections so mail is routed directly to your ISP.

- 1 Select Domain Setup in the Configure menu.
- 2 Select the Transport tab.
- 3 Double-click the SMTP entry. By default, SMTP is set to <all other> because SMTP routes mail to any available SMTP server.
- 4 Select the Route via checkbox and type the name of the remote domain. The remote domain is typically your ISP's domain.
- 5 Select Enable Remote Queue Starting.
- 6 Type the name of the remote mail queue in the Queue Name field.
- 7 Click the Schedule button to open the Schedule dialog.
- 8 Set the intervals you want QuickMail Pro Server to send and retrieve mail.
- 9 Click OK to close the Schedule dialog and the SMTP Domain dialog.

SMTP DOMAIN DIALOG

DOMAIN

Mail addressed to this domain is routed through the server specified in Host Settings. The Domain field is only editable when adding SMTP domains.

HOST SETTINGS

Route via — Mail addressed to the specified SMTP Domain is routed to this server.

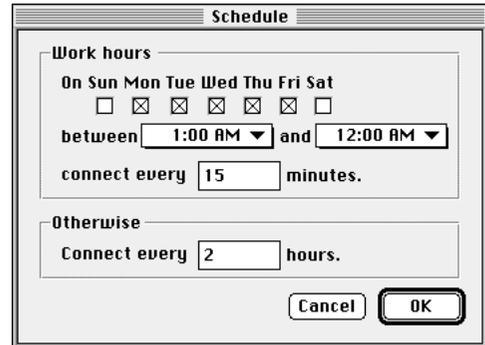
Enable Remote Queue Starting — Activates a remote queue for messages. For example, when you have a dial-up connection, the SMTP Storer cannot hear incoming SMTP requests because the connection isn't constant. To avoid the problems this type of connection can cause, remote queuing initiates a connection to the remote queue so the SMTP Storer is aware of waiting messages. ETRN is the recommended remote queuing option, but you can select Finger from the pop-up menu if your ISP does not support ETRN.



Figure 25: The SMTP Domain dialog set up to route mail directly to an ISP.

Queue Name — The name of the mail queue. Your ISP usually provides this information.

Schedule — Displays the Schedule dialog where you set the hours QuickMail Pro Server checks the remote mail queue. For example, in the Work hours section, choose Monday through Friday from 7:00 AM to 6:00 PM and choose to Connect every 15 minutes. Use the Otherwise section of the dialog to specify the activation interval for remote queuing during the weekend, or the times that aren't selected as Work hours.



Maximum Connections — By default, QuickMail Pro Server allows two concurrent SMTP connections. This setting should only be changed at your ISP's request.

TCP Port — By default, the TCP port is set at 25. This value should only be changed at your ISP's request.

TIMEOUT SETTINGS

Timeout — How many seconds to wait for the SMTP server to respond before breaking the connection. The success of MX record lookups depends on the timeout interval set for the POP and SMTP protocols. Increase the timeout value only when connections are frequently dropped.

Retry Interval — How many minutes to wait before trying to re-establish the connection.

Expire Timeout — Defines that QuickMail Pro Server not make any further attempts to deliver a message if it hasn't been successful within the specified number of hours.

RELAYING

Servers that support mail relaying can accept and deliver incoming messages intended for non-local addresses. This capability can be extremely valuable if you want one server to distribute mail for many people from various domains. It can also be a drawback due to the unsolicited bulk E-mail (junk mail) that often overloads Internet servers.

QuickMail Pro Server provides a comprehensive relay control mechanism that solves the problems mail relaying can cause. Based on your specifications, the server can accept or deny mail based on domain name or IP address.

➤ **IMPORTANT:** The following outgoing SMTP options are only applicable to non-local domains. Messages sent to local domains are always accepted and delivered unless the Access Control dialog is set to restrict delivery.

Deny relaying from all domains except: — Check this option to accept mail from local and/or approved external domains.

▲ **WARNING:** If you check Deny relaying . . . and do not select Local or Approved external domains, the server won't relay *any* mail received by incoming SMTP.

Local domains — Check this option to allow messages with local sender addresses to be relayed by the server.

Approved external domains — Check this option if you want to support mail relaying from non-local domains. Click the Domain List button to specify which external domains can send mail through QuickMail Pro Server.

Deny relaying from all IP addresses except — Check this option to restrict mail routing to a specified IP address range. This option is more secure than the domain restrictions, but it is more difficult to configure and maintain.

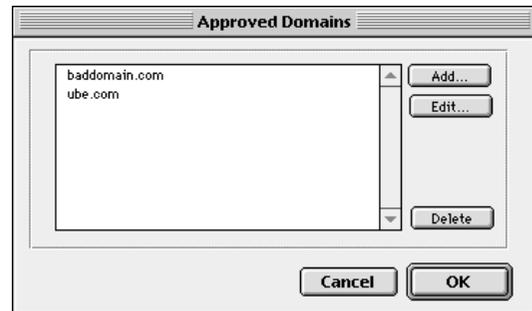
▲ **WARNING:** If you check Deny relaying . . . and do not select Local IP addresses or Approved external IP addresses, the server won't relay *any* mail received by incoming SMTP.

➤ **IMPORTANT:** It is more secure to restrict mail relaying by IP address since domain names can be easily altered.

Local IP addresses — Check this option so all users in the same subnet as the server can send outgoing mail through it.

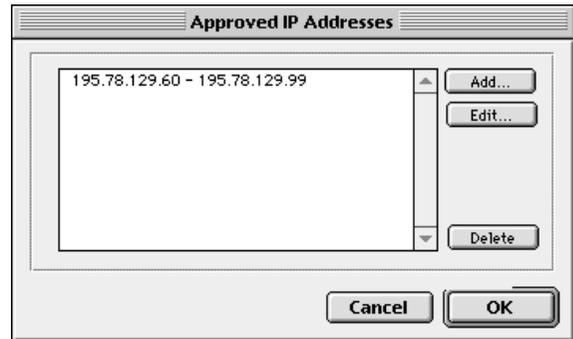


Figure 26: Use the lower half of the SMTP Domain dialog to set Relaying options.



Approved external IP addresses — Check this option to support relaying from IP addresses outside of the server's subnet. Click the IP List button to specify external IP ranges.

- ❖ *Note:* Both relay restriction options can be active at the same time.



MAIL FLOW

Transient SMTP connections transport mail similarly to direct SMTP connections.

The primary difference between direct and transient SMTP connections is the presence of a third party dial-up device. The third party Internet-on-demand device initiates a scheduled connection and terminates the connection when there is no activity. You may need to extend the timeout settings in the SMTP Domain dialog if the session is terminated too quickly. See page 43 for more information.

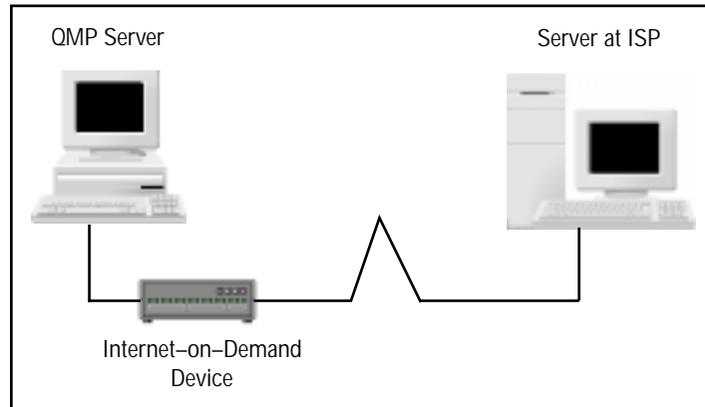


Figure 27: Transient SMTP Connection.

REQUIREMENTS

When using a transient SMTP connection, you must:

- Ask your ISP to set your account preferences for an Internet-on-demand device.
- Have a static IP address. See page 7 for more information.

SET MAIL ROUTE

By default, the Domain Setup Transport tab is set to <all other> servers. This means that QuickMail Pro Server routes mail to any available SMTP server. This type of routing is called DNS routing. You can also route some mail directly to another server using direct routing. This section covers both routing methods.

DNS ROUTING

When <all other> is the only SMTP domain specified in the Domain Setup field, the QuickMail Pro Server automatically performs a Mail Exchanger (MX) record lookup using a DNS. QuickMail Pro Server must have access to a DNS server for DNS routing to work. See page 7 for more information on Domain Name Servers.

DIRECT ROUTING

Use direct routing if you send to another site frequently, or if you funnel all your mail through a single server on the outside of a firewall. Mapping the exact route of your mail can speed up mail transfer.

QuickMail Pro Server checks the SMTP router information before messages are sent to another SMTP server. If the server matches an SMTP domain from the Transport tab with the domain of an outgoing message, the message is forwarded directly to the specified domain.

To specify the mail transport route:

- 1 Select Domain Setup in the Configure menu.
- 2 Select the Transport tab.

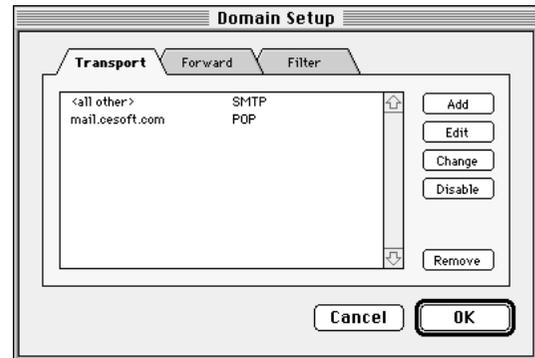


Figure 28: The <all other> SMTP domain is applied to domains not specified in Direct Routing.

- 3 Click Add to create a new SMTP route.

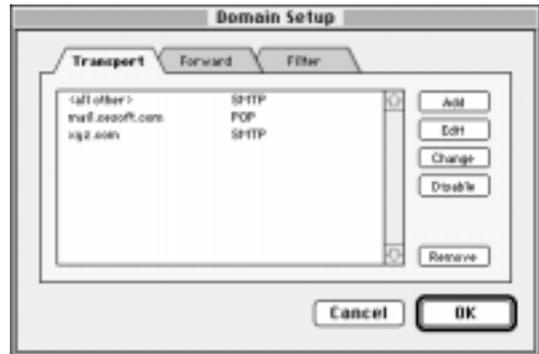


Figure 29: The information in this dialog shows that mail not addressed to xyz.com is routed to any available SMTP server.

- 4 In the Transport Type dialog, select Remote SMTP and click OK.
 - 5 Complete the SMTP Domain dialog and click OK. See page 36 for information on the SMTP Domain fields.
 - 6 Click OK to close the Domain Setup dialog.
- ❖ *Note:* If you are having difficulty maintaining a connection to a remote site, CE Software recommends using the site's IP address. Using the IP address, rather than the domain name, bypasses the DNS lookup, making server negotiations faster.

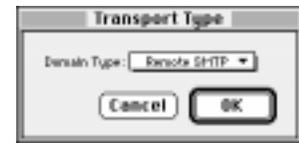


Figure 30: The SMTP Domain dialog.

SUBDOMAINS

Subdomains are part of a primary domain name. For example, if CE Software had a subsidiary in Los Angeles, cesoft.com would have a subdomain called la.cesoft.com. CE Software's main office in Iowa would serve as the hub to the Internet and all the Internet communication from Los Angeles would be routed through the server in Iowa. This is useful when security is a primary concern.

To set up a subdomain:

- 1 Follow Step 1 - Step 4 in the previous section.
- 2 Type your subdomain in the Domain field. For example, type la.cesoft.com.
- 3 Check the Route via checkbox and type your domain in the Route via field. For example, type cesoft.com.
- 4 Select Enable Remote Queue Starting.
- 5 Type the name of the remote queue and schedule your connections. For example, type la.cesoft.com.
- 6 Click OK when you are finished.

The screenshot shows the 'SMTP Domain' configuration window. The 'Domain' field contains 'la.cesoft.com'. Under 'Host Settings', the 'Route via' checkbox is checked with 'cesoft.com' in the field. 'Enable Remote Queue Starting' is checked with 'ETRN' selected in the dropdown. The 'Queue Name' is 'la.cesoft.com' and the 'Schedule...' button is visible. 'Max connections to same host' is set to 2 and 'TCP Port' is 25. Under 'Timeout Settings', 'Timeout' is 100 seconds, 'Retry Interval' is 30 minutes, and 'Expire Timeout' is 72 hours. Under 'Relaying', 'Deny relaying from all domains except:' is checked, with 'Local domains' selected. 'Deny relaying from all IP addresses except:' is also checked, with 'Approved external IP addresses:' selected. 'Cancel' and 'OK' buttons are at the bottom.

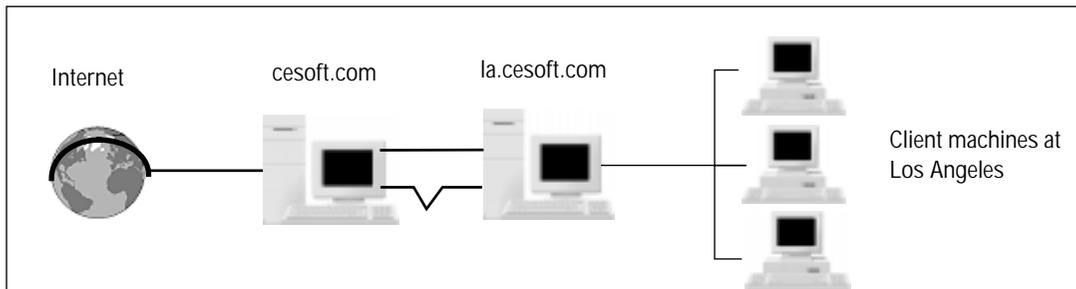


Figure 31: You can use transient or direct connections to route mail for subdomains.

PROTOCOL SETTINGS

The TCP Protocols options allow you to choose the number of simultaneous incoming and outgoing connections that are possible. To change protocol settings:

- 1 In the Configure menu, select TCP Protocols.
 - 2 Select the SMTP tab.
 - 3 Edit the Connections and Timeout settings as needed.
 - 4 Click OK when you are finished making changes.
- ❖ *Note:* When you change the TCP Protocols settings, you do *not* have to restart for the new settings to take effect. No connections are terminated, even when there are more active sessions than the new settings allow. As soon as the number of connections drops below the new limit, QuickMail Pro Server rejects all requests to bring the number of connections above the new limit.



INCOMING MAIL

By default, you can have 8 concurrent sessions for incoming messages. Each active connection requires about 90 kilobytes of memory. The Timeout setting indicates how long QuickMail Pro Server waits to receive a response once it issues a command to another server. Lengthen the Timeout value when you experience frequent line drops.

OUTGOING MAIL

By default, you can have four concurrent sessions for outgoing messages. Each active connection requires about 90 kilobytes of memory. The maximum number of connections is 12.

POST OFFICE PROTOCOL 3

POP3 enables mail to be retrieved from the server by any client software that supports POP. Clients can choose to keep mail on the server or they can download mail to their workstations.

❖ *Note:* See page 79 for information about disabling POP for a specified IP address.

MAIL FLOW

QuickMail Pro Server has three POP components: the POP3 Server, POP3 Forwarder, and POP Mailbox database.

POP3 SERVER

The POP3 Server listens for incoming POP requests on port 110. When an incoming request is detected, QuickMail Pro Server creates a POP session thread that searches for the recipient's address in the POP Mailbox database. When QuickMail Pro Server locates the address, the message is delivered to the appropriate account by the POP3 Forwarder.

POP3 FORWARDER

The POP3 Forwarder moves mail from the Store & Forward database to individual user accounts in the POP Mailbox database. The POP3 Forwarder searches through the Internet Address Registry for local user accounts with corresponding addresses and then moves the appropriate messages to the specified mail account(s).

INTERNET ADDRESS REGISTRY

The Internet Address Registry is a database of all individual addresses that are entered in the server. Each address has name and address attributes.

Different addresses in the database can receive the same message. For example, when a local user is also part of an address group.

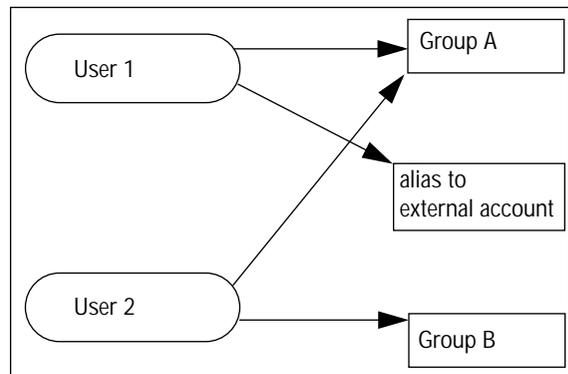
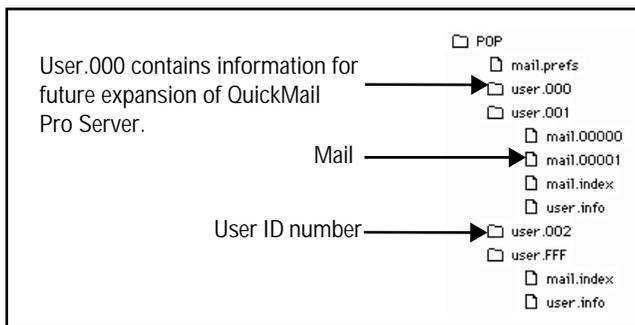


Figure 32: The Internet Address Registry manages address attributes for local accounts.

POP MAILBOX DATABASE

The POP Mailbox database is responsible for managing POP accounts and storing messages associated with those accounts. Each account in the database has a folder containing a user.info file, a message.index file, and a file for each mail message. Each time QuickMail Pro Server is launched, it checks the consistency of account index files and rebuilds them when necessary.



The POP Mailbox database is populated with the Mailbox, Password and Require APOP preferences entered in the Local POP Account dialog. Each user is coded as a three digit hexadecimal number. For example, when an account is created for Joe Smith, QuickMail Pro Server assigns him an account named 012. The hexadecimal number assigned to each user is visible in the lower left corner of the Local POP Account dialog. See Figure 17 on page 23 for an illustration.

Figure 33: The Users' mail is located in the Settings:POP: folder.

❖ *Note:* The POP Mailbox database can hold up to 750 accounts.

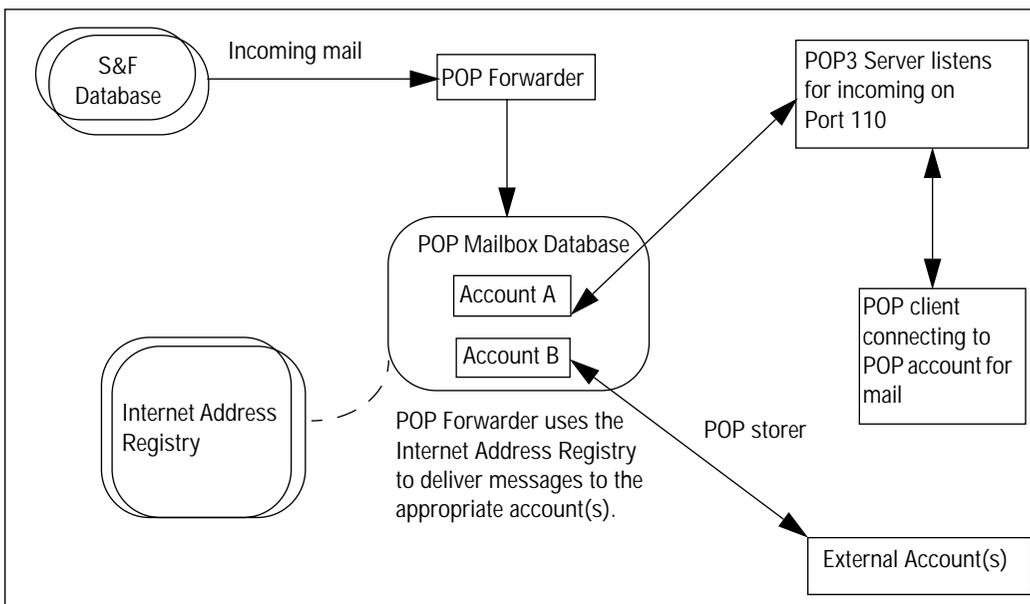


Figure 34: POP Mail Flow.

POP3 BRIDGE

QuickMail Pro Server has the ability to retrieve mail for a single user or for multiple users from a single external POP account. This option is useful for smaller organizations that do not want to invest heavily in a complex Internet E-mail system.

REQUIREMENTS

To use this feature, your ISP must first configure your POP account to accept mail for multiple users. They must also create an MX record for your domain.

When the ISP has configured your POP account, you must enable the Distribute Mail . . . option.

CONFIGURATION

- 1 Select Users in the Configure menu.
- 2 Select a user in the Users dialog. CE Software recommends selecting the postmaster account.
- 3 Click the Add External POP Account button.
- 4 In the External Account dialog, complete the user information. Distribute Mail . . . must be checked for the POP3 Bridge to work. See page 27 for information on the External Account fields.
- 5 Click OK when you are finished.
- 6 Click the close box to close the Users dialog and choose to Save your changes at the prompt.



External Account

Type: POP3

Account Name: Chris Robie

Password: [masked] Use Secure Authentication

Server Name: left.com

Fetching Interval: 30 minutes

Distribute Mail to Recipients Listed in Mail Header

Cancel OK

When the POP3 Bridge is configured, external users can send mail to anyone at your organization. All the mail goes to a single domain where it is all pulled down to QuickMail Pro Server and distributed according to the header information.

LIMITATIONS

Using the Distribute Mail by header option has limitations. The biggest drawback is that some mail may get caught in the POP3 Bridge account and will need to be manually forwarded to the appropriate user.

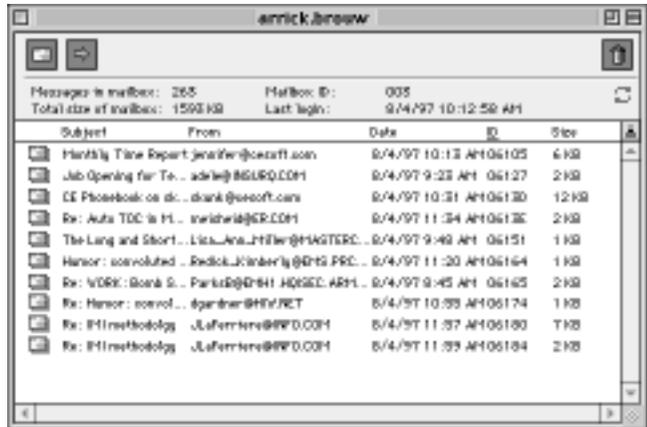
For example:

- When a user subscribes to a mailing list that puts the list name in the TO: field, you must create a group with the same address as the mailing list and add users that want to receive messages from that list. You must then manually forward each of the mailing list messages to the group.
- ❖ *Note:* You can use an automated mail tool, such as QuickMail Pro's MailManager, to forward these mailing list messages for you.
- The BCC (blind carbon copy) addresses on messages arrive in the mailbox that polls external accounts. For example, if you chose the postmaster account in Step 2 of the "Configuration" instructions, the postmaster would receive all BCC messages.

FORWARD DEAD MAIL

When you use the POP3 Bridge solution, some mail may become stuck in the postmaster account due to the POP3 Bridge limitations. To clean out the postmaster account:

- 1 Select the account that was configured in Step 2 as the primary External Account for the POP3 Bridge.
- 2 Click the Show Waiting Mail icon.
- 3 In the Mailbox dialog, highlight the appropriate messages and manually forward each one to the appropriate account.
- 4 Click OK when you are finished.



MULTIPLE DOMAINS

You can use multiple domains when you want the different divisions of your company to have different domains or when you are converting from your existing mail system to QuickMail Office.

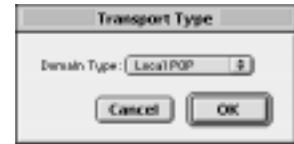
REQUIREMENTS

Before you configure QuickMail Pro Server for multiple domains, you must have your ISP create an MX record for each of your domains. For example, if your current domain is sprockets.com and you wanted to set up another domain named cogs.com, your ISP would have to set up one MX record for sprockets.com and one MX record for cogs.com. See the glossary for a definition of MX records.

CREATE MULTIPLE DOMAINS

To set up multiple domains:

- 1 In the Configure menu, select Domain Setup.
- 2 Click Add in the Domain Setup dialog.
- 3 Choose Local POP in the Transport Type window and click OK.



- 4 Complete the Local Domain dialog. Type the domain name you wish to use.

Domain — Edit the domain field when you have more than one domain and need to specify mail handling for unlisted domains.

Send problem report . . . — Sends the appropriate postmaster a report indicating the presence of a misdirected message.

Redirect original message . . . — Sends the original message to postmaster along with the problem report.

Return problem report to sender — Sends a message containing what's typed in the text field to the sender.

- 5 Click OK in the Local Domain dialog when you are finished.



- 6 The Domain Setup dialog displays each domain that is created. Click OK in the Domain Setup window when you are finished.
- ❖ *Note:* Domain names in the Users dialog can be edited directly within the Users dialog. See page 28 for more information.

In the illustration displayed in Figure 35, QuickMail Pro Server could accept mail addressed to users at mail.cesoft.com and second_domain.com.

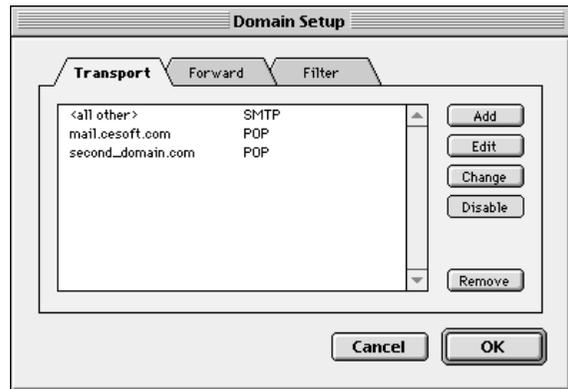


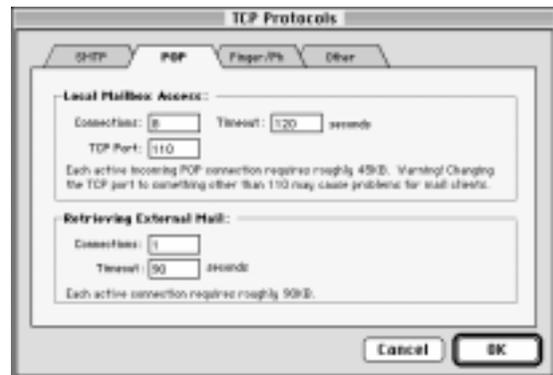
Figure 35: Multiple domains are displayed in the Domain Setup dialog.

POP3 SETTINGS

Use the POP tab in the TCP Protocols dialog to specify the number of simultaneous incoming and outgoing connections that are possible.

To change POP options:

- 1 In the Configure menu, select TCP Protocols.
 - 2 Click the POP tab.
 - 3 Edit Connections and Timeout settings as needed.
 - 4 Click OK when you are finished making changes.
- ❖ *Note:* When you change the protocol settings, you do *not* have to restart for the new settings to take effect. No connections are terminated, even when there are more active sessions than the new settings allow.



As soon as the number of connections drops below the new limit, QuickMail Pro Server rejects all requests to bring the number of connections above the new limit.

LOCAL MAILBOX ACCESS

The Local Mailbox Access options determine settings for POP accounts on the local QuickMail Pro Server machine. By default, you can have 8 concurrent sessions for incoming messages. Each active connection requires about 90 kilobytes of memory. The Timeout setting indicates how long QuickMail Pro Server waits to receive a response once it issues a command to another server. Lengthen the Timeout value when you experience frequent line drops.

RETRIEVING EXTERNAL MAIL

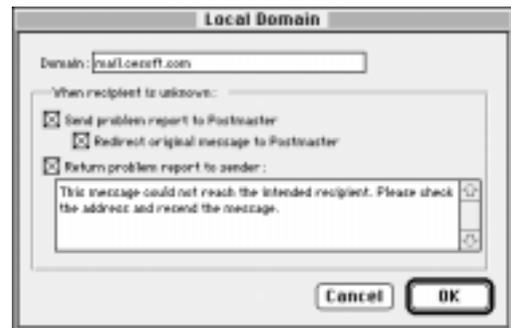
The options in the Retrieving External Mail section of the TCP Protocols dialog deal with retrieving mail from POP3 Bridge connections and external accounts. By default, you can have one concurrent session for retrieving external messages. Each active connection requires about 90 kilobytes of memory.

Adjust the Timeout option when you need to extend or shorten the amount of time it takes for the server to make a connection.

MISDIRECTED MAIL

When QuickMail Pro Server receives mail with the correct domain, but addressed to an unknown local user, you can choose to redirect the mail or return an error report to the sender. To set these options:

- 1 In the Configure menu, select Domain Setup.
- 2 Double-click the POP server that displays in the Transport tab. QuickMail Pro Server uses the POP domain name from the information you provided on page 21.
- 3 Complete the Local Domain dialog and click OK when you are finished. See page 48 for descriptions of each field in the Local Domain dialog.
- 4 Click OK to close the Domain Setup field.



UNIX TO UNIX COPY PROTOCOL

In the UNIX operating system, when the need to transfer files between computers arose, UUCP was created. While originally intended for generic file transfer, UUCP is now used primarily for simple and inexpensive E-mail and electronic news.

QuickMail Pro Server can handle communication with multiple UUCP nodes, or computers, simultaneously. The communication channel can be either a Communication Toolbox (CTB) based connection or a direct TCP/IP connection.

❖ *Note:* See page 79 for information about disabling UUCP for a specified IP address.

MAIL FLOW

QuickMail Pro Server UUCP mail is routed through the Store & Forward (S&F) database and the Spool folder. Mail resides in the S&F database for only one S&F cycle, so it is rarely visible in the Waiting Mail dialog.

STORE AND FORWARD DATABASE

All outgoing UUCP mail cycles through the S&F database. When a UUCP connection is made, mail is transported to the specified node (*e.g.* - to your ISP).

SPOOL FOLDER

The Spool folder contains all messages downloaded from the Internet. After messages cycle through the Spool folder, they are delivered to individual users.

FORWARD UUCP

The UUCP Forwarder delivers messages to the appropriate account in the Store & Forward database.

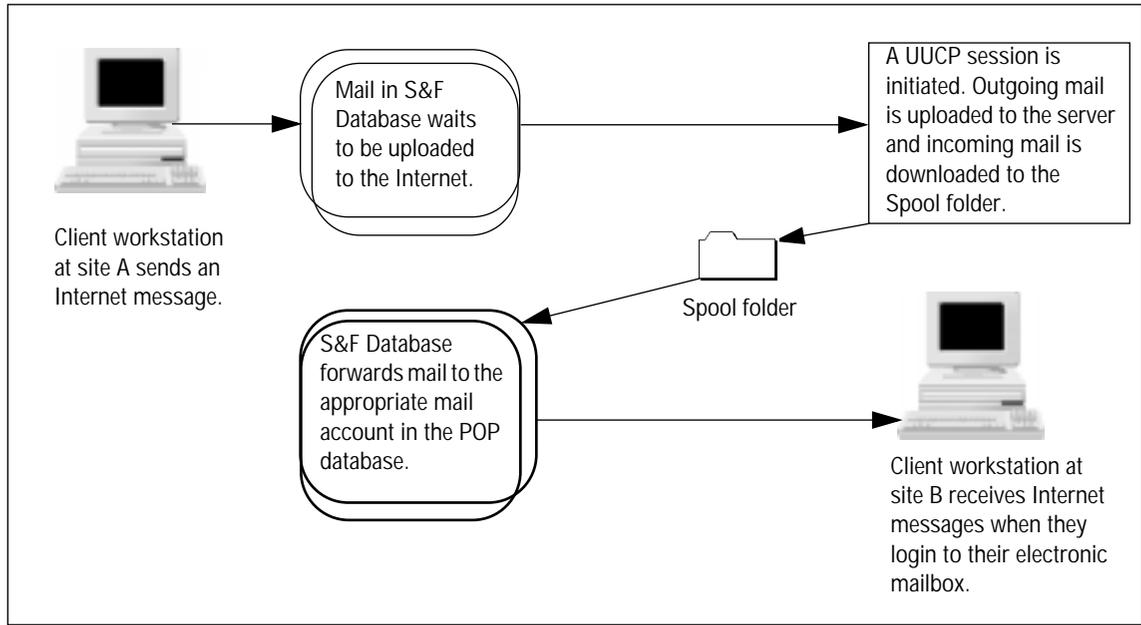


Figure 36: UUCP Mail Flow.

UUCP SETUP

QuickMail Pro Server can be configured to send and receive mail via UUCP. This capability is useful for small sites when they want to communicate with remote UUCP sites without paying for a full-time Internet connection.

REQUIREMENTS

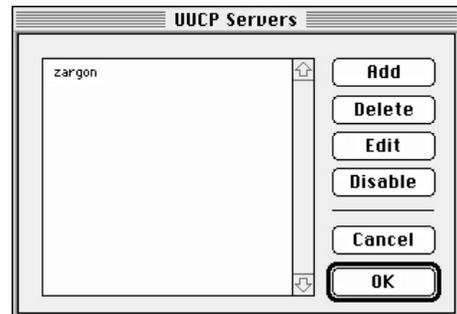
When using UUCP to connect to the Internet, your ISP must assign you a domain and an MX record pointing to the ISP's UUCP server. If you are connecting to another site that uses QuickMail Pro Server, select the QMPS to QMPS script in the UUCP Server Setup dialog.

- ❖ *Note:* You do *not* need an ISP if connecting to another QuickMail Pro Server.

DIAL-OUT CONFIGURATION

To set up QuickMail Pro Server to upload mail to a UUCP account:

- 1 In the Configure menu, select UUCP Servers.
- 2 Click Add.



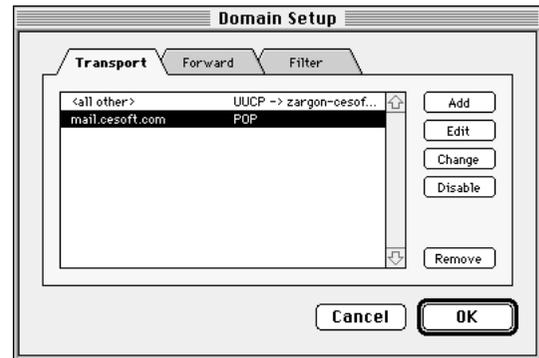
- 3 Complete the UUCP Server Setup dialog and click OK. See the next section for more information on the Setup dialog fields.



- 4 When you add a UUCP server, QuickMail Pro Server asks if you want to use UUCP as your primary connection method. Click Use UUCP if you use UUCP for all Internet connections. Click Don't Change if you want SMTP to remain your default transport protocol.



When you click Use UUCP in Step 4, the <all other> setting in the Domain Setup Transport tab is changed to the specified UUCP server. To change <all other> back to SMTP, click the UUCP field in the Domain Setup dialog and click the Change button.



THE UUCP SERVER SETUP WINDOW

UUCP MACHINE NAMES

Since UUCP is based on file transfer from one node to another, you must specify your node and the one you are sending to when you configure UUCP.

Remote — The name of the remote node, or machine, to which mail is routed.

Local — The name of the local node, or machine, from which mail is forwarded.

- **IMPORTANT:** Some ISPs use an implementation of UUCP that requires the Local and Remote node names be case sensitive. Check with your ISP to see if they have case requirements before proceeding with the QuickMail Pro Server UUCP configuration.

Default Domain — The domain assigned to your site. All incoming mail that contains this domain is routed to your UUCP account.

CONNECTION

QuickMail Pro Server allows you to specify whether you wish to use a dial-up or direct connection to the Internet.

Modem — Enables the Modem button. Click Modem to configure your connection settings. See page 137 for more information. The Apple Modem Tool Extension must be installed to use the Modem option.

- ❖ *Note:* QuickMail Pro Server uses the “g” protocol with modem connections.

TCP/IP — Enables the TCP/IP button. Click TCP/IP to open a dialog where you enter your host name and port number.

- ❖ *Note:* The UUCP “t” protocol is specifically designed for TCP connections.

DIAL-OUT SCHEDULE

The Connect when waiting mail option and the Connect on schedule option are two separate settings. When you have both options selected, QuickMail Pro Server connects when there’s waiting mail, as well as when there is a scheduled connection.

Connect when waiting mail — Forces a connection to the remote host whenever mail is waiting to be sent.

Connect on schedule — Allows you to choose how frequently you connect to your ISP or another QuickMail Pro Server. For example, using the Dial-out settings shown in Figure 37, the QuickMail Pro Server would connect every 32 minutes from 8:00 A.M. to 6:00 P.M. Monday through Friday. In addition to those connections, the server would connect every 20 hours throughout the entire week — even during the business days when it connects every 32 minutes.

When QuickMail Pro Server is scheduled to dial out, it makes connections according to the System clock rather than the interval after the previous connection break. For example, when you choose to connect every 20 hours in the otherwise connect . . . field, QuickMail Pro Server communicates with the other UUCP server at 12:00 A.M. and 8:00 P.M. every day. Even if the server does not break a connection until 12:07 A.M., it initiates the next connection at exactly 8:00 P.M., rather than at 8:07 P.M.

▲ **WARNING:** When the UUCP connection fails, QuickMail Pro Server automatically attempts to connect again after 1.5 minutes, regardless of the interval specified in the Dial-out Schedule.

LOGIN SETTINGS

The login options control the sequence of commands issued between QuickMail Pro Server and your ISP when you upload and download mail.

Script — There are several scripts included with QuickMail Pro Server. Choose one of the scripts from the pop-up list or create your own script. See page 58 for more information on writing UUCP scripts.

Login — Type your UUCP login name in this field.

Password — Type your UUCP password in this field.

❖ *Note:* Your ISP provides your UUCP login name and password.



Figure 37: The UUCP Dial-out Schedule settings allow you to specify when to upload and download mail.

DIAL-IN CONFIGURATION

Use the dial-in settings when QuickMail Pro Server is communicating with another Internet server over UUCP.

Click Dial-in Settings when you want to configure QuickMail Pro Server to answer incoming UUCP calls. Click Allow incoming connections and type QuickMail Pro Server's UUCP Login name and Password. Click OK when you are finished.



MULTIPLE DOMAINS

You can use multiple UUCP domains when you want to gather mail from multiple UUCP servers or when you are converting from your existing mail system to QuickMail Office. The way you configure QuickMail Pro Server for multiple UUCP domains depends on how you wish to use UUCP.

CONNECT TO MULTIPLE UUCP SERVERS

When UUCP is your primary connection to the outside world, you must change the <all other> setting in the UUCP Server Setup dialog to the UUCP server that connects to your ISP. If you want to route mail directly to other sites, you must configure the UUCP Server Setup dialog to accept and initiate calls to different remote hosts using QuickMail Pro Server's multiple domain capability.

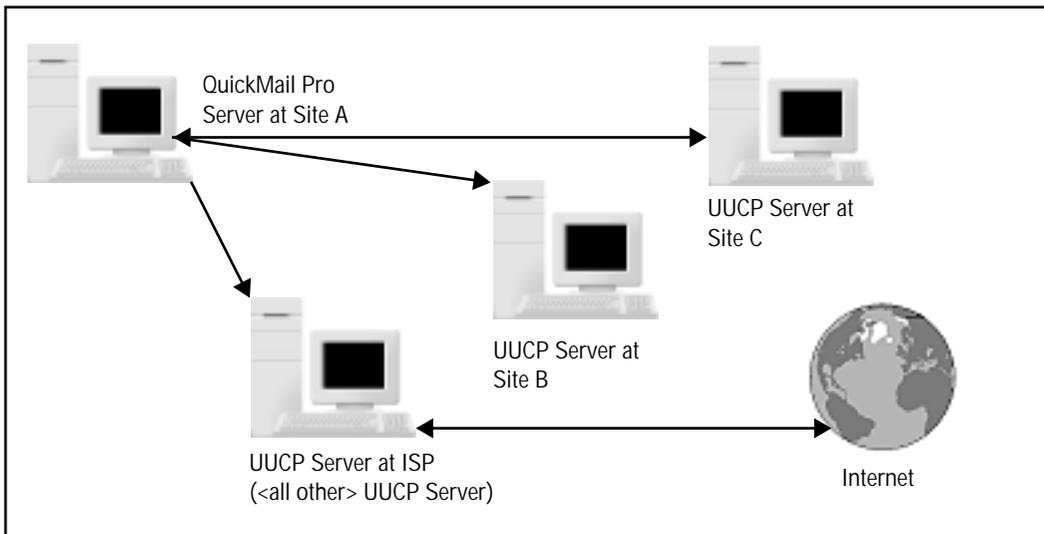
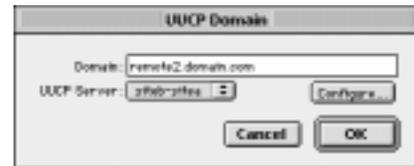


Figure 38: QuickMail Pro Server requires three UUCP domains for this scenario. The Remote node name in the Domain Setup dialog is different for each UUCP server. Sites B and C can also be configured to route mail through Site A to the Internet.

To configure QuickMail Pro Server to send mail to multiple UUCP domains:

- 1 In the Configure menu, select Domain Setup.
 - 2 Select the <all other> field and click Change.
 - 3 Choose Remote UUCP in the Transport Type window and click OK.
 - 4 In the UUCP Domain window, select a UUCP server. The remote UUCP domain for the <all other> field is typically the UUCP server that connects to your ISP.
- ❖ *Note:* Click Add in the UUCP Server pop-up menu if there is no UUCP server specified. page 54 provides information on the UUCP Setup dialog.
- 5 Click OK in the UUCP Domain dialog to return to the Domain Setup window.
 - 6 In the Domain Setup window, click Add to add another UUCP server.
 - 7 Select Remote UUCP in the Transport Type window and click OK.
 - 8 Type the remote domain for this connection in the UUCP Domain dialog.
 - 9 Select Add in the UUCP Server pop-up menu and click OK.
 - 10 Complete the UUCP Setup dialog and click OK. The Remote node name should be the name of computer to which QuickMail Pro Server is connecting. It will be different for each UUCP domain you create in QuickMail Pro Server. See page 54 for more information.



In the illustration displayed in Figure 39, QuickMail Pro Server exchanges mail with three different UUCP servers. All outgoing mail *not* addressed to remote2.domain.com or remote3.domain.com is sent to the ISP's UUCP server.

- ❖ *Note:* If you need to receive mail for two domains at your site, notify your ISP so they can configure your account accordingly.

If you are acting as an ISP for other sites, as Site A is in Figure 38, ask your ISP to configure your account to handle mail for the other sites.

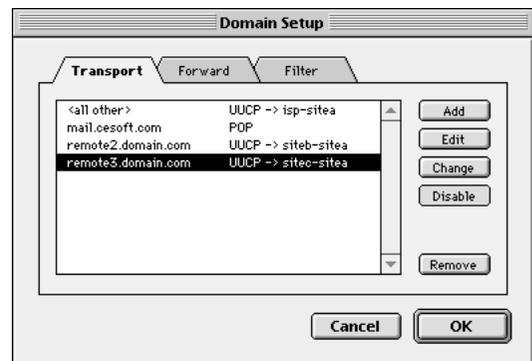
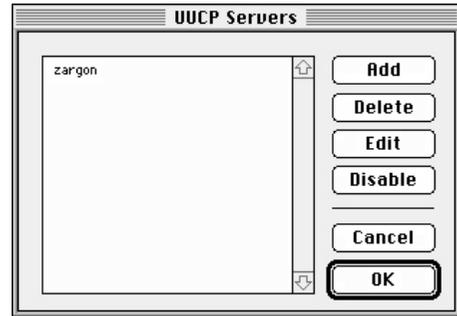


Figure 39: Multiple domains for outgoing UUCP mail are displayed in the Domain Setup dialog.

CHANGE UUCP SERVERS

Use the Add, Delete, Edit, and Disable options in the UUCP Servers dialog to make changes to existing UUCP servers. When a UUCP domain is italicized, it has been disabled. When a disabled domain is selected, the Disable button is replaced by the Enable button.

Click Change in the Domain Setup dialog shown in Figure 23 on page 33 to change the protocol for a domain from UUCP to SMTP or POP3.



UUCP SCRIPTS

For QuickMail Pro Server to login to a remote server, you need to select an existing script or create a new script. In the UUCP Server Setup window there is a Script pop-up menu. In the lower half of the Script pop-up menu there are three commands called Add, Delete, and Edit. Select Add to write a new script, Edit to edit the script that is highlighted in the pop-up list, or Delete to delete the script that is highlighted in the pop-up list.

All UUCP scripts are stored in the :Settings:UUCP Scripts: folder. The scripts are standard text files that can be edited with any text editor, such as SimpleText.

- ❖ *Note:* If you would like to use custom Intercall™ scripts with QuickMail Pro Server, copy them into the :Settings:UUCP Scripts: folder. The .login suffix in the filename is not necessary.

QMPS TO QMPS COMMUNICATION

One of the scripts included with QuickMail Pro Server is for UUCP communications between two QuickMail Pro Servers. Configure UUCP connections as described on page 53 and use the QMPS to QMPS script.

THE LOGIN PROCESS

When two machines using the UUCP protocol communicate, the server dialing out goes through five basic steps to initiate a file transfer:

- 1** The connecting server checks for basic syntax errors in the script. For example, if expectcond is spelled incorrectly, the server times out with a failed at step 0 message in the log.
- 2** The modems complete a handshake.
- 3** The script provides the information that allows the server to login.
- 4** Files begin to transfer.
- 5** The connection is terminated when file transfer is complete.

Knowing this sequence of events will help you administer UUCP connections.

SCRIPT COMMANDS

UUCP scripts, or chat scripts, are composed of alternating send commands and expect variables. For example, when QuickMail Pro Server is logging into another server, it must prepare the remote server to expect a username before it sends the username. The commands in Table 3 can be included in the script.

```

rblocksize 64
pause 120
send \r\r
expectcond ogin:
send \r
expect ogin:
sendvar login
expect ssword:
sendvar password
    
```

Figure 40: A UUCP script created in SimpleText.

Commands	Syntax	Definition	Example
send	send <text>	The send command sends text to the remote host. The text may consist of one or more words and should end with a return character, such as \r.	send \r\r
sendvar	sendvar <text>	The sendvar command sends the value of a variable to the host. Two examples of variables are: password and login name.	sendvar ssword
expect	expect <text>	The expect command tells the mail server to wait until the specified text is sent by the host. The login is terminated if the expected text isn't received by the remote host.	expect ogin:
pause	pause <#>	The pause command forces a pause in the connection for X number of seconds. Use this command when you experience frequent line drops or timeouts. The pause command is typically located in the first line of a script.	pause 120
rblocksize	rblocksize <#>	Rblocksize prepares the remote server to receive X bytes of information in a packet. Server administrators can set the packet sizes each server can receive. Most machines accept 64 bytes of text per packet, but the bytes can be increased in increments of 64 bytes. For example, the server can be set to receive 64, 128, 192, etc. bytes of text in each packet.	rblocksize 64
sblocksize	sblocksize <#>	Sblocksize sends X bytes of information in a packet to the remote server. When one packet is finished sending, the next packet is sent until all messages are uploaded.	sblocksize 64

Table 3: UUCP commands and command definitions. Items enclosed in greater/less-than signs (< >) are variable.

You probably noticed that some of the words in the Example column of Table 3 seem to be spelled incorrectly. That's because UUCP commands are read from right to left, so the first few characters of each word are unnecessary. In fact, it is a good idea to leave out the first character since some of the commands are case sensitive. For example, your connection could fail if your script has "login" capitalized, and the remote site does not.

WRITE A SCRIPT

You may be wondering how you can build a script with the cryptic commands listed in Table 3. Since most scripts are less than ten lines long, it's less difficult than you may think. In this section, you learn the easiest method to write a script.

The first thing you need when you use the UUCP protocol is a remote machine with which to connect. This remote machine most often belongs to your Internet Service Provider (ISP). The next thing you need is your ISP's modem number. When you have these two items, follow these steps:

- 1 Dial your ISP with a standard terminal package, such as Microphone™ or Zterm™ software. This connection reveals the sequence of commands your ISP's server expects.
- ❖ *Note:* Microphone and Zterm communication software is typically packaged with your modem.
- 2 Save the information from the terminal connection.
- 3 Use the sequence of commands from your terminal connection and the commands from Table 3 to build your script.
- 4 Write the script in any text editor, such as SimpleText.
- 5 Save the script to your :Settings:UUCP Scripts: folder.
- 6 In QuickMail Pro Server, select UUCP Servers in the Configure menu.
- 7 Double-click on the server listed in the UUCP Servers dialog.
- 8 In the UUCP Server Setup dialog, select your new script from the Script pop-up menu.



Figure 41: Microphone connection settings.

TROUBLESHOOTING SCRIPTS

QuickMail Pro Server allows you to log various levels of server activity. When you are troubleshooting a UUCP problem, CE Software recommends:

- 1 In the Windows menu, select Debugging in the Log Level submenu.
- 2 In the Windows menu, select UUCP in the Log Display submenu.
- 3 Launch a text editor and open the Log File in the :QMP Server:Settings: folder to view the log.

When you are having difficulty connecting with UUCP, the problem typically lies in your script, your UUCP settings, or your modem. To pinpoint which area you are having difficulty with, use Table 4.

Error	Problem	Solution
handshake failed at step X	There is incorrect information entered in your Setup window	Verify and correct the information in the Setup dialog — especially your username and password.
Login failed	There is incorrect, or out-of-sequence information in your script	Choose another script or edit your existing script.
checksum error	There is a file transfer problem	Check your modem settings and make sure the remote computer is not having problems. Verify the remote site's blocksize settings to ensure your site's settings match.
exclamation points appear in your addresses	This is called bang addressing. It occurs when your ISP uses bang addressing as a means of routing your mail.	When your ISP uses bang addressing, it is imperative you have the remote host entered in the Remote field of the UUCP Setup dialog.

Table 4: UUCP Troubleshooting Tips.

- **IMPORTANT:** Use Table 4 for general troubleshooting assistance. The table does *not* address every possible scenario.

When you have additional questions about connection problems, check the CE Software Technical Support page located at <http://help.cesoft.com/>.

SPOOL FOLDER

In the QuickMail Pro Server Settings folder, there is a folder called Spool. The Spool folder contains a folder for each defined UUCP server. The Spool folder is used to temporarily store incoming messages from a UUCP host before they are stored in the S&F database.

INTRANET SETUP

If you are using QuickMail Pro Server on an intranet, you do not need to worry about direct or DNS routing. The server is capable of delivering mail based on user names only, as long as each user on your network is assigned a unique name. For example, you can address a message to Paul.Simpson rather than Paul.Simpson@company.com. See page 23 for instructions on adding users to your intranet.

REQUIREMENTS

To set up an intranet mail system, each machine must have TCP/IP installed. Built-in Ethernet or an Ethernet adapter is also required.

CONFIGURATION

Intranet mail is transported via SMTP and stored in POP mailboxes. No configuration is necessary. SMTP uses the default <all other> setting in the Domain Setup dialog and POP uses the domain you entered in the Welcome dialog in Figure 15 on page 21.

STANDARD IP ASSIGNMENTS

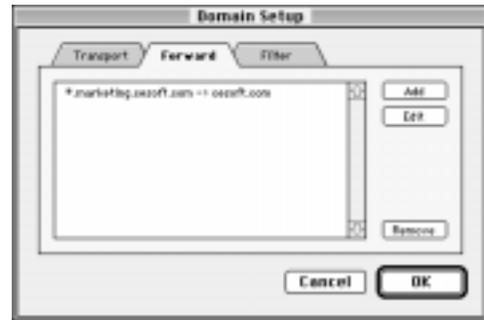
A special range of IP addresses has been set aside by the IANA for local network use. This range is 192.168.1.1 through 192.168.1.254. This IP range can be used for up to 254 computers.

Each networked machine must have a unique IP address. CE Software recommends assigning QuickMail Pro Server 192.168.1.1 as an IP address. Then, assign each consecutive client machine another number. For example, assign the first client machine the IP number of 192.168.1.2, the second client machine 192.168.1.3, and so on.

FORWARD MAIL

You can choose to forward all mail from one domain to another specified domain with the SMTP or UUCP protocols. This is useful when you have multiple subdomains and more than one server. For example, mail sent to `feedback@marketing.cesoft.com` could automatically be forwarded to `feedback@cesoft.com`. To add a Forwarding domain:

- 1 In the Configure menu, select Domain Setup.
- 2 Click the Forward tab.
- 3 Click Add. The Domain Forwarding dialog appears.
- 4 Enter the domain you want forwarded.
 - Select Include sub-domains when the domain in the Search for field is a subdomain.
- 5 Type the domain you want mail routed to in the Replace with field.
 - > **IMPORTANT:** Domain forwarding only works on *exact* text matches. For example, if you type `marketing.cesoft.com` in the Search for field, the server does not forward domains such as `marketing.com`.
- 6 Click OK in the Domain Forwarding and Domain Setup windows when you are finished.



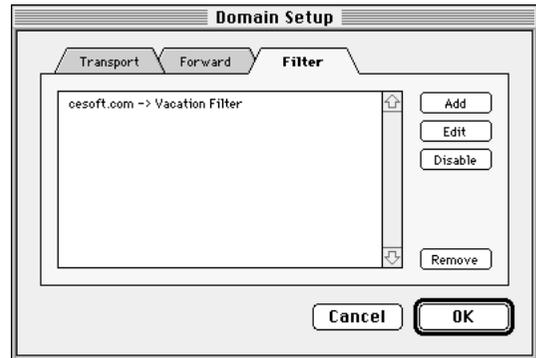
FILTER MAIL

Filters automatically process or monitor mail in the Store & Forward database using AppleScripts and AppleScript applets. Several filters can act on the same domain.

SET UP A FILTER

Use AppleScript to create filters, or use one of the filters installed with QuickMail Pro Server. To enable an installed filter:

- 1 Select Domain Setup in the Configure menu.
- 2 Select the Filter tab.
- 3 Click Add.
 - ❖ *Note:* If you are using the FileMaker Pro filter, both the Mail Archive file and the helper file must be moved to the main level of the QuickMail Pro Server folder for the FileMaker Pro filter to work properly. See page 123 for more information.



- 4 Type the name of the domain you want filtered. All mail with this domain is processed by the selected filter.



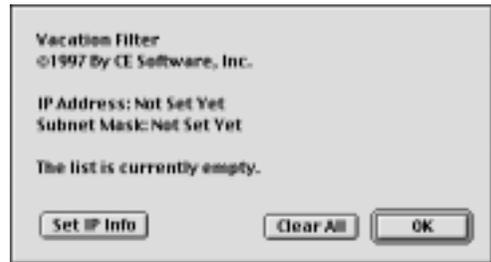
- 5 Click Choose to view the standard Open File dialog.
- 6 Select the script or applet. The installed scripts and applets are located in the <Hard Drive>:QuickMail Pro Server:Sample Filters: folder.
 - ❖ *Note:* If you create a custom filter, it can be located anywhere on your hard drive.



- 7 Click Open. The selected filter appears in the Script field of the Filter dialog.
- 8 Click the Configure button in the Filter dialog.



- 9 The IP Status window appears. Click Set IP Info.

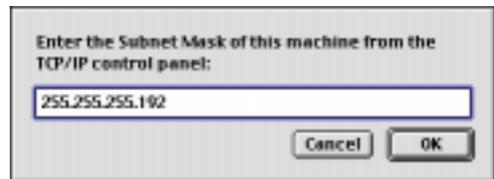


- 10 Type the IP address of your QuickMail Pro Server and click OK. Your machine's IP address resides in the TCP/IP Control Panel.



- 11 Type the subnet mask for your network and click OK. This information also resides in the TCP/IP Control Panel.

- ❖ *Note:* If the information you type is not valid, an error dialog appears. Values typed into the subnet field must be within the range of 1 - 255.



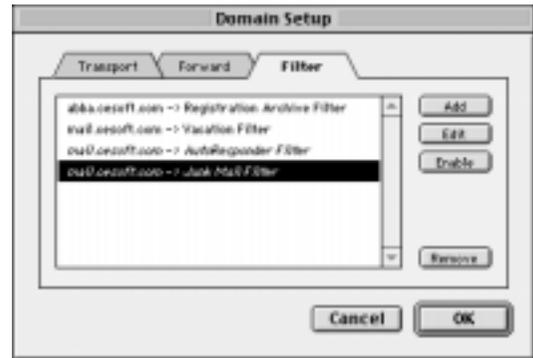
- 12 Click OK in the IP Status window. The status window should display the IP address and subnet mask information.
- 13 Click OK in the Filter dialog.

- 14 Click OK in the Domain Setup window when you are finished.

Users can now take advantage of the filters you have set up and enabled. See page 121 for more information.

CHANGE DOMAIN FILTERS

- 1 Select Domain Setup in the Configure menu.
- 2 Click the Filter tab in the Domain Setup window.
- 3 Click Edit to change filter settings and make changes in the Filter dialog.
 - Click Remove to delete a selected filter.
- 4 Click OK when you are finished.



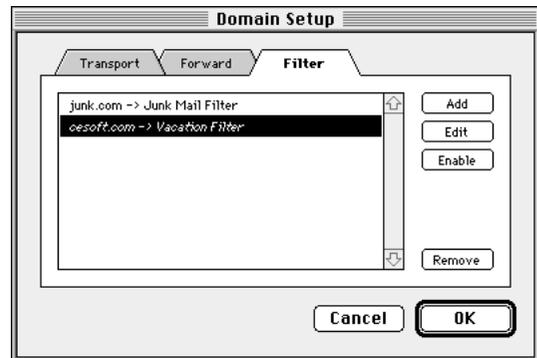
DISABLE FILTERS

You can disable filters from the Domain Setup dialog. Highlight a filter and click Disable. The Disable button changes to an Enable button. The disabled filter is displayed in italics. Select an italicized domain and click Enable when you want to turn a filter back on.

INSTALLED FILTERS

There is a sample filter template and several completed filters installed with QuickMail Pro Server. Use any of the following installed filters for responding to and archiving mail. For detailed information on each filter, see page 121.

- Enable the Vacation Filter when you want the server to automatically reply to messages. When users leave the office, they can send a message to <on-vacation@yourdomain.com> with text that the server will forward to anyone who sends the user a message. A Vacation Filter ReadMe file is located in the :QMP Server:Sample Filters:Vacation: folder.
- Use the FileMaker Pro Filter to archive mail in a FileMaker Pro database. The FileMaker Archive Filter is located in the :QMP Server:Sample Filters:FileMaker: folder.
- The Junk Mail Filter weeds out unwanted mail. The Junk Mail Filter is located in the :QMP Server:Sample Filters:Junk Mail: folder.
- AutoResponder automatically replies to incoming messages. It is located in the :QMP Server folder:Sample Filters:AutoResponder: folder.



GATEWAYS

Gateways and servers can communicate with each other through a small set of AppleEvents. For example, if you currently use PageNOW!™ software, QuickMail Pro Server communicates with it through the PageNOW! gateway. Using program linking, QuickMail Pro Server displays PageNOW! as an option in the Domain Setup dialog. All configuration for the PageNOW! software is made within the paging software, *not* within the AppleScript gateway.

PAGENOW! GATEWAY

The PageNOW! gateway allows QuickMail Pro Server users to send messages to pagers using the PageNOW! paging software. See page 135 for detailed information.

Mark/Space Softworks, Inc. develops and distributes PageNOW! software. To contact Mark/Space, visit <http://www.markspace.com/>.

4-SIGHT FAX GATEWAY

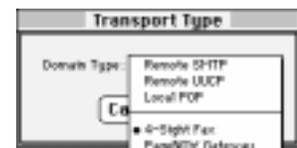
The 4-Sight™ Fax gateway allows QuickMail Pro Server users to send faxes using 4-Sight Fax software. The gateway looks at the address of the message and sends to the individual specified within the 4-Sight software. See page 135 for detailed information.

4-Sight plc. develops and distributes 4-Sight Fax software. To contact 4-Sight, visit <http://www.4sight.com/>.

SET UP GATEWAYS

To use the installed gateway scripts, you must have the corresponding third party software installed and properly configured. Once you have the third party software configured, use the following instructions to set up the gateway scripts:

- 1 Launch a gateway script. The 4-Sight Fax and PageNow! scripts are located in the :QuickMail Pro Server:Sample Gateways: folder.
- 2 In the QuickMail Pro Server application, select Domain Setup in the Configure menu.
- 3 In the Transport tab, click Add.
- 4 Select the gateway in the Domain Type pop-up menu and click OK.



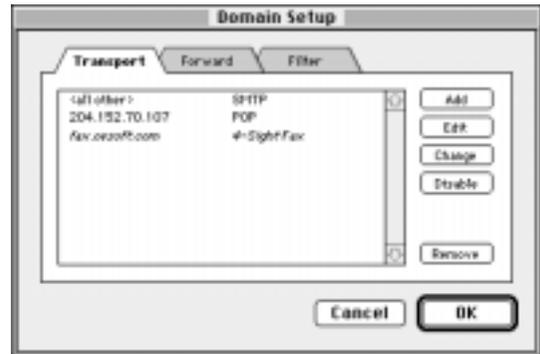
- 5 Type the domain of the gateway at the prompt and click OK. The gateway domain appears in the Domain Setup dialog.



DISABLE GATEWAYS

If you need to take down a gateway for any period of time, you must disable the domain for the gateway. To disable the gateway domain:

- 1 Select Domain Setup in the Configure menu.
- 2 In the Transport tab, select the gateway domain and click the Disable button. The gateway domain appears in italics when it is disabled.
- 3 Click OK when you are finished.



ENABLE GATEWAYS

- 1 Select Domain Setup in the Configure menu.
- 2 In the Transport tab, select an italicized gateway domain and click the Enable button. The gateway domain appears in plain text when it is enabled.
- 3 Click OK when you are finished.

CHAPTER 5: SERVER ADMINISTRATION

QuickMail Pro Server has powerful administrative features. The server administrator can monitor all incoming and outgoing mail and automate many administrator tasks.

REGULATE SERVER ACTIONS

Control server actions by setting preferences, specifying password server options, choosing expiration and archiving options, using remote administration capabilities, and ensuring server security.

SET PREFERENCES

QuickMail Pro Server preference settings are the primary administrative controls. Select Preferences in the Configure menu to open the tabbed Preferences dialog.

Configure	
Domain Setup...	⌘D
Users	⌘1
Groups	⌘2
Mail Lists	⌘3
TCP Protocols...	
UUCP Servers...	
Preferences...	

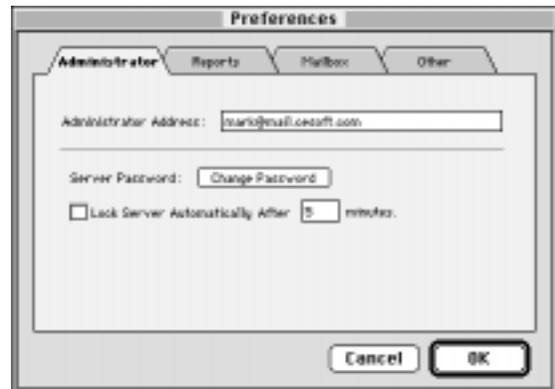
ADMINISTRATOR

Set the Administrator Address and Lock Server options in the Administrator preferences tab. By default, the Administrator Address is `postmaster@<yourdomain.com>`. See page 81 for more information on the postmaster account.

LOCK SERVER

- 1 Check the Lock Server Automatically After X minutes when you want to restrict access to the server software. By default, the server waits 5 minutes before automatic logout.

▲**WARNING:** Any windows that are open at the time of an automated logout are closed and changes are lost.



- 2 Click the Change Password button to open the Change Password dialog.
- 3 Type your current password in the Current Password field. Leave this field blank if you do not have a password.
- 4 Type your new password in the New Password and Verify Password fields.
- 5 Click Change Password when you are finished. You must now use your new password to access server settings.



LOCK/UNLOCK MENU OPTIONS

Select Lock in the File menu to restrict access to the server. When you have not previously specified a password in the Administrator Preferences tab, a dialog prompts you to set a password. After you have enabled the Lock feature, you are prompted for the password whenever you attempt to access or quit the server. It is also locked after rebooting the machine. Select Unlock in the File menu to open a password prompt and access server settings.

DISABLE LOCK FEATURE

- 1 Click the Change Password button in the Administrator preferences tab to open the Change Password dialog.
- 2 Type your current password in the Current Password field.
- 3 Leave the New Password and Verify Password fields blank.
- 4 Click Change Password when you are finished.

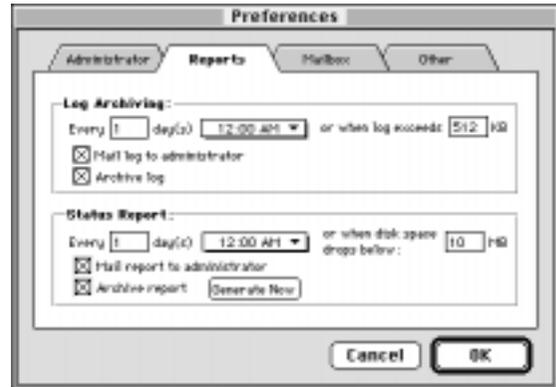
REPORTS

Use the Reports tab to monitor server activity and mail logs.

LOG ARCHIVING

Specify the conditions that must be met to archive the mail log. By default, the server is set to archive the log every day at 12:00 A.M., or when the log exceeds 512 KB.

Mail log to administrator — Automatically sends the log archive to the administrator address. By default, the administrator address is administrator@<yourdomain.com>. The administrator address is specified in the Administrator tab. See page 69 for more information.



Archive log — Saves the log to the Report & Log folder in the QuickMail Pro Server folder on the server's hard drive.

- Check both Mail log to administrator and Archive log when you want the mail log sent to the administrator *and* saved to the hard drive.

When the default Log Archiving settings are used, the log information accumulates in the :QuickMail Pro Server:Settings:Log file. The log window displays the most recent 512 kilobytes of information. When the file becomes larger than 512 KB, the log is saved to the :QuickMail Pro Server: Report & Log Archive: and a new log file begins recording server activity. Set the Log Level and Log Display in the Windows menu. See page 82 for more information.

❖ *Note:* The Log file can hold up to 5 MB, but only 1 MB is recommended.

STATUS REPORT

The Status Report generates a summary of server statistics, mail usage, and the number of concurrent incoming connections. By default, status reports are mailed to the administrator every day at 12:00 A.M., or when disk space drops below 10 MB.

Mail report to administrator — Sends status reports to <administrator@yourdomain>.

Archive report — Saves the status report to the Report & Log folder on the server's hard drive.

Generate Now — Generates a status report immediately.

- Check both options when you want the mail log sent to the administrator *and* saved to the hard drive.

The status report also places a text warning next to user names with full mailboxes. For example, when users have more mail than what is specified in the Mailbox tab, shown in Figure 42, users receive a warning in their mailboxes. The warning is also displayed in the server log that is sent to the postmaster by default. The user receives a second warning after 24 hours if another message is delivered to the mailbox. The warnings do not differentiate between mailbox size and number of mailbox messages.

▲WARNING: If the QuickMail Pro Server does not have serial numbers for *all* users, *none* of the users on the network can send mail, except for the postmaster. See page 84 for information on adding serial numbers.

MAILBOX

The Mailbox tab offers mailbox limit options. Use these options to avoid the problems large messages and mailboxes can cause, such as server slowness.

By default, QuickMail Pro server accepts messages up to 8,000 KB in size. Users can keep up to 1,000 messages in their mailbox, but the administrator and users are notified when users accumulate over 500 messages.

By default, the maximum size of an account mailbox is 20,000 KB. QuickMail Pro Server warns the administrator and users when mailboxes reach 10,000 KB.

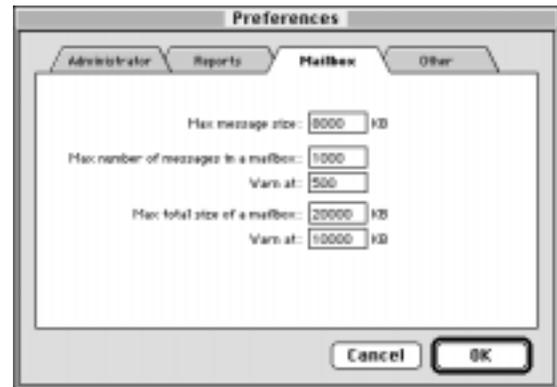
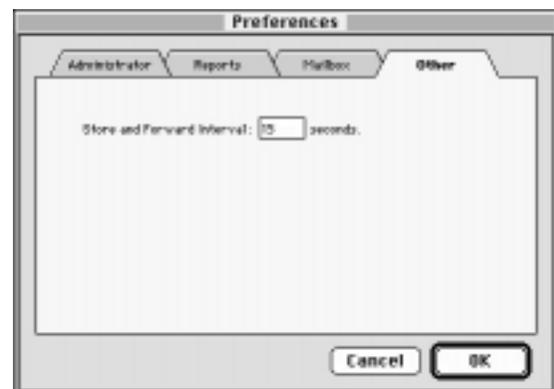


Figure 42: Set account limits in the Mailbox preferences tab.

OTHER

The Store and Forward Interval specifies how many seconds pass before the Store & Forward database is checked for waiting mail. By default, the interval is set at 15 seconds. See page 84 for more information on the Store & Forward database.

If you are exchanging mail using a transient connection, you may need to decrease the Store & Forward interval to ensure the server is available when connections are made.



SET PASSWORD SERVER

Users can change their account passwords from remote locations using the Password Server. To change account passwords, client E-mail software must support remote password changing. For example, QuickMail Pro E-mail software uses a QuickMail Pro utility called Change Password. When QuickMail Pro users connect to the server and launch the Change Password utility, a dialog appears requesting a current password and a new password. When the user types the password information and clicks OK, the new password is required the next time the user connects to the server for mail.

- **IMPORTANT:** Only local accounts with the APOP checkbox *deselected* can take advantage of remote password changing. See page 24 for instructions on deselecting this option.

Specify the number of sessions QuickMail Pro Server can make available to remote users who want to change their password.

- ❖ *Note:* See page 79 for information about disabling the Password Server for a specified IP address.

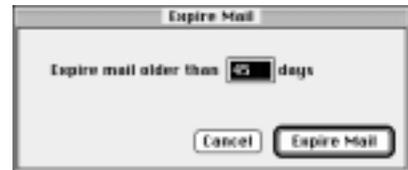
- 1** Select TCP Protocols in the Configure menu.
 - 2** Click Other in the dialog and set the maximum concurrent sessions and TCP Port.
 - 3** Click OK when you are finished.
- ❖ *Note:* If users forget their password, the QuickMail Pro Server administrator can assign a new password. See page 23 for more information.



EXPIRE MAIL

The Expire Mail option is useful when users do not regularly clear their mailbox and server disk space is running low. Only mail in the POP database is deleted. Mail in the S&F database is untouched. It is important to warn users before using this option, so they can preserve any old mail they may be storing on the server.

- 1 In the Utilities menu, select Expire Mail. The Expire Mail dialog appears.
- 2 Set Expire mail older than X days and click Expire Mail.
- 3 Click Expire at the warning prompt. All mail in the POP database older than X days is deleted and then saved as text to a folder called <current date/time> in the Settings folder.



❖ *Note:* You may need to delete or archive the expired mail folders periodically to recover disk space.

BACK UP MAIL

In addition to archiving logs as explained on page 71, you can use the Local and Remote Backup scripts to back up mail. The Local and Remote scripts allow you to take a snapshot of the server with Dantz™ Retrospect™ software. Users can send mail during the backup, but Retrospect only saves the information stored on the server at the time the backup begins. As a result, users do not notice any downtime. See page 117 for more detailed information.

For more information on Retrospect software, visit <http://www.dantz.com/>.

ARCHIVE MAIL

Archiving mail is useful in tracking business correspondence for legal and historical purposes. Using the FileMaker Pro Archive filter, the mail on the server is archived in a FileMaker® Pro database. See page 123 for information on setting up mail archiving.

For more information on FileMaker Pro software, visit <http://www.claris.com/>.

REMOTE ADMINISTRATION

You can regulate and monitor mail remotely using Farrallon®'s Timbuktu™ Pro software. Timbuktu Pro network software lets Macintosh users on an AppleTalk or TCP/IP network view and control each other's computers through screen sharing. It also allows you to transfer files without a server or electronic mail program. See Timbuktu documentation or <http://www.farallon.com/> for additional information.

You can also use scripts that work with Mac OS Program Linking to administer QuickMail Pro Server remotely. See Chapter 8: AppleScript Solutions on page 109.

SECURITY

Security issues are a concern on the Internet. CE Software recognizes this and has built several security mechanisms into Quickmail Pro Server. These mechanisms include Authenticated POP (APOP), relay control, and access control features.

APOP

APOP allows you to require secure authentication logins for new accounts. The APOP command is then used to login to a mailbox without sending the password in readable text. See page 24 for more information.

RESTRICT MAIL RELAYING

Servers that support mail relaying can accept and deliver incoming messages intended for non-local addresses. This capability can be extremely valuable if you want one server to distribute mail for many people from various domains. It can also be a drawback due to the unsolicited bulk E-mail (junk mail) that often overloads Internet servers.

QuickMail Pro Server has controls that can reduce the amount of mail routed through your server so your LAN users have the fastest mail possible. To reduce mail flow on your Internet mail server:

- 1 Select Domain Setup in the Configure menu.
- 2 Double-click the SMTP domain entry in the Domain Setup window.
- 3 Select your mail relay options in the Relaying box of the SMTP Domain dialog and click OK. See page 37 for an explanation of each field in the SMTP Domain dialog.



APPROVALS VS. DENIALS

By default, QuickMail Pro Server forwards mail from any domain or IP address that requests mail relaying. Mail from one user to another on your server is *always* delivered, but if you choose to change the default options, you need to consider the following:

If you select this option or combination of options:	This will occur:
■ "Deny relaying from all domains except".	■ The server won't relay any mail received by incoming SMTP.
■ "Deny relaying from all IP addresses except".	■ The server won't relay any mail received by incoming SMTP.
■ "Deny relaying from all domains except". ■ "Local domains". ■ "Deny relaying from all IP addresses except".	■ The server won't relay any mail received by incoming SMTP.
■ "Deny relaying from all domains except". ■ "Local domains".	■ The server relays any mail received from local SMTP servers.
■ "Deny relaying from all domains except". ■ "Local domains". ■ "Approved external domains". ■ Domains specified in the "Approved Domains" window.	■ The server relays any mail received from local SMTP servers. ■ The server relays mail for domains specified in the "Approved Domains" list.

ACCESS FOR REMOTE USERS

If you have remote users who want to check their company mail from home or when they are traveling, there are two ways you can set up the server. CE Software recommends the first method if you have several users connecting from remote locations. Use the second method when very few users take advantage of remote connectivity.

Method 1

If you have several users connecting to QuickMail Pro Server remotely and you want to take advantage of QuickMail Pro Server's relaying options, the remote users should configure their remote E-mail accounts as follows:

- **POP3 Server Name:** the domain of the POP3 server at the user's company.
- **SMTP Server Name:** the domain of the SMTP server at the user's ISP.

This configuration allows your users to retrieve all their business-related mail from QuickMail Pro Server, yet it maintains the relaying restrictions the mail administrator chooses by sending all mail through the user's ISP.

For example, let's say the Marketing Manager at CE Software has an account with a local ISP and his home E-mail address is john.smith@myisp.com. The Marketing Manager also has an account at CE Software where his E-mail address is john.smith@cesoft.com. To get around the mail relaying restrictions set up with QuickMail Pro Server, the Marketing Manager needs to launch his E-mail client software and specify the following information:

E-mail Address: john.smith@cesoft.com

POP3 Server Name: john.smith@cesoft.com

SMTP Server Name: john.smith@myisp.com

- ❖ *Note:* If your network has software that simulates a local connection for remote users, you do not have to provide an approved external IP address. The users can simply connect as they would if they were on the LAN.

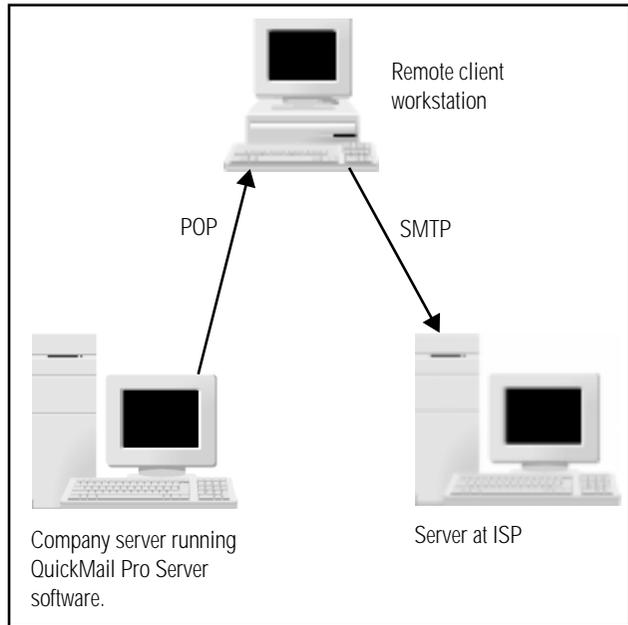


Figure 43: Remote users can configure their E-mail clients to retrieve mail from the company server and send mail through their ISP.

Method 2

If few remote users need to connect to QuickMail Pro Server, or if you want *all* business-related mail to pass through QuickMail Pro Server for security purposes, you must specify the appropriate domain or IP address in the SMTP Domain dialog.

For example, let's say the Marketing Manager at CE Software is at home and wants to get check his E-mail. Since his network administrator has specified his domain or IP address range in the server's SMTP Domain dialog, he has unrestricted access to the server. As long as his E-mail preferences are set correctly, he can simply launch his E-mail client software and send and receive mail. The Marketing Manager's E-mail preferences should be set as follows:

E-mail Address: john.smith@cesoft.com

POP3 Server Name: john.smith@cesoft.com

SMTP Server Name: john.smith@cesoft.com

- ❖ *Note:* When remote users subscribe to a national ISP, you should provide access to the server by IP address, rather than domain. After all, if you are concerned about cutting down on server traffic, you probably don't want to provide full relay access to *all* the customers of a national ISP.

ISPs typically use dynamic IP addresses for their users, so your user's ISP will hopefully provide a range of IP addresses you can enter in the Approved IP Addresses window. That way, the user can connect to their work E-mail account from home and you can restrict the amount of mail the server has to process.

- ❖ *Note:* If your network has software that simulates a local connection for remote users, you do not have to provide an approved external IP address. The users can simply connect as they would if they were on the LAN.

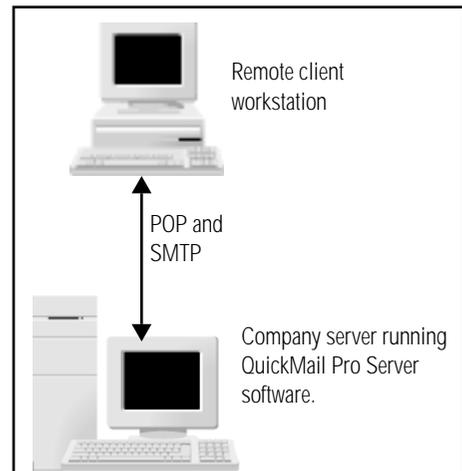


Figure 44: Remote users can send and receive mail through QuickMail Pro Server if their domain or IP address is specified in the Relaying options.

PROTOCOL ACCESS CONTROL

Control which IP addresses have access to QuickMail Pro Server's protocols in the Security tab of the TCP Protocols window. The default settings for this list are:

<all local> — The range of IP addresses on the local network as specified by the subnet mask.

<all other> — The range of all IP addresses not specified anywhere else in the Access Control List.

- **IMPORTANT:** By default, the Access Control List allows all connecting machines to use SMTP, UUCP, POP, Password, Ph, and Finger.

USING THE ACCESS CONTROL LIST

To restrict access to QuickMail Pro Server protocols:

- 1 Select TCP Protocols in the Configure menu.
- 2 Click the Security tab.
- 3 Click the <all other> list entry and click Edit.
- 4 Deselect the protocols you do *not* want outside users to access on your server.
- 5 Click OK.
- 6 Click Add in the Security tab.
- 7 Type the IP address range of the domain that requires access to the selected protocols.
- 8 Select which protocol(s) the remote domain can use and click OK. The new IP address range displays in the Security tab.
 - ▲ **WARNING:** If you deselect the SMTP checkbox for the default <all other> entry, QuickMail Pro Server will not accept any new mail.
- 9 Click OK to close the TCP Protocols window.

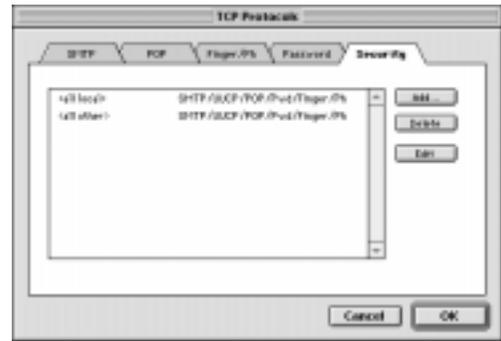
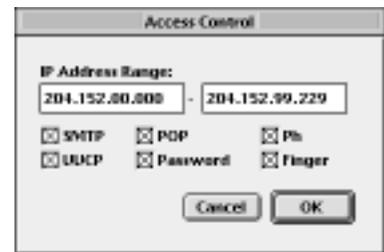


Figure 45: The Security tab displays the Access Control List.



You can further refine server access by supplying more specific IP ranges within the Access Control dialog and adjusting which protocols those IP addresses have access to. The settings for the more specific IP ranges take precedence over the larger, more general, IP settings. For example, if you define an IP range from 195.1.1.50 to 195.1.1.255 in the Access Control dialog and deny that range of IP addresses access to Password and Finger, you can create a smaller IP range, such as 195.1.1.50 to 195.1.1.100 that *permits* access to Password and Finger.

THINGS TO CONSIDER

By default, QuickMail Pro Server provides full protocol access to any IP address. If you are contemplating whether or not to restrict protocol access, you may need to consider the following:

- If you have remote users who want to check their company mail from home, you must specify the IP address of their ISP. ISPs typically use dynamic IP addresses for their users, so your user's ISP will hopefully provide a range of IP addresses you can enter in the Access Control dialog. That way, the user can connect to their E-mail account from home and you can restrict protocol access.
- Large companies with multiple mail servers may want to restrict SMTP and POP access to the IP numbers that each machine services. In such instances, you would first deselect SMTP and POP access for your organization's entire IP range. Then, you would add a smaller IP range for the subset of users whose mail accounts are on a single mail server. The settings for the more specific IP ranges take precedence over the larger, more general, IP settings.
- When you are providing maintenance for the server, you can disable SMTP and POP so there is no traffic on the server while you work.

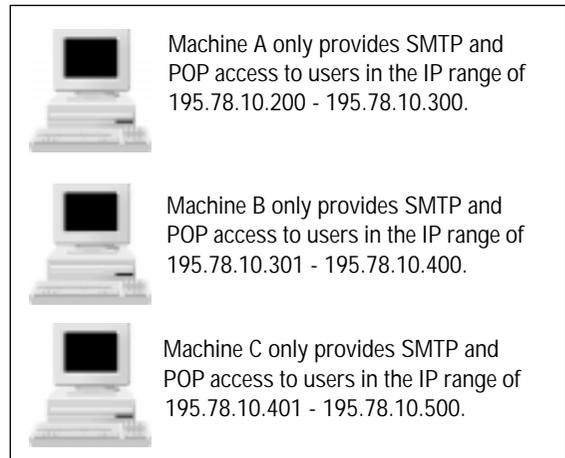


Figure 46: Servers at a large company that have been assigned an IP range of 195.78.10.200 through 195.78.10.500.

MONITOR MAIL FLOW

Every server requires a certain amount of maintenance. Administrators of QuickMail Pro Server have several tools to assist them with daily or weekly maintenance.

POSTMASTER ACCOUNT

The postmaster account is automatically created the first time QuickMail Pro Server is launched. You can edit the postmaster account, but CE Software recommends leaving the postmaster account intact and forwarding postmaster mail to a personal account. It is important to preserve the postmaster account because it is the only account that can send mail if the server does not recognize a serial number for each user listed in the Users dialog. The administrator address, discussed on page 69, does not have this privilege.

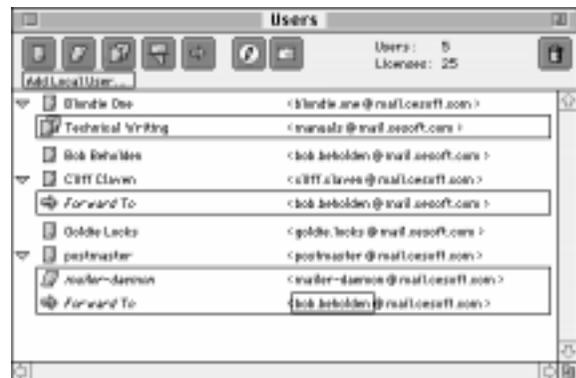
Undeliverable messages are sent to the postmaster of the domain specified in the incoming message. For example, if several departments share the same QuickMail Pro Server machine and each have unique domain names, it is typically easier to have a different person handling each domain for administrative purposes. If the postmaster for the specified domain cannot be found, mail is redirected to the administrator address discussed on page 69.

- ❖ *Note:* You can only have one postmaster account for each domain. Each postmaster address counts as a user within the license of QuickMail Pro Server.

FORWARD POSTMASTER MAIL

If the QuickMail Pro Server administrator wants to receive server logs, reports, and client requests in a personal mail account, a forwarding account must be specified.

- 1 In the QuickMail Pro Server Configure menu, select Users.
- 2 Click the postmaster face icon to highlight the postmaster name and address.
- 3 Click the Add Forward button.
- 4 Type the administrator's account name in the account column.
- 5 Press the return key when you finish editing the forwarding address.
- 6 Close the Users dialog and click Save at the prompt.



SERVER STATUS WINDOW

The Server Status dialog displays the current status of all active server components. It is always visible unless Hide Server Status is toggled in the Windows menu.

The Server Status window helps monitor every transaction on the server. It is divided into sections for each component of the server being used. Each section displays the load of incoming requests through an animated status bar. Store & Forward and UUCP components have activation buttons that can be used to initiate connections. Indicators at the bottom of the Server Status dialog display available disk space and memory.



- **IMPORTANT:** When the Server Status dialog does not display any activity, the server is usually collecting dead mail. This process should be completed very quickly. See page 155 for additional troubleshooting tips.

SERVER LOG

QuickMail Pro Server's logging capabilities are invaluable for daily or weekly maintenance. You can customize the level of logging activity and specify which log is displayed on the server's desktop.

SET LEVEL

To set QuickMail Pro Server's logging level, select Log Level from the Windows menu. The logging levels include:

None — Logs connection failures, timeouts, and closing connections.

Mail Exchange — Logs mail exchange. Mail Exchange flags items as sent and displays the size of files received, message ID in S&F Forward folder, and UUCP errors.

All Activity — Logs all access to the server, including mail list activity. This level of logging gives the most general information and is the most detailed on SMTP transactions.

Debugging — Logs incoming mail, outgoing mail, and closing POP sessions. Details UUCP command sequences and performance of the machine in bytes per second.

Protocol Transactions — Monitors all UUCP, POP, and SMTP transactions. Details S&F actions and the Mailing List Expander. Use this level only if you are familiar with protocol commands.

Information on recognizing server issues from log data is located on page 148.

- ❖ *Note:* See the respective Request for Comments (RFCs) for additional information on log contents. For information about the SMTP protocol, see RFC821, RFC1652, RFC1869, RFC1985, and RFC1123. For information about the POP3 Protocol, see RFC1081 and RFC1225. For information about the UUCP protocol, see RFC976. RFC documents are posted on the Internet.

Log Symbol	Definition
	Warning
	Error
	Mail Exchange
	All activity
	Debug

Table 5: Log icons make it easy to monitor mail.

LOG FILTERING

Set the display of your log to monitor All Tasks, POP, SMTP, UUCP, or Other transactions. When you select Other, QuickMail Pro Server displays address resolving, bounced messages, S&F rebuilds, and expired mail.

When the server records a new action, two lines are logged. The first line contains an icon which indicates a warning, error, or the detail level; a time stamp; and a text string describing the server component. The second line describes the operation.

MANAGE LOGS

Choose when and where you receive logs in the Report tab of the Preferences dialog. See page 71 for more information.

When you have a log that you want to save or delete immediately, you can select Save Log As or Clear Log in the File menu.



SUSPEND SERVER

In the Utilities menu, there is an option to Suspend Server. Use this feature to pause Store & Forward database activity for backups or when you need to keep a message from reaching its destination.

The server remains suspended until Suspend Server is deselected in the Utilities menu.

GENERATE SERIAL NUMBER REPORT

When you select Generate Serial Report in the Utilities menu, a dialog appears informing you that the report is being sent to the server administrator. Generate serial number reports when you contact CE Software for assistance or when you need to know how many licensed users you have.

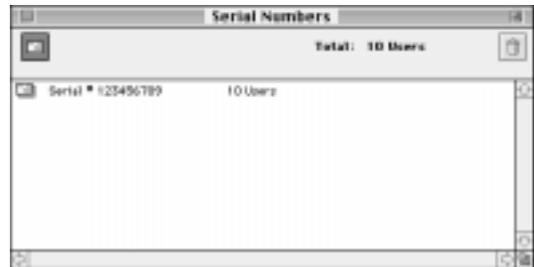
ADD SERIAL NUMBERS

If you need to add more licenses to QuickMail Pro Server, follow these steps:

- 1 Select Serial Numbers in the Utilities menu. The Serial Numbers dialog displays all existing serial numbers.



- 2 Click the serial number button to add a new serial number.



- 3 Type the activation key at the prompt.
- 4 Click Add.
- 5 Close the Serial Numbers dialog and use the instructions on page 23 to add more users.

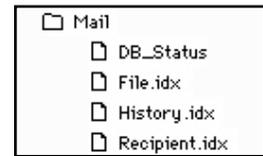


S&F DATABASE

Most core functions of QuickMail Pro Server are built around the Store & Forward database. All incoming messages, regardless of protocol, pass through the S&F folder on their path to the intended recipient.

INDEX FILES

The S&F database is composed of three different index files: File.idx, Recipient.idx, and History.idx. These files are stored in the :QuickMail Pro Server:Settings:Mail: folder.



File.idx — Contains references to the actual message data and stores information regarding the message's type, sender and identification.

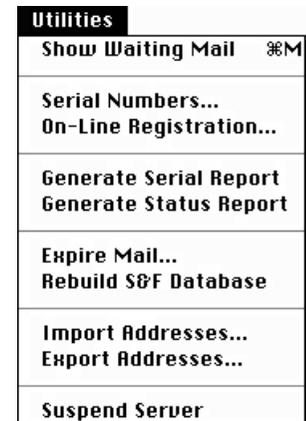
History.idx — History files contain several records for each mail item. Each time a mail item is appended, a section is added to History describing the action. The information in History is used by the MailBouncer when creating error text for bounced messages.

Recipient.idx — Holds a record for each recipient and mail file. Multiple mail items can refer to the same mail file to minimize storage redundancy.

REBUILD INDEX FILES

QuickMail Pro Server contains an automatic index file optimizer which is activated when 4,000 messages have been processed. If there is a power outage, all index files are rebuilt on the next launch of the application.

You can also select Rebuild S&F Database in the Utilities menu to initiate a database cleanup. Deleted and appended records occasionally fragment Store & Forward index files. When files are fragmented, mail can become stuck in the Store & Forward database or the server can become abnormally slow. When this happens, the index files must be manually rebuilt using the Utilities menu option.



During a rebuild, the server can accept incoming messages and deliver outgoing messages. Damaged records in the index files are moved to the Mail.<date/time> folder. The damaged file records can be examined with a text editor or word processor. After the S&F rebuild, a message is sent to the postmaster indicating the success of the rebuild.

QuickMail Pro Server goes through the following process to rebuild the database files:

- 1 Rename the Mail folder to mail.<date/time>.
- 2 Create a new empty Mail folder.

- 3 Examine every record in the old index files.
 - Check record for consistency.
 - Store the record in the new database.
 - Move the message file to the new folder and rename it if necessary.
 - Yield process time to other threads.
- 4 Delete old index files.
- 5 Delete the old folder, if it's empty.
- 6 Create a file called DB_Status in the new folder which stores information about the previous rebuild.

VIEW MAIL

You can view the mail held in the S&F database by selecting Show Waiting Mail in the Utilities menu. This list can be sorted by Subject, From, To, and Date.

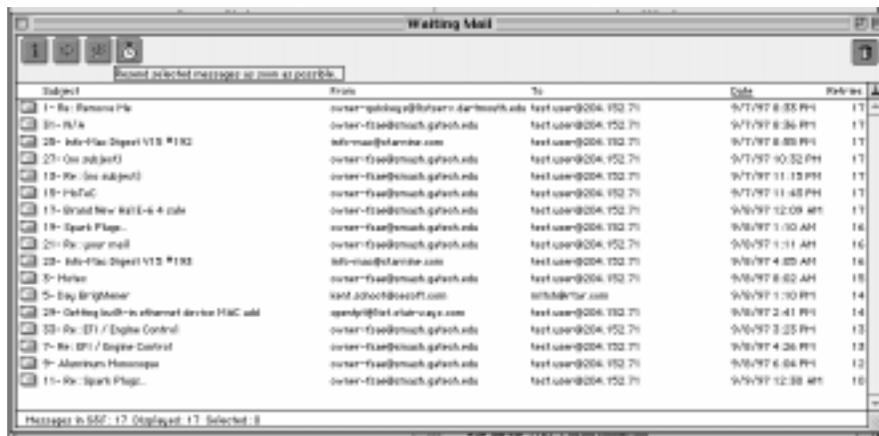


Figure 47: The Retries column of the Waiting Mail dialog displays how many times S&F has tried to contact the remote server.

- **IMPORTANT:** Mail sent via UUCP rarely displays in the Waiting Mail dialog because it is in the Store & Forward folder for only one S&F cycle. The Spool folder holds the UUCP mail until it is forced through Store & Forward to the appropriate POP3 account. See Figure 36 on page 52 for more information.



Click the Info button, or double-click a message, to display the Info window. The Info window contains detailed information about the selected message, such as the delivery time and history describing each time the server has tried to deliver the message.

A waiting message to a specific recipient can be:

- Forwarded to another address by clicking the Forward button, entering an address in the dialog, and clicking Forward.
 - Rejected by clicking the Reject button, entering a comment in the dialog, and clicking Reject. The comment field accepts a maximum of 255 characters.
- ❖ *Note:* You can set the activation interval for the S&F process in the Other preferences tab. See page 72 for more information.

WAITING MAIL ICONS



When the Info button is selected, QuickMail Pro Server retrieves information about the selected message. At the top of the Info dialog, you see who the message is to and from, the date and time it was sent, when the server will attempt to resend it, and when the message expires.

The Header tab displays the header of the message.



The History tab displays the information recorded when QuickMail Pro Server attempts to send a message.

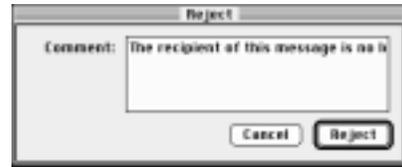




Click the Forward button to forward the selected message. Type the address to which you want the message sent and click Forward.



Click the Reject button to reject the selected message. The message typed in the Comment field of the Reject dialog is sent to the sender of the message.



Click the Resend button to resend the selected message.

MAILBOUNCER

The MailBouncer is activated during the Store & Forward cycle. It scans for mail items that cannot be delivered. Reasons for undeliverable mail include:

- Mail has been in the S&F database longer than the designated expire time. You can expire mail by selecting Expire Mail in the Utilities menu. The expiration interval is set in the SMTP Domain dialog displayed on page 36.
- The recipient domain matches the local domain, but the user is unknown. For example, mail is sent to sno.ball@frosty.com rather than snow.ball@frosty.com.
- When the status of a mail item is Recipient Unknown, Conversion Failed, Forward Failed, Return to Sender, Mail Expired, Distribution Error, Mail Rejected, or Mailbox Full.

BOUNCED MAIL

When the MailBouncer locates an undeliverable piece of mail, it is deleted or forwarded based on the following conditions:

- When the message has previously bounced, a warning is logged and the message is deleted.
- Depending on what is set in the Local Domain dialog, the bounced message is sent to the postmaster of the corresponding local domain and/or to the original sender. See page 50 for more information.
- When the Redirect Original Message to Postmaster option is checked, the recipient is replaced with the postmaster address. When this option is not selected, the original message is deleted.

For more assistance, see the “Tips and Suggestions” appendix on page 155.

COMMUNICATE WITH CLIENTS

Server administrators frequently need to communicate with clients for several reasons: to notify them of server downtime, to distribute new address books, or to inform users of any changes in the mail system. QuickMail Pro Server assists the administrator with these duties through its scripting capabilities.

DISTRIBUTE ADDRESS BOOKS

QuickMail Pro Server installs a script that allows the administrator to automatically distribute QuickMail Pro Address Books. The script can also be modified to support other client E-mail software. See page 119 for more detailed information.

BROADCAST NEWS

The Broadcast script enables the server administrator to make company-wide announcements directly from the server. An E-mail message is sent from the server to all QuickMail Pro Server users. See page 116 for more detailed information.

CHAPTER 6: DIRECTORY SERVICES

This chapter discusses the directory service protocols supported by QuickMail Pro Server. Directory Service servers are essentially electronic phonebooks where users can search for E-mail addresses or other information about users.

PROTOCOLS

QuickMail Pro Server can be used as a Finger and Ph Server. Directory service protocols, such as Finger and Ph, make it possible to query QuickMail Pro Server's Address database from a client application. The Address database is composed of the addresses listed in the QuickMail Pro Server Users dialog. The database cannot be modified without adding, deleting, or importing users counted toward the fulfillment of the server license. The Address database is updated when you close the Users dialog and click Save at the prompt.

- ❖ *Note:* Access to Ph and Finger can be restricted from the TCP Protocols Security tab. See page 79 for more information.

FINGER

Finger allows users to obtain information about people if they know the different users' E-mail addresses. Finger can display phone numbers, mailing addresses, or whatever other type of information the person being queried wants publicized. The client opens a TCP connection to the server and sends the query text. The server then sends the results of the query back to the client.

Specify Finger query responses in the Local POP Account tab. See page 25 for more information.

- ❖ *Note:* The Finger query text is *not* case sensitive.

PH

The Ph Directory Services Plug-in uses the CCSO Nameserver Server (Ph) protocol. It is different from Finger in that you do not need to know an E-mail address to find information on a person. Clients can search for a name, an E-mail address, or an alias. The server then sends the results of the query back to the client. Ph query results contain an E-mail address and a name.

- ❖ *Note:* The query text is *not* case sensitive.

ADD INFORMATION TO RECORDS

While QuickMail Pro Server automatically adds addresses from the Users dialog, some users may want additional information available for queries on their account. For example, users may want their work phone number available to anyone who does a query on their name. To provide extra information for Finger and Ph queries:

- 1 In the Users dialog, double-click an existing account.



- 2 In the Local POP Account dialog, click the Extra tab. Type the information you want displayed when Finger and Ph queries are made for this address.

❖ *Note:* The Extra tab can contain up to 32 KB of text.

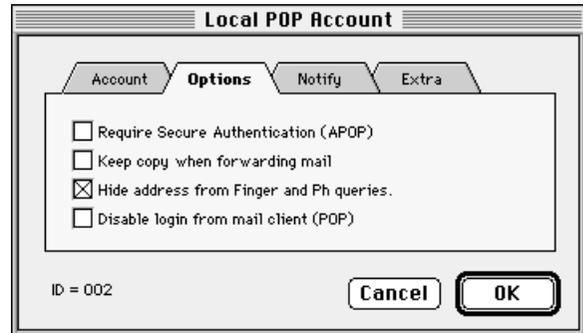
- 3 Click OK when you are finished.



QUERY RESTRICTIONS

Just as some users want information publicized, other users may want information concealed from Finger and Ph queries. In this situation, addresses in the Address database can be hidden using the POP account Options. To hide an address:

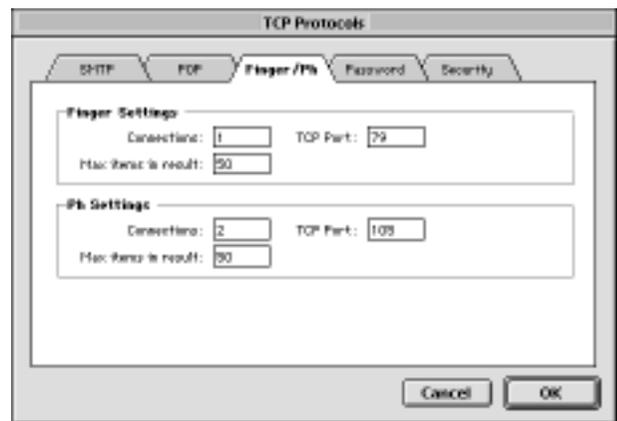
- 1 In the Users dialog, double-click an existing account.
 - 2 In the Local POP Account dialog, click the Options tab. Check Hide address. . . to conceal the user's address from Finger and Ph queries.
 - 3 Click OK when you are finished.
- ❖ *Note:* Aliases, Forwarding Addresses, and Groups are always hidden from directory services.



PROTOCOL SETTINGS

You can specify the number of simultaneous connections and the limit for Finger or Ph query results in the TCP Protocols dialog. To edit the default settings:

- 1 Select TCP Protocols in the Configure menu.
- 2 Select the Finger/Ph tab in the TCP Protocols dialog.
- 3 Adjust the number of connections. Approximately 100 concurrent queries are possible.
- 4 Adjust the number of items that can be found in a search. The number of items displayed in response to an inquiry is limited by the amount of memory available.
- 5 Click OK when you are finished.



CHAPTER 7: MAIL LISTS

A mail list, or listserver, is basically an E-mail address which points to many other E-mail addresses. An automated process accepts mail sent to the listserver address, processes it, and resends it to the list of E-mail addresses to which the listserver points. In this chapter you learn how to set up and maintain mail lists.

HOW IT ALL WORKS

The QuickMail Pro Server mail list command set is compatible with Majordomo and another smaller subset of commands called Jorgendomo. When the listserver receives mail, it ignores the subject line and treats each line of the message body as a separate command.

Your organization can use mail lists for disseminating information both internally and externally. You can set up a list with selected members, or you can set up a list that anyone can join. You can create the list to function as a discussion group within your organization, or you can configure it so only one individual can send messages to the listserver address.

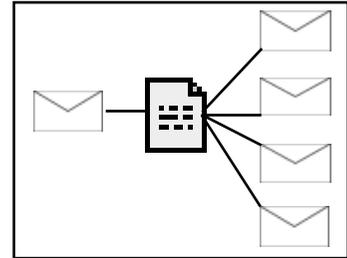


Figure 48: Mail lists allow users to send a single message to multiple users.

PRACTICAL SCENARIOS

Mail lists save time and effort for users. The server does all the work, sending a single message to multiple users. Also, since the list of addresses is maintained in one place, the need to distribute updates and changes is eliminated.

There are numerous uses for mail lists, but this is a generic list to help generate ideas about how you can take advantage of a listserver's power.

COMPANY ANNOUNCEMENTS

Create a mail list that anyone in your company can join, but to which only one person, such as the list owner, can post messages. Send the posting address to people within your company so the list is restricted. This is an effective and efficient way to disseminate information to employees if you don't wish to use Groups or the AppleScript Broadcast Message.

- 1** In the Mail List Options dialog, shown on page 99, complete the Addresses tab.
- 2** Mail out the posting address and the subscription information you specified in the Addresses tab to everyone in your company so they can subscribe to the list. Inform users that, in the future, the list is only for receiving mail and not for sending mail.
- 3** When all users have subscribed to the listserver, open the Mail List Options dialog and click the Moderation tab.

- 4 Select Moderate Postings and specify the approval address for the listserver. Only one individual should know the approval address to ensure posting is restricted. See page 100 for more information.
 - 5 Address a message to the posting approval address specified in the Moderation tab. The message is sent to everyone in the company who is subscribe to the Announcements list.
- ❖ *Note:* Since the list is moderated, the list owner must approve future subscriptions for any new employees, etc.

DISCUSSION GROUPS

Make a mail list that is limited to a fixed set of people, but allows anyone in the list to contribute. You can generate digests that archive all discussions so members can search and retrieve mail on certain topics at a later date.

- 1 In the Mail List Options dialog, complete the Addresses tab.
 - 2 In the Moderation tab, select Members only to restrict list membership.
 - 3 E-mail the posting address specified in Step 1 to the individuals who should belong on this particular Discussion listserver.
- ❖ *Note:* The Discussion list can also be moderated by selecting Moderate Postings in the Moderation tab and specifying an approval address. Each posting must be approved by the list owner when this option is selected.

See page 101 for information on setting up the Digest mode.

DEPARTMENTAL GROUPS

Design a mail list for an entire department. Anyone in the company can send a message to this group and everyone in the department gets it.

- 1 In the Mail List Options dialog, complete the Addresses tab.
 - 2 In the Moderation tab, select Members only to restrict list membership to people within the department.
 - 3 E-mail the posting address specified in the Addresses tab to everyone in the company.
- ❖ *Note:* The Discussion list can also be moderated by selecting Moderate Postings in the Moderation tab and specifying an approval address. Each posting must be approved by the list owner when this option is selected.

PUBLIC EXCHANGES

Simulate a public bulletin board. Users choose to be a member by sending subscription commands to QuickMail Pro Server. The administrator can choose to moderate this list, so all submissions are examined by the list administrator before they are posted.

- 1 In the Mail List Options dialog, complete the Addresses tab.
 - 2 E-mail the posting address specified in the Addresses tab to everyone in the company, along with instructions on what is to be published on this Public Exchange list. Use the Broadcast Message script in the Scripts menu to quickly and easily send the posting address to everyone in your organization.
- ❖ *Note:* The Public Exchange list can also be moderated by selecting Moderate Postings in the Moderation tab and specifying an approval address. Each posting must be approved by the list owner when this option is selected.

CREATE A LISTSERVER

A listserver can handle as many mailing lists as your computer resources allow. Create multiple listservers when you want to disperse list owner duties among different people and to categorize information within your organization. For example, if you work at a financial planning office there may be a stock listserver with three mailing lists that cover a variety of stock issues. At the same office, there may be a mutual funds listserver that handles four mailing lists that discuss the advantages and disadvantages of specific mutual funds. A different person could be the list owner of each listserver, making mail administration easier since the listserver Help and Response text can be different for each list.

To create a listserver:

- 1 Select Mail Lists in the Configure menu.



- 2 Click the Listserver icon in the Mail Lists dialog.



- 3 Type a name for the listserver at the prompt. An underscore character is used in place of spaces.
- 4 Click New.



CREATE A MAIL LIST

Mail lists are mail accounts, so creating them is similar to creating user accounts.

- 1 Select Mail Lists in the Configure menu.
- 2 Select an existing listserver or create a new listserver.



- 3 Click the Mail List icon to create a new mail list within the selected listserver.
- 4 Type a name for the mail list at the prompt.
- 5 Click New.

A dialog box titled "New Mail List". It contains a text input field labeled "Mail List Name:" with the word "International" entered. Below the input field are two buttons: "Cancel" and "New".

New Mail List

Mail List Name: International

Cancel New

- **IMPORTANT:** Every mail list must have a list name that is unique within the listserver that administers it. One listserver can control an unlimited number of mail lists.

ROUTINE MAINTENANCE

The QuickMail Pro Server list owner is responsible for the following listserver maintenance:

- Ensure the list of E-mail addresses is accurate.
- Route bounced messages.
- Create an approval message in the Responses tab shown in Figure 50 on page 105.
- Write a short description of the list in the Info tab shown in Figure 49 on page 102.
- Guide the general tone and direction of the list.

The next section covers how to configure mail list options.

MAIL LIST OPTIONS

The Mail List Options dialog allows you to specify preferences for your listserver.

- 1 Double-click the mail list name in the Mail Lists window. The Mail List Options dialog opens.
- 2 Set the options and click OK. See below for specific information on the different Mail List Options tabs.

ADDRESSES

The Address tab displays mail list address options.

List Name — The name of the mail list.

Posting Address — If the list is *not* moderated, the message is distributed to all members of the mail list, appended to the current digest, and archived. If the list *is* moderated, messages sent to this address are sent to the list owner for approval.



Owner Address — The address of the individual who maintains the QuickMail Pro Server mailing list.

- **IMPORTANT:** CE Software recommends using a generic owner address, such as listowner@<domain.com>, to send mail to the real owner address. See page 26 for more information on aliasing.

Enable Jorgendomo Addressing — Enables a small subset of subscription commands. Jorgendomo is implemented for these frequently-used commands because it is more intuitive than the equivalent commands in Majordomo.

Jorgendomo inserts subscription information in the header of each message received from the listserver, providing valuable information about how to use the list. If you have ever subscribed to a mail list and wondered how to unsubscribe, you may realize the importance of this feature.

subscribe — The address used to subscribe to the listserver.

unsubscribe — The address used to unsubscribe from the listserver.

info — The address that retrieves the information provided in the Mail List Options Info tab.

MODERATION

Use the Moderation tab to restrict messages, requests, and queries.

Hide List — Hides the mail list from the lists command and directory service queries.

Hide Members — Hides members of the mail list from the who command and directory service queries.

Members Only — Ensures the messages sent to the posting address are sent from a member of the mail list. This option also has the same effect with the who, index, and get commands.

Moderate Postings — Limits who can post messages to the mail list. When this option is checked, the list owner can discard posts or forward them to the secret approval address.

Approval Address — The address to which mail is forwarded after the list owner approves it. Do *not* publish this address.

Moderate Requests — Limits who can get information from the list. The list owner can forward, modify or discard incoming request commands. Moderated commands include: subscribe, unsubscribe, index, get, and who. Unmoderated commands are: help, lists, and info.

Approval Address — The address to which mail is forwarded after the list owner approves it. Do *not* publish this address.

- **IMPORTANT:** The approval address for both postings and requests must be unique and it must contain a domain (e.g. - @qmps.cesoft.com).



The screenshot shows the 'Mail List Options' dialog box with the 'Moderation' tab selected. The dialog has several tabs: 'Addresses', 'Moderation', 'Digest', 'Messages', 'Welcome', and 'Info'. Under the 'Moderation' tab, there are three main sections:

- Hide List:** An unchecked checkbox. Description: 'Hide List will hide the list from the "lists" command.'
- Hide Members:** An unchecked checkbox. Description: 'Hide Members will disable the "who" command.'
- Members Only:** A checked checkbox. Description: 'Members Only will require that the sender of a post is a member.'

On the right side of the dialog, there are two checked sections:

- Moderate Postings:** A checked checkbox. Description: 'Posting moderation will forward posts to the list owner, who can send them to the secret approval address.' It includes a text input field for 'Approval Address' containing 'cesoft@approval.com'.
- Moderate Requests:** A checked checkbox. Description: 'Request moderation will forward requests to the list owner, who can send them to the secret approval address.' It includes a text input field for 'Approval Address' containing 'cesoft@moderation.com'.

At the bottom right of the dialog are 'Cancel' and 'OK' buttons.

DIGEST

The Digest options enable list members to have all incoming mail sent to them, daily or weekly, in a single message. List members can choose between a digest and non-digest subscription. The `subscribe digest <listname>` command adds the user as a digest member.

- Choose how frequently you wish to generate a digest in the Digest tab's pop-up menus.
- In the Digest Subject field, name the digest and choose whether Digest requests need to be numbered and/or dated.
- Select Activate Archiving to archive your digests in an archive folder. Each file in the archive contains one month of messages. The messages in the archive are only sent when members request them. The `index` command retrieves a list of all archived files and the `get` command sends the requested file as a separate digest message.



MESSAGES

Every message sent to the posting address is reformatted before it is distributed to the list members.

Subject Prefix — Type a prefix that appears in the subject line of each mail list posting.

Message Header — Text inserted in the beginning of each message posted to the list.

Message Footer — Text inserted at the end of each message posted to the list.

When the mail list text is reformatted, the following header fields are modified:

- Reply-To:<Posting Address>
- Sender:<Owner Address>
- Subject:Text entered in the Subject Prefix field of the Messages tab.



WELCOME

Send Welcome — When this option is checked, the Welcome message specified in the provided message space is sent to new list members.



INFO

Type the information you want list subscribers to see when they submit the Info command.



Figure 49: Information typed in the Info tab is sent in response to user queries.

MAIL LIST COMMANDS

There are four basic list administration commands. They include:

- Subscribing and unsubscribing from the listserver
- Altering the configuration file
- Editing Majordomo's description of the list
- Changing passwords

The mail list options are configured in QuickMail Pro Server's mail list interface, but the list of members is administered through listserver commands. This section lists the commands issued by client machines for information from the listserver.

List Command	List Response
subscribe<listname><address>	subscribes user to the mail list as a non-digest member.
subscribe digest<listname><address>	subscribes user to the mail list as a digest member.
unsubscribe<listname><address>	removes users from the mail list.
which<address>	determines which list(s) of which users are members.
index<listname>	returns an index of files from the list.
get<listname><filename>	retrieves a specific file from the list.
lists	displays the lists controlled by this server.
info<listname>	retrieves the introductory information for the named list.
intro<listname>	retrieves the introductory message sent to new users. Non-subscribers may not be able to retrieve this information.
who<listname>	determines who is on the named list.
help	retrieves the information contained in the Help Text tab in the listserver dialog.
end	stops processing commands. This command is useful when your mail adds a signature to your messages.
#	treats the rest of the line as a comment. A comment is a line of text that is not read by the computer. Use comment lines to write notes or reminders to yourself.

Table 6: QuickMail Pro Server mail list commands.

RESPONSES

The Responses tab displays responses to list commands. Each response can be customized, but responses should remain relevant to the static text field. Type your responses in the editable fields of the Responses tab.



Figure 50: Type listserver replies in the appropriate Responses tab field.

In the following table, text placed between < > symbols is specific to your site. The Static Text line displays information that cannot be changed. This information is useful when a new list owner assumes server maintenance and needs to know the purpose of each listserver reply.

- **IMPORTANT:** The information in the Listserver Reply field in the table below is the default response text. *The replies displayed in the List Server Responses tab may be different if the fields have been edited.*

Text in Subject Line		
Static Text	Listserver Reply	Used When:
List Server Results	List Server Results:<old subject>	listserver replies to a request about a subject previously discussed
Message Not Accepted	message not accepted	non-members attempt to post to a private list
Request for Approval	Request for Approval	listserver replies to a request in a moderated list

Text in Message Body		
Static Text	Listserver Reply	Used When:
Forward to moderator	Your message has been forwarded to moderator for approval	a message or request to a moderated list is forwarded to the list moderator.
You are not a member	Your message to <listname> could not be delivered because you are not a member	non-members attempt to post to a private list.
Approval Procedure	# To approve this request, forward the message to mailto:<forward address> <list server command>	the list moderator receives list commands that need to be approved. Use the # sign when you do <i>not</i> want the listserver to read the text that follows it as a command.

General Results		
Static Text	Listserver Reply	Used When:
Missing command	Missing Command	a command line has no command. Empty lines and lines beginning with # are ignored.
command not recognized	Command <list server command> not recognized	the listserver does not recognize the command.
request forwarded	Your request has been forwarded to the list owner for approval	a command or request is sent to the moderator of a list. Only the subscribe, unsubscribe, get, index, and who commands are affected by request moderation.
unspecified address	unspecified user address	the sender address cannot be found. This reply is rarely seen because the From address is typically used when no address is given on the command line.
address is not a member of this list	<address> is not a member of that list	a non-member issues the get, index, or who commands.
unknown list	unspecified list name	no list name is specified with subscribe, unsubscribe, get, index, or who commands.

Specific Command Results		
Static Text	Listserver Reply	Used When:
subscribe - succeed	subscribe: succeed	a new address has been added to the member list.
subscribe - address already subscribed	<address> is already subscribed to <listname>	members try to subscribe to a list in which they are already a member.
subscribe - digest mode changed	subscribe: digest mode changed	an existing member sends a subscribe command to change the digest mode.
unsubscribe - succeed	unsubscribe: succeed	deleting an existing member address.
unsubscribe - address not subscribed	<address> is not subscribed to <listname>	trying to delete a non-existing member address.
index - listing archive files	The archive of <indexed folder number> has the following files	the index command is issued.
get - sending archive file	List <listname> file <archive filename> is being sent as a separate message	a get command is issued.
get - unspecified file name	unspecified file name	a get command is issued.
which - address subscribed to lists	The address <address> is subscribed to the following lists	a which command is issued.
who - members of list	Members of the list <listname>	a who command is issued.
info - there is no info	There is no information for <listname>	a info command is issued.
lists - use info command	Use the info<lists> command to get more information about a specific list	a lists command is issued.
intro - sending welcome message	Welcome message is being sent as a separate message	an intro command is issued.

INTERNAL STRUCTURE

All preferences for the listserver are stored in the Users & Groups file in the Settings folder. All other information for the listserver is stored in the :Program:Mail Lists: folder.

MEMBERS FILE

The Members file consists of the Internet addresses of all list members. Every line contains exactly one Internet address and is terminated by a carriage return. Members subscribed in digest mode have a terminating asterisk (*e.g.* username@domain.location*). You can automatically update the Members file from a database.

DIGEST FILE

The Digest file contains a list of all incoming messages since the last digest distribution. Incoming messages are appended to the digest file in the order they arrive.

ARCHIVE FILES

The Archive folder contains the weekly or monthly archive files. Each archive file contains a list of all incoming messages for that period. Archived files are named list-archive.yymm. Incoming messages are appended to the current archive file in the order they arrive. Any type of manually or automatically generated files can use the archive folder. For example, if you used AppleScript to initiate a Retrospect backup on your server, you could save the log to the archive folder.

SEQNUM FILE

The Seqnum file contains the number of the current digest. It is incremented for each new message digest. The size of the file is four bytes and the content is a four byte integer. A missing Seqnum file defaults to a digest number of one.

CHAPTER 8: APPLESCRIPT SOLUTIONS

AppleScript is a computer language developed by Apple that allows users to automate tasks in Macintosh applications. When applications support Applescript, users can customize software to better accommodate their work environment.

SCRIPTING FOR QUICKMAIL PRO SERVER

QuickMail Pro Server capitalizes on your existing software investments by extending their power and usability. You can archive mail, perform mail backups, fax messages and much more using scripts that are installed with your mail server software.

There are three categories of scripts used with the server: stand-alone scripts, gateway scripts, and filter scripts. There is a special script folder for each script category. Each script also has an accompanying ReadMe file to provide you with additional setup information.

SCRIPTS INSTALLED WITH QUICKMAIL PRO SERVER

- **Retrospect Backup Scripts:** The QuickMail Pro Server can be automatically backed-up using AppleScripts and Retrospect. Server backups can be scheduled to occur at a time and frequency that's convenient for you. Plus, once a backup is completed, the server automatically resumes sending and receiving mail. Users experience no disruption in workflow.
- **Broadcast Message Script:** Notifying users of upcoming server maintenance is no longer a hassle with QuickMail Pro Server. Simply launch the Broadcast Message script from the Scripts menu and type the message you want sent to everyone in the server's user list.
- **4-Sight Fax and PageNOW! Gateways:** The server is integrated with the most popular desktop faxing and paging service software on the market today. The 4-Sight Fax Gateway works with 4-Sight Fax software to allow your users to send faxes from their desktops. The PageNOW! gateway keeps off-site employees in-touch by delivering pages via Mark/Space Softworks, Inc.'s PageNOW! software.
- **Vacation Filter:** The installed Vacation Filter sends an automated reply to messages bound for the mailboxes of absent employees. When people become aware that the intended recipient isn't responding to mail because they are gone, less mail is likely to accumulate in their mailbox and users are more at ease about leaving their mailbox unchecked for a few days.
- **FileMaker Pro Filter:** For businesses that deal with sensitive communications, secure and searchable storage of messages is a necessity. The QuickMail Pro Server can archive messages into a FileMaker Pro database, where they can be organized, searched and exported to other applications.
- **AutoResponder Filter:** Create a document-on-demand system with the AutoResponder Filter. Add documents for internal or external customers that can be retrieved with a single E-mail message.

- **Address Book Update Scripts:** Maintaining accurate Address Books may be one of the biggest headaches for mail administrators. QuickMail Pro Server installs two scripts that help resolve this problem: the Address Book Update script and the Daily Address Book Update script. The Address Book Update script exports all users into an address book, then sends the address book as an enclosure to all users. The Daily Address Book Update application does the same thing, except that it is always running.
- **Junk Mail Filter:** Junk mail in your electronic mailbox can be annoying. To prevent unsolicited bulk E-mail from infiltrating your company's mail system, use the Junk Mail filter.
- **Example Scripts:** There are two example scripts, called Example 1 and Example 2, and one example filter, called Sample Filter, installed with QuickMail Pro Server. They are available so you have a foundation for writing your own scripts.

Check CE Software's Web site at <http://www.cesoft.com> for the most recent script information. Create your own scripts when your site requires capabilities beyond what the installed scripts offer.

USING SCRIPTS

Some installed scripts can be used right out of the box; other scripts need to be modified so they reflect information specific to your organization.

There are two ways installed scripts can be initiated:

- Selecting the script from the QuickMail Pro Server Scripts menu.
- Server actions automatically initiating the script.

For more detailed information on using specific scripts, see the Stand-Alone Scripts, Gateway Scripts, or Filter Scripts sections in this chapter.

WRITING AND EDITING SCRIPTS

You may need to edit the existing scripts or write new ones, depending on how you want to use the scripting functionality with the server. Use an existing script as an example for your new or edited script.

- ▲ **WARNING:** CE Software recommends renaming edited scripts so they are not overwritten by future upgrades.

If you want to test a new or edited script without using it on actual mail, you can set up an artificial domain on a test server. When you write a script that links to a third party application, make sure the script works properly before implementing it on your entire mail system. If the script cannot find the specified application, the server pauses the Store & Forward cycle until the script times out.

SERVER-SPECIFIC EVENTS

Applications typically have a few unique AppleScript commands. Knowing these application-specific events for QuickMail Pro Server may help you customize your scripts.

VIEW ONLINE

To view the server-specific commands electronically, drag the QuickMail Pro Server icon over the Script Editor icon. The QuickMail Pro Server Dictionary appears. Highlight a term in the command pane to view the command definition in the description pane.



Figure 51: The QuickMail Pro Server Dictionary lists server AppleScript commands.

The QuickMail Pro Server AppleScripts use the following syntax:

event: event definition

event in proper syntax

[optional event text] — explanation of what the server expects from the script.

Text explaining the purpose of the command and how it works in QuickMail Pro Server scripts.

EVENT DICTIONARY

This section lists the events displayed in Figure 51.

■ **suspend: Suspend operation of the server**

suspend

[password string] — administrator password (specified in the Preferences dialog).

Purpose — to suspend server for maintenance. This command is used in the installed Retrospect scripts to suspend the server during backups.

See page 84 for more information on suspending the server.

■ **resume: Resume operation of the server**

resume

[password string] — administrator password (specified in the Preferences dialog).

Purpose — to resume server functions after backup is complete.

Used in the installed Retrospect scripts.

See page 84 for more information on resuming the server functions.

■ **export: Export information to a file**

export reference — users or groups to export. Use one of the following syntax options: every user, user "...", user {...}, every group, group "...", or group {...})

[filename alias] — suggested name of export file (if not given, the result is returned from the event)

[format tab-separated text/QuickMail Internet Gateway/QuickMail Pro Address Book/QuickMail Pro Server/Eudora Nicknames] — encoding file format

[password string] — administrator password (specified in the Preferences dialog)

Result: alias — alias to the created export file (or actual data if filename keyword is missing)

Purpose — to give the user a way to export users and groups. This is a good way to create address books for QuickMail Pro client software. There are two scripts which demonstrate how to distribute Address Books. The Address Book Update script is available in QuickMail Pro Server's Scripts menu. The Daily Address Book Update application is located in the Sample Scripts folder.

The Address Book Update script exports all users into an address book, then sends the address book as an enclosure to all users. The Daily Address Book Update application does the same thing, except that it is always running. When first launched, Daily Address Book Update sends out an address book populated with users from QuickMail Pro Server's user list. From then on, it sends the updated address books out to users every 24 hours.

The reference should follow the standard method of referencing classes in AppleScript. For example: for every user..., for user x thru x + 10..., with user x, copy name of user 1 to..., with first user..., and so on. Filenames are optional. If specified, the filename is the path to where you want the users exported. If not specified, the result of the export is returned to AppleScript.

See page 29 for a discussion on the available export formats. If the server is password protected, the password string is required.

■ **import: Import information from a file**

import alias — user/group data file alias (or actual data returned from the export event)
[password string] — administrator password (specified in the Preferences dialog)

Purpose — to give the user a way to import users and groups. This command is not currently in any of the included scripts. If the server is password protected, the password string is required.

See page 29 for information on importing users and groups into QuickMail Pro Server.

■ **send mail: Send an Internet message to an Internet recipient**

send mail alias — rfc 822 message file alias
[recipient string]
[from string] — message sender
[to string] — message recipient (or list of recipients)

Purpose — to provide a quick and easy way for a script to send a message which is in the RFC 822 format. The AutoResponder Filter uses this command to send off its replies. The recipient functions like a blind carbon copy (BCC). Anyone listed gets a copy of the message, but is not listed in the header. The from is who the message is going to be from. The to is the recipient(s) listed in the to header of the message.

■ **send note: Send a short Internet message to an Internet recipient**

send note string — message subject
from string — message sender
to string — message recipient
[message string] — short message text
[enclose alias] — file alias(es) to enclose with the message

Purpose — similar to send mail, except you can specify the subject and message, but cannot use an RFC 822 file. Most of the scripts and filters which send a message use this command. The first string given is the subject of the message. The “from” is who the message is going to be from. The “to” is the recipient(s) of the message. The optional message part is the body of the message. Enclosures are also optional, and should contain a path, or a list of paths, to the file(s) which should be enclosed. The enclosure limit is dependent upon the E-mail client being used.

■ **register: Register a gateway process**

register string — description of the gateway (shown in the Transport pop-up menu)
gateway id string — unique gateway ID

Purpose — provides a way for gateways to be registered with QuickMail Pro Server. Any gateway available as a Transport Type must register when it is launched. The register string is the name of the gateway as it appears in QuickMail Pro Server. The gateway id string must be unique to the gateway being registered. CE Software suggests you use the application’s creator code for the gateway ID.

■ **generate status report: Generate a status report to the administrator**

generate status report
[password string] — administrator password (specified in the Preferences dialog)

Purpose — allows the mail administrator at your site to request a status report remotely. If the server is password protected, the password string is required. The QuickMail Pro Server must have Program Linking turned on and one user defined in the Users & Groups Control Panel must have Program Linking rights. The mail administrator needs to login to the QuickMail Pro Server machine when this script is run. The login prompt does not always reappear after the first login.

- ❖ *Note:* The System software occasionally logs out users connected via Program Linking. See your System documentation for more information about Program Linking.

■ **generate serial report: Generate a serial number report to the administrator**

generate serial report
[password string] — administrator password (specified in the Preferences dialog)

Purpose — allows the mail administrator to request a serial report remotely. If the server is password protected, the password string is required. The QuickMail Pro Server must have Program Linking turned on and one user defined in the Users & Groups Control Panel must have Program Linking rights. The mail administrator needs to login to the QuickMail Pro Server machine when the script is run. The login prompt does not always reappear after the first login.

- ❖ *Note:* The System software occasionally logs out users connected via Program Linking. See your System documentation for more information about Program Linking.

■ **log message: Write comment to the log**

log message string — comment text

Purpose — provides feedback in the log about what a filter, script or gateway is doing. The string can contain returns or other special characters. The QuickMail Pro Server places a date and time stamp in the entry for you. The “+” icon is associated with these entries.

■ **log warning: Write warning to the log**

log warning string — warning text

Purpose — provides feedback in the log about what a filter, script or gateway is doing. The string can contain returns or other special characters. The QuickMail Pro Server places a date and time stamp in the entry for you. The “!” icon is associated with these entries.

APPLESCRIPT REFERENCES

If you are new to writing AppleScripts, there are two popular books that may help you learn more about it:

- *Danny Goodman’s AppleScript Handbook*, Random House Publishing
- *The Tao of AppleScript*, Derrick Schneider, Hayden Books

Apple Computer, Inc. also sells the AppleScript Software Development Toolkit, which provides in-depth technical information about using the AppleScript language as well as creating programs that can use AppleScript. See Apple’s Developer Catalog on the Internet at <http://www.devcatalog.apple.com/>.

You can also find a list of Applescript extensions, scripting additions, examples, and discussions at <http://www.scriptweb.com/>.

MAC OS 8 USERS

For the latest AppleScript changes in Mac OS 8, check out <http://www.applescript.apple.com/>.

SCRIPTS MENU

Scripts that appear in the QuickMail Pro Scripts menu are stored in the :QuickMail Pro Server:Scripts: folder. If you create a script and want it available in the Scripts menu, save the script to the Scripts folder.

STAND-ALONE SCRIPTS

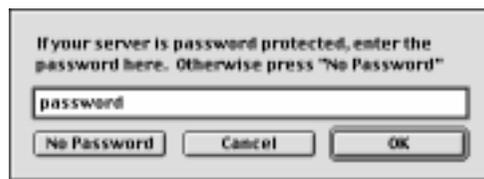
Stand-alone scripts must be launched from the Scripts menu. The stand-alone scripts installed with QuickMail Pro Server include Broadcast Message, Retrospect Event Handler, and Address Book Update.

BROADCAST MESSAGE

The Broadcast Message script allows the server administrator to send messages directly from the QuickMail Pro Server machine. Use this script to announce network downtime, notify users of mail account issues, etc.

To use the Broadcast Message script:

- 1 Launch the Broadcast Message script from the Scripts menu.
 - 2 The first time you launch the script, you are prompted to enter the sender's return address and the QuickMail Pro Server password.
 - If your server is password protected, enter a password at the prompt and click OK.
 - ❖ *Note:* The password is in cleartext in the installed script.
 - If your server is *not* password protected, click No Password.
 - Click Cancel if you do not wish to continue.
 - 3 Type the subject of the message at the prompt and click OK.
 - 4 Type the message body of the broadcast message at the prompt. The message body of the broadcast message can hold up to 255 characters.
 - 5 Click OK when you are finished. The message is sent to all users in the Users dialog.
- ▲ **WARNING:** Mail sent using the Broadcast Message script is distributed to all aliased, forwarding, and external accounts, so some users may receive multiple copies of the message.



RETROSPECT EVENT HANDLER

Retrospect and Retrospect Remote are the industry standard for reliable computer backups. Retrospect performs backups on individual machines and Retrospect *Remote* performs network backups for computers connected by an AppleTalk network. Both applications are invaluable for protecting and managing computer files.

QuickMail Pro Server installs two variations of the Retrospect Event Handler script application: one script is for local Retrospect backups and the other script is for Retrospect Remote backups. Use the Local Backup script when the Retrospect software is on the same machine as the QuickMail Pro Server software. Use the Remote Backup script when the Retrospect software must look across the network at a different machine for QuickMail Pro Server.

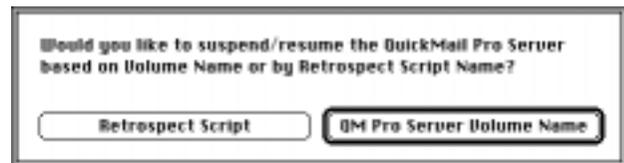
The Retrospect Event Handler handles AppleEvents for both Retrospect scripts and is launched automatically by Retrospect. The rest of this section discusses how to set up Retrospect and QuickMail Pro Server so they can work together to make your job easier.

- **IMPORTANT:** The version of Retrospect being used must support scripting to work with the installed QuickMail Pro Server scripts.

LOCAL BACKUP

To set up the Local Retrospect script, clients must follow these steps:

- 1** Copy the Local Retrospect Event Handler from the :QuickMail Pro Server:Sample Scripts: Retrospect Scripts:Local Backup: to the Retrospect Preferences folder.
- 2** Launch Retrospect. Retrospect automatically launches the Event Handler.
- 3** Enter the QuickMail Pro Server password at the prompt.
- ❖ *Note:* The password is in cleartext in the installed script.
- 4** Choose Retrospect Script or QM Pro Server Volume Name at the prompt. When you choose Retrospect Script, you must type the script name at the prompt. When you select the Volume option, you must select which drive you wish to back up.
- 5** If necessary, configure Retrospect's backup settings using the instructions provided in the Retrospect documentation.

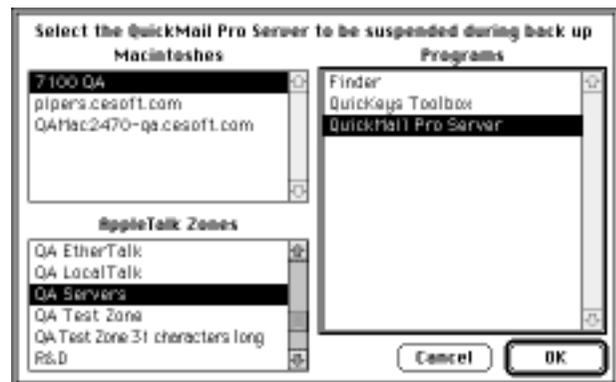


- 6 To execute the backup script, select it from Retrospect's Run menu or use Retrospect's scheduling features.
 - If you selected Retrospect Script in Step 4, the QuickMail Pro Server is suspended for the duration of the backup.
 - If you selected QM Pro Server Volume Name in Step 4, the QuickMail Pro Server is suspended only when the drive specified in Step 4 is being backed up.
- 7 When Retrospect quits, it directs the Event Handler to quit automatically.

REMOTE BACKUP

To set up the Remote Retrospect script, one user on the QuickMail Pro Server must have Program Linking rights enabled in the Users & Groups Control Panel. See your Mac OS documentation for information on setting up Macintosh user privileges.

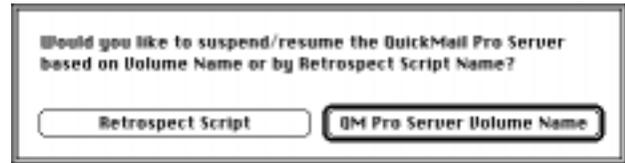
- 1 Install the Retrospect Remote software on QuickMail Pro Server.
- ❖ *Note:* You do not need to install full Retrospect software, only the Remote software.
- 2 Copy the Remote Retrospect Event Handler from the Sample Scripts folder on the QuickMail Pro Server machine to the Retrospect Preferences folder on the Retrospect machine.
- 3 Launch Retrospect on the Retrospect machine.
- 4 Select a machine, a zone, and the QuickMail Pro Server program in the Network dialog. Click OK when you are finished.



- 5 Type a user name at the prompt. The user must have program linking rights on the QuickMail Pro Server.
- 6 Enter a password at the prompt.
- ❖ *Note:* The password is in cleartext in the installed script.



- 7** Choose Retrospect Script or QM Pro Server Volume Name at the prompt. When you choose Retrospect Script, you must type the script name at the prompt. When you select the Volume option, you must select which drive you wish to backup.



- 8** If necessary, configure Retrospect's backup settings using the instructions provided in the Retrospect documentation.
- 9** To execute the backup script, select it from Retrospect's Run menu or use Retrospect's scheduling features.
- If you selected Retrospect Script in Step 7, the QuickMail Pro Server is suspended for the duration of the backup.
 - If you selected QM Pro Server Volume Name in Step 7, the QuickMail Pro Server is suspended only when the drive specified in Step 7 is being backed up.
- 10** When Retrospect quits, it directs the Event Handler to quit automatically.

UPDATE ADDRESS BOOKS

There are two installed scripts that update client address books: the Address Book Update script and the Daily Address Book Update script. As the name implies, the only noticeable difference between the two scripts is that the Daily Address Book Update script sends out QuickMail Pro Address Books every 24 hours.

The Address Book Update script compiles a QuickMail Pro Address Book and sends it to all local users. The Daily Address Book Update script runs all the time, sending out address books every 24 hours. Address Books are sent as E-mail enclosures in QuickMail Pro format, unless the script is modified. When QuickMail Pro users receive the attached Address Books, they are prompted to install them.

RUN THE SCRIPT

The first time you run the script, you are prompted to enter the sender's return address and the QuickMail Pro Server password.

- If your server is password protected, enter a password at the prompt.
- ❖ *Note:* The password is in cleartext in the installed script.
- If your server is *not* password protected, click No Password.
- Click Cancel if you do not wish to continue.

Once the script captures the sender's address and server password, running the script is all that is necessary for future distribution of the QuickMail Pro Address Books.



A dialog box with a light gray background and a thin black border. The text inside reads: "What should the sender's address (return address) be for this message?". Below the text is a text input field containing the email address "postmaster@abba.cesoft.com". At the bottom right of the dialog are two buttons: "Cancel" and "OK".



A dialog box with a light gray background and a thin black border. The text inside reads: "If your server is password protected, enter the password here. Otherwise press 'No Password'". Below the text is a text input field containing the word "password". At the bottom of the dialog are three buttons: "No Password", "Cancel", and "OK".

EDIT THE SCRIPT

If you are using an E-mail client other than QuickMail Pro, edit the end of the Address Book Update script so it looks like the script shown below. The changes that need to be made in the script are underlined>.

```
tell application "QuickMail Pro Server"
  if the Password is not equal to "" then
    set fileAlias to export every user filename "Address Book" format tab separated text
    password thePassword
  else
    set fileAlias to export every user filename "Address Book" format tab separated text
  end if
  repeat with recipient in recipients
    send note "Updated Address Book" from theSender to recipient enclose fileAlias
  end repeat
end tell
```

FILTER SCRIPTS

QuickMail Pro Server has the ability to embed scripts that act as filters for all mail that passes through the server's Store & Forward database. Every messages that goes into and out of the server is handed to the filter. The filter examines the message, decides what to do with it, and directs the server to either delete the message or continue processing it.

HOW FILTERS WORK

Scripts are installed on a per domain basis. You can have several scripts acting on the same domain, and the same script can be used for more than one domain. Each script entry in the Filter dialog can have its own set of configuration settings. This configuration is entirely dependent upon the implementation of the filter.

The AppleScript filter for QuickMail Pro Server has two Event handlers. The first handler, called «event QMPSMAIL», is called for every new message stored in the S&F database. The second one, «event QMPSOPTS», is called in response to the user clicking the Configure button in QuickMail Pro Server's Filter dialog.

THE QMPSMAIL EVENT

Mail sent to and received by the specified filter uses this event during the Store & Forward cycle. Look at the following example:

```
on «event QMPSMAIL» {sender, recipient, subject, body, mailfile, options, trigger}...
return
end «event QMPSMAIL»
```

The value of the {sender, recipient, subject, body, mailfile, options, trigger} fields could be {john.smith@cesoft.com, arricka.b@ddd.edu, "you have mail", "Do you wish to read your mail?", QuickMail Pro Server:Settings:POP:user.###:mail.###, funpictures, {{<yourdomain.com>},{-}}.

- Use {} (vertical bar) without the brackets for:
 - variable names with unacceptable characters, such as spaces
 - variable names that start with numbers (e.g. |12 times)
- Mailfile is the pathname to the MIME document on the QuickMail Pro Server machine.
- Options contain the data storage for this domain; in other words, the filter can store about anything in the Options field.
- Trigger is a list with two elements. The first element is the domain that matches the recipient address, or "-" if there are no matches. The second element is the domain of the sender, or "-" if there are no matches. Both the recipient and the sender can trigger a filter installed for a certain domain. You can examine the trigger parameter if you need to know the sender or recipient domain.

THE QMPSOPTS EVENT

The QMPSOPTS event stores data for a specific domain. It is not used in most of the installed QuickMail Pro Server scripts, but it may be useful to implement if you wish to edit or create a script. Look at the following example:

```
on «event QMPSOPTS» {options}
    set dlgResult to display dialog "Enter postmaster's address:" default answer --
        postmaster@<yourdomain.com>" buttons {"Cancel", "OK"} default button {"OK"}
    if button returned of dlgResult is "OK" then
        set options to text returned of dlgResult
    end if
    return options
end «event QMPSOPTS»
```

The QMPSOPTS event is best illustrated by the Configure button in QuickMail Pro Server's Filter dialog. Whatever is specified between the on and end commands of the script defines the event that occurs when Configure is selected. If no information is specified in the script, nothing happens when you click Configure.



RETURN VALUES

Return values dictate what happens to messages that pass through QuickMail Pro Server's filters. The following actions are taken on messages, depending on the return value:

Return value	Action taken by server
An empty string	The message is deleted without further processing.
A string or list of strings contain Internet addresses	The message is redirected.
A return value with no value specified <i>or</i> Any unacceptable return value	The message continues to be processed.

Figure 52: Return values dictate what happens to mail passed through a filter.

FILEMAKER ARCHIVE FILTER

FileMaker Pro is a powerful information management tool. It allows you to organize, locate, update, maintain, and analyze data you enter in a FileMaker database. Part of what makes FileMaker an industry standard is the ease with which it can be integrated with AppleScript. The flexibility both FileMaker Pro and QuickMail Pro Server offer through their extensive scripting capabilities is extremely valuable.

To help you begin taking advantage of these scripting capabilities, QuickMail Pro Server installs a FileMaker Pro Archive filter. Archiving mail is vitally important when you need to maintain detailed records of electronic correspondence. Storing and maintaining mail ensures the validity of written information and provides an organizational safety net.

HOW IT WORKS

When the FileMaker Archive filter is enabled, messages that pass through QuickMail Pro Server are copied to the FileMaker Pro database where they can be organized, searched and exported to other applications. The FileMaker database file that stores your mail is installed with QuickMail Pro Server in the :QuickMail Pro Server:FileMaker:→QuickMail Pro Server.f: folder. The database file is called Mail Archive. See page 64 for information on setting up a filter.

REQUIREMENTS

The Mail Archive database file uses a helper applet called Mail Archive Helper. Both the Mail Archive file and the helper file must be moved to the main level of the QuickMail Pro Server folder for the FileMaker filter to work properly.

ACCESSING THE FILEMAKER MAIL ARCHIVE

When you archive mail with the FileMaker filter, the mail is stored in the Mail Archive file located in the QuickMail Pro Server folder. To browse the text of each message, open the archive file with FileMaker Pro.

You can create, read, print, delete or search the database by clicking the appropriate button in the Mail Archive dialog. Click the database banner to launch Netscape Navigator™ and visit CE Software's web site for the most recent information on QuickMail Pro Server.

Click the database banner to visit CE Software's web site.



Figure 53: The Mail Archive mail list.

READ MAIL

When you highlight a message and click the Read button in the Mail Archive database, the selected message appears. You can print, delete, forward or reply to the opened message. Click the Go to Message List button to return to the list of Mail Archive messages. Click Show RFC 822 to view the RFC 822 header in addition to the message text.

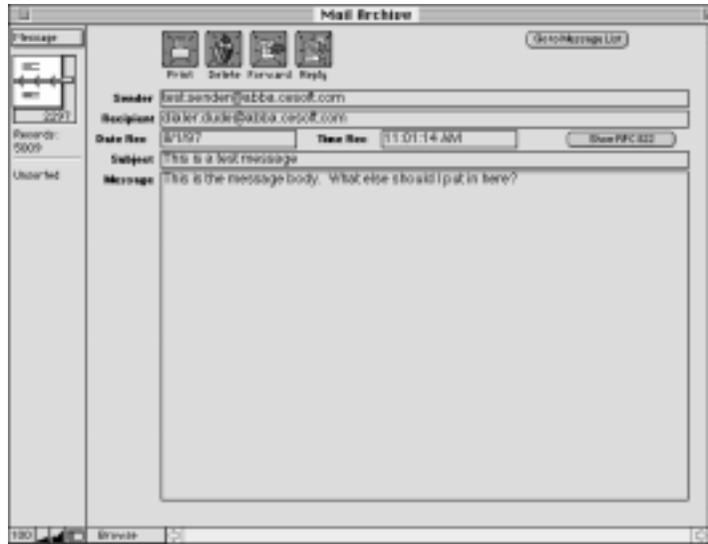


Figure 54: When you select a message and click Read in the Mail Archive mail list, the Message dialog appears.

- **IMPORTANT:** The version of FileMaker Pro being used must support scripting to work with the installed QuickMail Pro Server scripts.

GO TO MESSAGE LIST

Click to return to the mail list shown in Figure 53.

SHOW RFC822

Click to display the header information for the message.

THE SCRIPT MENU

In the FileMaker Pro Mail Archive file, the Script menu contains ScriptMaker™ and four scripts created by CE Software.

- New Message Script sends a message based on information specified in a series of AppleScript prompts.
- Go to cesoft.com launches Netscape and opens the CE Software Web site.
- Forward Message forwards a selected message to a recipient specified in an AppleScript prompt.
- Reply Message replies to a selected message with text specified in an AppleScript prompt.



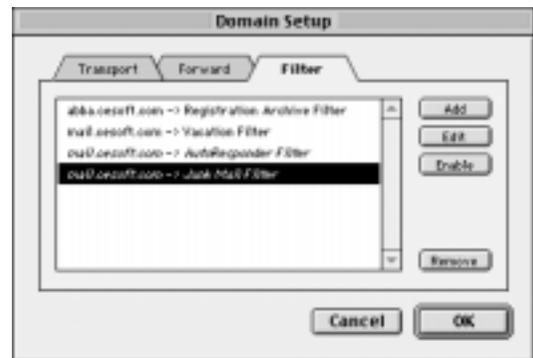
VACATION FILTER

QuickMail Pro Server can automatically send vacation or out-of-office messages. The advantage of the Vacation filter is that the server does all the work: the client doesn't even need to be logged in to automatically respond to incoming mail.

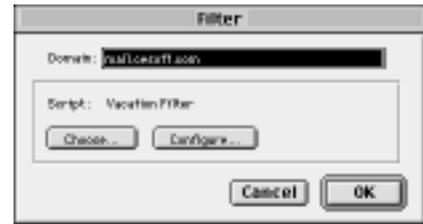
SERVER CONFIGURATION

When setting up the Vacation filter, you must set the Internet Protocol address and subnet mask for the filter to work properly. If you do not provide this information, an error message is sent to the postmaster's mail account and the filter does not process mail. To set this network information:

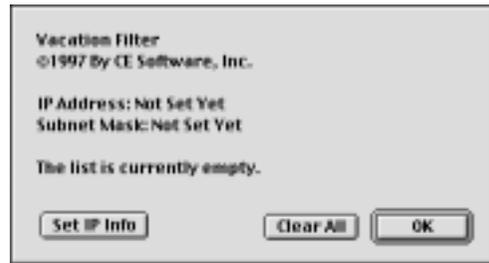
- 1 Launch QuickMail Pro Server.
- 2 In the Configure menu, select Domain Setup.
- 3 Select the Filter tab.
- 4 Click Add.
- 5 Type the name of the domain you want filtered. All mail with this domain is processed by the selected filter.
- 6 Click Choose to view the standard Open File dialog.
- 7 Select the Vacation script. The installed scripts and applets are located in the <Hard Drive>:QuickMail Pro Server:Sample Filters:Vacation Filter: folder.



- 8 Click Open. The selected filter appears in the Script field of the Filter dialog.
- 9 Click the Configure button in the Filter dialog. The IP Status window appears.



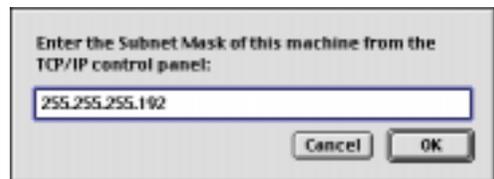
- 10 Click Set IP Info.



- 11 Type the IP address of your QuickMail Pro Server and click OK. Your machine's IP address resides in the TCP/IP Control Panel.



- 12 Type the subnet mask for your network and click OK. This information also resides in the TCP/IP Control Panel.



13 Click OK in the IP Status window. The status window should display the IP address and subnet mask information.

14 Click OK in the Filter dialog.

15 Click OK in the Domain Setup window when you are finished.

Users can now take advantage of the filters you have set up and enabled.

- ▲ **WARNING:** Since all vacation messages for each user are stored in the Vacation script, more memory should be allocated to the server if a large number of clients take advantage of this filter.

CLIENT INPUT

- **IMPORTANT:** Filter commands are only accepted from machines in the same domain as QuickMail Pro Server. If remote users want to submit filter commands, they must use Apple Remote Access (ARA) or ask someone on the local network to send the commands to the server.

Users must send a message to `on-vacation@<yourdomain.com>` to take advantage of the Vacation filter. The domain is the same as the local POP domain. The user's address, subject line, and message body are stored in the Vacation Filter. The script then checks every message for the vacationing user's address. If found, the script automatically generates a reply to the sender and the original message is delivered to the vacationing user. To disable the vacation list, clients send a message to `off-vacation@<yourdomain.com>`.

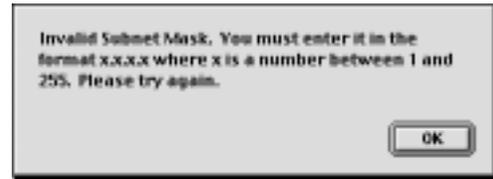
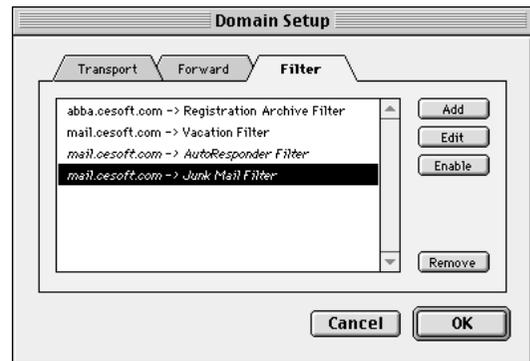


Figure 55: If the information you enter is not valid, an error dialog appears. Values typed into the subnet field must be within the range of 1 - 255.



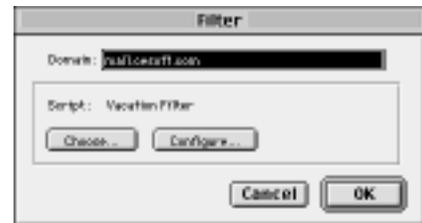
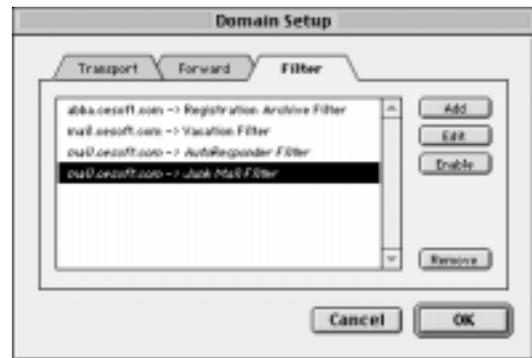
JUNK MAIL FILTER

Few people like to receive junk mail, but it can be especially intrusive in the world of electronic mail. To prevent unwanted mail from appearing in mailboxes at your site, use the Junk Mail filter.

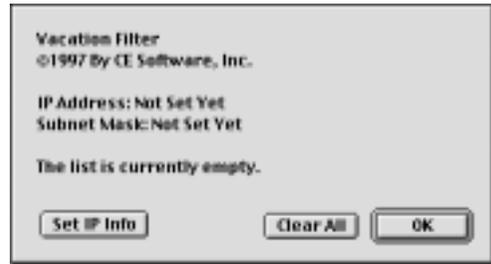
SERVER CONFIGURATION

When setting up the Junk Mail filter, you must set the Internet Protocol address and subnet mask for the filter to work properly. If you do not provide this information, an error message is sent to the postmaster's mail account and the filter does not process mail. To set this network information:

- 1 Launch QuickMail Pro Server.
- 2 In the Configure menu, select Domain Setup.
- 3 Select the Filter tab.
- 4 Click Add.
- 5 Type the name of the domain to which incoming mail will be addressed. All mail with this domain is processed by the filter.
- 6 Click Choose to view the standard Open File dialog.
- 7 Select the Junk Mail script. The installed scripts and applets are located in the <Hard Drive>:QuickMail Pro Server:Sample Filters: folder.
- 8 Click Open. The selected filters appears in the Script field of the Filter dialog.
- 9 Click the Configure button in the Filter dialog. The IP status window appears.



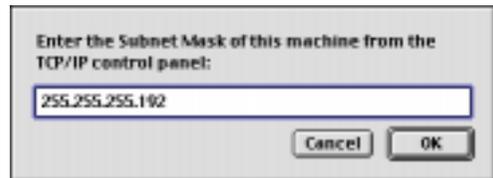
10 Click Set IP Info.



11 Type the IP address of your QuickMail Pro Server and click OK. Your machine's IP address resides in the TCP/IP Control Panel.



12 Type the subnet mask for your network and click OK. This information also resides in the TCP/IP Control Panel.



13 Click OK in the IP Status window. The status window should display the IP address and subnet mask information.

14 Click OK in the Filter dialog.

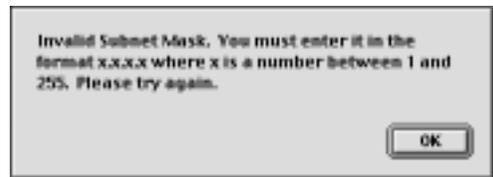


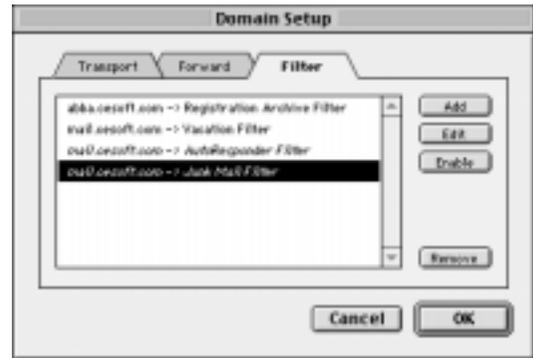
Figure 56: If the information you enter is not valid, an error dialog appears. Values typed into the subnet field must be within the range of 1 - 255.

15 Click OK in the Domain Setup window when you are finished.

Users can now take advantage of the filters you have set up and enabled.

USER INPUT

- **IMPORTANT:** Filter commands are only accepted from machines in the same domain as QuickMail Pro Server. If remote users want to submit filter commands, they must use Apple Remote Access (ARA) or ask someone on the local network to send the commands to the server.



To add a domain to the list of domains the junk mail filter blocks, users can send a message to `add-JunkMail@<yourdomain.com>`. The filter treats the subject line of the message as another domain to block. The domain is added to the list and the sender receives a confirmation message that the domain has been added. The confirmation message also includes information on how to remove the domain from the junk mail domain list.

- ❖ *Note:* Domains added to the Junk Mail filter should contain the @ symbol so it can distinguish between subdomains and root domains. For example, if you direct the Junk Mail filter to block mail from `company.com`, you won't be able to receive mail from `good.company.com`.

DELETE DOMAIN

To remove a domain from the list of domains which are being blocked, send a message to `delete-JunkMail@<yourdomain.com>` with the domain name in the subject line. The domain is removed from the list and the sender receives a confirmation message that the junk mail domain has been deleted.

GET INFO ON DOMAINS

To get a list of all the domains that are currently blocked, send a message to `info-JunkMail@<yourdomain.com>`. After the filter processes the request, a message is returned with the list of blocked domains. The list contains one domain per line as well as a line number.

REQUEST HELP

To get a list and brief description of all the Junk Mail Filter commands, send a message to `help-JunkMail@<yourdomain.com>`. As

mail comes into your domain, the JunkMail filter checks the sender's domain. If the sender's domain matches one which has been added to the list of JunkMail domains, the message is deleted. If the domain does *not* match a JunkMail domain, the message is processed and delivered to the intended recipient.

▲ **WARNING:** This filter may become slightly slower with each additional domain that is filtered.

AUTORESPONDER FILTER

The AutoResponder filter allows the server administrator to set up specific replies for incoming messages. For example, if you publish an address on your Web site and direct users to send an E-mail message to `AutoResponder@<yourdomain.com>` with the subject "Technical Support" in the subject line, this filter can be set up to automatically reply to those messages with a specific message.

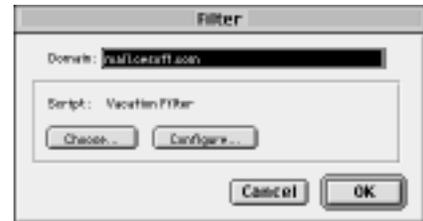
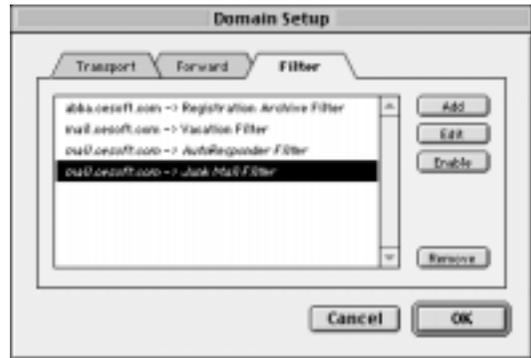
SERVER CONFIGURATION

When setting up the Junk Mail filter, you must set the Internet Protocol address and subnet mask for the filter to work properly. If you do not provide this information, an error message is sent to the postmaster's mail account and the filter does not process mail. To set this network information:

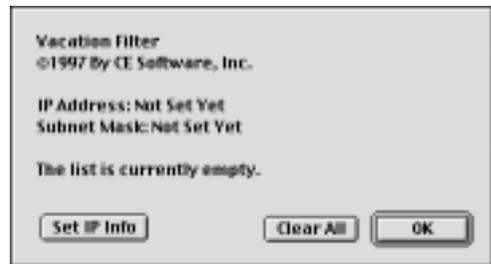
- 1 Launch QuickMail Pro Server.
- 2 In the Configure menu, select Domain Setup.



- 3 Select the Filter tab.
- 4 Click Add.
- 5 Type the name of the domain you want filtered. All mail with this domain is processed by the selected filter.
- 6 Click Choose to view the standard Open File dialog.
- 7 Select the AutoResponder script. The installed scripts and applets are located in the <Hard Drive>:QuickMail Pro Server:Sample Filters: folder.
- 8 Click Open. The selected filters appears in the Script field of the Filter dialog.
- 9 Click the Configure button in the Filter dialog. The IP status window appears.



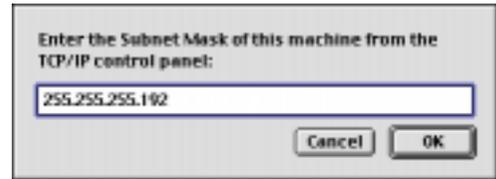
- 10 Click Set IP Info.



- 11 Type the IP address of your QuickMail Pro Server and click OK. Your machine's IP address resides in the TCP/IP Control Panel.



- 12 Type the subnet mask for your network and click OK. This information also resides in the TCP/IP Control Panel.



- 13 Click OK in the IP Status window. The status window should display the IP address and subnet mask information.

- 14 Click OK in the Filter dialog.

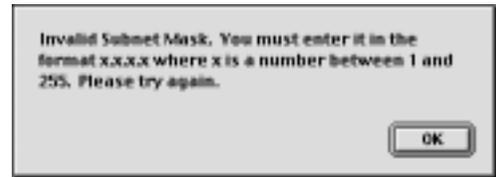


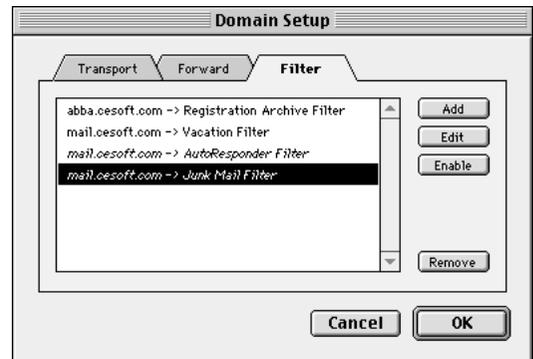
Figure 57: If the information you enter is not valid, and error dialog appears. Values typed into the subnet field must be within the range of 1 - 255.

- 15 Click OK in the Domain Setup window when you are finished.

Users can now take advantage of the filters you have set up and enabled.

USER INPUT

- **IMPORTANT:** Some AutoResponder filter commands are only accepted from machines in the same domain as QuickMail Pro Server. If remote users want to submit filter commands, they must use Apple Remote Access (ARA) or ask someone on the local network to send the commands to the server.



Once an AutoResponder filter has been added, it examines each incoming message. The filter looks for messages going to one of four addresses: `add-AutoResponder@<yourdomain.com>`, `delete-AutoResponder@<yourdomain.com>`, `info-AutoResponder@<yourdomain.com>`, and `AutoResponder@<yourdomain.com>`. The filter uses the subject line of the message to determine which response to act on, and the address to determine what action is to be taken.

ADD AUTORESPONSE

To add a message to the AutoResponse filter:

- 1 Create an E-mail message that you would like the mail recipient to receive.
 - 2 Address the message to `add-AutoResponder@<yourdomain.com>`.
 - 3 Send the message.
- ❖ *Note:* Only local users can submit AutoResponder messages.

A message is returned from the AutoResponse filter letting you know your message has been added to the current list of available messages.

DELETE AUTORESPONSE

Once an item is no longer needed on the AutoResponse system, you can remove it by sending a message to `delete-AutoResponder@<yourdomain.com>`. The subject should contain the name of the message to be removed. Once the filter has processed this request, it returns a message confirming the item was removed.

- ❖ *Note:* Only local users can delete AutoResponder messages.

INFO ON MESSAGES

To get a listing of the messages currently available through AutoResponder, send a message to `info-AutoResponder@<yourdomain.com>`. The subject and message fields are ignored for this command. A list of available autoresponses is returned. The list is hyperlinked so you can easily create request messages.

- ❖ *Note:* Responses to this command may vary depending on the sender's domain.

AUTORESPONSE

To get information on a subject contained in the AutoResponse system, send a message to `AutoResponder@<yourdomain.com>` with the topic you want to research in the subject field.

HELP

To request a list of all available AutoResponse commands, send a message to `help-AutoResponder`. The subject and body text of the message are ignored by the script.

- ❖ *Note:* Responses to this command may vary depending on the sender's domain.

GATEWAY SCRIPTS

QuickMail Pro Server installs Applescript gateways that act as translators between QuickMail Pro Server and other software such as 4-Sight Fax. This capability is extremely valuable if you have invested in another piece of software that you would like to use in conjunction with your E-mail system.

There are two gateways that are installed with QuickMail Pro Server: 4-Sight Fax Gateway and PageNOW! Gateway.

- **IMPORTANT:** The version of 4-Sight Fax and PageNOW! software being used must support scripting to work with the installed QuickMail Pro Server scripts.

4-SIGHT FAX GATEWAY

4-Sight Fax is software that translates electronic messages into faxes. The 4-Sight Fax gateway installed with QuickMail Pro Server facilitates that communication between the mail server and the fax software. The gateway provides a “bridge” that allows users to send faxes from their desktop.

The new mail handler extracts the recipient fax number from the address and identifies the user in the 4-Site Fax address list. The messages subject is used as fax title and the message body is put in the comment text.

- **IMPORTANT:** The 4-Sight Fax Developer API scripting component must be installed in the Scripting Additions folder for the gateway configuration to work. See your 4-Sight documentation for additional information.

4-Sight plc. develops and distributes 4-Sight Fax software. To contact 4-Sight, visit <http://www.4sight.com/>.

PAGENOW!

PageNOW! is software that turns electronic messages into pages. It works similarly to the 4-Sight Fax gateway. The PageNow! gateway facilitates communication between the server and the paging software. The gateway provides a “bridge” that allows users to send pages from their desktop.

Mark/Space Softworks, Inc. develops and distributes PageNOW! software. To contact Mark/Space, visit <http://www.markspace.com/>.

APPENDIX A: MODEM SETUP

This section helps answer basic questions about the Apple Modem Tool configuration as it pertains to QuickMail Pro Server's UUCP transport. If you need assistance with specific modem settings, contact your modem manufacturer.

THE APPLE MODEM TOOL

The Apple Modem Tool is automatically installed with QuickMail Pro Server. It lets you establish a connection with a remote computer using a modem. The Apple Modem Tool recognizes an attached Apple, Hayes, or other Hayes-compatible modem. Besides using the built-in serial ports, the Apple Modem Tool can establish connections through serial or modem cards installed in your Macintosh.

- **IMPORTANT:** The following instructions and screen shots are taken from version 1.5.5 of the Apple Modem Tool. Your options may vary slightly depending on your version of the Apple Modem Tool.

CONNECTION SETTINGS

Open the Connection Settings dialog by clicking the Modem button in the UUCP Server Setup dialog. The Connection Settings dialog is the control center for your modem connections. Record the settings in this dialog, so if you ever have difficulty with your machine your modem settings are preserved.

- ❖ *Note:* QuickMail Pro Server uses the “g” protocol with Communication Toolbox (CTB) connections.



PHONE SETTINGS

Use the options in this group to specify the phone number, dialing method and retry time for contacting your ISP.

DIAL PHONE NUMBER

Enter the phone number of the remote computer you are contacting.

WHEN ANSWERING

Enter the number of rings that are necessary for QuickMail Pro Server to answer the incoming UUCP call.

MODEM OPTIONS

The Modem options area of the dialog allows you to specify modem commands, error correction, correction type and display options.

MODEM

This pop-up lists modem types. Most modems can use the default Hayes-compatible option. If you have difficulty connecting with the modem options in the pop-up list, you may need use the Modify or Custom options.

Modify — When you choose the Modify option in the Modem pop-up list, a dialog listing the available modems appears. Select a modem and click Add, Modify, Remove or Import.

Add — Opens the Custom Settings dialog where you can name your modem and enter modem settings that improve your connection. Refer to your modem documentation or contact your modem for information on what to type in these fields.

Modify — Opens the Modem Command Strings dialog with information from the selected modem entered in the appropriate fields.

Remove — Removes the selected modem.

Import — Opens a standard Import dialog where you can navigate to a modem definition file and choose to include it in the modem list. You can obtain modem definition files from your modem manufacturer.

Custom — Displays the Custom Settings dialog where you can customize your modem settings. For example, when you are using a modem that is now available in the Modem pop-up list, you may need to choose this option and use the initialization string recommended by your modem manufacturer.

❖ *Note:* Use ATZ, AT&F, or AT&F1 when you don't know your modem's initialization string.

ERROR CORRECTION

This option is enabled only when the modem you select supports error correction. Use the Required setting when both modems support error correction. Use the Optional setting when you aren't sure if the connecting modem supports error correction.



CORRECTION TYPE

This option is enabled only when the modem you select supports error correction. Use Software MNP when the connecting modem is capable of handling it. Use None when you aren't sure what type of error correction the connecting modem uses.

PORT SETTINGS

The pop-up menus in this group allow you to set the baud rate, parity number of data bits per character, number of stop bits per character, and handshake method used by the serial port.

BAUD RATE

Use this option to regulate the speed at which data is transmitted to and from your modem. Baud rate measures the transfer of characters per second (cps), or the number of times per second a transmission signal varies.

The actual speed of transmission in characters per second depends on:

- Modem-to-modem data rate
 - Speed with which the processor can transfer data to and from the modem
 - Type of compression used
 - Method of compression: whether the data is compressed by the processor or the modem
 - Amount of noise on the telephone line (which causes retransmissions)
 - Serial character format (typically 8N1: one start bit, eight data bits, no parity, one stop bit)
- **IMPORTANT:** If your modem and the connecting device communicate at different baud rates, the faster modem bauds down until the modems match speeds.

PARITY

Method used by your Macintosh and the other computer for ensuring data is not garbled during transmission. The Apple Modem Tool enables you to use even or odd parity checking or to specify no parity checking.

DATA BITS

Specifies the number of bits that make up a character. With the Apple Modem Tool, your Macintosh can send and receive 5, 6, 7, or 8-bit characters, depending on what the recipient computer requires. The default setting for this option is 8-bit characters.

STOP BITS

Specifies the number of stop bits used to mark the end of a transmitted character. The Apple Modem tool supports 1, 1.5, or 2 stop bits. Typically, a stop bit is 1-bit long: the default setting for this option.

HANDSHAKE

Regulates the flow of data transmitted between your Macintosh and the computer at the other end of the connection. For handshaking to work, both computers must have the same handshake method selected. Numerous factors determine when it's best to use handshaking:

- How busy is your Macintosh?
- How fast is data coming in from the remote computer?
- How fast is your server's processor?

Choose None from the Handshake pop-up menu when you do not want the flow of data regulated. Choose XON/XOFF to prevent the loss of data when one of the machines in the data flow sends data faster than the other computer can receive it.

❖ *Note:* The most common handshake method used is DTR&CTS.

CABLING

This button is only enabled when you select a modem that requires special cabling. For example, when you select Newton Serial Connection in the Modem pop-up menu, a dialog prompts you to save the cabling information.

CURRENT PORT

When you have not installed any add-on serial or modem cards, printer and modem icons display in the port area of the dialog. You can use either port when establishing a connection; however, if you are using LocalTalk, the printer port is unavailable because it is being used.

CUSTOM MODEM COMMANDS

This section provides general definitions about the settings in the Apple Modem Tool's Custom dialog. For more in-depth information, it is important to check with your modem manufacturer; it will save you time and frustration. You can also try joining a newsgroup or subscribing to a mailing list supported by your modem manufacturer to learn more about modem commands.

MODEM COMMAND STRINGS

Modem command strings direct the modem to send and receive commands in a specific sequence.

INITIALIZATION

A series of numeric and alphanumeric characters that prepare the modem for communication. Recommended modem initialization strings are available at: <http://help.cesoft.com/tech/quickmail/modems.html>.

RING RESPONSE

You do not need to enter information in this field unless you have specific instructions from your modem manufacturer to configure this field.

DISABLE MODEM MNP

Commands entered in this field allow you to disable modem protocol compression.

MNP CONFIRMATION

Commands entered in this field allow you to configure modem protocol compression.

MODEM AUTO-BUFFERS CONNECT SPEEDS

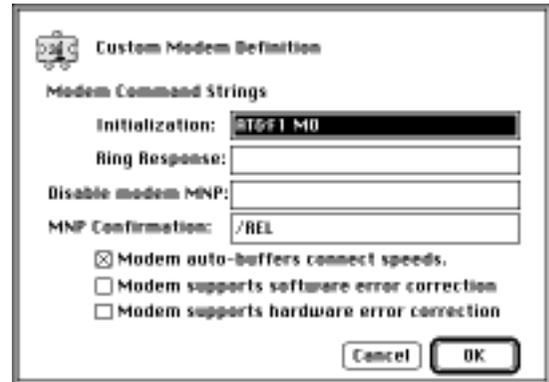
Check this option when you have a modem that connects at greater than 9600 baud.

MODEM SUPPORT SOFTWARE ERROR CORRECTION

Check this option when your modem supports software error correction.

MODEM SUPPORT HARDWARE ERROR CORRECTION

Check this option when your modem supports hardware error correction.



APPENDIX B: AIMS/EIMS CONVERTER

The Apple Internet Mail Server (AIMS), more recently known as Eudora Internet Mail Server (EIMS), is a Macintosh POP server developed by Apple Computer and licensed by Qualcomm™. QuickMail Pro Server installs an AIMS/EIMS converter application that can convert all your AIMS/EIMS files to a format QuickMail Pro Server can read.

To make the transition to AIMS/EIMS as seamless as possible, use this conversion sequence: install, but *do not* launch, QuickMail Pro Server; run the AIMS/EIMS Converter; launch and configure QuickMail Pro Server.

The instructions in this section assume you are currently using the AIMS/EIMS server and have installed QuickMail Pro Server. If you do *not* currently use AIMS/EIMS, you do not need to read this section.

CONVERT YOUR FILES

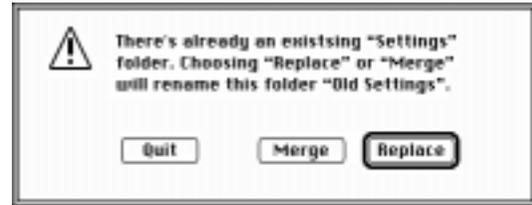
The amount of time it takes to convert files from AIMS/EIMS to QuickMail Pro Server varies depending on number of users, speed of machines, etc.

- **IMPORTANT:** If an account exists on both QuickMail Pro Server and the AIMS/EIMS server prior to conversion, it is untouched during the conversion process.
- 1** Launch the AIMS/EIMS Converter application. It is located in your QuickMail Pro Server folder on your hard drive.
- 2** Click Install in the Welcome dialog to proceed with the migration process.
- ❖ *Note:* You must quit QuickMail Pro Server before you convert your files.



3 When QuickMail Pro Server has previously been installed, a warning dialog appears.

- Choose Merge to combine your Settings folder with the information from the AIMS/EIMS server.
- Choose Replace if you wish to overwrite your Settings folder with AIMS/EIMS information.

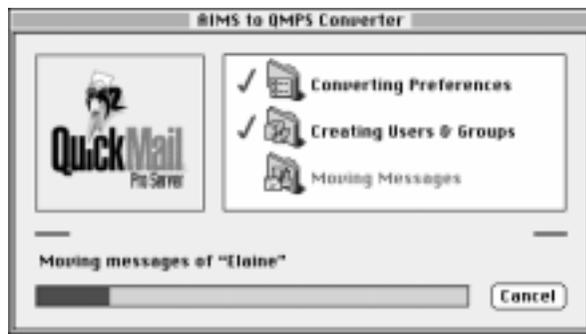


❖ *Note:* Each time you run the Converter, another archive of the Settings folder is created. Consequently, in your QuickMail Pro Server folder, you could have a "Settings" folder, an "Old Settings" folder, an "Old Settings1" folder, etc. The QuickMail Pro Server only uses the folder named "Settings".

4 A status dialog lets you monitor the conversion process. When the conversion is complete, select Quit.

5 Launch QuickMail Pro Server to begin taking advantage of your new server software.

If you choose to replace a current QuickMail Pro Server installation when running the AIMS/EIMS Converter, the local POP domain needs to be recreated in the Domain Setup dialog. See Chapter 4 for more information.



POST CONVERSION

If you're wondering where all your AIMS/EIMS information went after the conversion process, read this section. The conversion has three stages: it converts preferences, then users and groups, then mail.

PREFERENCES

The AIMS/EIMS preferences display in the QuickMail Pro Server TCP Protocols tabs. Domain names and routes are copied to the QuickMail Pro Server Domain Setup dialog. There is one SMTP domain for each entry in the AIMS/EIMS Sending Setup window.

USERS AND GROUPS

User accounts that have the Forwarding option set to No Forwarding in AIMS/EIMS are converted into POP accounts. All information is preserved with the exception of the Auto-delete mail option.

AIMS/EIMS accounts that are configured to forward mail to another account are added as an account with a Forward.

AIMS/EIMS accounts that use Mailing List forwarding are added to QuickMail Pro Server as a group with the mailing list as members of the group.

MAIL

In the last stage of conversion, all stored and waiting mail is copied from AIMS/EIMS to QuickMail Pro Server. Messages are converted and stored in the POP database. All other messages in the AIMS/EIMS Mail Folder are copied into the QuickMail Pro Server Store & Forward folder.

LOG FILE

All conversions are recorded in the log file. Open the log file with a text editor to view detailed information on the conversion. The log file is located in the :QuickMail Pro Server:AIMS/EIMS Converter: folder.

APPENDIX C - TIPS AND SUGGESTIONS

This appendix provides general tips and suggestions for QuickMail Pro Server as well as a list of frequently asked questions, server limits, and troubleshooting tips.

HELPFUL HINTS

QuickMail Pro Server makes the daily routine of maintaining a mail system simple. There are, however, a few tips that may further assist the QuickMail Pro Server administrator.

PERFORMANCE RECOMMENDATIONS

- QuickMail Pro works well within the confines of the minimum System requirements, but you may want to use an optimum configuration if you have a large site that exchanges considerable amounts of mail.

Server performance is dependent upon how frequently users poll the server and how much mail the server handles. For example, using an average poll time of five minutes with 200 users, a dedicated PPC with a 100MHz 601 processor or better (L2 cache preferred) and a fast SCSI drive works well.

For significantly larger sites, a faster CPU, more memory and a RAID drive array should be considered. RAID drive arrays are fast, interconnected hard drives that offer higher speed access and more efficient drive usage than traditional drives.

- When you take advantage of reverse Finger support, the server is more efficient because Server resources are made available for other components. Reverse Finger support allows users to be notified of new mail, so users aren't constantly polling the server for mail.
- Only use Protocol Transaction and Debugging log levels when troubleshooting server problems. The more extensive logging levels require more server resources, which affects server performance.
- While CE Software has not found any conflicts with major third party products (RAMDoubler™, SpeedDoubler™, *etc.*), we recommend running as few extra System extensions as possible. This speeds up the System.
- RAMDoubler and reliance on Virtual Memory beyond what Apple recommends are not recommended for optimal performance. Using real RAM is the best method for improving the server's performance.

SCRIPTING TIPS

- To debug gateways, filters, and stand-alone scripts, use the Log Message <string> and Log Warning <string> commands.
- Use <try> statements to improve error handling.
- Write and test scripts in small sections.
- Use AppleScript tools, such as FaceSpan™, and scripting extensions.

LOGS

The most detailed logs are produced at the Protocol Transaction level. While Protocol Transaction is the most detailed, the Debugging level reduces the amount of information you must sift through and still includes the most important logging information.

- ❖ *Note:* The more extensive logging levels require more server resources than the less verbose log levels.

ERRORS

POP FORWARDER

- No POP mailbox for user {1}
- Could not forward message S&F ID: {1}

RETRIEVING POP

- Connection attempt failed [Errorcode: {1}]
- Password not accepted

FORWARD UUCP

- Parsing of login script failed, check script in UUCP Server dialog
- Activation failed (remote/local), check communication settings

UUCP DURING CONNECTION PHASE

- UUCP Handshaking, Handshake failed at step {1}
- Login Script, Timeout
- Login Script, Login failed

UUCP WHEN EXECUTING COMMAND FILES

- ERROR - File missing: {1}
- ERROR - Command failed (unknown error)
- This version does not support news, (newsbatch is deleted)

S&F

- Optimization failed! (Error code: {1})
- S&F thread failed due to an unknown error (not enough memory)

BOUNCER

- Can't bounce a bounced message (message removed)

POP DATABASE

- Detected errors in POP mailbox database
- Corrupt mailbox info file found
- Duplicate mailbox name found: {1}
- Failed while updating account info file

WARNINGS

FINGER SERVER

- Timeout, closing session
- Session unexpectedly closed

PH SERVER

- Timeout, closing session
- Session unexpectedly closed

POP3 SERVER

- Timeout, closing connection
- TCP connection closed

❖ *Note:* All negative protocol replies are logged as warnings.

PASSWORD SERVER (POPPASSD)

- X tried to change password but sent wrong password

SMTP SERVER

- Timeout, closing connection
- Could not parse header information
- Connection with remote host closed

SMTP FORWARDER

- User was rejected by host
- Connection attempt failed
- Timeout, closing connection
- Connection closed

UUCP (INCOMING)

- Unknown UUCP login “{1}”, disconnecting.
- Timeout

UUCP OUTGOING

- Opening of connection timed out.
- The connection was dropped
- Failed to open connection

GATEWAYS

- Gateway “{1}” failed: error {2}

FILTERS

- Script “{1}” failed: error {2}

S&F OPTIMIZATION

- A data file named “{1}” is missing! It was referenced by Mail File record ID = “{2}” which is removed.
- Recipient record ID = “{1}” is removed since it's associated with a missing Mail File record ID = “{2}”

POP DATABASE

- “user.info” file is missing in {1}

LIST SERVER

- Digest file appears to be damaged. It has been renamed “{1}”.
- Command failed: {1}, {2}

HOUSEKEEPING

- When cleaning out a user’s mailbox, do a ⌘ - A (Select All) and click the Trash button.
- Eliminate unused accounts. This will increase speed during startup and other server operations, such as opening the Users dialog.
- Delete archived logs and status reports.
- Examine archived mail list files and delete when no longer needed.

DISTRIBUTING ADDRESS BOOKS

You can distribute QuickMail Pro Address Books manually or with scripts.

DISTRIBUTE MANUALLY

To distribute QuickMail Pro Address Books manually:

- 1 Choose Export Address from the Utilities menu.
 - 2 Select QuickMail Pro Address Book in the Format pop-up menu.
 - 3 Rename the Address Book if necessary and select a location on the hard drive.
 - 4 Click Save.
 - 5 Send a message to all users with the address book as an attachment.
 - 6 If using QuickMail Pro 1.5 or later, clients are prompted to install the Address Book when it arrives in their Inbox.
- ❖ *Note:* The script currently sends to all accounts, including aliases and forwarding accounts. Consequently, some users may receive multiple copies of the Address Book.

USE SCRIPTS

- 1 Select Address Book Update in the Scripts menu.
 - 2 If using QuickMail Pro 1.5 or greater, users are prompted to install the QuickMail Pro Address Book when it arrives in their Inbox.
- ❖ *Note:* See page 120 for instructions on editing the Address Book Update script so it can be used with other E-mail clients.

BACKUPS

Two scripts are installed with QuickMail Pro Server for backups; one script is for local backups and one is for remote backups. These scripts automatically suspend and start the server. See page 117 for more information.

REMOTE ADMINISTRATION

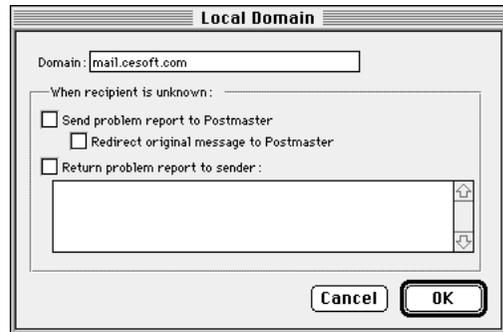
Use Timbuktu software or create your own scripts to administer QuickMail Pro Server remotely. See page 74 for more information.

FREQUENTLY ASKED QUESTIONS

This list of questions is updated on CE Software's Web site at <http://www.cesoft.com>.

1 How do I change my domain name?

- Change your domain name in the Local Domain dialog. Access the Local Domain dialog by selecting Domain Setup in the Configure menu. Select your POP domain in the Domain Setup dialog and click the Change button.



2 I am setting up QuickMail Pro Server for intranet E-mail. What do I need to do?

- Make sure TCP/IP is installed properly.
- Make sure the hosts files have been set up on all the client machines.
- When addressing mail, you only have to use the QuickMail Pro Server user name (e.g. john.smith).

3 I am setting up QuickMail Pro Server for Internet E-mail. What do I need to do?

➤ **IMPORTANT:** The following list does not consider your connection method.

- Make sure TCP/IP is installed properly.
- Make sure your names are being resolved by a DNS.
- Get the fully qualified domain name of the ISP's mail server (SMTP) for use as a smart host and the name of a DNS on your ISP's site.
- Contact your ISP and have them set up an MX record for your domain. This MX record needs to point to the machine running QuickMail Pro Server. Note that it can take up to three weeks for this information to be replicated throughout the Internet.

4 What E-mail clients can I use?

- QuickMail Pro
- Eudora
- Microsoft Inbox, Outlook, or Internet Explorer
- Tech Mail
- Em@iler

- 5** My computer name is <wahoo.yippee.com> and I want to process the mail for <yippee.com>. How can I do this?
- Most companies and educational institutions have many computers on the Internet, only one of which usually receives mail intended for users within the organization. Based on the example presented, this machine would be named <mailhost.yippee.com> or <mail.yippee.com>.
- 6** Does QuickMail Pro Server handle MIME?
- Yes.
- 7** Are there any national UUCP providers I can contact? I have no local providers that support UUCP.
- Yes, there are several national providers that support UUCP. Three such providers include: UUNET (<http://www.uunet.com/>), Netcom (<http://www.netcom.com/>), and Holonet (<http://www.holonet.net>).

SERVER LIMITS

Consult the chart below to ensure you are not exceeding the recommended QuickMail Pro Server limits.

Feature	Theoretical Limit	Recommended Limit
POP Accounts	4,096	750
Mail Items per user	1 million	4,000
Number of groups	1,800	Less than 1,800
Users in a group	1,800	Less than 1,800
Mail Lists	1,800	Less than 1,800
File Size	2 GB	25% of available disk space
Address size in User list	255	Less than 255 characters
Address size passing through the server	255	Less than 255 characters
Text in listserver Help/Response dialog	32 KB for all fields combined	32 KB for all fields combined
Text in Extra information tab for Finger/Ph	32 KB	32 KB
Mail List Subject Prefix	255 characters	Less than 255 characters
Mail List Message Header	32,000 characters	Less than 32,000* characters
Mail List Message Footer	32,000 characters	Less than 32,000* characters
Mail List Welcome Message	32,000 characters	Less than 32,000* characters
Mail List Info Message	32,000 characters	Less than 32,000* characters
Log Size	5 MB	1 MB
Number of Outgoing SMTP Connections	12	2
* Some E-mail clients cannot handle 32,000 characters in the message body. When this occurs, text is placed in an enclosure.		

Table 7: QuickMail Pro Server limits.

TROUBLESHOOTING

If you are having a problem that's not discussed in this section, visit the CE Software Technical Support Web page at <http://www.help.cesoft.com/>.

The Problem	The Possible Solution
You are rapidly running out of disk space.	<ul style="list-style-type: none"> ■ Several Expire Mail folders are located in the QuickMail Pro Server Settings folder. When you choose to Expire Mail, a folder with the current date is saved to your hard drive. Delete old Expired Mail folders to free disk space. ■ Check the Status Report to see if users are collecting too much mail. ■ Delete old logs if log archiving is enabled.
Logs are not being sent to the Administrator.	<p>Check that an administrator address has been specified in the Administrator Preferences tab.</p> <p>Ensure the time zone is set correctly on QuickMail Pro Server.</p>
Mail has not been moving through the server.	Make sure Suspend Server is unchecked in the Utilities menu.
It takes over 60 seconds to launch QuickMail Pro Server.	If you have 750 users, QuickMail Pro Server may take up to one minute to launch.
Users cannot send or receive mail.	Make sure QuickMail Pro Server has enough serial numbers for ALL users.
The Server Status dialog periodically pauses.	QuickMail Pro Server is collecting dead mail and will resume normal activity shortly.
Mail is stuck in the S&F folder.	Select Rebuild S&F Database in the Utilities menu.
Mail cannot be deleted from the Waiting Mail dialog.	Select Rebuild S&F Database in the Utilities menu.
Client mail stops working.	Restore Finger/Ph ports to the default settings.
Clients forget their password.	Delete the existing password or add a new password in the Account tab of the Local POP Account dialog.
Clients are unable to login.	<ul style="list-style-type: none"> ■ Make sure they are entering the correct Mailbox name. ■ Is the Disable login. . . checkbox checked in the Local POP Account dialog shown in Figure 18 on page 24?
You are having problems connecting to a remote site using a modem.	<ul style="list-style-type: none"> ■ Choose to route mail directly to the other server using the instructions on page 40. ■ Increase the timeout value to 600 seconds in the TCP Protocols dialog.
Server startup failed.	Call CE Software Technical Support at 515-221-1803.
QuickMail Pro Server cannot initialize Open Transport.	Delete the MacTCP DNR file and restart.
The server does not lock.	A password must be assigned before the server can be locked. See page 69 for more information.
The server is locked after you quit or reboot.	The server is designed to lock after quitting or restarting. If you do not want the server to be locked, remove the password using the instructions on page 70.

The Problem	The Possible Solution
My servers and filters are in italics.	They have been disabled. Highlight the italicized entry and click the Enable button.
The QuickMail Pro Server service will not start.	There may be some type of network error, such as inability to bind to a socket. For example, TCP/IP may not be running or another mail server may be running.
I am not getting any mail and no connections display in the log.	<p>The MX record for your domain is either incorrect or does not exist. Contact your ISP for assistance.</p> <ul style="list-style-type: none"> ■ Correct MX record: cesoft.com MX 10 pop3.cesoft.com pop3.cesoft.com A 201.250.145.6 ■ Incorrect MX record: cesoft.com MX 10 204.250.145.6
My server isn't connecting to the Internet	The server must have access to a DNS or it must rely on host files that reside on each client machine.
QuickMail Pro Server is not accepting any new mail.	Make sure SMTP is enabled for the default <all other> entry in the TCP Protocols Security tab.

APPENDIX D: WHAT'S INSTALLED ON YOUR HARD DRIVE

Knowing where everything is installed is important if you have problems with your machine and you need to know which files to save. QuickMail Pro Server installs files into the System folder and to a location on your hard drive you specify during installation.

QUICKMAIL PRO SERVER FOLDER

The QuickMail Pro Server folder is in the location specified during installation.

AIMS/EIMS TO QMPS CONVERTER

An application that converts AIMS/EIMS files to QuickMail Pro Server format.

MAILING LISTS

Contains the Mailing Lists and all related files that your listserver controls. The Mailing Lists folder is empty until a Mail List is created.

MEMBERS

Contains the Internet addresses of all List members. Every line contains exactly one Internet address and is terminated by a carriage return. Members subscribed in digest mode are indicated by a terminating asterisk.

DIGEST

A list of all incoming messages that have accumulated since the last digest distribution. Incoming messages are appended to the digest file in the order they arrive.

ARCHIVE

The monthly archive files. Each archive file contains a list of all incoming messages for that period. Archive files are named list-archive.yymm. Incoming messages are appended to the current archive file in the order they arrive.

SEQNUM

The number of messages in each digest. This information is appended with each new message.

QUICKMAIL PRO SERVER

The QuickMail Pro Server application.

README!

The ReadMe file for QuickMail Pro Server.

REPORT & LOG ARCHIVE

Contains the Status Reports and Logs QuickMail Pro Server generates.

SAMPLE FILTERS

AutoResponder, FileMaker, Junk Mail, Sample Filter, Unsupported Scripts, and Vacation.

SAMPLE GATEWAYS

4-Sight Fax and PageNOW! Gateways that can communicate with QuickMail Pro Server.

SAMPLE SCRIPTS

Daily Address Book Update, Example 1, Example 2, Retrospect Scripts, and Send File are located in the Sample Scripts folder.

SCRIPTS

Contains the Address Book Update script and the Broadcast Message script. Scripts located in this folder display in QuickMail Pro Server's Script menu.

README FILES

Contains the Address Book Update ReadMe and the Broadcast Message ReadMe.

SETTINGS

Contains the mail and preferences for each user account, regardless of which protocol is being used.

DATA

Persistent data storage used by Store & Forward components.

LIST ADDRESS

The Mailing List Address.

LOG FILE

Log of server activity.

MAIL FOLDER

DB_STATUS

Stores information about the previous Store & Forward rebuild.

FILE.IDX

The actual message data stored as separate files. Each instance in the MailFile also contains information regarding the type, sender, etc.

HISTORY.IDX

Contains information for each MailItem. Each time something happens to a MailItem, information is appended to the History file. The information in the History file is used by the MailBouncer when creating bounce messages describing a problem.

RECIPIENT.IDX

Contains information on each recipient along with a reference to a MailFile. Each MailItem recorded contains various status information.

POP FOLDER

MAIL.PREFS

The POP3 preference file.

USER.000

A special account with information for future expansion of QuickMail Pro Server.

mail.index — Index of all messages.

user.info — Records of local users.

USER.###

User account created in User dialog.

mail.### — Piece of mail.

mail.index — Index of all messages.

user.info — User preferences

USER.FFF

A file with information for future expansion of QuickMail Pro Server.

mail.index — Index of all collected messages.

user.info — Record of local users.

PREFS

Stores QuickMail Pro Server preferences.

SPOOL

The Spool folder contains a folder for each defined UUCP server. The Spool folder temporarily stores incoming messages from UUCP hosts.

USERS & GROUPS

Stores all preferences for the List Servers and Mail Lists.

UUCP SCRIPTS

Stores installed and custom UUCP scripts.

TAA

TAA stands for Technical Assistance Assistant. When you launch the TAA application, a diagnostic report on the server is generated. The report is used by CE Software's Technical Support staff to help users resolve problems.

SYSTEM FOLDER

The System Folder is located on the main level of the startup disk. Both the Extensions folder and the CE Software folder are located in the System Folder.

EXTENSIONS FOLDER

APPLE MODEM TOOL

The Apple Modem Tool lets you establish a connection with a remote computer using a modem.

CE SOFTWARE FOLDER

CE ABOUT

The CE About file contains information for the QuickMail Pro Server About dialog.

STARTUP ITEMS

QUICKMAIL PRO SERVER ALIAS

Launches QuickMail Pro Server when the machine is restarted.

@ — In an Internet address, separator between the user and domain parts. For example, Susan@ced.com.

APOP — Authenticated POP. An E-mail login method that sends passwords over the Internet in a secure manner.

AppleEvents — Messages that applications exchange with one another and the System.

AppleScript — Scripting language that enables Macintosh users to automate actions through scripts incorporated into software.

ASCII — American Standard Code for Information Interchange. The standard for the codes used by computers to represent the upper- and lower- case Latin letters, numbers, punctuation, etc.

baud rate — The rate at which data transmission takes place using a modem.

binary — 1: The numbered system with 2 as its base. The numbers within the system are 0 and 1. Computer languages are written in binary. 2: A file that contains data that is not text.

Communications Toolbox — The mechanism used by QuickMail Pro Server for modem communications.

digest — A consolidated list of messages generated by a mail list.

directory service — A global electronic White Pages service used to retrieve addresses, phone numbers, etc.

domain — 1: The part of an Internet address to the right of the “@” symbol. 2: A logically-related collection of networked machines.

DNS — Domain Name Service. Converts a domain name to an IP (Internet protocol) number that can be understood by computers on the Internet.

Dynamic IP Address — An IP address that can be assigned to any machine.

E-mail — Electronic messages sent over a computer network.

Firewall — Security software that restricts access to a computer network.

FTP — File Transfer Protocol. An Internet standard protocol used to transfer files from one computer to another.

header — The portion of a message that contains the source and destination addresses.

host — Any computer on a network that is a depository for services available to other computers on the network.

hosts file — A text file that contains IP addresses and domain names. Hosts files are necessary on networks that do not have access to a DNS.

Intercall — A UUCP Gateway between QuickMail LAN and UUCP servers.

Internet — A global computer network used for communications such as E-mail and file transfers.

Internet Service Provider (ISP) — An organization that provides a connection between your computer system and the Internet.

intranet — An internal “Internet” that’s typically only accessible to users within a network firewall. Users can browse company information posted on the intranet.

IP address — A numeric address used to identify machines on a network.

Jorgendomo — A subset of mail list commands used by QuickMail Pro Server for subscribing and unsubscribing.

LAN — Local Area Network. The local cabling and protocol network upon which workstations and servers reside.

listserv — An automatic mailing list. A listserv is a mail account that processes E-mail requests for addition to or deletion from mailing lists.

local user — A user located on the same network as QuickMail Pro Server.

mailhost — A computer links all users within a domain to the Internet. The network mailhost must be exposed to the Internet and the MX Record must point to it.

mail server — The computer that handles the distribution of E-mail.

Majordomo — A popular freeware mailing list processor.

MX record — A resource record used by DNS to specify a mail exchanger for a domain name. It is a single record type that replaces MF (mail forwarder) records and MD (mail destination) records.

node — A computer connected to a network.

POP — Post Office Protocol. A computer language based on open standards. The POP language is not dependent upon computer platform or operating system. It is a “layer” of language that any computer can understand.

poppassd — poppassd/tcp, otherwise known as epass/tcp, provides a mechanism to change account passwords on the server. It evolved as a response to the problem of having a popmail client on a server, but not wishing to give a user a full shell account on the server.

port — Logical channel in communication systems. Each protocol has a unique port assigned to it.

PPP — Point to Point Protocol. Allows a computer to connect to the Internet over a dial-up phone line.

protocol — A standardized way to exchange information between different machines. These rules specify the messages that each machine can send and receive. They also control the order in which messages must be sent. PPP, SLIP and TCP/IP are examples of protocols.

QuickMail LAN — Proprietary client/server E-mail software developed by CE Software.

QuickMail Pro — POP-based E-mail client software developed by CE Software.

remote user — A user located on a separate network than QuickMail Pro Server.

router — A device which forwards data packets between networks.

RFC standard — Numbered Internet informational documents and standards widely followed by software developers.

server — Any computer running software that provides specialized services to users. For example, “POP server” refers to any computer running the POP3 software.

SLIP — Serial Line Internet Protocol. A non-standard Internet protocol which allows a computer to connect to the Internet over a dial-up phone line. The term SLIP often includes CSLIP (Compressed SLIP).

smart host — Another SMTP server, either located at your ISP or on another site's mail server. Smart hosts can route mail around a firewall, queue mail, and enable sites to use multiple mail servers.

SMTP — Simple Mail Transfer Protocol. SMTP is high level protocol that works on a layer of transmission level protocols.

snail mail — A slang term for standard postal mail.

static IP address — An IP address that is assigned to a specific machine.

Store & Forward Database — A message transfer system where a complete message is received before it is passed on to the next node.

TCP/IP — Transmission Control Protocol and Internet Protocol. A layer of protocol widely used in the Internet. TCP/IP is often the transmission layer under SMTP.

timeout — Period of time after which an error condition is raised if some event has not occurred.

transient connection — An Internet connection that is not constant (*e.g.* ISDN lines).

UUCP — Unix to Unix Copy Protocol. A UNIX utility program and protocol that allows one UNIX system to send files to another via a serial line.

UNIX — An operating system originated at the Bell Laboratories of AT&T. Many mail programs, such as *sendMail* are used primarily on UNIX.

WAN — Wide Area Network. A LAN becomes a Wide Area Network when it uses transport services other than those provided on the LAN.

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