

**Version 4.0.1 for Windows
Reference Manual**

EWIDORA MAIL
PRO

This manual was written for use with the Eudora Pro™ for Windows software version 4.0.1. This manual and the Eudora Pro software described in it are copyrighted, with all rights reserved. This manual and the Eudora Pro software may not be copied, except as otherwise provided in your software license or as expressly permitted in writing by QUALCOMM Incorporated.

The Eudora software was designed and written by Jeff Beckley, Julia Blumin, Ted Bogner, Sameer Jindal, Joel King, Craig Lauer, Keith McIntyre, Subhashis Mohanty, Jackie Nichols, Ben Ogdon, Christina Sahhar, Willie Sakai, and Kusuma Vellanki. Copyright © 1992-1998 by QUALCOMM Incorporated. All rights reserved.

The Sentry Spelling-Checker Engine is
Copyright © 1993 by Wintertree Software Inc.

The StuffIt Engine components are
Copyright © 1990-98 Aladdin Systems, Inc.

Windows® is a registered trademark of Microsoft Corporation.

Eudora® is a registered trademark of QUALCOMM Incorporated.

Eudora Pro™ and Eudora Light™ are trademarks of QUALCOMM Incorporated.

QUALCOMM® is a registered trademark and registered service mark of QUALCOMM Incorporated.

Adobe®, Acrobat®, and Acrobat Exchange™ are either registered trademarks or trademarks of Adobe Systems Incorporated.

McAfee Associates, Inc.® and VirusScan® are registered trademarks of McAfee Associates, Inc.

PGP® and Pretty Good® are registered trademarks and Pretty Good Privacy™ is a trademark of PGP, Inc.

PureVoice™ and SmartRate™ are trademarks of QUALCOMM Incorporated.

StuffIt® is a registered trademark and StuffIt Engine™, Aladdin™, and Aladdin Systems, Inc.™ are trademarks of Aladdin Systems, Inc.

Verity® is a registered trademark and KEYview™ is a trademark of Verity, Inc.

Apple® and the Apple logo are registered trademarks, and QuickTime™ is a trademark, of Apple Computer, Inc.

All other trademarks and service marks are the property of their respective owners.

Use of the Eudora software and other software and fonts accompanying your license (the "Software") and its documentation are governed by the terms set forth in your license. Such use is at your sole risk. The Software and its documentation (including this manual), and QUALCOMM's software maintenance and extended maintenance, if applicable, are provided "AS IS" and without warranty of any kind and QUALCOMM AND ITS LICENSORS (HEREINAFTER COLLECTIVELY REFERRED TO AS "QUALCOMM") EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND AGAINST INFRINGEMENT. QUALCOMM DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS, OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT DEFECTS IN THE SOFTWARE WILL BE CORRECTED. FURTHERMORE, QUALCOMM DOES NOT WARRANT OR MAKE ANY REPRESENTATIONS REGARDING THE USE OR THE RESULTS OF THE USE OF THE SOFTWARE OR ITS DOCUMENTATION IN TERMS OF THEIR CORRECTNESS, ACCURACY, RELIABILITY, OR OTHERWISE. NO

ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY QUALCOMM OR A QUALCOMM AUTHORIZED REPRESENTATIVE SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY.

UNDER NO CIRCUMSTANCES INCLUDING NEGLIGENCE, SHALL QUALCOMM, ITS LICENSORS OR THEIR DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS, LOSS OF PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION AND THE LIKE) ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE OR ITS DOCUMENTATION, EVEN IF QUALCOMM OR A QUALCOMM AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY.

In no event shall QUALCOMM's total liability to you for all damages, losses, and causes of action (whether in contract, tort, including negligence, or otherwise) exceed the amount paid for the Software and its documentation.

Acknowledgments

The Eudora software was designed and written by Jeff Beckley, Julia Blumin, Ted Bogner, Sameer Jindal, Joel King, Craig Lauer, Keith McIntyre, Subhashis Mohanty, Jackie Nichols, Ben Ogdon, Christina Sahhar, Willie Sakai, and Kusuma Vellanki. This manual was written by Steve Janoff, Ron Durbin, Armand Rouleau, and Justine Correa, with assistance from Erick Haswell. Willie Sakai wrote the "Dialup Eudora" section, and various other Eudora engineers contributed to other technical sections.

Thanks to all the users and testers of Eudora Pro, whose suggestions have made it a much better program than it otherwise would have been.

About the Name

Why the name "Eudora"?

When looking for a name for this new Post Office Protocol mail program, we thought immediately of the title of the short story "Why I Live at the P.O.," and named the program after the author of the story, Eudora Welty.

"Why I Live at the P.O." can be found in a collection entitled *A Curtain of Green and other stories* (Harcourt Brace & Co.). Ms. Welty's stories are funny, sad, and fascinating; she's surely one of the great American writers.

May 1998
PM80-48141-1revA

Contents

General References	9
Customizing the Main Toolbar	11
Viewing the Main Toolbar	11
Adding, Moving, and Removing Toolbar Buttons	12
Adding Toolbar Buttons	12
Moving a Toolbar Button	14
Removing a Toolbar Button	14
Adding and Removing Separators	14
The Main Window Icon	15
The Right Mouse Button	16
Mail Storage	17
Printing	20
Plug-ins (Extended Messaging Services)	21
The Messaging Application Program Interface (MAPI)	22
Putting Multiple Users on One PC	23
Setting Eudora Preferences	25
Introduction	27
Getting Started	27
Checking Mail	29
Incoming Mail	30
Sending Mail	33
Replying	36
Attachments	38
Fonts	39
Display	41
Viewing Mail	43
Mailboxes	45
Styled Text	46
Spell Checking	48
Date Display	50
Labels	52
Getting Attention	54
Extra Warnings	56
Advanced Network	57

MAPI	60
Auto Configure	62
Automation	63
Kerberos	64
Miscellaneous	65
Menu Commands	69
Introduction	71
File menu	71
Edit menu	72
Mailbox menu	74
Message menu	75
Transfer menu	77
Special menu	78
Tools menu	80
Window menu	82
Help menu	83
Modifiers and Shortcuts	85
Modifiers	87
Shortcuts	88
Mail Transport	91
Introduction	93
Outgoing Mail	93
Incoming Mail	94
More Information	94
Sources	97
Anonymous ftp (ftp.eudora.com)	99
Eudora Information	99
Obtaining an Internet E-mail Server	99
Ph Server Source Code	100
Password Change Server	100
Windows Sockets Products	100
Kerberos	101
Spelling Dictionaries	101
MIME and Mapping	103
What is MIME?	105

MIME Encoding	105
MIME Labeling	106
Practical Issues	107
Turning Off Quoted-Printable Encoding	107
Mapping Between File Extensions, MIME Types, and Macintosh Types	107
Dialup Eudora	111
Introduction	113
General Steps	113
Configuring Dialup Networking under Windows 95	114
Configuring Dialup Networking under Windows NT 4.0	116
Defining a Login Script	118
Creating a Desktop Phonebook Shortcut	120
Configuring Eudora to Auto-Dial the Phonebook Entry	121
MAPI Technical Report	123
Where to Get More Information on MAPI	125
What Does MAPI Do?	125
MAPI Overview	126
Eudora Implementation of MAPI	127
Eudora MAPI Startup Procedure	128
Eudora MAPI Shutdown Procedure	129
Eudora DLL Swapping Restrictions	129
Troubleshooting	133
What to do first	135
Errors	136
Formatting and Printing	137
Miscellaneous	137



General References

In This Section . . .

- Customizing the Main Toolbar
- Adding, Moving, and Removing Toolbar Buttons
- Main Window Icon
- Right Mouse Button
- Mail Storage
- Printing
- Plug-ins (Extended Messaging Services)
- Messaging Application Program Interface (MAPI)
- Putting Multiple Users on One PC

Customizing the Main Toolbar

The Main Toolbar is a strip of buttons that gives you easy access to your frequently used Eudora commands.



Main Toolbar

The toolbar can be moved to wherever you want it on the screen. Just hold down the left mouse button on the *gripper bar*, which is the double-line at one end, and drag the toolbar around until you find a place you like. You can dock it to any edge of the Eudora window (left, right, top, or bottom), or you can dock it to another dockable window, or you can put it anywhere on your desktop in the “floating” state. (See the Eudora User Manual section “Managing Your Windows in Eudora” for more information on window and toolbar docking.)

Viewing the Main Toolbar

To show or hide the main toolbar, turn the **Show toolbar** option on or off in the Display Options.

If the **Show cool bars** option is turned on in the Display Options, the toolbar buttons have a flat look, and a button only appears raised when you position the mouse pointer over it. If this option is turned off in the Display Options, the toolbar buttons always appear raised.

To see a description of each toolbar button, position the mouse pointer over the button: a description appears in the status bar at the bottom of the main Eudora window (if the **Show status bar** option is turned on in the Display Options). If the **Show toolbar tips** option is turned on in the Display Options, a toolbar tip is displayed when you pause the mouse pointer over a toolbar button.

Adding, Moving, and Removing Toolbar Buttons

Adding Toolbar Buttons

To add buttons to the main toolbar, right-click anywhere on the toolbar (even on a button) and select **Customize...** from the popup menu. The **Customize** dialog is displayed.



Customize Toolbar window

The Customize dialog contains six tabbed panels: **General**, **Mailboxes**, **Plugins**, **Recipients**, **Stationery**, and **Personalities**. Each of these panels lets you add toolbar buttons for functions related to the tab title.

The procedures for adding a toolbar button from each panel are similar. In each panel, you select an item from the category list on the left, and the corresponding button icons for that category are shown in the **Button** section on the right. You then click on one of the button icons and view a description of the button's function in the **Description** field at the bottom of the panel. These descriptions also appear in the status bar of the main Eudora window (if the bar is currently displayed) when you position the mouse pointer over the button icon—in this case you don't have to click on the button.

Note. In these button descriptions, any instruction to hold down the **Shift** key means to do so when you are actually using the button from the toolbar, not when you are adding the button to the toolbar, and not when you are clicking on the button in the Customize dialog to view its description. For example, if you click on the **New Message** button in the main toolbar, a new composition window opens. If you hold down the **Shift** key and click on the **New Message** button in the main toolbar, the **Message Options** dialog is displayed, allowing you to select options for creating a new message (Personality and Stationery).

After reading the button's description, if you wish to add that button to the main toolbar, drag the button icon to your desired position on the toolbar.

If you need help at any time during toolbar customization, click the **Help** button in the Customize dialog.

When you are finished adding toolbar buttons, click the **Close** button to close the Customize dialog.

Following are specific instructions for the tabbed panels of the Customize dialog:

- **General** – The **Categories** list contains names of menus and submenus. The buttons correspond to commands on these menus and submenus. (See the section “Menu Commands” in this Reference Manual for more information on the functions of these commands.)
- **Mailboxes** – The **Mailboxes** list shows the same view as your **Mailboxes** window, accessed by selecting **Mailboxes** from the **Tools** menu. To add a toolbar button for a mailbox, click on the mailbox and drag the appropriate button to the toolbar. If the mailbox is in a closed folder, double-click on the folder icon to open it and display its contents (or click on the plus-sign [+]) to open the folder), then click on the mailbox and drag the desired button to the toolbar. Note that you *cannot* add a toolbar button for a mail folder. (For more information on the Mailboxes window, see the Eudora User Manual section “Using the Mailboxes Window.”)
- **Plugins** – The **Plugins** list shows installed message and resource plug-ins. You can add a plug-in button to the toolbar so that just by clicking on the button, you launch the plug-in application. Note that if you elected to install QUALCOMM's PureVoice™ voice-messaging software plug-in when you installed Eudora, Eudora automatically

adds a toolbar button for the PureVoice plug-in at the extreme right of the toolbar. (See the section “Plug-ins (Extended Messaging Services)” in this Reference Manual for more information on installing and using plug-ins.)

- **Recipients** – The **Recipients** list on the left shows all recipients that are listed on your **Quick Recipient List**, which is the list of recipients you frequently send mail. (See the Eudora User Manual section “Using the Address Book and Quick Recipient List” for more information on this list.) The buttons correspond to functions you can perform when addressing and sending mail to recipients on your list: **New Message To**, **Forward To**, **Redirect To** (all on the **Message** menu), and **Insert Recipient** (on the **Edit** menu). If there are no recipients on your Quick Recipient List, the **Recipients** area of this dialog panel is empty.
- **Stationery** – The **Stationery** list shows all of your stationery files. The buttons correspond to stationery-related commands: **New Message With**, **Reply With**, and **Reply to All With**, all under the **Message** menu. (For more information on using stationery, see the Eudora User Manual sections “Using Stationery” and “Stationery Window.”)
- **Personalities** – The **Personalities** list shows all of your e-mail accounts, if you use multiple accounts (multiple personalities). The buttons correspond to personality-related commands, such as the **Message** menu **Change Personality** command. (For more information on using multiple personalities, see the Eudora User Manual sections “Using an Alternate E-mail Account” and “Personalities Window.”)

Moving a Toolbar Button

To change the placement of a button on the main toolbar, hold down the **Alt** key and drag the button to where you want it.

Removing a Toolbar Button

To remove a button from the main toolbar, hold down the **Alt** key and drag the button off of the toolbar.

Adding and Removing Separators

To add a **separator** line between two toolbar buttons where no line currently exists, first determine which button is farther from the gripper bar when the toolbar is docked. Now hold down the **Alt** key and carefully drag that button a little bit in the direction *opposite* the gripper bar. A

separator line will be inserted between the two buttons. Be sure to drag the button less than one button-width away from its position; if you over-drag it, you will hop over the adjacent button and reposition the dragged button on the toolbar.

To remove a separator line from between two toolbar buttons, again determine which of the two buttons is farther away from the gripper bar when the toolbar is docked. Now hold down the **Alt** key and drag that button in the direction *toward* the gripper bar. The separator line is removed. Alternately, you can hold down the **Alt** key and drag the other button slightly in the direction *away* from the gripper bar and that will remove the separator line. Again, be careful not to drag either button too far, or you will reposition it past the adjacent button on the toolbar.

The Main Window Icon

The main window icon displays when Eudora's main window is minimized on the Windows 95/NT 4.0 Taskbar. This icon provides a unique indication of when new mail has been delivered, when outgoing messages are queued, or both.



Normal

This is the normal state of the icon. There is no new mail and no messages are queued and waiting to be sent.



New Mail

The mailbox is open and has a letter in it, indicating that new mail has been delivered.



Queued Messages

The flag on the side of the mailbox is in the up position, indicating that you have outgoing messages queued for delivery.



New Mail/Queued Messages

The mailbox is open and has a letter in it *and* the flag on the side of the mailbox is in the up position, indicating that new mail has been delivered and outgoing messages are queued for delivery.

A *New Mail* notification icon in the Windows 95/NT 4.0 Taskbar Tray (clock area) also tells you when new mail has arrived. You can hold the mouse over the icon and a tooltip tells you how many messages you have. If you double-click on the icon, Eudora is brought to the foreground. The icon goes away when you click the mouse button, or press a key, inside the Eudora window.



The Right Mouse Button

The commands that are available from the right mouse button are generally the same as those on the main menu and toolbar: the right mouse button simply offers another access method.

To use the right mouse button commands, position the mouse pointer over a Eudora window and click the right mouse button (called a *right-click*), then select a command from the popup menu that is displayed. The contents of the popup menu vary depending on which window you are in and what tasks you might need to perform while in that window.

Right-click in an open incoming message and select **View Source** (if available) from the popup menu to view the formatting of the HTML text in a text file. Right-click in the message and select **Send to Browser** (if available) to view the HTML message in your Web browser.

If you want to turn the main toolbar or the status bar on or off in the main Eudora window, right-click on the gray area of the toolbar or status bar and select the item you want to show or hide: **Toolbar** or **Status Bar**.

If you have Eudora minimized as a button on the Windows 95/NT 4.0 Taskbar, you can check for new mail without maximizing the Taskbar button. To do so, place the mouse pointer over the Eudora Taskbar button, click the right mouse button, and select **Check Mail**.

Mail Storage

When you install Eudora, it creates a number of files and directories within the assigned directory. In addition, Eudora creates additional files and directories as needed for mailboxes, signatures, stationery, nicknames (Address Books), and other functions. The major Eudora files and directories are described below.

Attach Directory

Incoming attachments are saved in the Attach directory until you specify another directory using the Attachment directory button in the Attachment Options (Tools:Options:Attachments). See the Eudora User Manual section "Receiving Attachments" for more details.

DirectoryServices Directory

Eudora uses the DirectoryServices directory to store the dll files for the Directory Services protocols that you use in the Directory Services window. See the Eudora User Manual section "Using Directory Services" for more details on these protocols.

Embedded Directory

Eudora uses the Embedded directory to store JPEG image files that you insert into the body of outgoing messages using the Insert Picture... command under the Edit menu. Eudora deletes these files from this directory when the messages containing the images are emptied from the Trash mailbox. See the Eudora User Manual section "Inserting Objects in Message Text" for more details.

Filters Directory

Filters are saved in the Filters directory. See the Eudora User Manual section "Filtering Messages" for more details on creating and using filters.

Imap Directory

Eudora uses the Imap directory to store your IMAP mailboxes and messages.

Nickname Directory (Address Books)

Address Book entries are saved in the Nickname directory, in the default Eudora Nicknames file. If you have created additional Address Book files, they are kept under their own name in the Nickname directory. See the Eudora User Manual section “Using the Address Book and Quick Recipient List” for more details on creating and using Address Book files and Address Book entries (nicknames).

Plugins Directory

The EMSAPI plug-ins are kept in the Plugins directory. See the section “Plug-ins (Extended Messaging Services)” in this Reference Manual for more information.

Sigs Directory

The Standard and additional signature files are kept in the Sigs directory. These files are stored with the .txt extension. See the Eudora User Manual sections “Using a Signature” and “Signature Window” for more details on creating and using signatures.

Stationery Directory

Your stationery files are kept in the Stationery directory. Stationery files are stored with the .sta extension. See the Eudora User Manual sections “Using Stationery” and “Stationery Window” for more details on how to create and use stationery files.

descmap.pce

Mappings between mailbox names and file names are stored in the descmap.pce file.

Eudora.cnt, Eudora.hlp

The Eudora.cnt and Eudora.hlp files contain, respectively, the table of contents information and the help text for Eudora’s online help topics, accessed when you select Topics from the Help menu. These two files must be kept in the same directory.

Eudora.exe

Eudora.exe is the Eudora application executable file. You may find it convenient to keep a shortcut of this file on your Windows desktop: double-click on the shortcut icon to open Eudora.

Eudora.ini

Your Options information is saved in the Eudora.ini file, along with other information. This file contains notes that describe each entry. For more information, see the “EUDORA.INI Settings File” topic in the Help Topics dialog of the online help (Contents tab), accessed by selecting Topics from the Help menu. Also see “The Options Dialog” in this Reference Manual for descriptions of many of Eudora’s options.

eudora.log, eudorlog.old

Eudora can keep records of all mail transfers. These records are kept in the eudora.log and eudorlog.old files. The eudorlog.old file is overwritten and a new eudora.log file is created when the eudora.log file reaches its approximately 100K maximum size. To enable logging, set the LogLevel entry in the [Debug] section of the Eudora.ini file. For more information, see the [Debug] section of the “EUDORA.INI Settings File” online help, accessed by selecting Topics from the Help menu.

filters.pce

Names and extensions for Eudora filters are saved in the filters.pce file.

finger.ini, LDAPInit.ini, ph.ini

The finger.ini, LDAPInit.ini, and ph.ini files are used to store settings information for the Finger, LDAP, and Ph protocols used in the Directory Services window.

in.mbx, out.mbx, trash.mbx

These files hold your mail. You’ll see files like these for every mailbox you create.

Note. These files are in UNIX mail format.

Note. Mail folders that you create are stored as directories with the .fol extension. Mail folders contain mailboxes and other mail folders.

in.toc, out.toc, trash.toc

These files are the tables of contents for your mailboxes. They make it much faster for Eudora to access your mail. You'll see files like these for every mailbox you create.

lmos.dat

This file contains information about the messages on your mail server. (lmos = leave mail on server.)

nndbase.toc

This file is the table of contents for your nicknames. Extra nickname files are stored in the Nickname directory (see above).

nndbase.txt

Your nicknames are saved in the nndbase.txt file. Note that this file contains the nicknames only, while the files in the Nickname directory (see above) contain the full data for each Address Book entry—which includes the nickname and more.

Readme.txt

This file contains the Eudora Readme, a text file that contains important, release-current information and instructions that might not be included in the Eudora User Manual, the Eudora Reference Manual, the Eudora Quick Start Guide, or the Eudora Online Help.

***.tlx**

Dictionary information is stored in the .tlx files.

Printing

To print the current message or item, select **Print...** from the **File** menu. Eudora automatically prints headers and footers on each page, giving the window title, the page number, and your return address.

Plug-ins (Extended Messaging Services)

Plug-ins are special add-ons that can be installed to add features to Eudora. For example, you could use a language conversion plug-in to translate a message to another language, a security plug-in to automatically secure a message, or a text manipulation plug-in to change lowercase to uppercase. Plug-ins interface to Eudora using the Extended Messaging Services Application Programming Interface (EMSAPI).

To make plug-ins available to Eudora, put them in the **Plugins** directory in your Eudora directory, then restart Eudora. Depending on the plug-in type, it will be available in Eudora in the following ways:

- The **Message Plug-ins** submenu (under the **Edit** menu) typically includes plug-ins that are used to modify the text of a message. These are referred to as *on-request* plug-ins. Some samples of these types of plug-ins are available with Eudora: Sort, UpperLower, and Unwrap.
- Icons in the message window are typically for plug-ins that are used to manipulate messages as they are sent or when they are received. These are referred to as *on-transmission* and *on-display* plug-ins.
- The **Tools** menu typically includes plug-ins that are used to do tasks that are not directly related to Eudora functions. These are referred to as *tools* plug-ins.
- The **Attach** submenu (under the **Message** menu) typically includes plug-ins that are used to create and attach particular files to a message. These are referred to as *attachment* plug-ins. (Example: QUALCOMM's PureVoice™ voice-messaging plug-in, for recording and attaching voice messages to your outgoing messages.)
- Plug-ins that are automatically used when a message is received are not available through the user interface. These are referred to as *on-arrival* plug-ins.

To see all of your currently installed plug-ins, select **Message Plug-ins Settings...** from the **Special** menu. The **Installed Message Plug-ins** dialog is displayed. If an installed plug-in has any settings options, you can use the **Settings...** button to change them. For information about available plug-ins, send e-mail to <eudora-rep@eudora.com> or visit the World Wide Web site <<http://www.eudora.com>>.

The Messaging Application Program Interface (MAPI)

MAPI is an interface that lets you send e-mail messages from any MAPI-compatible application, such as your Web browser, word processor, spreadsheet, graphics application, etc. See the section “MAPI Technical Report” in this Reference Manual for technical details on the Eudora MAPI server.

MAPI-compatible applications have a **Send** or **Send Mail** option in the **File** menu. When you select the option, the Eudora MAPI server displays a new outgoing message with your current document attached. All you need to do is address the message, type any details you want to include in the body of the message, and click **Send** or **Queue**.

To run the Eudora MAPI server, set the options in the MAPI category of the Eudora Options dialog. To display the MAPI Options, select **Options...** from the **Tools** menu and click on the MAPI category (see “The Options Dialog” in this Reference Manual for more details).

You have several options in the MAPI Options dialog for loading the Eudora MAPI server. You can set it to always run or to run only when Eudora is running, or you can specify that it never run. These three options open or exit the server as soon as you select them.

Note. When you are running the Eudora MAPI server, Microsoft Exchange will not work. If you need to use Exchange, turn off the Eudora MAPI server.

You also have several options for saving or deleting MAPI attachments. When you use MAPI to attach a file and send a message, that file is immediately copied into the Attach directory (or a directory you have specified). You can use the MAPI options to save those copies (never delete them), or to delete them after sending their corresponding messages, or to delete them when their corresponding messages are emptied from the Trash.

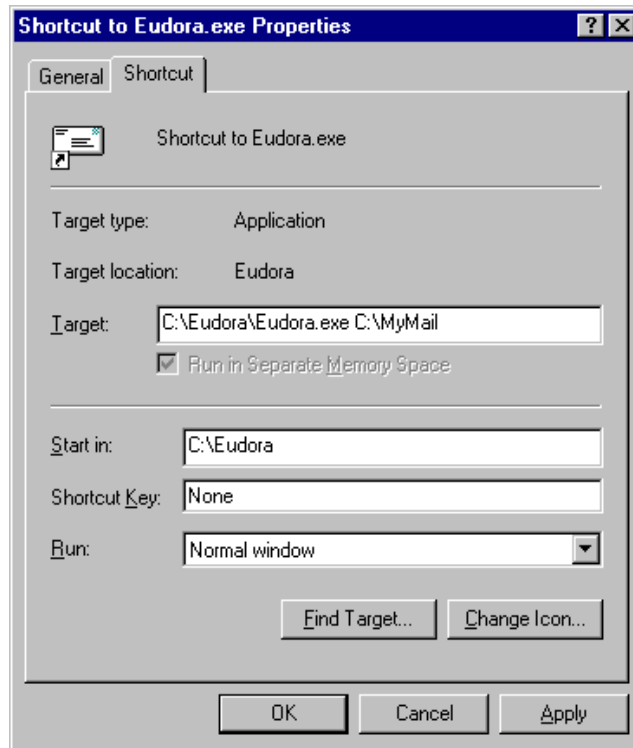
Last, you have an option to send a single MAPI text file attachment (TXT and HTML files only) as an inline attachment — text in the body of the Eudora message — rather than as a “rider,” or normal attachment, to the message. So, for example, you can pass a Web page from your Web browser directly into the body of a Eudora message, for your recipients to read right in the message itself: they don’t have to open an attachment.

Putting Multiple Users on One PC

If you have a multiple-user license for Eudora, you can set things up so that more than one Eudora user can be on a single PC. This also works if you have multiple e-mail accounts (multiple personalities), but you don't want your alternate personalities to use the same set of mailboxes. You will need to exit and reopen Eudora to switch users or accounts.

To have multiple users on one PC, do the following:

- 1 Make a separate mail directory for each user (the directories can be put anywhere you like, including on floppies or network drives).
- 2 Put a copy of the **Eudora.ini** file into each user's directory.
- 3 For each user, create a shortcut to the Eudora executable file (**Eudora.exe**).
- 4 Right-click on the new shortcut and select **Properties**.
- 5 Click the **Shortcut** tab.
- 6 In the **Target** field, add the path to the user's **Eudora.ini** file, as shown in the example below. To start Eudora, each user simply double-clicks on their shortcut.



Specifying a mail directory

Setting Eudora Preferences

In This Section . . .

- Getting Started options
- Checking Mail options
- Incoming Mail options
- Sending Mail options
- Replying options
- Attachments options
- Fonts options
- Display options
- Viewing Mail options
- Mailboxes options
- Styled Text options
- Spell Checking options
- Date Display options
- Labels options
- Getting Attention options
- Extra Warnings options
- Advanced Network options
- MAPI options
- Auto Configure
- Automation options
- Kerberos options
- Miscellaneous

Introduction

From the Tools menu, select Options to display category windows where you can specify how you want to use Eudora. By selecting or deselecting criteria on these windows, you customize Eudora to suit your needs.

Options contains many categories, all of which are described in this section. When you first install Eudora, the Options windows contain preset settings.

Note. For your convenience, some options appear in more than one category. For example, your return address appears in both the Getting Started options window and the Sending Mail options window. Changing an option in one category changes the option in all categories in which it appears.

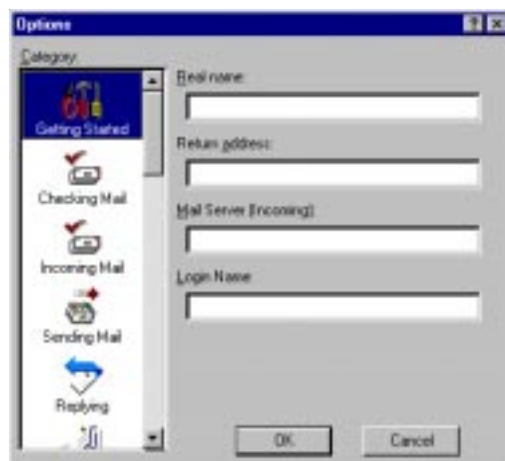
Getting Started

On the Getting Started options window, you can determine the minimum information necessary to send and receive mail. The information here is for your “dominant” personality, which is your principal e-mail account.

Note. For your convenience, some fields appear in more than one category. For example, your return address appears in both the Getting Started options window and the Incoming Mail options window. Changing an option in one category changes the option in all categories in which it appears.

To display the Getting Started options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Click the **Getting Started** icon. The Getting Started options window is displayed.



Getting Started options window

Listed below are field descriptions for Getting Started:

Real name—This is the real name assigned to your principal account generally your first and last name. The text you enter here is included in the From field of all your outgoing messages from this account, and identifies to your recipients who the mail is from.

Return address—This is the return e-mail address used in outgoing messages and recipients' replies, if this address is different from your incoming mail account. The address you enter here is included in the From field of all your outgoing messages from this account, and when a recipient replies to a message from this account, the reply is sent to this address. If you do not enter an address in this field, Eudora uses your incoming mail account as the return address. Incoming mail accounts are usually of the form *loginname@incomingmailserver*. For example, suppose your incoming mail account is **beatrixp@wabbits.qualcomm.com** but your return address is **beatrixp@qualcomm.com** slightly different. You would then enter **beatrixp@qualcomm.com** in this field.

Note. If you do enter an address in this field, first test the address to be sure that mail sent to it is indeed delivered to you. If you use an invalid return address, no one will be able to reply to your mail.

Mail Server (Incoming)—This is the name of the incoming-mail server for your principal e-mail account. All incoming messages to your primary account are routed through this server. Use the Incoming Mail options window to specify whether this server uses POP (Post Office Protocol) or IMAP (Internet Message Access Protocol). A sample server name might be **popserver.qualcomm.com**.

Login Name—This is the name you use to log in to your primary e-mail account, for accounts that require a user login. For example, in the incoming mail account **beatripx@wabbits.qualcomm.com**, the login name is **beatripx**.

Checking Mail

The Checking Mail Options determine how Eudora checks for and receives incoming mail messages sent to your principal e-mail account, or dominant personality.

To display the Checking Mail options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Click the **Checking Mail** icon. The Checking Mail options window is displayed.



Checking Mail options window

Listed below are field descriptions for Checking Mail:

Mail Server—This is the name of your incoming-mail server as entered in the Mail Server (Incoming) field of the Getting Started options. See Getting Started for more details.

Login Name—This is the login name you entered in the Login Name field of the Getting Started options. See the Getting Started section for more details.

Check for mail every ? minute(s)—If you enter a number greater than zero in this field, then at regular intervals, Eudora automatically checks your incoming mail server for new mail and transfers to your PC any mail addressed to your primary account. The number you enter here specifies the number of minutes between automatic mail-checks. It's a good idea to set this at no less than 15 minutes. Checking mail more frequently puts an unnecessary drain on your incoming mail server. This option only works when Eudora is running. Entering 0 in this field turns off automatic mail-checking.

Don't check when using battery—If this is on and your PC is running on battery power, mail is not automatically checked even if automatic mail-checking is on (that is, the Check for mail every ? minute(s) field has a number greater than zero in it).

Send on check—If this is on, any messages that are queued in the Out mailbox are sent when a mail-check is performed, whether the mail-check is automatic or manual. If this is off, messages queued in the Out box are not sent during a mail check.

Save password—If this is on, your password is remembered even if you quit and restart Eudora, so you'll never be prompted to enter it. If this is off, you must enter your password each time you quit and restart Eudora. Only turn this option on if your PC is in a secure place.

Incoming Mail

The Incoming Mail options determine how Eudora receives incoming messages addressed to your primary e-mail account. The options configure the incoming mail server, whose name is entered in the Mail Server (Incoming) field in the Getting Started options window.

To display the Incoming Mail options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Click the **Incoming Mail** icon. The Incoming Mail options window is displayed.

Listed below are field descriptions for Incoming Mail:

Server configuration—Specify which e-mail protocol the incoming mail server uses: POP (Post Office Protocol) or IMAP (Internet Message Access Protocol). If you are not sure which server to use, ask your e-mail administrator.

The options in the rest of this window depend on whether you've chosen POP or IMAP in this field. Options for both configurations are described below:

When Server configuration = POP:



Incoming Mail options window (POP)

Leave mail on server—If this is on, Eudora copies incoming messages to your PC and leaves the message on the POP server. If this is off, Eudora transfers incoming messages to your PC and deletes the message from the POP server.

Delete from server after ? day(s)—This option has a check box for turning it on and off and an edit box for specifying the number of days mail that was left on the POP server should be saved before being deleted. It is a good idea not to leave copies of your messages on the POP server indefinitely, as this will create mail storage problems on the server.

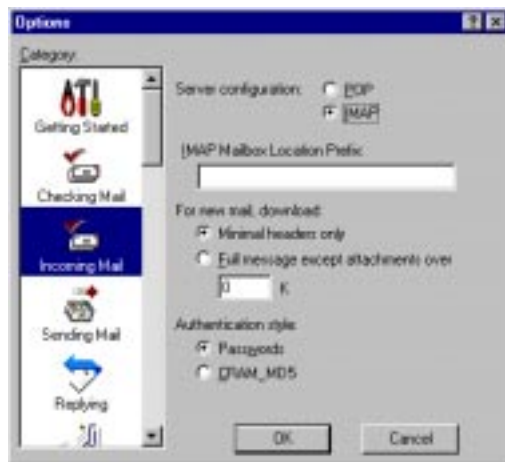
Delete from server when emptied from Trash—If this is on, any messages that are deleted from your Trash mailbox are also deleted from the POP server.

Skip messages over ? K in size—If this is on, messages over the specified size are downloaded only in part. These messages include the first few lines, and a statement that says the message is not complete. This can be useful on slow connections.

Offline—If this is on, Eudora won't attempt to make any connections. This is good to have on if you're using Eudora on a laptop computer that is not continuously connected.

Authentication style—This specifies which POP account authentication technology to use for this account: Passwords, Kerberos, APOP, or RPA. Ask your e-mail administrator which one to use, if you are not sure. Use RPA for CompuServe.

Server configuration = IMAP:



Incoming Mail options window (IMAP)

IMAP Mailbox Location Prefix—This specifies the mailbox location prefix that IMAP will use when locating your mailboxes on the incoming mail server. An example prefix is /usr/mail. Ask your e-mail administrator what to enter here, if you are not sure.

For new mail, download—These options (you must choose one) let you control the way incoming mail is downloaded from the IMAP server.

Minimal headers only—If this option is on, only a limited set of message headers, and nothing else, is downloaded for each incoming message. (That means the remaining message headers, the message body, and any attachments are not downloaded for the message.)

Full message except attachments over ? K—If this option is on, the full message (full set of message headers and the message body) and any attachments smaller than the specified size are downloaded for each incoming message. Also, any attachments larger than the specified size are not downloaded with the message. To download all of your IMAP attachments, enter a large number in this field.

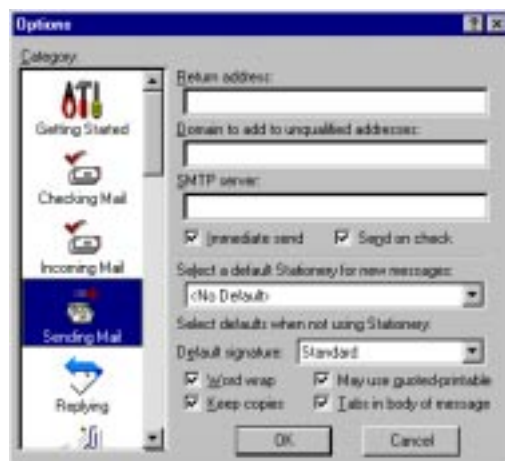
Authentication style—This specifies which IMAP account authentication technology to use for this account: Passwords or CRAM-MD5. Ask your e-mail administrator which one to use, if you are not sure.

Sending Mail

The Sending Mail options determine how Eudora sends your outgoing messages from your primary e-mail account (dominant personality).

To display the Sending Mail options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Click the **Sending Mail** icon. The Sending Mail options window is displayed.



Sending Mail options window

Listed below are field descriptions for Sending Mail:

Return address—This is your return e-mail address, if different from your incoming mail account. See Getting Started for more details.

Domain to add to unqualified addresses—This is the domain name that Eudora automatically adds to an unqualified address in messages sent from your primary account. An unqualified address is an address that doesn't have an @ sign followed by a domain name. This can be used to save time when addressing large numbers of messages to users in the same domain.

SMTP server—This is the name of the outgoing mail server for your principal e-mail account. All outgoing messages sent from your primary account are routed through this server. If the computer that your primary incoming mail account is on also runs an SMTP server, you can leave this field blank. SMTP stands for Simple Mail Transfer Protocol.

Immediate send—If this is on, the rightmost button in the Toolbar of the message composition window is labeled Send. Clicking on this button immediately sends the message to the SMTP server. If this option is off, the button is labeled Queue and clicking on it places the message in the Out mailbox marked ready for delivery (Q).

Send on check—If this is on, any messages from your primary account that are queued in the Out mailbox are sent when mail is checked for this account, whether the mail-check is automatic or manual.

Select a default Stationery for new messages—This is the default stationery to be used in all outgoing messages from your dominant account. Select a stationery file from the pop-up, or select <No Default> for no default stationery. If a stationery file is selected, that file is used when you open new messages from this account (except with the Redirect or Send Again commands). The message toolbar in the composition window is set according to how the stationery message was saved, regardless of how the options below are set. But, you can always change them after you open the message.

Select defaults when not using Stationery—The values you choose for the following options apply only when you are not using a default stationery file, that is, when the Select a default Stationery for new messages option, above, is set to <No Default>., if you have selected a default stationery file in that pop-up, then the values below are ignored. Instead, Eudora uses their corresponding values that were set when the stationery file was saved. So, for example, if you choose default stationery that uses a custom signature and you set the Default signature pop-up below to your Standard signature, your Standard signature will be ignored and the custom signature will be used.

Default signature—This sets the default signature to be used in all outgoing messages sent from your dominant account. Select a signature from the pop-up, or select <No Default> for no default signature. If a signature is selected, that signature is used on the toolbar of new messages from your primary account. You can always change the signature in a particular outgoing message from the toolbar Signature pop-up. Default stationery overrides this option (see above).

Word wrap— If this is on, Eudora automatically inserts carriage returns in long lines when a message is sent, creating roughly 76 characters per line. This makes the message legible on the recipient's computer. It is a good idea not to include your own carriage returns within paragraphs if you have this option on. Only use carriage returns to create new paragraphs. We strongly recommend that you leave this option on. Default stationery overrides this option (see above).

Keep copies—If this is on, a copy of each message you send is kept in the Out mailbox. If this option is off, outgoing messages are put in the Trash mailbox after they are sent. Default stationery overrides this option (see above).

May use quoted-printable—If this is on, Eudora uses quoted-printable encoding when necessary, such as when sending messages that contain special characters or long lines of text. If this option is off, quoted-printable encoding is never used. We recommend that you leave this option on. Default stationery overrides this option (see above).

Tabs in body of message—If this is on, pressing the Tab key within the message body inserts a tab. If it is off, pressing the Tab key within the message body moves the cursor to the To field. Default stationery overrides this option (see above).

Replying

The Replying options determine how replies are created.

To display the Replying options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Replying** icon. The Replying options window is displayed.



Replying options window

Listed below are field descriptions for Replying:

Map Ctrl+R to “Reply to All”—If this is on, then when you hold down the Ctrl key and press R, a new message is created addressed to all of the recipients of the original message as well as the sender.

Copy original’s priority to reply—If this is on, your replies use the same priority as the original message.

Automatically Fcc to original mailbox—If this is on, replies are automatically copied to the same mailbox that contains the original message with the exception of the In box, whose replies are copied to the Out box.

When replying to all—This specifies how to address a reply. If Include yourself is on, when you Reply to all (as described above) your address is left in the address list of the new message and you receive a copy of your own reply. If this option is off (the default), your address is removed from the reply message and you do not receive a copy of the reply. If Put original To: recipients in Cc: field is on (the default is off), the addresses of the original message recipients are moved from the To field to the Cc field of the reply-to-all message. Only the address of the original sender is placed in the To field.

Attachments

The Attachments options determine how Eudora sends and receives file attachments.

To display the Attachments options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Attachments** icon. The Attachments options window is displayed.



Attachments options window

Listed below are field descriptions for Attachments:

Encoding method—This specifies what encoding method to use for attached documents: MIME, BinHex, or Uuencode. To change the method for just the current message, use the Attachment Type popup in the outgoing message window. For details, see the section “Attaching a File to a Message.”

Put text attachments in body of message—If this is on, Eudora puts any plain-text attachment you send directly in the message body, as if it were typed in manually.

Attachment directory—This specifies what directory to put incoming attachments into. To specify a folder, single-click on the folder name button. A dialog is displayed prompting you to select a folder.

Delete attachments when emptying Trash—If this is on, Eudora automatically deletes an attachment received with a message when that message is deleted from your system, i.e., when the message is emptied from the Trash. The attachment must still be in the folder defined as the Attachments Folder. If you want to save an attachment but delete the message, move the attachment to another folder or turn this option off.

Delete automatic attachments—This specifies how to handle attachments to automatically generated messages, such as is created with the Insert System Configuration command.

Never—If this is on, automatic attachments are never deleted from the attachment directory.

After sending message—If this is on, automatic attachments are deleted from the attachment directory when their corresponding messages are sent.

When message emptied from Trash—If this is on, automatic attachments are deleted from the attachment directory when their corresponding messages are emptied from the trash.

Fonts

The Fonts options determine how Eudora displays and prints text. Note that the choices available for each option, and the default, may depend on the fonts installed in your system.

To display the Fonts options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Fonts** icon. The Fonts options window is displayed.



Fonts options window

Listed below are field descriptions for Fonts:

Message—These fields list the proportional and fixed-width fonts to be used for displaying the text in your received and composition messages and in the message preview pane in mailbox windows. Also included are the size of each font and the use of proportional or fixed-width font by default.

Proportional—Specify the proportional font to use in message windows and the preview pane.

Fixed-width—Specify the fixed-width font to use in message windows and the preview pane.

Use proportional font by default—If this option is on, message windows and the preview pane use your specified proportional font by default. If this option is off, message windows and the preview pane use your specified fixed-width font by default.

Size—Specify the size of the font to be used for text in message windows and the preview pane.

Printer—These fields list the font and size to be used when printing any text from Eudora using the Print... command messages, text files, signature files, etc.

Font—Specify the font to use when printing text from Eudora.

Size—Specify the font size to use when printing text from Eudora.

Screen—These fields list the font and size to be used when displaying any Eudora screen text other than that displayed in received and composition messages and the message preview pane. This includes text files, signature files, and message summaries in mailbox windows.

Font—Specify the font to use when displaying all other screen text in Eudora.

Size—Specify the font size to use when displaying all other screen text in Eudora.

Display

The Display options determine how Eudora displays various objects in the main Eudora window and the category icons in the Options list.

To display the Display options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Display** icon. The Display options window is displayed.



Display options window

Listed below are field descriptions for Display:

Show toolbar—If this option is on, the main window toolbar is displayed.

Show toolbar tips—If this option is on, holding the mouse pointer over a button in the main window toolbar displays a very brief description of that button's function.

Show cool bars—If this option is on, the main window toolbar buttons have a flat look and only become raised when you position the mouse pointer over the button. If this option is off, the main window toolbar buttons always have a raised look.

Show status bar—If this option is on, Eudora displays a status bar at the bottom of the main window. The status bar provides a brief description of menu items and toolbar buttons.

Show category icons—This option allows you to turn the Category icons in the Options dialog on and off.

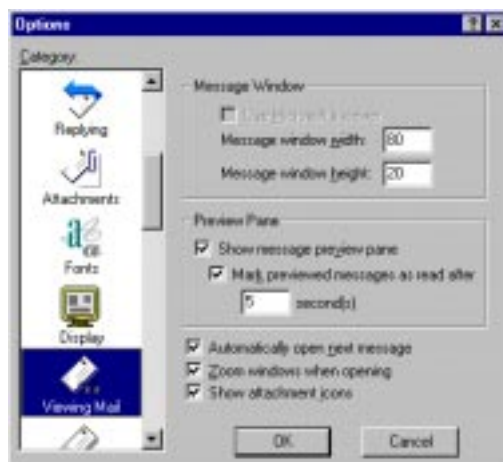
Show MDI task bar—If this option is on, Eudora displays the Eudora taskbar at the bottom of the window work area. This taskbar contains buttons for all open and minimized normal Eudora windows.

Viewing Mail

The Viewing Mail options determine how Eudora displays incoming and outgoing message windows and the message preview pane in mailbox windows.

To display the Viewing Mail options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Viewing Mail** icon. The Viewing Mail options window is displayed.



Viewing Mail options window

Listed below are field descriptions for Viewing Mail:

Message Window—These options determine how Eudora displays received and composition messages.

Use Microsoft's viewer—If this is off, Eudora displays advanced formatting, graphics, and multimedia in incoming and outgoing messages, using its own built-in viewer. If this is on, Eudora takes full advantage of the Web browser capabilities of Microsoft's Internet Explorer 3.0 or later by showing Web content right in incoming and outgoing messages or

linking to the Internet, without your having to open the Web browser. This option is only available if you have Microsoft's Internet Explorer version 3.0 or higher installed and available on your system.

Message window width—This specifies the width of new and received message windows (in characters). This option has no effect on what your mail looks like when it is sent. When mail is sent, Eudora wraps at or before 76 columns.

Note. If you use a proportional font, Eudora sets the window width based on the average width of the characters in the font.

Message window height—This specifies the height of new and received message windows (in lines).

Note. If the Zoom windows when opening option is turned on, received message window heights are automatically adjusted to the height of the message text.

Preview Pane—These options determine the visibility and behavior of the message preview pane that appears at the bottom of mailbox windows.

Show message preview pane—If this option is on, Eudora displays the message preview pane in mailbox windows. The preview pane previews a single selected message. A splitter between the preview pane and the message summary list lets you resize the preview pane relative to the list.

Mark previewed messages as read after ? second(s)—If this option is on and the Show message preview pane option is turned on, the message currently selected in the mailbox window and previewed in the preview pane is automatically marked as read (blank in the Status column) after the specified number of seconds. If this option is off, a previewed message will not automatically be marked as read. **Note:** You can use the Shift+Space shortcut to convert a message back and forth between the Unread (•) and Read status.

Automatically open next message—If this is on, deleting or transferring the current message opens the next message in the mailbox, but only if that message is unread.

Zoom windows when opening—If this option is on, new message windows automatically open to their “zoomed” size. The zoomed size is computed on a window-by-window basis. For message windows,

zoomed size is just long enough to display all of the message (but no longer than the main window), and as wide as the Message window width setting. Composition windows zoom to the height specified by the Message window height setting.

Show attachment icons—If this is on, the icon for an attachment is displayed, along with the attachment name, in the body of incoming message windows and the message preview pane in mailbox windows. If this is off, only the attachment's name is displayed in incoming messages and the preview pane.

Mailboxes

The Mailboxes options determine how Eudora displays various objects in mailbox window columns. It also allows you to configure Eudora to select and drag message(s) for mailbox transfers.

To display the Mailboxes options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Mailboxes** icon. The Mailboxes options window is displayed.



Mailboxes options window

Listed below are field descriptions for Mailboxes:

Show Mailbox Columns—These options determine which columns are displayed in mailbox windows. Turn on an option to display that column in all mailbox windows. The options are Status, Priority, Attachment, Label, Sender, Date, Size, Server status, and Subject.

Show mailbox lines—If this option is on, lines are displayed in the message summaries portion of mailbox windows, horizontal lines to separate message summaries, and vertical lines to separate columns.

Close messages with mailbox—If this is on, all opened messages in a mailbox will close automatically when you close the mailbox.

Select newly inserted messages (FUMLUB)—If this is on, the first message of the most current block of unread messages is highlighted in the Table of Contents window. FUMLUB means First Unread Message of the Last Unread Block. For example, you may have a series of unread messages in a mailbox scattered throughout your Table of Contents. The first message of the last block of unread messages listed in your Table of Contents is selected.

When dragging in a mailbox: drag and drop transfers—If this is on, you can transfer a message to another mailbox using drag and drop: select one or more messages in a mailbox, drag them to another mailbox and drop them in the target mailbox.

Allow drag select of messages—If this is on, you can click and drag on adjacent messages to select them as a group in the Table of Contents window. This allows you to transfer a group of messages to a mailbox or to delete them if the “Allow drag and drop transfers” is turned on. The drag select works only if the drag starts on an unselected (not highlighted) message.

Styled Text

The Styled Text options determine when to use style information in outgoing and incoming messages.

To display the Styled Text options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Styled Text** icon. The Styled Text options window is displayed.



Styled Text options window

Listed below are field descriptions for Styled Text:

Show formatting toolbar—If this is on, the formatting toolbar displays by default in new message windows. If this is off, the formatting toolbar is hidden by default in new message windows. This toolbar lets you easily format text styles in new messages.

When sending mail with styled text (HTML)—This specifies what to do with HTML text styles when you send mail. The styles are delivered to your recipients using the HyperText Marking Language (HTML) format. However, the styles your recipient sees depends on how well their e-mail software supports this standard. is the text formatting standard used in the World Wide Web by Web browsers and newer e-mail applications. HTML allows you use enriched text, which includes different fonts, color, sizes, bold, etc. Also, HTML lets you embed pictures and create bullet lists in the e-mails you send.

Send plain and styled version in message—If this is on, all text including plain and HTML text styles are sent with your messages.

Send styled text only—If this is on, only HTML text styles are sent with your messages.

Send plain text only—If this is on, the HTML text styles are not sent with your messages, only plain text.

Ask me each time—If this is on, you are warned when you try to send or queue a message with text styles.

Spell Checking

These options control the behavior of Eudora's built-in spelling checker when it performs a spelling check on the body of a message composition window, a text file, or a signature file. You can also change these options from the Spelling Options dialog, accessed by clicking the Options button in the Check Spelling dialog.

To display the Spell Checking options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Spell Checking** icon. The Spell Checking options window is displayed.



Spell Checking options window

Listed below are field descriptions for Spell Checking:

Ignore capitalized words—The spelling checker ignores words that begin with a capital letter, such as proper nouns.

Ignore words with all capitals—The spelling checker ignores words that contain all capital letters, such as acronyms.

Ignore words with numbers—The spelling checker ignores words that contain numbers.

Ignore words with mixed case—The spelling checker ignores words that contain a mixture of uppercase and lowercase characters.

Report doubled words—The spelling checker reports words that appear twice in sequence in text and identifies them as Doubled words.

Suggest words—If this is on, then when the spelling checker encounters an unknown word, it displays Eudora's suggestions for the correct spelling of the word in the Suggestions field of the Check Spelling dialog. You can also select any combination of the suggestion options: Phonetic words (off by default), Split words (on by default), Typographic words (on by default).

Note. If in its dictionary Eudora has no suggestions for the word, then no suggestions are listed.

Outgoing messages: original text—The spelling checker ignores any text that is preceded by a quote mark, which is a right angle-bracket (>) for plain text, and an excerpt bar (|) for styled text. Eudora assumes that this text was originally from another message, and therefore does not need to be spell-checked.

Check when message queued/sent—The spelling checker checks the spelling of outgoing messages when you use the Queue or Send commands.

Warn me when I queue/send a message: Without completing the spell check—If this option is on and the Check when message queued/sent option is on, Eudora displays a warning if you attempt to queue or send a message without completing the spell check.

Date Display

The Date Display Options determine how message dates are displayed in the Date column of mailbox window message summaries.

To display the Date Display options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Date Display** icon. The Date Display options window is displayed.



Date Display options window

Listed below are field descriptions for Date Display:

Display dates using—This specifies what time zone to use to display dates.

Sender's timezone—If on, messages are displayed with the sender's time and date, as determined by the sender's time zone.

Local timezone—If on, messages are displayed with your time and date, based on your local time zone.

Date formats [default: Fixed]—These options and fields specify how to display message dates whether with a fixed or an age-sensitive format and the specific formatting for the selected option. A fixed format means

that all dates are displayed under the same formatting rule. An age-sensitive format means that message dates are displayed differently depending on how old the messages are. Formatting is entered in the text fields using the format key at the bottom of the Date Display Options window (discussed further below).

Fixed [defaults: %1 %2 %4]—If this is on, all message dates are displayed using the formatting entered in the edit field, based on the formatting key (see below). The default format (%1%2%4) specifies that all message dates will be in this format: message time followed by message date followed by message time zone (but only if the message did not originate from your local time zone). Example: 02:56PM11/21/97-0800.

Age-sensitive—If this is on, message dates are displayed differently based on the age of the messages. The three age categories are RECENT, OLD, and ANCIENT. The age of a message is measured from the date and time at which the message was composed or sent, based on the sender's e-mail package, and this depends on your setting for the Display dates using option. RECENT messages are all those that are "younger" than the hours you specify in the Hours to be OLD field. ANCIENT messages are all those that are older than the "expiration time" entered in the Hours to be ANCIENT field. OLD messages are all those whose age falls between that of RECENT and ANCIENT messages: they are older than the number of hours specified in the Hours to be OLD field, but younger than the number of hours specified in the Hours to be ANCIENT field. The date display format for all messages falling in the RECENT, OLD, and ANCIENT categories is determined by your entry in the RECENT format, OLD format, and ANCIENT format fields, respectively.

RECENT format [default: %1]—Your entry in this field determines the format in which the dates of RECENT messages are displayed. RECENT messages are all those younger than the number in the Hours to be OLD field. The default RECENT format of %1 and the default Hours to be OLD of 24 means that all messages from the past 24 hours are displayed with the time.

Hours to be OLD [default: 24]—Your entry in this field determines the point at which RECENT messages become OLD messages. The default entry of 24 hours means that messages become OLD after one day.

OLD format [default: %3]—Your entry in this field determines the format in which the dates of OLD messages are displayed. OLD messages are those that are older than the Hours to be OLD but younger than the

Hours to be ANCIENT. The default OLD format of %3, the default Hours to be OLD of 24, and the default Hours to be ANCIENT of 168 means that all messages older than one day and younger than one week are displayed with the day of the week.

Hours to be ANCIENT [default: 168]—Your entry in this field determines the point at which OLD messages become ANCIENT messages. The default entry of 168 hours means that messages become ANCIENT after a week.

ANCIENT format [default: %2]—Your entry in this field determines the format in which the dates of ANCIENT messages are displayed. ANCIENT messages are all those older than the number in the Hours to be ANCIENT field. The default entry of %2 and the default Hours to be ANCIENT of 168 means that all those messages older than a week are displayed with the date.

Format Key—Use the format key to determine how to program entries in the Fixed field and the format fields (RECENT, OLD, and ANCIENT) of this Options window. In each field, enter %1 to stand for the Time, enter %2 to stand for the Date, enter %3 to stand for the Day of the week, and enter %4 to stand for the Time zone, but only if the message did not originate from the local time zone. Separate each entry with a space to improve readability of the display output: for example, %1%2%4.

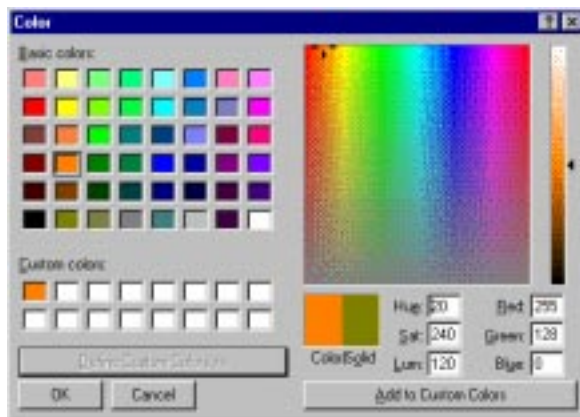
Labels

The Labels options determine the title and color of the seven labels that can be used to categorize messages.

To display the Labels options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Labels** icon. The Labels options window is displayed.

You can select from one of the pre-defined Basic colors or create your own Custom colors. To assign a basic color to a label, select the color and click OK. To create a custom color, click the Define Custom Colors button to display the custom colors palette.



The custom colors palette

To define a custom color, do the following:

- 1 Select one of the 16 custom color boxes.
- 2 Using the mouse pointer, click anywhere on the color palette to select the color Hue and Saturation. Use the color control bar to the right of the color palette to adjust the color.
- 3 When you are satisfied with the color, click Add to Custom Colors.
- 4 Once you have completed creating the custom colors, select the desired label color and click OK.

Getting Attention

The Getting Attention options determine what Eudora does when it is running in the background and wants your attention, or when new mail arrives.

To display the Getting Attention options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Getting Attention** icon. The Getting Attention options window is displayed.



Getting Attention options window

Listed below are field descriptions for Getting Attention:

Use an alert dialog box—If this is on, an alert dialog notifies you when new mail is received.

Open mailbox—If this is on, mailboxes are automatically opened when new mail arrives in them, and the first unread message of the last unread batch of messages is selected.

Play a sound—If this is on, a sound is played when Eudora needs attention. To select a sound (.wav) file, click on the button below the Play a sound option (the button is empty by default). The Select sound file dialog is then displayed, allowing you to select a sound.

Generate filter report—If this is on, a filter report is generated when filters are used. Filter reports are displayed in the Filter Report window, accessed from the Tools menu. Note that this option must be on in order for such reports to be displayed in that window.

Extra Warnings

The Extra Warnings options determine whether you are warned before making a possible mistake. Most of the warnings are displayed with an option to stop that warning from being displayed again. You can toggle warnings to be either on or off.

To display the Extra Warnings options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Extra Warnings** icon. The Extra Warnings options window is displayed.



Extra Warnings options window

Listed below are field descriptions for Extra Warnings:

Delete unread mail—If this is on, you are warned if you try to delete mail that is marked unread.

Delete queued mail—If this is on, you are warned if you try to delete mail that is queued to be sent (marked "Q," or "T" for timed-queue) in the Out mailbox.

Delete unsent mail—If this is on, you are warned if you try to delete messages that are marked sendable (with a bullet in the Out mailbox) but not yet sent.

Queue a message with no subject—If this is on, you are warned if you try to queue a message that contains no text in the Subject line. It is considered a point of e-mail etiquette to give each message a subject.

Queue a message bigger than ? K [default: 500]—If this is on, you are warned if you try to queue or send a message that is greater in size than the specified number. This number must be between 0 and 1000000 (one million, no commas).

Quit with messages queued to be sent—If this is on, you are warned if you try to quit Eudora while there are still queued messages in your Out mailbox.

Empty the Trash mailbox—If this is on, you are warned if you try to empty the Trash mailbox (one way is with the Special menu Empty Trash command). Once messages are deleted from the Trash, they are completely gone from your system.

Start Eudora and it's not the default mailer—If this is on, you are warned if you try to start Eudora when it's not the default mailer. When Eudora is the default mailer, <mailto:> commands open a Eudora message, regardless of what application the command is in.

Switch views for Find—If this is on, you are warned if you try to perform a Find operation (using the Edit menu Find submenu) while viewing an incoming message using the Microsoft Internet Explorer version 3.0 viewer. The warning indicates that Eudora will switch to a different viewer to complete the Find operation. Eudora uses Internet Explorer (IE) 3.0 as the default viewer if IE 3.0 is installed on your system and the Use Microsoft's viewer option is turned on in the Viewing Mail Options.

Advanced Network

These options control some of Eudora's advanced network functions.

Important. Consult your e-mail administrator before modifying any of these options.

To display the Advanced Network options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Advanced Network** icon. The Advanced Network options window is displayed.



Advanced Network options window

Listed below are field descriptions for Advanced Network:

Use asynchronous Winsock calls for—This option lets you select asynchronous calls for Database functions (default on) and/or All others (default on) when using the Winsock connection method. There are two methods of making Winsock calls using TCP/IP stacks: blocking and asynchronous. Because of the ability to handle error conditions more gracefully, asynchronous is the preferred method. However, some TCP/IP stacks do not handle asynchronous calls correctly, so if you are experiencing trouble with your Winsock connection, make sure both of these asynchronous options are off.

Network open timeout ? seconds [default: 60]—This option lets you set the number of seconds before an attempt to make a network connection will time out. For some servers (especially those with heavy loads), the attempt to establish the network connection can take longer than it takes to send data back and forth once the connection has been made. A familiar example: When you are browsing the World Wide Web, you may find that it takes a while to connect to a server, but then, once you have connected to the server, the Web page can seem to download very

quickly. This option therefore gives you the ability to set a different (and usually longer) timeout for establishing the network connection than the timeout after the connection has been made (the latter timeout is set via the Network timeout after ? seconds option, below).

Network timeout after ? seconds [default: 60]—This option lets you set the number of seconds before an established network connection will time out. See the discussion above for the Network open timeout ? seconds option.

Network buffer size of ? bytes [default: 4096]—This option lets you set the size, in bytes, of the buffer that Eudora uses to transfer information to and from the server.

Note. If you are having trouble transferring large messages, the size of this buffer may be decreased.

Cache network info—This option causes Eudora to remember the results of previous database functions when using the Winsock connection method. This speeds up database functions within a single Eudora session.

Unload Winsock DLL after closing socket—This option causes Eudora to unload the Winsock DLL after closing the socket. This is useful if you don't want Eudora to keep your Winsock DLL open continuously.

Automatically dial & hangup this connection—If this is checked, the specified dialup connection (referred to in Windows NT 4.0 as a "phone-book entry") is used when Eudora does any network operation. This option is only available if you have installed the dial-up networking services with Windows 95 or Windows NT 4.0.

Entry—Use the pop-up menu to select a dial-up connection in this field.

Username—This specifies the username for the auto connection.

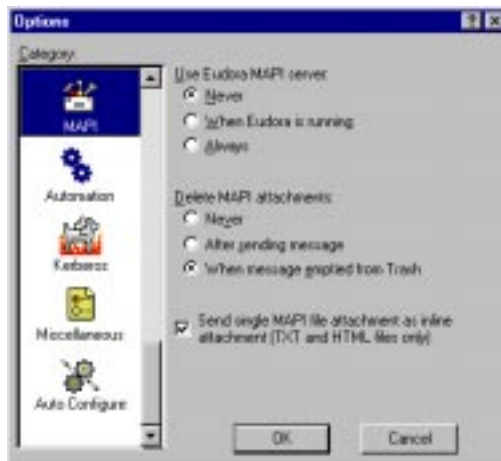
Save password—If this is on, the auto connection password is saved in Eudora so that you do not have to re-enter it after you exit and restart Eudora. If you select Forget Password(s) from the Special menu, you will need to re-enter the password the next time you check mail.

MAPI

The MAPI Options control the Eudora MAPI Server. Eudora's MAPI support allows you to quickly attach documents to e-mail messages directly from the application that created the document. Without MAPI, users must first save the document, remember what folder the document is in, switch to Eudora, and then remember to manually attach the document to the outgoing message. streamlines this process dramatically. To e-mail the current, open document from your word processor, select the Send command from your word processor's File menu. This automatically activates Eudora and attaches a snapshot of the open document to a new composition message. MAPI system standardizes how messages are handled by client applications so that each client application does not have to have custom code for each target messaging application. MAPI accomplishes this by providing a standard application program interface used by all MAPI-enabled client applications. additional MAPI feature supported by Microsoft Office applications is the ability to add a "routing slip" to a Word, Excel, or PowerPoint document. This routing slip contains a list of e-mail recipients obtained from the MAPI subsystem. Once a document has an embedded routing slip, then it can be semi-automatically routed as an attachment via e-mail to all recipients listed in the routing slip. Once the routing is complete, the annotated document is returned back to the original sender.

To display the MAPI options panel, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **MAPI** icon. The MAPI options panel is displayed.



MAPI options window

Listed below are field descriptions for MAPI:

Use Eudora MAPI server—If **Never** is selected, the Eudora MAPI server is off and is never automatically loaded. If **When Eudora is running** is selected, the Eudora MAPI server is on when Eudora is running. If **Always** is selected, the Eudora MAPI server is on and is always loaded on startup.

Delete MAPI attachments—If **Never** is selected, MAPI attachments are never deleted from the attachment directory. If **After sending message** is selected, MAPI attachments are deleted from the attachment directory when their corresponding messages are sent. If **When message emptied from Trash** is selected, MAPI attachments are deleted from the attachment directory when their corresponding messages are emptied from the Trash.

Send single MAPI file attachment as inline attachment (TXT and HTML files only)—Turn this on when you need to have the MAPI client send a single TXT or HTML file as an attachment with no body text. Eudora turns off the **Text As Attachment** button in the outgoing message toolbar (if it is on), so that the document is sent to the recipient as inline text in the message body. This allows MAPI clients, such as Internet Explorer, to pass Web pages and other HTML and TXT documents right into the body of the Eudora message. (The **Text As Attachment** button, if

turned on in the outgoing message toolbar, instructs Eudora to attach text files, such as TXT and HTML, to the message rather than incorporating the text into the message as part of the message body. The default state of this button is controlled by the Put text attachments in body of message option in the Attachments options.

Auto Configure

Eudora needs just a few pieces of information in order for you to send and receive mail. Normally you enter this information in the first few panels of the Options panels, but if you like, you can use the Auto Configure options to retrieve these basic settings from an ACAP server. Your e-mail administrator can let you know if such a server is available to you. ACAP, which stands for Application Configuration Access Protocol, is a communications protocol that lets e-mail and other applications store setup data on and retrieve it from a central server.

To display the Auto Configure options panel, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Auto Configure** icon. The Auto Configure options panel is displayed.



Auto Configure options window

Listed below is the field description for Auto Configure:

Server Name—In this field, enter the name of the ACAP server you wish to connect to in order to retrieve the Eudora settings. If you are not sure what to enter here, see your e-mail administrator.

User Name—Enter your user name required for connection to the ACAP server. Your e-mail administrator can provide you this name if you do not know it.

Password—Enter your password required for connection to the ACAP server. See your e-mail administrator for your ACAP password.

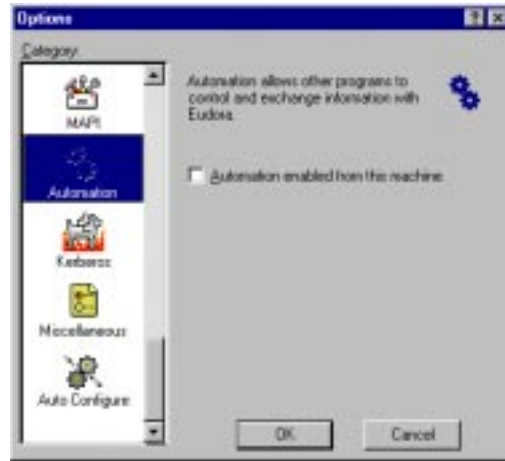
Retrieve Settings Now—After you have entered the Server Name for the ACAP server, your User Name, and your Password (see above), click this button to retrieve your Eudora settings from the ACAP server. The retrieved settings replace your current Eudora settings.

Automation

The Automation options let you control and exchange information with Eudora from other programs that support the Windows Automation Interface, such as Microsoft Visual Basic.gives you external access to Eudora mail folders, mailboxes, and messages, and to the Eudora application itself. With automation enabled, you can create, delete, and move Eudora mail folders, mailboxes, and messages, as well as get notification of these three operations when they are performed manually. You can also get lists of the subfolders under folders and of the messages within mailboxes.more information on the automation feature, visit the Web site www.eudora.com, where you can find up-to-date automation SDKs (Software Developer's Kits) and documentation.

To display the Automation options panel, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Automation** icon. The Automation options panel is displayed.



Automation options window

Listed below is the field description for Automation:

Automation enabled from this machine—If this option is on, you can perform the automation operations described above from the computer on which Eudora is installed.

Kerberos

These options control the Kerberos authentication system. If your network uses Kerberos for authentication, the appropriate options are provided by your e-mail administrator.

To display the Kerberos options panel, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Kerberos** icon. The Kerberos options panel is displayed.



Kerberos options window

Listed below is the field description for Kerberos:

Kerberos POP3 port—This is the port that the Kerberos POP server is listening on.

Realm—This is the network realm that the Kerberos server resides in.

Service name [default: rcmd]—This is the type of service that you're requesting.

Service format [default: %1.%4@%3]—This is the name of the ticket that Eudora requests from the Kerberos server. The formatting key below this field indicates what to enter. Enter %1 to stand for the service name entered in the Service name field; enter %2 to stand for the full domain name of the POP host; enter %3 to stand for the realm entered in the Realm field; enter %4 to stand for the name of the POP host.

Miscellaneous

The Miscellaneous options determine additional Eudora capabilities that are not categorized with other functions.

To display the Miscellaneous options window, do the following:

- 1 From the **Tools** menu, select **Options**.
- 2 Scroll and click the **Miscellaneous** icon. The Miscellaneous options window is displayed.



Miscellaneous Options Window

Listed below are the field descriptions for Miscellaneous:

Switch messages with: arrow keys—If this is on and there is an incoming message window open on the screen, the up or left arrow key closes the current message and opens the previous message in the mailbox, and the down or right arrow key closes the current message and opens the next message in the mailbox. If this is on and the Show message preview pane option is on in the Viewing Mail options, and keyboard focus is currently in the preview pane of an open mailbox window, then pressing the unmodified arrow keys changes the view in the preview pane going up or down the message summary list, as appropriate. If the Unmodified arrow keys option is turned off, the arrow keys can be used to move the cursor (insertion point) in messages and the preview pane.

Note. Even if Unmodified arrow keys is on, the arrow keys do not switch messages if there is an outgoing message topmost on the screen.

Ctrl+arrow keys—If this is on, you can switch messages by holding down the Ctrl key and pressing the arrow keys. The switching behavior is as described above under the Unmodified arrow keys option. The Ctrl+arrow keystrokes do not work when composition windows are open on the screen.

Alt+arrow keys—If this is on, you can switch messages by holding down the Alt key and pressing the arrow keys. The switching behavior is as described above under the Unmodified arrow keys option. The Alt+arrow keystrokes do work when composition windows are open on the screen.

Empty Trash when exiting—If this is on, the Trash mailbox is emptied when you exit Eudora. If this is off, the Trash is only emptied when you select Empty Trash from the Special menu.

Say OK to alerts after ? second(s) [default: 120]—If this is on, any alerts that announce a problem with the network communication automatically go away after the specified number of seconds. Many network problems are temporary, so this allows Eudora to try the communication again. This is most useful if you have automatic mail-checking enabled for any of your accounts.

Turbo redirect by default—If this is on and you select Redirect To, a redirected message is created with the specified recipient, the message is queued, and the original message is deleted.

Intercept Netscape mailto URLs—If this is on, then when you execute a Netscape "mailto:" command, by clicking on an active e-mail address in a Web page, a new Eudora message opens.

Include outdated 'Return-Receipt-To'—If this is off, Eudora uses the "Disposition-Notification-To:" header in return receipt requests to request that you be sent a notification when your message is displayed by the recipient. If this is on, Eudora also sends the "Return-Receipt-To:" header in return receipt requests. This header is understood by some older mail delivery systems, and may return you a receipt when your message is delivered to your recipient's mailbox. The "Return-Receipt-To:" header cannot give you any information about whether or not your recipient displayed your mail, and is not supported by many newer mail delivery systems.

Automatically expand nicknames— If this is on, nicknames in message headers are replaced with the real addresses when you switch fields.

Menu Commands

In This Section . . .

- Introduction
- File menu
- Edit menu
- Mailbox menu
- Message menu
- Transfer menu
- Special menu
- Tools menu
- Window menu
- Help menu

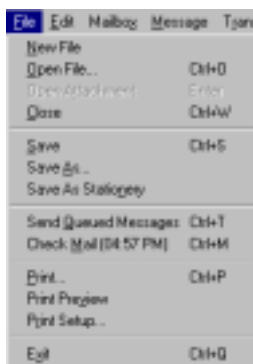
Introduction

This section of the manual describes the menu commands in Eudora. Each menu is displayed, and each command is described. However, by pressing the [Shift] key while opening a menu, you can change the commands displayed on the menus. These keys are shown after the bolded title of the command.

If there is a shortcut to the menu command, it is displayed to the right of the command on each menu. Just press the [Ctrl] and the appropriate keyboard character to access that command.

File menu

This menu provides basic file and mail functions.



File menu

New File—Create a new text file.

Open File...—Open an existing text file.

Open Attachment—Open the attachment on the cursor line. (Shortcut: Enter.)

Close—Close the current window.

[Shift] Close—Close all windows.

Save—Save the changes to the topmost window.

[Shift] Save—Save the changes to all open windows.

Save As...—Save the current message(s) to a text file.

Save As —StationerySave the current message to a stationery file. (Stationery files have the .sta extension and by default are saved in your Stationery directory.)

Send Queued Messages—Send all messages that have been queued for delivery.

[Shift] Send Queued Messages—Display the Mail Transfer Options dialog.

Check Mail—Pick up new mail from the incoming mail server (POP or IMAP).

[Shift] Check Mail—Display the Mail Transfer Options dialog.

Print...—Print the current message(s) or window.

Print Preview—Display the Print Preview window, giving a preview of how the current item(s) to be printed will look when printed.

Print Setup...—Display the Print Setup window, letting you set the printing options.

Exit—Exit (quit) the Eudora application.

Edit menu

This menu provides text editing tools.



Edit menu

Undo—Reverse the most recent action taken. You can undo up to the last 50 actions.

Redo—Redo the most recent action that was undone with the **Undo** command. You can redo up to the last 50 actions (depending on how many were undone).

Cut—Delete the selected text and place it on the clipboard.

Copy—Copy the selected text and place it on the clipboard.

Paste—Paste the contents of the clipboard.

Paste As Quotation—Paste the contents of the clipboard as quoted text, preceding each line of text by the quote character, which is a right angle-bracket (>) if there are no styles, or an “excerpt bar” (|) if there are styles.

Clear—Delete the selected text.

Text—Apply text styles to the selected text or paragraph. Includes such commands as Typewriter (fixed-width font), Bulleted List, Clear Formatting (remove all styles), and Make Hyperlink (create a clickable link from a piece of text, or an embedded graphic, to a URL).

Insert—Insert objects in the body of a composition message. Includes the commands **Picture...** (insert an embedded JPEG graphic file) and **Horizontal Line** (insert a horizontal rule as a separator).

Select All—Select the entire contents of a message or a mailbox.

Wrap Selection—Insert carriage returns into the selection, as appropriate.

Finish Address Book Entry—Complete the partial text of a nickname.

Insert Recipient—Insert the chosen recipient. (The submenu lists the recipients on your Quick Recipient List.)

Find—Search for the designated character string.

Sort—Sort the message summaries in a mailbox by the selected column, in ascending order.

[Shift] Sort—Sort the message summaries in descending order by the selected column.

Check Spelling—Perform a spelling check on the entire message or the selected text (displays the Check Spelling dialog).

[Shift] Check Spelling—Perform an inline spelling check on the entire message or the selected text (highlights misspelled words in red double-underline: right-click on a highlighted word to correct the spelling).

Message Plug-ins—Launch the installed message plug-in, as appropriate. See the section “Plug-ins (Extended Messaging Services)” in this Reference Manual for more details.

Mailbox menu

This menu lets you open a mailbox or bring an open mailbox to the front, and create new mailboxes and mail folders.



Mailbox menu

In—Open the mailbox where incoming messages are stored until deleted or transferred to another mailbox.

Out—Open the mailbox where messages you compose are stored, where queued messages are held until actually sent, and where copies of sent messages may be initially stored.

Trash—Open the mailbox where deleted messages are stored.

New...—Display the New Mailbox dialog to create a new mailbox.

[Your Mailboxes]—Open the selected mailbox that you have created, or create a new mailbox in a folder that you have created. Below the New... command on the Mailbox menu, all of your top-level mailboxes are listed, followed by all of your top-level mail folders. (Mail folders can contain other mail folders as well as mailboxes.) Navigate through the menu system to open a mailbox that resides within a folder, or to create a new mailbox within that folder, using the **New...** command on the folder submenu.

Message menu

This menu lets you create, send, and delete messages.

Note. If you hold down the Shift key while selecting any of the message composition commands in the top half of the Message menu — from New Message down to and including Redirect To — the Message Options dialog is displayed, which lets you select the Personality, and optional Stationery, for the composition message.



Message menu

New Message—Open a new message composition window.

Reply—Reply to the sender of the current message.

Reply to All—Reply to the sender and all original recipients of the current message.

Forward—Forward the current message to someone else.

Redirect—Redirect the current message to someone else.

Send Again—Resend a message rejected by the mail system. (You can also use this command to resend saved or copied messages to avoid retyping message body text or message header text.)

New Message To—Send a message to someone on your Quick Recipient List.

Forward To—Forward a message to someone on your Quick Recipient List.

Redirect To—Redirect a message to someone on your Quick Recipient List.

New Message With—Open a new message window with the selected stationery.

Reply With—Open a reply message with the selected stationery. Reply to the sender of the message only.

Reply to All With—Open a reply message with the selected stationery. Reply to the sender and all original recipients of the message.

Attach File [to New Message]—Attach a file to the current message or a new message.

Attach—Use an attachment plug-in to create and attach a special file to the current message or a new message. Example: A QUALCOMM PureVoice voice-message attachment. See the section “Plug-ins (Extended Messaging Services)” in this Reference Manual for more details.

Send Immediately or Queue For Delivery—Send the message right now, or put it in the queue to be sent the next time queued messages are sent.

Change—Change the queuing, status, priority, label, server status, or personality (e-mail account) of the selected messages or current message.

Note. Changing the personality changes the associated stationery and signature.

Delete—Transfer the current message into the Trash mailbox (POP server), or mark the message for deletion (IMAP server).

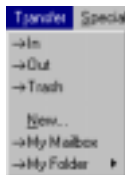
UnDelete—Unmark the message for deletion (IMAP server only).

Remove Deleted Messages—Remove all messages marked for deletion (IMAP server only). Removes these messages from both your PC and the IMAP server.

Transfer menu

This menu lets you transfer the current message(s) to another mailbox: either an existing mailbox, or a new mailbox that you create.

Note. Holding down the Shift key while selecting any of the items on the Transfer menu transfers a copy of the current message(s) to the selected mailbox and leaves the original messages where they are.



Transfer menu

In—Transfer the current message(s) to the In mailbox.

Out—Transfer the current message(s) to the Out mailbox.

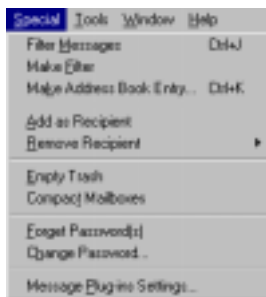
Trash—Transfer the current message(s) to the Trash mailbox.

New...—Display the New Mailbox dialog to create a new mailbox and transfer the current message(s) into that mailbox, all in one step. You can specify to create the mailbox only, and not transfer the messages.

[Your Mailboxes]—Transfer the current message(s) into the selected mailbox that you have created, or into a new mailbox that you create. Below the New... command on the Transfer menu, all of your top-level mailboxes are listed, followed by all of your top-level mail folders. (Mail folders can contain other mail folders as well as mailboxes.) Navigate through the menu system to transfer the current message(s) to a mailbox that resides within a folder, or to create a new mailbox within that folder and transfer the current message(s) into that mailbox, all in one step, using the New... command on the folder submenu.

Special menu

This menu lets you use additional Eudora functions.



Special menu

Filter Messages—Filter the open message or the selected message(s) against all the manual filters in your Filters list. Useful for filtering messages *after* you have received them, especially after creating new filters (you must make these filters manual whether or not you also make them automatic).

Make Filter—Open the Make Filter dialog to create a simple transfer filter based on information in the open message or the selected message(s).

Make Address Book Entry...—Create an Address Book entry from the current message, the Address Book, or the Directory Services window.

Add as Recipient—Add the selected text (usually a full e-mail address) to your Quick Recipient List.

Remove Recipient—Select a recipient from this submenu and the recipient is removed from your Quick Recipient List.

Empty Trash—Delete all messages from the Trash mailbox. As a result of this action, these messages are completely removed from your computer.

Compact Mailboxes—Reclaim unused space in all mailboxes.

Forget Password(s)—Make Eudora forget your passwords, so that next time mail is checked for one of your password-controlled mail accounts, the password must be entered first. Useful if you step away from your desk in a non-secure area.

Change Password...—Change the account password for one of your password-controlled incoming mail accounts (POP or IMAP server). It is good security practice to change your password(s) periodically.

Message Plug-ins Settings...—Open the Installed Message Plug-ins dialog, which lets you set the options for those installed message plug-ins that have settable options. In the open Installed Message Plug-ins dialog, click on the desired plug-in (scroll through the list if necessary) and then click the Settings... button, which will only be available if the plug-in has settings. In the Plug-in Settings dialog that is displayed, set the options you want and click OK to save your changes and close the dialog. When you are finished setting your plug-in options from the Installed Message Plug-ins dialog, click the Close button to close the dialog. Example: QUALCOMM's PureVoice voice-messaging plug-in gives you the option to begin recording automatically, as soon as you launch the plug-in. See the section "Plug-ins (Extended Messaging Services)" in this Reference Manual for more information.

Tools menu

All of Eudora's tool windows can be opened from this menu, as well as the Options dialog. Select a tool window name to open that window, or select Options... to open the Options dialog and set your options



Tools menu

Filters—Display the Filters window, which lets you create, modify, and remove message filters.

Filter Report—Display the Filter Report window, which provides a report of all filter operations (transfers to mailboxes) since the last time Eudora was opened. Note: For these filter reports to be generated, you must turn on the Generate filter report option in the Getting Attention Options (Tools:Options:Getting Attention). This option is off by default.

Mailboxes—Display the Mailboxes window, which lets you manage your mailboxes and mail folders.

File Browser—Display the File Browser window, which lets you browse through your desktop and drag attachments to new messages and otherwise (partially) manage your files and folders. (The File Browser window is *not* a full replica of MS Windows Explorer.)

Stationery—Display the Stationery window, which lets you create, manage, and apply your stationery files.

Signatures—Display the Signature window, which lets you create, manage, and apply your signatures.

Personalities—Display the Personalities window, which lets you create, modify, manage, and apply your personalities (e-mail accounts).

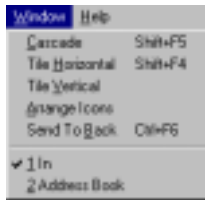
Address Book—Display the Address Book window, which lets you create, manage, and apply entries that contain nicknames (shorthand names for groups of e-mail addresses) and associated information. In the Address Book window, you can also create multiple Address Book files for storing nickname entries. Nicknames provide a quick and convenient way to address e-mail, especially to multiple recipients and to people you correspond with frequently.

Directory Services—Display the Directory Services window, which lets you look up people on the Internet, on your local network (e.g., within your organization), or in your Eudora Address Book(s). The Directory Services window is similar to an Internet “White Pages.”

Options...—Display the Options dialog, which lets you set options for a variety of categories in Eudora. In the open Options dialog, click on a category in the Category list, then set the options for that category. Click OK to save your changes and close the dialog. (You can make changes in multiple categories before clicking OK.) See “Setting Eudora Preferences” in this Reference Manual for descriptions of all the options in all categories.

Window menu

All of Microsoft Windows' standard Window menu options are listed in this menu, as well as, below the separator line, the names of all *normal* Eudora windows that you currently have open (tabbed window groups are listed by the currently active window in the tabbed group). Note that this menu does *not* apply to docked or floating Eudora windows. (See the Eudora User manual section "Managing Your Windows in Eudora" for more information on normal, docked, floating, and tabbed windows.)



Window menu

Cascade—Display all open normal Eudora windows in a cascading fashion (diagonally offset from each other in a stack).

Tile Horizontal—Display all open normal Eudora windows in a tiled (edge to edge) fashion with horizontal edges touching (top to bottom).

Tile Vertical—Display all open normal Eudora windows in a tiled (edge to edge) fashion with vertical edges touching (left to right).

Arrange Icons—Arrange all Eudora window icons, representing minimized normal Eudora windows, in a line at the bottom of the Eudora main window work area. These icons are also represented by buttons on the Eudora taskbar.

Send To Back—Send the topmost open normal Eudora window to the back of all displayed windows. A tabbed window group is considered a single window for this purpose.

[Your Windows]—All normal Eudora windows that are open are displayed here. Tabbed windows are represented as single windows, identified by the currently active window in the group. Select the desired window to bring that window (or the tabbed group containing it) to the front of all displayed windows.

Help menu

Eudora's Online Help Topics, the Context Sensitive Help, the Tip of the Day, and the About Eudora dialog are all available from this menu, along with Technical Support information, the Registration dialog, and System Configuration information to be inserted in new composition messages when reporting bugs or when corresponding with the Eudora Technical Support group.



Help menu

Topics—Display the online Help contents.

Context Sensitive Help—Display context sensitive Help. Selecting this command attaches a question mark icon to the mouse pointer. You then click on any screen object in Eudora (icon, menu command, text field, etc.), and a Help window is displayed containing help for that object.

Technical Support—Display a Eudora Help window containing information on getting more help and, optionally, contact information for the Eudora Technical Support group. See the Eudora User Manual sections “Technical Support” and “Registering Your Copy of Eudora” for more information on how to obtain technical support directly from the Eudora Technical Support group if you are eligible to receive it. If you are eligible for this support and you complete the registration process, direct contact information for the Eudora Technical Support group will be displayed in this help window.

Tip of the Day—Display the Tip of the Day dialog.

Register Eudora...—Display the Registration dialog, which lets you register your copy of Eudora. See the Eudora User Manual section “Registering Your Copy of Eudora” for registration instructions.

Insert System Configuration—Insert text containing detailed information about your system configuration into the message body of a new composition message. Eudora-related configuration files may also be attached to the composition message when you select this command. Use this feature when reporting bugs or when corresponding with the Eudora Technical Support group.

About Eudora...—Display the About Eudora screen, which contains information on this release, on the Eudora web site, and developer and support team credits.

Modifiers and Shortcuts

Modifiers

Many operations in Eudora can be implemented by holding down one or more “modifier” keys. Eudora uses the Shift, Ctrl, and Alt keys as modifiers.

Shift + Check Mail—Display the Mail Transfer Options dialog to define the interaction with your POP account.

Shift + Queue/Send—Open the Change Queueing dialog.

Shift + New Message command—Display the Message Options dialog to select a personality for the new message, and optional stationery. The Shift key also modifies these other Message menu commands to bring up the Message Options dialog: Reply, Reply to All, Forward, Redirect, Send Again, New Message To, Forward To, and Redirect To.

Shift + Insert Recipient—Insert the address(es) instead of the nickname.

Shift + Ctrl + ,—Expand the nicknames in the current field to their real addresses (the cursor must be in the appropriate field).

Shift + Finish Address Book Entry—Finish the Address Book entry with the address(es) instead of the nickname.

Shift + Sort command—Sort in descending order.

Shift + Transfer—Put a copy of the current message in the selected mailbox and leave the original where it is.

Shift + Wrap Selection—Remove the carriage returns from the selected text (unwrap).

Shift + Save—Save changes to all open windows.

Shift + Close—Close all open windows.

Shift + Exit—Set all open windows to open again when Eudora is next started.

Shift + Check Spelling—Perform an “inline” spelling check of the entire message or selected text. Misspelled words are highlighted in red double-underline. Right-click on a highlighted word and select the correct spelling from a popup menu.

Shift + Space—Switch the status of the open incoming message, or one or more selected incoming messages, from “read” to “unread” or from “unread” to “read.”

Ctrl + Space—Reset the current or selected text in the message body of a composition window to the default character formatting.

Ctrl + Drag window or toolbar—Temporarily suspend docking while dragging a dockable window or the main toolbar.

Alt + Drag toolbar button—Move the button on the toolbar.

Shortcuts

The shortcuts for Eudora functions are as follows:

Ctrl +0	Open Out mailbox
Ctrl +1	Open In mailbox
Ctrl +6	Check spelling
Ctrl +'	Paste as quotation
Ctrl +;	Find next
Ctrl +,	Finish address book entry (nickname)
Ctrl +A	Select all
Ctrl +B	Make text bold
Ctrl +C	Copy to clipboard
Ctrl +D	Delete
Ctrl +E	Send immediately or Queue for delivery
Ctrl +F	Open Find window
Ctrl +H	Attach document
Ctrl +I	Make text italic
Ctrl +J	Filter messages

Ctrl +K	Make address book entry (nickname)
Ctrl +L	Open Address Book
Ctrl +M	Check mail
Ctrl +N	New message
Ctrl +O	Open file
Ctrl +P	Print
Ctrl +Q	Exit (quit) Eudora
Ctrl +R	Reply
Ctrl +S	Save current window
Ctrl +T	Send queued messages
Ctrl +U	Make text underlined
Ctrl +V	Paste from clipboard
Ctrl +W	Close window
Ctrl +X	Cut to clipboard
Ctrl +Y	Directory Services
Ctrl +Z	Undo
Arrows	Move from one message to another in a mailbox (depends on your Miscellaneous Options).
Enter	Select the outlined button in any dialog, alert, or window; open the selected messages or open/edit the selected item(s); or open the attachment on the cursor line.
Space	Open a selected message summary or close the current message. For long messages, scroll the message down one page.
Esc	Stop any operation currently in progress.
Delete	Delete the selected text or item.

F1	Display help.
F2	Rename the selected item in a tool window (e.g., the Mailboxes window or the Address Book).
F3	Find again.
Alt + F3	Enter the selected text in the Find window.
F5	Refresh the view in the File Browser window.
F6	Toggles between the two halves of a split window (in composition windows, the Address Book, the Filters window, and, when the preview pane is displayed, mailbox windows).
Ctrl + F6	Send the topmost window to the back of all displayed windows.
F7	Show or hide one half of a split window (current window only): in composition windows, show/hide the message header; in mailbox windows, show/hide the message preview pane (if it is set to display).
Home	Scroll to the beginning of the mailbox window or to the beginning of the line in a message.
End	Scroll to the end of the mailbox window or to the end of the line in a message.
Page Up, Page Down	Scroll up or down through the window.

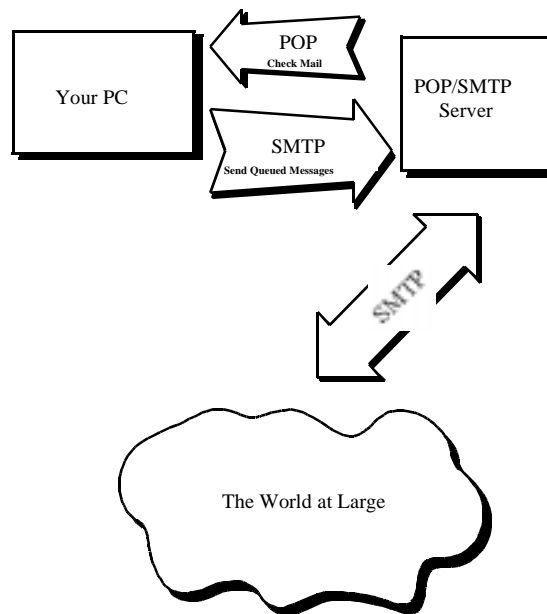
Mail Transport

In This Section . . .

- Introduction
- Outgoing Mail
- Incoming Mail
- More Information

Introduction

Eudora uses Simple Mail Transfer Protocol (SMTP) to transfer your outgoing mail to your SMTP server machine, which in turn uses SMTP to send your mail to the world at large. Mail from the world at large arrives on your incoming Post Office Protocol (POP) or Internet Message Access Protocol (IMAP) mail server, where it waits for Eudora to pick it up with either POP version 3 or IMAP version 4. The mail Eudora sends and receives is constructed in accordance with RFC 822 and RFC 2045 (MIME).



Eudora mail transport overview, POP (similar for IMAP)

Outgoing Mail

When you send an e-mail message to someone, Eudora uses SMTP to send the mail to your local SMTP server computer. That computer then sends the mail to your addressee's computer, also (usually) by means of the SMTP protocol.

Why doesn't Eudora talk directly to your addressee's computer? For one thing, it would take a lot longer for your mail to leave your PC, because your PC would have to call up each addressee's computer and deliver your mail. For another, some computers are "hard to find"; it's much better to let another computer "hunt" for your addressee than to make your PC do it. Finally, sometimes your addressee's computers won't be available when you want to send mail. The SMTP server handles this by holding your mail until the other computer is ready to accept it, eliminating the inconvenience of having unsent messages hanging around on your PC.

Incoming Mail

When somebody sends you mail, other computers use the SMTP protocol to deliver the mail to your POP or IMAP server. Your POP or IMAP server puts mail in your "mail drop," where it stays until the Eudora program picks it up. When you check your mail, Eudora uses POP version 3 or IMAP version 4 to pick up your mail and move it to your PC.

Why doesn't Eudora use SMTP to receive your mail? SMTP works best when the computers it knows about are always ready for mail. Unless you wanted to run Eudora 24 hours per day, seven days a week, SMTP wouldn't work very well for you. It also doesn't work well in lab environments, where you might use any number of different PCs.

More Information

If you want to know more about the Internet in general, consult the book *Internetworking with TCP/IP*, by Douglas Comer, 1988, Prentice-Hall ISBN 0-13-470154-2 025.

If you want to know more about SMTP, RFC 822, POP version 3, and MIME, the official standards are:

RFC 821, "Simple Mail Transfer Protocol," by Jonathan B. Postel

RFC 822, "Standard for the Format of Internet Text Messages," by Dave Crocker

RFC 1939, "Post Office Protocol, Version 3," by Marshall Rose

RFC 2045, "Multipurpose Internet Mail Extensions," by Ned Freed and Nathaniel Borenstein

You can find the RFCs by anonymous ftp to **ds.internic.net**, in the **rfc** directory. Or, in your Web browser, go to **<<http://ds.internic.net/ds/dspg1intdoc.html>>**. See *Internetworking with TCP/IP* for details.

Sources

In This Section . . .

- Anonymous ftp (<ftp.eudora.com>)
- Eudora Information
- Obtaining an Internet E-mail Server
- Ph Server Source Code
- Password Change Server
- Windows Sockets Products
- Kerberos
- Spell Dictionaries

Anonymous ftp ([ftp.eudora.com](ftp://ftp.eudora.com))

QUALCOMM's Eudora Division has an anonymous ftp server, **ftp.eudora.com**, that has information and software related to Eudora. These are located within the **eudora** directory. Included are POP3, Ph, and password changing servers, the srialpop program, current product information, dialup files, and more. Also look under the directory **eudora/eudorapro/windows/extras**.

Eudora Information

The information in this manual was correct at the time of printing. However, things happen very quickly in the electronic world, meaning that some of this information may already be out of date. For the very latest information about Eudora, send e-mail to **eudora-info@eudora.com**.

Obtaining an Internet E-mail Server

Post Office Protocol (POP) and Internet Message Access Protocol (IMAP) Servers are available for a variety of platforms. If you would like to run a POP or an IMAP server on your own system, we suggest the following servers:

- **Windows NT** – QUALCOMM's Eudora WorldMail™ Server. World-Mail supports POP3 and IMAP4 as well as LDAP and Ph directory services. Microsoft Windows NT 4.0 Server or Workstation is required.
- **Macintosh** – QUALCOMM's Eudora Internet Mail Server™ (EIMS). EIMS supports POP3 as well as Ph directory services. EIMS requires a Macintosh 68030 or higher (Mac IIX, IICX, SE/30, or better) or a PowerPC.
- **UNIX** – QUALCOMM's QPopper. QPopper 2.4 is available via anonymous ftp from **ftp.eudora.com**. QPopper versions are available for a number of UNIX systems.

- **VAX/VMS** – VAX/VMS systems may try either the Multinet package from TGV, or IUPOP3, available via anonymous ftp from **ftp.indiana.edu**.

For information on QUALCOMM's family of Internet E-mail Servers, send e-mail to <**eudora-rep@eudora.com**> or visit the World Wide Web site <**http://www.eudora.com**>.

Ph Server Source Code

A server for the Ph protocol is available via anonymous ftp from **ftp.eudora.com**.

Password Change Server

Three sample UNIX servers for Eudora's **Change Password...** command (on the **Special** menu) are available via anonymous ftp from **ftp.eudora.com**.

Windows Sockets Products

Demos of Windows Sockets 1.1 compliant stacks and applications are available via anonymous ftp from **papa.indstate.edu** in the directory **winsock-1**. They are also available on **ftp.cica.indiana.edu** in the directory **pub/pc/win3/winsock**.

For those with World Wide Web (WWW) browsers, try the following sites:

The Consummate Winsock Applications list:<http://www.cwsapps.com/>
The Ultimate Collection of Winsock Software:<http://www.tucows.com/>
Stardust Technologies:<http://www.stardust.com/wsd/>

Kerberos

You can get the necessary files and information for setting up Kerberos authentication in Eudora from **ftp.eudora.com** in the directory **eudora/eudorapro/windows/extras/kerberos**. Be sure to read the installation instructions to ensure that Kerberos is set up properly.

To learn more about the Kerberos authentication system, anonymous ftp to **athena-dist.mit.edu** and begin in the **pub/kerberos** directory.

Spelling Dictionaries

There are additional spelling dictionaries that are compatible with Eudora's built-in spelling checker. They are available via anonymous ftp from **ftp.eudora.com** in the directory **eudora/eudorapro/windows/extras/dictionaries**. To configure Eudora to use these dictionaries, look at the Online Help (select **Topics** from the **Help** menu) under **EUDORA.INI Settings File, [Settings] MainLex** files.

MIME and Mapping

In This Section . . .

- What is MIME?
- MIME Encoding
- MIME Labeling
- Practical Issues

What is MIME?

“MIME” stands for Multipurpose Internet Mail Extensions. MIME serves two major purposes — it allows mail applications to tell one another what sort of data is in mail, and it also provides standard ways for mail applications to encode data so that it can be sent through the Internet mail system.

MIME Encoding

The Internet uses the “SMTP” protocol to move mail around. SMTP is limited to the US-ASCII character set (see the “Mail Transport” section of this manual). This is a problem for people who speak languages other than American English and so need accented characters or non-American letters, or for people who want to use special symbols like the bullet.

MIME provides a way around this restriction. It offers two encodings, “quoted-printable” and “base64.” These encodings use US-ASCII character codes to represent any sort of data you like, including special characters or even non-text data.

Quoted-printable is used for data that is mostly text, but has special characters or very long lines. Quoted-printable looks just like regular text, except when a special character is used. The special character is replaced with an “=” and two more characters that represent the character code of the special character. So, a bullet in quoted-printable looks like “=95.”

However, there are some other things that quoted-printable does. For one, since it uses an “=” to mean something special, equals signs must themselves be encoded (as “=3D”). Second, no line in quoted-printable is allowed to be more than 76 characters long. If your mail has a line longer than 76 characters, the quoted-printable encoding will break your line in two, and put an “=” at the end of the first line, to signal to the mail reader at the other end that the two lines are really supposed to be one. Finally, a few mail systems either add or remove spaces from the ends of lines. So, in quoted-printable, any space at the end of a line gets encoded (as “=20”) to protect it from such mail systems.

Let’s try an example. Here’s a passage of text that you might type on your PC:

«Il est démontré, disait-il, que les choses ne peuvent

être autrement; car tout étant fait pour une fin, tout est nécessairement pour la meilleure fin.»

Without any encoding, this might show up on your recipient's screen as:

```
+Il est dimontri, disait-il, que les choses ne peuvent
btre autrement; car tout itant fait pour une fin, tout est
nicessairement pour la meilleure fin.;
```

This corruption happens because SMTP cannot handle the special characters. However, if you and your recipient both have MIME, quoted-printable encoding would be used, and your text would show up properly:

```
«Il est démontré, disait-il, que les choses ne peuvent
être autrement; car tout étant fait pour une fin, tout est
nécessairement pour la meilleure fin.»
```

While your mail was actually in transit, however, it would have looked like:

```
=ABIl est d=E9montr=E9, disait-il, que les choses ne
peuvent =EAtre =autrement; car tout =E9tant fait pour une
fin, tout est n=E9cessairement =
pour la meilleure fin.=BB
```

Base64 encoding is another way to protect binary data from the SMTP mail system. However, Base64 makes no attempt to be legible, and is most appropriate for non-text data.

MIME Labeling

The other important part of MIME is that it lets mailers communicate what kind of data is in a message (or part of a message). The primary mechanism used for this is the Content-Type header:

```
Content-Type: text/plain; charset=iso-8859-1
```

A content-type header is divided into three parts; the content type, the content subtype, and the parameters. In this case, the content type is "text," meaning the message contains mostly legible text. The content subtype is "plain," which means there aren't any formatting commands or anything like that embedded in the text. Finally, "charset=iso-8859-1" is a parameter; in this case, it identifies the character set the message uses.

The major content types are:

textlegible text

imagepictures and graphics

audiosound

videomoving pictures

messagemessages or pieces of messages

multipartseveral different kinds of data in a single message

Practical Issues

There are really only two things you sometimes need to do with Eudora and MIME. One is that it may occasionally be necessary to turn off quoted-printable encoding. Another is that you may want to know how to define mappings between PC file extensions, MIME types, and Macintosh types.

Turning Off Quoted-Printable Encoding

Eudora automatically uses quoted-printable encoding if your mail contains special characters. Eudora also uses quoted-printable encoding for attached plain text files. If your recipients don't have MIME, quoted-printable may hurt more than it helps. If that's the case, just turn off the QP button in the message Toolbar when you are sending text files to those recipients.

Mapping Between File Extensions, MIME Types, and Macintosh Types

Since Eudora needs to have the appropriate extensions on attachment filenames in order to open them up from the message, Eudora has the ability to map between file extensions, MIME types and subtypes, and Macintosh creators and types. Messages received by Eudora can grab the MIME type/subtype and/or Macintosh creator/type from an attachment and map that into the correct file extension. Also, on outgoing messages,

Eudora can make sure that attachments are encoded with the correct MIME type/subtype and/or Macintosh creator/type depending on the file extension of the attachment being sent.

Eudora knows about some MIME types. However, since new MIME types are being defined all the time, it may be necessary to add to Eudora's knowledge from time to time. Adding new mappings between the various types only requires editing the EUDORA.INI file with a text editor (like the one that comes with Eudora).

There is a section in the EUDORA.INI file labeled [Mappings], followed by some entries, one per line. Each entry is called a map. A map defines when the mapping should occur (which can be "in," "out," or "both"), followed by an equals sign and five parameters. These five parameters are (in order) the PC file extension, the Macintosh creator code, the Macintosh type, the MIME type, and the MIME subtype. Here are some sample entries:

```
[Mappings]
both=gif,,,image,gif
both=mpg,,,video,mpeg
both=doc,MSWD,,,
in=xls,XCEL,,,
out=xls,XCEL,XLS4,,
both=eps,,EPSF,application,postscript
```

A map marked "in" only tries to match the map to messages that you receive. A map marked "out" only tries to match the map to messages that you send. A map marked "both" tries to match the map to both incoming and outgoing messages.

The first map above says that any incoming MIME message that has a part type of "image" and subtype of "gif" will get saved to a file with the extension ".gif." It also specifies that outgoing messages that have an attachment with the file extension ".gif" will get the MIME type of "image" and subtype of "gif" if the encoding method of the message is MIME. The second map is similar to the first map in structure, but uses a different file extension and MIME type and subtype.

You can use map entries to move between PC file extensions and Macintosh creator and type as well. The third map says that if an incoming message has an attachment with the Macintosh creator "MSWD" (which is the Macintosh creator for Microsoft Word) then the file extension of the attachment when saved to disk should be ".doc" (the file extension that

Word for Windows uses). Since the map is marked as “both,” it will also give attachments with the extension “.doc” on outgoing messages the Macintosh creator of “MSWD” if the encoding method of the message is BinHex.

Note that the Macintosh type from this map is empty. This allows multiple types to be recognized with just one mapping. This is nice for “in” maps because it allows you to cover a range of creator/type pairs with one map. You must be careful in using this type of map with an “out” or “both” mapping, though, because an outgoing attachment that matched this map would have a Macintosh creator, but no Macintosh type. Some Macintosh applications cannot open files with a missing type. Microsoft Word for the Macintosh can open files without a type, so this map is fine being marked “both.”

Microsoft Excel for the Macintosh is an example of a program that can't open a file with an empty type. This is why there are two maps for Excel (the fourth and fifth maps above). The incoming map for Excel is like the one for Microsoft Word, but the outgoing map explicitly defines the Macintosh type.

The last map shows that you can have both Macintosh creator/type and MIME type/subtype in one entry. This map says that if an incoming message has an attachment that is encoded in MIME and has the “application/postscript” type/subtype, or has a BinHex attachment with the Macintosh type of “EPSF,” then the resulting file will have an extension of “.eps.” Similarly, if an outgoing message has an attachment with the extension “.eps” and if the MIME encoding is being used for the message, then the attachment will get the “application/postscript” MIME type/subtype. If the message was using the BinHex encoding, then the attachment would get the Macintosh type of “EPSF.”

But what happens if an attachment matches more than one map? Eudora will try and find the best match. For example, if you had the following [Mappings] section:

```
[Mappings]
in=xls,XCEL,, ,
in=xlc,XCEL,XLC3, ,
```

and you received a message with an attachment that had a Macintosh creator of "XCEL" and a Macintosh type of "XLC3" (a Microsoft Excel Chart), then the file would get an extension of ".xlc" since the first map only matched the Macintosh creator, but the second map matched both the Macintosh creator and type.

Eudora can receive attachments that have both a MIME type/subtype and a Macintosh creator/type. Eudora understands attachments with the MIME type/subtype "application/applefile," which has Macintosh creator/type information embedded in it. With this type of attachment, Eudora will consider a match with the Macintosh creator/type as a "better" match than a match with the MIME type/subtype.

Finally, if an incoming attachment matches two different maps to the same degree (e.g., both maps have the same MIME type/subtype with different file extensions), then Eudora will use the file extension in the first matching map.

Dialup Eudora

In This Section . . .

- Introduction
- General Steps
- Configuring Dialup Networking under Windows 95
- Configuring Dialup Networking under Windows NT 4.0
- Defining a Login Script
- Creating a Destop Phonebook Shortcut
- Configuring Eudora to Auto-Dial the Phonebook Entry

Introduction

As of version 4.0, Eudora no longer supports the built-in Serial Dialup (shell) connection method found in previous versions of Eudora. Eudora now requires that you use the Microsoft SLIP/PPP Dialup Networking connection method that is a standard feature of both Windows 95 and Windows NT 4.0.

The Microsoft SLIP/PPP Dialup Networking facility offers the following advantages over the retired Eudora Serial Dialup feature:

- TCP/IP running on top of SLIP/PPP is inherently more reliable than a Serial Dialup connection because reliable, end-to-end data transmission is an integral feature of TCP/IP.
- A SLIP/PPP dialup connection is application-independent and supports TCP/IP, IPX, and NetBEUI protocols. Eudora Serial Dialup was not generic and applied specifically to checking and sending mail with Eudora.
- A SLIP/PPP connection supports transmission of binary data, as required by the IMAP4 protocol.
- Microsoft Dialup Networking supports a wider range of modem hardware, and navigation scripts are generally modem-independent.

As with the old Serial Dialup function, Eudora can use Microsoft Dialup Networking to automatically dial your mail server, check and/or send mail, and then automatically hang up the connection.

General Steps

Following are the general steps necessary to set up Microsoft Windows to use Microsoft Dialup Networking. If you have already set up Microsoft Dialup Networking and can successfully connect to your Internet Service Provider, then skip to the section “Configuring Eudora to Auto-Dial the Phonebook Entry” below.

- 1 **Make sure you have a SLIP/PPP account** – You must arrange for SLIP/PPP account access through your Internet Service Provider. If you can choose between SLIP and PPP, we recommend PPP.
- 2 **Install your modem** – Configure Microsoft Windows so that it recognizes your modem hardware.
- 3 **Install networking components** – Configure your MS Windows networking software to include the TCP/IP protocol.
- 4 **Install Dialup Networking components** – Configure your MS Windows networking software to include the Microsoft Dialup Networking tool and the Remote Access Services.
- 5 **Define a Phonebook entry** – The Microsoft Dialup Networking tool lets you create multiple “phonebook” entries, one for each of your Internet Service Providers. Configure the Phonebook entry to automatically dial the modem, establish a SLIP/PPP session, and, if applicable, auto-configure your IP address and DNS server address(es).
- 6 **Configure Eudora to auto-dial** – Eudora can use a Dialup Networking Phonebook Entry to automatically dial your mail server, check and/or send mail, and hang up the connection when the mail transfer is complete.

Configuring Dialup Networking under Windows 95

Dialup Networking is an optional component of Windows 95. Before configuring Dialup Networking, you should install your modem and make sure the Windows 95 networking software includes support for the TCP/IP protocol. Consult your Microsoft documentation for details on installing your modem, configuring the TCP/IP protocol, and installing the Dialup Networking tools.

After you install Dialup Networking, follow these steps to define a new Phonebook entry:

- 1 Double-click on the **My Computer** icon to open an Explorer window. Then double-click on the **Dialup Networking** icon to open the Dialup Networking folder.
- 2 Double-click on the **Make New Connection** button to display the Make New Connection Wizard.

- 3 Enter the name you want to associate with your Internet Service Provider. Also, select your modem in the dropdown list. Then click **Next**.
- 4 In the edit box, enter the phone number for your Internet Service Provider. Then click **Next**.
- 5 Click **Finish** on the last page of the New Connection Wizard to complete the creation of the Phonebook entry.
- 6 In the Dialup Networking folder, right-click on the icon for the Phonebook entry you have just created, and select the **Properties** command.
- 7 While testing your new Phonebook entry, configure Dialup Networking to display a terminal window after your modem has connected to the remote computer. To do this, click the **Configure...** button to display the modem configuration properties. Select the **Options** tab, then check the **Bring up terminal window after dialing** option. Click **OK** to accept the change.
- 8 Back in the **Properties** dialog for your Phonebook entry, click the **Server Type...** button to display the **Server Types** dialog. In the **Type of Dial-Up Server** dropdown list, select either **SLIP** or **PPP** as appropriate. Also, uncheck the **NetBEUI** and **IPX** network protocols, but make sure that the **TCP/IP** protocol is checked. Finally, uncheck the **Log on to network** and **Enable software compression** options.
- 9 In the **Server Types** dialog, click the **TCP/IP Settings...** button to display the **TCP/IP Settings** dialog.
- 10 If your Internet Service Provider has assigned you a specific (static) IP address, select the **Specify an IP address** option, then enter that address in the field. Otherwise, if your provider assigns IP addresses dynamically via DHCP (Dynamic Host Configuration Protocol), then keep the default **Server assigned IP address** setting.
- 11 If your Internet Service Provider supports Dynamic Host Configuration Protocol (DHCP), then the name server addresses will automatically be configured by DHCP, and you should keep the default **Server assigned name server addresses** setting. Otherwise, select the **Specify name server addresses** option, then enter the server addresses assigned by your Internet Service Provider. Click **OK** to accept the **TCP/IP Settings** changes.
- 12 Back in the **Server Types** dialog, click **OK** to accept the changes.

- 13 Back in the **Phonebook Entry Properties** dialog, click **OK** to accept the changes.
- 14 You should now be back in your **Dialup Networking** folder. Double-click on your new Phonebook entry to dial your Internet Service Provider. Your modem should immediately dial the phone number defined in your Phonebook entry, and Windows 95 should prompt you for your username and password.
- 15 Once your modem negotiates the connection with the remote system, you typically then have to “log in” to that remote system by entering the username and password assigned to you by your Internet Service Provider. Some systems require that you first press **Enter** to display a login prompt, then enter the username and password. In any event, once you are “logged on” (authenticated), some providers automatically start your SLIP or PPP session, while others require that you take an extra step, such as typing **ppp**, to initiate a PPP session. Carefully note the exact steps you must take in order to manually log in and establish a SLIP/PPP session: you will need this information in order to automate the login process, as described below under “Defining a Login Script.”

Configuring Dialup Networking under Windows NT 4.0

Dialup Networking is an optional component of Windows NT 4.0. Before configuring Dialup Networking, you should make sure Windows NT recognizes your modem and also make sure your Windows NT networking software includes support for the TCP/IP protocol. Consult your Microsoft documentation for details on installing your modem, configuring the TCP/IP protocol, and installing the Dialup Networking tools. To properly configure TCP/IP, you may need some information from your Internet Service Provider regarding your IP address and your DNS server(s).

After you install Dialup Networking, follow these steps to define a new Phonebook entry:

- 1 Double-click on the **My Computer** icon to open an Explorer window. Then double-click on the **Dialup Networking** icon to launch the Dialup Networking tool.
- 2 Click the **New...** button to display the New Phonebook Entry Wizard.
- 3 Enter the name you want to associate with your Internet Service Provider, then click **Next** to display the Server page.
- 4 Most Internet Service Providers use a terminal server or a Unix server to support dialup users. Therefore, you should generally check all three boxes to indicate that (1) you are calling the Internet, (2) it is okay to send your plain text password, and (3) the server expects login information. Ask your e-mail administrator or your Internet Service Provider if you are unsure about these settings. Click **Next** to display the Modem or Adapter page.
- 5 Select your modem from the list, then click **Next** to display the Phone Number page.
- 6 In the edit box, enter the primary phone number for your Internet Service Provider. If your provider has alternate phone numbers, click the **Alternates...** button and enter the alternate phone numbers. Click **Next** to display the Serial Line Protocol page.
- 7 Select **PPP** or **SLIP** as appropriate to your Internet Service Provider (most providers now support PPP), then click **Next** to display the Login Script page.
- 8 When initially testing dialup connections to your Internet Service Provider, we recommend that you select the **Display a terminal window** option. Once you can manually establish a dialup connection, you can then automate the dialup connection with a login script (see "Defining a Login Script" below for details). Click **Next** to display the IP Address page.
- 9 If your Internet Service Provider has assigned you a specific (static) IP address, then enter that address in the field. Otherwise, if your provider assigns IP addresses dynamically via DHCP (Dynamic Host Configuration Protocol), then keep the default **Server assigned IP address** setting. Click **Next** to display the Name Server Addresses page.

- 10 If your Internet Service Provider supports Dynamic Host Configuration Protocol (DHCP), then the name server addresses will automatically be configured by DHCP and you should leave the default addresses of **0.0.0.0**. Otherwise, enter the server addresses assigned by your Internet Service Provider. Click **Next** to display the final page of the Phonebook Wizard.
- 11 Click **Finish** to create your new Phonebook entry.
- 12 Back in the Dialup Networking tool, select your new Phonebook entry in the dropdown list, then click **Dial** to dial your Internet Service Provider. Your modem should immediately dial the phone number(s) defined in your Phonebook entry.
- 13 Once your modem negotiates the connection with the remote system, you typically then have to “log in” to that remote system by entering the username and password assigned to you by your Internet Service Provider. Some systems require that you first press **Enter** to display a login prompt, then enter the username and password. In any event, once you are “logged on” (authenticated), some providers automatically start your SLIP or PPP session, while others require that you take an extra step, such as typing **ppp**, to initiate a PPP session. Carefully note the exact steps you must take in order to manually log in and establish a SLIP/PPP session: you will need this information in order to automate the login process, as described below under “Defining a Login Script.”

Defining a Login Script

Here is a sample login script for an Annex terminal server:

```
proc main
    transmit "^M"
    waitfor "Annex username:" until 30
    if FALSE == $SUCCESS then
        goto Failure
    endif
    transmit $USERID + "^M"
    waitfor "Annex password:" until 30
    if FALSE == $SUCCESS then
        goto Failure
    endif
    transmit $PASSWORD + "^M"
```

```
waitfor "Permission granted" until 30
if FALSE == $SUCCESS then
    goto Failure
endif
transmit "ppp" + "^M"

Failure:
    set screen keyboard on
    halt

Done:

endproc
```

Based on your experience with manually connecting to your Internet Service Provider, you may need to change the **Annex username:** and **Annex password:** strings to match the prompts displayed by the machine to which you are connecting. You may or may not need to transmit the **ppp** command after the system accepts your username and password. The Dialup Networking tool automatically replaces the **\$USERID** and **\$PASSWORD** variables with your Dialup Networking username and password so that you don't expose your username and password in an unencrypted plain text file.

To use this login script, you must first save the file to a known location on your disk. By convention, Dialup Networking script files have an **SCP** file extension.

To use the script under Windows 95:

- Launch the Dial-up Scripting Tool found on the **Start :Programs:Accessories** menu.
- Select the Phonebook entry from the **Connections** list box and enter the script filename in the **File name** field.
- Click the **Apply** button to accept your changes.
- Click the **Properties** button to display the properties dialog for your Phonebook entry.
- Click the **Configure** button to display the modem properties dialog. Then select the **Options** tab.

- Uncheck the **Bring up terminal window after dialing** option. Now click **OK** to accept your changes.
- Back in the properties dialog for your Phonebook entry, click **OK** to accept your changes.

To use the script under Windows NT 4.0:

- Open the Dialup Networking tool, and from the dropdown list select the Phonebook entry you want to change.
- Click the **More** button, then select the **Edit entry and modem properties...** item from the button menu.
- In the Edit Phonebook Entry dialog, select the **Script** tab, click the **Run this script** option, and then enter the name of your saved login script.

This script is compatible with both Windows 95 and Windows NT 4.0 Dialup Networking tools. If the login sequence fails, then the script will halt, leaving you free to attempt a manual login via the popup Dialup Networking terminal window.

Creating a Desktop Phonebook Shortcut

You may find it convenient to create a desktop shortcut to your Phonebook entry, something we recommend.

To create a Phonebook shortcut under Windows 95:

- 1 Open the Dialup Networking folder, then drag a Phonebook icon to your Windows desktop.
- 2 To rename the shortcut label, select the shortcut icon and press **F2**, or just click on the shortcut label twice, slowly.

To create a Phonebook shortcut under Windows NT 4.0:

- 1 Open the Dialup Networking tool, click the **More** button, and select the **Create shortcut to entry...** item.
- 2 Choose a name for the shortcut in the **Save** dialog, then save the shortcut to your Desktop folder.

To test the Dialup Networking connection, double-click on the shortcut icon on your Desktop. Once your Phonebook entry successfully and automatically creates a TCP/IP connection to your Internet Service Provider, you are ready to configure Eudora to automatically dial the Phonebook entry.

Configuring Eudora to Auto-Dial the Phonebook Entry

If you connect to your Internet Service Provider with a modem, you can easily configure Eudora to automatically “dial on demand” using Microsoft Dialup Networking. Eudora only needs a connection to your provider when performing network operations such as checking or sending mail, or when performing a directory services lookup. When Eudora is configured to auto-dial, it automatically hangs up the connection when the network operation is complete.

Before you can configure Eudora to auto-dial, you must create and configure a Microsoft Dialup Networking Phonebook entry to automatically connect to your Internet Service Provider (see the procedures above).

To auto-dial a Dialup Networking Phonebook entry, start Eudora, select **Options...** from the **Tools** menu to display the Options dialog, then click on the **Advanced Network** category. Check the **Automatically dial & hangup this connection** option. In the **Entry** list, select the Phonebook entry you want to dial. In the **Username** edit box, enter the username, if any, that is required to log in to your Internet Service Provider (this is the value that is substituted for the **\$USERID** variable in your Dialup Networking script). Check the **Save password** option if you want Eudora to save your Dialup Networking password in the **Eudora.ini** file. If you leave the **Save password** option turned off, then Eudora will prompt you to enter your password each time it auto-dials the Phonebook entry.

To test the auto-dial capability, make sure your modem is *not* already connected, then select the **Check Mail** command from the **File** menu in Eudora. Eudora will automatically dial your Internet Service Provider, log in, establish a TCP/IP connection, transfer any new mail, and automatically hang up when the mail transfer is complete.

MAPI Technical Report

In This Section . . .

- Where to Get More Information on MAPI
- What Does MAPI Do
- MAPI Overview
- Eudora Implementation of MAPI
- Eudora MAPI Startup Procedure
- Eudora MAPI Shutdown Procedure
- Eudora DLL Swapping Restrictions

Where to Get More Information on MAPI

For more information, supplementary to this technical report, visit our online MAPI FAQ at the web site <<http://www.eudora.com/developers>>.

What Does MAPI Do?

Eudora's MAPI support allows users to quickly attach documents to e-mail messages directly from the application that created the document. Without MAPI, users must first save the document, remember what folder the document is in, switch to Eudora, and then remember to manually attach the document to the outgoing message.

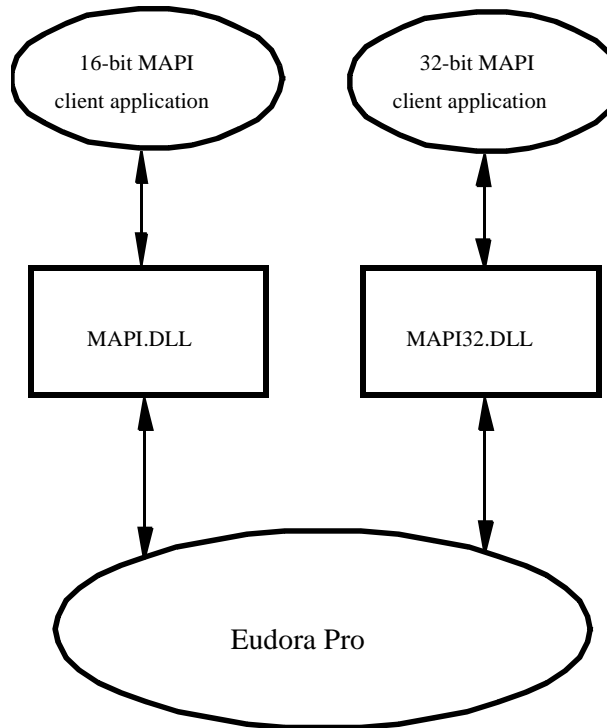
MAPI streamlines this process dramatically. To e-mail the current, open document from your word processor, select the Send command from your word processor's File menu. This automatically activates Eudora and attaches a snapshot of the open document to a new composition message.

The MAPI system standardizes how messages are handled by client applications so that each client application does not have to have custom code for each target messaging application. MAPI accomplishes this by providing a standard *application program interface* used by all MAPI-enabled client applications.

An additional MAPI feature supported by Microsoft Office applications is the ability to add a "routing slip" to a Word, Excel, or PowerPoint document. This routing slip contains a list of e-mail recipients obtained from the MAPI subsystem. Once a document has an embedded routing slip, then it can be semi-automatically routed as an attachment via e-mail to all recipients listed in the routing slip. Once the routing is complete, the annotated document is returned back to the original sender.

MAPI Overview

Let's start with a picture:



A MAPI *client application* is any 16-bit or 32-bit Windows application that knows how to access the standard MAPI messaging functions in a library known as a DLL (Dynamic Link Library). The functions in the MAPI DLL allow a MAPI client application to transparently and generically access a MAPI *service provider*. A MAPI service provider is the application that handles the receipt, transmission, and storage of messages. Examples of MAPI client applications (“front-ends”) include Microsoft Word and Microsoft Excel. Examples of MAPI service providers (“back-ends”) include Microsoft Exchange and Microsoft Fax.

All 16-bit client applications use the 16-bit MAPI.DLL and all 32-bit client applications use the 32-bit MAPI32.DLL. The MAPI and MAPI32 DLLs are “twins” which contain the same list of MAPI functions—they are parallel implementations of the 16-bit and 32-bit MAPI functions. These DLLs are provided by Microsoft as standard components of Windows 95 and Windows NT. The MAPI DLLs are normally installed in the Windows 95 SYSTEM directory (SYSTEM32 for Windows NT).

As shown in the diagram on the previous page, when a MAPI client application wishes to send a document, it simply loads the appropriate MAPI library (DLL) and calls the defined MAPI functions. The MAPI DLL takes care of routing the messaging and authentication requests to the appropriate MAPI service provider application, displaying the address book user interface, and returning address book and messaging data to the MAPI client application. The MAPI DLL also provides an optional user interface for user authentication. For example, the user may need to supply a user name and password to the mail system in order to “log on” to the mail system. (The Eudora implementation of MAPI does not implement authentication since Eudora itself requires authentication to access the POP3 and IMAP4 servers.)

Eudora Implementation of MAPI

Eudora implements a subset of the full MAPI library by providing two “replacement DLLs” for the standard Microsoft MAPI DLLs. The Eudora EUMAPI.DLL is a replacement for the 16-bit Microsoft MAPI.DLL and the Eudora EUMAPI32.DLL is a replacement for the 32-bit Microsoft MAPI32.DLL. The Eudora MAPI DLLs must be located in the same directory as the Eudora program.

The Eudora MAPI DLLs implement the standard *Simple MAPI* functions detailed in the MAPI specification. The MAPI specification also defines *Extended MAPI* functions, however, the Eudora MAPI DLLs implement only the Simple MAPI subset.

Note. The Eudora MAPI implementation requires all MAPI client applications to use only the Simple MAPI functions supported by the Eudora MAPI DLLs.

MAPI client applications which use only the basic Simple MAPI calls will generally not be able to tell the difference between the Eudora MAPI DLL functions and the Microsoft MAPI DLL functions.

It is important to understand that MAPI client applications load the MAPI DLL libraries at runtime whenever they need to access the MAPI functions. Each client application expects to find either the 16-bit MAPI.DLL file or the 32-bit MAPI32.DLL file in a common, application-independent location (generally the Windows SYSTEM directory). Therefore, it is not sufficient to copy the EUMAPI.DLL and EUMAPI32.DLL Eudora DLL files into the Windows SYSTEM directory alongside the standard Microsoft MAPI.DLL and MAPI32.DLL files. For client applications to find the Eudora MAPI DLLs, the DLL files *must* be named MAPI.DLL and MAPI32.DLL. This creates a conflict since most Windows installations will have the MAPI.DLL and MAPI32.DLL files preinstalled in the Windows SYSTEM directory to support Microsoft Exchange.

Note. Eudora is able to swap the Eudora EUMAPI and EUMAPI32 DLLs with the Microsoft MAPI and MAPI32 DLLs when the user launches Eudora, and is able to unswap the Eudora MAPI DLLs when the user exits Eudora.

This approach gives the user the most flexibility and preserves the user's ability to use Microsoft Exchange and/or Microsoft Fax when Eudora is not running. If we "permanently" install the Eudora MAPI DLLs over the existing Microsoft MAPI DLLs, then applications (such as the Microsoft Fax service bundled with Microsoft Exchange) which rely on the Microsoft MAPI DLLs will no longer work. This is clearly unacceptable for users who need to use MAPI for both Microsoft Exchange and Eudora.

Eudora MAPI Startup Procedure

When launched, Eudora runs the following "swap" procedure when the user has selected either the "Always" or the "When Eudora is running" MAPI Server option in Eudora (see Tools / Options / MAPI):

- 1 Check to see whether or not the Eudora MAPI DLLs are already installed in the Windows SYSTEM directory. If so, then finish.
- 2 Check for existing Microsoft MAPI.DLL and MAPI32.DLL files. If found, rename MAPI.DLL to MAPI.000 and rename MAPI32.DLL to MAPI32.000. (If a MAPI.000 file already exists, then Eudora uses MAPI.001, MAPI.002 etc.)
- 3 Copy the EUMAPI.DLL and EUMAPI32.DLL files from the Eudora program directory to the Windows SYSTEM directory as MAPI.DLL and MAPI32.DLL, respectively.

Eudora MAPI Shutdown Procedure

When shutdown, Eudora runs the following “unswap” procedure when the user selects either the “When Eudora is running” or “Never” MAPI Server option in Eudora (see Tools / Options / MAPI):

- 1 Check to see whether or not the Eudora MAPI DLLs are already installed in the Windows SYSTEM directory. If not, then finish.
- 2 Delete the Eudora MAPI.DLL and MAPI32.DLL files.
- 3 Rename the MAPI.000 and MAPI32.000 files, if any, to MAPI.DLL and MAPI32.DLL, respectively. (If a MAPI.001, MAPI.002, etc. file exists, then Eudora renames the one with the highest number.)

Eudora DLL Swapping Restrictions

It is important to note that there are several restrictions with the above Eudora swap and unswap procedures: The Eudora swap and unswap procedures can only run successfully if the MAPI.DLL and MAPI32.DLL are not currently “in use” by one or more MAPI client applications.

When a MAPI client application loads a MAPI or MAPI32 DLL file, Windows “locks” the DLL file while the library is loaded into memory to show that the file is “in use.” Eudora can normally detect that the MAPI.DLL and/or MAPI32.DLL files are “in use.” If Eudora detects that a MAPI or MAPI32 DLL is locked, it displays an error message and skips the swap or unswap procedure.

When Eudora is forced to skip the swap or unswap procedure, this means that the MAPI DLLs are in the wrong “state” with respect to Eudora — that is, 1) the Microsoft MAPI DLLs could be installed even after Eudora starts, or 2) the Eudora MAPI DLLs could be installed even after Eudora shuts down. To prevent this from happening, use the following procedure when using Eudora MAPI:

- 1 Start Windows.
- 2 Start Eudora.
- 3 Start any MAPI client applications.
- 4 Send attachments to Eudora via the installed Eudora MAPI interface.
- 5 Shutdown *all* MAPI client applications.
- 6 Shutdown Eudora.
- 7 Exit Windows.

Once Eudora’s MAPI DLLs get into the wrong “state” with respect to Eudora, you cannot correct the state mismatch until *all* MAPI client applications unload the MAPI DLLs and Windows is able to unlock the DLL file. Since the MAPI DLLs are shared by multiple MAPI client applications, Windows does not unlock the MAPI DLL file until the last MAPI client application is shut down. Therefore, to force all MAPI client applications to unload the DLLs, you must shutdown all MAPI client applications.

Important. When running 16-bit MAPI client applications under Windows NT, then Eudora cannot detect the lock placed on the MAPI DLLs by Windows unless the SHARE program is running. This means that Eudora can inadvertently perform the DLL swap and/or unswap procedures while the MAPI DLL is loaded into memory. This almost always causes Windows to become unstable and can lead to crashes in MAPI client applications as well as in Windows itself.

Note. If you run 16-bit MAPI client applications under Windows NT, then you should always run the SHARE program.

The good news is that Windows 95 implements the SHARE functionality without requiring you to explicitly run the SHARE program. By default, Windows NT only implements the SHARE functionality for 32-bit applications. If you are running a 16-bit application under Windows NT, then you must run the SHARE program explicitly.

Troubleshooting

What to do first

Occasionally, you may encounter a problem or bug when using Eudora. This section includes information to help you solve those problems. You can also check the Eudora Technical Support Web Pages at <http://www.eudora.com/techsupport>.

If you are having problems, try the following:

- Be sure that you have the current release of Eudora.
- Be sure that your incoming mail account (POP or IMAP) is set correctly. This mail account may be different from your e-mail address, so double-check to see that you have entered the proper information in the **Return address**, **Mail Server (Incoming)**, and **Login Name** fields of the Getting Started Options (Tools:Options:Getting Started). Incoming mail accounts are usually of the form **loginname@mailservername**.
- Be sure your SMTP server is set correctly in the **SMTP server** field of the Sending Mail Options (Tools:Options:Sending Mail). This server may or may not be the same machine as your POP server.
- Be sure you are entering your password correctly, paying attention to uppercase and lowercase letters (make sure the Caps Lock key is off).
- Be sure the date is correct on your computer, especially the year.
- Be sure Eudora can find your **winsock.dll**. If Eudora cannot find it, be sure the **Path** line in your AUTOEXEC.BAT file includes the directory that contains the winsock.dll. Or, if you do not want to edit your AUTOEXEC.BAT file, try copying your **winsock.dll** into your Eudora directory.
- Toggle both of the **Use asynchronous Winsock calls for** options (turn them on if they're off, or vice versa) in the Advanced Networking Options. The two options are **Database functions** and **All others**.
- Run ScanDisk to check for problems on the hard drive.
- If you're having trouble with your mailboxes (especially with repeated requests to rebuild a mailbox's table of contents), quit Eudora and find the mailbox's **.toc** file in the Eudora directory. Change the **.toc** extension to **.000**, then open Eudora and see if the problem persists.

- On Windows 95: If you're having other problems, especially crashes, remove all of the items in your Startup directory (**C:\Windows\Start Menu\Programs\StartUp**), then restart Windows while holding down the **F8** key. In the **Startup** menu, select **Safe Mode**. Then open Eudora and see if the problem persists.

Errors

The following are possible errors and alerts you could receive from Eudora, and suggestions for fixing them.

“-ERR Maildrop lock busy”

This usually happens after your PC has “hung” during a mail check and you are now attempting to re-connect to the mail server. The best thing to do is to contact your e-mail administrator and tell them that you have a POP3 server process that needs to be disconnected.

“503 Need RCPT (Recipient)”

You must include at least one recipient in the **To** field of your outgoing message in order for the message to be delivered. If you have a nickname in the **To** field, be sure that in the Address Book at least one e-mail address or valid nickname is included in the Address(es) tab. If the Address(es) tab is blank, there are no recipients and this causes the error.

“Error getting a network socket. Cause: no buffer space available (10055)”

The buffers the error message is referring to are TCP buffers. TCP/IP stacks need buffers in which they can store data that goes to/from the network. Since at a low level the data has to be sent to a hardware device, the buffers generally have to be in low memory (i.e., < 1MB). This is valuable space for most users, so most TCP/IP stacks have a way of controlling how many of these buffers the user wants allocated. If you're using a lot of other network applications at the same time (especially the X Window System, which uses a buffer for each window), then you might get this error. The other time this error might occur is when the TCP/IP stack is not correctly marking buffers as being unused, so you have a buffer not being used that the stack thinks is being used.

“Could not rename lmos.tmp to lmos.dat”

Quit Eudora, and go to your Eudora directory. Find the files called **lmos.tmp** and **lmos.dat** and delete them both (lmos.tmp may not be there: that’s not a problem). On your next mail check you may get some mail that you have already received, but that should only happen once.

Formatting and Printing

The following are possible formatting and printing problems, and suggestions for fixing them.

You received a message containing columns and the columns are not lining up correctly.

Your message font is probably a proportional font. Change your display font in the Fonts Options (Tools:Options:Fonts): set the **Fixed-width** option to a non-proportional font (such as Courier New or Courier), and uncheck the **Use proportional font by default** option.

You have a message that is printing with strange line breaks.

When most e-mail programs send out messages, they insert hard returns at around 75-80 characters. (If they didn’t, some e-mail applications would only be able to display the first 80 characters or so of a very long line of text.) What’s happening with your message is that the width of the line that fits on the printed page is shorter than 75-80, so the hard returns end up in the wrong place.

The solution is to make the print font smaller, or choose a print font in which the letters are printed closer together—like Helvetica instead of Courier New, for example. To do this, change the **Font** and **Size** options in the **Printer** section of the Fonts Options (Tools:Options:Fonts).

Miscellaneous

If you want to set up a password check for sending mail, not just checking mail:

SMTP servers, which are used to send mail for most e-mail accounts, do not require a password for access the way a POP server does. However, if the POP daemon your server is using is descended from the UC Berkeley POPper, you can use the POPSend protocol, which routes SMTP calls through the POP server, so that the POP server will require the password.

If you turn this feature on in your POP server, add this line to the **Settings** section of the **Eudora.ini** file:

```
UsePOPSend=1
```

This means you will have to enter your password to send as well as check mail. However, this is not terribly secure, because users who know what they are doing can simply remove that **.ini** file line or uncheck the **Use XTND XMIT** option and disable the feature. But it will protect you against inexperienced but unscrupulous users.