

NETcetera II - Mail Tutorial

To begin at the beginning ...

It is assumed that you have now run the Setup for **NETcetera**, have the Program Manager Group and various icons, and have installed and configured your Winsock and it's dialler scripts.

If you have not yet read viewed the WINSOCK information in the **NETcetera** HELP, which deals with the installation and configuration of your Winsock then it is suggested that you do so now, and consider the information and advice there. This *might* prompt you to alter your Winsock setup. If you use more than one Internet provider, you will find important information about how to optimise this there. RTFM - Read The Flaming Manual - preferably before getting your bowels in a twist (an expression I learnt many years ago from a very elegant and beautiful Australian lady - Trumpet Winsock is after all an Australian type product)

If you have not acquired this Tutorial file in printed form, we strongly suggest that you print it out now before using it. It will be far more useful to you that way, although it will take a while as it runs to about 22 pages.

This step-by-step tutorial will enable you to familiarise yourself with the main functions of the mail facilities. In order to make it easier to understand the functioning of **NETcetera** the first section will deal with basic aspects, and more complex areas will be left till later, in the section on advanced editing. And some aspects will not be described here as it is anticipated that once you get the hang of things, you will easily work these out yourself, perhaps with a little help from the Help system.

They're off!

So, if you have not already done so, run the NCCONFIG (Register) program and unless you have a full product registration serial number and the matching Encryption key, simply accept the default serial number and Encryption key to enable your 21 day Evaluation copy of **NETcetera**. Then simply fire **NETcetera** up : The first Dialog you see will be the Expiry check message confirming how many days you have left on your evaluation copy. This should of course say 21 days left!!) Then you will get a screen asking for a user name and password. If you entered your user details during the Setup, you will see that the specified user is already configured for you without a password and will be pre-selected in the User selection dropdown box, otherwise it will be on a pre-created "generic" user, POSTMAST, who also requires no password, so for the moment just click on Login, or press ENTER.

HINT: If you did not set a User up during Setup, we advise you to do so as soon as possible, and until then only use the provided POSTMAST user to view mail, do not attempt to use it for sending or receiving mail, as this could cause complications.

The following instructions assume that you did create a new user during the Setup process !!

You will get a warning screen that there is some mail (example mail only) waiting to be loaded into **NETcetera**'s database: press "OK" and leave it for now.

HINT: Incoming mail can be handled in one of two ways:

1. It can be integrated into the mail database as it is received, but this will naturally slow things down online, increasing your telephone costs if you are on a long distance call.
2. It can simply (and quickly) be automatically "parked" in the \mailin directory, ready to be

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moved into the database when you come offline.

You will learn how to configure this later.

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A bit of a disappointment! Most of the screen is blank but we will be changing this shortly. Note that you have a large window, with a menu along the top (Internet, Edit, Current, General, Configure, Windows, Help and Exit) and a tool bar beneath it, with a series of icons, which provide a quick access to various functions. Note that all of these functions (FTP/TELNET etc) may not be available in the version of **NETcetera** you have.

There is an information bar immediately beneath, which will give you information as **NETcetera** is working, and which tells you the function of the button or area your mouse cursor is placed over. Move your cursor over each of the toolbar icons in turn, so that you can see what each will do without having to click on them.

Getting in on the act.

Instructions to use the menu will have the form:

Go to Menu: abc-->cde-->pqr.

This means:

Go to the menu;
Press the option abc, this will open a further list of options;
Press the option cde, this will open yet another list of options;
Press the option pqr.

Other instructions should be self explanatory.

***** ONLY ***** if you did NOT set up your user during setup, do you need to perform the instructions in the next few paragraphs to create a new user, otherwise, just read the paragraph for your information. It will come in useful later on. Alternatively, move on to the paragraph headed "A gentle drive around the block"

You will first need to configure yourself as a user:

Go to Menu: Configure-->Users-->Maintain

and you will find a dialog box. Press "Add User", and click in the "User" box, entering a user name, eg john.

HINT: Note that names like john and John and jOhN will all be treated as one user, so if you want two johns, use for instance john and johnie.

Enter the user name allocated to you, ie the bit before the @ symbol. eg if your e-mail address is abc1234@xyz.com then enter abc1234

Similarly enter a password if you wish (it is not necessary, but if you do use one, DON'T forget it!), your real Forename and Surname. (These will be placed in the headers of messages you send.)

The "Profile to use" option will set up **NETcetera** to let the new user work in the same way as for the user selected in the box: leave this as the current user for the moment. Later, having altered the configuration of this first user to suit yourself, you can use this user's profile to set up further users.

Click on "Save New User" if you are happy with the details, responding to the "Are you sure?" and confirmation boxes. **NETcetera** will ask you to confirm that you really want to

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add the new user "xxxx" . Press the "Yes" button. You will be returned to this dialog if you wish to add more users, to delete users, or to modify the configuration for existing users.

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A new dialog to allow easy user configuration is displayed to let you to enter the necessary details for your new user. This looks and works exactly the same as the dialog you saw in the SETUP routine to enter the initial user's details. There is further detailed help available within this window available by pressing the Help button.

This time it will be prefilled with defaults based on the the relevant details from the "donor user" you have specified. You have only to complete the Real Name for the new user, their full email address, and the POP3 details if appropriate. The mail host will be prefilled with the donors host, but you can change this if you wish. Pressing the HELP button will enlarge the dialog and provide a lot of useful information on what you need to know to complete the entries.

If you wish, you can change the mail a/c type here from SMTP to POP3 if the new users configuration requires it.

Finally press the "Create New User" button and after a short pause, NETcetera will confirm that new user "xxx" has been created. Press OK. The User maintenance dialog will return, just press OK to remove it from the screen, and presto, you have a fully configured new users with MOST of the mail settings being the same as the donor you specified. These setting include the windows specified for autoloading and the general options. You can, if you wish, now change to that user and start using the configuration.

To check a users mail settings at any time, you can either press CTRL-M, or Go to Menu: Configure-->Mail, or, perhaps easier, press the toolbar button "Configuration", then "Mail Configuration". You will find a neat little "stack" of cards, one under the other. Pressing on the labelled tab on each will bring it to the top of the pile. You only need to deal with the following for now:

"Mail Preferences". There are a number of options which may be checked or unchecked: make sure that they are all checked, with the exception of "Flag mail as Seen by Autoviewers" and "Mail Icon for new mail only". Also see that the option "Mail Folders" under "Tool Bar Button" is checked.

Press "Reset General Options Now".

"E-Mail Setup" has the "User's Name:" already entered for you. If you want to change this, enter the "Mail Address:" in the form: username@host.domain eg John@trousers.demon.co.uk You can use names such as Ian.Turner.At.Home@domain.com and similar if you wish for your users email addresses, but not their NETcetera user names.

Check the SMTP or POP3 button under "Receive Mail using", depending on which type of mail service you have from your provider.

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HINT: SMTP and POP3 are two different ways of sending and receiving mail, and you must normally use one or the other. Your provider will tell you which is available to you: if both are available, we suggest that you use POP3.

if you want to delete any of the Mail Gateways(s), press the DELETE button. You will be asked to confirm that you want to remove it. To enter a new one, press the ADD NEW button. Enter the name in the dialog displayed, and press the ADD MAIL GATEWAY button. Use the name of the mail machine (gateway) you will be using: you should have this info from your provider. If more than one is available to you, we suggest that you enter them all. If necessary select the one you want to be used as the default - ie the one to be tried first.

HINT: The default mail gateway should normally be that of your provider, as that is where your incoming mail is stored. You cannot generally get it from someone else's mail gateway. The reason for cycling through gateways is that if this first one is unreachable (through breakdown or overloading) all outgoing mail can at least be sent. In theory it is possible to send mail via a mail gateway on the other side of the globe, though it is not recommended!

You can enter an IP Address in the format xxx.xxx.xxx.xxx rather than a name here if you wish, but it might be better to use a name: the address may be changed in the future and cause problems. See the section on the HOSTS file in the WINSOCK information in the Help system for further information.

If you want replies written by this user to be sent elsewhere, then enter the full e-mail address in the box "Reply To:". This will mean that the header of any messages sent will contain the lines (for example):

From: john@trousers.demon.co.uk
Reply-To: maisyl@xyz.com

Most users will want to leave this alone. It will be of most use to Single User Accounts who have set up one or more aliases with their provider.

Press "Reset Email Details Now".

"POP3" If you have checked this, the tab for this card will be ungreyed, and if you haven't already completed these details or want to change them, you will need to follow the instructions in this paragraph. Enter your login name and password: these are the ones your provider will have given you, though in most cases at least the user name should match your **NETcetera** username. The POP3 protocol allows you to collect your mail without removing it from your mailbox (at your provider). If you want to do this then leave unchecked the box "Delete Mail from Server (after delivery)" box. However, this mode of operation is not recommended as you will continue to receive multiple copies of the mail each time you log in.

Press "OK", to exit the mail configuration.

There are lots of other things that can be configured, but leave these for now: you can come back here later when you are more familiar with NETcetera, and have referred to the documentation on the Mail Cofiguration.

There are a couple of things you need to check in the **General Configuration**: you can either press CTRL-G, or Go to Menu: Configure-->General, or, perhaps easier, press the toolbar button "Configuration", then "General Configuration". Again you will have a stack of 'cards'.

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"Startup Defaults"

Check "Open Folders Window" - do not at this stage check any of the other options in this area, as you will get multiple windows opening on startup, and may have trouble telling one from another.

Only if you use more than one Internet provider, check the box "Run Comms configuration .PIF on loading/changing Users". You MUST refer to the WINSOCK information in the Help system for information regarding setting this up, otherwise you will encounter problems.

Press "Reset Startup Options Now"

"Online Options"

Check only the options to "Send Outstanding Mail" and "Check for New Mail".

We strongly recommend that you do check the option "Autoload TCP Stack". and if you are an SMTP user, it is essential that you do so. This forces NETCetera to attempt to load your stack when you elect to go online. For this to work successfully, your Winsock files and WINSOCK.DLL should be in your PC path accessible to the version of Windows you are running

*HINT: **NETcetera** has been used extensively with Trumpet Winsock v2.0 rev B. which has generally worked very well. Other Winsocks ("stacks") might not be so successful, depending on the detailed way in which they work, and if you have problems, you may need to play around with the configuration. Trumpet is a "blocking stack" and thus the above arrangement works, but a "non-blocking stack" will probably need the above option to "Autoload TCP Stack" checked.*

At the time of writing several versions of Trumpet 2.1 have been released, but there have been problems with some of them. The latest is 2.1f which is reportedly stable, but it has not been tried with NETcetera. If problems are encountered which could be attributed to this product, it is suggested you revert to v2.0 Rev B to see if they clear.

Press "Reset Online Options Now" and the "OK" to close the General Configuration.

Again, there are lots of other things that can be configured, but leave these for now: you can come back here later when you are more familiar with NETcetera, and have referred to the documentation on the General Configuration.

It is now necessary to configure the Postmaster user name similarly to the above: this is the user who will receive any mail for which NETcetera is unable to find a logical destination. Change user to POSTMAST and go through the Mail Configuration as above - by now you are an expert on this, so it will only take a moment ! You can leave other aspects of POSTMAST's configuration for now.

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A gentle drive around the block.

If the Mail Folders window is not already open, press the Mail icon on the toolbar. This will, at last, open an interesting window on this vast expanse of white: the Mail Folders window.

You are currently logged in as your new user: if you have not already done so, the first thing to do is to go and get that example mail stored in \mailin and load it into the mail database. It cannot be seen in **NETcetera** until that is done. If you created a user during installation, then there will be 5 test messages waiting for that user. If you chose not to create a user, then some of this tutorial will not relate exactly to what you see, though there will be 5 General messages (visible to all users) in the POSTMAST folder.

There are two ways this can be done, either from the Menu: Current-->Load Newly Received Mail, or simply by pressing ALT+L.

Now try maximising the Mail Folders window, (press the little box at the top right with an up-arrow on it) to fill the whole of the white space.

Return it to it's previous size by pressing the little button near the top right, with the up and down arrows on it.

Try minimising it (little box at the top right with a down-arrow on it): it will form a labelled icon near the bottom of the white space.

Double click the icon to return to it's previous size: try adjusting it to a size and position that suits you. You may like to use it maximised as this gives the most useful space.

HINT: As you undertake various operations, the database will be checked each time, and the screen display kept up-to-date. However this can cause delays if you have a slow computer. If you find this irksome, go to the Menu--> Current-->Auto Refresh Window and uncheck it, then only certain actions will refresh the display from the database. CTRL+R has the same effect.

If having done the above the display 'lags' you can always update it by doing something like clicking on the current folder or one of the Sort buttons. Note that each window is treated separately for this purpose, so you can have some auto-refreshing and others not.

The left-hand pane of this window is a list of the available folders (you can add to these later if you wish). The ones which exist at present are:

ALL FOLDERS	A general view of ALL your mail showing which Folder each message is actually in.
JOHN	The new user you have configured.
MAILSENT	Mail which has previously been sent out.
OUTGOING	Mail which has been written, waiting to be sent.
POSTMAST	The user who receives all mail sent to non-existent users.

Click on them in turn: they should all be empty, except the one which bears your user name, and you will see the list of 5 New test messages you just imported in the right-hand pane, each marked 'N' . Note that three icons may be seen to the left of the folder name:

Plain yellow icon: Folder empty.

"Envelope" icon: Mail in folder, all Seen.

"Letterbox" icon: Mail in folder, at least some Unseen.

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Now press "Auto View" and the lower part of the window will show the text of the currently highlighted message. Press the same button (now labelled "Hide View") and the Autoviewer will disappear, and the other two panes will fill the window. Activate the Autoviewer again.

To the right of the button bar is an arrow which might point up or down: press it a few times and see how it exposes or hides an information and button panel: when you do not need immediate access to this, hiding it gives more space for the lower part of the window. CTRL+D has the same effect.

Also the main button bar (not the main toolbar) can be made visible or hidden in a similar way: try pressing CTRL+B several times.

For the moment, set these so they are visible.

There is a box showing the total number of folders, and the number of messages in the current folder, and if you click on a different message in the Message List pane, you will see the numbers change: "1 of 5", "2 of 5" etc.

Now press each of the buttons: "Subject", "To", "Desc. Date", "Asc. Date", and see how the order of the messages changes to fit each type of sorting.

HINT: You can set or change this at any time to whatever suits you best. If you get a lot of messages with a particular subject line, sorting by subject will group them together, making it easier to look through them. If you only pick up your mail occasionally, sorting them by Ascending or Descending date may be better, so that you can first look at, and respond to, those which are oldest.

Note that each of these messages is marked "N" as they are New (Not seen). Check each of the buttons in turn: "All", "Seen", "New" and see how they are visible only when the first and last are checked. Select "All", highlight a message and press 'S'. It will be marked (S)een, and if you check the buttons in turn, you will see that this one is only visible when the first two are checked.

Now press F2, F3 and F4 in turn and see how the band above each pane changes colour, indicating that this pane has the focus: the use of the arrow keys, PgUp and PgDn enables you to move up and down the pane which has the focus.

Whichever pane has the focus, the following keys have the same effect, try them:

'H' shows the header as well as the text ('body') of the currently selected message in the autoviewer. Pressing 'H' again hides it. Checking or unchecking the "Headers" box above has the same effect.

F5 highlights the next message in the list. CTRL + cursor keys also does this

F6 moves to the previous message in the list. CTRL + cursor keys also does this
ALT+ cursor keys also moves between UNSEEN messages only.

Let us now read one of the New messages properly: highlight the first and press "Read Mail". (If the focus is in the Autoviewer pane, the button caption will say "Reply") A whole new Mail Editor window opens, giving much more space to view the message. Again there is an down/up arrow for showing or hiding an information bar at the top, and a "Headers" box which can be checked/unchecked to display/hide the header information too. Again 'H' works just the same.

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The information bar shows various information about the message which has been extracted from the header. There is also a button marked "Add Address": this is for adding the address of the sender to your address book, if you do not already have a note of it. We shall cover the address book later, so leave this for now.

Press CTRL+TAB, and you will be returned to the Mail Folders window: this is a standard Windows function. However many windows you have open (and when you are more experienced with NETcetera you may find it useful to keep several open at a time), you can cycle round them by repeatedly pressing CTRL+TAB. We only have two windows open at the moment (Mail Folders and a Mail Editor), one is behind the other: at present, the Mail Editor window is behind the Mail Folders window.

Equally you can have one or more windows minimised. Try minimising the Mail Folders window, and pressing CTRL+TAB several times to see what happens. Restore the Mail Folders again (by double clicking on the icon).

You can also move around like this using the Windows menu option - try it an see.

Return to the Mail Folders window when you have finished.

Now look at the first message - it is marked 'S' meaning it has been Seen. All but one of the other messages should still be marked 'N'. Return to the "Read Mail" window.

Now press the arrow at the upper left which points DOWNWARDS: (or you can use Alt+PageDown) and you will see the next message in the list displayed in the Editor Window, and also if you could see the "Mail Folders" you would see that the highlight bar has simultaneously moved to mark the next message shown in the Message List pane: it has simultaneously been marked as having been read. CTRL+TAB to the "Mail Folders" and check this. (Which is the next message will depend on how you left the Mail Filters, "All", "Seen" or "New" - if set to "New" any Seen messages will be skipped.)

CTRL+TAB to the "Mail Editor" window.

Press the "Reply" button, and a new pane will open in the lower part of the window: the upper pane is the original message so that you can refer to it, and the lower for your reply.

HINT: The standard signature file for each user will automatically be added at the end of the message. The Signature file for the current user can be edited at any time from the menu: General-->Edit .SIG File. The signature for this message only can be amended in this editor.

Let us reply to this message - we will delete it later without sending it out. You can type whatever you like in the lower, reply pane.

You can quote the whole of the original message in your reply by pressing CTRL+E (for Entire), or you can quote a part by marking (or 'selecting') it in the original, and pressing CTRL+Q. The marked section of the original will be inserted in your reply, in quotes.

When you have written and quoted what you want, press "Send Mail" then "Yes" in the confirmation dialog if you are satisfied, and your message will be parked in the folder OUTGOING ready to be sent when you next connect up to the Internet.

"Close" the "Mail Editor" window: you will see in the Mail Folders window, that the message to which you have replied is marked 'SR', meaning that it has not just been Seen, but a Reply has also been written.

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Now change to the OUTGOING folder. You will see your message highlighted in there, and if the Auto View pane is open, you will see it's contents. Let us assume you have had second thoughts (perhaps you have described someone as a "nasty piece of work" and now feel it would be better to describe them as a "rabid psychopath"), and try editing it before sending it.

Press "Reply" (this button might be labelled "Read Mail") so that you can add, delete or change some text. A special Outgoing mail Editor is displayed to let you work with this message. Change some details and then press "Save Message". The changes you have made will be saved to the outgoing file, and it will be confirmed that the changed message awaits sending. The Outgoing Mail Editor window remains open in case you want to make further changes to this message. Press "Close" to remove it again.

Now let us assume that you have had further thoughts (always a good idea with e-mail written on the spur of the moment) and do not wish to send the message at all. Make sure it is highlighted, and press the DELETE key on your keyboard. You will be asked to confirm the procedure, and when you have, the message will disappear from the OUTGOING folder.

Now change to the DELETED folder, and you will see your message there.

HINT: You can Undelete it if you wish, and return it to a folder of your choice, or you can purge it from the system. In the latter case, no trace of the message will be left, so use this facility with caution. These options should be fairly clear in their operation if you later choose to use them. It is also possible to amend the Mail Configuration so that deleted mail is immediately removed from the system, rather than being 'parked' in DELETED.

Now let us create a new folder: it might be an idea to have one called ARCHIVE, into which you can place any mail you want to keep long term. Being in a separate folder reduces the chances of it's being accidentally deleted. You can later delete this if you decide you don't want it after all. Press the "New Folder" button enter a name and press "Create Folder".

Return to your user's folder and highlight the third message, which should still be marked as 'N' ie Not seen. Move it to this new folder folder by "Dragging & Dropping": click on the message, hold the mouse button down while moving the cursor across to the folder of your choice. Release the mouse button, and the message will be transferred to this folder. As this message was Unseen, you will see the icon for this folder change to the "letterbox" icon.

You cannot drag a message to ALL FOLDERS, OUTGOING, or MAILSENT Folders as these are system Folders.... You can, however drag them to DELETED, an alternative way of deleting them.

HINT: Dragging & dropping works with single or multiple files. If you want to move several messages to the same folder at the same time, you should mark them: there are two methods:

- 1. If the messages are scattered, hold CTRL as you click on each one.*
- 2. If the messages you want are one after another, then simply mark the first, scroll to the last and click while holding SHIFT to mark them all.*

Now make sure you hold CTRL down while you drag & drop.

Click on the new folder you dragged the message to and you will see the message in there. Note that it is still marked 'N' - Not seen, and the New Personal message counter in the toolbar still shows 3 messages Not read (if you have followed these instructions to the

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letter!), but only 2 of these are in your user's folder: this counter shows the total number of unread messages for this user in ALL folders.

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Note that these messages are only visible to your user, even though they may be in another user's folder. If you have configured more than one user, you can now check this out: Press the "portrait" button on the toolbar and you will be taken into the Select Different User dialog: login as the other user this time. So, although many users may place messages in a folder, only that user can see and move or delete it. So one user may choose to delete all messages in for example the ARCHIVE folder, but this would only affect their messages; other users' mail in ARCHIVE would be unaffected.

Now return to your original user again

To find out where all the messages are that belong to your user go to the top of the list of folders, and click on "ALL FOLDERS". You will have a list of all messages, with the folder in which they currently reside. You will see that your deleted message is in the DELETED Folder and the message you moved is in the folder you created.

All of the messages you have in your system so far can only be seen by your user. It is possible to "reveal" any message(s) you want to other users by marking them as General. To try this highlight one of the messages and:

GO to Menu: Current-->Mark Message(s) as General.

The message you had selected will now be marked with a 'G' in addition to any other marking it had. This means it can be seen by all other users. Change users (to POSTMAST if you have no other) to check this: you will of course only see this message in the same folder.

*HINT: If you wanted to make sure another user saw a message you could move it to their folder, mark it as General. However it would be visible to all users then. An alternative is to "Forward" it to them: go to the "Read Mail" window and press "Forward Message". You will be presented with the original/reply window you have already seen. You can simply type the user name into the To: box, and **NETcetera** will add the rest of their address. The message will be forwarded via your mail gateway next time you connect to the Internet. But please read the section on alias names in the Address Book section. It is also possible to use this facility to forward messages to any other person, and to add text to the outgoing message before sending.*

It is also possible to mark New messages as Seen, or Seen ones as New so long as you have the filter set to "All". This can be done to the highlighted (marked) message(s) from the Menu (under Current) or from the keyboard - 'S' or 'N'. Try this out.

There is also a button for deleting messages, though the DELETE key also works for this if you wish. You can delete several messages at once by marking them as was mentioned above for moving messages.

We have not covered the "Compose New" button functionality as yet, but will return to look at this function a little later.

The Address Book

Before going further, it is necessary to cover the address book. So press the address book icon on the toolbar, and you will find a "stack" of cards like those in the mail setup for each user. You will find three address books already exist for you. One address book has been created with the addresses for you to contact **NETcetera** Support, the other two are a personal and a business book. You can delete these later if you don't want them, but we suggest you keep the Support book !! - just in case. The names of the books are at the top, and the addresses in the highlighted book are listed below. They can be sorted in three different orders by pressing each of the three buttons.

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You will probably want to create another address book for your own use.

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HINT: You can have many different address books, either named after users, or for particular purposes, such as Friends, Family, Business. Thus you can group addresses together in ways which suit you. The contents of all address books are visible to all users.

Click on "Book Maintenance" and press "Add" to create your first address book. Enter the name for this book in the box and press "Create": if you now open the "Current Book:" drop down box, you will see your new book listed there.

HINT: You can later delete or rename any book you have created, from this screen. You can also make a duplicate of any book (with any entries it contains) by using "Copy".

Now add some entries to this new book: press "Entry Details", open the drop down box "Current Book:", and select your new address book. Press "Add New Entry", and you will be able to enter details in the various boxes.

Press "Save" when you are satisfied with each entry, and press "End" when you have finished adding entries.

Note that you can move forwards and backwards through the entries using the arrows at the upper left, and you can "Edit" (change) and "Delete" entries from this screen.

You can "Close" the address book from any of the three stacked "cards".

Aliases.

Only this field may be a bit of a puzzle: it is intended to provide an abbreviated ID for one or more of your address book entries, which can be used to insert all individuals with the same alias in any of the address boxes of a message, to save you searching for the whole address. **NETcetera** will find it for you. This is widely used if you want to create mailing lists to different groups of people.

For instance if you have one brother with whom you correspond by e-mail, you might enter bruv here, so that when writing to him, you only need write bruv in the the To: box.

Or, suppose you corresponded with a few friends about the TV programme "Red Dwarf" - there is actually a Usenet news group about this but that's another story. You send a copy of each message to all of them. You can write dwarf in this box for each member of the circle, and when you put dwarf in the To: box, all of their addresses will automatically be placed there.

When an alias is used in a message, all address books will be searched, and all addresses with this alias will be used. Thus you should not use one alias for more than one purpose, but if your fellow enthusiasts include people who are scattered across your personal, business or other address books, their addresses will all be found.

And be careful that if your wife uses **NETcetera** on this machine to correspond with other people involved in research on hereditary dwarfism (achondroplasia), she does not also use the alias dwarf for those addresses, or considerable confusion could be caused!

If you simply enter another user's name, then normally the message will be sent to that user as if they were on your own network: you will see their complete address being entered after you leave the To: box (this applies equally to the C.C. and B.C.C boxes). eg simply putting in john will lead to the message being sent to john@trousers.demon.co.uk if your current users configured as trousers.demon.co.uk

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It is a good idea to avoid using aliases which are the same as the names of users of NETcetra on this machine. The list of aliases will be checked first, so if you intended the message to go to the other user, it will not, but will be sent to the people who have this alias. This is more likely to be a problem if you use **NETcetera** on a network, where you need to take more care with your alias entries.

"Compose New"

Now let us return to the "Mail Folders" windows and "Compose New" mail. You can do this from any user you wish.

You will be presented with an editor screen in which to compose your message: if for any reason you have not yet prepared a signature file for the current user, you will be prompted to do so. Think carefully about this, sigs can be funny, profound, informative, or just plain silly. It is not considered good "netiquette" to have an overlong sig - 4 lines is the accepted maximum.

HINT: If you want to do this later, or change the .sig file, do it from the menu (General-->Edit .sig file), but note that any changes made will not register in this current message, you would need to "Close" and "Compose New" again for the new .sig file to be imported.

At the top you have various address boxes:

To: This can be one or several addresses. The recipients have equal status, ie the To: line in the message will have all their addresses on it.

Address(es) can be added here by hand if you wish. Opening the drop-down box enables you to edit or delete addresses, however they were put there in the first place. You can enter an alias here, and after the next press of TAB or ENTER, the address(es) corresponding to this entry will automatically be entered.

"To" Button opens a new dialog to let you access the contents of all the address books, and allows you to make any selections you wish from there. Click on the address book list in the left hand column which contains the individuals you want: the list of address in that address book will be displayed in the middle column. Drag an address with the cursor from the middle column into the right hand column - note that simply highlighting an address will not add it to the circulation list. If you want to send a message to everyone in an address book, drag the name of the book from the left hand column into the right hand column. You can also double click with the left mouse button on any entry in the left - address book column or the middle - entries column which transfers that entry into the right hand "Current list" column automatically.

Note that from this screen, you can also add addresses manually to the circulation list and/or the address book by entering one or more full Internet ID addresses with commas between them in the "Add new Address(es)" field and then selecting the appropriate button to tell *NETcetera* where you want them to be added.

To remove any selection from the Current List, simply highlight it and press the DEL key and it will disappear from the list.

When you have added all the addresses you want, press "Update and Exit", or Close with no changes to abort without saving any changes made except for manual additions you may have made to the address books.

C.C. This is a list of addresses to which copies of the message will be sent: this list will be included in the header of the message so that recipients can see it.

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Selecting/entering Addresses are added exactly as for the To: box.

B.C.C. Blind copies will be sent to these addresses: this list does not feature in the header.

Selecting/entering addresses as before.

There are some buttons in this "Compose New" window with which you will not be familiar:

Write a message to yourself: you can either select your own address from your address book (if you placed it there) or type your complete e-mail address into the To: box, or simply type your user name into this box. **NETcetera** will complete it when you move out of this box. Write anything you like (but keep it decent, just in case you mistakenly send it to the President of the US). This will now enable you to quickly use and accustom yourself to the online procedure.

"Include File" allows you to include or attach any type of file from anywhere in your storage system, hard or floppy disc(s) or CD ROM drives: Depending on the selections made, it will either be inserted at the cursor position or attached to your message when it is sent. A dialog box is opened, and hopefully the use of this will be self-evident.

Select a short text file to be included in the reply. After you have pressed "OK" you will see that it has become part of your text, inserted at the cursor position, and identified by markers.

Now select another short text file, to be attached when sent: there will be no indication of this in your message, but when you finish and 'Send Mail' , the confirmation dialog box will include a reference to this attachment.

Press **"Send Message"** for it to be placed in the OUTGOING folder for sending next time you connect to the Internet.

HINT: You can edit or delete this message later if you wish, in exactly the same way you handled the reply you wrote earlier. Note that other users cannot see this user's messages in the OUTGOING folder, as they cannot see any other message that are not theirs, which are not marked as General.

Going Online.

At last we are going to connect up to the Internet, to see what mail awaits us, and to send any that was previously written, including the one you have written to yourself.

It is essential that your Winsock is installed correctly, and if it is Trumpet, it has correctly configured LOGIN.CMD and BYE.CMD scripts, and is configured to log in and out on demand. Other stacks will need similar setups. It would be a good idea to connect up the Winsock on it's own, using it's login script to see that a connection is properly established: better still use another Windows Internet application to see that proper communication with the Internet is occurring. If nothing else use Ping: try "pinging" one of your provider's IP addresses to see that packets come back. A simple Ping app is included with Trumpet Winsock v2.0 rev B. See the Winsock information in the Help system for further information.

In all the following, it is essential that your connection is closed down at the end of the session, either manually or by the Winsock's auto logoff procedure. Make sure this works properly: if you end up online permanently for the next three weeks, **NETcetera** will not be

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responsible for the phone bill !!!

It is a good idea to reduce the height of the **NETcetera** "parent" window, so that a spare strip is visible at the bottom of the screen, where the icons of any other applications running should be visible.

Single-provider users.

This assumes you are using Trumpet Winsock or a similar "stack".

Press the "Online Internet Session" icon: confirm the actions you want carried out while online - "Send Mail" (if there is any waiting to go) and "Check for New Mail". Press "Connect" and then "Connect" in the next box - ignore the message in this second screen about waiting for the connection to your Internet host to be established.

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*HINT: If you are using a "non-blocking stack" you should check the box "Autoload TCP Stack" in the 'Online' section of the mail configuration for this user, and wait for the connection to be established before promptly pressing this second "Connect". You will probably have to develop an intimate knowledge of the flashing of your modem lights or Extra Sensory Perception. It is anticipated that a later version of **NETcetera** will include it's own dialler, which will reduce these problems.*

Now **NETcetera** will start the relevant software, which will call your Winsock (assuming it can find it!). You will see your Winsock's icon appear at the bottom of the screen, and if your modem has a speaker, hear it dialling the number, and negotiating with the modem at the other end.

Once a successful connection to the Internet has been established, and you have asked it to check for new mail, **NETcetera**'s software will start communicating with your provider's post machine, and you will see brief one-line reports of progress in the Online window.

Outgoing mail will also be sent if it was checked, and if you have asked for incoming mail to be checked, and you are using SMTP, you will see that the Mail Server is active.

HINT: POP3 mail sends a signal whenever it is ready to your provider's mail machine, prompting it to deliver any mail waiting for you. SMTP works differently: when you connect a signal is sent automatically by the login machine to your provider's SMTP Client, which waits for a pre-determined time before sending a signal to your SMTP Server. If this is running, it will reply accordingly, and mail will be sent to you. If your SMTP Server is not running when the signal comes from your provider's Mail, the lack of a response will be taken to indicate that you do not want mail delivered, and your provider's SMTP Client will go off and do something more interesting instead, even if your Server becomes active shortly afterwards. The time interval from connection to the signal from the provider's SMTP client is likely to be between 5 and 30 seconds.

The method of going online just described (using Trumpet Winsock) will usually work well, as **NETcetera**'s SMTP is active and waiting before the connection is made. Do not disconnect too quickly if you are unfamiliar with your provider's setup, as you might disconnect before mail starts to come in.

You will see any messages you have written being sent out, and mail coming in (with a note of which user it is addressed to), and being added to the database. You may see your own message coming back to you: if your provider's mail machine is very busy, you may have to wait, or you may need to go online again a few minutes later.

Once all activity is finished, Press "End comms session" and respond to the reminder screen. The BYE script should now be called, and within a few seconds the phone hung up.

If there are any problems logging in or out, restore the Winsock icon by double clicking on it to see if there are any clues on screen. To abort the execution of a script, press ESCAPE. End the comms session by **NETcetera**, and if necessary, call the BYE script yourself from the Winsock menu - Dialler-->bye.cmd.

Multi-provider users.

If you have followed the setup suggested in the Winsock information in the Help system, you should have no problems, simply following the instructions above. Each time you change user (or login as a user) the USERNAME.PIF file will be called, which calls the appropriate USERNAME.BAT file, which reconfigures your Winsock for the provider used by that user.

Remember that only mail for that user or host name will be fetched, but all outgoing mail

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for all users will be sent.

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Reading the Message you sent yourself.

After you have disconnected, move to the folder where you expect your message to arrive, and highlight it. Press "Read Mail" and you will see that the file you included in the text is where you put it, and the one you attached when sent has been tagged onto the end.

Now you are nearly an expert.

This tutorial has so far taken you through the main functions of NETcetera's mail facility, and hopefully you are pleased with it's clarity and ease of use. There are many other features which make it very versatile across different working styles and situations, which will now be described. However, if you are new to this sort of software, you might prefer to get some practice using the functions learnt so far, and come back here again when it all feels a bit more familiar. By then you will probably have discovered the need for at least some of these other features.

Mail Redirection.

Available from the Mail Configuration dialog.

This enables you to redirect mail from one user to another: press "Add New", select the user names in each of the drop-down boxes, and press "Save". This might be useful in various situations, eg you send standard mail out from a user called 'Sales' but want to receive all incoming mail in response to it under another username, maybe 'Pete'.

Mail Filters.

This is a facility to enable mail satisfying certain criteria to be directed into a folder other than that labelled with the user name to whom it is addressed, or to be destroyed immediately, without being seen - KILLed. But beware !!! The KILL facility will destroy mail so that you can never retrieve it, so should be used with great care.

In each case, press "Add New", complete the relevant boxes, select the destination folder from the drop-down box and press "Save New".

The three following areas can be defined:

The recipient of the Mail, as given in the To: line.

This could be so that mail sent to a particular user is fed into a particular folder: eg mail redirected from user 'Sales' to user 'Pete' is placed in folder SALES rather than PETE, where it can be read by Pete, separately from other mail.

This can also be useful if you receive mail from a mailing list (such as a listserver) The To: lines of all such messages are often the same, something like:

To: Multiple Recipients of the Gerbils Mailing List.

Thus, although you have given your e-mail address in subscribing to the list, all messages come in addressed as above, and can be filtered into the GERBILS folder.

The Sender of the Mail, as given in the From: line

So that you can place mail from mike@hilltop.nowhere.com into a folder you have created called MIKE. If you have a From: line in an incoming message such as:

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From: Ian Turner <bc01@cityscape.co.uk>

you would enter only the part between the < and > signs ie bc01@cityscape.co.uk into the "Sender" box.

A word or series of words occurring in the Subject: line

So that you can place mail containing the word "Gerbils" anywhere in the subject line into a folder called GERBILS. If you check the "Match Subject Case" box, then for instance 'Gerbils' will be filtered, but gerbils will not. If you enter 'Cooking Gerbils' here and check the "Match Whole Subject" box, then subject lines like 'Breeding gerbils' and 'Gerbils' will not be affected, but 'Cooking Gerbils' will be filtered into (say) folder CUISINE. Note that a subject line like 'Cooking gerbils in wine' would not be filtered either.

Any of the above can be used to KILL a mail message, rather than place it in an alternative folder, which might be the best way of dealing with anything to do with cooking gerbils - they are much better eaten raw.

If you have entered definitions for Subject and Sender, then that would be treated as "AND" ie such a subject definition from ONLY that sender will be redirected.

If you want to filter all mail from that sender, set up a definition only including their e-mail address; if you want mail from anyone on this subject to be redirected, again set up a separate definition based only on the subject.

Be careful not to set up too many inter-related redirection criteria: this is only a fairly basic facility, and could get confused. Also note that the Sender (From:) line is treated like an index: if you enter ian, then this would affect ian@nowhere.flibble.com and iant@datamen.demon.co.uk. This would be fine if this was a single individual using two different accounts, but perhaps not what you really want if it is actually two separate individuals from whom you want the mail handled differently.

Also, if you already know about "wildcards" (using symbols like * and ?) note that these do not operate here, but will be accepted literally.

Single User Accounts.

It will probably be apparent from reading the above how you can now set up "virtual" users. To begin with you can simply redirect mail on particular subjects or from particular correspondents to suitable folders which you can create.

A more advanced approach is to ask everyone to whom you write to include some sort of identifier somewhere in the subject line, eg *joe*, and include this yourself, so that it will automatically be there if a reply is made to your message. eg

Re: Giant gerbils (from *joe*)

A simple way of ensuring that the request is included in every message is to put it in the sig file for this user, leaving a blank line, where you move to start typing. eg:

To simplify my mail-handling I would be grateful if you could include the following anywhere in the Subject line: *joe*

<-----You start typing here

abc1234@def.com using **NETcetera** - naturally!

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The rather nifty sig line proper will thus end up at the bottom of the message, and the request at the top, where it will (hopefully) be noticed.

Advanced Editing.

NETcetera simplifies the process of writing e-mail by allowing you to access various resources at the same time, and it is possible to move text around between these very easily using the Windows clipboard.

Suppose you started from the Mail Folders window, and are composing a mail message, working in a Mail Editor window. Provided you are working from the same folder, it is possible to open several "Read Mail" editors, enabling you to access their contents, and copy any part of them into your current piece of writing.

Equally you can call another editor using the button on the tool bar, and copy text from there to the clipboard and paste it into (say) an outgoing mail message - or vice versa.

Messages can be saved to a new file if you wish,. This menu option is available from various windows' menus, Current-->Save Message, or simply by pressing 'F'. (Note that it is not available from the "All Folders" 'folder'.) This opens a dialog box whose principles of operation should be familiar to you. You can either save as a new file, or append to an existing file: this latter means that the message will be added on to the end of the existing file, without overwriting any of the contents of the file.

Mail List.

The Mail Folders window is the basic working tool of NETcetera: other functions are mainly accessible from there. However, there is one limitation: Read/Reply editors (or windows) can be opened from only one of the Mail Folders. In order to open such editors (windows) for another folder, you would first have to close the existing ones. This could be difficult if you want to refer to a message in another folder, particularly if you wished to include something from it in a new message being composed in relation to another folder.

Only one instance of Mail Folders can be opened, but TWO instances of the Mail List can be open simultaneously with the Mail Folders. Each of these Mail List windows can access messages from a different folder, so you can access three different folders simultaneously. The Mail List is a simplified version of Mail Folders, and lacks for instance a delete function, but can be very useful when undertaking those knotty little tasks that life often seems to throw at us! Perhaps replying to a complaint from one of your wife's correspondents on achondroplasia explaining that a passage in a message sent to her in error is in fact a piece of excellent, intellectual, modern humour.

The Mail Lists can be accessed from the menu: Internet-->Mail, or by CTRL+F1 or CTRL+F2.

HINT: As each open window consumes system resources, do not open more than you need, as this will slow things down, and could bring things to a halt!

Using the keyboard more

There are many keyboard alternatives - look at the menus for some of them.

If there is a button in the active window with a letter underlined, then holding ALT and pressing this letter on the keyboard will have the same as pressing this button with the mouse cursor. eg in the Mail Folders window pressing ALT+R will take you to "Read Mail".

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Creating more space on the screen.

In many windows the button bar, can be visible or hidden - press CTRL+B to toggle between visible and hidden. The same can be achieved by right-clicking to the right of the button bar, or on the narrow strip it leaves when hidden. The ALT+letterkey combinations mentioned above will still work when it is hidden - all you have to do is remember them!

Where there is an up or down arrow to the right of the button bar, this will hide or show the information panel beneath the button bar - CTRL+D does the same, toggling between show and hide.

If you would like yet more available height on the screen you can select a Floating Toolbar from the Configure menu option. This replaces the toolbar at the top of the screen with a smaller moveable toolbar with just the same functions. Dragging and Dropping this to the right of the screen may be more convenient for you.

Editors.

Currently the editor windows may only accommodate about 20-30Kbytes of text: if you use them to view a message larger than this, you will only see the first 20-30 KBytes. Note that this figure will vary with several factors (particularly the number of active editor window you have open), so you might manage more or less. If you are writing a lengthy message, you will suddenly find you can enter no more text, which means you have reached this limit. For many purposes this will not be a problem, but for those situations where it could be a problem there are ways of working around it.

If you try to open the standard editor to read a large incoming mail message, you will get a dialog box which gives your two choices:

1. To open a special editor which will display very large texts, but which has restricted facilities, eg you cannot reply from it, nor can you copy from it to the clipboard.
2. To open the standard editor, which will not allow you to see all of the text, but will allow access to the usual facilities.

There is a third possibility: on the toolbar is an button which calls an external editor. As you receive NETcetera this will call the editor supplied, but this has the size restriction already mentioned. However it is possible to configure this button to call an editor of your choice, such as Windows Notepad, which will cope with texts up to about 50 KBytes. If you habitually handle files larger than this, other editors exist which may be more suitable. There exists an excellent freeware editor called Programmer's File Editor (PFE) which will deal with extremely large texts.

Go to the General Configuration, General Options, and enter the command line of your chosen editor: be sure to include the complete Path, unless it's directory is already included in your DOS Path. This can then be called in two ways:

1. Pressing the Editor icon on the toolbar will start it, empty, and you can open files or compose new text there.
2. Double clicking on the file name for the current article in the bottom right hand corner of the Mail Folders or Mail List windows (something cryptic like 0012AB56.MSG) will start the external editor and load the current message into it. You can copy from this message or amend it in any way you want (eg if it is an outgoing message), and then save it back to disc, without the need to return to NETcetera. You simply close the editor when you have finished.

If this editor allows multiple instances (Notepad does) you could use this message to have

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several different messages open simultaneously, but in the main it is anticipated that NETcetera's main functions, combined with occasional use of an external editor should be sufficient.

'Include File'

Earlier you were introduced to this concept, which can be used to either include a file in your message text, or attach it when sent. It is also possible to send any type of file from any part of your filing system whether a program file, an image file, a wordprocessor file, a spreadsheet file etc. Such files are often in binary format: ie they consist of a series of zeros and ones, rather than as pure text. Only text can be sent through the Internet Mail System, so it is necessary to code these files into a textual form. This can be done either by UU-encoding or by creating a MIME attachment. The recipient would obviously have to have software for decoding them otherwise they will be little more use than a chocolate mousetrap !

With UU-encoding it is possible to include the coded file in the text of your message, but as this might be too much for the editor, it is usually more convenient to attach it when sent. However, the recipient will have the same problem with a big coded file, and creating a MIME attachment (which will not be placed into the editor) will usually be much better, again assuming your recipient has software which can handle it - preferably NETcetera of course ! From the point of view of both sender and recipient, this can be by far the most convenient method; with NETcetera it is transparent to the user.

To try it out, (perhaps sending it to yourself to see both sides of the story) select a suitable non-text file: if you use a word processor, select a document you have previously saved to disc. But use something reasonably small, which can be loaded into a 'viewer' of some sort when you receive it. An image or sound file might be suitable alternatives. After pressing "OK" you will see no immediate sign that it will be sent, though this will be referred to in the confirmation dialog when you finish composing.

HINT: You will not be able to include a MIME attachment if you later come back to edit this message in the OUTGOING folder: this can only be done when the message is first composed.

When you receive the message, a special icon will appear to the right of the toolbar, and when you press "Read Mail" you will be invited to save the MIME attachment to disc: you can do this later if necessary. When saved you will be given the option to start the file's corresponding application: this will be started and the (decoded) file loaded into it. So for instance, a .xls data file would automatically be loaded into EXCEL for you to see and work with.

For this to work you must have this configured in Program Manager. Otherwise you will have to start the application yourself and load in the file to view it.

HINT: files are identified by their File Extension, the characters after the full stop (the Americans say 'period' - how quaint!). eg the file you are reading has a .wri extension, image files may have a .jpg or .gif extension, and a sound file .wav or .au. In Windows File Manager you can associate such extensions with an application: from the File menu-->Associate. .wri files should already be associated with the Windows Write word processor. Double clicking on a .wri file in File Manager will start Write and load that file into it.

Most Internet mail is relatively short, but if you want to send longer messages, consider writing them in a word processor: this will give you many attractive options for improving presentation. But be sure the recipient has a compatible word processor otherwise the file will have little more use than the aforementioned mousetrap! Many people have the humble (but often under-estimated) Windows Write word processor.

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HINT: The only disadvantage of using UU-encoding or MIME attachments is that the coding gives an unavoidable increase in the size of the file of about a third. For this reason, it is a good idea to compress the file first using something like PKZIP or (very simple to use) Winzip. But be sure that your recipient has the facilities to decode and unzip it! MIME encoded data is not as large as UUencoded data, and is far more efficient in transmission. The data is converted into 7 bit format using what is known as Base64 encoding.

Mail Configuration

NETcetera mail can be configured in various ways to suit individual users. Each user has their own configuration, so each can be completely different if desired.

Once you have familiarised yourself with NETcetera mail, it is suggested you explore this with the help of the 'Mail Configuration' section of the help file. Nothing you do is irreversible, so if necessary try and see what suits you best.

Quick Starting NETcetera.

If NETcetera is started from the icon set up at installation (the default), or from a command line like:

```
C:\NETC\NETCETERA.EXE
```

you will first be presented with the user selection dialog, from which you can (quite reasonably !) select the user name under which you wish to use NETcetera. The user name highlighted in the drop-down box will be the last one to use NETcetera; you can simply accept this, or change it before going into NETcetera proper.

If you set up an icon with a command line like:

```
C:\NETC\NETCETERA.EXE John 0
```

then the user name John will be highlighted, rather than the last user.

If you set up an icon with a command line like:

```
C:\NETC\NETCETERA.EXE John 1
```

then NETcetera will start immediately under user name John. Note that this bypasses the requirement for a password.

It is possible to configure NETcetera to always start up under a given user name, from the default icon, but this requires a knowledge of this user's password to set it up. This is called the Login Bypass. Go to the General Configuration, Startup Defaults and press "Set Login Bypass": this will enable you to select the user name from the drop down box.

But note that this will be overridden by a command line like:

```
C:\NETC\NETCETERA.EXE John 1
```

Possible problems with NETcetera.

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The important information about your mail is all stored in a database, but the messages themselves are saved individually on your hard disk. Databases have a penchant for becoming corrupted under some adverse circumstances, eg if there is a power failure or 'dip' actually during database writing operations. If this does happen you are likely to get database error messages, and even if only one message is affected, this will affect the whole functioning of the database, as all of it is checked for many purposes.

But fear not !! NETcetera will be able to retrieve all your data under almost all circumstances.

First try reindexing the database. Close all Mail windows and Go To Menu-->Configure-->Utilities-->Reindex Mail Subsystem.

If this does not cure the problems, you will need to undertake a more drastic process: Go To Menu-->Configure-->Utilities-->Mail Database-->Recover Mail DB (from Folders Contents)

Both of these methods should recover all of your mail, though the latter option will mark all as Seen, not a particular problem !!

Phew !!!

If you have reached this point, well done! You should now have the basics of **NETcetera**, and will find it's many nooks and crannies as you continue to use it. If you have the news module, You can now move on to the news tutorial: you will find that the news facility works in a broadly similar way to mail, so it should now be easier to get to grips with.

Keep this document handy, both in printed form and on your hard disc - doubtless you will find you need to refer to something mentioned here. If a visual scan is unsuccessful, try Write's Find facility.

Happy 'Netting!