

## CHAPTER 1: WELCOME TO QUICKMAIL PRO SERVER

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



---

### QUICKMAIL PRO SERVER FEATURES

QuickMail Pro Server is a complete Internet mail solution for the Mac™OS. It supports the most common protocols used for E-mail today and it's easy to set up and maintain.

#### WHAT SETS IT APART

- World class user interface. QuickMail Pro Server's tabbed dialogs make mail administration more intuitive.
- Freedom to choose any E-mail client software, regardless of platform or connection method. QuickMail Pro Server supports today's open protocols: TCP/IP, Simple Mail Transfer Protocol (SMTP), Post Office Protocol (POP3), and UNIX to UNIX Copy Protocol (UUCP). Use direct or dial-up connections to employ TCP/IP, modems or transient lines.
- Ease of use. QuickMail Pro Server is easy to use, yet powerful enough to support more than 500 users.
- Complete directory service options. Use Ph to find an address and use Finger to obtain additional information about a specified user.
- Powerful administrative features. Manage your network with speed and precision. QuickMail Pro Server generates automatic status reports, tracks storage usage, offers extensive logging, and notifies you of performance and security issues.
- Applescript support. Automate mail management with scripts that format your logs, suspend the server to make backups, or automatically distribute Address Books.
- EIMS to QuickMail Pro Server conversion. If you have been using EIMS, use the installed converter application to switch your accounts with minimal downtime.
- Advanced routing features. Supports multiple aliases, domains, and forwarding addresses.
- Feature-rich mailing list technology. A Majordomo-style listserver makes list configuration and administration easy.

---

## **SALES AND CUSTOMER SERVICE**

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

### **CONTACT INFORMATION**

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

- Phone: Domestic orders: 800-523-7638  
International orders: 515-221-1801
- Fax: International and Domestic orders: 515-221-2258
- Online: [www.cesoff.com/service/customerservice.html](http://www.cesoff.com/service/customerservice.html)

### **OWNERSHIP TRANSFER**

If you transfer ownership of a CE Software product, send a letter with the product name, serial number, your name and the new owner's name and address to:

CE Software, Inc.  
Attn: Ownership Transfer  
P.O. Box 65580  
West Des Moines, IA 50265 U.S.A.

### **CHANGE OF ADDRESS**

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

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

---

## TECHNICAL SUPPORT

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

### CONTACT INFORMATION

The Technical Support Department's hours vary depending upon the support package you select. Regular hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. U.S. Central Standard Time. Some packages offer support from 7:30 A.M. to 6:00 P.M. CST. CE Software Technical Support can be reached by:

- Phone: 515-221-1803
- Fax: 515-221-1806
- Newsgroups: <http://help.cesoft.com/tech/newsgroups.html>
- E-mail: [ce\\_support@cesoft.com](mailto:ce_support@cesoft.com)

### BEFORE YOU CALL

Please verify the following:

- Does your hardware and Operating System version meet the minimum requirements for QuickMail Pro Server?
- Have you checked the manual or the most updated documentation at <http://www.cesoft.com/> to see if your problem is discussed?
- Have you checked the CE Software Technical Support Web page at [http://help.cesoft.com/?](http://help.cesoft.com/)
- Have you checked the CE Software newsgroups at [http://help.cesoft.com/tech/newsgroups.html/?](http://help.cesoft.com/tech/newsgroups.html/)
- Have you generated a Server Status report to learn more about your server problems? See page 47 for more information.

### INFORMATION YOU NEED

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

- Product name and version (*e.g.* QuickMail Pro Server v. 1.0)
- Serial number. Copy it here for future reference \_\_\_\_\_
- Computer type and model (*e.g.* PPC 7600/132)
- Operating System and version (*e.g.* Mac OS v. 7.6.1)

---

## ABOUT THIS MANUAL

This documentation provides detailed information about QuickMail Pro Server software. It assumes you are familiar with Macintosh hardware and the MacOS. If you need assistance with standard Macintosh procedures, consult the documentation that came with your Macintosh.

## CONVENTIONS

Different fonts and styles are used in this manual to make instructions more clear. The conventions include:

- Helvetica Condensed font to indicate menu options, buttons and active dialog text. Example: Go to the File menu.
- Avante Garde Condensed font to indicate typed text and Uniform Resource Locators (URLs) for World Wide Web pages. Example: <http://www.cesoft.com>.
- Times Italic font for emphasis. Example: Do *not* restart your machine.

## ICONS

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

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

## GLOSSARY

See the glossary on page 97 for definitions of unfamiliar terms.

## COMMENTS

We like to hear from people who use our products and we welcome feedback about the user guide. Please write to us at [manuals@cesoft.com](mailto:manuals@cesoft.com) with your comments and suggestions.

The most current version of this manual is available at <ftp.cesoft.com>. Use Adobe™ Acrobat to view it.

## CHAPTER 2: GETTING STARTED

If you want an overview of how the QuickMail Pro Server server works, read this entire chapter. Skip to the Requirements section on page 8 if you are already familiar with the Internet and mail protocols.

A diagram of what QuickMail Pro Server installs on your hard drive is located on page 97.

---

## HOW IT ALL WORKS

Setting up an Internet server can be challenging due to the different E-mail protocols and connection options. This section covers Internet basics.

### THE INTERNET

Think of the Internet as a highway with hundreds of smaller highways branching off in different directions. The Internet's backbone is comparable to the main highway. The computers on the backbone provide Internet access to computers on the branching roads.

Internet Service Providers (ISPs) are typically close to the Internet backbone and they give Internet access to computers on the less traveled roads of the information highway. Consequently, setting up an Internet server often includes making arrangements with an Internet provider.

### THE INTERNET ADDRESS

Part of an ISP's job is to assign Internet addresses. An Internet address contains two parts: the user name and the domain, separated by @. The address looks like: `user@domain`.

The user name is the mail account name. The domain is the section of the Internet that contains the mail server you use.

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

Internet addresses are read from right to left by Internet servers. Your mail is routed from one server to the next until it reaches the server that stores your mailbox. When you connect to your Internet mailbox, you retrieve your mail with E-mail software.

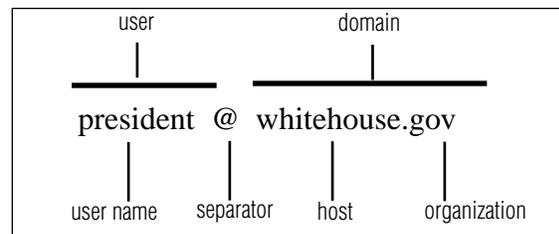


Figure 1 Parts of an E-mail address

## SERVER PROTOCOLS

QuickMail Pro Server serves as a temporary holding area for electronic messages sent across the Internet. As long as the server supports the protocol used by the E-mail client, users with an account on the server can send and receive mail across the Internet or within their intranet.

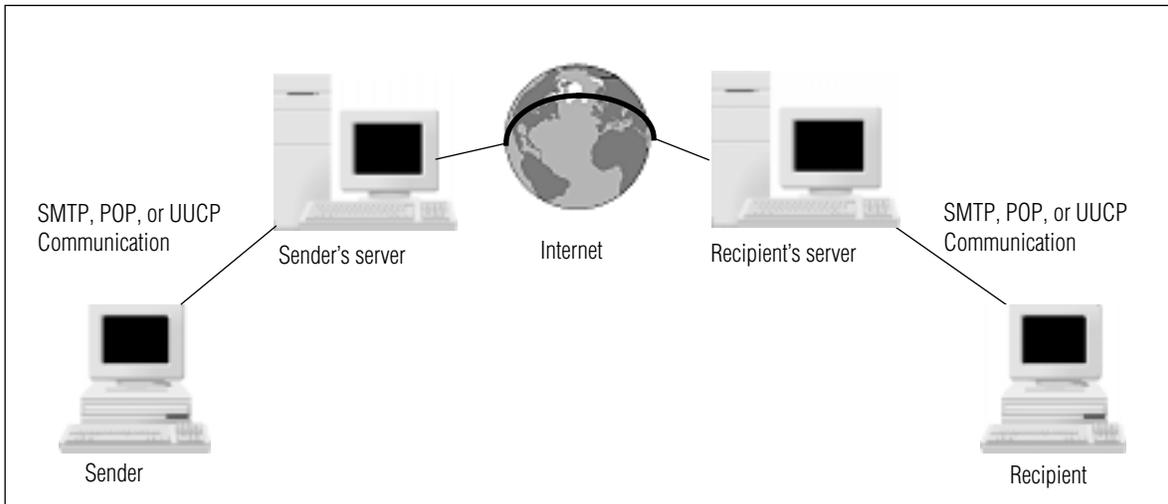


Figure 2 Mail transport across the Internet.

## POP3

There are several protocols, or languages, that have evolved with the explosion of the Internet. The most common electronic messaging protocol today is called the Post Office Protocol, version 3 (POP3). This protocol is popular because it is based on open standards. The POP3 server uses a “layer” of language that any computer can understand. This makes Internet and LAN communication easier as open standards become more widespread.

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

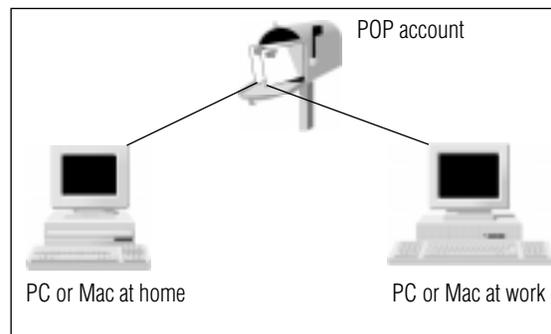


Figure 3 POP3 protocol lets you get your mail from home or work.

## **SMTP**

Since the POP3 can only receive mail, a protocol for outgoing mail is necessary. SMTP is used to send mail. SMTP is also based on open standards and many sites with proprietary E-mail systems use SMTP gateways to translate their mail to a protocol recognized by the Internet.

SMTP server software is typically installed on the same machine as the POP software. Both protocols work together to send and receive mail on the Internet or private intranets.

## **UUCP**

UUCP is an older protocol used in the days when UNIX machines and modems were the mainstay of computer users. UUCP requires a local node name and a remote host node name to route mail. When a message is sent using UUCP, it travels from server to server until it finds the specified remote server.

This protocol is still used today because it is inexpensive and reliable. SMTP and POP are more modern and fluid, but UUCP works well in Europe and for smaller sites on a budget.

## **SECURITY**

Security issues are a concern on the Internet. CE Software recognizes this and has built the APOP (Authenticated POP) option into QuickMail Pro Server. When a new account is created, you can choose to require secure authentication logins for that account. The APOP command is then used to login to a mailbox without sending the password in readable text. See page 12 for more information.

In addition, QuickMail Pro Server allows you to password protect your server. See page 45 for more information.

---

## INSTALLATION REQUIREMENTS

Before installing QuickMail Pro Server, check the following:

- Does your machine meet the minimum System requirements?
- Does your machine meet the minimum hardware requirements?
- Do you have a domain name?

## SYSTEM REQUIREMENTS

Requirements	Minimum	Recommended
System Version	Mac OS 7.6.1	Mac OS 7.6.1
Processor	PowerPC	PowerPC
RAM	16 MB or more	20 MB or more
TCP/IP Support	Open Transport 1.1.2	Open Transport 1.1.2

Table 1 System requirements

## HARDWARE REQUIREMENTS

- A transient line (*e.g.* ISDN), a TCP network connection, or a phone line to your modem. If you are using a modem for connections, you must also have the Apple Modem Tool installed in the Extensions folder.
- A grayscale or color monitor.

## INFORMATION YOU NEED

Internet Service Providers (ISPs) assign domain names to companies and individual users. You can typically request a specific domain name, such as `cesoff.com`, if the domain name is not duplicated elsewhere on the Internet or if you are using an intranet.

## DOMAIN NAME SERVER

Domain Name Servers (DNS) are used on the Internet to resolve domain names to standard IP numbers. A DNS is necessary for most sites unless you use QuickMail Pro Server for an Intranet solution or you maintain host files at each machine on your network.

A DNS is necessary either at your site or your ISP's site so mail gets to its destination.

---

## INSTALL QUICKMAIL PRO SERVER

To install QuickMail Pro Server:

- 1** Insert the QuickMail Pro Server Install disk 1, if you are installing from disks. Double-click the QuickMail Pro Server Installer icon.
- 2** Click Continue in the QuickMail Pro Server splash screen. The ReadMe appears. It contains important installation notes and tips about the software. Click Continue when you finish reading the ReadMe.
- 3** Click Install in the software installation dialog.
- 4** Select the folder on your hard drive where you wish to install QuickMail Pro Server. We recommend installing it at the main level of your hard drive.
- 5** Click the Install button.
- 6** A progress bar displays during installation. Insert disk 2 at the prompt, if you are using diskettes.
- 7** Insert disk 1 again at the prompt if you are using disks.
- 8** If you are finished installing software, click Quit. The folder that contains QuickMail Pro Server appears.



## LAUNCH QUICKMAIL PRO SERVER

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

- 1 Type your Activation Key from your QuickMail Pro Server registration card.
- 2 Type your domain name. The domain is the name of your host machine. For example, mail.cesoft.com. Your Internet Provider or network administrator typically assigns your domain name.
- 3 Read the instructions in Step 3 of the dialog and click Continue. The Users dialog appears. See page 11 for information on adding users to QuickMail Pro Server.



Figure 4 The domain you enter in the Welcome dialog can be edited from the Administrator tab in the Preferences dialog. See page 50 for more information.

---

## UPGRADING

If you are upgrading from an older version of QuickMail Pro Server, it is important to know which files the installer overwrites. All files in the Settings:UUCP Scripts folder are preserved. All other installed files are overwritten. If you have created new scripts and saved them with new file names or in a new folder, they are preserved. If you have edited an existing script without changing the file name, the installer will overwrite the script and your changes will be lost. Your mail, User list, Groups, Mail Lists, and Preferences are all retained.

## CHAPTER 3: USERS AND GROUPS

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

### ADD USERS

If the Users dialog is not open, select Show Users from the Configure menu. The only address listed when you initially open this dialog is postmaster. Postmaster is the default administrative account for QuickMail Pro Server. See page 50 for more information on the postmaster account.

To add a new account:



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

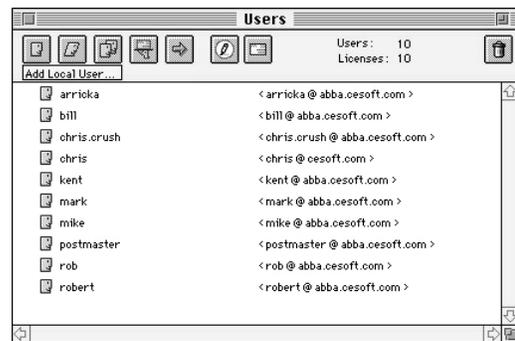


Figure 5 When you add a new user, the domain from the last user created is automatically inserted.

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

- Click the Pick Random button to assign the user a random password. Record the password and give it to the user. The user can change the password later if they choose. See page 48 for more information.

Internal folder name for the displayed account



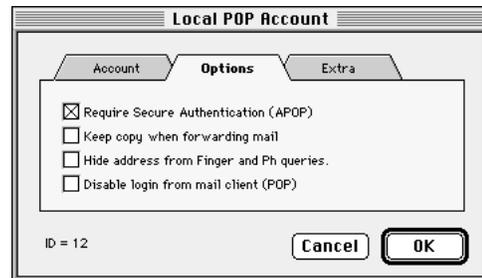
Figure 6 The Local POP Account dialog

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

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

- Require Secure Authentication enables secure passwords if your E-mail client software supports APOP. The APOP checkbox must be deselected to enable remote password changes. See page 48 for more information.

▲ **WARNING:** User passwords are visible in the server log when APOP is not selected.

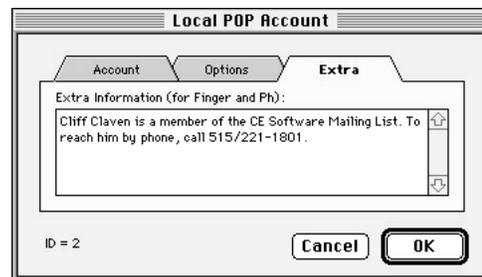


- Keep copy. . . retains a copy of all messages forwarded to other accounts for this user. For example, when the user forwards mail to another account while on vacation, check this option to store messages in the QuickMail Pro Server account *and* in the forwarding account.
- Hide address. . . conceals the user's address from Finger and Ph queries.
- Disable login. . . disables POP access to this account.

**4** Click the Extra tab. Type information you want displayed when Finger and Ph queries are made for this address.

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

**5** Click OK when the Local POP Account dialog is complete.



Use Steps 1-5 to create additional accounts.

QuickMail Pro Server is capable of handling between 500–750 accounts, depending on the amount of network activity.

The information in the Local POP Account dialog is stored in the Internet Address Registry and in a user information file in the mailbox database. If either file is missing or damaged, QuickMail Pro Server uses the redundant information to rebuild the missing or damaged file automatically. See page 54 for additional information on rebuilding files.

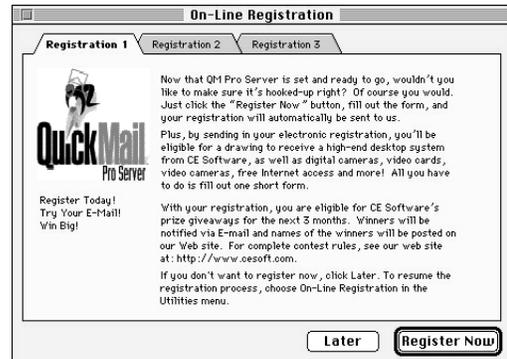
➤ **IMPORTANT:** If you have more than 1000 users listed in the Users dialog, it may take 2–3 minutes for QuickMail Pro Server to launch.

## ONLINE REGISTRATION

After the Local POP Account dialog is closed, an online registration screen appears. You can complete the registration information or choose to register later. When you register QuickMail Pro Server, you are notified of product updates and become eligible for a variety of prizes.

### REGISTER NOW

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



### REGISTER LATER

If you choose Later in the Online Registration dialog, you must manually select the Online Registration option in the Utilities menu to register at a later time.

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

## USER OPTIONS

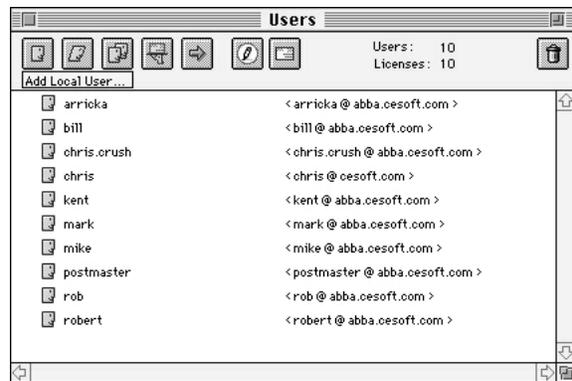
In the Users dialog, buttons at the top of the window represent user options you can use to manage mail distribution.



**Add Local User** — Adds a new account.



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





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



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

**Account** — The local POP account name.

**Password** — The local POP account password

**Use Secure Authentication** — Enables APOP security.

**Host Address** — The external POP account name.

**Polling Interval** — The interval QuickMail Pro Server opens a TCP connection on port 110 to the host address and retrieves all waiting mail from that account.

**Distribute Mail . . .** — Use when several people want to share a single POP account. When this option is selected, QuickMail Pro Server examines the header information of each message and routes the message to each local address it finds. Your account must be specially configured by your ISP for this option to work properly. See page 28 for more information on using this option.

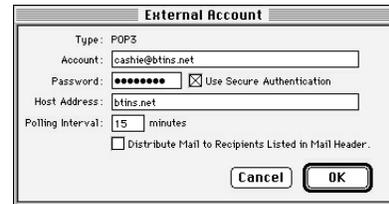


Figure 7 The External Account dialog



**Add Forward** — Forwards mail to another account. Type the forwarding address directly into the Users dialog. Use this option to route mail to home accounts.



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



**Show Mailbox** — Displays a list of all mail in the selected account. Use this option when disk space is running low and you need to find out which users need to clean out old mail.

❖ *Note:* You must enter the mailbox password to access the dialog displayed in Figure 8.



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

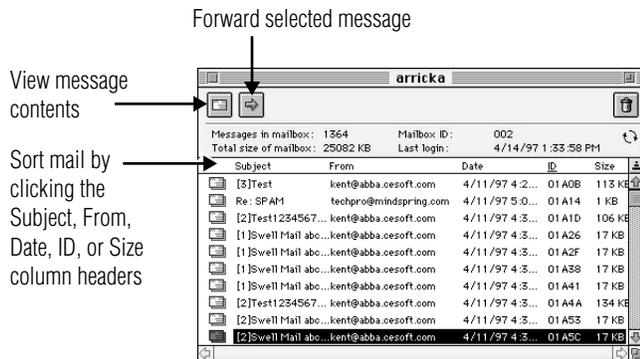


Figure 8 Individual user mailbox

---

## CREATE GROUP

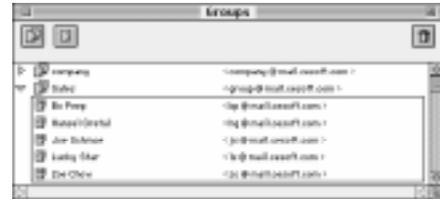
Use Groups when several users need to receive the same correspondence. For example, when a user in the Marketing Department needs to send a message to the entire Sales Department, only one message is needed as long as it is addressed to the Sales Group.

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



**2** Click the Add Group icon.

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



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

- Click and hold the Add User button to select from the User List created in the previous section.

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

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

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

After you create Users and Groups, you must configure your mail transports. See Chapter 4: Set up Mail Transports for more information.

---

## EDIT USER ACCOUNTS

When you need to edit the accounts in QuickMail Pro Server, you can double-click an existing address in the Users window to view the Local POP Account dialog or you can import and export addresses.

## IMPORT ACCOUNTS

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

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

When you have a file containing tab-separated user names and addresses, you can import them into QuickMail Pro Server's user list. The information in the file must be tab-separated or in QuickMail Internet Gateway™, QuickMail Pro, or Eudora Nickname format. The file must also contain the name and E-mail address of all users to be imported.



Name	Address	Account	Password	Secure	Hide
Keep Copy	Disable	Alias	Forward	Group	
Blondie One	blondie.one@mail.cesoft.com				
blondie.one	bo	false	false	false	false
user.one@qalinux.cesoft.com					
cesoftware@mail.cesoft.com					
Blondie Two	blondie.two@mail.cesoft.com				
blondie.two	password	false	false	false	false
cesoftware@mail.cesoft.com					
Bo Peep	bo.peep@204.152.70.104	bo.peep	bp		
true	false	false	false		
cesoftware@mail.cesoft.com					

Figure 9 Tab-separated QuickMail Pro Server addresses

## EXPORT ACCOUNTS

Export accounts when you want to build an address book for distribution. QuickMail Pro Server can export addresses in Internal, tab-separated, QMIG, Eudora™ Nickname, and QuickMail™ Pro Address Book formats.

- ▲ **WARNING:** Account passwords are exported in plain text unless APOP is selected for the accounts being exported.

## ALL USERS OR GROUPS

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

- Eudora Nickname exports a file compatible with Eudora.
  - QuickMail Pro Address Book exports a file compatible with QuickMail Pro.
- 4 Choose where you want to save the exported file and click Save.

### **SELECTED USERS OR GROUPS**

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



## CHAPTER 4: SET UP MAIL TRANSPORTS

The next major task is setting up your mail transports. Read the Choose a Protocol section if you don't know which protocol(s) to use. If you are familiar with the three supported protocols, skip to the section(s) in this chapter that cover the protocol(s) you use. Each section covers the function of the protocol and how to configure it.

---

### CHOOSE A PROTOCOL

Internet computers speak in languages called protocols. Since there is more than one protocol on the Internet, computers have two choices: talk to computers that speak the same language or find a translator to communicate with other computers.

Use the table below to determine which protocol is best for your site. If you still have questions after looking over the table, see page 93.

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

---

### SIMPLE MAIL TRANSFER PROTOCOL

SMTP facilitates message transfer between servers. It runs on transmission level protocols, such as TCP/IP, thus it is typically used on networks with a direct connection to the Internet. QuickMail Pro Server can also use transient, or inconstant, connections due to the presence of the Extended Simple Mail Transfer Protocol capabilities, such as ETRN. See page 24 for more information on transient SMTP capabilities.

### MAIL FLOW

QuickMail Pro Server has two SMTP mechanisms: SMTP Storer and SMTP Forwarder. The Storer receives messages and the Forwarder sends messages. One SMTP and POP domain is created when you first launch QuickMail Pro Server.

## SMTP STORER

The SMTP Storer listens for incoming messages on port 25. When an incoming request is detected, QuickMail Pro Server drops the message into the Store & Forward (S&F) database until the POP Forwarder moves it to the POP mailbox database. See “SMTP Mail Flow in QuickMail Pro Server” on page 20 for more information.

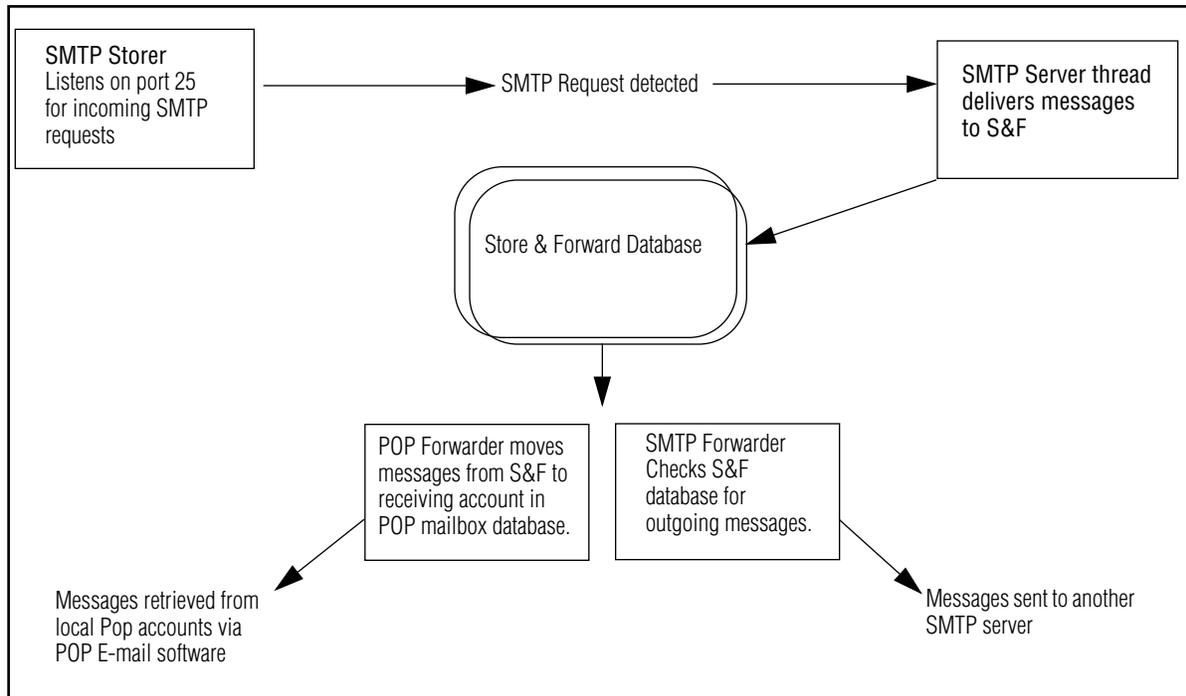


Figure 10 SMTP Mail Flow in QuickMail Pro Server

## SMTP FORWARDER

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

## DIRECT CONNECTIONS

QuickMail Pro Server is set up for a direct SMTP connection by default. The Server uses the domain from the Welcome screen that appears after installation, so no additional configuration is necessary. The only thing to do when setting up a direct SMTP connection is specify the POP account information.

SMTP mail is routed as shown in Figure 10.

## TRANSIENT CONNECTIONS

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

To enable the SMTP dial-up capability:

- 1 Select Domain Setup in the Configure menu.
- 2 Select the Transport tab.
- 3 Double-click the SMTP domain.
- 4 Specify your local domain in the Domain field.
- 5 Select the Route via checkbox and type the name of your remote domain. The remote domain is typically your ISP’s domain.
- 6 Select Enable Remote Queue Starting.
- 7 Type the name of the remote mail queue in the Queue Name field. Your ISP supplies this information.
- 8 Click the Schedule button to open the Schedule dialog.
- 9 Set the intervals you want QuickMail Pro Server to send and retrieve mail.
- 10 Click OK to close the Schedule dialog and the SMTP Domain dialog.

See page 24 for more detailed information on the SMTP Domain fields.



Figure 11 The SMTP Domain dialog

## MAIL FLOW

Transient SMTP connections transport mail similarly to direct SMTP connections. The primary difference between direct and transient SMTP connection is the presence of a third party dial-up device. The third party Internet-on-Demand device terminates the connection when there is no activity. You may need to extend the timeout intervals in the SMTP Domain dialog if the session is terminated too quickly. See page 24 for more information.

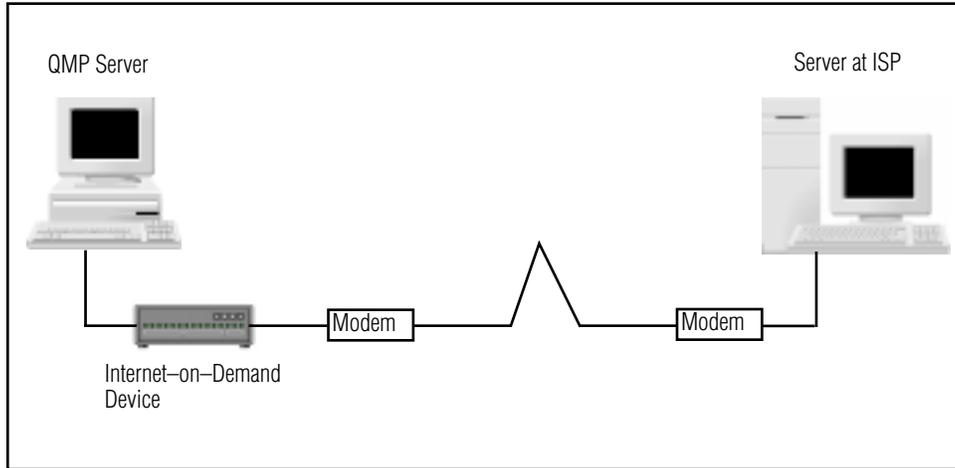


Figure 12 Transient SMTP Connection

## REQUIREMENTS

When using a transient SMTP connection, you must:

- Inform your ISP to set your account preferences for an Internet-on-Demand device
- Have a static IP address

## SET MAIL ROUTE

By default, the Domain Setup Transport tab is set to all other servers. This means that QuickMail Pro Server routes mail to any available SMTP server.

## DNS ROUTING

When <all other> is the only SMTP domain specified in the Domain Setup field, the QuickMail Pro Server automatically performs an MX record (Mail Exchanger) lookup using a DNS. QuickMail Pro Server must have access to a DNS server for DNS Routing to work. See page 23 for more information on Domain Name Servers.

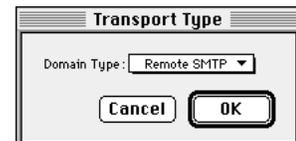


## DIRECT ROUTING

Before messages are sent to another SMTP server, QuickMail Pro Server first checks the SMTP Router information in the Domain Setup dialog. If the server matches an SMTP domain from the Transport tab with the domain of an outgoing message, the message is forwarded directly to the specified domain.

Use Direct Routing if you send to another site frequently, or if you funnel all your mail through a single server on the outside of a firewall. Mapping the exact route of your mail can speed up mail transfer. To specify the mail transport route:

- 1 Select Domain Setup in the Configure menu.
- 2 Select the Transport tab.
- 3 Click Add to create a new SMTP route.
- ❖ *Note:* The <all other> SMTP domain is applied to domains not specified in Direct Routing.
- 4 In the Transport Type dialog, select Remote SMTP from the Domain Type pop-up menu and click OK.



- 5 Complete the Domain and Route via fields in the SMTP Domain dialog.
- 6 Click OK. See the next section for information on the SMTP Domain fields.
- 7 Click OK to close the Domain Setup dialog.

## SMTP DOMAIN DIALOG

### DOMAIN

Mail addressed to this domain is routed through the server specified in Host Settings.



Figure 13 The SMTP Domain dialog

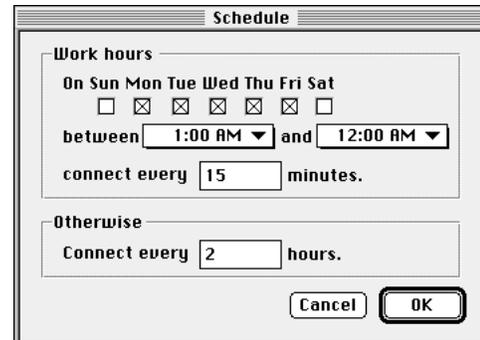
### HOST SETTINGS

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

**Enable Remote Queue (ETRN)** — Activates a remote queue for messages. For example, when you have a dial-up router connection, the SMTP Storer cannot hear incoming SMTP requests because the connection isn't constant. To avoid the problems this type of connection can cause, remote queuing, or ETRN, initiates a connection to the remote queue so the SMTP Storer is aware of the waiting messages.

**Queue Name** — The name of the remote queue.

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



### TIMEOUT SETTINGS

**Timeout** — How many seconds to wait for the SMTP server to respond before breaking the connection.

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

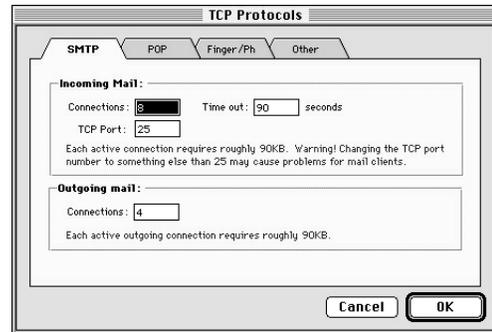
**Expire Timeout** — Defines that QuickMail Pro Server not make any further attempts to deliver a message if it hasn't been successful within the specified number of hours.

## PROTOCOL SETTINGS

The TCP Protocols options allow you to choose the number of simultaneous incoming and outgoing connections.

To change protocol settings:

- 1 In the Configure menu, select TCP Protocols.
- 2 Select the SMTP tab.
- 3 Edit the Connections and Timeout settings as needed. See the next section for additional information.
- 4 Click OK when you are finished making changes.



### INCOMING MAIL

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

### OUTGOING MAIL

By default, you can have four concurrent sessions for outgoing message. Each active connection requires about 90 kilobytes of memory.

- ❖ *Note:* When you change the TCP Protocols settings, you do *not* have to restart for the new settings to take effect. No connections are terminated, even when there are more active sessions than the new settings allow. As soon as the number of connections drops below the new limit, QuickMail Pro Server rejects all requests to bring the number of connections above the new limit.

---

## POST OFFICE PROTOCOL 3

POP3 is typically used in combination with the Simple Mail Transfer Protocol. The POP3 server acts like a mailbox at the post office. Users can visit their mailbox whenever they want to check for mail.

### MAIL FLOW

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

### POP3 SERVER

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

### POP3 FORWARDER

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

### INTERNET ADDRESS REGISTRY

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

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

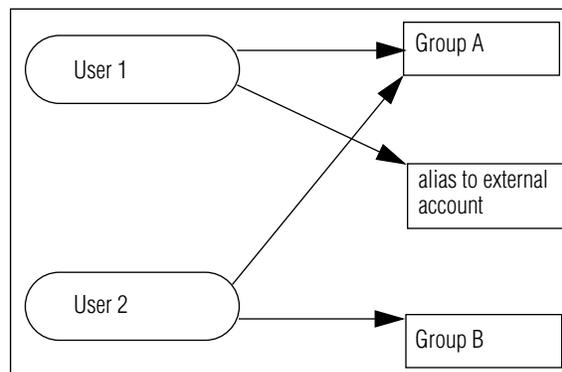


Figure 14 The Internet Address Registry manages address attributes for local accounts

## POP MAILBOX DATABASE

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

The POP Mailbox database is populated with the Mailbox, Password and Require APOP preferences entered in the Local POP Account dialog. Each user is coded as a three digit hexadecimal number. For example, when an account is created for Joe Smith, QuickMail Pro Server assigns him an account named 012. The hexadecimal number assigned to each user is visible in the lower left corner of the Local POP Account dialog. See Figure 6 on page 11 for an illustration.

- ❖ *Note:* The POP Mailbox database is capable of holding up to 4096 accounts, but only 1800 accounts display. The recommended account limit is 500.

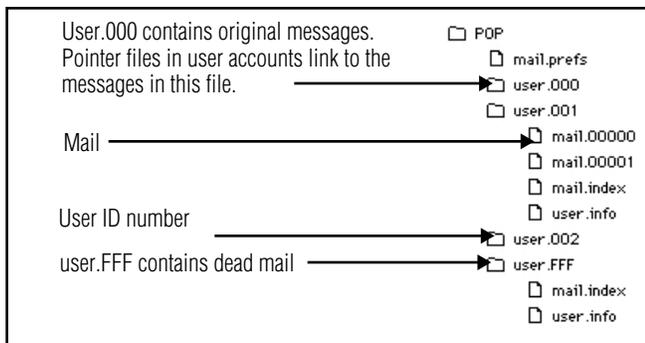


Figure 15 The Users' mail is located in the Settings:POP folder.

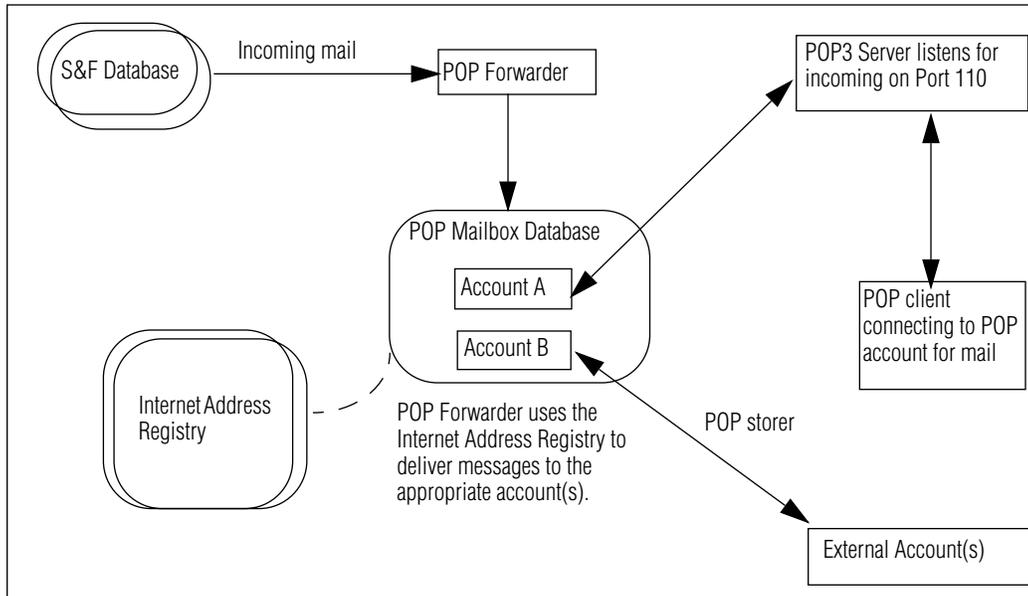


Figure 16 POP Mail Flow

## POP3 BRIDGE

QuickMail Pro Server has the ability to retrieve mail from POP accounts on other servers. This option is useful for smaller organizations that rely on a single POP account for all their mail and for local users with external POP accounts. To use this feature:



- 1 Select Users from the Configure menu.
- 2 In the Users dialog, click the Add External POP Account button.
- 3 In the External Account dialog, complete the user information.
- 4 Click OK when you are finished.
- 5 Click the close box to close the Users dialog and choose to Save your changes at the prompt.

The screenshot shows the 'External Account' dialog box. It contains the following fields and options:

- Type: POP3
- Account Name: Chris Robb
- Password: [masked]  Use Secure Authentication
- Server Name: usf1.cars
- Fetching Interval: 30 minutes
- Distribute Mail to Recipients Listed in Mail Header
- Buttons: Cancel, OK

## EXTERNAL ACCOUNT OPTIONS

**Account** — The local POP account name.

**Password** — The local POP account password

**Use Secure Authentication** — Enables APOP security.

**Host Address** — The external POP account name.

**Polling Interval** — The interval QuickMail Pro Server opens a TCP connection on port 110 to the host address and retrieves all waiting mail from that account.

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

▲ **WARNING:** Using the Distribute Mail option has limitations. For example:

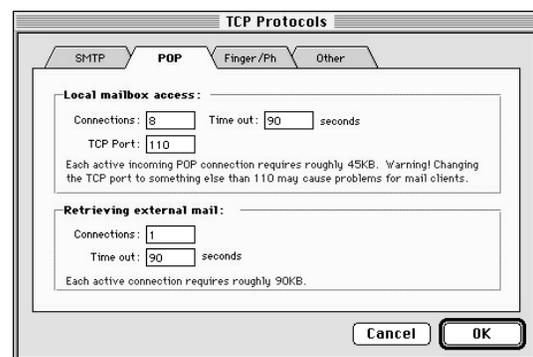
- When a user subscribes to a mailing list that puts the list name in the TO: field, you must create a group with the same address as the mailing list and add users that want to receive messages from that list.
- The BCC (blind carbon copy) addresses on messages arrive in the mailbox that polls external accounts.

## POP3 SETTINGS

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

To change POP options:

- 1 In the Configure menu, select TCP Protocols.
- 2 Click the POP tab.
- 3 Edit Connections and Timeout settings as needed. By default, QuickMail Pro Server allows one outgoing POP connection, which requires 90 kilobytes. The default Timeout value is 90 seconds. Increase the Timeout value when you experience frequent line drops.
- 4 Click OK when you are finished making changes.



## INCOMING MAIL

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

- **IMPORTANT:** Do *not* adjust your port number unless your server configuration requires the port number change from the default.

## OUTGOING MAIL

The options in the Local Mailbox section of the TCP Protocols dialog deals with outgoing mail. By default, you can have one concurrent session for outgoing messages. Each active connection requires about 40 kilobytes of memory.

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

- ❖ *Note:* When you change the Protocol Settings, you do *not* have to restart for the new settings to take effect. No connections are terminated, even when there are more active sessions than the new settings allow. As soon as the number of connections drops below the new limit, QuickMail Pro Server rejects all requests to bring the number of connections above the new limit.

## MISDIRECTED MAIL

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

- 1 In the Configure menu, select Domain Setup.
- 2 Double-click the POP server that displays in the Transport tab. QuickMail Pro Server uses the POP domain name from the information you provided on page 10.
- 3 Complete the Local Domain dialog and click OK when you are finished.

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

**Send problem report . . .** — Sends QuickMail Pro Server's postmaster a report indicating the presence of a misdirected message.

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



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

- 4 Click OK to close the Domain Setup field.

---

## UNIX TO UNIX COPY PROTOCOL

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

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

### MAIL FLOW

QuickMail Pro Server UUCP mail is routed through the S&F Database and the Spool folder. Mail resides in the S&F Database for such a brief period of time that it is rarely visible in the Waiting Mail dialog.

### STORE AND FORWARD DATABASE

All outgoing mail cycles through the S&F database. When a UUCP connection begins, the Forward UUCP thread transports it to the specified node (*e.g.* - to your ISP).

### SPOOL FOLDER

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

## FORWARD UUCP

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

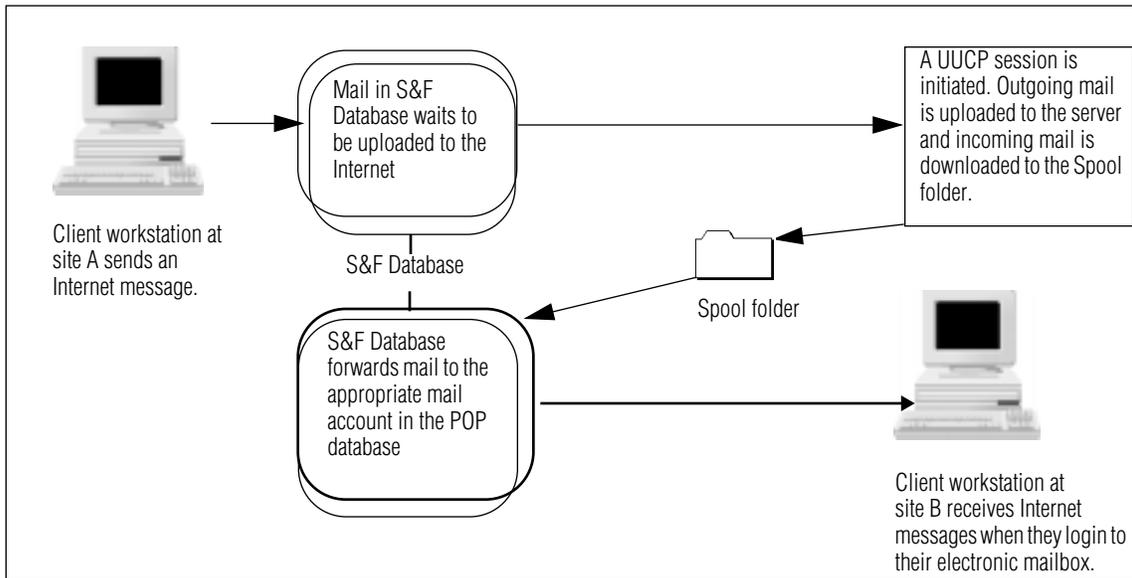


Figure 17 UUCP Mail Flow

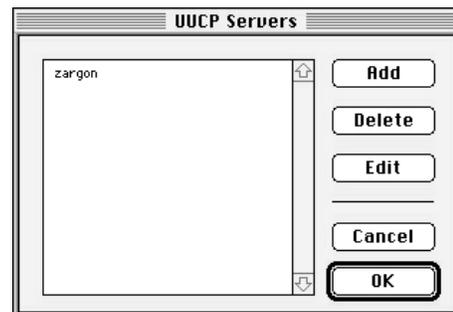
## UUCP SETUP

There are two areas in QuickMail Pro Server to add UUCP server names. One dialog specifies the domain information for incoming UUCP mail and another dialog specifies domain information for outgoing UUCP mail.

### INCOMING MAIL

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

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



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

## THE UUCP SETUP WINDOW

### UUCP MACHINE NAMES

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

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

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

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

### CONNECTION

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

**Modem** — Enables the Modem button. Click Modem to configure your connection settings. See page 83 for more information. The Apple Modem Tool Extension must be installed to use the Modem option.

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

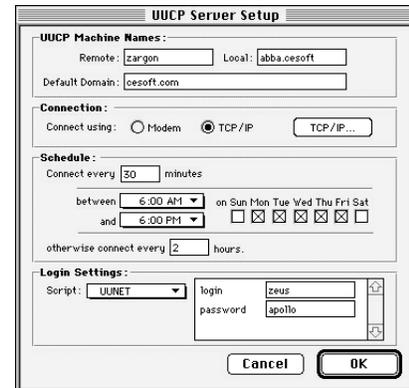
**TCP/IP** — Enables the TCP/IP button. Click TCP/IP to open a dialog where you enter your host name and port number.

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

### SCHEDULE

Use the scheduling options to choose how frequently you connect to your ISP. For example, you can connect every 15 minutes on business days and every 3 hours on weekends.

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



## LOGIN SETTINGS

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

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

**Login** — Type your UUCP login name in this field.

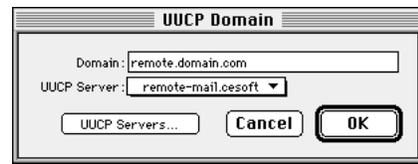
**Password** — Type your UUCP password in this field.

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

## OUTGOING MAIL

To set up QuickMail Pro Server to upload mail to the Internet:

- 1 In the Configure menu, select Domain Setup.
  - 2 In the Transport tab, click Add.
  - 3 Select Remote UUCP in the Domain Type pop-up and click OK.
  - 4 In the UUCP Domain dialog, type the domain name of the remote UUCP node.
  - 5 Click the UUCP Servers button to open the UUCP Servers dialog.
  - 6 Select a UUCP server and click Add. The UUCP Server Setup window appears.
  - 7 Complete the Setup window and click OK. See the next section for instructions on the fields in the Setup window.
  - 8 Click OK to close the UUCP Servers dialog, the UUCP Domain dialog and the Domain Setup dialog.
- **IMPORTANT:** QuickMail Pro Server UUCP servers cannot communicate with other QuickMail Pro Server UUCP servers because UUCP cannot answer incoming calls.

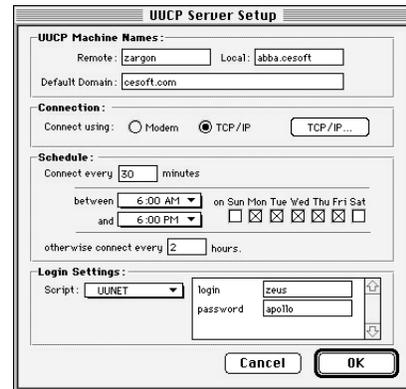


## DIAL-UP UUCP

To configure QuickMail Pro Server to use UUCP for outgoing mail:

- 1 In the Configure menu, select Domain Setup.
- 2 In the Transport tab, click Add.
- 3 Select Remote UUCP in the Domain Type pop-up and click OK.

- 4 In the UUCP Domain dialog, type the domain name of the remote UUCP node.
- 5 Click the UUCP Servers button to open the UUCP Servers dialog.
- 6 Select a UUCP server and click Add. The UUCP Server Setup window appears.
- 7 Enter the Remote host, Local host, and Default Domain in the UUCP Machine Names section of the Setup dialog.
- 8 Select the Modem option and click the Modem button. The Apple Modem Tool dialog appears. Use page 83 for information on configuring the Apple Modem Tool.
- 9 Click OK when you have finished configuring the modem settings.
- 10 Schedule your connections times in the Schedule section of the dialog.
- 11 Select your script and type your login name and password in the Login Settings section.
- 12 Click OK to close the UUCP Servers dialog, the UUCP Domain dialog and the Domain Setup dialog.



## UUCP TUNNELED THROUGH TCP/IP

To configure QuickMail Pro Server to use TCP/IP for outgoing mail:

- 1 In the Configure menu, select Domain Setup.
- 2 In the Transport tab, click Add.
- 3 Select Remote UUCP in the Domain Type pop-up and click OK.
- 4 In the UUCP Domain dialog, type the domain name of the remote UUCP node.
- 5 Click the Choose button to open the UUCP Servers dialog.
- 6 Select a UUCP server and click Add. The UUCP Server Setup window appears.
- 7 Enter the Remote host, Local host, and Default Domain in the UUCP Machine Names section of the Setup dialog.
- 8 Select the TCP/IP option and click the TCP/IP button.
- 9 Type the remote host name and port number at the prompt.
- 10 Click OK to close the UUCP Servers dialog, the UUCP Domain dialog and the Domain Setup dialog.

## UUCP SCRIPTS

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

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

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

## THE LOGIN PROCESS

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

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

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

## SCRIPT COMMANDS

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

```

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

Figure 18 An example of a script.

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

Table 2 UUCP commands and command definitions. Items enclosed in brackets (<>) are variable.

Note that some of the words in the Example column of Table 2 seem to be spelled incorrectly. When the computers are communicating, commands are read from right to left, so the first few characters of each word are unnecessary. In fact, it is a good idea to leave out the first character since some of the commands are case sensitive. For example, your connection could fail if your script has login capitalized, and the remote site does not.

## WRITE A SCRIPT

You may be wondering how you can build a script with the cryptic commands listed in Table 2. Since most scripts are less than ten lines long, it's less difficult than you may think. In this section, you learn the easiest method to write a script.

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

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

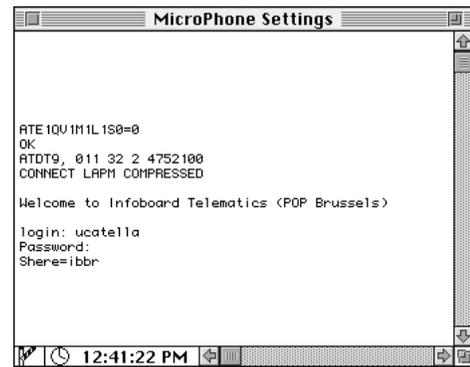


Figure 19 Microphone connection settings

## TROUBLESHOOTING SCRIPTS

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

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

When you are having difficulty connecting with UUCP, the problem typically lies in your script, your UUCP Settings dialog, or your modem. To pinpoint which area you are having difficulty with, use Table 3.

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

Table 3 UUCP Troubleshooting Tips

- **IMPORTANT:** Use Table 3 for general troubleshooting assistance. The table does *not* address every possible scenario

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

## INTERNAL ARCHITECTURE

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

---

## INTRANET SETUP

If you are using QuickMail Pro Server on an intranet, you do not need to worry about Direct or DNS routing. The server is capable of delivering mail based on user names only, as long as each user on your network is assigned a unique name. For example, you can address a message to **Paul.Simpson** rather than **Paul.Simpson@company.com**. See “Chapter 3: Users and Groups” on page 11. for instructions on adding users to your intranet.

To set up an intranet mail system, each machine must have TCP/IP installed. There are a variety of possible intranet configurations, but this section provides a general idea of what is necessary to configure QuickMail Pro Server for intranet use.

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

- 3 Double-click the <all other> field.
- 4 Edit the SMTP Domain dialog if necessary. It usually does not need to be edited. See page 24 for information on the SMTP Domain dialog fields.
- 5 Click OK to close the SMTP Domain dialog.
- 6 In the Domain Setup dialog, click Add.
- 7 Complete the Local Domain dialog and click OK when you are finished. See page 30 for information on the Local Domain fields.
- 8 Click OK when you are finished.



Figure 20 The SMTP Domain dialog

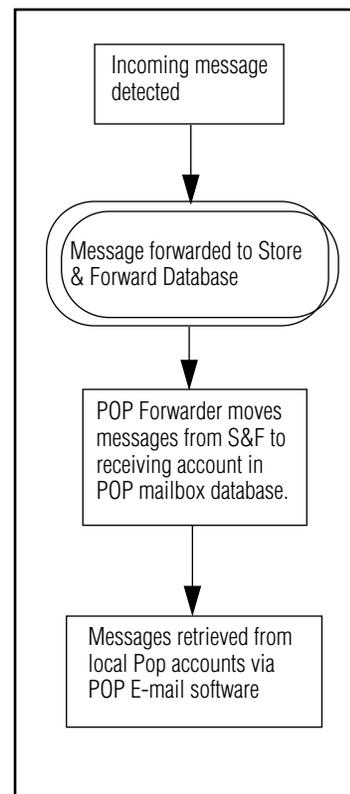
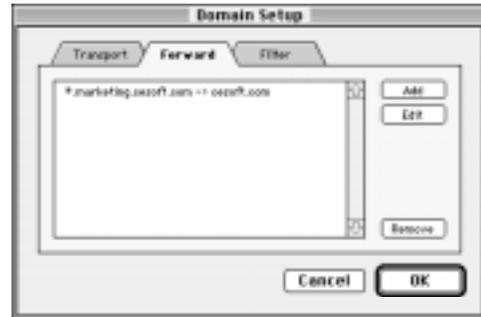


Figure 21 Intranet mail flow in QuickMail Pro Server

## FORWARD MAIL

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

- 1 In the Configure menu, select Domain Setup.
- 2 Click the Forward tab.
- 3 Click Add. The Domain Forwarding dialog appears.
- 4 Enter the domain you want filtered.
  - Select Include sub-domains when the domain in the Search for field is a subdomain.
- 5 Type the domain you want mail routed to in the Replace with field.
- 6 Click OK in the Domain Forwarding and Domain Setup dialogs when you are finished.

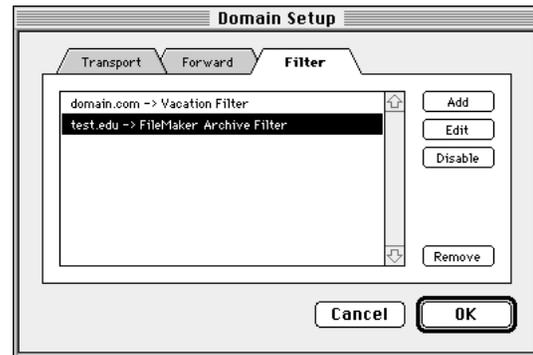


## FILTER MAIL

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

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

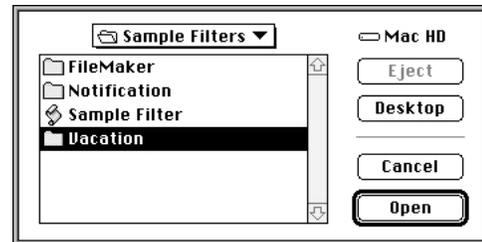
- 1 Select Domain Setup in the Configure menu.
- 2 Select the Filter tab.
- 3 Click Add.



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



- 5 Click Choose to view the Open File dialog.
- 6 Select the script or applet. The installed scripts and applets are located in the <Hard Drive>:QuickMail Pro Server:Sample Filters folder.



- ❖ *Note:* If you create a custom filter, it can be located anywhere on your hard drive.

- 7 Click Open. The selected filter appears in the Script field of the Filter dialog.
  - Click Configure when the selected script contains special data storage options. See page 80 for more information.
- 8 Click OK in the Filter dialog and Domain Setup dialog when you are finished.

## CHANGE DOMAIN FILTERS

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

## INSTALLED FILTERS

There is a Sample Filter template and several completed filters installed with QuickMail Pro Server. Use the Sample Filter to build your own scripts. Use any of the following installed filters for responding to and archiving mail:

- Select the Vacation Filter when you want the server to auto-reply to messages. When users leave the office, they can send mail to <on-vacation@domain.com> with text that is sent to anyone who sends them a message. A Vacation Filter ReadMe file is located in the QMP Server folder:Sample Filters folder:Vacation folder.
- Use the Notification Filter to inform you of new mail. Before using the Notification Filter, read the ReadMe file located in the QMP Server folder:Sample Filters folder:Notification folder.
- Use the FileMaker Pro Filter to archive your mail in a FileMaker Pro database. The FileMaker Archive Filters is located in the QMP Server folder:Sample Filters folder:FileMaker folder.
- The Junk Mail Filter weeds out unwanted mail. The Junk Mail Filter is located in the QMP Server folder:Sample Filters folder.

---

## GATEWAYS

Gateways and servers communicate with each other through a small set of AppleEvents. For example, if you currently use PageNOW!™, QuickMail Pro Server recognizes it through program linking and displays PageNOW as an option in the Domain Setup dialog. All configuration for the gateway is done in the paging software.

- ❖ *Note:* Apple Program Linking does *not* need to be active for gateways to function.

## PAGENOW! GATEWAY

The PageNOW! Gateway allows users to sent pages to people using the PageNOW! paging software. See page 79 for more information.

## **4-SIGHT FAX GATEWAY**

The 4-Sight Fax Gateway allows users to send faxes to people. The gateway looks at the address of the message and sends to the individual specified within the 4-Sight software. See page 79 for more information.

## CHAPTER 5: SERVER ADMINISTRATION

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

---

### REGULATE SERVER ACTIONS

Control server actions by setting preferences, specifying password server options, and expiring mail.

#### SET PREFERENCES

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

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

#### ADMINISTRATOR

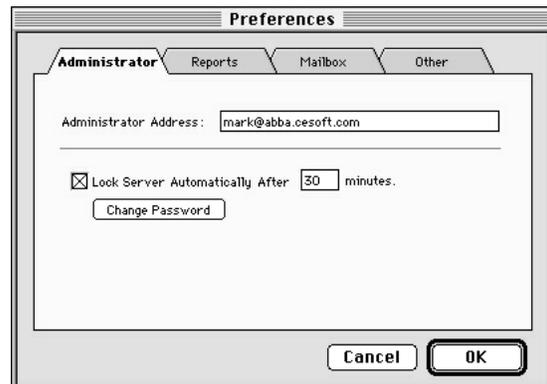
Set the Administrator Address and Lock Server options in the Administrator preference tab. By default, the Administrator Address is `postmaster@yourdomain`. See page 50 for more information on the postmaster account.

- ❖ *Note:* QuickMail Pro Server uses the domain from in the Administrator Preferences tab. To change your domain name, edit the domain in the Administrator Address field and click OK.

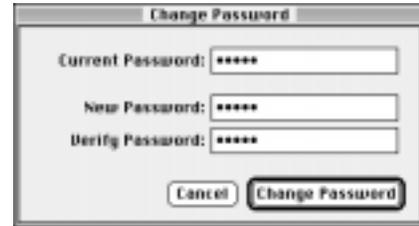
#### LOCK SERVER

- 1 Check the Lock Server Automatically After X minutes when you want to restrict server access. By default, the server waits 60 minutes before automatic logout.

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



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



### LOCK/UNLOCK MENU OPTIONS

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

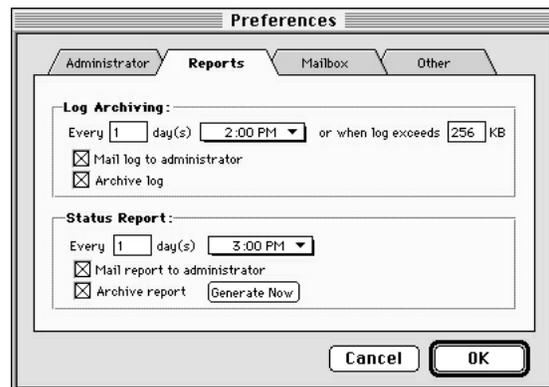
## REPORTS

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

### LOG ARCHIVING

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

- Check Mail report to administrator to automatically send the log archive to the administrator address. By default, the administrator is `postmaster@<yourdomain.com>`. The administrator address is specified in the Administrator tab. See page 45 for more information.
- Check Archive log to save the log to the Report & Log folder in the QMP Server folder on the server's hard drive.
- Check both options when you want the mail log sent to the administrator *and* saved to the hard drive.



When the default Archiving settings are used, the log information accumulates in the QMP Server folder:Settings folder:Log file. The log window displays the most recent 256 kilobytes of information. When the file becomes larger than 256 k, the log is saved to the QMP Server folder:Report & Log Archive folder and a new log file begins recording server activity. Set the Log Level and Log Display in the Windows menu. See page 51 for more information.

❖ *Note:* The Log file can hold up to 5 MB.

### STATUS REPORT

The status report generates a summary of server statistics, mail usage, and the number of concurrent incoming connections. It also places a warning next to users with full mailboxes. Specify how frequently a status report is generated in the bottom half of the Reports tab.

- Check Mail Report to Administrator to send status reports to administrator.address@<yourdomain>.
- Check Archive report when you want to save the status report to the Report & Log folder on the server's hard drive.
- Click the Generate Now button to generate a status report immediately.
- Check both options when you want the mail log sent to the administrator *and* saved to the hard drive.

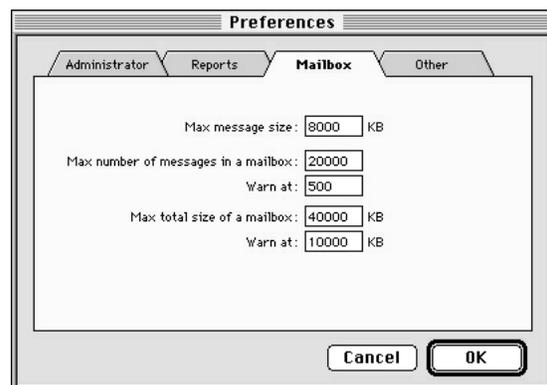
Another method of generating a serial number information is selecting Generate Serial Report in the Utilities menu.

- ▲ **WARNING:** If the QuickMail Pro Server does not have serial numbers for *all* users, *none* of the users on the network can send mail, except for the postmaster. See page 53 for information on adding serial numbers.

### MAILBOX

The Mailbox tab offers message limit options for QuickMail Pro Server. Use these options to avoid the problems large messages and mailboxes can cause.

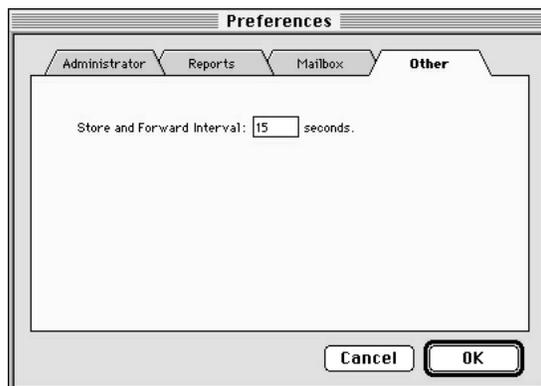
By default, QuickMail Pro server accepts messages up to 8000 kilobytes in size. Users can keep up to 1000 messages in their mailbox, but the administrator is notified when users accumulate over 500 messages.



By default, the maximum size of an account mailbox is 2000 kilobytes. QuickMail Pro Server warns the administrator and users when mailboxes reach 1000 kilobytes.

## OTHER

The Store and Forward Interval specifies how many seconds pass before the Store and Forward database is checked for waiting mail. By default, the interval is set at 15 seconds. See page 53 for more information on the Store & Forward database.



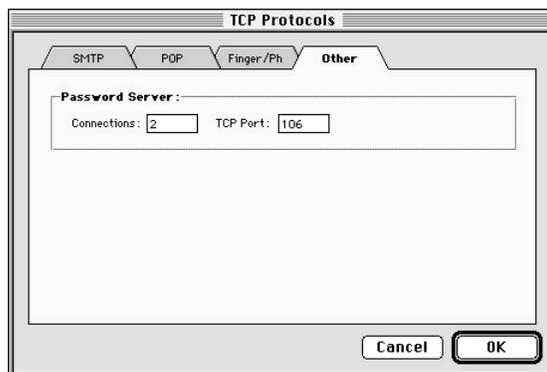
## SET PASSWORD SERVER

Users can change their account passwords from remote locations using the Password Server.

- **IMPORTANT:** Only local accounts with the APOP checkbox *deselected* can take advantage of remote password changing. See page 12 to set this option.

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

- 1 Select TCP Protocols in the Configure menu.
  - 2 Click Other in the dialog and set the maximum concurrent sessions and the TCP port for Password Server changes.
  - 3 Click OK when you are finished.
- ❖ *Note:* If users forget their password, the QuickMail Pro Server administrator can assign a new password. See page 11 for more information.



## CHANGE PASSWORD REQUIREMENTS

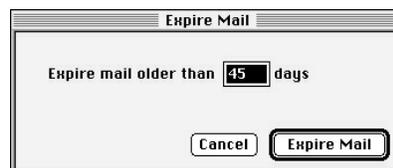
To take advantage of the Password Server feature, client E-mail software must support remote password changing. For example, QuickMail Pro E-mail software works with a QuickMail Pro utility called Change Password. QuickMail Pro users connect to the server and launch the Change Password utility. A dialog appears requesting a current password and a new password. When the user types the password information and clicks OK, the new password is required the next time the user connects to the server for mail.

## EXPIRE MAIL

The Expire Mail option is useful when users do not regularly clear their mailbox and server disk space is running low. It is important to warn users before using this option, so they can save their mail.

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

- ❖ *Note:* You may need to delete these expired mail folders from the Finder periodically to recover disk space.



Only mail in the POP database is deleted. Mail in the S&F database is untouched.

## ARCHIVE MAIL

Archiving mail is useful in tracking business correspondence for legal and historical purposes. In addition to archiving logs as explained on page 46, you can use the Local and Remote Backup scripts to archive mail. These scripts allow you to take a snapshot of the server with Dantz Retrospect Remote software. Users can send mail during the backup, but Retrospect only archives the information stored on the server at the time the backup begins. As a result, users do not notice any downtime

The mail on the server is archived in a FileMaker Pro database. If FileMaker Pro is on the same machine as the server, use the Local Backup script. If FileMaker Pro is on a different machine than the server, use the Remote Backup script. See page 75 for more information.

## REMOTE ADMINISTRATION

You can regulate and monitor mail remotely using Timbuktu. See Timbuktu documentation for user information.

---

## MONITOR MAIL FLOW

Every server requires a certain amount of maintenance. The administrator of QuickMail Pro Server has several tools to assist with the daily maintenance of mail.

## POSTMASTER ACCOUNT

The postmaster account is automatically created the first time QuickMail Pro Server is launched. The postmaster address counts as a user within the license of QuickMail Pro Server. You can edit the postmaster account, but CE Software recommends leaving the postmaster account intact and forwarding postmaster mail to a personal account. It is important to preserve the postmaster account because only the postmaster account can send mail if the number of users ever exceeds the number of licenses. Not even the administrator address, discussed on page 45, has this privilege.

❖ *Note:* You can only have one postmaster account.

## FORWARD POSTMASTER MAIL

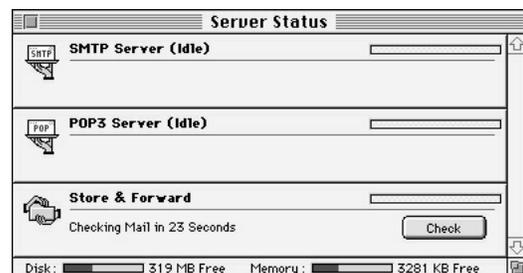
If the QuickMail Pro Server administrator wants to receive server logs, reports, and client requests in a personal mail account, a forwarding account must be specified.

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

## SERVER STATUS WINDOW

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

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



- **IMPORTANT:** When the Server Status dialog does not display any activity, the server is collecting dead mail. This process should be completed very quickly. See page 89 for additional troubleshooting tips.

## SERVER LOG

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

- **IMPORTANT:** User passwords are visible in the server log if APOP is not enabled for each account. See page 12 for more information.

## SET LEVEL

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

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

**Mail Exchange** — Logs mail exchange. Flags items as sent. Tells size of file received, message ID in S&F Forward folder, and UUCP errors.

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

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

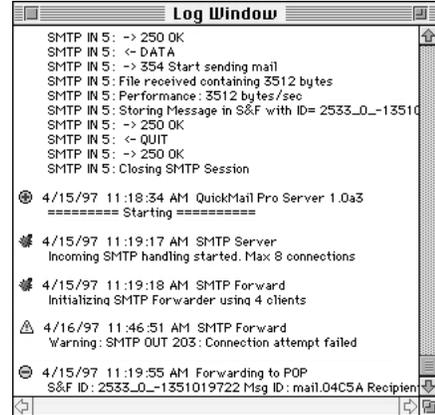
**Protocol Transactions** — Monitors all UUCP, POP, and SMTP transactions. Details S&F actions and the Mailing List Expander. Use this level only if you are familiar with protocol commands.

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

## LOG FILTERING

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

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



Symbol	Definition
	Warning
	Error
	Mail Exchange
	All activity
	Debug
	Protocol

## MANAGE LOGS

Choose when and where you receive logs in the Report tab in the Preferences dialog. See page 46 for more information.

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

## SUSPEND SERVER

In the Utilities menu, there is an option to Suspend Server. Use this feature to pause Store & Forward database activity.

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

## GENERATE SERIAL NUMBER REPORT

When you select Generate Serial Report in the Utilities menu, a dialog appears informing you that the report is being sent to the server administrator. Generate serial number reports when

## ADD SERIAL NUMBERS

If your business is expanding and you need to add more licenses to QuickMail Pro Server, follow these steps:

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



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



**3** Type the activation key at the prompt.

**4** Click Add.

**5** Close the Serial Numbers dialog and use the instructions on page 11 to add more users.

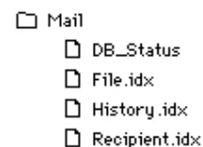


## S&F DATABASE

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

## INDEX FILES

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



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

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

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

## REBUILD INDEX FILES

If mail is getting stuck in the Store & Forward database or the server is abnormally slow, it may be time to rebuild the server's index files. Deleted and appended records fragment Store & Forward index files, therefore they must occasionally be rebuilt.

QuickMail Pro Server contains an automatic index file optimizer which is activated when 4000 messages have been processed. If there is a power outage, all index files are rebuilt on the next launch of the application. You can also select Rebuild S&F Database in the Utilities menu to initiate a database cleanup.

Damaged records in the index files are skipped. They are moved to the Mail.<date/time> folder. You can examine these damaged files with a text editor or word processor.

After the S&F rebuild, a message is sent to the postmaster indicating the success of the rebuild.

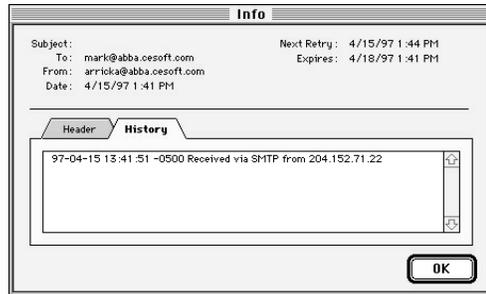
During a rebuild, the server can accept incoming messages and deliver outgoing messages. QuickMail Pro Server goes through the following process to rebuild the database files:

- 1** Rename the Mail folder to mail.<date/time>.
- 2** Create a new empty Mail folder.
- 3** Examine every record in the old index files.
  - Check record for consistency
  - Store the record in the new database
  - Move the message file to the new folder and rename it if necessary
  - Yield process time to other threads
- 4** Delete old index files.
- 5** Delete old folder if it's empty.
- 6** Create a file called DB\_Status in the new folder which stores information about the previous rebuild.

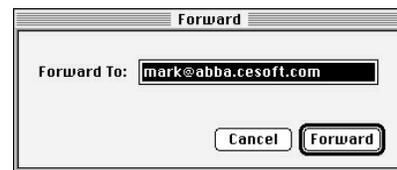




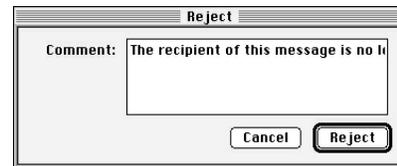
The History tab displays the information recorded when QuickMail Pro Server attempts to send this message.



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



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



Resends the selected message.

## MAILBOUNCER

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

- Mail has been in the S&F Database longer than the designated expire time. Expiration is set with the Expire Mail option in the Utilities menu. The expiration interval is set in the SMTP Domain dialog displayed on page 22.
- The recipient domain matches the local domain, but the user is unknown. For example, mail is sent to sno.ball@frosty.com rather than snow.ball@frosty.com.
- When the status of a mail item is Recipient Unknown, Conversion Failed, Forward Failed, Return to Sender, Mail Expired, Distribution Error, Mail Rejected, or Mailbox Full.

## **BOUNCED MAIL**

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

- When the message has previously bounced, a warning is logged and the message is deleted.
- Depending on what is set in the Local Domain dialog, the bounced message is sent to the postmaster of the corresponding local domain or to the original sender. See page 30 for more information.
- When the Redirect Original Message to Postmaster option is checked, the recipient is replaced with the postmaster address. When this option is not selected, the original message is deleted.

For more assistance, see the Troubleshooting appendix on page 89.

---

## **COMMUNICATE WITH CLIENTS**

Server administrators frequently need to communicate with clients for several reasons: to notify them of server downtime, to distribute new Address Books and Groups, and to acquaint users with new features available in the most recent server upgrade. QuickMail Pro Server assists the administrator with these duties through its scripting capabilities.

### **DISTRIBUTE ADDRESS BOOKS**

QuickMail Pro Server installs a script that allows the administrator to automatically distribute QuickMail Pro Address Books. See page 79 for more information.

### **BROADCAST NEWS**

The Broadcast script enables the server administrator to make company-wide announcements directly from the server. See page 76 for more information.



## CHAPTER 6: DIRECTORY SERVICES

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

### FINGER

Finger allows users to obtain information about other users if you know their E-mail address. Finger can display phone numbers, mailing addresses, or whatever other type of information that person wants you to know. The client opens a TCP connection to the server and sends the query text. The server then sends a response back to the client.

Specify the information provided in response to Finger queries in the Local POP Account tab. See page 12 for more information.

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

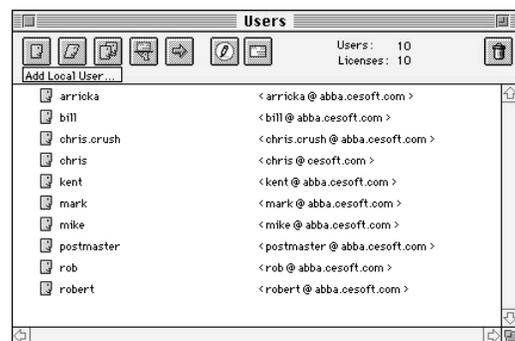
### PH

The Ph Directory Services Plug-in uses the CCSO Nameserver Server (Ph) protocol. This means it accesses a "phonebook". You can search for a name, an E-mail address, or an alias. The Ph query result contains an E-mail address and a name.

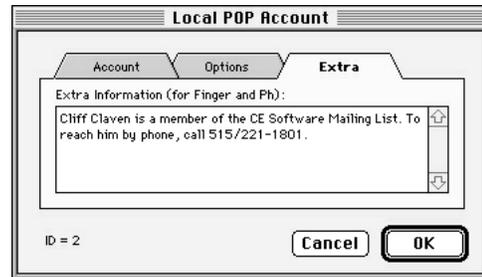
❖ *Note:* The text query is *not* case sensitive.

### ADD INFORMATION TO RECORDS

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



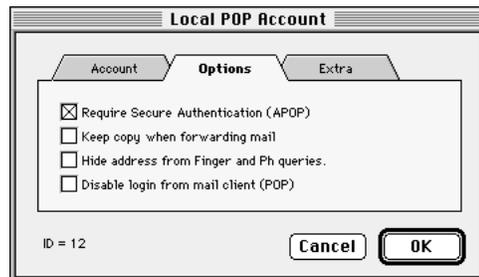
- 2 In the Local POP Account dialog, click the Extra tab. Type information you want displayed when Finger and Ph queries are made for this address.
- ❖ *Note:* The Extra tab can contain up to 32 KB of text.
- 3 Click OK when you are finished.



## QUERY RESTRICTIONS

Addresses in the Address database can be hidden from the result of a query. To hide an address:

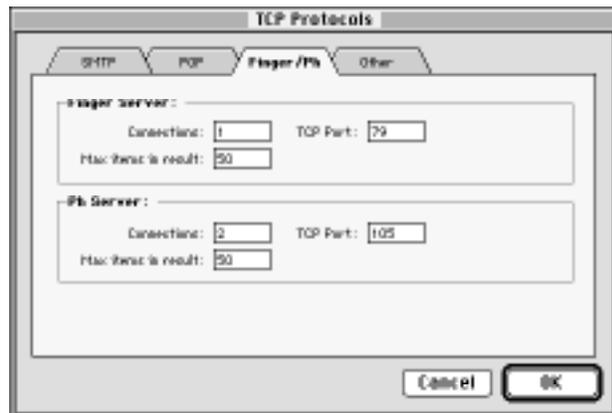
- 1 In the Users dialog, double-click an existing account.
- 2 In the Local POP Account dialog, click the Options tab. Check Hide address. . . to conceal the user's address from Finger and Ph queries.
- 3 Click OK when you are finished.
- ❖ *Note:* Aliases, Forwarding Addresses, and Groups are always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



## PROTOCOL SETTINGS

You can specify the number of simultaneous connections and the limit for Finger or Ph query results in the Protocol Settings dialog. Do *not* adjust these settings unless they do not meet your site's needs.

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



## CHAPTER 7: MAILING LISTS

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

---

### HOW IT ALL WORKS

The QuickMail Pro listserver command set is compatible with MajorDomo as well as a smaller subset of commands used to control listserver subscriptions. When the listserver receives mail, it ignores the subject line and treats each line of the message body as a separate command.

### IMPLEMENTING A MAILING LIST

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

### PRACTICAL SCENARIOS

There are many uses for Mailing List accounts such as:

**Company announcements** — Create a Mailing List that anyone in your company can join, but to which only one person can post messages. You can set a password so the list is restricted to people in your organization. This is an effective and efficient way to disseminate information to employees.

**Discussion groups** — Make a mailing list that is limited to a fixed set of people, but allows anyone in the list to contribute. You can generate digests to archive all discussions for searching and retrieval.

**Departmental groups** — Design a mailing list for an entire department. Anyone in the company can send one message to this group and everyone in the department gets the mail.

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

There are numerous other uses for a mailing list, but this a generic list to get you started thinking about how you can take advantage of a listserver's power.

## CREATE A MAILING LIST

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

- 1 Select Mail Lists in the Configure menu.
  -  2 Click the Mail List icon.
  - 3 Type a name for the Mail List at the prompt.
- **IMPORTANT:** Every Mail List must have a List name that is unique within the listserver that administers it. One listserver can control an unlimited number of Mail Lists.



## BASIC LIST ADMINISTRATION COMMANDS

There are four basic List administration commands. They include:

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

See page 67 for detailed listserver commands.

## ROUTINE MAINTENANCE

The QuickMail Pro Server List Owner is responsible for the following listserver maintenance:

- Ensure the list of E-mail addresses is accurate
- Route bounced messages
- Create an approval message
- Write a short description of the List
- Guide the general tone and direction of the list

The next section covers how to configure Mail List options.

---

## MAIL LIST OPTIONS

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

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

### ADDRESSES

The Address tab displays Mailing List address options.

**List Name** — The name of the mailing list.

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

**Owner Address** — The address of the individual who maintains the QuickMail Pro Server listserver.

- **IMPORTANT:** CE Software recommends using a generic owner address, such as `owner@domain.com`, to forward mail to the real owner address. See page 14 for more information on aliasing.

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

Jorgendomo inserts subscription information in the header of each message received from the listserver, providing valuable information about how to use the list. This feature is important if you have ever subscribed to a mailing list and wondered how to unsubscribe.

**subscribe** — The address used to subscribe to the listserver.

**unsubscribe** — The address used to unsubscribe from the listserver.

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



## MODERATION

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

**Hide List** — Hides the Mailing List from the `lists` command and directory service queries.

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

**Members Only** — Ensures the messages sent to the posting address are sent from a member of the Mail List. This option also hides members from the `who`, `index`, and `get` commands.

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

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

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

**Approval Address** — Type the secret approval address in this field. Do *not* publish this address.

The screenshot shows the 'Mail List Options' dialog box with the 'Moderation' tab selected. It contains several checkboxes and text input fields. The 'Moderation' tab is active, showing options for 'Hide List', 'Hide Members', 'Members Only', 'Moderate Postings', and 'Moderate Requests'. Each option has a brief description and, where applicable, an 'Approval Address' field. The 'Moderate Postings' and 'Moderate Requests' options are checked, and their respective approval addresses are filled in as 'cesoft@approval.com' and 'cesoft@moderation.com'. 'Cancel' and 'OK' buttons are at the bottom right.

## DIGEST

List members can choose between a digest and non-digest subscription. The `subscribe digest<listname>` command adds the user as a digest member.

The Digest options enable List members to have all incoming mail sent to them, daily or weekly, in a single message.

- Choose how frequently you wish to generate a digest in the Digest tab's pop-up menus.

The screenshot shows the 'Mail List Options' dialog box with the 'Digest' tab selected. It features a 'Generate Digest Messages' checkbox which is checked, followed by a frequency dropdown set to 'Every day' and a time dropdown set to '12:00 PM'. Below this is a text field for 'Digest Subject' containing 'snowball Digest' and an example 'Example: snowball Digest #47 - 97/01/01'. There are also checked boxes for 'Numbered' and 'Dated'. At the bottom, there is an unchecked 'Activate Archiving' checkbox with a description. 'Cancel' and 'OK' buttons are at the bottom right.

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

## MESSAGES

Every message sent to the Posting Address is reformatted before it is distributed to the List Members. The following header fields are modified:

Reply-To:<Posting Address>

Sender:<Owner Address>

Subject:Text you enter in the Subject Prefix field in the Messages tab.

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

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

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

The screenshot shows the 'Mail List Options' dialog box with the 'Messages' tab selected. It contains three text input fields: 'Subject Prefix' (with a note '(will be inserted at the beginning of the subject)'), 'Message Header' (with a note '(will be inserted at before the body of the message)'), and 'Message Footer' (with a note '(will be inserted at after the body of the message)'). There are 'Cancel' and 'OK' buttons at the bottom right.

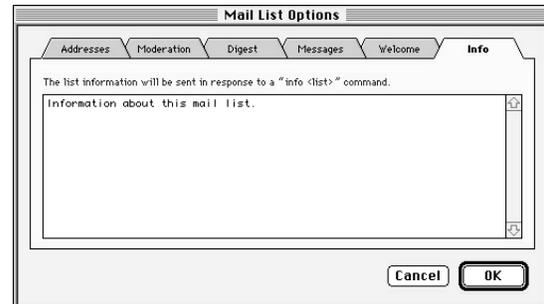
## WELCOME

Send Welcome — When this option is checked, the Welcome message you specify in the provided message space is sent to new List members.

The screenshot shows the 'Mail List Options' dialog box with the 'Welcome' tab selected. A checkbox labeled 'Send Welcome' is checked, with a note 'The welcome message will be sent to new members of this list.' Below this, there is a 'Subject:' field containing 'Welcome' and a large text area containing 'Welcome to this mail list.' There are 'Cancel' and 'OK' buttons at the bottom right.

## INFO

Type the information you want List subscribers to see when they submit the `Info` command. This text is also displayed in response to a `Finger` directory service query.



---

## MAILING LIST COMMANDS

The Mail List options are configured in the user interface, but the list of members is administered through listserver commands. This section lists the commands issued by client machines for information from the listserver.

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

## LISTSERVER HELP AND RESPONSE

The listserver Help Text and Responses dialog determines what mail list subscribers receive when they request information.

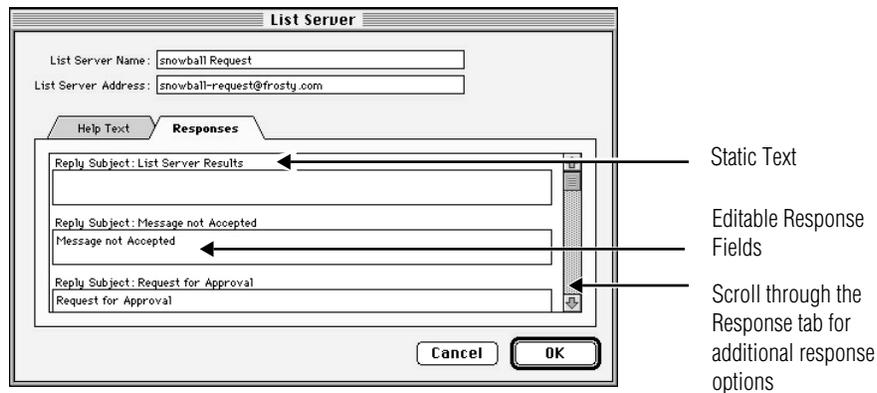
### HELP TEXT TAB

- 1 Select Mail Lists from the Configure menu.
- 2 In the Mail Lists dialog, double-click the listserver icon.
- 3 In the listserver dialog, click the Help Text tab. This tab contains the QuickMail Pro Server response to **help** commands issue by Mail List subscribers.
- 4 Type the information you want distributed in response to listserver queries. The text does not need to be edited unless you wish to conceal or elaborate on the existing responses.
- 5 Click OK when you are finished.



### RESPONSES

The Response tab displays responses to list commands. Each response can be customized. For example, you can type your own messages in the editable fields of the Response tab.



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

- > **IMPORTANT:** The information in the listserver Reply field in the table below is the default response text. *The replies displayed in your Response tab may be different if the fields have been edited.*

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

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

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

Specific Command Results		
Static Text	List Serve Reply	Used When:
subscribe - succeed	subscribe: succeed	a new address has been added to the member list
subscribe - address already subscribed	<address> is already subscribed to <listname>	members try to subscribe to a list in which they are already a member
subscribe - digest mode changed	subscribe: digest mode changed	an existing member sends a subscribe command to change the digest mode
unsubscribe - succeed	unsubscribe: succeed	deleting an existing member address
unsubscribe - address not subscribed	<address> is not subscribed to <listname>	trying to delete a non-existing member address.
index - listing archive files	The archive of <indexed folder number> has the following files	the index command is issued.
get - sending archive file	List <listname> file <archive filename>/ris being sent as a separate message	a get command is issued

Specific Command Results (cont.)		
get - unspecified file name	unspecified file name	a get command is issued
which - address subscribed to lists	The address <address> is subscribed to the following lists	a which command is issued
who - members of list	Members of the list <listname>	a who command is issued
info - there is no info	There is no information for <listname>	a info command is issued
lists - use info command	Use the info<lists> command to get more information /about a specific list	a lists command is issued
intro - sending welcome message	Welcome message is being sent as a separate message	an intro command is issued

---

## INTERNAL STRUCTURE

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

### MEMBERS FILE

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

### DIGEST FILE

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

### ARCHIVE FILES

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

## **SEQNUM FILE**

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

## CHAPTER 8: APPLESCRIPT SOLUTIONS

AppleScript is a computer language developed by Apple that allows users to automate tasks in Macintosh applications with script commands. When applications support Applescript, users can customize software to better accommodate their work environment. For example, QuickMail Pro Server uses the flexibility of AppleScript for tasks such as archiving mail, distributing company-wide messages, and communicating with fax software.

---

### SCRIPTING FOR QUICKMAIL PRO SERVER

QuickMail Pro Server scripts are installed in the QMP Server folder. There are three categories of scripts used with the server: stand-alone scripts, gateway scripts, and filter scripts. There is a special script folder for each script category. Each script also has an accompanying ReadMe file located in their respective script folder.

#### SCRIPTS INSTALLED WITH QUICKMAIL PRO SERVER

Several scripts are included with QuickMail Pro Server. These scripts encompass the more common functions of a mail server. Create your own scripts when your site requires capabilities beyond what the installed scripts offer.

- Retrospect Backup Scripts: Controls the server when Retrospect backups are made.
- Broadcast Message Script: Sends a message to all users in the Users list.
- 4-Sight Fax Gateway: Allows users to send faxes with third-party fax software.
- PageNow! Gateway: Allows users to page people with third-party paging software.
- Vacation Filter: Sends an automated reply in response to incoming messages.
- FileMaker Pro Filter: Archives mail in a FileMaker Pro database.
- AutoResponder Filter: Automatically replies to incoming messages.

Additional scripts are located on CE Software's Web site at [www.cesoft.com](http://www.cesoft.com).

#### USING SCRIPTS

The installed scripts can be used right out of the box; they do not have to be modified. The scripts have been created to assist the mail administrator as much as possible. There are three ways to initiate the installed scripts:

- Select the script from the QuickMail Pro Server Scripts menu.
- Manually launch the script from the Finder level.
- Allow specific server actions to automatically initiate the script.

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

## WRITING AND EDITING SCRIPTS

You may need to edit the existing scripts or write new ones, depending on how you want to use the scripting functionality with the server. Use an existing script as the foundation for your new or edited script. CE Software recommends renaming edited scripts so they are not overwritten by future upgrades

If you want to test a script without using it on actual mail, you can set up an artificial domain on a test server.

---

## STAND-ALONE SCRIPTS

Stand-alone scripts must be launched manually. The stand-alone scripts installed with QuickMail Pro Server include: Broadcast Message, Retrospect Event Handler, Update Address Books, and Compile Address Books.

### BROADCAST MESSAGE

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

To use the Broadcast Message script:

- 1** Launch the Broadcast Message application. It is located in the QMP Server folder: Sample Scripts folder.
- 2** Type the subject of the message at the prompt and click OK.
- 3** Type the message body of the broadcast message at the prompt.
- ❖ *Note:* The message body of the broadcast message can hold up to 255 characters.
- 4** Click OK when you are finished.

The message is broadcast to all users listed in the Users dialog and the Broadcast Message application is automatically closed.

- ▲ **WARNING:** Mail sent using the Broadcast Message is distributed to all aliased, forwarding, and external accounts.

## RETROSPECT EVENT HANDLER

There are two scripts for Retrospect Remote: one for local backups and one for remote backups. Backups are local when the Retrospect software is on the same machine as the QuickMail Pro Server software. In contrast, remote backups are initiated when the Retrospect software resides on a different machine than the QuickMail Pro Server software.

The Retrospect Event Handler script is automatically launched by Retrospect.

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

### LOCAL

To set up the Local Retrospect script:

- 1** Copy the Local Retrospect Event Handler from the QMP Server folder:Sample Scripts folder to the Retrospect Preferences folder.
- 2** Launch Retrospect Remote. Retrospect automatically launches the Event Handler.
- 3** If necessary, configure Retrospect Remote's settings using the instructions provided in the Retrospect documentation.
- 4** To execute the script, select it from Retrospect's Run menu or use Retrospect's scheduling features. QuickMail Pro Server's Store & Forward cycles are suspended during the backup.
- 5** Depending on how the Retrospect preferences are set, Retrospect quits the Event Handler and itself when the backup is finished.

### REMOTE

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

- 1** Copy the "Remote" Control Panel from the Retrospect Remote server to the QuickMail Pro Server machine's Control Panel folder.
- 2** Copy the Local Retrospect Event Handler from the Sample Scripts folder on the QuickMail Pro Server machine to the Retrospect Preferences folder on the Retrospect Remote server.
- 3** Launch Retrospect Remote.

- 4 Select the Machine, Zone, and Program in the Network dialog. Click OK when you are finished.



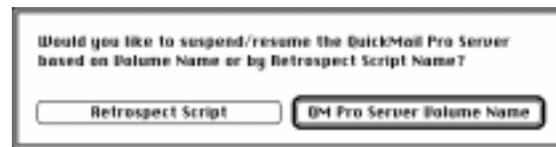
- 5 Type a user name at the prompt. The user must have program linking rights on the QuickMail Pro Server.



- 6 Enter a password at the prompt.

- ❖ *Note:* The password is in cleartext in the installed script. The script can be edited to display bullets rather than text.

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



- 8 To execute the script, select it from Retrospect's Run menu or use Retrospect's scheduling features.
- If you are making a backup based on the script, the QuickMail Pro Server is suspended for the duration of the backup.
  - If the backup is based on the selected volume, the QuickMail Pro Server is suspended only when the drive specified in step 7 is being accessed.
- 9 Depending on how the Retrospect preferences are set, Retrospect quits the Event Handler when the backup is finished.

## UPDATE ADDRESS BOOKS

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

If you are using an E-mail client other than QuickMail Pro, edit the script so it sends enclosures in plain text format. Users can then import the addresses into their existing Address Books.

---

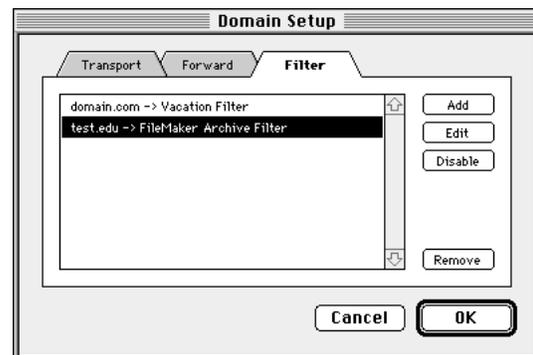
## FILTER SCRIPTS

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

### ENABLE FILTERS

To enable a QuickMail Pro Server filter:

- 1 Select Domain Setup in the Configure menu.
  - 2 Click the Filter tab.
  - 3 Select a filter and click Enable.
  - 4 Click OK when you are finished.
- ❖ *Note:* Disabled filters are displayed in italics in the Filter tab of the Domain Setup dialog.



### HOW FILTERS WORK

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

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

## THE QMPMAIL EVENT

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

```
on «event QMPMAIL» {sender, recipient, subject, body, mailfile, options}...
```

```
    continue «event QMPMAIL» -- important: without this line the message will be deleted
```

```
end «event QMPMAIL»
```

In place of the {sender, recipient, subject, body, mailfile, options} fields you could have {john.smith@cesoft.com, arricka.b@ddd.edu, |you have mail|, |Do you wish to read your mail?|, SystemFolder:CESoftwareFolder, funpictures}. Use {} without the brackets for variables with unacceptable characters, such as spaces. Mailfile is the pathname to the MIME document on the QuickMail Pro Server machine. Options contain the data storage for this domain; in other words, you can have about anything in the Options field.

❖ *Note:* You do *not* have to enter information for all of the QMPMAIL fields.

## THE QMPSOPTS EVENT

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

```
on «event QMPSOPTS» {options}...
```

```
    return options
```

```
end «event QMPSOPTS»
```

The QMPSOPTS event is best illustrated in QuickMail Pro Servers Filter dialog. When you specify a domain and a script in the Filter dialog, you can select Configure. If an option is specified in the QMPSOPTS event, a dialog or whatever action you specified in the script appears.



## DELETING MESSAGES

When the command line, `continue «event QMPMAIL»`, is excluded from the script, mail is deleted.

## FILEMAKER ARCHIVE FILTER

The most basic function of a filter script is archiving. Archiving your mail is vitally important when you need to maintain detailed records of correspondence. For example, archiving mail would be an indispensable tool for law firms. Storing and maintaining attorney-client mail for historical purposes ensures the validity of written information and provides an organizational safety net.

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

## ACCESSING THE FILEMAKER ARCHIVE FILE

When you archive mail with the FileMaker Archive, the mail is stored in the QMP Server folder:Sample Filters folder:FileMaker folder:QuickMail Pro Server folder. Open the file with FileMaker Pro to browse the text of each message.

## VACATION FILTER

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

To use the Vacation Filter, users simply send a message to "on-vacation@<domain.com>". (The domain is the same as the local POP domain.) The user's address, subject line, and message body are stored in the Vacation Filter. The script then checks every message for the vacationing user's address. IF found, the script automatically generates a reply to the sender. To disable the vacation list, clients send a message to off-vacation@<domain.com>.

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

## JUNK MAIL FILTER

No one likes to receive junk mail, but it can be especially intrusive in the world of electronic mail. To prevent unwanted mail from seeping into mailboxes at your site, launch the Junk Mail Filter.

---

## GATEWAY SCRIPTS

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

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

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

## **4-SIGHT FAX GATEWAY**

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

### **CREATING A GATEWAY**

QuickMail Pro Server has the ability to connect a domain to a gateway that handles the message transport for that domain. The protocol for connecting and handling mail is very simple, which makes it easy to construct a gateway either as a C/C++ program or a stay-open script application.

The first thing a gateway must do before it can be connected to a domain is register itself. In a script application, this is done in the run-handler. The gateway ID is a four-character code used to uniquely identify the gateway. CE Software suggests you use the application’s creator code for the gateway ID.

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

## **PAGENOW**

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

---

## SERVER-SPECIFIC COMMANDS

An application typically has AppleScript commands used only for that application. Knowing these application-specific commands for QuickMail Pro Server will help you make the most of the server's flexibility.

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



---

## LEARN MORE ABOUT APPLESCRIPT

There are several AppleScript reference books available at any bookstore. Two popular titles are:

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

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

You can also find a list of AppleScript commands on the Web. See <http://www.scriptweb.com/scriptweb/> for more information.



## APPENDIX A: MODEM SETUP

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

---

### THE APPLE MODEM TOOL

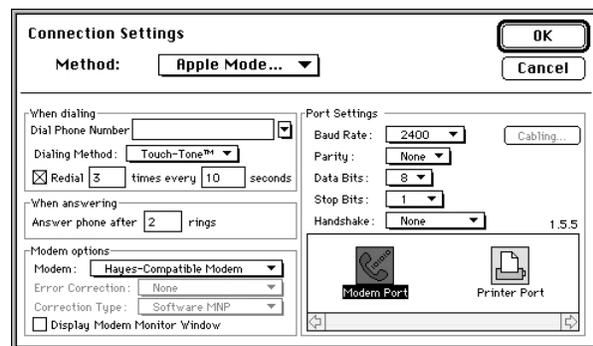
The Apple Modem Connection Tool lets you establish a connection with a remote computer using a modem. The Apple Modem Tool automatically recognizes an attached Apple, Hayes, or other Hayes-compatible modem. Besides using the built-in serial ports, the Apple Modem Tool can establish connections through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

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

### CONNECTION SETTINGS

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

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



### PHONE SETTINGS

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

#### DIAL PHONE NUMBER

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

#### WHEN ANSWERING

This option is not applicable in QuickMail Pro Server as the UUCP Protocol does not answer incoming calls.

## MODEM OPTIONS

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

### MODEM

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

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

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

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

**Remove** — Removes the selected modem.

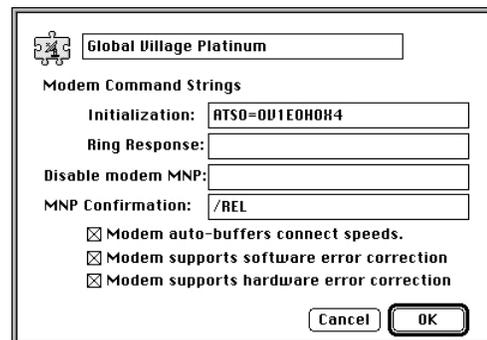
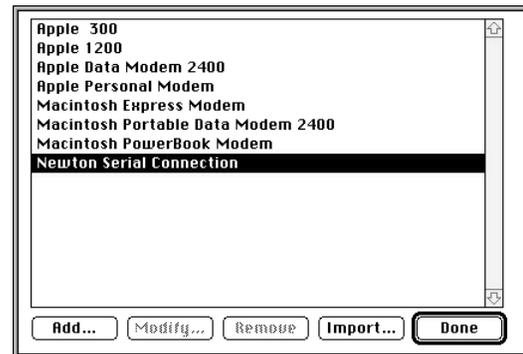
**Import** — Opens a standard Import dialog where you can navigate to a modem definition file and choose to include it in the modem list. You can obtain modem definition files from your modem manufacturer.

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

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

### ERROR CORRECTION

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



### **CORRECTION TYPE**

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

### **DISPLAY MODEM MONITOR WINDOW**

Displays the status of your connection. This option is helpful when you are troubleshooting connection problems and you need to see information about the line drop.

## **PORT SETTINGS**

The pop-up menus in this group allow you to set the baud rate, parity number of data bits per character, number of stop bits per character, and handshake method used by the serial port.

### **BAUD RATE**

Use this option to regulate the speed at which data is transmitted to and from your modem. Baud rate measures the transfer of characters per second (cps), or the number of times per second a transmission signal varies.

The actual speed of transmission in characters per second depends on:

- Modem-to-modem data rate
  - Speed with which the processor can transfer data to and from the modem
  - Type of compression used
  - Method of compression: whether the data is compressed by the processor or the modem
  - Amount of noise on the telephone line (which causes retransmissions)
  - Serial character format (typically 8N1: one start bit, eight data bits, no parity, one stop bit).
- **IMPORTANT:** If your modem and the connecting device communicate at different baud rates, the faster modem bauds down until the modems match speeds.

### **PARITY**

Method used by your Macintosh and the other computer for ensuring data is not garbled during transmission. The Apple Modem Tool enables you to use *even* or *odd* parity checking or to specify no parity checking.

### **DATA BITS**

Specifies the number of bits that make up a character. With the Apple Modem Tool, your Macintosh can send and receive 5, 6, 7, or 8 bit characters, depending on what the recipient computer requires. The default setting for this option is 8-bit characters.

### **STOP BITS**

Specifies the number of stop bits used to mark the end of a transmitted character. The Apple Modem tool supports 1, 1.5, or 2 stop bits. Typically, a stop bit is 1-bit long: the default setting for this option.

### **HANDSHAKE**

Regulates the flow of data transmitted between your Macintosh and the computer at the other end of the connection. For handshaking to work, both computers must have the same handshake method selected. Numerous factors determine when it's best to use handshaking:

- How busy is your Macintosh?
- How fast is data coming in from the remote computer?
- How fast is your server's processor?

Choose None from the Handshake pop-up menu when you do not want the flow of data regulated. Choose XON/XOFF to prevent the loss of data when one of the machines in the data flow sends data faster than the other computer can receive it.

❖ *Note:* The most common handshake method used is DTR&CTS.

### **CABLING**

This button is only enabled when you select a modem that requires special cabling. For example, when you select Newton Serial Connection in the modem pop-up menu, a dialog prompts you to save the cabling information.

### **CURRENT PORT**

When you have not installed any add-on serial or modem cards, printer and modem icons display in the port area of the dialog. You can use either port when establishing a connection; however, if you are using LocalTalk, the printer port is unavailable because it is being used.

## CUSTOM MODEM COMMANDS

This section provides general definitions about the settings in the Apple Modem Tool's Custom dialog. For more in-depth information, it is important to check with your modem manufacturer; it will save you time and frustration. You can also try joining a newsgroup or subscribing to a mailing list supported by your modem manufacturer to learn more about modem commands.

### MODEM COMMAND STRINGS

Modem command strings direct the modem to send and receive commands in a specific sequence.

#### INITIALIZATION

A series of numeric and alphanumeric characters that prepare the modem for communication. Recommended modem initialization strings are available at:  
<http://help.cesoff.com/tech/quickmail/modems.html>.

#### RING RESPONSE

You do not need to enter information in this field unless you have specific instructions from your modem manufacturer to configure this field.

Global Village Platinum

Modem Command Strings

Initialization: ATSO=OU1E0H0H4

Ring Response:

Disable modem MNP:

MNP Confirmation: /REL

Modem auto-buffers connect speeds.  
 Modem supports software error correction  
 Modem supports hardware error correction

Cancel OK

### DISABLE MODEM MNP

Commands entered in this field allow you to disable modem protocol compression.

### MNP CONFIRMATION

Commands entered in this field allow you to configure modem protocol compression.

#### MODEM AUTO-BUFFERS CONNECT SPEEDS

Check this option when you have a modem that connects at greater than 9600 baud.

#### MODEM SUPPORT SOFTWARE ERROR CORRECTION

Check this option when your modem supports software error correction.

#### MODEM SUPPORT HARDWARE ERROR CORRECTION

Check this option when your modem supports hardware error correction.



## APPENDIX B: AIMS/EIMS CONVERTER

The Apple Internet Mail Server (AIMS), more recently known as EIMS, is a Macintosh POP server developed by Apple Computer and licensed by Qualcomm™. QuickMail Pro Server (QMPS) installs an AIMS/EIMS converter application that can convert all your AIMS/EIMS files to a format QMPS can read. If you do *not* currently use AIMS/EIMS, you do not need to read this section.

### CONVERT YOUR FILES

**1** Launch the AIMS/EIMS Converter application. It is located in your QMP Server folder on your hard drive.

**2** Click Install in the Welcome dialog to proceed with the migration process.

❖ *Note:* You must quit QuickMail Pro Server before you convert your files.



**3** When QuickMail Pro Server has previously been installed, a warning dialog appears.

■ Choose Merge to combine your Settings folder with the information from the AIMS/EIMS server.

■ Choose Replace if you wish to overwrite your Settings folder with AIMS/EIMS information.

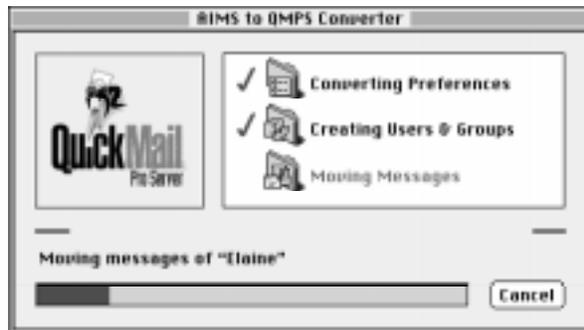
❖ *Note:* Each time you run the Converter, another archive of the Settings folder is created. Consequently, in your QMP Server folder, you could have a Settings folder, an Old Settings folder, an Old Settings1 folder, etc. The QuickMail Pro Server only uses the folder named Settings.



- 4 A status dialog lets you monitor the conversion process. When the conversion is complete, select Quit.

## POST CONVERSION

If you're wondering where all your AIMS/EIMS information went after the conversion process, read this section. The conversion has three stages: it converts preferences, then users and groups, then mail.



## PREFERENCES

The AIMS/EIMS preferences display in the QMPS TCP Protocols tabs. Domain names and routes are copied to the QMPS Domain Setup dialog. There is one SMTP domain for each entry in the AIMS/EIMS Sending Setup window.

## USERS AND GROUPS

User accounts that have the Forwarding option set to No Forwarding in AIMS/EIMS are converted into POP accounts. All information is preserved with the exception of the Auto-delete mail option.

AIMS/EIMS accounts that are configured to forward mail to another account are added as an account with a Forward.

AIMS/EIMS accounts that use Mailing List forwarding are added to QMPS as a group with the mailing list as members of the group.

## MAIL

In the last stage of conversion, all stored and waiting mail is copied from AIMS/EIMS to QMPS. Messages are converted and stored in the QMPS POP database. All other messages in the AIMS/EIMS Mail Folder are copied into the QMPS Store & Forward folder.

## LOG FILE

All conversions are recorded in the log file. Open the log file with a text editor to view detailed information on the conversion. The log file is located in the QMP Server folder:AIMS/EIMS Converter folder.

## APP C - QMP SERVER LIMITS

Consult the chart below to ensure you are not exceeding the recommended QuickMail Pro Server limits.

Feature	Theoretical Limit	Recommended Limit
Users per server	1000	750
POP Accounts	4096*	500
Mail Items per user	16 million	4000
Number of groups	1800	1800
Users in a group	1800	1800
Mail Lists	1800	1800
File Size	2 GB	25% of available disk space
Address size in User list	255	255
Address size passing through the server	255	255
Text in listserv Help/Response dialog	32 KB for all fields combined	32 KB for all fields combined
Text in Extra information tab for Finger/Ph	32KB	32KB



## APP D - APPENDIX D: TROUBLESHOOTING

If you are having a problem that's not discussed in this section, visit the CE Software Technical Support Web page at <http://www.help.cesoff.com/>.

The Problem	The Possible Solution
You are rapidly running out of disk space	Several Expire Mail folders are located in the QMPS Settings folder. When you choose to Expire Mail, a folder with the current date is saved to your hard drive. Delete old Expired Mail folders to free disk space.
Logs are not being sent to the Administrator	Check that an administrator address has been specified in the Administrator Preferences tab.
Mail has not been moving through QuickMail Pro Server	Make sure Suspend Server is unchecked in the Utilities menu.
It takes over 60 seconds to launch QuickMail Pro Server.	If you have 1,000 users, QuickMail Pro Server may take more than one minute to launch.
Users cannot send or receive mail	Make sure QuickMail Pro Server has serial numbers entered for ALL users.
The Server Status dialog periodically pauses	QMP Server is collecting dead mail and will resume normal activity shortly.
Mail is stuck in the S&F folder	Select Rebuild S&F Database in the Utilities menu
Mail cannot be deleted from the Waiting Mail dialog	Select Rebuild S&F Database in the Utilities menu
Client mail stops working	Restore Finger/Ph ports to the default settings
Clients forget their password	Delete the existing password or add a new password in the Account tab of the Local POP Account dialog.
Clients cannot access their account	Make sure they are using the correct case for their user name. The user name is case sensitive.



## **APPENDIX E: WHAT'S INSTALLED ON YOUR HARD DRIVE**

Knowing where everything is installed is important if you have problems with your machine and you need to know which files to save. QuickMail Pro Server installs files into the System folder and to a location on your hard drive you specify during installation.

---

### **QMP SERVER FOLDER**

The QuickMail Pro Server folder is in the location you specified during installation. Many of the items in the QMP Server folder do not exist until you launch the server application, create Mailing Lists, or add users.

### **AIMS/EIMS TO QMPS CONVERTER**

An application that converts AIMS/EIMS files to QuickMail Pro Server format.

### **MAILING LISTS**

Contains the Mailing Lists and all related files that your List Server controls. The Mailing Lists folder is empty until a Mailing List is created.

### **MEMBERS**

Contains the Internet addresses of all List members. Every line contains exactly one Internet address and is terminated by a carriage return. Members subscribed in digest mode are indicated by a terminating asterisk.

### **DIGEST**

A list of all incoming messages that have accumulated since the last digest distribution. Incoming messages are appended to the digest file in the order they arrive.

### **ARCHIVE**

The monthly archive files. Each archive file contains a list of all incoming messages for that period. Archive files are named `list-archive.yymm`. Incoming messages are appended to the current archive file in the order they arrive.

### **SEQNUM**

The number of messages in each digest. This information is appended with each new messages.

### **QUICKMAIL PRO SERVER**

The QuickMail Pro Server application.

## **README!**

The ReadMe file for QuickMail Pro Server

## **REPORT & LOG ARCHIVE**

Contains the Status Reports and Logs the server administrator generates.

## **SAMPLE FILTERS**

FileMaker, Mail Notification, and Vacation filters.

## **SAMPLE GATEWAYS**

4-Sight Fax, PageNOW, and Telenote™ Gateways that can communicate with QuickMail Pro Server. Each gateway must be configured separately with the respective gateway software.

## **SAMPLE SCRIPTS**

Broadcast Message and Retrospect scripts.

## **SETTINGS**

Contains the mail and preferences for each user account, regardless of which protocol is being used.

## **DATA**

Contains the 256 kilobytes of information collected by generating a Status Report.

## **LIST ADDRESS**

The Mailing List Address.

## **LOG FILE**

Log of server activity.

## **MAIL FOLDER**

### **DB\_STATUS**

Stores information about the previous Store & Forward rebuild.

### **FILE.IDX**

The actual message data stored as separate files. Each instance in the MailFile also contains information regarding the type, sender, etc.

**HISTORY.IDX**

Contains information for each MailItem. Each time something happens to a MailItem, information is appended to the History file. The information in the History file is used by the MailBouncer when creating bounce messages describing a problem.

**RECIPIENT.IDX**

Contains information on each recipient along with a reference to a MailFile. Each MailItem recorded contains various status information.

**POP FOLDER****MAIL.PREFS**

The POP3 preference file.

**USER.000**

A special account for messages delivered to multiple local recipients.

**mail.index** — Index of all messages.

**user.info** — Records of local users.

**USER.###**

User account created in User dialog.

**mail.###** — Piece of mail.

**mail.index** — Index of all messages.

**user.info** — User preferences

**USER.FFF**

A file that is only appended when leftover messages are found after a crash or serious problem.

**mail.index** — Index of all collected messages.

**user.info** — Record of local users.

**PREFS**

Stores QuickMail Pro Server preferences.

**SAMPLE FILTERS**

Stores installed and custom filters.

**SPOOL**

The Spool folder contains a folder for each defined UUCP server. The Spool folder temporarily stores incoming messages from UUCP hosts they are forwarded to the S & F database.

**USERS & GROUPS**

Stores all preferences for the List Servers and Mail Lists.

**UUCP SCRIPTS**

Stores installed and custom UUCP scripts.

**TAA**

Contains the TAA application and ReadMe. TAA stands for Technical Assistance Assistant. It is a diagnostic report that CE Software Technical Support Advisors occasionally request if you are having machine problems.

# INDEX

## Symbols

@ ..... 5

## A

### Add

Alias ..... 13  
External Account ..... 14  
Forward ..... 14  
Group ..... 14  
Local User ..... 13  
APOP ..... 12  
Apple Modem Tool ..... 83  
AppleScript  
Filters ..... 77  
Gateways ..... 79  
Learning References ..... 81

## B

Bounced Mail ..... 56

## C

Connection Methods ..... 19

## D

Delete ..... 14  
Directory Services ..... 59  
Protocol Settings ..... 60  
Domain ..... 5

## E

### Edit

Account ..... 14  
EIMS Converter ..... 89  
ETRN ..... 24  
Expire Mail ..... 49

## F

Filters ..... 42, 77  
Finger ..... 59

## G

Gateways ..... 43, 79

## I

Install ..... 9  
Internal Folder Number ..... 11  
Internet  
Address ..... 5  
Address Registry ..... 26

<b>L</b>	
Lock Server .....	45
Log	
Archiving .....	46
Display .....	52
Levels .....	51
<b>M</b>	
Mailing Lists .....	61
Commands .....	67
Help and Response .....	68
Internal Structure .....	71
Options .....	63
Misdirected Mail .....	30
Modem	
Commands .....	87
Setup .....	83
<b>P</b>	
Password Server .....	48
Ph .....	59
POP3 .....	26
External Account Options .....	29
Mailbox Database .....	27
Preferences .....	45
Administrator .....	45
Mailbox .....	47
Reports .....	46
Store and Forward .....	48
Protocols	
POP3 .....	6
SMTP .....	7, 19
UUCP .....	7
<b>R</b>	
Remote Queuing .....	24
Requirements	
Maximum Performance .....	8
RFC .....	51
Routing	
DNS .....	23
<b>S</b>	
Scripts .....	37
Security .....	7
Lock Server .....	45
Serial Numbers	
Add .....	53
Generate Report .....	53
Server	
Actions .....	6
Security .....	7
Status .....	50

Show Mailbox .....	14
SMTP .....	19, 20
Domain Options .....	24
Filter Mail .....	42
Forward Mail .....	41
Host Settings .....	24
Mail Route .....	23
Protocol Setting .....	25
SMTP Forwarder .....	20
SMTP Storer .....	20
Status Reports .....	47
Store and Forward Database .....	53
Suspend Server .....	52
<b>T</b>	
Timeout Settings .....	24
Troubleshooting	
Misdirected Mail .....	30
Scripts .....	38
<b>U</b>	
Upgrading QuickMail Pro Server .....	10
User .....	5
UUCP .....	31
Incoming Mail .....	32
Login .....	36
Outgoing Mail .....	34
Scripts .....	37
Setup .....	32