

1.6

Using eMerge

Version 1.6 supplement

Using eMerge

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Version 1.6 supplement
First Edition

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What's in this document

We've written this supplement to bring you up to date on the changes we've made to eMerge since we produced version 1.0 of the manual *Using eMerge*. All page references in this supplement refer to pages in that manual.

Installing Internet Config

The Internet Configuration System is a collection of Macintosh applications and extensions designed to make your life easier by locating all your various Internet preferences in a single file that can then be accessed by all your Internet applications. eMerge uses Internet Config to interpret the creator and file type of your attachments so that it can include them correctly when the attachment is encoded.



Warning: Before using eMerge 1.6, make sure that you've installed and properly configured Internet Config (or the Internet control panel under System 8.5 and later).

If you are running System 8.5 or later, Apple has incorporated the functions of Internet Config into the Internet control panel.

If you are not running Mac OS 8.5, it's likely that you already have Internet Config installed on your computer, since most every Internet application includes it as part of its installation. You can also download the latest version from:

<ftp://ftp.stairways.com/stairways/internetconfig-20.sit.bin>

Installing eMerge

Page 12: eMerge comes in a single self-extracting archive. If you downloaded eMerge, your browser likely decompressed the archive for you

and created a folder named eMerge among your other downloads. To decompress the archive manually, double-click on the icon and follow the instructions to choose where you want to save the eMerge folder.

If you received eMerge on CD-ROM, you'll notice that we had room enough to include three different versions of eMerge, and room enough that we don't have to compress anything into an archive. Choose the version of eMerge best suited to your needs, and copy the appropriate folder to your hard drive. Refer to page 17 of *Using eMerge* for more information.

Evaluating eMerge

When you first install eMerge, it is configured to run in demonstration mode until you enter a valid serial number. An unregistered copy of eMerge allows you to use all the features of the full version of eMerge, except that you can send only ten messages in any one session; and although you can dredge your entire hard drive for addresses, you can only save the first ten people on your list.

To send more than ten messages, quit the application and start again. Or better still, make everybody happy and purchase an eMerge serial number.

Also, you'll probably notice the small eMerge advertisement appended to each of your messages. If you purchase a full working copy of eMerge, this message does not appear.

Registering eMerge

To purchase a serial number, visit the eMerge website at:

<http://www.galleon.com/emerge/purchase>

To register eMerge:

- 1) Disable any virus protection you may have running on your computer.
- 2) Start eMerge.
- 3) From the Apple menu, choose Register eMerge.



The screenshot shows a dialog box titled "Register eMerge". It contains the following text and controls:

- To register eMerge**
Enter your name and serial number, and click Register.
- To purchase a serial number**
Click Purchase or visit the eMerge website at <http://www.galleon.com/emerge/purchase>
- Name:** [Text input field]
- Serial #** [Text input field]
- Buttons: Close, Purchase, Register

- 4) Enter your name and a valid serial number.

Note: eMerge serial numbers often contain characters that can be confused with each other, such as the number 1 and the lowercase L.

- 5) Click Register.

eMerge pauses a moment while it verifies your serial number.

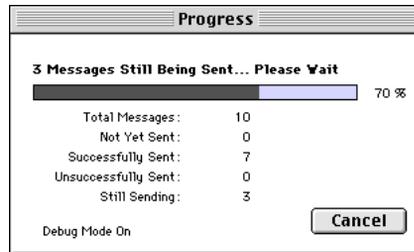


- 6) Click Close.
- 7) Re-enable your virus protection.

Sending the messages

Page 34: eMerge no longer sends only one message at a time. Instead, it can now open up to 24 simultaneous connections to the Internet. The number of simultaneous connections is limited by the speed of your connection, but we've found that a typical modem connection can easily support ten simultaneous connections.

The progress dialog has been simplified. There is but a single button to press. Use it to cancel the campaign or to close the dialog when the campaign is finished.



You'll also notice that eMerge gives you a lot more feedback as the campaign progresses. Yes, it may still take a while for those last few messages to reach their destination, but no longer will you wonder if the application has stalled.

Monitoring a campaign

eMerge quickly saves the status of each message whenever that status changes. In this way, you can cancel a campaign at any point and resume it later. And if the campaign is interrupted for any reason, you always know which recipients have received their message and which have not.

Cancelling a campaign: To stop sending messages, click the cancel button in the Progress dialog. Those messages that can be cancelled are stopped right away; those that are too far along in the transmission process, must be sent. Do not attempt to force eMerge to quit. Messages with large attachments can take a long time to send. Even small messages can encounter long delays.

Resuming a campaign: To resume sending your messages, from the menu bar, choose Messages → Resume Sending. eMerge begins sending any messages that have not yet been sent, including any messages that may have been previously cancelled.

Attachments

eMerge allows you to attach any number of files to the messages you send. The same files are sent to each person on your mailing list.

If you have a copy of the Stuffit Engine installed on your computer, you can instruct eMerge to compress attachments before sending them. The Stuffit Engine comes with the commercial version of Stuffit Deluxe or the shareware version of DropStuff with Expander Enhancer. It is installed in your Extensions folder.

Sending large files

If your attachments together exceed 32K you may encounter problems sending those files by e-mail. Some mail servers do not accept large attachments, other mail servers restrict this privilege to certain users.

Campaigns that include large attachments can also take a long time to send, since the files are sent to each recipient individually. All those messages end up tying up a lot of storage space and generally contribute to the growing congestion on the Internet.

If you attempt to send a large file, eMerge displays the following message:



We recommend that you consider removing the attachment and instead including a link in your form letter that points to an FTP site or a web page containing the file.

Sending files to Windows users

Macintosh files consist of two parts: a resource fork and a data fork. Windows files, on the other hand, contain only data. This can present problems when sending Macintosh files to Windows users.

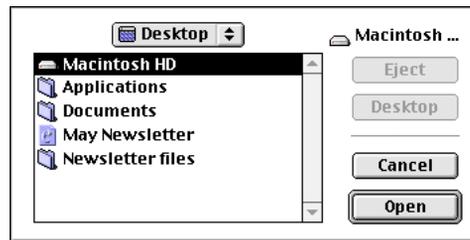
eMerge encodes Macintosh files in AppleDouble format and sends them as MIME attachments. This maintains both the resource fork and the data fork of Macintosh files. Macintosh files without resource forks (PDF files for example) are not AppleDouble encoded.

If your mailing list includes both Macintosh and Windows users, you should first test any attachments you'll be sending on both platforms.

Attaching a file

To attach a file to your eMerge campaign, follow these steps.

- 1) From the menu bar, choose File → Add Attachment.



- 2) Find the file you want to attach and click Open.



- 3) To compress a file, click on that file's icon in the attachment list.



Managing your mailing lists

Removing a file

To remove a file from the attachment list, select the file and press Delete.

Page 49: eMerge 1.6 includes the following new functions and features to help you build and manage your mailing lists:

- improved importing of database records
- improved dredging
- improved export of mailing lists
- importing address books from other Macintosh e-mail applications
- duplicating recipients
- changing statuses
- jumping to a specific entry in your mailing list

Importing database records

Page 49: With eMerge 1.6, we've made the importing of database records more intuitive. You no longer need to concern yourself with the location of fields when you export your data; eMerge now lets you define which fields belong in which variable.

eMerge allows you to import tab-delimited and comma-delimited text files. Some applications can export files that include a record containing

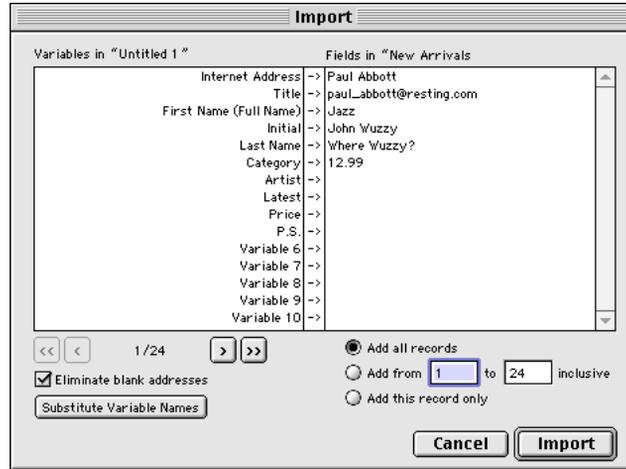
the variable names assigned in the database; eMerge lets you assign these variables names within the import.

To import a text file into eMerge, follow these steps:

- 1) Open the campaign into which you want to import the text file, or create a new campaign.
- 2) Choose the file format you want to import:
 - To import a tab-delimited file, from the menu bar, choose File → Import → Tab Delimited.
 - To import a comma-delimited file, from the menu bar, choose File → Import → Comma delimited.



- 3) Find the file you want to import and click Open.



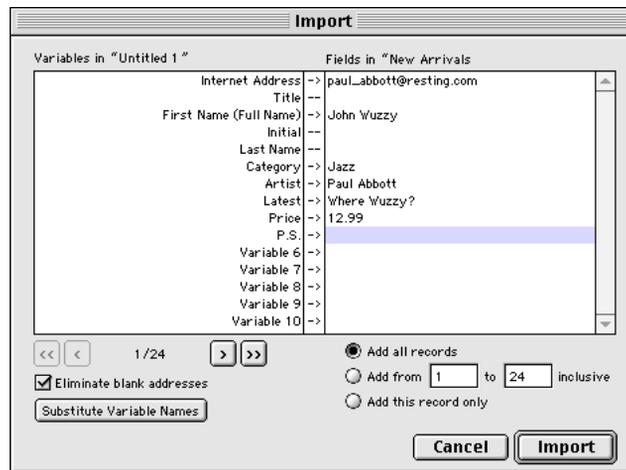
The variables in your current campaign appear on the left, and the data in the first record of your file appear on the right. If your export includes the variable names assigned in the original database, these are usually contained in the first record.

- 4) Rearrange the data fields on the right to correspond to the available variables by doing any of the following:
 - An arrow between a variable and a data field indicates that you want the variable to receive that data. If you deactivate the arrow, the variable remains empty. To activate or deactivate an arrow click it.
 - To change which data field is assigned to a particular variable, click and drag that field to that variable.

Note: As described on page 41 of *Using eMerge*, eMerge stores the full name of each recipient and breaks it up into its components as needed. If your database stores people's names in their

component parts, import these fields into the variables labelled Title, First Name, Initial, and Last Name; and eMerge will build the full name for you. If your database stores the full name, import that field into the variable labelled First Name (Full Name).

- To change the variable names for this campaign to the data fields in a record, arrange the data fields properly and click Substitute Variable Names.
- To move through the records in the import file, click on the arrow buttons.



- 5) Select how many records you want to import and click Import.

To import individual records, use the arrow buttons to move to that record, select Add This Record Only and click Import.

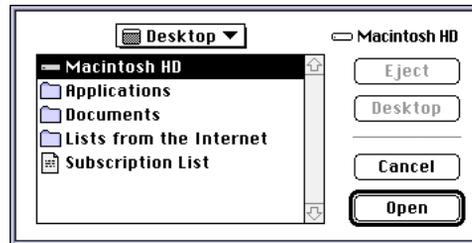
- 6) Click Close when you're done.

Dredging

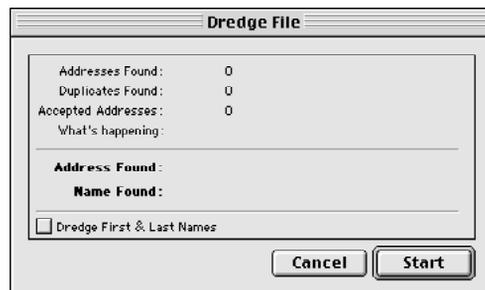
Page 54: The dredging functions are now located in the Utilities Menu. Both Dredge File and Dredge Folder now include a new option that allows you to choose whether or not you want eMerge to interpret the user IDs in the addresses it finds and use this to fill out each recipient's name. If you choose not to dredge first and last names, eMerge leaves the name blank.

For instance, to dredge a file, follow these steps:

- 1) From the main menu, choose Utilities → Dredge File.



- 2) Find the file you want to dredge and click Open.



3) If you want eMerge to fill out each recipient's name, select Dredge First & Last Names.

4) Click Start.

eMerge displays the addresses as it finds them.

5) Click Close when you're done.

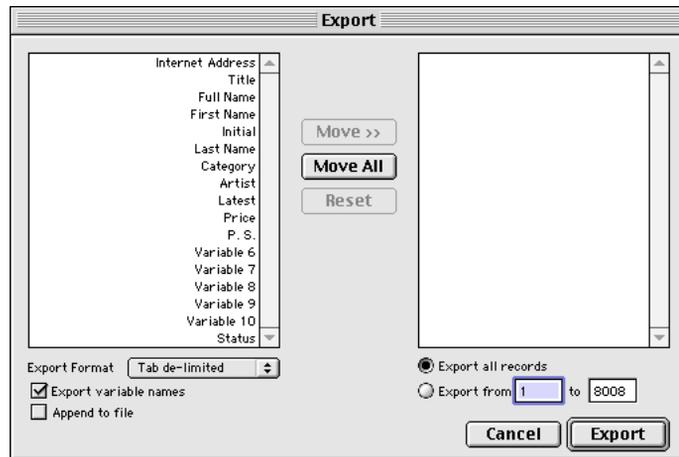
The dredged addresses appear in your mailing list.

Exporting a list to another application

Page 60: With eMerge 1.6, we've also made the exporting of mailing lists more straightforward. eMerge now lets you choose which fields to export and the order in which you want them to appear in each record.

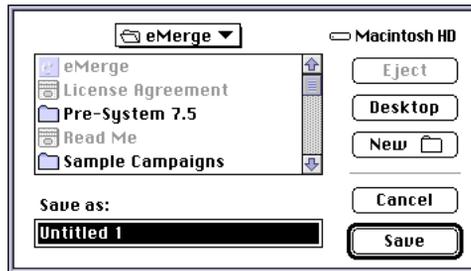
To export a mailing list, follow these steps:

1) From the menu bar, choose File → Export.



The fields available for export are displayed on the left, and the ones you have chosen to export are displayed on the right.

- 2) Choose the fields you want to export and the order in which you want them to appear, as follows:
 - To choose a field, select it and click Move.
 - To rearrange the order of the exported fields, click and drag the entries in the list to their new positions.
- 3) Select how many records you want to export and click Export.



- 4) For Save As, enter a name of for text file you're exporting.
- 5) Click Save.

eMerge counts through the records as it exports them.
- 6) Click Close when you're done.

Importing address books

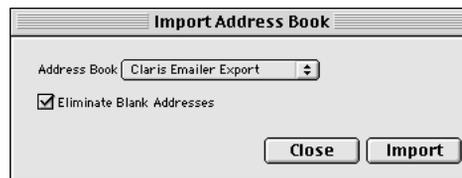
eMerge recognizes the address books of a number of standard Macintosh e-mail readers.

Claris Emailer: To import your Claris Emailer address book into eMerge, follow these steps.

- 1) Open Claris Emailer.
- 2) From the menu bar, choose File → Export Addresses.



- 3) Click Save.
- 4) Open eMerge.
- 5) From the menu bar, choose File → Import → Address Book.



- 6) For Address Book, select Claris Emailer Export from the list of available formats.
- 7) Click Import.

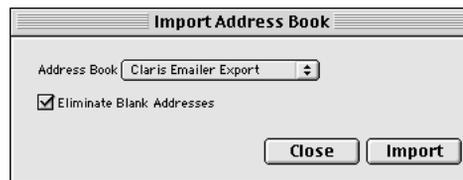


- 8) Find the file named Claris Emailer Export you created in [step 3](#) and click Open.

Your addresses are imported into eMerge.

Eudora: To import your Eudora address book into eMerge, follow these steps.

- 1) Open eMerge.
- 2) From the menu bar, choose File → Import → Address Book.



- 3) For Address Book, select Eudora Nicknames from the list of available formats.

4) Click Import.



5) Find the file named Eudora Nicknames. Typically this file is located on your main hard disk in the following folder: System Folder → Eudora Folder.

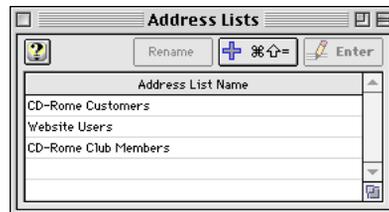
6) Click Open.

Your addresses are imported into eMerge.

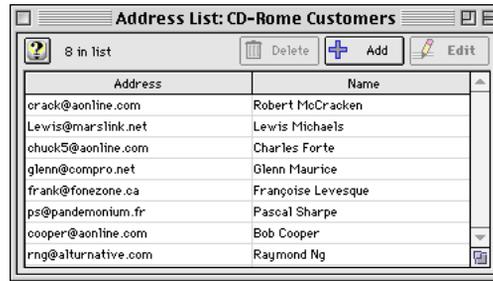
LetterRip: To import your LetterRip address list into eMerge, follow these steps.

1) Open LetterRip Pro Administrator.

2) Display your list of Address Lists.



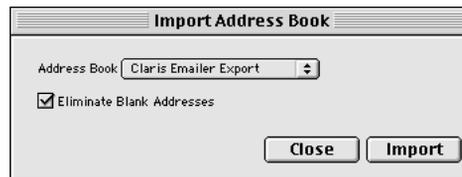
- 3) Double-click on the address list you would like to export.



- 4) From the menu bar, choose Addresses → Export.



- 5) Click Save.
- 6) Open eMerge.
- 7) From the menu bar, choose File → Import → Address Book.



- 8) For Address Book, select LetterRip Export from the list of available formats.
- 9) Click Import.

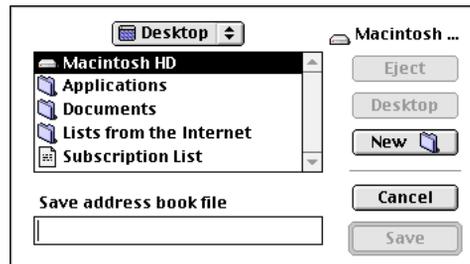


- 10) Find the file you created in [step 5](#) and click Open.

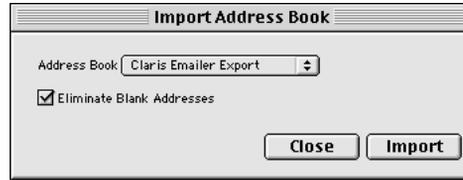
Your addresses are imported into eMerge.

Netscape Communicator. To import your Netscape Communicator address book into eMerge, follow these steps.

- 1) Open Netscape Communicator.
- 2) Display your address book.
- 3) From the menu bar, choose File → Save As.



- 4) Enter a name for the address book file and click Save.
- 5) Open eMerge.
- 6) From the menu bar, choose File → Import → Address Book.



- 7) For Address Book, select Netscape Address Book from the list of available formats.
- 8) Click Import.

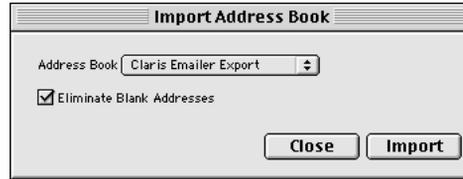


- 9) Find the file you created in [step 4](#) and click Open.

Your addresses are imported into eMerge.

Netscape Navigator: To import your Netscape Navigator address book into eMerge, follow these steps.

- 1) Open eMerge.
- 2) From the menu bar, choose File → Import → Address Book.



- 3) For Address Book, select Netscape Address Book from the list of available formats.
- 4) Click Import.

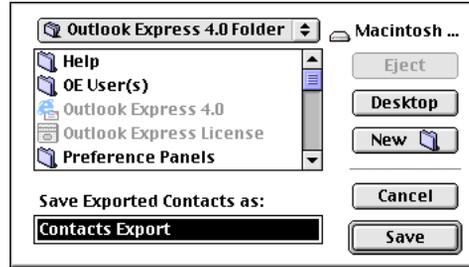


- 5) Find the file named AddressBook.html. Typically this file is located on your main hard disk in the following folder: System Folder → Preferences → Netscape *f*.
- 6) Click Open.

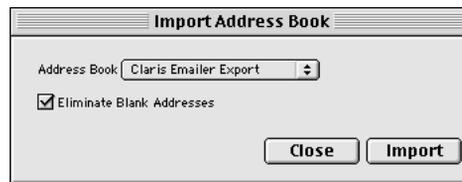
Your addresses are imported into eMerge.

Outlook Express: To import your Outlook Express contact list into eMerge, follow these steps.

- 1) Open Outlook Express.
- 2) From the menu bar, choose File → Export Contacts.



- 3) Click Save.
- 4) Open eMerge.
- 5) From the menu bar, choose File → Import → Address Book.



- 6) For Address Book, select Outlook Express Export from the list of available formats.

- 7) Click Import.

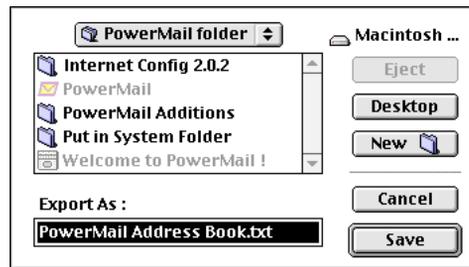


- 8) Find the file you created in [step 3](#) and click Open.

Your addresses are imported into eMerge.

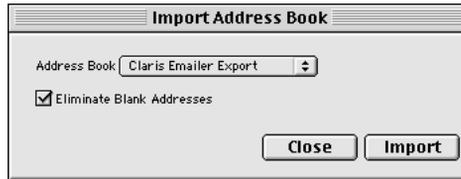
PowerMail CTM: To import your PowerMail address book into eMerge, follow these steps.

- 1) Open PowerMail.
- 2) From the menu bar, choose File → Export Addresses.

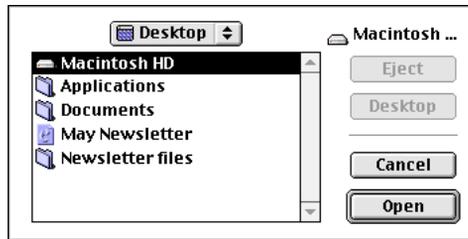


- 3) Click Save.

- 4) Open eMerge.
- 5) From the menu bar, choose File → Import → Address Book.



- 6) For Address Book, select PowerMail Export from the list of available formats.
- 7) Click Import.



- 8) Find the file you created in [step 3](#) and click Open.

Your addresses are imported into eMerge.

Duplicating recipients

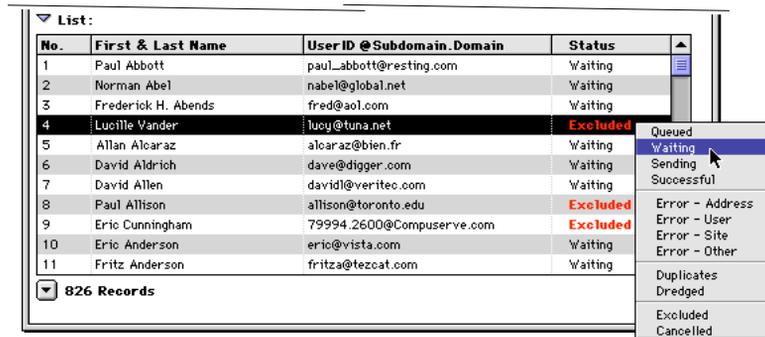
If you need to enter similar information for a number of recipients, you may find it easier to enter it for the first recipient and then use a copy of that entry as a template for the remaining recipients.

To duplicate a recipient, from the menu bar, choose Utilities → Duplicate Recipient. You can then change the information you want to change.

Changing statuses

You can change the status of any recipient in your mailing list. For instance, after excluding recipients from a particular campaign, you may decide to send them a message the next time you use this list. To change the status of a recipient, follow these steps.

- 1) Choose the recipients whose status you want to change.
- 2) While holding down the Control key, click on their status.



- 3) Choose the new status from the pop-up list.

Jumping to a specific entry

To jump to a specific entry in your mailing list, follow these steps.

- 1) Click on No. in the list heading



- 2) Enter the number of the recipient you want jump to and click OK.

eMerge utilities

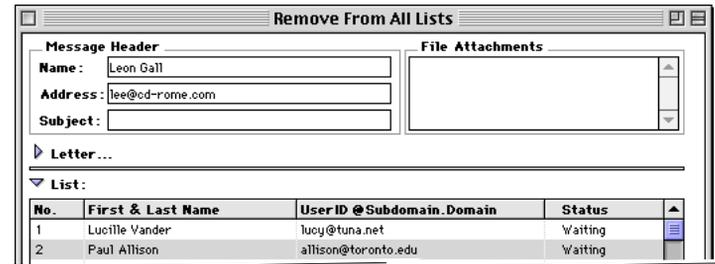
eMerge 1.6 includes the following new utilities to help you build and manage your mailing lists. In addition to these, the dredging function is now also part of the Utilities menu.

- excluding lists of recipients
- finding duplicate recipients
- finding bad addresses
- clearing variables
- setting variables
- moving variables
- generating serial numbers

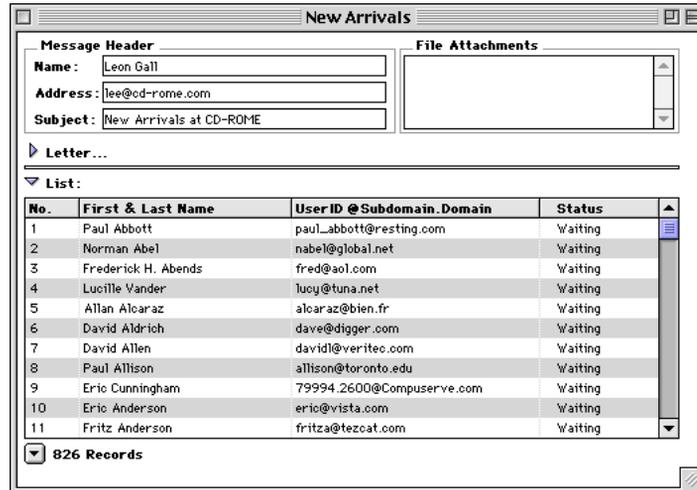
Excluding lists of recipients

If you send out enough e-mail, you're bound to find people who don't want to hear from you anymore. With eMerge you can build a list of these people and exclude them from your campaigns. To do so, follow these steps.

- 1) Maintain your exclusion list in a separate campaign.



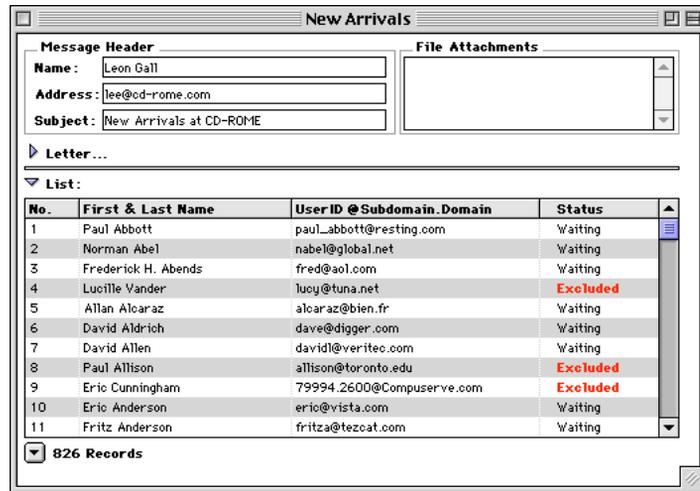
- 2) Open the campaign you're about to send.



- 3) From the menu bar, choose Utilities → Exclude List.



- 4) Find the list of people you want to exclude and click Open.



The people from the exclusion list are marked with the Excluded status. You can rest assured that excluded entries are skipped when you send your campaign, or you can delete these entries from your mailing list.

Finding duplicate recipients

eMerge can search through your mailing list and identify recipients with the same name or with the same Internet address. eMerge will leave only the first of these duplicates ready to send, and mark all remaining duplicates with the Duplicate status.

To remove all the recipients in your mailing list with the same Internet address, follow these steps:

- 1) From the menu bar, choose Utilities → Find Duplicate Addresses.
- 2) Sort your mailing list on Status. Refer to page 62 of *Using eMerge*.
- 3) Select the recipients marked with the Duplicate status.
- 4) Press the Delete key.

Finding bad addresses

eMerge automatically checks the syntax of addresses when it sends each message and marks bad address with the status “Error-Addr.” To check for bad addresses before sending your campaign, from the menu bar, choose Utilities → Find Bad Addresses.

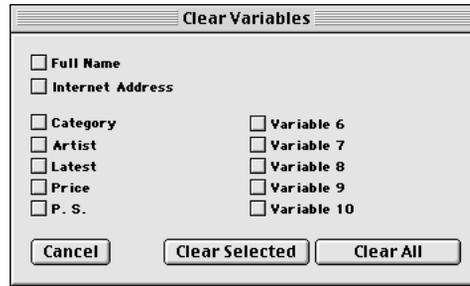
Note: This function only checks the format of each address, it cannot determine whether or not a site exists nor if the user ID exists on that site.

Clearing variables

eMerge allows you to quickly clear selected variables for any number of recipients in your mailing list. To do so, follow these steps:

- 1) Select the recipients containing the variables you want to clear.

- 2) From the menu bar, select Utilities → Clear Variables.

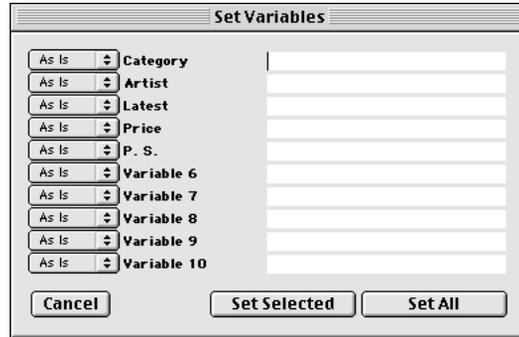


- 3) Select the variables you want to clear.
- 4) Click Clear Selected.

Setting variables

eMerge allows you to quickly define selected variables for any number of recipients in your mailing list. You can replace a variable with a specified value, or append and prepend characters to the current value. To do so, follow these steps:

- 1) Select the recipients containing the variables you want to set.
- 2) From the menu bar, select Utilities → Set Variables.

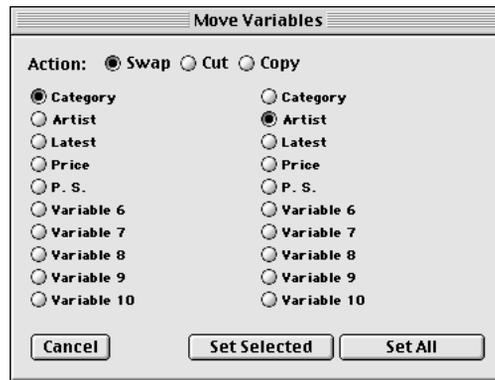


- 3) For each variable, choose one of the following functions from the pop-up menu and enter the appropriate characters in the field to the right of the variable name.
- To leave the variable unchanged, choose As Is.
 - To add the characters to the beginning of the current value, choose Prepend.
 - To add the characters to the end of the current value, choose Append.
 - To replace the current value with the new characters, choose Replace.
- 4) Click Set Selected.

Moving variables

eMerge allows you to quickly move values around within selected recipient records. To do so, follow these steps:

- 1) Select the recipients containing the values you want to move.
- 2) From the menu bar, select Utilities → Move Variables.

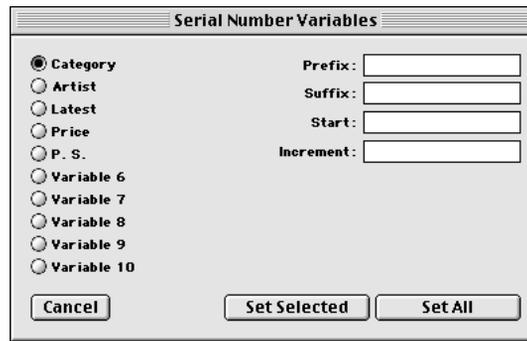


- 3) Choose one of the following actions:
 - To swap the values in the two variables, choose Swap.
 - To cut the value from the variable on the left and paste it into the variable on the right, choose Cut. The first variable is left empty.
 - To copy the value from severable on the left and paste it into the variable on the right, choose Cut. The first variable is left unchanged.
- 4) Click Set Selected.

Generating serial numbers

eMerge allows you to quickly generate serial numbers for selected recipients. To do so, follow these steps:

- 1) Select the recipients for which you want to generate serial numbers.
- 2) From the menu bar, select Utilities → Serial Number Variables.



- 3) Select the variable to which you want to assign the serial number.
- 4) Enter the necessary information in the following fields:

Prefix: Optional. The characters to be prepended to each serial number.

Suffix: Optional. The characters to be appended to each serial number.

Start: The number with which to start the series of serial numbers.

Increment: The increment between each number in the series.

- 5) Click Set Selected.

Drag-and-drop shortcuts

eMerge includes the following drag-and-drop shortcuts to make your life a little easier.

- You can drag and drop text from any text field to any other text field within eMerge, and you can drag and drop text between eMerge and other applications.
- You can drag and drop recipients within a mailing list or between campaigns. You can drag and drop text onto the mailing list, and eMerge will do its best to interpret it as recipient information.
- You can drag and drop addresses from the headers of Netscape e-mail messages onto the mailing list.
- You can drag and drop files onto the attachment window.

Printing

Printing a mailing list

To print your mailing list, from the main menu, choose File → Print List.

Printing a form letter

To print your form letter, choose File → Print Letter.

Printing a personalized letter

If your form letter is particularly long and complicated, you may find it useful to print and proofread a personalized version. To print the letter for a particular recipient, follow these steps.

- 1) Select the recipient.
- 2) From the main menu, choose Messages → Preview.

The letter preview for that recipient appears.

3) Choose File → Print Letter

Troubleshooting

As a registered purchaser of eMerge, you are entitled to free technical support by phone and through Galleon Software's site on the World Wide Web. We suggest you try the website first, since that's where you'll find the latest update to the application and lists of frequently asked questions and known problems.

Status messages

Page 66: The following describes changes to the status messages and expands on the descriptions of the messages and their associated error codes. For more information on viewing an error code refer to "Getting more information" on page 67.

- *Error-Addr. (formerly Error)*: This indicates an invalid address format. These invalid addresses are detected by eMerge before any queries are sent to the Internet. If you can, correct the address and try sending the message again.
- *Error-Other (formerly Error)*: This status message can have the following error codes:
 - (-2) eMerge could not resolve the address. There may have been a problem connecting your domain name server.
 - (- 7) We've found that this error is more often than not the result of a poor connection to the recipient's mail server, or a poorly configured mail server.

You should always try to send these messages again. Or you can let your own mail server do this for you by temporarily changing the SMTP Options in your Application preferences to Mail Server Only (refer to page 21 of *Using eMerge*) and resending the messages. Doing this forces your Mail Server to do all the hard work of sending and resending; it also lets you know if the error is more serious.

- *Error–Site (formerly Site ID??)*: eMerge has authoritatively determined that the address does not exist. If you can, correct the address and try sending the message again. Otherwise, delete it.
- *Error–User (formerly User ID??)*: eMerge successfully connected to this recipient’s mail server, but the user ID was not found there. If you can, correct the address and try sending the message again. Otherwise, delete it.

Long delays

When trying to connect directly to certain mail servers, you may experience long delays and frequent errors. This is largely due to the nature of the Internet, especially when attempting to communicate with sites that are far from your own. If you encounter these problems on a regular basis or for specific addresses, we recommend that you send these messages using the Mail Server Only option described on page 21 of *Using eMerge*.

Often, too, you will encounter a long delay when sending the final few messages in a campaign or when cleaning up after cancelling a campaign. Again, this is due to vagaries of some Internet mail servers. Once eMerge connects to a mail server, it waits until it receives the expected feedback before disconnecting. Some servers, however, don’t behave

particularly well, and so we also allow eMerge to give up after a pre-defined time limit of two minutes. But you'd be surprised how often messages are successfully sent even after waiting so long.

What “Successful” means

There has been some confusion regarding the “Successful” status; it means different things depending on the delivery method you choose to use. If you choose to send your messages through your regular mail server using the Mail Server Only option, eMerge marks all messages successfully sent to the server as “Successful.” This does not mean that they have reached their destination, only that they have successfully reached the mail server. It's now up to your mail server to deliver the messages and send any errors it encounters to you by return e-mail. If you choose to send your messages directly to each recipient, eMerge can then attempt to determine if the site exists, if the user exists, and if the message was sent successfully. Some servers don't support these queries; they accept all the mail that arrives, sorts through it later, and sends any errors it encounters to you by return mail. The upshot of all this is that, no matter which delivery method you choose, you should always provide a proper return address for these error messages and inspect them for bad addresses after sending your campaigns.

Problems with direct connections

A small but growing number of ISPs are bouncing messages that come from directly from dial-up connections. eMerge marks these messages a “Successful”, but you receive an error message by return e-mail. If you connect to the Internet over the phone lines, you will have to send to these addresses through your regular e-mail server.

Problems with Sprint

If you use Sprint as your Internet service provider and you use a modem to connect to the Internet, then you will not be able to use the Direct method to send your eMerge campaigns. Sprint has disallowed the port that supports this option. At this writing, Sprint is handling this restriction in such a way that each direct connection made by eMerge times out and returns an Error—Other (-7). You should use the Mail Server Only option instead, or use another Internet Service Provider to send your eMerge campaigns.

Problems with AOL

A number of customers have reported difficulties sending messages to AOL, although our own tests have been largely successful. In the course of our research, however, we learned that AOL has quite a reputation for their poor handling of e-mail from outside AOL. Messages can take days to arrive, they get bounced during particularly busy periods, or they may not arrive at all. Coupled with this, AOL claims that they are on the lookout for messages coming directly from dial-up connections and that any messages arriving this way are deleted, although our direct/dial-up tests have largely gone through. They also claim that they are on the lookout for mail coming from certain ISPs and certain domain names known for sending unsolicited bulk e-mail. So, the upshot for you is that if AOL does not consider you to be a spammer (and we have no idea what their criteria are), you can send mail any way you want, but you have to keep in mind that sending mail to AOL using any e-mail application is not a guaranteed prospect. If you encounter any problems, however, the best way to improve your chances of getting mail to AOL is to send it through a legitimate e-mail using the Mail Server Only option.

Problems with EarthLink

If you use EarthLink as your Internet service provider, your e-mail may not be reaching its destination. Earthlink has made it onto a number of widely circulated lists of spammer domains, and depending on the mail server you're sending to, e-mail from Earthlink may be automatically rejected or deleted. In the first case, you'll receive an error message; in the latter case, you'll never know that your e-mail was not received. If you suspect this is happening to you, we recommend that you first attempt to resend the problematic messages using the Mail Server Only option and examine any error messages you receive by return e-mail. If that fails, you should consider using another Internet Service Provider to send your eMerge campaigns.

Serial numbers

When you first start eMerge, it signs onto the network with its unique serial number. This is to prevent other people from using more than one copy of the same serial number in the same office. A problem can arise, however, if eMerge stops unexpectedly due to a problem with the application or a problem with your computer. In cases like this, eMerge is not able to sign off of the network and so far as the network is concerned your copy of eMerge is still running somewhere. So, when you try to start it again, you are notified that someone else is using your serial number. The solution to this is to restart your computer, which is probably a good idea anyway!

If you're getting this message regularly, then either (i) someone has gotten a hold of your serial number or (ii) eMerge is not running properly on your computer. If the latter, contact Galleon Software and we'll help

you work through the problem. Regarding the former, if someone in your organization has somehow acquired your serial number, only you can track the scoundrel down. There are network applications available that can help you to do so.

Loading large lists

eMerge will crash if you do not have enough memory to hold your recipient lists. You should budget approximately 1 MB for every 2000 recipients.