

IMHOTEK LTD.

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IXP

# Installation and Configuration Guide

IMHOTEK LTD

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## **Important Notice**

Imhotek Ltd. accept no responsibility whatsoever for call charges that result from the use of this product. Occasionally service providers do not clear down communications links when required, resulting in longer than necessary calls. This product is designed to cope with all foreseen circumstances and endeavours to keep all calls to the shortest possible length. Mis-configuration of this product may also lead to problems in this area.

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# Overview

*This section introduces the Imhotek IXP email optimiser and provides an overview of how it works*

## Introduction

Imhotek IXP (IXP) is an e-mail optimiser specifically designed to provide the best performance possible from a wireless connection including:

- GSM
- GPRS
- HSCSD (High Speed Data)
- Inmarsat Fleet – ISDN and MPDS.
- Inmarsat Regional BGAN

IXP does not replace your existing connections; rather, it makes the best use of them.

### **Supported Platforms**

IXP is a client server application. The IXP Server is available on Windows 2000 and Linux. The IXP client is available on a variety of platforms including:

- Windows 2000, Windows XP
- Pocket PC
- Palm OS 4 and above.
- Nokia Communicator 92XX
- Mobile telephones that support java
- Symbian devices (Psion, SonyEricsson phones, Nokia phones)

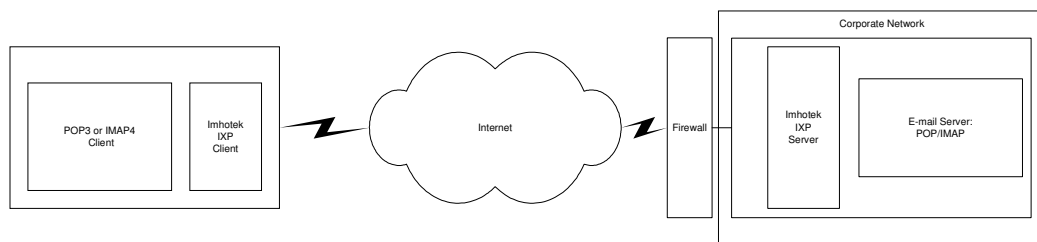
This user guide describes the Installation and configuration options available with IXP.

### Server Location

The IXP server may be installed in a number of locations on the network:

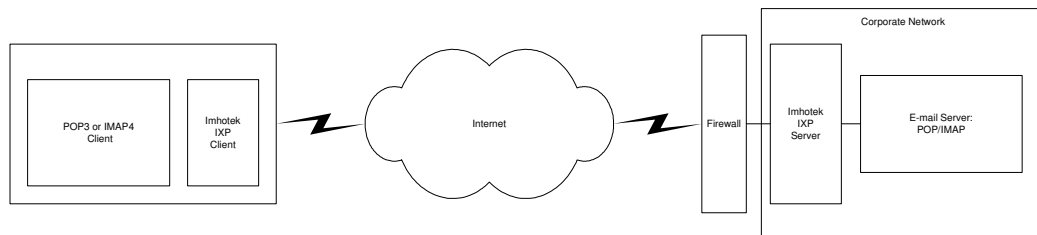
- On the e-mail server
- Near the e-mail server
- In front of the firewall
- Elsewhere

The following diagrams show these configurations.



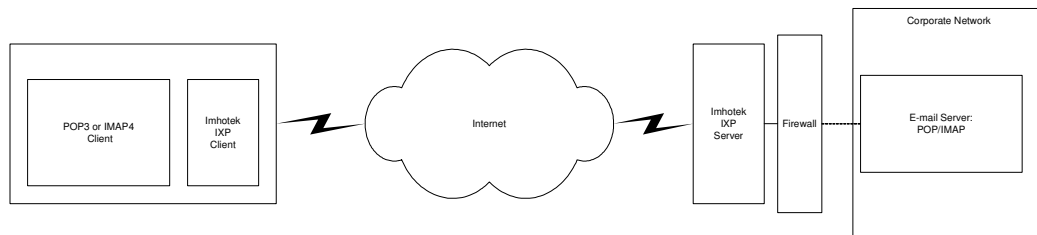
**Figure 1**

*The IXP server may be run on the same server as the e-mail server.*



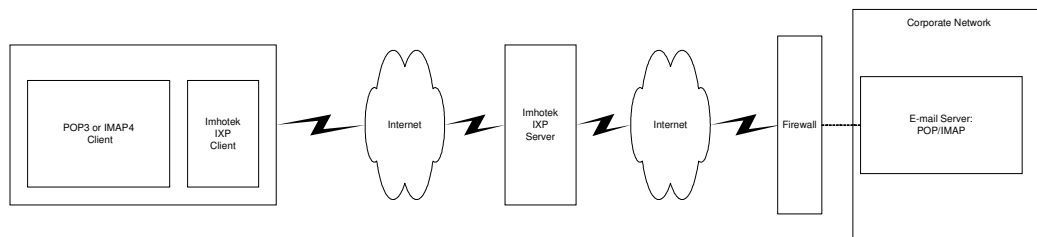
**Figure 2**

*The IXP server can be placed on the network with good links to the e-mail server*



**Figure 3**

*If required, the IXP Server can be placed outside the firewall whilst keeping the e-mail server inside the firewall. In this scenario the firewall can be configured to only allow traffic to and from the e-mail server from the IXP server thereby increasing the security of the e-mail server.*



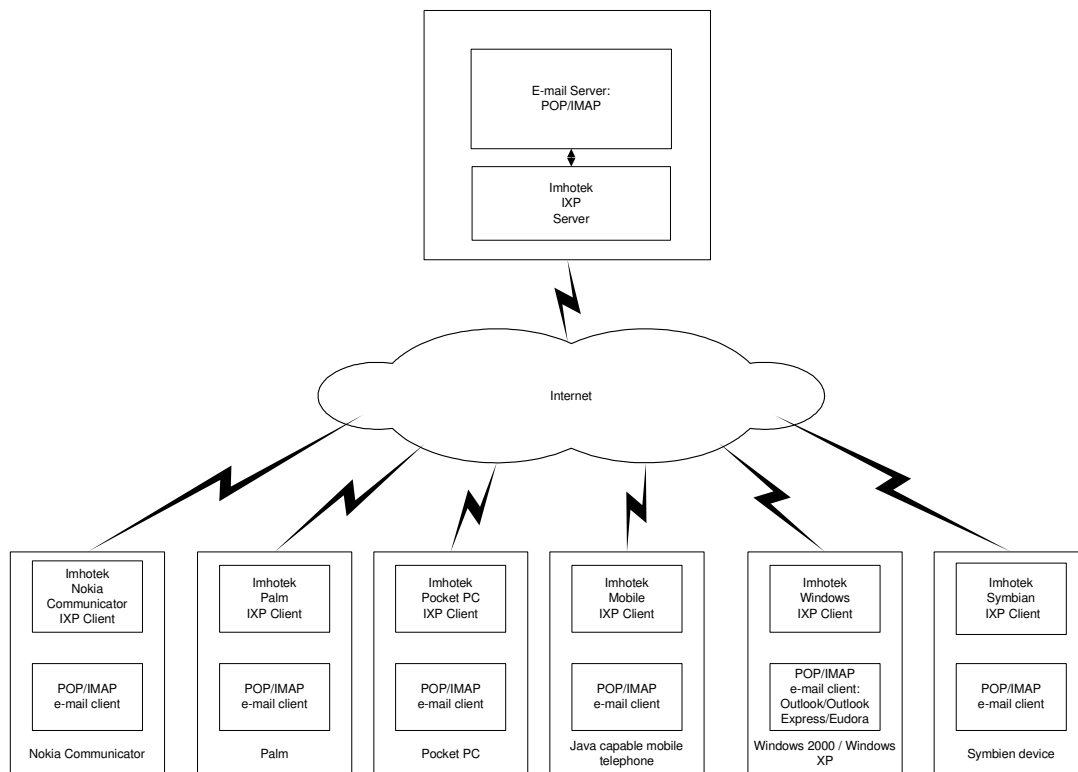
**Figure 4.**

*In this configuration it is not necessary for the IXP Server to be hosted on the corporate site at all. As long as there are good network links between the IXP Server and the e-mail server the link will still benefit from the IXP optimisation.*

#### Client

The IXP client is available on a number of different platforms and devices. All IXP clients connect to the IXP server.

The client devices running the IXP clients connect to the IXP server via a dial up to the Internet (Figure 5.) or directly to the corporate network.



**Figure 5.**

## Hardware and Software Requirements

*In order to use IXP you must have the Java runtime J2SE 1.4 or above installed on your computer.*

## Installing IXP

The IXP windows client is available in two forms:

- IXP with Java. This includes the java runtime client which is required for the IXP windows client to run. This version is recommended for all but expert users.
- IXP without Java. This does not include the java runtime client and is only recommended for expert users who already have the correct version of Java installed on their PC.

### Installing IXP with Java.

1. Locate and run the file “ixp-jre-setup.exe” from the IXP CD or if you have downloaded it, the directory you saved it to.
2. A setup installation window will appear informing you that the files are being extracted.
3. A welcome window appears, recommending that you exit all other windows programs before proceeding. When you have done this, press the “**N**ext” button.
4. The “**Choose Destination Location**” window is displayed. You can now specify where you wish to install IXP. The default location is “**C:\Program Files\IxpClient**” if this is not acceptable then enter where you would like IXP to be installed. Press the “**N**ext” button.
5. The “**Setup Type**” window is displayed. Select the type of setup you prefer.

Typical:	The program will be installed with the most common options. This is recommended for most users
Compact:	The program will be installed <i>without</i> the Java runtime
Custom:	You may choose the options you wish to install. This is only recommended for advanced users.
6. Press the “**N**ext” button to continue.
7. The “**Set Program Shortcuts**” window is displayed. Select shortcuts you wish to be created. Press the “**N**ext” button to continue. ***Note: By default IXP creates a shortcut in the Windows Startup folder. This ensures that IXP is running before your e-mail client requires it.***
8. The “**Confirm Setup Settings**” window is displayed. If you are satisfied that the settings are correct press the “**N**ext” button to begin copying the files.
9. When the setup program has finished copying the files the final “**Readme**” window is displayed. When you have read the information displayed, press the “**N**ext” button to close the setup program.
10. The IXP client is now installed.



# IXP Operation

*This section describes how IXP can be used to access POP3, IMAP4 and SMTP email functions*

## Main Window

The IXP main window has two menus: Ixp and Help, which are described elsewhere in this document.

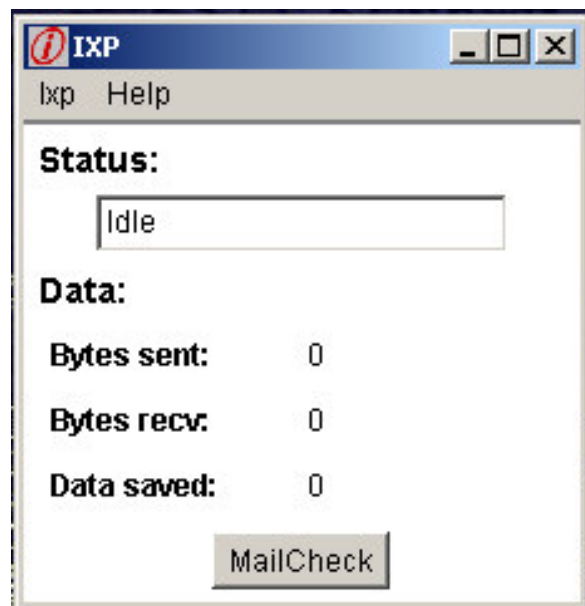
**Status:** The “**Status**” window displays messages on the current status of IXP, for example, when nothing is happening, it will display “**Idle**”.

**Data:** The “**Data**” section of the window can be set to display information in two modes: Data savings for circuit switched networks, for example GSM, and cost savings for packet data networks, for example GPRS. The default setting is to show data savings.

In both modes IXP displays the data sent and received (in bytes) since IXP started. These figures may be zeroed by using the “**Clear stats**” option from the Ixp menu.

In Data savings mode the amount of data saved by IXP is also displayed.

In Cost savings mode the cost saving made by using IXP is also displayed.



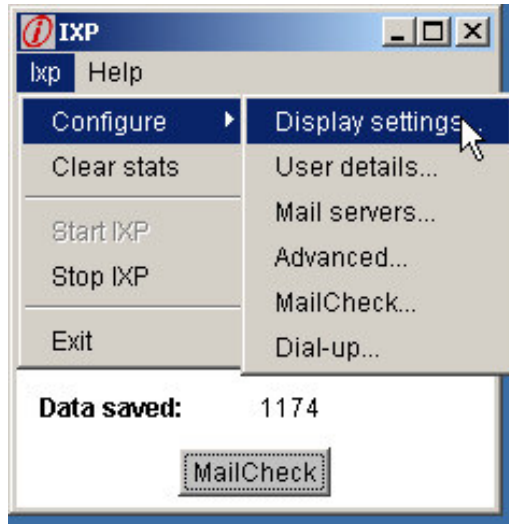
See the configuration options section for information on changing this display.

## Configuration menu

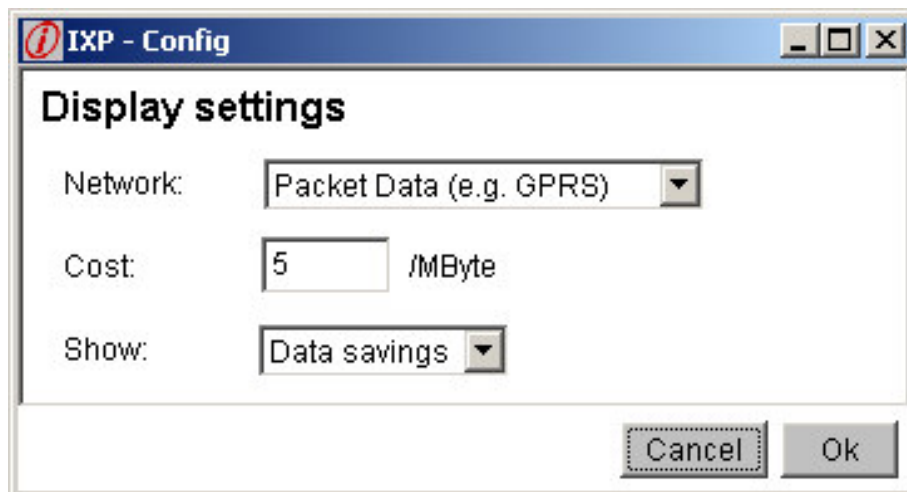
From the configuration menu the user can access all the IXP configuration options. The options are split logically into groups, which are accessible from the configuration menu.

### Display Settings

From the IXP main window select “Ixp”, then the “Configure” menu, and then “Display settings”



The following window is displayed:



On this windows there are three options:

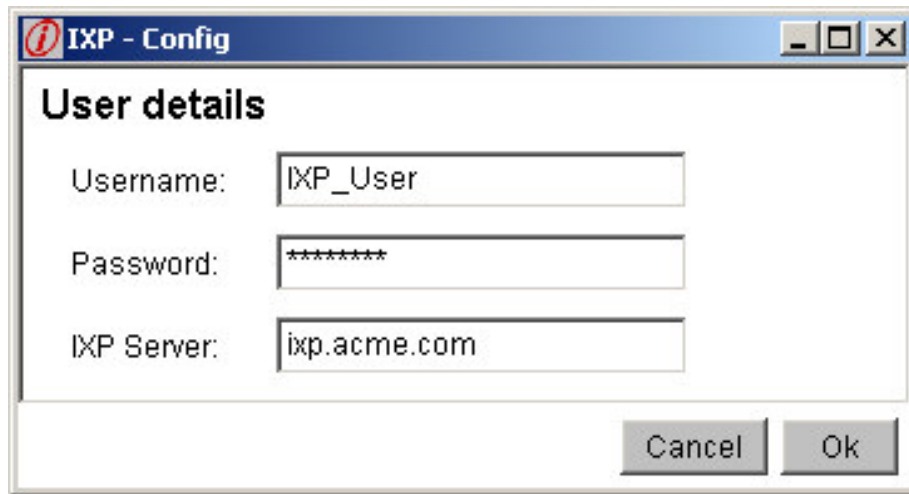
**Network:** Select the type of network you are connecting to. IXP will optimise communications between the IXP client and the IXP Server to make the most efficient use of the network.

**Cost:** For packet data networks only; enter the cost of sending and receiving data on your network. The cost should be *per Megabyte*.

**Show:** For packet data networks only; select whether you wish to display the amount of data IXP has saved or the cost of transmission IXP has saved (calculated using the figure entered in the Cost option above).

#### IXP User Details

From the IXP main window select “**Ixp**”, then the “**Configure**” menu, and then “**User details**”  
This opens the “**IXP Config**” window for “**User details**”

The image shows a screenshot of a Windows-style dialog box titled "IXP - Config". Inside the dialog, the section "User details" is highlighted. There are three text input fields: "Username:" with the text "IXP\_User", "Password:" with masked characters "\*\*\*\*\*", and "IXP Server:" with the text "ixp.acme.com". At the bottom right of the dialog are two buttons: "Cancel" and "Ok".

From this window you may change your IXP User details.

These are the credentials that are required by the IXP server before your IXP client is allowed to login and initiate an IXP session.

These user details will be provided to you by your systems Administrator.

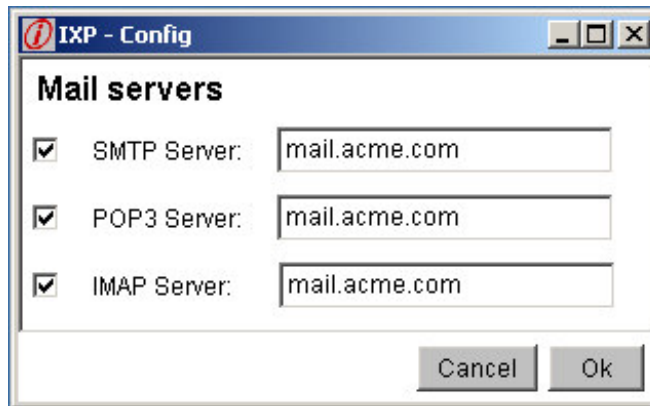
**Username:** Enter your IXP username

**Password:** Enter your IXP password

**IXP Server:** Enter your IXP Server name or IP address.

## Mail Servers Details

From the IXP main window select “**Ixp**”, then the “**Configure**” menu, and then “**Mail servers**”  
This opens the “**IXP Config**” window for “**Mail servers**”



From this window you may change your Mail Servers Details.

These are the names or IP addresses of the servers *on which your e-mail is stored and which you use to send e-mail.*

These Mail Server details will be provided to you by your systems Administrator.

**SMTP Server:** Enter the name or IP address of your SMTP Server.

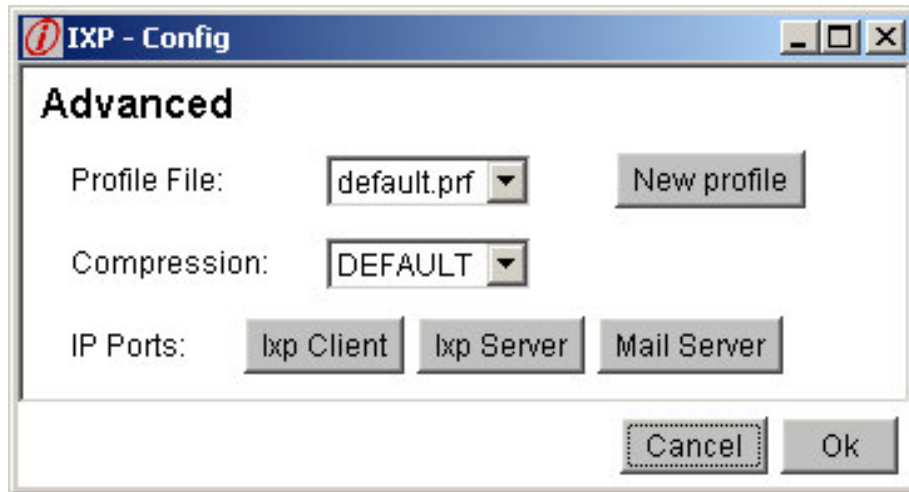
**POP3 Server:** Enter the name or IP address of your POP3 Server.

**IXP Server:** Enter the name or IP address of your IMAP Server.

Check the tick box next to each of these servers that you wish IXP to connect to.

## Advanced

From the IXP main window select “**Ixp**”, then the “**Configure**” menu, and then “**Advanced**”  
This opens the “**IXP Config**” window for “**Advanced**”

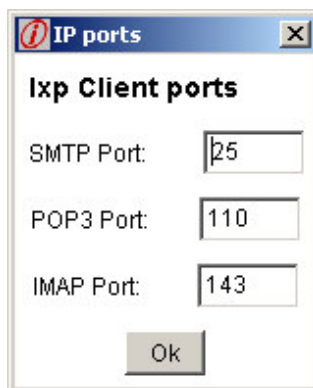


From this window you may change your Advanced settings. In normal operation it should not be necessary to change these options. It is recommended that only systems administrators change these options.

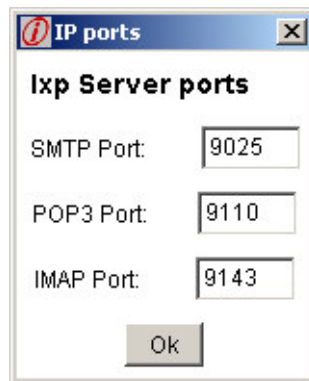
**Profile File:** The drop down list enables you to select a profile file for IXP to use. All IXP settings are saved in a profile file. Thus, by selecting a different profile file, you are able to load a different set of setting into IXP. This is typically used when IXP is used in conjunction with a number of mail servers. A different profile can be setup for each set of servers.

**New profile:** This button opens a window which prompts for the name of a new profile. This new profile will then be used by IXP. Initially, the new profile is a duplicate of the existing profile. These setting may then be changed, and then will be saved to the new profile.

**IXP Client:** If you wish your IXP client to use non-standard TCP/IP ports then you may configure them here. This may be required if the client machine is running an e-mail server

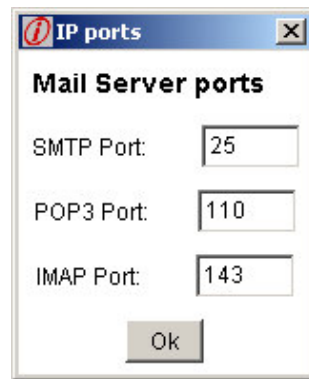


**IXP Server:** If your IXP server is configured to use non-standard TCP/ IP ports then you may configure them here. The IXP client will then connect to the IXP server on these ports.



The screenshot shows a dialog box titled "IP ports" with a close button (X) in the top right corner. Below the title bar, the text "Ixp Server ports" is displayed. There are three input fields: "SMTP Port:" with the value "9025", "POP3 Port:" with the value "9110", and "IMAP Port:" with the value "9143". At the bottom of the dialog is an "Ok" button.

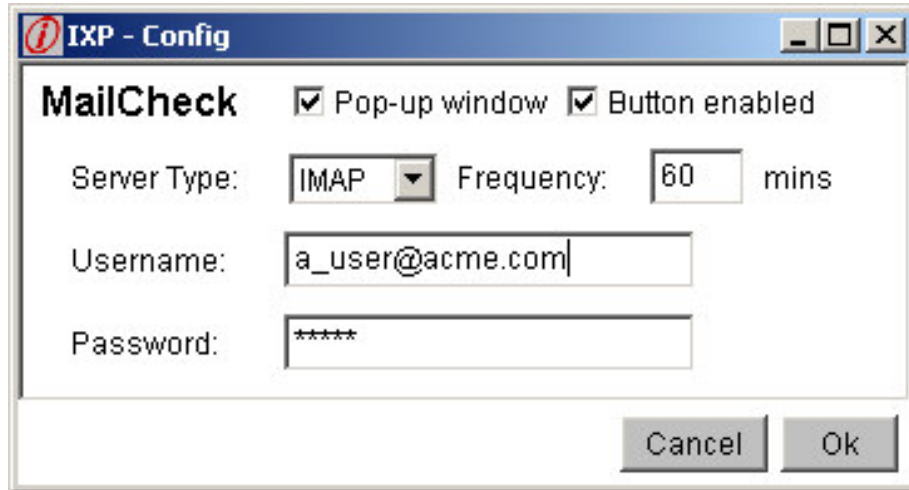
**Mail Servers:** If your Mail Server is configured to use non-standard TCP/ IP ports then you may configure them here. When connecting to your mail server, IXP will use these ports.



The screenshot shows a dialog box titled "IP ports" with a close button (X) in the top right corner. Below the title bar, the text "Mail Server ports" is displayed. There are three input fields: "SMTP Port:" with the value "25", "POP3 Port:" with the value "110", and "IMAP Port:" with the value "143". At the bottom of the dialog is an "Ok" button.

## MailCheck

From the IXP main window select “**Ixp**”, then the “**Configure**” menu, and then “**MailCheck**”  
This opens the “**IXP Config**” window for “**MailCheck**”



From this window you may change your Mailcheck settings.

Mailcheck is a check initiated from the IXP client to your e-mail server to enquire how many messages are stored on the server and how many of them are new. The Mailcheck process is a very efficient way of checking if there are *new* or *unseen* messages waiting for you.

**Pop-up window:** Normally, MailCheck will report the number of messages in the title bar of the IXP window. Enabling this option will cause a pop-window to be displayed when Mailcheck runs.

**Button Enabled:** This will display a MailCheck button on the main IXP window, so that it is possible to run MailCheck manually. Note, it is possible to have MailCheck running automatically, *and* initiate it manually when required.

**Server type:** Select the type of e-mail server you wish to check against, either **POP** or **IMAP**. IXP will use the appropriate e-mail server based on the settings in the IXP - Mail servers menu.

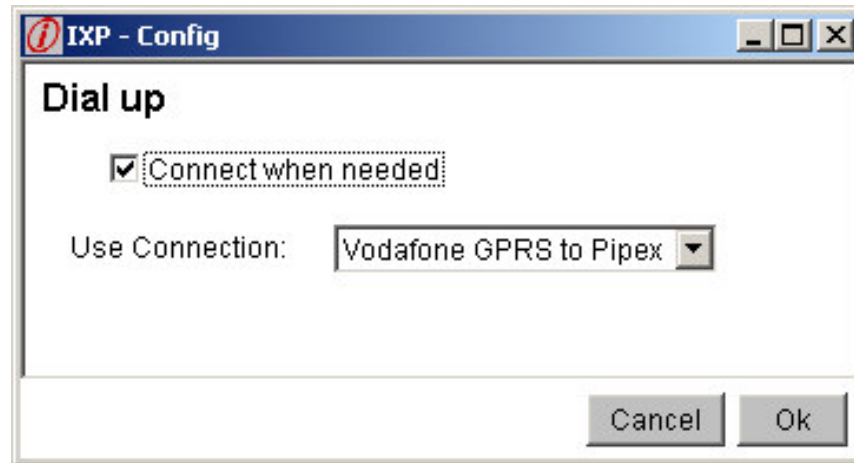
**Frequency:** Enter (in minutes) how often you would like MailCheck to run to check for new messages. A setting of '0' will disable the automatic MailCheck facility.

**Username:** The e-mail username for the account you wish to check.

**Password:** The e-mail password for the account you wish to check.

## Dial-up

From the IXP main window select “**Ixp**”, then the “**Configure**” menu, and then “**Dial-up**”  
This opens the “**IXP Config**” window for “**Dial-up**”



The Dial-up option allows you to specify the dial-up networking profile that you wish IXP to initiate to send and receive your e-mails *if a network connection is not already available, or made available by your e-mail client.*

To enable the Dial-up feature check the option “**Connect when needed**”

Select the appropriate dial-up networking profile from the “**Use Connection**” drop down list.

**Tip:** Ensure that the dial-up networking profile you select for IXP is valid by testing the connection in dial up networking.

## Clear stats

From the IXP main window select “**Ixp**”, then the “**Clear stats**” option.

This option will set the figures in the Data section of the main IXP screen to zero.

## Start IXP

From the IXP main window select “**Ixp**”, then the “**Start IXP**” option.

This option will start IXP after it has been stopped.

## Stop IXP

From the IXP main window select “**Ixp**”, then the “**Stop IXP**” option.

This option will stop IXP. ***This option will not stop the IXP application.*** It will effectively stop the IXP client connecting to the IXP server, and ensure that it connects directly to your mail servers. None of the IXP optimisations will operate whilst IXP is stopped.

## Exit

From the IXP main window select “**Ixp**”, then the “**Exit**” option.

This option will exit the IXP application.

## Help About

From the IXP main window select “**Help**”, then the “**About**” option.

This option will show the About window with details of the IXP version number.



## Help

From the IXP main window select “**Help**”, then the “**Help...**” option.

This option displays the IXP help screen.

## Test connection

From the IXP main window select “**Help**”, then the “**Test connection**” option.

This option displays the test connection window. This will initiate a series of tests which aims to identify where a connection problem may lie. See the troubleshooting section for more details.

## Setting up the e-mail client

This section details the steps necessary to set-up different e-mail clients to use the IXP client. Please ensure that you select the instructions that are appropriate to the e-mail client that you are using. The steps do vary between e-mail client versions.

### Setting up Outlook 2002

1. Please make a note of your e-mail settings before you make any changes. IXP only requires you to change the IP name or address of the e-mail servers that your Outlook 2002 client communicates with.
2. Start Outlook 2002
3. Select the **“Tools”** menu.
4. Select the **“E-Mail Accounts”** menu
5. Select **“View or change existing e-mail accounts”**
6. Press the **“Next”** button.
7. The **“E-mail Accounts”** window is displayed.
8. From the list of accounts displayed, select the e-mail account that you wish to use with IXP.
9. Press the **“Change”** button.
10. The **“Internet E-mail Settings”** window for this e-mail account is displayed.
11. If this account is configured to use IMAP, then next to **“Incoming Mail Server (IMAP)”** enter **“127.0.0.1”**
12. If this account is configured to use POP3, then next to **“Incoming Mail Server (POP3)”** enter **“127.0.0.1”**
13. Next to **“Outgoing mail server (SMTP)”** enter **“127.0.0.1”**
14. Press the **“Next”** button
15. Press the **“Finish”** button
16. Outlook 2002 is now configured to communicate with the IXP Client.

#### Setting up Outlook Express 6

1. Please make a note of your e-mail settings before you make any changes. IXP only requires you to change the IP name or address of the e-mail servers that your Outlook Express 6 client communicates with.
2. Start Outlook Express 6
3. Select the **“Tools”** menu.
4. Select the **“Accounts”** menu
5. The **“Internet Accounts”** window is displayed. Select the **“Mail”** tab.
6. From the list of accounts displayed, select the e-mail account that you wish to use with IXP.
7. Press the **“Properties”** button.
8. The properties window for this e-mail account is displayed. Select the **“Servers”** tab.
9. If this account is configured to use IMAP, then next to **“Incoming mail (IMAP)”** enter **“127.0.0.1”**
10. If this account is configured to use POP3, then next to **“Incoming mail (POP3)”** enter **“127.0.0.1”**
11. Next to **“Outgoing mail (SMTP)”** enter **“127.0.0.1”**
12. Press the **“OK”** button
13. Press the **“Close”** button
14. Outlook 2000 is now configured to communicate with the IXP Client.

#### Setting up IXP MailCheck (Optional)

A useful feature of IXP is the MailCheck option. MailCheck can be used independently of your e-mail client for checking for new *unseen* e-mails.

If using MailCheck with a POP3 server, a MailCheck will return the number of messages in the POP3 mailbox. If using with an IMAP server, MailCheck will return the number of messages in the mailbox *and* the number of 'unseen' messages in the mailbox. An 'unseen' message is one that your e-mail client has not yet performed an action on.

MailCheck is a check initiated from the IXP client to your e-mail server to enquire how many messages are stored on the server and how many of them are new.

Configuring MailCheck is *not* a prerequisite for using IXP, your e-mail client will still check for e-mail whenever it has been configured to do so.

The MailCheck process is very network efficient and is the most efficient way of checking if there are new e-mails waiting for you.

## To configure MailCheck:

Press the "Configure..." button on the main IXP client window, then select the "MailCheck" tab. Fill out the fields:

- **Server type:** Select the type of e-mail server you wish to check against, either **POP** or **IMAP**. IXP will use the e-mail server based on the settings in the –"Mail Servers" tab.
- **Frequency:** Enter - in minutes - how often you would like IXP to check for new e-mails.
- **Username:** Enter the e-mail username for the account you wish to check.
- **Password:** Enter the e-mail password for the account you wish to check.
- Tick the "**Enabled**" tick box to enable MailCheck in IXP.

**Tip:** If the frequency is set to "0" MailCheck will only perform a check when the MailCheck button is pressed in the main IXP window.

## Getting Started.

1. Ensure that the IXP Client is running. The IXP icon should be displayed in the system tray. If it is not, then start the IXP Client using the short-cut from the desktop, or via the "Start" menu
2. Open your e-mail client and carry out a normal send and receive operation. If you have any e-mails pending to be sent or received with the e-mail account you have configured to use with IXP they will now be processed as appropriate.

***Tip:** Open the IXP Client and check the "**Data**" information, IXP will report all the data sent and received via IXP.*

# Troubleshooting

*This chapter details actions that may be taken to troubleshoot IXP problems*

## Basic Troubleshooting

### Is the IXP Client running?

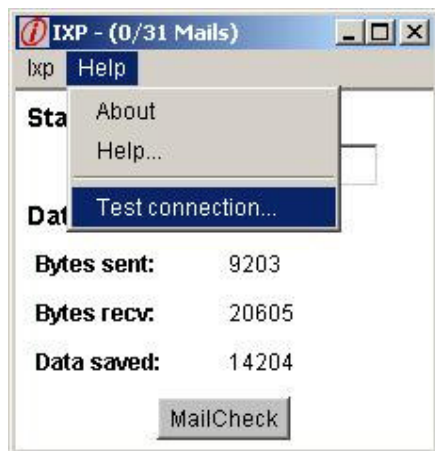
Having configured your e-mail client to communicate with the IXP Client rather than directly to your e-mail servers it is imperative that the IXP client is running when you wish to send and receive e-mail from the account you have configured to use IXP.

### Connection Problems

Most of the queries reported to IXP support are not related to IXP but rather to the e-mail servers or the ISP connection that is being used.

### Testing the connection

The first step is to use the IXP "Test Connection" feature. This will connect first to the IXP server, and then to your mail servers, to ensure both legs of the connection are okay. To carry out this test, simply open the main IXP client window, open the Help menu and press the "**Test Connection...**" button.



Once connected there are three main stages in the connection between your e-mail client and your e-mail server that are tested, these are as follows:

### SMTP test:

The first line of the SMTP test lists the name of the e-mail server and the port on which the IXP Server is attempting to communicate with.  
e.g "Using server mail.acme.com:25"

The second line lists the name or IP address of the IXP server and the port on which the IXP Client is attempting to communicate with.  
e.g "Connecting to IXP Server (ixpsvr.imhotek.com:9025)"

The third line reports if the IXP Client has been able to successfully connect to the IXP Server.  
e.g “Connected Successfully”

The fourth line reports if the IXP Client has been able to authenticate itself with the IXP Server.  
e.g “Successfully authenticated”

The fifth line reports if the IXP server has been able to successfully connect to your e-mail server.  
e.g “Successfully connected to mail server”

**POP test:**

The first line of the POP test lists the name of the e-mail server and the port on which the IXP Server is attempting to communicate with.  
e.g “Using server mail.acme.com:110”

The second line lists the name or IP address of the IXP server and the port on which the IXP Client is attempting to communicate with.  
e.g “Connecting to IXP Server (ixpsvr.imhotek.com:9110)”

The third line reports if the IXP Client has been able to successfully connect to the IXP Server.  
e.g “Connected Successfully”

The fourth line reports if the IXP Client has been able to authenticate itself with the IXP Server.  
e.g “Successfully authenticated”

The fifth line reports if the IXP server has been able to successfully connect to your e-mail server.  
e.g “Successfully connected to mail server”

**IMAP test:**

The first line of the IMAP test lists the name of the e-mail server and the port on which the IXP Server is attempting to communicate with.  
e.g “Using server mail.acme.com:143”

The second line lists the name or IP address of the IXP server and the port on which the IXP Client is attempting to communicate with.  
e.g “Connecting to IXP Server (ixpsvr.imhotek.com:9143)”

The third line reports if the IXP Client has been able to successfully connect to the IXP Server.  
e.g “Connected Successfully”

The fourth line reports if the IXP Client has been able to authenticate itself with the IXP Server.  
e.g “Successfully authenticated”

The fifth line reports if the IXP server has been able to successfully connect to your e-mail server.  
e.g “Successfully connected to mail server”

**Bandwidth Measurement:**

Sends a data stream of random characters to the IXP server, with a timing taken for this action from which the client is able to calculate the bandwidth currently available.

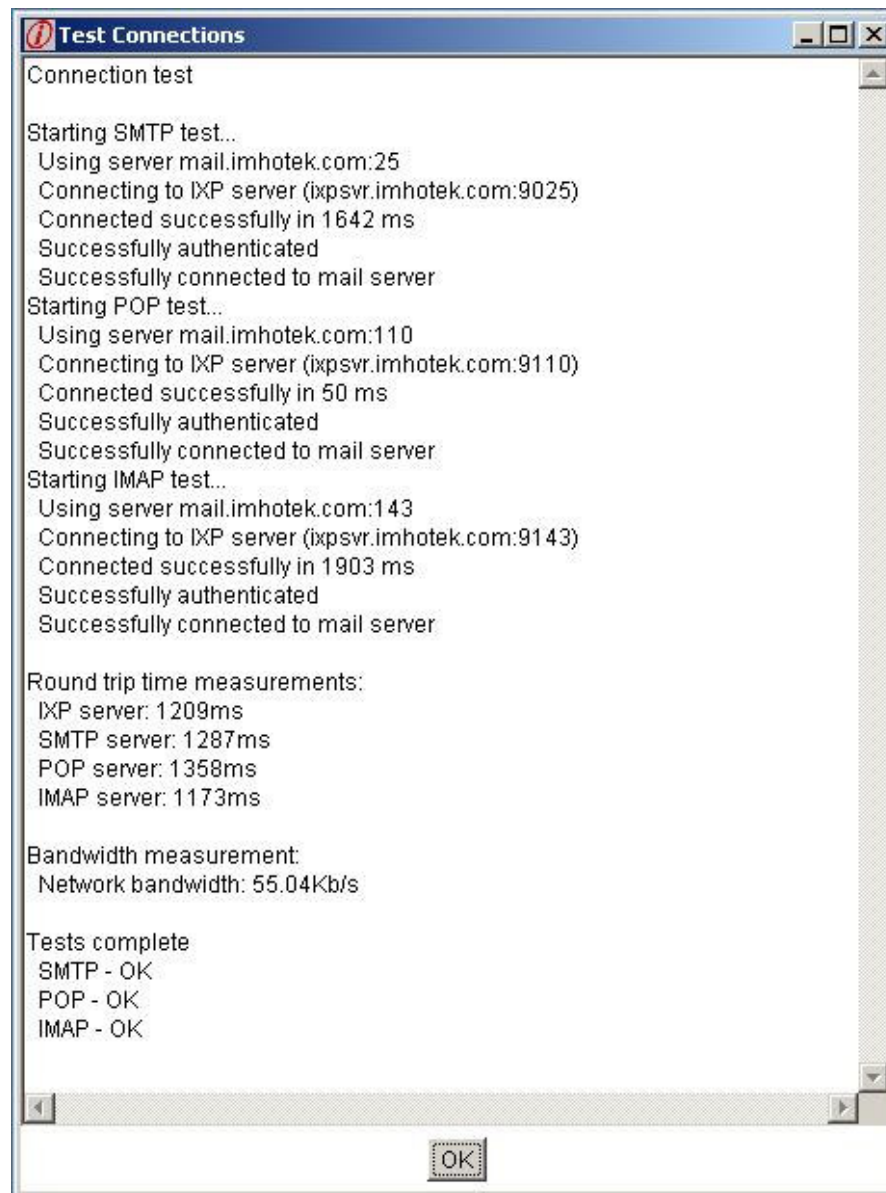
**Summary**

At the end of the test, a summary is displayed. If all tests were successful the report will be:

Tests complete  
SMTP –OK  
POP –OK  
IMAP – OK

### Test Connection - Successful

The figure below shows an example of a successful Test connection





### General test connection failure

If the IXP Client is unable to connect to the IXP Server then the following will be displayed :

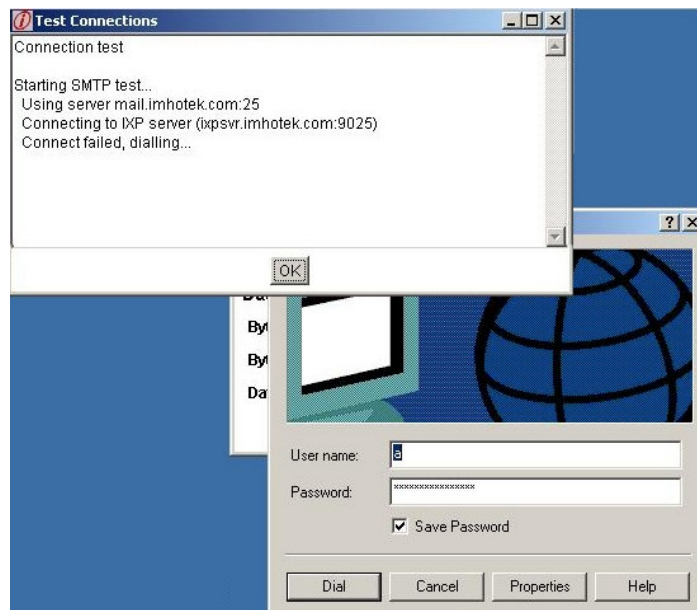


If the Test Connection fails with this error, then there is a network problem between the client and the ixp server. Check you are connected to the Internet.

To test whether this is an internet access problem, open a web browser and attempt to browse to an internet address such as [www.imhotek.com](http://www.imhotek.com)

If you cannot open this page it is most likely that you are either not connected to the Internet or there is a DNS error preventing your computer from resolving Internet addresses. You must resolve this issue in order to allow IXP to function correctly.

Note: If there is no network connection available and the Dial-up option is configured, the IXP Client will attempt to dial-up a connection with the specified connection, you will be prompted to press the "Dial" button to confirm that you wish the connection to be made.



## Specific test connection failure

### 1. SMTP test failure

- Ensure that the first two lines of the SMTP test are reporting the correct addresses for the e-mail server and the IXP Server you are trying to connect to. If they are incorrect then change the appropriate settings in the IXP Client Window menus.
- The third line reports if the IXP Client has been able to successfully connect to the IXP Server. *A failure here indicates that there has been a problem connecting to the IXP server; perhaps because you have not connected to the Internet, there are network problems or there is a problem with the IXP server itself. Note: Users of the Imhotek hosted IXP service can browse to [www.ixpmail.com](http://www.ixpmail.com) to check the status of that IXP server.*
- The fourth line reports if the IXP Client has been able to authenticate itself with the IXP Server. If this fails but all previous tests have succeeded then there is a problem with your ixp account. *A failure here indicates that your IXP username or password are incorrect, or your account has been disabled. Check your account settings and try again.*
- The fifth line reports if the IXP server has been able to successfully connect to your e-mail server. *A failure here indicates that there is a problem between the IXP Server and the SMTP Server on your e-mail server. This may be a network problem, or a problem with your e-mail server*

### 2. POP test failure

- The first line of the POP test lists the name of the e-mail server and the port on which the IXP Server is attempting to communicate with. If this is incorrect then change the appropriate settings in the IXP Client Window menus.
- The second line lists the name or IP address of the IXP server and the port on which the IXP Client is attempting to communicate with. If this is incorrect then change the appropriate settings in the IXP Client Window menus. *A failure here indicates that there has been a problem connecting to the IXP server; perhaps because you have not connected to the Internet, there are network problems or there is a problem with the IXP server itself. Note: Users of the Imhotek hosted IXP service can browse to [www.ixpmail.com](http://www.ixpmail.com) to check the status of that IXP server.*
- The third line reports if the IXP Client has been able to successfully connect to the IXP Server. *A failure here indicates that there has been a problem connecting to the IXP server; perhaps because you have not connected to the Internet, there are network problems or there is a problem with the IXP server itself. Note: Users of the Imhotek hosted IXP service can browse to [www.ixpmail.com](http://www.ixpmail.com) to check the status of that IXP server.*
- The fourth line reports if the IXP Client has been able to authenticate itself with the IXP Server. *A failure here indicates that your IXP username or password are incorrect, or your account has been disabled. Check your account settings and try again.*
- The fifth line reports if the IXP server has been able to successfully connect to your e-mail server. *A failure here indicates that there is a problem between the IXP Server and the POP Server on your e-mail server. This may be a network problem, or a problem with your e-mail server.*

### 3. IMAP test failure

- The first line of the IMAP test lists the name of the e-mail server and the port on which the IXP Server is attempting to communicate with. If this is incorrect then change the appropriate settings in the IXP Client Window menus.
- The second line lists the name or IP address of the IXP server and the port on which the IXP Client is attempting to communicate with. If this is incorrect then change the appropriate settings in the IXP Client Window menus.
- The third line reports if the IXP Client has been able to successfully connect to the IXP Server. A *failure here indicates that there has been a problem connecting to the IXP server; perhaps because you have not connected to the Internet, there are network problems or there is a problem with the IXP server itself. Note: Users of the Imhotek hosted IXP service can browse to [www.ixpmail.com](http://www.ixpmail.com) to check the status of that IXP server.*
- The fourth line reports if the IXP Client has been able to authenticate itself with the IXP Server. A *failure here indicates that your IXP username or password is incorrect, or your account has been disabled. Check your account settings and try again.*
- The fifth line reports if the IXP server has been able to successfully connect to your e-mail server. A *failure here indicates that there is a problem between the IXP Server and the IMAP Server on your e-mail server. This may be a network problem, or a problem with your e-mail server.*

#### Unable to send or receive e-mail

If all tests are completed successfully but you are still unable to send or receive e-mail then the problem is most likely an issue between your e-mail client and your e-mail server. To investigate this further, follow the instructions below to put the IXP Client into "Passthrough" mode. This instructs the IXP Client to simply pass all the instructions from your e-mail client directly to your e-mail server without taking any action. If you are still unable to send or receive e-mail then the issue is not related to IXP.

#### Unable to send but can receive e-mail

If all tests are completed successfully and you are able to receive e-mail but are unable to send e-mail, then there may be a restriction on your e-mail server that prevents SMTP e-mail being relayed from unknown IP addresses.

This is a possible restriction of your ISP. Your ISP may require you to be dialled into their network in order for you to \*send\* e-mails, some do this in order to guarantee that you dial their access numbers when you connect to them so that they can generate revenue from the call. If this is the case then your ISP will reject e-mail being sent to it by the IXP Server on your behalf.

Please contact your ISP to see if this is the case.

#### SMTP authentication

If your ISP supports "Outgoing e-mail authentication" then there isn't a problem, IXP will simply pass your credentials through to the ISP, and all you have to do is configure your e-mail client to provide this information.

If your ISP is unable or unwilling to help, then we may be able to provide you with an SMTP relay from our server to allow you to send e-mail via IXP as well as receive it. Please e-mail [ixp.support@imhotek.com](mailto:ixp.support@imhotek.com) to request this service.

#### Pass-through mode

In order to eliminate IXP as part of troubleshooting connection problems, it is not necessary to change your e-mail client settings; simply set IXP to "pass-through mode".

To do this, open the IXP Client window and press the “**Stop**” button. This instructs IXP to redirect your IP data packets directly to your e-mail servers without any optimisation via the IXP Server. Please note that it is still necessary to have the IXP Client running for “pass-through mode” to work.

Pass-through mode can also be useful if you wish to temporarily stop using IXP and communicate directly with your e-mail servers (perhaps if you are in the office on the same LAN as the e-mail server).

## Log files

IXP writes four log files to the default IXP directory (C:\Program Files\IxpClient). These are:

ixp.log: This log file contains general log information from the main IXP application

smtp.log: This log file contains log information written by the sub-process that deals with connections to SMTP servers.

pop.log: This log file contains log information written by the sub-process that deals with connections to POP3 servers.

imap.log: This log file contains log information written by the sub-process that deals with connections to IMAP servers.

## Contacting Support

When contacting support with a question or problem, please supply the following information:

- Your IXP username
- Date and time problem occurred
- Platform you are using IXP on
- IXP version
- Mail client and version you are using with IXP
- What you were doing, or attempting to do when the problem occurred
- A full description of the problem

It may also be necessary to supply:

- Your IXP config file (ixp.cfg) and your profile file (default.prf is the default profile file)
- All IXP log files (ixp.log, smtp.log, pop.log, imap.log)

**Note: Please zip all attachments**

Send problems to:

**ixp.support@imhotek.com**