Part 1 - Installation

System Requirements

It is highly recommended that you dedicate a computer exclusively to the Courier functions. We recommend a 486/33 with 8 MB Ram or better. If you use a slower computer you may experience difficulties and lockups when sending attached files. If you are positive that you will never attach a file a slower computer should be adequate.

Operating System

Courier has been tested with Windows 95 and Windows 3.11. It works well under Windows 95 but the setup is somewhat more difficult. We recommend that you use Windows 3.11 as the operating system. Even if all your workstations are Windows 95, you can still operate Courier on a Windows 3.11 system. Courier has been tested on Windows NT Workstation 3.5 and above but finding a reliable dial on demand Winsock application may prove difficult.

Internet Connectivity

For Courier to operate, you must have a connection to the Internet. Courier has been tested using Trumpet Winsock and Windows 95 Dial up connection. We recommend Trumpet Winsock because it can be configured to automatically dial up and connect on demand. Using this feature you can set Courier to automatically check for mail on a regular basis. This way your mail system can be run unattended. The latest version of Trumpet Winsock can be found at www.trumpet.com.au.

If you use the Windows 95 dialer you will not be able to set Courier to perform unattended operations.

You may also elect to use any other connectivity software. We expect Courier to work with just about anything, but we will not guarantee its operation.

LAN Mail Connectivity

Once you have a computer setup with an operating system and a working dial up program you need to configure the mail system. Courier will work with MS Mail, Exchange, and cc:Mail. Install the mail system on your Courier computer. You can connect to an Exchange Post Office using MS Mail. This is the best method because Courier is designed to use all the features of MS Mail. Because of changes in Exchange we were unable to make Courier work as efficiently with it.

When setting up the Mail system create a special mail user for transferring Internet Mail. We recommend that you use the name z-internet. By starting the name with the letter z it will force the account to the bottom of the address list when people send mail. This will prevent people from accidentally including the Internet mail account in group mailings.

Once the mail system is configured and tested it is time to install courier.
Run the Cor-inst.exe file on the Courier Computer. Follow all the prompts being sure to select the proper mail system. If you accidentally select the wrong mail system run the uninstall program and start over.

After the installation is finished configure Courier as detailed in the Courier section below.

After Courier is installed and Working you can install the Internet Mailer to each workstation. The Internet Mailer allows users to easily send Internet Mail , attach files, and keep an address book Internet Mailer must be installed to each Workstation. It should not be run from a network drive. You may however, copy the installation file to the network to facilitate easy installations.

To install Internet Mailer, run the setup-im.exe file. Follow the prompts. Once installed configure the program as described in the Internet Mailer Section below.

Part 2 - aAsys Courier

Overview

Welcome to aAsys Courier 3.00, an efficient solution linking the Internet to Microsoft Mail or cc:Mail LANs.

The traditional way to link your LAN Mail to the Internet is to use a mail gateway. The software used to implement these is expensive and requires a lot of administration adding to the burden on LAN managers.

aAsys Courier takes a completely different approach. It allows any organisation to use from one to any number of accounts on the Internet. Courier reads mail from these accounts and uses the Internet addressing to either forward it to the intended recipient via LAN Mail or, if unable to identify the recipient, to a nominated Postal Clerk. Similarly, users on the LAN Mail wishing to send mail to the Internet, simply forward their mail to a single LAN Mail account. At regular intervals, Courier reads the mail from this account and sends it to the Internet. LAN Mail users only have to follow a couple of simple rules to ensure that their mail is forwarded to the Internet properly. The only administrative overhead is to ensure that the Postal Clerk account is browsed periodically for ambiguously addressed mail.

Courier's operations are fully automated. It will contact the organisation's Internet provider at intervals determined in the configuration and send and retrieve mail passing it between the Internet and the LAN. However, if an administrator wishes to override the Timer facility then the Mail menu allows sending and retrieving of mail. The Timer will continue to operate as usual. It should only be necessary to use the menu overrides if the administrator is aware of urgent mail waiting on the Internet or waiting to be sent to it.

Microsoft Exchange Client Issues

Courier will log into Microsoft Exchange Client. Instead of supplying the user name and password you must configure Courier with the profile name and password. If you have a profile as follows:

Profile name: MS Exchange Settings

MS Mail user name: John Smith

MS Mail login name: John

MS Mail password: secret

then in any screen that calls for a MS Mail user name you enter MS Exchange Settings rather than John Smith or John.

Please contact us at aasys@ozemail.com.au for any clarification of this.

Configuration

MS Mail/cc:Mail

Logon account and password - This is the account Courier uses to logon to, LAN Mail at startup. As this is the logged on account when Internet messages are forwarded, mail will accumulate in the Sent Mail box or Message Log folder unless the relevant menu option is chosen to disable this. In addition to this function, users on the LAN send mail to this account. Courier then reads the mail at regular intervals and forwards it to the Internet.   This account can be password protected in accordance with normal procedures. The password appears as asterisks on the screen and is encrypted in the .INI file. For simplicity, the account could be called Internet.

Troubleshooting:

1 You must logon manually to this account before running Courier to ensure that it is properly connected to your post office.

2 You must use the login name not the address book name i.e. John not John Smith (MS Mail only)

Hint: If you want to avoid users including this account in broadcast messages around LAN Mail you could call it ZInternet to try and put it at the bottom of any address list.

Postal Clerk account - If Courier cannot unambiguously determine the recipient of a message coming from the Internet then it will forward it to this account. The person nominated as the Postal Clerk can then work out what to do with the mail at their leisure.

for MS Mail users: The name of this account must be the user's full address book name not their login name i.e. John Smith not John.

Carbon Copy account - This is an optional account. If a valid LAN Mail recipient is typed in here then all mail coming from the Internet will be carbon copied to this account. The idea of this account is to allow organisations to have a central correspondence registry similar to pre-electronic mail days.

cc:Mail Post Office Path - This is the path to the cc:Mail post office. If this is incorrect or left blank then Courier for cc:Mail will not work properly. This configuration option does not appear in the MS Mail version of Courier.

Internet

POP Account Name - This is the account on the server that holds the organisation's incoming Internet mail. Note that this is only the top level user name not the full Domain Name. Therefore, if the full account and Domain Name is: testing@courier.com.au then you would enter "testing" in this field.

POP Server Name - This is the name of the Internet provider's POP server. In the above example you would enter courier.com.au in this field. Courier contacts this machine when retrieving mail from the Internet.

POP Account password - This password is used when logging onto the POP Account. This will appear as asterisks on the screen and will be encrypted in the .INI file.

SMTP Server Name - This is the machine that Courier contacts when forwarding mail from the LAN Mail system to the Internet and vice versa. Courier 3.00 provides options for different POP and SMTP server names as some Internet providers have setups such as this..

Default Return Address - This can be used in two ways. First, it is Courier's last resort Return Address. If Courier cannot work out the correct return address for a mail message then this address will be used. See Return Address Configuration for more information on how Courier determines return addresses.

Second, by checking Always Use Default Return Address, you can force Courier to always use this address in mail messages as the return address.

Dialing

The Dialing tab provides two methods to regulate the sending and receiving of mail:

Timer - The first of these is a simple timer. Using this method, Courier will automatically attempt to contact the Internet at intervals determined by this value. It can be set at hourly intervals in the range 1 to 168. Therefore, depending on how much Internet mail an organisation receives, Courier can be configured to check for it from once an hour to once a week.

Business hours - The second option is more flexible and is called a Business Hours option. A starting time, ending time and interval are specified. The start and end times are specified in 24 hour format and must be whole numbers (e.g. 5 o'clock in the afternoon is 17). The interval must be a multiple of 15 and can be in the range 15 to 120 (i.e. between 15 minutes and 2 hours). When this option is chosen, Courier will dial at the specified intervals between the specified hours.

Administrators should bear in mind that the Business Hours option can be used equally as easily as an Out of Hours option. By specifying a start time of 0 (i.e. midnight) and an end time of 6, advantage can be taken of cheaper overnight rates provided by some Internet services.

Encoding

Courier can use MIME or the UUEncoding/decoding alghorithm when processing file attachments. This configuration option is only meaningful for mail going from MS Mail to the Internet. Courier will construct messages using the appropriate option.

Mail coming from the Internet is automatically checked. If it is a MIME message, it will be processed as such, otherwise it will be processed as a basic text message with possible UUencoded or BinHex attachments.

While Courier can decode BinHex attachments it does not use this method to encode them.

Directories

Incoming attachments directory - When retrieving mail from the Internet, Courier will save any attachments temporarily to this directory. After an attachment is embedded in a LAN Mail message, it is deleted.

Log file directory - This allows you to specify where the 'courier.log' file will be kept.

Activity file directory - This allows you to specify where the 'activity.log' file will be kept.

Log file editor - When you choose the View log file menu option, Courier will run the program specified by this path and file name and preload the log file into that program. The default editor is notepad.exe. If Courier cannot run the program the Windows error message will be returned.

Other

The Other tab covers miscellaneous configuration options:

Stay logged in to MS/cc: Mail - This is a simple yes/no choice. Courier can log in to LAN Mail when it first runs and stay logged in or it can log on and off as it needs to (i.e. when a timer operation is invoked). This is purely a convenience option. If

using the MS Mail version of Courier it is recommended that this option is turned on as the mail spooler can be a little slow when notifying Courier of mail in the Inbox.

Error logging - When this box is checked Courier will keep a log of its actions in a file called "courier.log". Successful mail actions as well as errors are logged. Administrators should use the Setup|Erase log file menu item to periodically delete the log file to prevent it from growing too large. It is strongly recommended that this option be turned on.

Activity logging - This is a smaller and more useful file to administrators rather than the log file which is aimed at technical support. When this option is turned on Courier will insert one line into this file for each message sent to and from the Internet. It is similar to a transaction log on a fax machine. The file will be called 'activity.log'.

Bounce SMTP mail back to Postal Clerk - When Courier 3.00 encounters an error during transmission of mail to the Internet it attempts to bounce that mail back via LAN Mail to the sender to let them know of the error. By turning this option on, the Postal Clerk will also get a copy of the bounced mail.

Use Direct Match Name Resolution - This configuration option is only present in the Workgroups Edition of Courier for cc:Mail. When turned on Courier attempts to match the name to the left of the @ symbol in an Internet address to a cc:Mail account (this account can be a personal address group of the logon account or public mailing list). If the message cannot be forwarded to this account the message is sent to the Postal Clerk instead. When turned off Courier attempts to use other forms of notation when deciding who the Internet message should go to. If this fails the message is sent to the Postal Clerk.

Therefore, in the cc:Mail Workgroups edition Direct Match name resolution and the other forms of address notation are mutually exclusive. Courier does not exhaust all its methods of name resolution before using the Postal Clerk. The reason for this is that the programming interface that comes with cc:Mail does not have a convenient

function that checks if a name exists on the LAN BEFORE composing and attempting to send the message. MS Mail does have this facility.

Internet Timeouts - This facility allows Courier to recover if a deadlock develops between it and the Internet mail server. At the end of the elapsed time Courier will timeout and attempt to continue processing.

CC/BCC

This option is only present in the MS Mail Workgroups Edition.

This screen controls when, if at all, Courier checks for Carbon Copy or Blind Carbon Copy mail recipients for messages coming in from the Internet.

Never - Courier never checks messages for these lines

Always - Courier always looks for these lines and attempts to match recipients with users on LAN Mail using the nomal methods of address resolution (See: Identifying Mail Recipients - Workgroups Edition)

Only if no match on To: field - If Courier cannot find a specific match on the To: line of an Intenet message and is going to send the message to the Postal Clerk then a check will be done for CC: and BCC: recipients. If found they will be added to the recipient list along with the Postal Clerk.

N.B. Using these options must be balanced against the fact that always checking for CC: fields may result in unintended matches.

Return Address Configuration - Workgroups Edition

Whether you wish to configure return addresses or not, always go into this screen at least once and press OK.

In the Workgroups Edition the Return Address Screen is an optional configuration setting. When placing return addresses in an Internet mail message Courier uses the following algorithm:

1) The Return Address Configuration screen is checked. If the name of the person who wrote the LAN Mail message is in the list of LAN Mail names then the corresponding return address will be put into the message.

2) If no match is found or the screen is blank then Courier uses the Default Return Address specified on the Internet tab in the main configuration screen.

N.B. If you turn on Always Use Default Return Address on the Internet tab then Courier will skip step 1 in the above sequence.

Note that configuring this screen is only meaningful when your organisation has a selection of return addresses to choose from. In other words you are using the Direct Match method of Name Resolution.

The operation of this screen is similar to the POP Account Configuration screen used in the Post Office Edition as far as the use of the 'Add' and 'Delete' buttons are concerned. Refer to that section of this document.

Return Addresses - Post Office Edition

This screen is used to configure return addresses for LAN Mail users in conjunction with the POP Account Configuration . To determine a return address Courier uses the following algorithm after reading a LAN Mail message:

1) Courier goes to this screen and checks the list of LAN Mail names configured here on this screen. If a match is found the corresponding POP account is used as the return address.

2) The list of LAN Mail names assigned to POP Accounts on the POP Account Configuration screen is checked. If a match is found the corresponding POP Account is used as the return address. If groups only have been used on the POP account screen then no match will be found.

3) If a match is still not found then Courier uses the default return address configured on the Internet tab.

N.B. If you turn on Always Use Default Return Address on the Internet tab then steps 1 and 2 above will not be performed.

The operation of this screen is similar to the POP Account Configuration screen as far as the use of the 'Add' and 'Delete' buttons are concerned. Refer to that section of this document.

To summarise, between this screen and the POP Account Configuration screen everybody who is on the LAN should appear, to enable Courier to properly assign return addresses. However, a default return address facility is provided as a final safeguard or as an override.

POP Account Configuration

This menu option only appears in the Post Office Edition.

This screen is used to configure your POP account or accounts. The idea is to enter a POP account name and password then match it with a LAN Mail user name or group.

N.B. If you link your POP accounts to a Personal Address Book or group rather than individuals you must create this group by logging on to the logon account and setting up from there. This is the way to let Courier know who belongs to each group. You can think of the groups as being Courier's personal address book.

An example entry in the three text boxes at the top of the screen would be:

POP Account name: aasys@ozemail.com.au

LAN Mail name: John Smith

POP account password: **** (the password appears as asterisks)

Add the new entry to your configuration by pressing the Add button. Pressing the Ok button **DOES NOT** perform an 'Add' before closing the configuration screen.

To delete an entry double click on the entry that is no longer needed. You can click on either the POP account list or the LAN Mail list. Courier will transfer all relevant details to the boxes at the top and remove the entry from the list. If you press OK then the entry is effectively deleted. Pressing the delete button removes the entry from the text boxes at the top of the screen.

Sending Mail

Before sending mail to the Internet, Courier retrieves waiting mail from the LAN. LAN Mail users send mail intended for the Internet to the special account set up by the administrator as mentioned earlier (i.e. the Logon account). Courier only sends messages marked as unread from the Logon Account InBox. This prevents the program from going into an endless loop where a message may keep getting read because, for some reason, it cannot be deleted from the InBox.

If a message cannot be successfully sent to the Internet a message should be sent via LAN Mail to the sender advising of this. However, it is a good idea to periodically check the Inbox looking for mail that was not successfully sent to the Internet. Note that an error will be written to the log and file and to the screen at the time of the event.

Courier comes with a comprehensive addressing application to simplify the task of addressing mail for the Internet. However, there may be occasions when users wish to address their mail manually in the normal MS Mail or cc:Mail Compose Message screens. To do this users must remember a couple of simple rules when addressing messages.

The "real" recipient of the mail is specified in the Subject field of the LAN Mail message. For example to send a message to John Smith at account testing situated at courier.com.au, the LAN Mail user would construct the subject field as follows:

testing@courier.com.au (John Smith)

The name in brackets is optional.

The Subject field in the LAN Mail message can also be used to provide a subject for the Internet message. The user types the subject heading followed by the | character

(i.e. the character above the \ key on a standard US keyboard) and then types the name of the intended recipient of the message. Therefore to send a message to John Smith, above, with a subject of Attached Business Plan, the user would type in the Subject field in LAN Mail:

Attached Business Plan|testing@courier.com.au (John Smith).

Spaces are not necessary either side of the | character.

Mail to mulitple Internet addresses can be constructed by separating Internet addresses with a semi-colon. For example,

Invitation|testing@courier.com.au;aasys@ozemail.com.au

cc:Mail users, in particular, should note that the subject field cannot be very long almost making it impossible to address a mail message to more than one Internet address at a time.

After completing their message and pressing the Send button, the message will go to the Logon Account. Upon activation Courier will send it to the Internet using the SMTP.

Courier appends the name of the person sending the message to the Originator line of the message. Therefore, if Fred Brown has sent a message from his LAN Mail account and his organisation's Internet address is workers@business.com.au then Courier will construct the message as coming from:

workers@business.com.au (Fred Brown)

Note that SMTP can only transmit 7-bit characters. Courier scans the text of all mail messages and strips the eighth bit before transmission. This will only affect special characters. LAN Mail users should stick to plain text when composing messages for the Internet.

Mail that is successfully sent from LAN Mail is deleted by Courier from the Inbox of the Logon Account.

Receiving Mail

Courier uses POP to retrieve mail from the Internet. This is a simple protocol whereby a mail program contacts a remote POP server, issues some identification commands and retrieves any mail.

Courier scans each message and attempts to identify the intended recipient to forward the message to LAN Mail. Standard Internet mail addressing is in the format:

> account@service-provider.organisation.country

How Courier determines the intended recipient of the message depends on whether you have the Workgroups Edition or the Post Office Edition.

It should be noted that all mail forwarded to the LAN will appear in the Sent Mail folder of the MS Mail logon account or the Message Log folder of the cc:Mail logon account unless these systems are configured not to do this.

Identifying Mail Recipients (Workgroups Edition)

For differences in the cc:Mail version see: Direct Match Name Resolution

The Workgroups Edition uses three methods to identify the intended recipient of a message. It works through them in the following order:

1) *Direct Match* - Courier uses the account name immediately to the left of the @ sign in the Internet address and tries to send the message to an account on the LAN of the same name. Note that the names of your users' LAN accounts do not have to be the same as the internet accounts because you can set up personal address groups on the Courier Logon Account. If Courier cannot find a match it moves to the next step.

This option is only meaningful if you have arranged a domain name from your Internet provider and several aliases all pointing to the one account.

2) *Bracketed Notation* - A popular addressing notation places the intended recipient's name in brackets after the Internet address. Courier extracts this name if present and, if that person is found on the LAN, sends them the mail. If the person is not present then Courier sends the mail to the Postal Clerk.

3) *Before the Internet address* - an example of this method is:
> Bill Smith <aasys@ozemail.com.au>

Courier extracts the name and follows the same steps as described in 2.

4) *Postal Clerk* - If the Direct Match was not successful and the other two addressing methods were not detected then Courier forwards the mail to the Postal Clerk.

N.B. If you are a user of the Workgroups cc:Mail version you can place the word "or" between step one and the rest of the steps. If the Direct Match fails, Courier does not

check the other methods. This is why the Direct Match method is a configuration option on the cc:Mail version.

Identifying Mail Recipients (Post Office Edition)

Courier contacts each POP account listed in the POP Account configuration and sends any waiting mail to either the individual or group assigned to that POP account. If, for some reason, Courier cannot forward the mail then it will be sent to the Postal Clerk account.

It should be noted that all mail forwarded to the LAN will appear in the Sent Mail folder of the MS Mail logon account or the Message Log folder of the cc:Mail logon account unless the mail program in question is configured not to do this.

Error Log File

Courier keeps a comprehensive log of its actions in a file called 'Courier.log'. The
file will be kept in the same directory as Courier unless a different Working Directory
is specified in the Properties box from the Program Manager.

Users are advised the delete the log regularly as it does build rapidly.

The contents of the log file are not intended for end users but are to help us with bug
reports. Therefore, it is requested that a copy of the log be sent to us when reporting
bugs.

However, those familiar with the operations of Winsock and the Internet mail
protocols should be able to follow what is going on to assist them with
troubleshooting.

Activity Log File

The Activity Log File simply records one line for every message processed by Courier including the date and time. You can think of this as the equivalent of a facsimile transaction log.

Troubleshooting

This section contains answers or possible answers to common questions we receive. It may not be up to date. A comprehensive list is always kept on our web pages at www.ozemail.com.au/~aasys/asfaq01.htm.

Q. Courier is unable to log into MS Mail

A. The most common answers to this problem are as follows:

1 You must use the login name not the address book name i.e. John not John Smith;

2 The user name or the password (or both) are incorrect;

3 Nobody else must be logged into MS Mail at the same time on the same machine;

4 You must log into Courier's logon account manually before running Courier. This ensures that the account is properly connected to the MS Mail post office.

Only points 2 and 4 above apply to those having trouble getting Courier to log into cc:Mail

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Q. When sending mail to the Internet I get a message "File not found" or it just won't work.

A. If you get a File not found message then Courier is searching for return addresses to place in a message. This means that you haven't configured the

Return Address screen properly. You must go into Configure|Return Addresses and press OK even if you do not wish to configure any.

Q. Why do I get the message 'The POP server will not acknowledge the name sent to it. Check your server name'?

A. Many Internet providers have an aliasing system for their servers. Your Internet address may be aasys@ozemail.com.au but the machine you contact may have a different name such as mail.ozemail.com.au. Depending on the Internet provider's setup, the machine may not respond to the shortened name.

Check with your Internet provider for the name of the POP server.

Q. Courier will not work because the COM port is busy.

A. The answer to this question depends on what software you are running along with Courier. Some programs take over the COM port preventing Courier via Winsock from performing its operations. The solutions are to run Courier on a machine by itself or purchase another modem perhaps leading to the need for another telephone line or to obtain a COM port driver/scheduler that will administer COM port operations.

Q. Trumpet Winsock fails to connect and Courier hangs.

A. Courier attempts to keep as much control over Trumpet Winsock as possible. There are two ways to approach this problem. One is to ensure the script used by Trumpet Winsock is bullet proof in so far as it keeps on trying if it fails to connect

until it DOES connect. Do not let the script end without a valid connection. The second solution is configure Trumpet Winsock to abort if a valid connection is not made thus allowing Courier to abort.

Q. Can anyone use the machine on which Courier runs and, if so, can they use MS Mail?

A. There is no theoretical reason why someone could not use the Courier machine but Windows 3.1 is a non pre-emptive multitasking operating system and things don't always go as planned. For example, The person at the Courier machine may be using a badly behaved application. Depending on the processing power of the machine, the person may experience performance degradation during Courier's operations.

The only way a person on that machine could use MS Mail is if they were logged into the MS Mail Logon Account (see the Help file). Courier can piggyback a MS Mail logon with this account but two people cannot be logged onto MS Mail on the same machine with different logon names. As you can probably see having someone using the Logon Account other than Courier will lead to chaos as unread mail sitting in the InBox will be sent to the Internet periodically when perhaps it should not have been. If someone must work on the Courier machine the most efficient method of operation would be for them to periodically close their MS Mail down, run Courier, use the menu options to send and retrieve mail, close Courier, then log back on to Mail. Courier should be the only thing processing mail in the Logon Account.

Note that this is not a problem with cc:Mail as that program appears to allow multiple logons on the one PC.

Q. Courier keeps failing to forward mail to the Postal clerk account.

A. Courier cannot find the Postal Clerk on the MS Mail or cc:Mail LAN. If using MS Mail the full name of this account MUST be used, not the alias as is required for the Logon Account. i.e. it must be John Smith not John.

If you are getting this error then Courier will not be deleting the mail from the Internet so it will still be on the POP server.

Q. Courier keeps telling me that it is not configured.

A. Courier cannot find the Courier.INI file in the Windows directory. If the file is there ensure that the Logon entry in the [Setup] section is present.

Part 3 - Internet Mailer

Configuration

Before installing Internet Mailer to individual workstations make sure that Courier is installed and working properly. You will need to create a special mailbox and user (on your local mail system) dedicated to Internet Mail as described in the Courier configuration section of this document. You may call this account anything you wish but it is recommended that a name such as Zinternet is used. This is sufficient to allow users to identify what it is for but also means that the account will appear at or near the bottom of any mailing list thus preventing users from accidentally including the name in broadcast messages

Internet Mailer should be installed to each workstation. It is not designed to be run from a network. If you choose to run it from the network the integrity of the address database cannot be guaranteed. You may however copy the installation file. (setup-im.exe) to a network drive.

1. From each users computer run the setup-im.exe program. Follow the prompts and the program will copy the files it needs and make icons. It will also make an uninstall utility.

2. Next run the program. Once started you must set the options so the program will run on your computer. Select Options| Mail Options.

    Select your local mail system;

    If you are using ccmail or msmail type in your login name and password;

    For windows 95 users type in the profile name. This is normally named "MS Exchange Settings" For some reason this is case sensitive on some computers;

If you are not sure what the profile name is you can find it by selecting tools | options in Microsoft Exchange;

Enter the name of the internet account (Z-internet); and

Enter the users name. This is for printing the headers of file copies of mail only.

3. Send a test message. If no errors occur, setup is complete. If you encounter an error go back and carefully check the options. Make sure everything is typed correctly including case. Make sure there are no extra spaces anywhere.

Composing an Internet Message

<u>Menu Items</u>

Options|Mail Options - This brings up the options menu. It should be setup at installation time (see above).

Options|Print Copy Default ON - When checked a copy of the mail is automatically printed

Options|Insert signatures at bottom - When checked signatures will be inserted at the bottom of the message. When unchecked signatures will insert at the cursor postion.

Help|About - This tells you a little bit about the Internet Mailer and its author.

Fix Size|Fix Size - This will set the programs size to default. This is to fix a Windows 95 bug. Sometimes Windows 95 will size a window off the screen. The only way you can see the program is minimized or full screen. Windows 95 does this to many programs.

<u>Addressing</u>

It is very important to get a person's Internet address exactly right. It is best to add it to the address book then use it from there. This way it will always be right. Please do not send a large attached file as the first message ever sent to a person unless you are absolutely sure you have their correct Internet address. Send a test message initially to make sure you have the correct address, if the address is wrong it will "bounce" back (come back to you).

You may send mail to several addresses at one time by putting a semicolon (;) between them.   This option is impractical for cc:Mail users who should only send a message to one address at a time. See the section on addressing mail in the Courier section of this document.

Caution: The address book will add addresses to the existing ones on the address line.

When you send the message Internet Mailer will check the address line to see if it is formatted correctly. If not, it will warn you of the apparent error. You are then given the opportunity to ignore the warning.

You may address internet mail to users of CompuServe and America Online. For CompuServe a person will give you a number as their address, such as 34568,9875. To convert this to internet, replace the comma with a period and add @compuserve.com. The finished product will look like this 34568.9875@compuserve.com. America Online is easier to change, just add @aol.com to the user name. It will end up like this: cplite@aol.com.

Subject

Type in a simple two or three word description of the mail message. This is very important in the Internet world. Most mail readers only show the receiver the message date and subject. You should always put a subject on Internet mail

Message Text

This is what you want to say. Remember to start the message with the recipient's name and end it with your signature If you need to send a large message it is best to compose it with a word processor and send it as an attachment to the main message.

File Attachments

Not everyone can accept file attachments. This is a hit and miss operation depending solely on how their system is configured. Always try sending a small file first to verify compatibility.

NOTE: - Try not to send large files through Internet mail! The total size of all attached files together should not exceed 500Kb. You may ignore this if you wish but the File Transfer Protocol (FTP) is the method best suited to transferring large amounts of data around the Internet.

COMPRESS FILES BEFORE MAILING THEM - Compressing attachments is a good idea. Depending on the file being compressed incredible savings can be made in a lot of areas - size, cost etc. In addition, if a file becomes corrupted during transfer then it will be immediately obvious as the resulting archive will report errors during decompression. A word processing document may look fine until you get to the last page where it ends unexpectedly or becomes jumbled.

For those without access to a compression shell there is one available for free at www.alaska.net/~cba and www.ozemail.com.au/~aasys/aseval01.htm. It was written by the team (i.e. person) who wrote the Internet Mailer.

If you attempt to attach uncompressed files to the mail, the program will warn you. There is no way to stop this warning.

You have two options for selecting files to attach to your message. Either click the "Add File" button from the main screen or drag and drop from Windows Explorer or File Manager. The total Kb counter should not exceed 500Kb. It will turn red if you do so. It will turn yellow when you exceed 300, this is to warn you that you are getting close to the maximum recommended file capacity. If you do need to send multiple files and find that they exceed the 500Kb capacity, simply break down the files into two or three separate messages.

Signatures

Signatures are exactly what the word implies. This is your personal electronic signature for the bottom of each message. You may create as many custom signatures as you wish by using the "New" and "Edit" buttons on the main screen. Just remember when saving a signature to use an 8 letter DOS compliant name without the extension.

Signatures can also be inserted anywhere in the text at the cursor position. You need to set the options correctly, see above This allows you to store anything you regularly use in messages and just insert it.

Becoming available on the web sites mentioned above and Compuserve in the next couple of months will be an application called Quoter. It will allow to you to type often used text into any application. This was also written by the team (i.e. person) who designed the Internet Mailer.

Using the Internet Mail Address Book

The address book is your tool for keeping track of people's addresses. It is "your" address book. It is not shared office wide. It is stored on your local drive It is strongly recommended that you print out or back up your address book occasionally to keep on hand in the event your hard drive fails.   The relevant files are mail.mdb and mail.ldb.

Alpha Buttons

These are along the top of the address book with the letters of the alphabet across them. They will quickly take you to that section of the sorted column. (If you are searching for a name the begins with "F", click on F and you will be well on your way.) You can turn them off in the menu.

Adding Address Entries

Click the "Add Entry" button and fill out the form (see figure 3). You can also copy and paste the address from received messages.

Deleting Address Entries

Once you delete them they are gone forever so read the warning!

Fast Find and Sorting

The "Fast Find: lets you quickly find entries in the sorted column. The sorted column is indicated by the sort buttons on the right. You may sort by first name, last name, company or address.

Size and Position

You can size and rearrange the columns to suit your tastes, but you cannot remove columns.

Editing Entries

IMPORTANT, you must have at least two entries to edit an entry. This is a known problem as of this release.

Just click twice (slowly i.e. do not double click) on the entry you wish to edit. You cannot do anything else until you leave edit mode.

Make your changes.

You MUST then click on another entry (not a blank spot) to accept the changes.

HIT the ESC key to cancel changes.

Selecting Addresses

The bottom box of the address book is a list of addresses that your message will be sent to. You can have as many addresses selected as you want. Highlight an entry and then click the select button to add it to the list. Use the remove button to take them off. If you wish, you can enable the double click select feature from the options menu. This does make it more difficult to enter edit mode, but makes it easier to select addresses. Once you are done click OK to add them to the address line of your message.

Netiquette (Etiquette for the Internet)

Because of the wide diversity of mail systems used on the Internet, a series of rules have evolved to take care of differences in mail systems. Here are a few of the more important ones:

Recipient - Some companies share Internet mail accounts. Mail is sent to the general company account. Someone in the company is responsible to retreive the mail and deliver it to the intended recipient. To show courtesy and make it easier for the person recieving the mail you should ALWAYS put the name of the intended recipient on the top of the message text.

Signatures - Some mail readers have problems reading the return address. If a company is using a gateway it compounds the problem. Even if they have the return address it is usually pretty cryptic.   Courier's address is "aasys@ozemail.com.au (Internet)." There is no way to tell from the address that the message came from Courier.

To solve this problem, people put signatures at the bottom of the message text. Internet mailer has a feature that allows you to create your own signature and easily attach it to your message. A good standard practice for signatures is to type in a broken line above and below your name. See the example below:

                        Joe Cool
                        cba@alaska.net (Joe)

CAPITALS - Writing messages in capital letters is considered shouting on the net. This may annoy some people

Replies - It is very important to quote text from messages you are replying to. Some people get lots and lots of mail. It is easy for them to forget the subject of a conversation by the time they get your reply.

Privacy - Internet mail is NOT private. It can be intercepted and read. Be aware of this.

Viruses - Attachments you receive in email messages may contain viruses. Courier and the Address Book have no built in virus checking capability. Ensure that your systems are set up to detect such problems.

Recieving an Internet Message

Incoming internet mail will be delivered to your standard office mail as long as it has your name attached to the address. Any mail addressed to just the company account will be routed to the administrator.

Make sure people know your personal address and use it properly. Your personal address will be the following [company address (local mail account)]
Example: [cba@alaska.net (Cooper)]

If someone leaves the (Cooper) off, the message may be routed to the administrator.

The senders internet mail address should be located in the subject line and possibly the first line of the message. If they follow good netiquette it will also be at the bottom in a signature. If there is any likelihood that you will be corresponding with this person again you should cut and paste their address into the address book.

Replying to an Internet Message

Once you have received mail from someone, there are two ways to reply:

1. Use the Internet Mailer to send another (separate) message.

2. Simply reply as you would by local (office) mail. This will work, but you must be very careful of the following.

The subject line must be formatted correctly. Many messages you receive will not be formated correctly for courier mail system. You must verify and correct this or your message may not be delivered.

The format is as follows: subject | Email address

The email address cannot be in brackets or parentheses. For a full description on how to address mail manually within MS Mail, cc:Mail or Exchange see the section Sending Internet Mail in the Courier section of this document.

If you have any confusion about how to reply to a message, I suggest replying by method 1. Create a new message which includes a reference from the old message.

Trouble Shooting

Problem: You cannot attach to the mail server

Solution: this can be caused by several things.

1. Make sure all the settings are spelled correctly

2. In Exchange make sure that the profile name is capitalized correctly. In other words on some computers it is case sensitive.

3. If you are in Exchange you may need to use the persons mail login instead of the profile. This is especially true if you installed Windows 95 over Windows 3.1.

Problem: You cannot save an address after editing it

Solution: To exit edit mode and save your changes you must click on a different address. If you have only one address in the book this is impossible. To get around this add another address to the book.

Problem: Your replies keep coming back to you.

Solution: this is most likely cause by an improperly formated subject line. The subject must be formatted as follows subject|address. If the address is in brackets or parentheses it will not be delivered. For a full description on how to address mail manually within MS Mail, CC:Mail or Exchange see the section Sending Internet Mail in the Courier section of this document.

Part 4 - Support and Enquiries

Support is provided by E-mail only.

Support for Courier is provided by Rodney Delanty at aasys@ozemail.com.au
(Rodney Delanty)

Support for the Internet Mailer is provided by Cooper Collier at cba@alaska.net
(Cooper)

You will find Courier at many Internet sites around the world but the "home" web
site is www.ozemail.com.au/~aasys. The latest news and pricing is always there.

Part 5 - Registration

It is very important to register Courier if you intend to continue using it.
Registration gains you continued use and free upgrades for 1 year.

Registration costs
$US265 for the Post Office version
$US175 for the Workgroups

You may register Courier by one of the following methods

<u>Compuserve</u>

    Go SWREG
    Postoffice ID Number 12064
    Workgroups ID Number 12063

Once you have registered the program email your serial number to 71553,1645
Once we have receive the registration confirmation and your serial number we will
email you your password. Don't forget to specify MS Mail, cc:Mail or Exchange
versions.

<u>Internet.</u>

You may go to the aAsys order form at: www.ozemail.com.au/~aasys/asrord01.htm

At present you cannot register online. However, you can print this form, complete it
and fax it to aAsys Research and Development on:

+61 02 233707

or mail it to:

aAsys Research and Development

GPO Box 1739

Hobart   7001

Tasmania

Australia

There is also an order form immediately below as well as in the Courier Help file and in the file register.txt that comes with Courier. Please check the web for latest pricing.

Registration Form

If you wish to register then fill out your details and post, fax or email this form to us:

aAsys Courier Registration

Name:

Company Name:

Serial Number:

Postal Address:

Town/Suburb: State: Postcode/Zip:

Country:

your Phone Number: Your email address:

Mastercard/Visa/Bankcard/Amex/Diner's Club   (cross out options not applicable)

Card number:

In which name is the card held:

Expiry date:

Licence required: _____ no of MS Mail Post Offices Workgroups Edition

_____ no of MS Mail Post Offices Post Office Edition

_____ no of Exchange Post Offices Workgroups Edition

_____ no of Exchange Post Offices Post Office Edition

_____ no of cc:Mail Post Offices Workgroups Edition

_____ no of cc:Mail Post Offices Post Office Edition

Part 6 - Legal Issues

Definition of Courier

In this section any reference to Courier means:

1) aAsys Courier, whether for Exchange, cc:Mail or MS Mail and includes the Workgroups and Post Office Editions of each product; and
2) the product known as Internet Mailer..

Internet Mailer is a private application developed in partnership with aAsys Research and Development by PC Doctor of Alaska. All licence and legal agreements with aAsys Research and Development in regards to Courier apply to Internet Mailer.

Registration

If you feel Courier is a program that will be of use to you please evaluate it for up to thirty (30) days. After that time, if you wish to continue using the product you must register using any of the methods listed in the section entitled Part 5 - Registration section of this document. Upon registering you will be sent a registration number and you will be eligible for free future upgrades and technical support through your Internet address for a period of one year from the date of purchase.

Software License

Courier is not and never has been public domain software, nor is it free software. Non-licensed users are granted a limited license to use Courier on a thirty (30) day trial basis for the purpose of determining whether Courier is suitable for their needs. The use of Courier, except for the initial thirty (30) day trial, requires registration. The use of unlicensed copies of Courier by any person, business, corporation, government agency or any other entity is strictly prohibited.

No one may modify the Courier executable file in any way, including but not limited to decompiling, disassembling or otherwise reverse engineering the program.

A limited license is granted to copy and distribute the shareware version of Courier only for the trial use of others, subject to the above limitations and also the following:

(1) Courier must be copied in unmodified form, complete with the following files: SETUP_CO.EXE, SAMPLE.INI, FILE_ID.DIZ, REGISTER.TXT, COURIER.DOC, README.300, and SETUP_IM.EXE. These files can be dsitributed in an archive that when decompressed expands to the files above. The files SETUP_IM.EXE and SETUP_CO.EXE are self-extracting archives. They must be distributed in their compressed state (i.e. you may not run them and distribute the resulting files).

(2) No fee, charge or other compensation may be requested or accepted, except as authorised below:

(A)Operators of electronic bulletin board systems (SYSOP's) may make Courier available for downloading only as long as the above conditions are met. An overall or time-dependent charge for the use of the bulletin board system is permitted as long as there is not a specific charge for the download of Courier.

(B)Vendors of user supported or shareware software may distribute Courier, subject to the above conditions, without specific permission. Non-approved vendors may distribute Courier only after obtaining written permission from aAsys Research and Development via our Internet email address, postal address or fax. Details of these contacts can be found on the Support and Enquiries page of this document. Such permission will normally be granted. Vendors may charge a disk duplication and handling fee but may not charge any fee specifically designed to increase the price of Courier above that charged by aAsys Research and Development when sold directly.

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