

**NetWare MHS Driver for Microsoft Mail v1.00**  
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**Release Note**

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NetWare MHS Driver for Microsoft Mail  
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## 1. Introduction:

The NetWare MHS Driver for Microsoft Mail (MS Mail) product is in response to Novell and Microsoft customers requirements to support their existing MS Mail installations over an MHS transport, and provide a clean way of transition from MS Mail to native MHS applications.

The NetWare MHS Driver for Microsoft Mail is a transport driver written to Microsoft zero pump architecture, that allows applications such as Microsoft Mail, Visual Basic, Schedule+, EForms and other Simple MAPI applications to use NetWare Global MHS, NetWare Basic MHS or NetWare Remote MHS as the native messaging transport, rather than the standard transport provided with MS Mail. These applications become native to MHS and hence interoperable with other MHS-based products without the need for a gateway between an MS Mail Post Office and Novell's NetWare MHS transport.

Novell intends to provide maintenance support for this driver until such time that it becomes obsolete by the introduction of MAPI 1.0. Because zero pump solutions are developed to specific versions of MS Mail, Novell will work closely with Microsoft to ensure that future versions of MS Mail are supported.

## 2. Product Overview

Both NetWare MHS and MS Mail postoffice support the separation of messaging applications such as electronic mail, calendaring and forms processing from the messaging transport that does the message routing and delivery. Hence, it is possible to move from the standard Microsoft postoffice and messaging transport system to the NetWare MHS messaging transport system by deploying this MHS driver for MS Mail.

This capability allows customers who have MS Mail and MHS-based products to interoperate without gateways. Administrators gain the improved administration and directory synchronization benefits of NetWare MHS while the users continue to use their Microsoft applications.

This driver enables your MS Mail Windows application to act as a native MHS application to Novell's MHS (SMF-71) messaging transports. Microsoft applications gain the ability to use free-form user names and hierarchical organization (workgroup) naming that are native to both NetWare and NetWare Global MHS. This driver brings the power and features of NetWare MHS transparently to MS Mail users without any re-training requirement for the user.

All features available with the existing MS Mail transport (except for shared folders) are available with the NetWare MHS driver for MS Mail.

## 2.1 Features

- The MHS driver is Microsoft 0 pump architecture compliant:  
All functions (except shared folders) are supported
- The MHS driver is SMF v71 API compliant:  
It supports NetWare Global MHS, NetWare Remote MHS and NetWare Basic MHS. It also supports all Global MHS protocol modules. Thus, a MS Mail user gains the full capabilities to address and exchange mail with SMTP, SNADS, and X.400 users when those modules are loaded.
- Centralized administration:  
All configuration data can be set within MS Mail.
- Fully automated setup and install program.
- Comprehensive context sensitive help.
- Blind Carbon Copy (Bcc) added to the compose form of MS Mail.
- MS "Switcher" (MAILDRV.EXE) compatible:  
Allows the user to select the MHS transport or standard MS Mail transport.
- NetWare MHS features of return-receipts, delivery-receipts and non-delivery receipts are fully implemented.
- Preserve existing mail messages:  
Existing MS mail messages can be imported to new MHS mailbox.

## 2.2 Restrictions

- Since Microsoft's 0 pump architecture is specific to Microsoft Windows, the DOS and Macintosh versions of MS Mail are not supported with this product.
- This software must be installed with the NetWare MHS products supporting the SMF v71 API. It does not support NetWare MHS v1.5 or prior versions.
- The shared folder feature of MS Mail and the shared calendar feature for MS Schedule+ are not supported.

### **3. Installation Instructions**

There is an automatic Setup program to install the software at the user's MS Windows workstation. Before beginning to install this driver software, the administrator must install Global MHS, Basic MHS or Remote MHS. The administrator then needs to set up MS Mail.

#### **3.1 If MS Mail is already installed**

This procedure will preserve your existing MS mail messages. Before installing the MHS driver, enter MS Mail and choose the export option from the File menu. Export all of the folders you are interested in keeping. After installing and selecting the MHS driver, you can import these folders to the new mailbag. The new default message file is "MS\_MHS.MMF" located in the Windows subdirectory by default. Install the MHS driver with the setup instructions after preserving existing mail.

#### **3.2 If MS Mail is not installed**

If you have purchased the LAN version of Microsoft Mail, install the product following the manufacturer's instructions to obtain the MS Mail for Windows client software. You only need to install the Windows client and need not install server programs. When asked to install server programs, choose DONE from the menu.

If you have purchased MS Mail Remote for Windows, install the product following the manufacturer's instructions. You do not have to install the transfer disk. When asked for the transfer disk, select CANCEL on the menu.

If you have purchased Microsoft Office or Microsoft Windows for Workgroups, you need only install the MS Mail client software.

Install the MHS driver by following the setup instructions.

### 3.3 Setup instructions

- Step #1 Connect your PC to a NetWare server running NetWare Global MHS or NetWare Basic MHS.
- Step #2 Backup your MS Mail mailbox and your MS Windows directory.
- Step #3 Map a drive to the parent directory of the MHS tree on your NetWare server. Set the MV environment variable to this directory.

For example: If MHS is installed under the APPS directory on the SYS: volume, then

```
MAP M:=<server>/SYS:\apps
SET MV=M:\apps
```

- Step #4 Start MS Windows
- Step #5 Make sure MS Mail is installed and functioning properly.
- Step #6 Put the NetWare MHS driver for MS Mail disk in drive A: (or map a drive to the MHS driver software location).
- Step #7 From Program Manager, select the File Menu, then select Run  
On the command line, enter <driveletter>: SETUP  
Example: "A:SETUP"  
(The MHS driver copies to appropriate MS Windows directories)
- Step #8 Setup will start the MS Mail selector program. If it does not, invoke the mail system selector by double-clicking on the new icon. Note that Microsoft Mail Remote comes with its own selector. Use the selector supplied by this driver software.

Note: If you have a prior copy of MHS driver for MS Mail, make sure that all existing files in your MS Windows sub-directory are Read/Write, or the MS Mail System Selector will give error.

- Step #9 Double-click on the "Novell MHS Mail" choice. After a few moments the selection will move to the "current" choice box.

Note: Always select the Novell MHS Mail transport using the Mail system selector every time setup is run. Doing this updates the MSMAIL.INI file located in the windows subdirectory by default. If you do not select the MHS driver after this installation, your prior driver remains in effect as the installed driver.

Step #10 Exit the program and start MS Mail.

Step #11 Type in a name and a password (optional). The password protects the mailbox from someone copying it and reading it.

Note: When MS Mail is invoked for the first time after installing the MHS driver, you will see an error message "Can't find MHS tree structure" twice. Ignore this message. It will disappear once the MHS driver is configured as described in the next two steps.

Step #12 Select the Mail menu, Options option, and select the server button.

Step #13 Enter your long (SMF-71) name.  
(Example: Joseph Smith@Sales.Acme)

Enter your short name (8 characters or less: A-Z, 0-9, \$-#).  
(Example: Jsmith)

Enter the path to the parent directory of the MHS tree,  
(Example: <server>\sys:\apps). Also refer to step # 3 above.

Enter your preferred application as defined in MHS.  
To ensure mail is delivered to the correct mailbox, this choice must have been set as the preferred application in MHS administration.

Fill out the rest of the form as you like, most are preference settings.

Step #14 Click OK, and exit MS Mail.

Step #15 Restart MS Mail.

Step #16 Select the Mail menu. Select Address Book.  
If you see your company address book, you are set up correctly.  
If not, go back to step #12.

If linking to Global MHS, verify that NGMEXTRC.NLM module has been loaded on the NetWare Global MHS server.

If using Basic MHS, the synchronizing of users is automatic.

If using Remote MHS, copy the extract file from your network (\MHS\MAIL\PUBLIC\SMF\_NS.XRT) to the same location on your Remote MHS installation.

Step #17 If the user has exported their folders before conversion, import them back into the new MHS mailbag by selecting the File menu of MS Mail.



### **3.4 Known Problems**

The MS Mail spelling feature becomes unselected. To correct this, select Mail Options and re-select the option "Check spelling of messages before sending", and save before exiting the menu.

Each time you select the MHS transport in the Mail System Selector, your MS Mail login password is cleared. Select Mail Options in MS Mail, and select Change Password to re-enter your password.

The default MS Mail message storage file is in directory <drive>:\Windows (Example: c:\Windows). To change this, select Mail Options, select Server and modify the message storage field to point to the desired location.

## 4. Addressing Information

NetWare MHS and MS Mail differ in the way they handle addressing. The MHS driver software accommodates this by keeping the same interface to the address book as found in the standard Microsoft product. However, some understanding of the differences and extensions available with MHS are useful.

Microsoft addressing includes user mailbox address (the MS Mail user manual refers to this field as a mailbox) and a postoffice name. User mailbox addresses can be up to ten characters long. The administrator must define both user and postoffice names in the public address book for addressing to work. Names can be synchronized across postoffices so that address books contain the names of users at other postoffices. Users typically select recipients out of the address book.

MHS addresses are of the form: `username@logicalworkgroup`. The username part of the address can be any printable ASCII characters except for `. ; ( ) [ ] @ "` characters. MHS uses a logical naming scheme to locate users, based on a hierarchy. Users belong to messaging domains. The workgroups are separated by periods. For example, `John Smith@marketing.acme` is a valid MHS address.

While Microsoft Mail addresses require the physical location of the user mailbox, addresses in MHS need not refer to the actual server where the user's mailbox is located.

Using MS Mail, users can select recipients from the address book, or type an MHS address as follows:

```
[MHS: John Smith@Sales.acme]
```

These MHS addresses can be added to the address book by using the Custom Address feature of MS Mail and indicating that the address is an MHS address.

For backwards compatibility, each MHS user is assigned an MHS short name. The user's short name can be up to 8 characters in length. For the above example, John Smith's short name would be `JSmith`.

MS Mail with the MHS driver would find John's mail in the `..\MHS\MAIL\USERS\JSMITH\MHS` directory.

For connectivity to other mail systems using gateways, MHS allows an extension in the address of the following format:

```
username@workgroup {gateway specific address information}
```

## 5. Gateways and Migration issues

NetWare MHS driver for MS Mail allows MS Mail for Windows users to use NetWare MHS as their messaging transport. The users on MS Mail for DOS and Macintosh will need a gateway to exchange mail with MHS based applications. This gateway can also be used as a migration tool for large Microsoft Mail sites, by converting one MS Mail postoffice to MHS at a time. This retains the connectivity of MS Mail users on NetWare MHS with MS Mail users on Microsoft Mail postoffices during the migration period.

MBLink for NetWare Global MHS is an MS Mail to MHS gateway. It is offered by Amadeus Systems Corporation, a Novell messaging partner based in Vienna, VA, USA. This gateway is written to SMF v71 (Standard Message Format) specifications. Amadeus Systems Corporation can be reached at 703 883 9090 voice or 703 883 9099 fax. The MBLink software runs on a client PC attached to the server running NetWare Global MHS. It is registered as an SMF v71 gateway for the Global MHS server. It translates messages between MHS and MS Mail messaging networks. The product also does directory synchronization between MS Mail postoffice and Global MHS.

### 5.1 Migration strategy

- Migrate MS Mail users one postoffice at a time.
- Before the conversion, ensure that your NetWare Global MHS or NetWare Basic MHS server is correctly installed and functioning properly.
- Make sure all mail users have exited MS Mail and have exported any folders they wish to keep. Then shut down your Microsoft postoffice and gateways.
- Install the MHS driver for MS Mail on each of your client workstations. Import all saved folders from MS Mail into the new MHS mailbox.
- Do not start the messaging system until all the client workstations have the NetWare MHS driver for MS Mail installed.

## 6. Troubleshooting Hints

### *Can't receive mail :*

Does the address book work? If not, see Setup instructions. Most likely, the preferred application name is wrong. Ask your administrator to verify it.

Next check your MHS long and short user names. They must exactly match the long and short name created by the server administrator. Again, ask your administrator to verify the MHS names.

Check the MHS path you specified. It must be set to the parent directory of the MHS directory structure. You can check this by mapping to the directory and seeing if it contains the directory `..\mhs`.

Example: `G:\apps\mhs\mail\users`

In this example, the MHS path would be `G:\apps`, the parent directory of the MHS directory structure.

### *Can't run RMHS from MSMail :*

Is Remote MHS installed at your workstation?.

The RMHS path must be set to the parent of the MHS directory on your PC.

If your administrator has decided not to use the RMHS path setting in the server options dialog, you must set the MV environment variable before starting MS Windows.

Example: `set MV=G:\apps` (see above example)

### *When I go to create an address, the only address type is "CUSTOM ADDRESS".*

#### *Where is the "MHS ADDRESS"?*

This usually occurs when the company address book is not found. This implies that you are not logged in or do not have a drive mapped to the mail server or your administrator has not enabled the creation of the extract file. You can type in the addresses manually or you can save them in the private address book using custom addressing.

If you are running Remote MHS and do not have the company extract file, obtain it from your MHS administrator. It will simplify your addressing. Please refer to NetWare Remote MHS user documentation for instructions.

#### *Can't use the menu driven method to create an address:*

Please read the MS Mail users guide for full details. Be sure to choose the option "MHS address", not custom address.

#### *Can't share calendars in Schedule+ :*

That feature is a hard-coded feature of Schedule+ application. Microsoft may address this in an upcoming version to support the 0 pump architecture.

*Can't get Schedule+ to work :*

Verify that the schdplus.ini file in windows subdirectory contains the line 'scheduletransport = TRNANY'. This is a replacement .DLL file that patches Schedule+ application. Also verify that the file TRNANY.DLL is in the windows\system subdirectory.

*Can't type in addresses that are not in my address book :*

Follow the exact syntax shown in this example to enter addresses that are not in the address book.

Example: To send a message to "John Jones@engineering.acme", type in the following:

[mhs:John Jones @ engineering.acme]

Note: addresses within the square brackets ([ ]) can be separated by commas. However, MS Mail style addresses are separated with semicolons (;) outside the square brackets.

*Can't see the same people I used to have in my address book.*

Verify that the administrator has provided the extract file which contains all the names in the MHS directory. The administrator must also enable directory synchronization on the MHS network to keep this address book up to date.

*I lost all my mail that I had before the conversion.*

The mail wasn't exported before the conversion or wasn't imported back after the conversion. Use the selector to re-enable the old Microsoft transport. Export the folders and then use the selector to invoke the Novell MHS Mail transport. Now, import these folders.

Note that if you switch between transports to use both, you will have different mail folders. This is because the NetWare MHS transport and the standard MS Mail transport use different mailboxes.

*How can I get mail for my accounts under different name:*

If a user has multiple other accounts on the MHS server, and wants to access mail for different accounts, they will have to go and modify the entries for user ( i.e. long name, short name ) in the MSMAIL.INI file.

## **7. Getting Support:**

If you have questions on the NetWare MHS Driver for Microsoft Mail, call Novell Technical Support at 1-800-NETWARE or 1-801-429-5588.

For the Novell Messaging Hotline, dial 1-408-577-8989.

## Stay in Touch

Please take a moment to fill out this form and fax back to Novell Inc. at 408 433 9827 or 408 577 5668 or mail to the following address. This will keep you on the mailing list for upcoming MHS product news and upgrade information.

Attention: Messaging Products Division  
(MHS Driver for MS Mail Registration)

Novell Inc., 2180 Fortune Dr,  
San Jose, CA 95131, USA

Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_

Corporation: \_\_\_\_\_

Postal Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Total mailboxes: \_\_\_\_\_

Total servers: \_\_\_\_\_