

# Help Contents

## The WIG Administrator Program

When you install the WIG for the first time and specify a new workgroup, an executable file WIGAdmin.exe will be copied into your Windows directory. This program enables you to administer the workgroup gateway postoffice. Run the program by double clicking on it from within the Windows Explorer.

When you first enter the Administrator program, you are asked to enter a password and a verification of the same password. Once entered, this will be the password you need to get into the WIGAdmin.exe program.

Whenever you subsequently run the WIGAdmin.exe program, you will need to enter this password into the Enter Password dialog box which appears on running the program.

Using Workgroup administrator program, you can add, edit and delete users and modify details about your workgroup. When each subsequent user sets up the WIG on their system, they will not receive a WIGAdmin.exe program in their Windows directory. However, the process of entering their name and mailbox name will automatically add them as a user to the WIG postoffice.

The main screen of the Wig Administrator program shows a list of users down the left hand side and a details window to the right hand side. Selecting a user from the left hand list will display that users details in the details window. The details window displays the users name, e-mail address, any forwarding options and the number of pending incoming and outgoing mail messages.

### Viewing Pending Mail for all users

The Wig Administrator program lets you view pending incoming and outgoing messages for all users together. You can do this by selecting **Pending Messages for all users** from the **View** menu (or CTRL+M). This will pop up a list of messages:

You can list all the messages pending for unknown users. Do this by selecting **Pending Messages for Unknown** from the **View** menu (or CTRL+U).

### Event Logging

WIG can log a certain number of events that occur during the process of sending and

receiving mail. To display the event logging options, select **Log Options** from the **View** menu.

WIG lets you log events related to sending messages, receiving messages, auto responding and forwarding. From the Log Options dialog box, select the logging options you wish to record and press OK. All users who subsequently log onto MS Exchange will use these options and will start logging the events as required.

To view the event log, select **Logged Events** from the **View** menu or press CTRL+L. The WIG Administrator will show a list of events in date order, always displaying the most recent.

This list can be updated by pressing the **Recalc** button. The list of events may be purged at any time by pressing the **Purge** button.

## Adding Users

You can add a new user to the WIG post office either by installing the WIG onto the users machine and entering details via the installation program **or** by pressing the **New User...** button. Pressing this button will pop up the User dialog box.

Enter the name of the user into the *Name* field. Ensure that the MS Exchange user radio button is selected rather than the MS Mail user or virtual mailbox. The MS Mail user and MS Mail Gateway selections exist so that 16-bit MS Mail users can connect to the Internet. For more information on connecting MS Mail users to the Internet see, **Using MS Mail with WIG** later in this manual.

## Virtual Mailboxes

You can create as many virtual mail boxes as you like regardless of the number of licenses that you have purchased. A Virtual mailbox is exactly the same as a normal MS Exchange user mailbox except you cant log in as a virtual mailbox from MS Exchange. You can however forward mail sent to a virtual mailbox to a real MS Exchange user mailbox.

For example, suppose you were called John and you had an address **john@company.com** and suppose decided that you wanted to set up a mailbox for your customers to send enquiries to but ultimately you would be the person to read mail coming into this mail box. The solution would be to set up a virtual mailbox called **enquiries** and have all the mail sent to this mailbox forwarded to the MS Exchange mailbox **john**. For more information see **Forwarding a Users Mail** later in this section.

The Address page lets you specify a mailbox name for the user. Normally, the mailbox

name, together with the Workgroup address, go towards defining a users e-mail address. For example, if the workgroup node name was **softalk.demon.co.uk** and the user Simon Bates has a mailbox name **stb** then Simon Bates e-mail address will be **stb@softalk.demon.co.uk**.

## Users with Domain names

Sometimes, a workgroup will have one or more domain names. The Workgroup Address drop list in the Address tab lets you choose which domain name will be used to make up the users e-mail address. For example, Softalk has a node name of softalk.demon.co.uk, but has a domain name of softalk.com . If the user Simon Bates wanted his e-mail address to be stb@softalk.com rather than stb@softalk.demon.co.uk, it would be a case of selecting softalk.com from the Workgroup address drop list.

## Individual POP3 Mailboxes

If your workgroup uses POP3 to receive mail (rather than SMTP) from the Internet and a particular user has his/her own POP3 mailbox, which is different to the POP3 mailbox used by the workgroup then you may enter the details of the users POP3 mailbox in the User dialog box. If the address (to the right of the @ sign) is different from the workgroup address, then the differing address may be specified in the *Address* field in the User property sheet..

**Note:** If your workgroup has an e-mail account which supports multiple *virtual* mail boxes then the entire organisation can share the same POP3 account in order to send and receive mail. If you have a set of single user POP3 mail boxes, then you will need to add individual POP3 mail box information as described above.

The POP3 page specifically lets users with individual POP3 mailboxes (see above) to enter their POP3 login name and POP3 password.

## Forwarding a Users Mail

The Forwarding page lets you forward a particular users mail to another person. This person may either be another WIG user, or it may be another e-mail address. The three radio buttons let you choose between not forwarding the mail at all, forwarding the mail to another WIG user and forwarding the mail to another user-specified address. If you select the **Forward to user** radio button, you can select from a list of WIG users. If you select the **Keep a copy** check box, WIG keeps a copy of the message with the original recipient before forwarding the message.

## Adding a Signature

A Signature is the text placed at the bottom of all the mail messages that you send. You can either supply no signature, in which case you leave the text box blank, or supply something along the lines of the example above.

## Changing a Users Password

You can change a users password from the User property sheet by selecting the Details tab and pressing the **Change Password** button. When you do this a Change Password dialog box will appear.

Enter the users current password into the *Password* field and enter the same password into the *Verify* field.

## Editing and Deleting Users

You can edit or delete a user by selecting the user from the list and pressing the Edit User... or Delete User... button respectively.

## Editing Workgroup Information

You can edit the Workgroup details by selecting Edit Workgroup from the Edit menu. Alternatively, you can press CTRL+W. This will pop up a Workgroup property sheet.

Your workgroup name will have already be specified in the setup process. You may change it from the Name page.

The Address page lets you enter the workgroups node name. This is often the same as the right hand portion of your e-mail address. If your company has any Domain names, then enter these into the Domain names list, by pressing the New button. When you press the New button, a Domain dialog box will appear. Enter the new domain name and press OK.

The POP3 page lets you enter POP3 information for the workgroup. If you have a POP3 account which supports multiple mailboxes then you would enter the login name and password for the account in this page. If the people in your workgroup have individual single POP3 accounts then leave these fields blank and ensure that the details are entered in each User dialog box. If you do not receive your e-mail using POP3 then leave these fields blank.

The Administration page lets you specify the WIG administrator. Select the administrator from the list of users. If there is no administrator then select No Administrator--.

WIG lets you forward incoming messages which do not match any of the existing virtual mailboxes. This will generally be useful for those workgroups who receive their mail from their service providers using SMTP rather than POP3. With SMTP message reception, any messages sent to the correct node address will be received. For example anyone@softalk.demon.co.uk and POSTMASTER@softalk.demon.co.uk and stb@softalk.demon.co.uk would be all valid recipients of the softalk.demon.co.uk node name. If there were no WIG mailboxes set up for anyone and POSTMASTER, then these messages are classed as *unknown users*. Any messages sent to *unknown users* may be forwarded to any WIG user or any other forwarding address.

The Forwarding page lets you forward unknown users mail to another person. This person may either be another WIG user, or it may be another e-mail address. The three radio buttons let you choose between not forwarding the mail at all, forwarding the mail to another WIG user and forwarding the mail to another user-specified address. If you select the **Forward to user** radio button, you can select from a list of WIG users. If you select the **Keep a copy** check box, WIG keeps a copy of the message with the original recipient before forwarding the message. **It is not recommended to keep a copy of unknown users messages.**

The License page lets you enter your password and keycode information needed to register WIG. When you buy a certain number of users, Softalk will send you a password and keycode. Enter this information in the relevant field. Also enter the exact number of users that you have purchased. When you press OK, provided that you have entered the information correctly, WIG will become registered.

## Auto Responders

WIG lets you set up *auto responders*. An auto responder is a mail box to which people can send messages. On receiving the messages, the auto responder mail box will automatically reply to the sender with a specific message. The message may either be a simple text message or it may be a binary attachment.

To view a list of auto responders set up in WIG, select Responders from the View menu in the WIGAdmin.exe program. The list of users will be replaced by a list of responders.

To add a new responder, select New Responder from the Edit/Responder menu (alternatively press CTRL+R). A Responder property sheet will appear.

The Address, POP3 and forwarding tabs show similar information to the User dialog box. This means that you can set up a responder to use its own POP3 mail box and you can forward mail sent to the responder on to another user or address. The Responder

dialog box contains a *File* tab which lets you specify details about the information the responder will mail back to the sender.

Use the browse file to select the file that you want to send. This can either be an ASCII text file or a binary file. If it is a text file, you can choose to send the text either as a text message, or as an attachment. If it is a binary file then you **MUST** attach the file rather than import the file into the response. If you select the **Import file into response** radio button and you specify a binary file, WIG will flag an error.

## Node Names and Domain Names

If you receive your mail using SMTP rather than POP3 then you need to know your node name. If you have not registered a domain name then your node address (node name) will be the latter part of your e-mail address. For example, if your e-mail address is **bob@softalk.demon.co.uk**, then your node address is **softalk.demon.co.uk**. If you have registered a domain name (e.g. softalk.com), then your e-mail address may be bob@softalk.com, however the node address will still remain **softalk.demon.co.uk**. If you are in any doubt as to your node name then contact your Internet provider.

If you have a domain name, then this must be specified in the Address tab of the Workgroup dialog box in the WIG Administrator program. Also each user should select the relevant domain name in their *Address* pull down menu in the Address tab of the User dialog box in the Workgroup Administrator program. Doing so specifies how their address will appear to their recipients.

## Setting up MS Mail Users in WIG Admin

Next, you must tell WIG about the MS Mail users. You should do this by adding a user (of type **MS Mail User**) for each and every MS Mail user who wishes to send and receive Internet mail. Note that a user license is required for every additional MS Mail user. The name of the MS Mail user must match exactly the users full name as specified in the MS Mail post office. For example if the users name as specified in the MS Mail post office is Joe Bloggs, then **Joe Bloggs** must be specified as the users name in the Details tab of the User dialog box for that user.

<p><b>Note:</b> If the MS Mail users name (as entered in WIGADMIN.EXE) does <b>not</b> exactly match the users full name as specified in the MS Mail post office then WIG will not succeed in sending on that users Internet mail.</p>
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The Address tab of the MS Mail users User dialog box contains the users mailbox name and Workgroup address information. The mailbox name of the MS Mail user must match exactly the users mail box name as specified in the MS Mail post office. For example, if the users MS Mail address is MS:ACCOUNTS/PLUTO/JOHN then the mailbox name as

specified in the User dialog box must be **John**.

**Note:** If the MS Mail users mailbox name (as entered in WIGADMIN.EXE) does **not** exactly match the users mailbox name as specified in the MS Mail post office then WIG will not succeed in sending or receiving Internet mail for that user.





