VPOP3 Manual

By Paul Smith Computer Services © 1996-2008

Version 2.5.0

This manual is currently a work in progress, so some sections may need updating, and there may be some references to the previous format of the documentation which was as a set of HTML web pages.

Table Of Contents

1 Introduction 11
1.1 What is VPOP3 11
1.2 Requirements to run VPOP3 11
1.2.1 Recommended Requirements for VPOP3 Server 11
1.2.2 Minimum Requirements for VPOP3 Server 11
2 Installation 12
2.1 Setting up your TCP/IP Network 12
2.1.1 Installing TCP/IP support on the networked machines 12
2.1.2 Assigning IP addresses 12
2.1.3 Testing your TCP/IP LAN 13
2.2 Choosing the VPOP3 Server 14
2.3 Server Configuration 14
3 Using VPOP3 as an administrator 15
3.1 Using the Status Monitor 15
3.2 Accessing the VPOP3 settings 15
3.3 Using the VPOP3 settings 16
3.4 Initial Configuration of VPOP3 17
3.5 First Time Setup using the VPOP3 Setup Wizard 17
4 Users 18
4.1 What are ‘Users’ in VPOP3? 18
4.2 Using the Accounts List 18
4.2.1 Adding a new User 20
4.2.2 Removing a User 22
4.2.3 Editing a User 23
4.3 Other User related settings 56
4.3.1 Security 56
4.3.2 User Utilities 58
4.3.3 Quotas 62
4.3.4 Global Signature 63
4.3.5 Global Headers 65
4.3.6 Groups 66
4.3.7 Add Group wizard 67
4.3.8 Address Book 68
4.4 Remove the Postmaster User 71

5 Mappings 72
5.1 About Mappings 72
5.1.1 The Email Address part 72
5.1.2 The Target Part 73
5.1.3 When the Mapping is to be used 73
5.2 Adding a Mapping 74
5.3 Removing a Mapping 75
5.4 Editing a Mapping 75
5.5 Remote Users 75
5.5.1 Example 76
5.6 Import Mappings 77
5.7 Export Mappings 77
5.8 Disabling Default Mappings 77
6 External Mail 77
6.1 About Connections, In Mail and Out Mail 78
6.2 Connection Setting Page 79
6.2.1 Defining the Dial-up connection 80
6.2.2 Alternative dial-up Connections 81
6.2.3 AutoConnect settings 81
6.2.4 Other Settings 82
6.3 In Mail Settings Page 82
6.3.1 General Settings 84
6.3.2 POP3 Incoming Mail 84
6.3.3 SMTP Incoming Mail 90
6.3.4 VPOP3 File XFer Incoming Mail 91
6.3.5 Using Multiple ISP Email Accounts 91
6.3.6 Accepted Domains 92
6.4 Out Mail Settings Page 93
6.4.1 General Settings 95
6.4.2 Via SMTP Relay 95
6.4.3 SMTP Direct 97
6.4.4 SMTP Direct Technical Information 98
6.4.5 VPOP3 File Transfer 99
6.5 Connection Schedule 99
6.5.1 Schedule Modifiers 99

6.5.2 Creating a Schedule 100
6.6 Newsgroups 100
7 How To 100
7.1 Create a VPOP3 Mailing List 100
7.2 Using Multiple ISP Email Accounts 101
7.3 Email Forwarding 101
7.4 Move VPOP3 to a new PC 101
7.4.1 Moving from a 32 bit version of Windows to a 64 bit version of Windows 102
7.4.2 Moving from a 64 bit version of Windows to a 64 bit version of Windows 102
7.4.3 Make VPOP3 Connect 103
7.5 Shut Down VPOP3 103
7.6 Remote Users 103
7.6.1 Office 1 104
7.6.2 Office 2 104
7.7 Multiple Sites using VPOP3 on the same domain 105
7.7.1 Use *REMOTE mappings 105
7.7.2 Use subsidiary email accounts 106
7.7.3 Use a hierarchical network of VPOP3 servers. 108
7.7.4 Use LAN Forwarding to send mail between VPOP3 servers which are connected using a WAN or VPN 109
8 Filtering Messages 111
8.1 Download Rules 112
8.1.1 Possible Download Rule Actions 112
8.1.2 Defining Download Rules 114
8.1.3 Logging Download Rule Activations 117
8.1.4 Download Rule Examples 117
8.2 SMTP Rules 119
8.2.1 Possible SMTP Rule Actions 119
8.2.2 SMTP Rule Processing Stages 119
8.2.3 Defining SMTP Rules 120
8.2.4 SMTPRULES.TXT File Format 120
8.2.5 SMTP Rule Examples 122
9 Configuring your Email Client 123

9.1 Setting up Email clients to use the IMAP4 protocol (VPOP3 Enterprise Only!) 123
9.2 Outlook Express and Outlook 2002/XP 123
9.2.1 Outlook Express Add Account 123
9.2.2 Outlook Express Edit Account 127
9.2.3 Setting up the LDAP service in Outlook 98 or Outlook Express 131
9.2.4 Using the LDAP service in Outlook 132
10 Accessing VPOP3 through a Web Browser 132
10.1 Logging On 132
11 VPOP3 Services 133
11.1 Services Page 133
11.1.1 IP Address to Bind to 135
11.2 POP3 Server Configuration 136
11.2.1 POP3 Server Advanced Configuration 136
11.3 SMTP Server Configuration 136
11.3.1 SMTP Rules 138
11.3.2 SMTP Anti-relay protection 139
11.4 LDAP Server 139
11.4.1 What is LDAP 139
11.4.2 Configure the VPOP3 LDAP Service 140
11.4.3 Configure LDAP ODBC settings 142
11.5 Finger Server Configuration 142
11.5.1 What is the Finger Protocol 142
11.5.2 Enabling Finger Server Access 142
11.5.3 To Add information to VPOP3's Finger Server 143
11.5.4 Finger Server Settings 143
11.5.5 Finger Results Template Format 144
11.6 Web Mail Server Configuration 145
11.7 Password Server Configuration 147
11.7.1 Using the Password Server 148
11.7.2 Other ways of changing passwords 148
11.8 IMAP4 Server Configuration 148
11.8.1 What is IMAP4 148
11.8.2 IMAP4 Service Configuration 149
11.9 Restricting Server Access 151

11.9.1 Access Restrictions Format 151
12 Local Mail 152
12.1 Local Mail Settings Page 152
12.2 Domain Mappings 153
13 LAN Forwarding - VPOP3 and Other Email Servers 153
13.1 LAN Forwarding & Licensing 154
13.2 Exchange Server 154
13.3 Configuring LAN forwarding in VPOP3 154
14 Lists in VPOP3 156
14.1 Creating a new List 157
14.2 List Nesting 159
14.3 Built in Groups 159
14.4 Distribution Lists 159
14.5 Forwardings 159
14.5.1 Import Forwarding Lists 159
14.6 Mailing Lists 161
14.6.1 Mailing List Configuration Pages 161
14.6.2 Using A VPOP3 Mailing List 164
14.6.3 Mailing List Moderators 165
14.6.4 Using the VPOP3 ListServer 167
15 Logging in VPOP3 170
15.1 Monitoring Messages 170
15.2 Admin Logs page 171
15.2.1 Daily Summary Reports 172
15.3 Diagnostics Property Page 174
15.3.1 Main VPOP3 Log File 174
15.3.2 Connection Log Files 175
15.3.3 Temporary and Archived Error Files 175
15.3.4 Effect on Performance of Logging 176
16 Other Settings 176
16.1 Header Processing page 176
16.1.1 Priority Messages 177
16.1.2 Receipt Message Generation 177
16.2 Misc Settings Page 178
16.2.1 SOCKS Firewall Settings 179

16.2.2 Listserver Settings 179
16.2.3 External Fax Server settings 179
16.3 The Admin Settings Page 180
16.4 Custom Bounce Messages 182
16.5 Attachment Processing page 183
16.6 Network Tweaks Page 184
16.6.1 Making Connections 185
16.6.2 Socket Timeouts 186
16.6.3 TCP/IP Block Sizes 186
16.6.4 Winsock Buffer Sizes 186
16.6.5 DNS Settings 187
17 Mailer_Daemon 187
17.1 Mailer_Daemon Control Messages 187
17.2 Disable InMail methods using Mailer_Daemon 187
17.3 Enable InMail methods using Mailer_Daemon 187
17.4 Set Assistant using Mailer_Daemon 188
17.5 Query Assistant using Mailer_Daemon 188
17.6 Set Forwarding Settings using Mailer_Daemon 188
17.7 Query Forwarding Settings using Mailer Daemon 189
17.8 Set Finger Plan using Mailer_Daemon 189
17.9 Query Finger 'Plan' using Mailer_Daemon 189
17.10 Query VPOP3 Status using Mailer_Daemon 189
18 Command Line Parameters 190
18.1 Command Line Parameters ..... **Error! Bookmark not defined.**
19 Sounds with VPOP3 191
19.1 When running as a service on Windows NT/2000/XP/2003 191
20 Extras 192
20.1 VCF File Support 192
20.2 Running Multiple Instances on a single PC 192
20.2.1 Setting up multiple TCP/IP addresses on Windows NT Computers 193
20.2.2 Setting up different TCP/IP ports for different VPOP3 Enterprise Editions 194
21 Technical & Troubleshooting 194
21.1 Internet Mail Protocols 194
21.2 Connecting on each message send 196

21.3 Files VPOP3 Uses 196
21.4 VPOP3 Error Messages 198
21.5 Incoming Mailing List Messages 200
21.6 VPOP3 slows down or stops when downloading or uploading large messages or messages with attachments 201
21.7 Setting up VPOP3 With WinProxy 201
21.8 VPOP3 Socket Errors 203
21.8.1 Socket Error 10038 - The Descriptor is not a socket 203
21.8.2 Socket Error 10047 - Addresses in the specified family cannot be used with this socket 203
21.8.3 Socket Error 10048 - Specified Address Already in Use 203
21.8.4 Socket Error 10049 - The specified address is not available from the local computer 204
21.8.5 Socket Error 10053 - The TCP/IP connection was aborted 204
21.8.6 Socket Error 10054 - The virtual circuit was reset by the remote end 204
21.8.7 Socket Error 10060 - Operation Timed Out 204
21.8.8 Socket Error 10061 - The attempt to connect was forcefully rejected 205
21.8.9 Socket Error 10503 - No More Data 205
21.8.10 Socket Error 11001 - Host not found (authoritative answer) 205
21.9 When I tell my email software to collect mail from VPOP3 it wants to dial the Internet 205
21.10 Windows NT reports an 'Out Of Buffers' error after a while 206
21.11 What are "Valid Domains"? 206
21.12 SUMMARY.LOG File Format 206
21.13 Name Expansion Order 207
21.14 *ENV Command Errors 208
21.15 Registry Tweaks 208
21.15.1 General Registry Settings 208
21.15.2 Alternate Telephone Numbers 209
21.16 Duplicate Messages 209
21.16.1 Duplicate Messages due to Mail Forwarding 210
21.16.2 Duplicate Messages Due To Some Other Reason 210
21.16.3 Duplicate Messages In your ISP Mail Box 211
22 More on the VPOP3 Status Monitor 211
22.1 Installing the VPOP3 Status Monitor on other PCs 212
22.2 The Status Monitor Menu when Not Logged In 212

22.2.1 Configuring the VPOP3 Status Monitor 213
22.3 The Status Monitor Menu when Logged In 214
22.4 VPOP3 Status Window 214
23 VPOP3 Extensions 215
23.1 Post-Connect and Pre-Disconnect Commands 217
23.2 External Routing 217
23.2.1 Uses for External Routers 217
23.2.2 Telling VPOP3 about the External Router 218
23.2.3 Creating an External Router 218
23.3 OutMail Pre-processors 219
23.3.1 How OutMail pre-processors work 220
23.3.2 The In/Out File Format 220
23.4 SMTP Client Processor 221
24 VPOP3 File Transfer Method 221
24.1 Server Configuration 221
24.2 Remote PC Configuration 222
25 Glossary 223
25.1 Glossary 223
25.2 A 223
25.3 B 223
25.4 D 223
25.5 E 223
25.6 F 223
25.7 G 223
25.8 I 223
25.9 L 223
25.10 M 223
25.11 O 224
25.12 P 224
25.13 R 224
25.14 S 224
26 Index 225
27 225
28 238

1 Introduction

1.1 What is VPOP3

VPOP3 is a standards based email server for all versions of Windows. You can use it to send and receive mail from the vast majority of Internet email accounts onto your network, and you can use any standard email client software (e.g. Microsoft Outlook Express, Microsoft Outlook, Mozilla Thunderbird, Eudora, Opera etc) to collect and receive email from VPOP3.

In basic terms, VPOP3 downloads your email from the Internet and sorts it into local mailboxes for your users. Your users then collect the mail from their, either using a standard email client program, or using the VPOP3 WebMail facility. Users can send mail back to VPOP3, which then sends local mail straight to the appropriate user, or outgoing mail out to the Internet.

VPOP3 can do far more than this, such as generate Autoresponder, manage mailing lists, perform spam filtering, virus scan incoming or outgoing messages, archive messages and much, much more.

1.2 Requirements to run VPOP3

1.2.1 Recommended Requirements for VPOP3 Server

- Windows 2000 or XP or later
- Computer with Pentium 4 (or higher) processor. (Note that it may run on a slower PC, but the performance may not be acceptable)
- 512MB RAM. (If you turn off the spam filtering facility, then the memory usage will be considerably less)
- 40MB Hard disk space required for VPOP3 itself. Extra space will be needed for email storage
- Internet Explorer 5.5 or later for WebMail and WebAdmin (1)
- Internet connection (e.g. Modem, ISDN Terminal adapter, xDSL connection or Router connection)
- Internet account with email facilities (in most cases) (2)
- TCP/IP networking on the local network

1.2.2 Minimum Requirements for VPOP3 Server

- Windows 95 or NT 4.0 or later
- Computer with Pentium (or higher) processor. (Note that it may run on a slower PC, but the performance may not be acceptable)
- 64MB RAM (for a 25 user installation). Note that certain operating systems require more memory. For instance, for Windows XP and later a minimum of 256MB is normally recommended.
- 40MB Hard disk space required for VPOP3 itself. Extra space will be needed for email storage
- Internet Explorer 5.5 or later for WebMail and WebAdmin (1)
- Internet connection (e.g. Modem, ISDN Terminal adapter, xDSL connection or Router connection)
- Internet account with email facilities (in most cases) (2)
- TCP/IP networking on the local network

(If you only have the minimum requirements, it is recommended that features like Spam Filtering, virus scanning etc, are turned off)

Workstation computers can run any operating system which supports TCP/IP, and need suitable Internet email client software (any email software which supports POP3 & SMTP is suitable)

VPOP3 Enterprise will typically require a faster processor and more hard disk space than VPOP3 Standard, because IMAP4 mail storage places a higher load on the server than POP3 does.

Notes:

1) WebMail and WebAdmin also work with most other 'latest' web browsers - e.g. Opera 7, Netscape 7, Mozilla, Firefox etc.

2) If you have a permanent Internet connection you can use VPOP3 with a direct incoming SMTP feed (by setting up MX DNS records to point to the IP address of the VPOP3 computer). You can also tell VPOP3 to use direct sending of outgoing mail so you don't need to use an ISP's SMTP relay server either.

2 Installation

You can install **VPOP3** as either a network mail server, or on a standalone PC (or on a PC on a LAN, but without expecting LAN connectivity). Usually you will install it on a LAN

To install VPOP3 on a network/LAN, follow the instructions in sections 2.1 to 2.3 below.

To install VPOP3 on a standalone PC, follow the instructions in section 2.3 below.

2.1 Setting up your TCP/IP Network

The network where VPOP3 is to be installed needs to support TCP/IP. TCP/IP is the protocol used on the Internet. Most modern computers will already be set up with TCP/IP support, so you only need to worry about this if you will be installing VPOP3 onto a Windows NT4, Windows 95 or Windows 98 PC. A full discussion of setting up a TCP/IP network is too complex to go into here, but a quick introduction is given below.

2.1.1 Installing TCP/IP support on the networked machines

First of all, you need to ensure that all the machines which will need to receive email from VPOP3 support TCP/IP. In Windows 95, you install TCP/IP support by going to the *Network* applet in the control panel. In the list of 'Network Components', there should be an entry 'TCP/IP', or 'TCP/IP via <network adapter>'. If this entry doesn't exist, then press the 'Add' button, followed by 'Protocol', then choose 'Microsoft' from the list and choose 'TCP/IP'.

In Windows 2000 and later, TCP/IP networking is installed by default on all PCs.

2.1.2 Assigning IP addresses

Secondly, each machine on the network needs to be given a unique IP address. This is a number made up of four parts (e.g. **192.168.1.1**). If two machines on a network have the same number, then they won't work correctly.

For these instructions we will assume that you have a network which is **not** *directly* connected to the Internet (it could be connected via a NAT router or firewall, or a

proxy server such as WinProxy, but that is an indirect connection, so this still applies). This is called a 'private network'. We will also assume that you have a relatively small network (less than approx. 250 PCs) all on the same network segment.

The Internet Standards organisations have assigned various ranges of IP addresses which can be used on private networks. Of these ranges, we prefer the **192.168.x.y** range (you could also use the **10.x.y.**z or **172.16.x.**y ranges if you wish). You should NOT use arbitrary IP address ranges unless you have been told to use that range by your Internet provider. Using an IP address range which is not assigned by your ISP and which is not a designated 'private network' range can cause problems with conflicts.

For a small network it is generally best to use a 256 address range (previously known as a '**class** C' network. To do this, choose a number between 0 and 255 and addend it to the **192.168.** range to choose your *Network* address. For this example we will use **0**, so our network address is **192.168.0.0**. (the trailing '0' means that this address refers to a network, rather than a single machine). You can use this network address, or choose your own third number of the address. To go with this network address, the complementary number is the *Subnet Mask*; in this case, the *Subnet Mask* is **255.255.255.0**. Some people will refer to network addresses using the **CIDR** notation. In this case, this network would be called **192.168.0.0/24**. (The **/24** means that the first 24 bits of the subnet mask are set to '1').

Now, you just need to give each PC an IP address which you can generate by assigning a number between 1 and 254 (You cannot use 0 or 255 as '0' means the network, as described above, and '255' signifies a broadcast address), and putting this in place of the '0' in your chosen network address. It is best, at this point, to make a note of all the addresses you assign, to ensure that you won't reuse an address if you add another PC in the future (if you do reuse an address, you'll spend many entertaining hours trying to work out why your network has stopped working...). This means, that in our example, the first PC could have the address **192.168.0.1**, the second PC could have **192.168.0.2**. *Note: All the machines on this network have a* ***Subnet Mask*** *of 255.255.255.0!*

Note that there is no need to run sequentially, as long as the last number is unique, you can use whichever number you want between 1 and 254. Therefore it is often useful to divide numbers into logical groups, for instance, numbers 1 - 10 might be Intranet servers, 11 - 30 might be in one office, 31 - 50 might be in another office etc.

2.1.3 Testing your TCP/IP LAN

Once you have set up at least two PCs with TCP/IP support it is best to start testing it as you go along. The basic way of doing this is by using the **PING** tool which comes with all versions of Windows. **PING** basically sends a short message (a 'ping') from one machine to another, the target machine responds, and the first machine tells you that it has got a response and how long the message took.

So, if you've just set up machines with IP addresses **192.168.0.1** and **192.168.0.2**, you would type '**PING 192.168.0.1**' in a DOS box on the machine with address **192.168.0.2**. You should get a response something like:

```
Pinging 192.168.0.1 with 32 bytes of data:
Reply from 192.168.0.1: bytes=32 time<10ms TTL=32
```

```
Reply from 192.168.0.1: bytes=32 time<10ms TTL=32
Reply from 192.168.0.1: bytes=32 time<10ms TTL=32
Reply from 192.168.0.1: bytes=32 time<10ms TTL=32
```

If you do get a response like this, then all is well. Any other response means that something is wrong. Check physical network connections first, then panic...

Note that software firewalls & Internet security software may block PINGs, so if other network connectivity seems OK, but PING isn't working, it may be worth checking any firewall software on the PCs (including the built-in Windows Firewall on Windows XP SP2 and Windows Vista)

Every time you configure a new machine, you should check that you can **PING** the same machine - so always check that you can **PING** the first machine you set up. This way, if all machines can **PING** a single machine, it is very likely that all machines can **PING** each other as well. (Note that to be extra safe you should ping 'back' to the new machine as well, as some network configuration problems can mean that a ping will work in one direction but not the other).

2.2 Choosing the VPOP3 Server

The next job is to choose which machine will be the VPOP3 server (if you haven't done so already). See the requirements in section 1.2. Also, the VPOP3 computer should generally be switched on all the time while people are wanting to send or receive email.

2.3 Server Configuration

To install VPOP3 run the installation program you have either been supplied with or have downloaded from our website.

You will be prompted for the location to store the VPOP3 files. This directory MUST have long file name support (so be careful if putting it on a Novell server). This directory should **NOT** be visible to all users on the network. The default directory is **C:\VPOP3**. You should NOT change this so that it is a subdirectory of the **"Program Files"** directory as that can cause problems on some versions of Windows as VPOP3 will write data files to its directory.

Note that VPOP3 will put all the message files in subdirectories under the installation directory, so it is a good idea to make sure the installation drive has sufficient free space. It is possible to move VPOP3 later without having to reconfigure it, but you may as well put it in the most suitable location in the first place.

You will also be prompted for the 'Startup Option'. There are four options (some of which will be disabled, depending on which Operating System you are running).

1) **None** In this case, VPOP3 will not be run at startup, unless you explicitly run it.

2) **Startup Group** In this case, VPOP3 will be placed in the Windows Startup group. It will be run as soon as someone logs in. It will **NOT** be running until someone logs in to Windows.

3) **Windows 95 Service** (This option in only available if running from Windows 95, Windows 98 or ME). In this case, VPOP3 will start up as soon as Windows starts, and users will be able to send and receive *local* mail, even when no one is logged in. Due

to limitations within Windows, VPOP3 is not able to connect to the Internet using Dial-up networking, unless someone is logged in.

4) **Windows NT Service** (This option is only available if running from Windows NT, 2000, XP, 2003, Vista or later). In this case, VPOP3 will start up as soon as Windows starts, and users will be able to send and receive local mail, as well as Internet mail.

That's it, it's installed and running.

Now, you just need to configure it.

3 Using VPOP3 as an administrator

3.1 Using the Status Monitor

When you install VPOP3, the installation program automatically installs a copy of the VPOP3 Status Monitor on that computer. This is usually the only visible sign of VPOP3 – without the Status Monitor running, VPOP3 itself doesn't show anything on the screen.

The VPOP3 Status Monitor resides in the Windows 'Task Tray' – the small area of the Windows Taskbar near the clock. The Status Monitor looks like a British postbox:

For most people, the VPOP3 Status Monitor is the main entry point into the various VPOP3 facilities.

See page 211 for more details on the VPOP3 Status Monitor

3.2 Accessing the VPOP3 settings

There are several ways to access the VPOP3 settings:

- You can right-click the VPOP3 Status Monitor and choose **VPOP3 Settings**
- You can go to **Start → Programs → VPOP3 → Configure VPOP3**
- You can open a web browser and type **http://**<IP address of VPOP3>**:5108/admin/index.html** into the address bar of the browser

When you use any of these methods, a web browser window will appear. Note that this does **NOT** mean that you are connecting to VPOP3 over the Internet. VPOP3 uses a web browser for administration as it allows you to administer VPOP3 from any computer with a modern web browser, not just the VPOP3 computer itself.

The web page will now require you to log in:

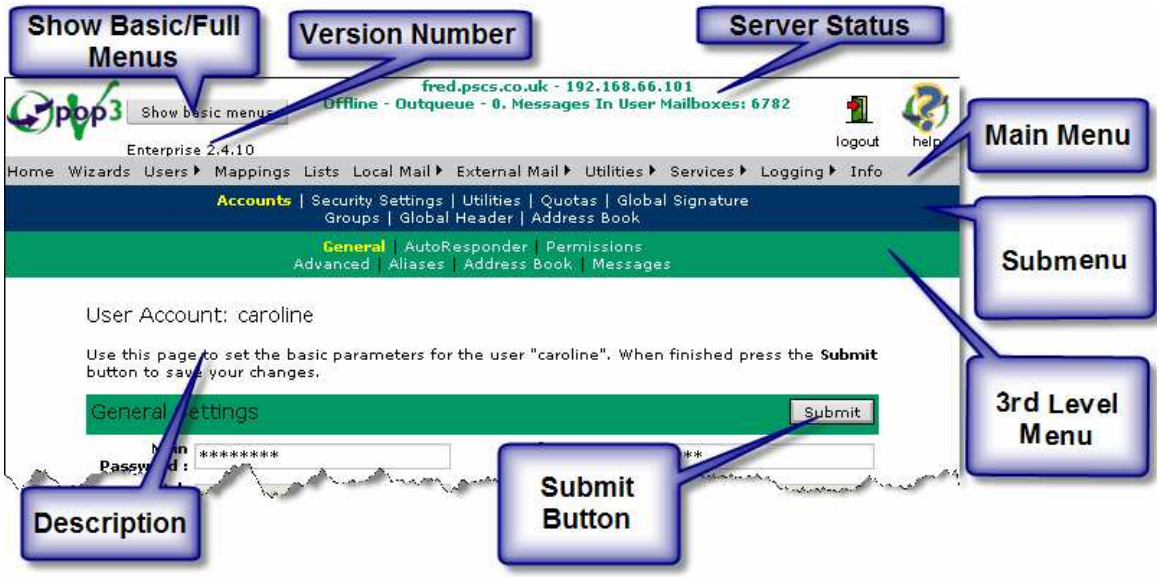
You need to enter the username and password of the VPOP3 administrator. If this is a fresh installation of VPOP3, then this is the username and password you specified during installation (page **Error! Bookmark not defined.**) the default is:

Username: **postmaster**
Password: **admin**

We recommend that you change these administrator login details as soon as possible, but make sure you remember the new details!

3.3 Using the VPOP3 settings

The VPOP3 settings pages all have a similar layout; we'll use an 'Edit User' page as an example to show the various key parts of the page.



The top of the page always shows the server status, the VPOP3 version number and the Logout and Help buttons.

There is also a 'Show basic menus' or 'Show full menus' button. For most people, if this shows 'Show full menus' you should click it so that the full menus are displayed, otherwise some menu items will be hidden.

Under this there is the main menu, showing 'Home', 'Wizards' etc. This menu has dropdowns where appropriate, and there may be a couple of levels of dropdowns for some items. Note that you can always click on menu items, even if they have dropdowns, usually this will take you to the first item on the dropdown. For instance, hovering the mouse over 'Users' will show a dropdown menu containing 'Accounts', 'Security' etc, but if you click on the word 'Users' itself, you will be taken to the Users → Accounts page. Using this facility can save a bit of time.

The main menu is always on the page, and always stays the same.

Under the main menu is a submenu with a blue background. This shows the items from the dropdown of the main menu item currently used. In this example, the blue submenu shows the items from the 'Users' dropdown menu. This allows you to quickly navigate through related pages.

Finally, under the submenu, there is sometimes a further green menu, giving you a further list of settings pages. This is only shown if necessary.

Under the menus the settings themselves are shown. Often at the top of the page is an overview of the settings, so if you aren't sure what the settings on a page do, then reading that will often help.

Each page which allows you to change settings will have a 'Submit' button which needs to be pressed to apply any changes you have made.

3.4 Initial Configuration of VPOP3

There are several things you will generally need to configure when setting up VPOP3 initially.

- The way VPOP3 collects mail from the Internet
- The way VPOP3 sends mail to the Internet
- How often VPOP3 collects/sends mail
- Local users in VPOP3

For most people, the first 3 of these will be configured by the VPOP3 Setup Wizard (see section 3.5 below) which runs the first time you enter the VPOP3 settings. For beginner users we strongly recommend that you use this wizard for initial configuration of VPOP3.

To configure users, see section 4.

3.5 First Time Setup using the VPOP3 Setup Wizard

TODO

The VPOP3 Setup Wizard takes you through the most common configuration scenarios.

Extra steps will be needed if you have multiple POP3 mailboxes at your ISP. In that case, we recommend you follow the Setup Wizard, and then create extra In Mail collection methods – see section 6.3

4 Users

4.1 What are 'Users' in VPOP3?

In VPOP3 a 'User' is equivalent to a 'Mailbox' or 'Account'. These words may be used interchangeably, but they all mean the same thing.

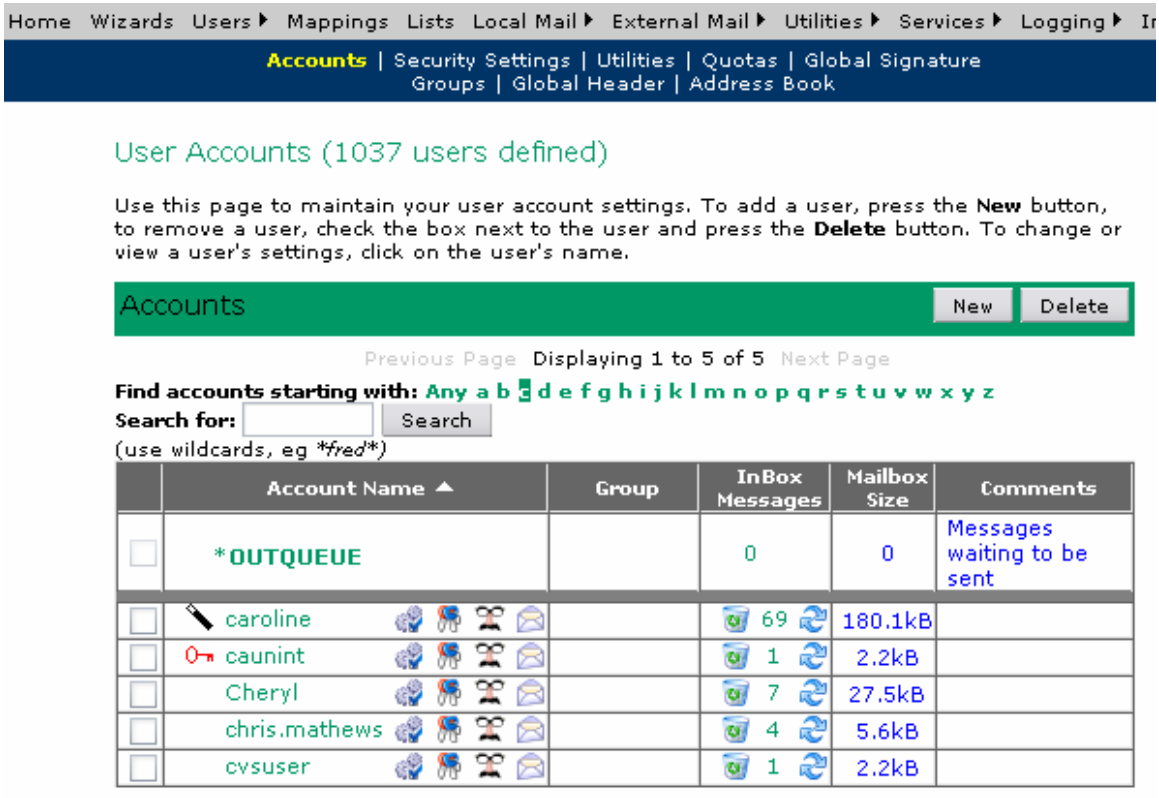
For most people, a 'User' is also equivalent to an actual person, but that is not necessarily the case. Some people may have more than one mailbox defined for them in VPOP3, for instance to allow different types of email to be handled separately.

At other times, especially if you are using IMAP4 with VPOP3 Enterprise, you may have a mailbox, such as 'Sales' which doesn't have any actual person associated with it, instead it's a group of people who share the same mailbox using IMAP4.

Also, in some situations, a mailbox may be used to simply generate automatic responses to emails sent to a certain address, or it may be used to forward email out to an external email address for some reason.

4.2 Using the Accounts List

If you go to **Users → Accounts** in the VPOP3 settings you will access the VPOP3 user **Accounts** list. This allows access to all the mailboxes/accounts/users configured within VPOP3



The user accounts are displayed as a table. Above the table are various navigation aids; you can limit the list to just users beginning with a specified character, search for names matching a certain pattern, or page through the users to find the appropriate one. You can also sort the table by the different columns by clicking on the column header.

The first item displayed in the table is always the OUTQUEUE or Outgoing Mail Queue. This is where messages waiting to be sent out are placed whilst waiting to be sent. If you click on this item, then you can view the individual messages waiting to be sent, and hold or delete them.

Below that are the different user accounts. The icon to the left of the account name shows some characteristics of the account at a glance. If more than one icon needs to be displayed, they are show transposed on top of each other:

This account has an autoresponder associated with it (see page 29).

This account is an administrator's account. One or more accounts can be designated as administrator's accounts.

This account has an active forwarding address configured on it.

This account has an active assistant configured on it.

This account is locked out due to too many consecutive failed login attempts.

If you click on the account's name, you will edit that account, (see page 23).

To the right of the account name are a few icons allowing quick access to various pages of that account's settings:

This takes you to the account's autoresponder settings (page 29)

This takes you to the account's permissions settings (page 44)

This takes you to the account's alias settings (page 50)

This takes you to the account's message list (page 55)

The next column shows the user's **Group,** if any. **Groups** in VPOP3 let you group together users to allow you to change certain of their settings in one action rather than having to change each user individually. See page 66 for more details.

The **Inbox Messages** column shows how many messages are in that user's '**Inbox**'. There are also two icons in that column. The icon lets you clear all the messages from that mailbox. Note that this may take a long time to do if there are a large number of messages in the mailbox. The icon will make VPOP3 refresh the user's message count and mailbox total size values in case they are out of sync with the disk (this can happen with certain third party software, such as virus scanners)

The **Mailbox Size** column shows the total size of that user's mailbox. Note that this is measuring a different thing from the **Inbox Messages** column. That just counts the messages in the user's Inbox, the Mailbox Size shows the size of the *whole* user's

mailbox, including any WebMail or IMAP4 folders. So it is quite possible for the Inbox count to be zero, but the mailbox size to be non-zero.

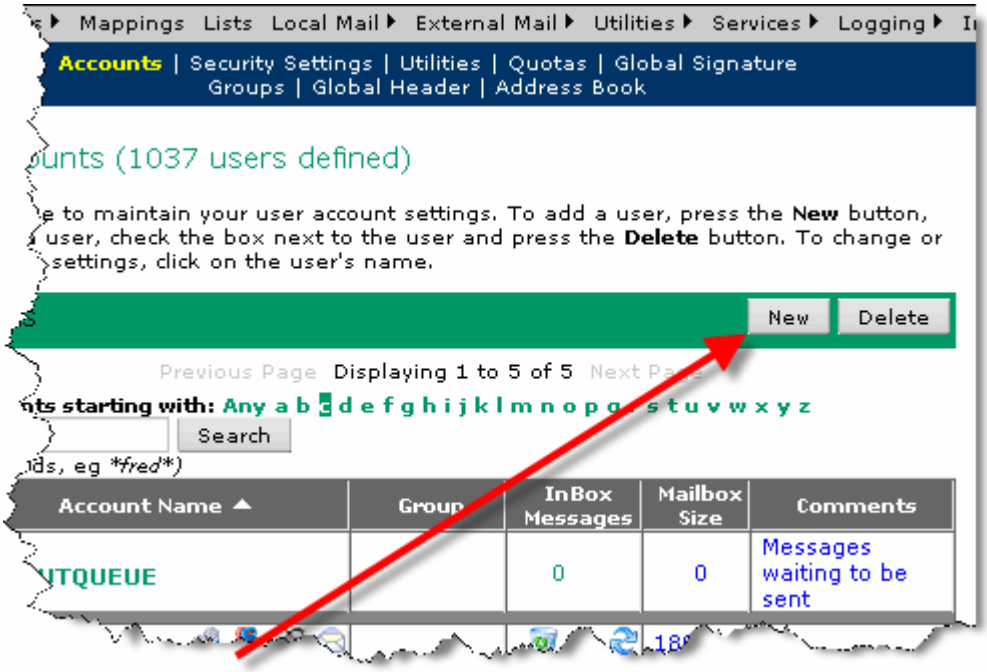
The **Comments** column simply displays any comments added by an administrator to the user's account.

4.2.1 Adding a new User

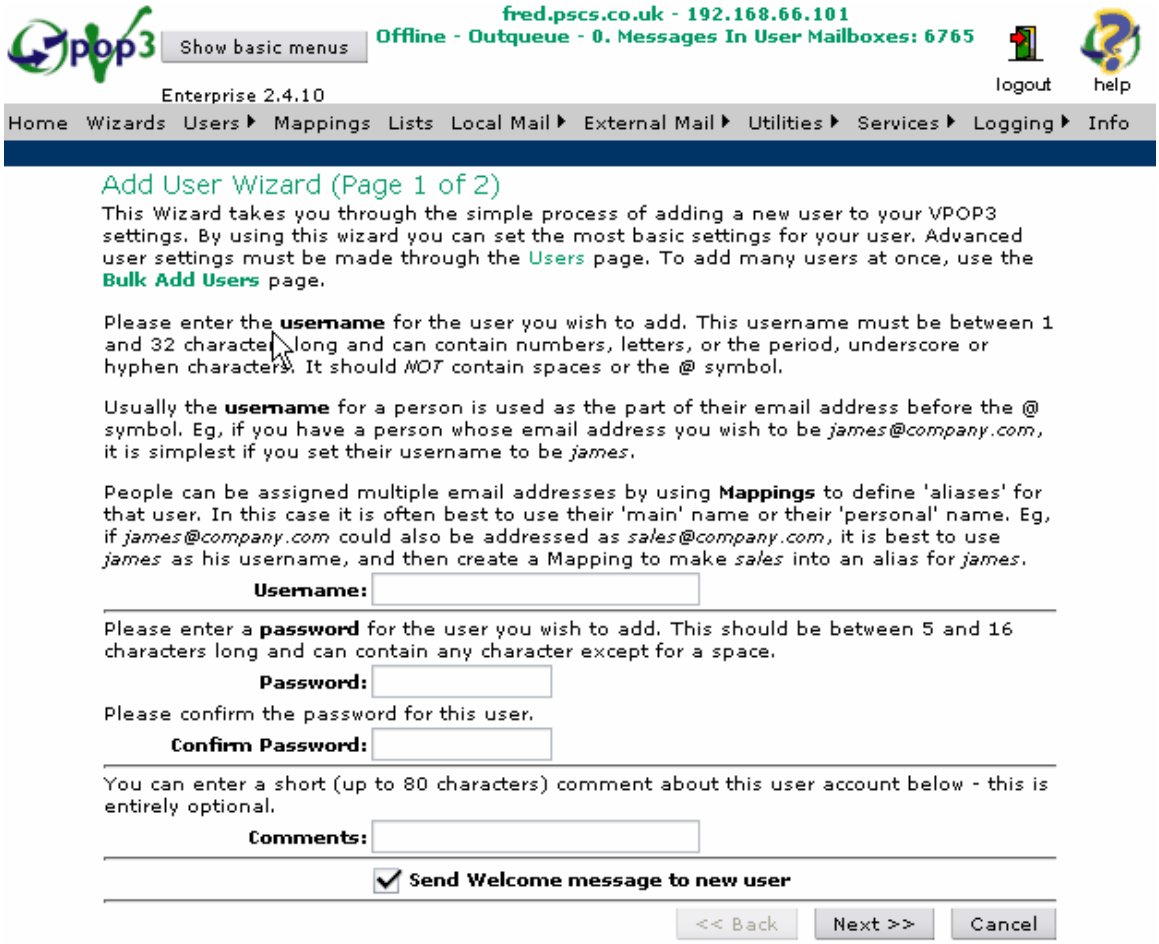
There are two ways to add a new user.

The first is useful if you are going to add a large number of users and only need to specify the username and passwords for the users. To do this go to **Users → Utilities → Bulk Add Users** (see page 61)

If you are just going to add a single user, or need to specify more options, then press the **New** button on the user accounts list. (This button is greyed out if you already have as many users as your VPOP3 licence allows. In this case you need to increase the size of your VPOP3 licence – contact your supplier for details)



Pressing that button will take you to the **Add New User** wizard



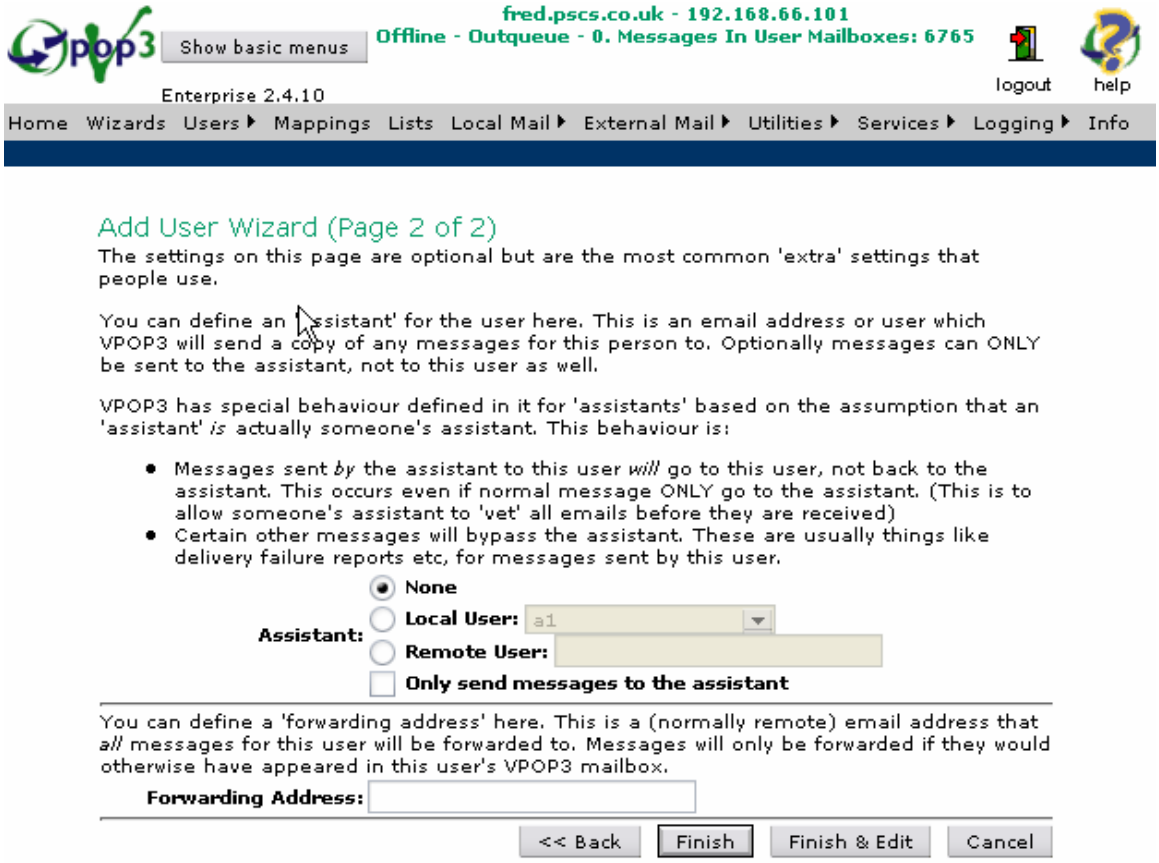
This page is pretty self explanatory. Enter the desired username in the **Username** box. This can contain numbers, letters, or the "." "-" or "_" characters. It can *not* contain spaces or the @ symbol.

Enter the desired password in the **Password** and **Confirm Password** boxes. The password can contain any character except a space, and must be of the length described just above the entry box (between 5 and 16 characters in this case, but the minimum length can be changed if you wish)

You can also enter an optional comment in the **Comments** box if you wish.

The **Send Welcome message to new user** checkbox lets you send a predefined message to the user after they are created to welcome them to their new email account. See page 62 for details on configuring the welcome message.

Press **Next** to go to the second page of the wizard.

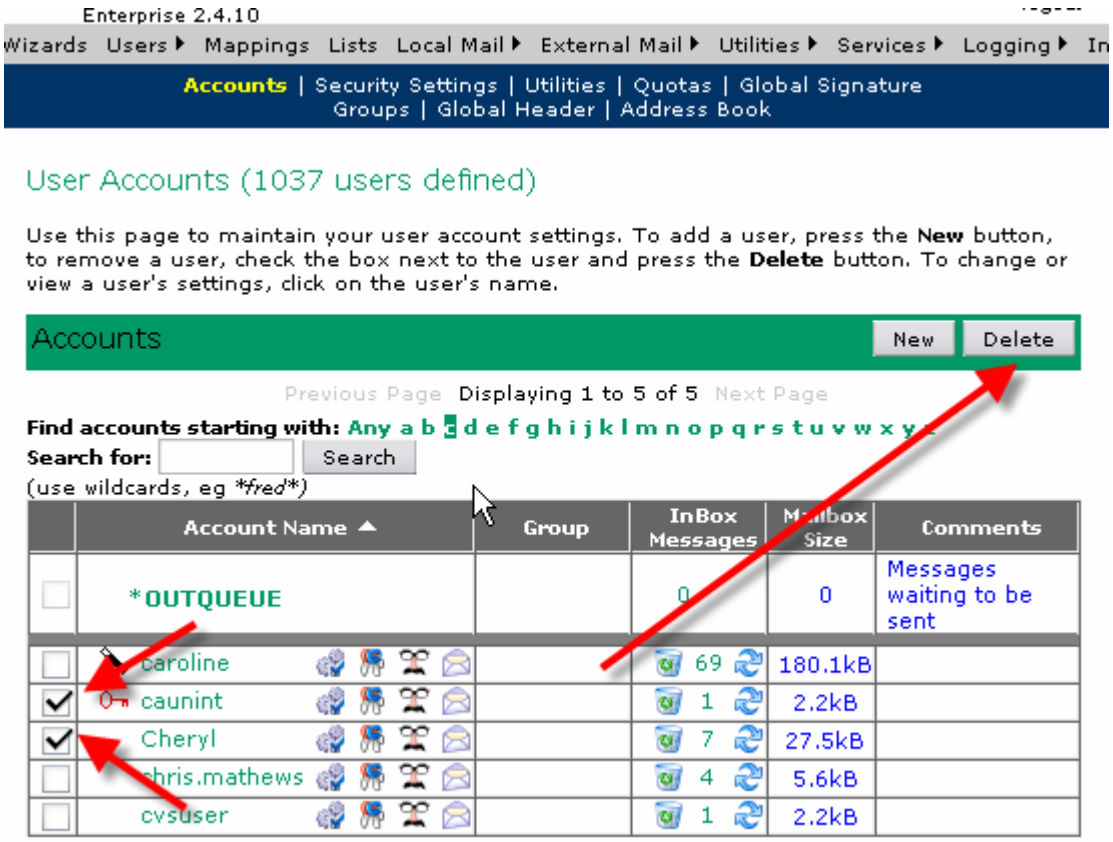


Here you can set an assistant for the user if you wish (see page 25) and also a forwarding address (see page 28).

When you have finished, either press **Finish** to go back to the user accounts list, or **Finish & Edit** to go to edit the newly added user to configure their settings more.

4.2.2 Removing a User

To remove a user, go to the Users Accounts list, check the checkbox to the left of the user(s) you wish to remove, and press the **Delete** button:



You will be asked to confirm whether you want to delete these users as you cannot undelete them once they are deleted (you would have to recreate them).

If any of the users have messages in their mailbox, there will be a second confirmation requested asking you to confirm that you want to purge the users' mailboxes before deleting them (the purged messages cannot be recovered after doing this).

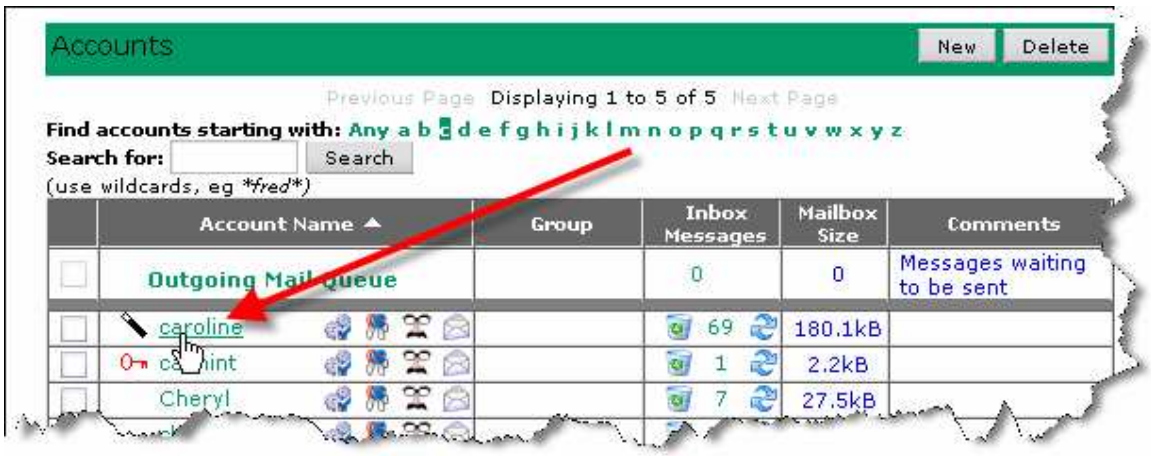
Note that you cannot delete the user who you are logged in as, and you cannot delete a user who is currently accessing VPOP3 for some reason.

If you want to delete the user who you are currently logged in as, then you need to set another user to be an administrator (see page 26), then log out of the settings, and log in again, but as that other user. You will now be able to delete the user who you were previously logged in as.

A common reason for not being able to delete a user because they are currently in use is because a copy of the VPOP3 Status Monitor is logged in as that user. See page 213 for details about reconfiguring the VPOP3 Status Monitor.

4.2.3 Editing a User

To edit a user, go to the User Accounts list, and click on the name of the user you want to edit:



This will take you to the 'General' settings for that user. If you wish, you can click on the icons to the right of the name to go straight to the relevant settings for the user:

This takes you to the account's autoresponder settings (page 29)

This takes you to the account's permissions settings (page 44)

This takes you to the account's alias settings (page 50)

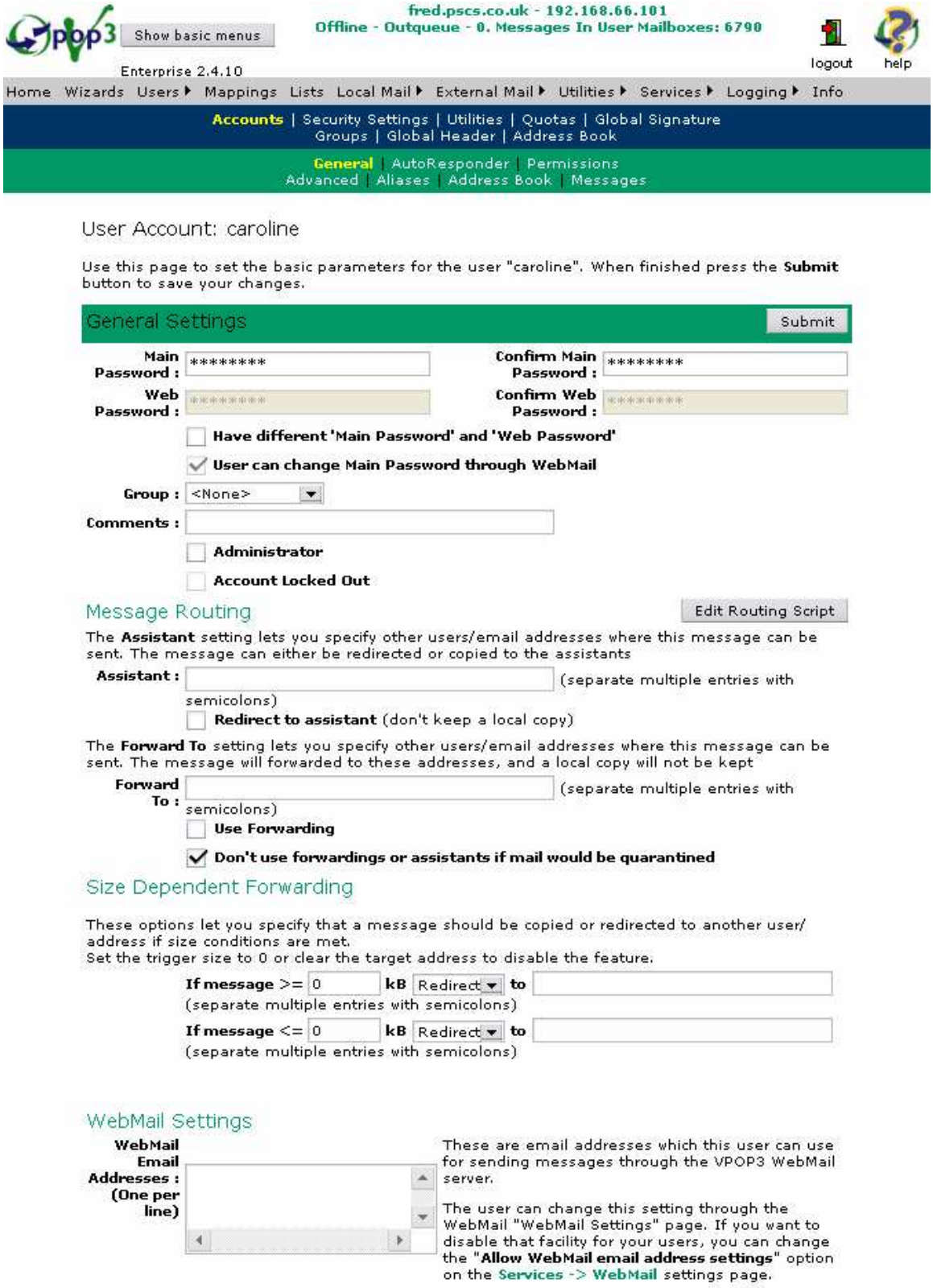
This takes you to the account's message list (page 55)

When you edit a user, a green menu appears on the settings page giving you the options:

- General (see page 24)
- Autoresponder (see page 29)
- Permissions (see page 44)
- Advanced (see page 48)
- Aliases (see page 50)
- Address Book (see page 53)
- Messages (see page 55)

The page you are currently on will be highlighted in yellow.

4.2.3.1 General



4.2.3.1.1 Passwords

There are four password settings for the user.

The **Main Password** specifies the password to be used by this user for sending and collecting mail, and any other activities which require the user to login.

If the **Have different 'Main Password' and 'Web Password'** option is checked, then the user will also have a separate **Web Password** which is used when they log into VPOP3's WebMail or administration pages, otherwise the **Main Password** will be used for logging into those pages as well.

The user can always change at least one password through the WebMail pages. If the **Have different 'Main Password' and 'Web Password'** option is checked, then the user can always change the **Web Password**, otherwise they can always change the **Main Password**.

If the **Have different 'Main Password' and 'Web Password'** option is checked, *and* the **User can change Main Password through WebMail** option is checked, the user can change both passwords through their WebMail pages.

The following table may help:

"Have different Main Password and Web Password" option	**"User can change Main Password through WebMail"** option	User can change "Web Password"	User can change "Main Password"
Not Checked	Not applicable	Not applicable	Yes
Checked	Not Checked	Yes	No
Checked	Checked	Yes	Yes

4.2.3.1.2 Group

The **Group** drop-down box lets you choose an administrative Group (see page 66) which you have previously defined. Groups lets you change several users' permissions all at once. You can also use groups as an internal distribution list, but it is probably best to use an actual Distribution List for that task, as it can be easier to manage (see page **Error! Bookmark not defined.**).

If you don't want the user to be in any group (the default), then select '**<None>**' from the list.

4.2.3.1.3 Comments

The **Comments** box lets you enter a short comment about this user. The comment is optional and can be anything you want. The user comments appear on the main **Users → Accounts** list, so you can sort user accounts by the comments value if you want.

4.2.3.1.4 Administrator

The **Administrator** checkbox lets you specify that this user can administer VPOP3. When this box is checked, then this user can log into the VPOP3 settings and change the settings.

You can have as many administrators as you want – however note that you should only set someone as an administrator if they are trusted to make changes which may involve them being able to see other people's email messages. (However see page **Error! Bookmark not defined.** about Message Security which can reduce this risk)

Note that the administrator will not necessarily receive VPOP3's error messages unless you set them as the 'Main Administrator' in the Utilities → Admin Settings page (see page **Error! Bookmark not defined.**)

4.2.3.1.5 Account Locked Out

VPOP3 will automatically lock out a user if there are several successive attempts to log into their account using incorrect passwords (see page 56). VPOP3 will automatically unlock the account after a period of time, but you can manually unlock the account by clearing this box if it is checked.

Note that you cannot check this box if it is currently cleared.

4.2.3.1.6 Message Routing

The **Message Routing** section lets you tell VPOP3 to redirect or send copies of a user's mail to other users or email addresses. The ways you can do this are quite flexible and should meet most requirements.

4.2.3.1.6.1 Assistants

An **Assistant** is a special forwarding address where you can tell VPOP3 to copy or redirect messages. You can specify multiple assistant email addresses by entering them all into the **Assistant** box, separated by semicolons.

An assistant can be either a local or external email address.

Note the assistant address should be a simple email address **user@domain.com**, you should not enter any special characters like spaces, <, >, **"** etc. When VPOP3 sends the message to the assistant, it does not change the message header in any way, so the assistant setting email address will not be put into the **To:** field of the assistant's message.

The special thing about assistants is that VPOP3 will check to see where the message is *from* before deciding whether to send it to the assistant; VPOP3 will *not* send messages to the assistant if the message was *from* the assistant in the first place.

This means that if you have a user **MD** with an assistant of **PA**, then the PA will get a copy of all of the MD's email, except messages which the PA sent to the MD themselves.

If you check the box **Redirect to assistant**, then messages *except for those from the assistant* will be redirected to the assistant, instead of copied to the assistant. This would mean that the PA would be able to check all the MD's email and only forward messages back to the MD if they think the MD needs to see them, and the PA would be able to handle any other messages themselves. The MD will only get messages which the PA sends to them, messages sent from other users will be redirected to the PA instead of the MD.

Note that if you have multiple assistants defined, then if the message is from *any* of the assistants, it won't get sent to the other assistants either.

4.2.3.1.6.2 Forwarding Address

If you define a **Forward To** address, then VPOP3 will redirect the message to that address, instead of storing it in the local user's mailbox. You can specify multiple forwarding email addresses by entering them all into the **Forward To** box, separated by semicolons.

A forwarding address can be either a local or external email address.

The **Forward To** setting doesn't keep a copy of the message in the user's mailbox. If you want to keep a copy of the message, use **Assistants** instead. See section 4.2.3.1.6.1 above.

To enable the forwarding you need to check the **Use Forwarding** box as well. This allows you to configure forwarding addresses for when users are on vacation, for instance, and enable/disable them by checking this box.

If you check the box **Don't use forwardings or assistants if mail would be quarantined**, then this stops VPOP3 forwarding out email if it thinks that the message is spam. Instead it will be put into this user's quarantine (see page **Error! Bookmark not defined.**). Only use this if the remote email address has access to view the user's quarantine (through WebMail) or if they don't need to be able to release any falsely quarantined messages.

If you don't check this box, then VPOP3 will forward out messages even if it thinks they are spam. The message headers will be marked up with 'VPOP3-SPAM:' in the subject, so the recipient can use email client rules to filter out the potential spam messages.

4.2.3.1.6.3 Routing Script

The **Edit Routing Script** button lets advanced users customize the user routing mechanism far more than would be possible with predefined options. This uses a programming language called Lua (see www.lua.org). The Edit Routing Script page lets you enter a Lua script to do the customized routing, and contains basic help on the facility – you will need to know the Lua language first though – the www.lua.org website has documentation tutorials on the language which should be sufficient for programmers in other languages.

If you need to use this facility, but don't want to learn the Lua language, you can contact support@pscs.co.uk with your requirements and we will see if we can produce the required script for you, but note that there may be a charge for doing this, depending on the complexity of the requirements.

4.2.3.1.6.4 Size Dependent Forwarding

VPOP3 can copy or redirect messages to other email addresses based on their size. This can be useful, for instance, for copying small messages to a handheld device, but not large messages.

There are two settings here, they are similar, but one handles messages larger than a certain size and one handles messages smaller than a certain size. Note that the two sizes do not have to be the same, so there can be a 'gap' between the two size settings, or they can overlap.

You specify the size (in kilobytes) that the forwarding will apply to, and what to do with the messages ("Copy" or "Redirect") and one or more email addresses to send the message to. Separate multiple email addresses with a semicolon character.

To disable a particular size dependent forwarding rule, either set the size to zero, or clear the target address box.

4.2.3.1.7 WebMail Settings

The WebMail Settings section lets you specify some settings for this user's WebMail account.

Currently the only setting you can change is which email address(es) this user can use to send *from* using WebMail.

If you don't specify any setting, then any messages which the user sends through WebMail will have a "From" address of **username@first.local.domain**, where **first.local.domain** is the first domain specified in the **Local Domains** setting (see page **Error! Bookmark not defined.**)

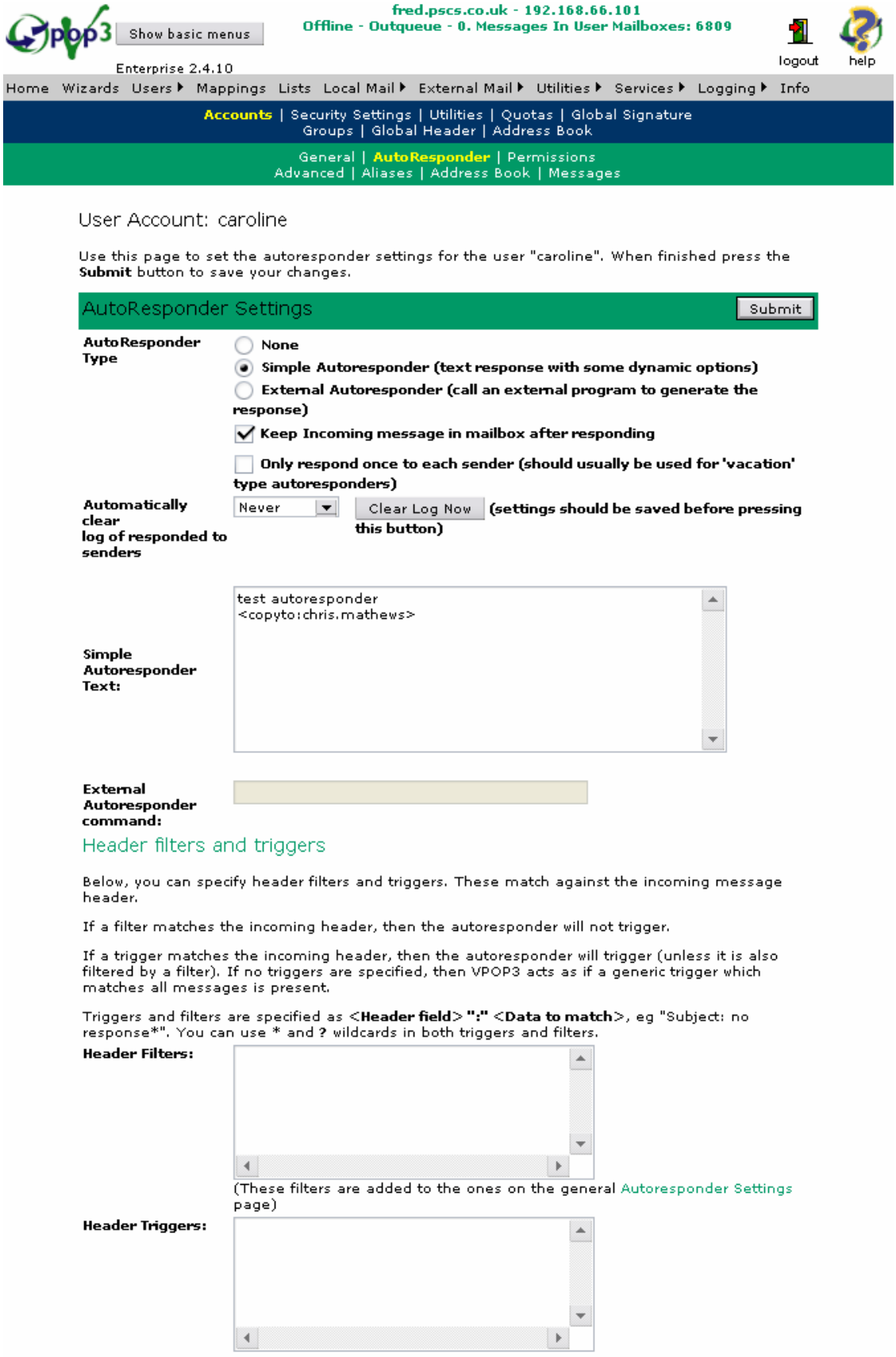
If you specify multiple addresses here, then when the user is sending a message through VPOP3's WebMail, they have a drop-down list where they can choose which "From" to use for a particular message.

Note that users can change this setting themselves within their WebMail pages. To disable that facility for the users, there is a setting "**Allow WebMail email address settings**" on the Services -> WebMail settings page (see page **Error! Bookmark not defined.**)

4.2.3.2 Autoresponder

A VPOP3 Autoresponder is a way of automatically sending a message whenever a message arrives in a mailbox. Some other systems may call this an 'out of office' system, but it can be used for much more than that.

Note that VPOP3 only sends automatic responses when a message actually arrives in a user's mailbox. If a user has a forwarding address set so that a message to that user never arrives in their mailbox, VPOP3 will not send an automatic response either. If you want to do this, either use a **Copy** size dependent forwarding rule (see page 28), or an **Assistant** (see page 27) instead of a **Redirect** rule or a **Forwarding**. If you don't want the incoming message to be kept, then you can turn off the **Keep Incoming message** option (see below).



There are three options for a user's autoresponder:

- None

- Simple Autoresponder (see section 4.2.3.2.1)
- External Autoresponder (see section 4.2.3.2.2)

If you check the **Keep Incoming message in mailbox after responding** box, VPOP3 will put the incoming message into the user's mailbox after sending the automatic reply. If this box is not checked, then VPOP3 will delete the incoming message after responding. So, for "vacation" or "out of office" autoresponders, you should make sure that this box is checked.

If you check the **Only Respond once to each sender** box, VPOP3 will remember which email addresses it has sent a response to, so it will not send a response to that email address again. We strongly recommend that this option is set whenever possible – especially on autoresponders on mailboxes usually used by a real person (e.g. vacation or out of office responders).

If this box is not checked, then you run the risk of an autoresponder loop being set up – this is where VPOP3 sends an autoresponse to an incoming message. That autoresponse triggers an autoresponder on the original sender's mailbox, which comes back to VPOP3, triggering a further autoresponse from VPOP3, and so on. This can rapidly lead to thousands of automatic messages going back and forth!

Note that if you check this box during testing, then VPOP3 will only respond the first time you send a message to this user.

VPOP3 can be set to **Automatically clear log of responded to senders** every so often – every day, week, fortnight or month. This makes VPOP3 forget that it has previously sent a response to a particular email address. So, if the **Only respond once to each sender** box is checked, and VPOP3 is set to clear the log daily, then VPOP3 will send a response to each sender once every day that they send a message to this user.

The **Clear Log Now** button makes VPOP3 clear the log of responded to senders immediately. This can be useful whilst you are testing an autoresponder.

By default VPOP3 will generate the autoresponse to all senders, whether internal or external. The **Header Filters and Triggers** settings (see section 4.2.3.2.3) let you customise this to some extent.

4.2.3.2.1 Simple Autoresponder

A **Simple Autoresponder** is an automatic response message generated by VPOP3 itself. These are quite flexible and you can do far more than just reply with a plain text message.

To define the simple autoresponder, type it into the box called **Simple Autoresponder Text**.

(Alternatively, you can edit the **autorespond.txt** file in the user's VPOP3 mailbox directory – this can be changed whilst VPOP3 is running without any issues)

For the most basic autoresponder, simply type the message that you want to be sent back in the response.

For an HTML autoresponse, currently you need to enter **<html>** as the first thing in the autoresponder, then enter the HTML version of the response message. There is currently no HTML editor for autoresponders in VPOP3.

You can enhance your autoresponder using:

- Message Sections (see section 4.2.3.2.1.1)
- Inline Expansion Tags (see section 4.2.3.2.1.2)
- Response Definition Tags (see section 4.2.3.2.1.3)

4.2.3.2.1.1 Message Sections

You can use autoresponder **Message Sections** to respond to incoming messages with different response messages depending on the original message's **Subject**.

To define a message section add a line consisting of either:

- **[Section:** <subject text>**]** – this section will be used if the original subject line contains the specified text
- **[All]** – this section will be used regardless of the subject line
- **[Default]** – this section will be used if no previous sections have matched.

This text *must* start at the very beginning of the line. If you want to begin a line with a real '[' character, you can prefix it with a '\' character.

Example

The format of a simple multi-section autoresponder could be:

Thank you for your query, an automated response follows:

```
[Section:Sales]

If you want to buy something, send a check to ......

[Section:VPOP3]

VPOP3 is the best Email Server for Windows!

[Default]

I'm sorry - I don't recognise your message subject. Try
sending another message with the subject line of:

"Sales" or "VPOP3"

[All]

If you want further help, send an email to helpme@...
```

This consists of five message sections:

1. The first section (if there is text without any section header, an **[All]** is assumed)
2. A **Sales** section
3. A **VPOP3** section

4. A **Default** section to pick up any messages which haven't already been answered
5. A final **All** section to append to all response messages.

An incoming message with a subject line of **"Tell me about VPOP3"** would get a response of:

```
Thank you for your query, an automated response
follows:

VPOP3 is the best Email Server for Windows!

If you want further help, send an email to helpme@...
```

An incoming message with a subject line of **"What about football"** would get a response of:

```
Thank you for your query, an automated response
follows:

I'm sorry - I don't recognise your message subject. Try
sending another message with the subject line of:
"Sales" or "VPOP3"

If you want further help, send an email to "helpme@..."
```

4.2.3.2.1.2 Inline Expansion Tags

Simple autoresponders let you specify certain control sequences which are converted to text when the response is generated. These are text items which will probably vary from response to response. These control sequences are known as **Inline Expansion Tags**.

Inline Expansion tags have a format of **"{"**<tag>**"}"** and can be included anywhere in the message text.

If you want to have a real **{** character in your message, prefix it with a \ character.

The available Inline Expansion tags are:

- **{Date}** This will expand to the current date in the format defined for your region in Windows
- **{LongDate}** This will expand to the current date in the long format defined for your region in Windows
- **{ShortDate}** This will expand to the current date in the short format defined for your region in Windows
- **{Date:<format string>}** This will expand to the current date in the format defined by the date format string (see below)
- **{Time}** This will expand to the current time in the format defined for your region in Windows

- **{TimeNoSecs}** This will expand to the current time (without any seconds) in the format defined for your region in Windows
- **{Time:<format string>}** This will expand to the current time in the format defined by the time format string (see below)
- **{Originator}** This will expand to the email address of the person who sent the original message
- **{OrigSubject}** This will expand to the subject line of the original message
- **{Subject}** This will expand to the subject of the response message
- **{Section}** This will expand to the current section name

Autoresponder Date Formats

You use the following character sequences to expand to current date values.

If you enclose text in single quotes (') it will appear in the same location in the output string. Any spaces you use in the format string will also appear in the output string in the same location,

Picture	Meaning
d	Day of month as digits with no leading zero for single-digit days.
dd	Day of month as digits with leading zero for single-digit days.
ddd	Day of week as a three-letter abbreviation. (Locale specific abbreviations are used).
dddd	Day of week as its full name. (Locale specific names are used).
M	Month as digits with no leading zero for single-digit months.
MM	Month as digits with leading zero for single-digit months.
MMM	Month as a three-letter abbreviation. (Locale specific abbreviations are used).
MMMM	Month as its full name. (Locale specific names are used).
y	Year as last two digits, but with no leading zero for years less than 10.
yy	Year as last two digits, but with leading zero for years less than 10.
yyyy	Year represented by full four digits.

For example, to get the date string

```
Wed, Aug 31 94
```

use the following format string:

```
ddd',' MMM dd yy
```

Autoresponder Time Formats

You use the following character sequences to expand to current time values.

If you enclose text in single quotes (') it will appear in the same location in the output string. Any spaces you use in the format string will also appear in the output string in the same location,

Picture	Meaning
h	Hours with no leading zero for single-digit hours; 12-hour clock
hh	Hours with leading zero for single-digit hours; 12-hour clock
H	Hours with no leading zero for single-digit hours; 24-hour clock
HH	Hours with leading zero for single-digit hours; 24-hour clock
m	Minutes with no leading zero for single-digit minutes
mm	Minutes with leading zero for single-digit minutes
s	Seconds with no leading zero for single-digit seconds
ss	Seconds with leading zero for single-digit seconds
t	One character time marker string, such as A or P
tt	Multicharacter time marker string, such as AM or PM

For example, to get the time string

```
11:29:40 PM
```

use the following picture string:

```
hh':'mm':'ss tt
```

4.2.3.2.1.3 Response Definition Tags

You can modify the nature of a simple autoresponder by typing a Response Definition Tag into the autoresponder message text.

To use a Response Definition Tag, it must be the only thing on the line, and must start at the beginning of the line. The generated response will not show the tag.

If you want to begin a line with a real < character, prefix it with a \ character.

Possible Responder Definition Tags

- <From: (address the response appears to have been sent from)>
- <ReplyTo: (Reply address of the response message)>

- <To:(address to send the response to) Normally the response will go to the Reply-To address of the incoming message, this option lets you change it to whatever you want
- <To:From> This tells VPOP3 to send the response to the From address of the incoming message rather than the Reply-To address
- <Subject: (subject line of the response)> The specified subject is used as the subject of the response. This overrides any previous <Subject> or <SubjectPrefix> tags
- <SubjectPrefix: (subject prefix)> The specified prefix is attached to the start of the original subject when the response is sent. This overrides any previous <Subject> or <SubjectPrefix> tags, and replaces the 'Re:' or 'Auto:' usually added by the autoresponder.
- <Keep> The incoming message is kept in the user's mailbox as well as being responded to
- <NoKeep> The incoming message is not kept in the user's mailbox
- <AppendMsg> Append the incoming message to the response (The message only appears at the end of the response)
- <AppendHdr> Append the header of the incoming message to the response (The message header only appears at the end of the response)
- <Include: (filename)> Include the specified file at the current location in the response
- <Attach: (filename)> Attach the specified file to the end of the response as a MIME attachment. You can attach multiple attachments by having more than one of these lines.
- <OnlyOnce> Tells VPOP3 to keep a record of who has received a response, so it will not send a message to the same address again
- <Valid: parameters> Tells VPOP3 when this autoresponse section is valid (you can specify dates, days, times – see below)
- <CopyTo: address> Tells VPOP3 to send a copy of the incoming message to the specified email address. This can only be a single email address, and if you specify multiple <CopyTo> tags, only the last one is used.

<Valid> tag parameters

The Autoresponder <Valid:....> tag lets you specify dates, times, days of week when this autoresponder is to be used by VPOP3.

The format is quite simple; you can specify three different types of condition:

- Date Ranges. These are specified as <date1> or <date1>"-"<date2>. The dates are specified as the day, month and year separated by a '/' (forward slash)

character. The ordering of the day, month and year elements depends on your current regional settings (See Control Panel -> Regional Options). For instance, in Europe you would specify dd/mm/yyyy, in the USA you would specify mm/dd/yyyy and in Japan you would specify yyyy/mm/dd. You can specify 2 digit years if you wish - all two digit years will be assumed to be in the range 2000 - 2099.

- Time Ranges. These are specified as <time1> or <time1>"-"<time2>. The times are specified as hh":"mm in 24 hour clock format
- Days of Week. These are specified as simply <dayname>, you can specify multiple day names if you wish. The text to be used for the day names is the abbreviated day name obtained from Windows, eg in English, it is Mon, Tue, Wed, Thu etc.(it is usually a 3 letter abbreviation)

If you want to specify more than one condition you can separate them using commas ','. VPOP3 will only reply if all the conditions are satisfied, *not* if any of them are.

Examples

```
<Valid:20/3/07-10/4/07, 9:00-16:00, Mon, Tue, Wed, Thu,
Fri>
```

This tells VPOP3 to use this autoresponder between 9 am and 4 pm on Monday to Friday between 20th March 2007 and 10th April 2007 (assuming your regional settings are European)

4.2.3.2.1.4 Example Simple Autoresponders

A basic information autoresponder

This responds to a message to info@yourdomain.com with a message about some products. The incoming message will be discarded.

```
Thank you for your request for further information
about our products.
Our product range consists of the following two items:
1) VPOP3
This is a powerful Internet email server for small &
medium sized businesses to allow them to have Internet
email on their networks at a very affordable price.
2) vCAP
This is a web based shared calendaring system to allow
all your network users to share their diaries. It can
also be used for scheduling resources etc..
```

A basic vacation autoresponder

This responds to a message to michael@yourdomain.com with a message saying that someone is away for a few days.

Notes:

- The <Keep> option must be set so that mail to Michael isn't discarded once the response is sent.
- The <OnlyOnce> option must be set. Once of the big problems with vacation autoresponders is that if the user is subscribed to any mailing lists, then response messages bombard the mailing list. The automatic responses may be sent back to the users, which will generate more responses - and so on! Setting the <OnlyOnce> option means that a response will only be sent to the mailing list once.

```
<Keep>
<OnlyOnce>
Michael is currently on vacation until 23rd June 2007.
He will respond to your message as soon as possible
when he returns.
If your message is urgent, then contact his colleague
at helena@yourdomain.com

If you send another message to Michael, you will not
receive another copy of this automated email.
```

A price list autoresponder

This responds to a message to pricelist@yourdomain.com with a price list. The price list will vary depending on the subject text of the incoming message

An incoming subject containing the word “electronic” will respond with a price list of electronic goods,

An incoming subject containing the word “food” will respond with a price list of food items,

If the incoming subject doesn't contain either of those words, then it will respond with a brief help message

Note that the actual price lists are included from external files - this allows you to generate the price lists externally without having to rewrite the autoresponder for every price change.

```
Thank you for your price list request.
[Section:electronic]
Our Electronic Goods pricelist follows:
<Include:c:\prices\electronic.txt>
[Section:food]
Our Food pricelist follows:
<Include:c:\prices\food.txt>
[Default]
To request a specific price list, send another message
to this address but specify either "Food" or
"Electronic" in your message subject.
[All]
If you want further help, send an email to helpme@...
```

4.2.3.2.2 External Autoresponder

An **External Autoresponder** is where VPOP3 calls an external program, batch file or script which generates the response message. This method allows you to send almost anything as a response, but does require the ability to create a program or script to do what you want, so is only for advanced users.

The External Autoresponder can be very flexible in what it does. Calling it an 'autoresponder' is a bit simplistic, as there is no reason it has to respond to the person who sent the message, it could just as easily forward the message on to someone else, or even run a mailing list!

This topic is really only meant for people who are sufficiently technical and are capable of writing simple programs using Perl or other scripting or programming languages.

If you require a specialized External Autoresponder and are unable to write one yourself, then we may be able to help, but be aware that it will probably be charged for. Contact VPOP3 Support for help.

There are also some free sample 'External Autoresponder' programs/scripts that you can use on the VPOP3 Support web site (or contact your dealer).

External autoresponders use a similar method to CGI scripts as used on web sites for producing their results.

4.2.3.2.2.1 Defining an External Autoresponder

To define an 'External Autoresponder', edit the relevant user, go to the Autoresponder tab, and select "External Autoresponder". In the **External Autoresponder command** box enter a single line specifying the command to run when a message is received in this mailbox.

(Alternatively, you can edit the **autorespond.cmd** file in the user's VPOP3 mailbox directory. This can be changed whilst VPOP3 is running without any issues).

Some examples of external autoresponder commands would be:

- `myprog.exe` to run 'myprog.exe' (in the VPOP3 directory)
- `c:\4nt\4nt.com /c respond.btm` to run the 'respond.btm' 4NT batch file (see www.jpsoft.com for details of this powerful batch/command processor)
- `c:\perl\perl.exe respond.pl` to run the 'respond.pl' PERL script

You should ensure that the program name is surrounded by quotes (") if there are any spaces in the path to the program, eg

```
"c:\program files\perl\bin\perl.exe" "c:\program
files\vpop3\myresponse.pl"
```

When the program is executed, the current directory is the VPOP3 directory (not the mailbox directory).

The program is passed a single parameter which specifies the full path to a 'control' file. This should never really be used because the data in that file is also available in

Environment Variables which should be used instead. The filename is only specified for backwards compatibility. This means that the actual command to be run is something like:

```
c:\perl\perl.exe respond.pl "c:\vpop3\housekeeper\ar125A2D.dat"
```

The external autoresponder program has its standard input & output files redirected as below:

- The STDIN input file contains the incoming message text
- The STDERR control file is written to tell VPOP3 where to send the response & other control information.
- The STDOUT output file is written to tell VPOP3 what the response message should be

When the autoresponder program is called, some Environment Variables are set to contain information which is useful to the autoresponder operation:

4.2.3.2.2.2 External Autoresponder Environment Variables

The external autoresponder has its environment modified so that the following variables are set:

- REPLY-TO — This is the Reply-To address of the incoming message (or the From address if there is no Reply-To address)
- ORIGINATOR — This is the From address of the incoming message
- MAILBOX — This is the name of the mailbox which this autoresponder is running for
- SUBJECT — This is the subject line of the incoming message
- MAILBOXDIR — This is the directory of the mailbox which this autoresponder is running for

4.2.3.2.2.3 The Autoresponder STDIN input file

The STDIN input file is redirected to the incoming message text. This text includes the message header.

To skip the message header, look for the first blank line. Everything before that was the header, everything after it is message text.

How to read STDIN

To read the incoming message text you must use functions which read standard input.

- In C/C++ — you can use functions like gets and scanf
- In PERL — use $var = <STDIN>;
- In 4NT Batch Files — use INPUT or external commands which read standard Input.

- In Normal Batch Files you need to use external commands which read standard input.

4.2.3.2.2.4 The Autoresponder STDERR control file

The external autoresponder program can optionally write control lines to the STDERR file handle to indicate who the message should be sent to, and whether the original message should be sent to the original recipient as well as being processed by the autoresponder.

The commands it can write to this file are:

- To: xxxxx this will send the automated response message to the email address ‘xxxxx’. Zero or more of these commands can be generated. If zero ‘To:’ commands are generated, then the automated response message will be sent to the Reply-To address of the original message. If more than zero ‘To:’ commands are generated, then the originator will not receive the automated response message, unless he/she is specified explicitly.
- From: xxxxx this will indicate (in the SMTP envelope) that the message was sent by ‘xxxxx’. Note that this is not the entry which will appear in the message headers. That must be generated separately - see below. If more than one of these commands is sent, then the last one applies.
- To: None if this command is sent, then the automated response will be sent to NO recipients at all. Once this command has been sent, then it cannot be revoked and will not be overridden by any future ‘To: xxxx’ commands.
- Keep: 0/1 if a ‘Keep: 0’ is sent, then the original recipient will not receive a copy of the original message. If a ‘Keep: 1’ is sent, then the original recipient will receive a copy of the original message. If more than one of these commands is sent, then the last one applies.

How to Write to STDERR

To write to STDERR you need to use functions which can write to a generic file handle, or specifically to STDERR

- In C/C++ use fprintf(STDERR, "text\n");
- In PERL use print STDERR "text\n";
- In 4NT Batch Files use ECHOERR text
- In Normal Batch Files use the ECHOERR.EXE program supplied with VPOP3.

4.2.3.2.2.5 The Autoresponder STDOUT output file

Whatever is written to the STDOUT output file is used to generate the outgoing automated response message text.

The External Autoresponder MUST generate the necessary message headers. It should at least generate these header fields:

- To:
- From:
- Date:
- Subject:

If you don't generate these header fields, then the recipient's email client software may not work correctly.

How to Write to STDOUT

To write to STDOUT you need to use functions which normally write to the screen.

- In C/C++ use printf("text\n");
- In PERL use print "text\n";
- In Batch Files use ECHO text

4.2.3.2.2.6 How the External Autoresponse mechanism works

When a message is received that must be processed by an External autoresponder, VPOP3 queues the message for background processing.

Periodically VPOP3 will check for any queued messages for any external autoresponders, and if it finds one, it will run the appropriate program, with the input & output file streams redirected appropriately.

VPOP3 allows the autoresponder up to 60 seconds to complete. If it hasn't completed after that time, then VPOP3 kills the autoresponder and sends an error message to the Main Administrator.

When the autoresponder completes successfully, VPOP3 looks at the output of the external autoresponder to see what the response is and how the response should be processed. It then sends the autoresponder out to the specified address(es).

4.2.3.2.2.7 Testing the External Autoresponder

Testing 'External Autoresponders' can be tricky, so here is a method you can use.

First of all you should write the program. Let's say it's a PERL script called 'RESPONSE.PL' and it is executed by running 'C:\PERL\PERL.EXE RESPONSE.PL'. You should specify that command as the external autoresponder for the required user (see section 4.2.3.2.2.1)

Next, go to the VPOP3 Logging -> Diagnostics Page (see section **Error! Reference source not found.**) and enable the **Keep Temporary Files** option.

Now, you should send an appropriate test message to the autoresponder user. If all works fine, then good, but otherwise:

You can look at the AUTORESPONSE.TXT and AUTORESPONSE.CTL files in the VPOP3 directory. The text in these may indicate what went wrong. The AUTORESPONSE.TXT file contains the message which is being sent from the autoresponder (the output to STDOUT – see section 4.2.3.2.2.5). The AUTORESPONSE.CTL file contains the control commands from the autoresponder (the output to STDERR – see section 4.2.3.2.2.4)

You may want to test the 'External Autoresponder' manually. To do this, find the appropriate input files which were used in the test. The autoresponder control file will now be called **DR<something>.TMP** in the **VPOP3\HouseKeeper** directory. This will contain (on the 5th line) the name of the input message file (with a filename **R<somethingelse>.TMP**) - the input message file will now be called **D<somethingelse>.TMP**, with the same value of **<somethingelse>**.

Copy the input control file and input message file into the main VPOP3 directory for ease of use. Next, you will need to edit the input message file and delete the first 4 characters (which will probably not be standard characters). Also, set the values of the Environment Variables using the command line SET command.

Now you can call your 'External Autoresponder' program manually. In this example you would type:

```
C:\PERL\PERL.EXE RESPONSE.PL DR<something>.DAT
<D<somethingelse>.DAT
```

where **DR<something>.DAT** is the filename of the input control file and **D<somethingelse>.DAT** is the filename of the input message file.

This should call your External Autoresponder and display on the screen the text sent to both the STDOUT and STDERR files. You can redirect this output to other temporary files if you wish.

4.2.3.2.3 Header Filters and Triggers

You can use autoresponder header filters and triggers to prevent or allow autoresponder messages from being sent in response to certain messages.

You specify header filters and triggers on the Edit User → Autoresponder page by specifying rules to match incoming message headers. These rules are specified like:

```
<Header field name> ":" <Header field data>
```

You can use '?' and '*' wildcards in the rules

Some examples of header filters or triggers may be:

```
Subject: no response*
From: *<*@mydomain.com>*
To: *myalias@mydomain.com*
```

For an incoming message, VPOP3 checks the filters first, and if any filters match the message, then VPOP3 won't respond to the message at all.

Then, VPOP3 checks the triggers, and if any triggers match, VPOP3 will generate an automatic response. If no triggers are defined, then VPOP3 will always generate a response unless a message matches a filter rule first.

Autoresponder headers and filters apply to both simple and external autoresponders.

On the Utilities → Autoresponder Settings page (section **Error! Reference source not found.**), you can specify global autoresponder header filters. These are added to the individual user's header filters before checking them. On the global Autoresponder Settings page, you can also separately specify addresses (wildcards are included) which can or cannot be automatically replied to (see section **Error! Reference source not found.** for more details).

VPOP3 also has a couple of built-in filters for automatic responses. VPOP3 will not generate an autoresponse if any of the following conditions match, regardless of other settings:

- If there is an **Auto-Submitted** header line, with a value other than 'No'
- If the **Return-Path** of the incoming message is blank (this signifies that the incoming message is a delivery status report, or similar automated message)
- If the sender has already been replied to if this option is enabled (see section 4.2.3.2)

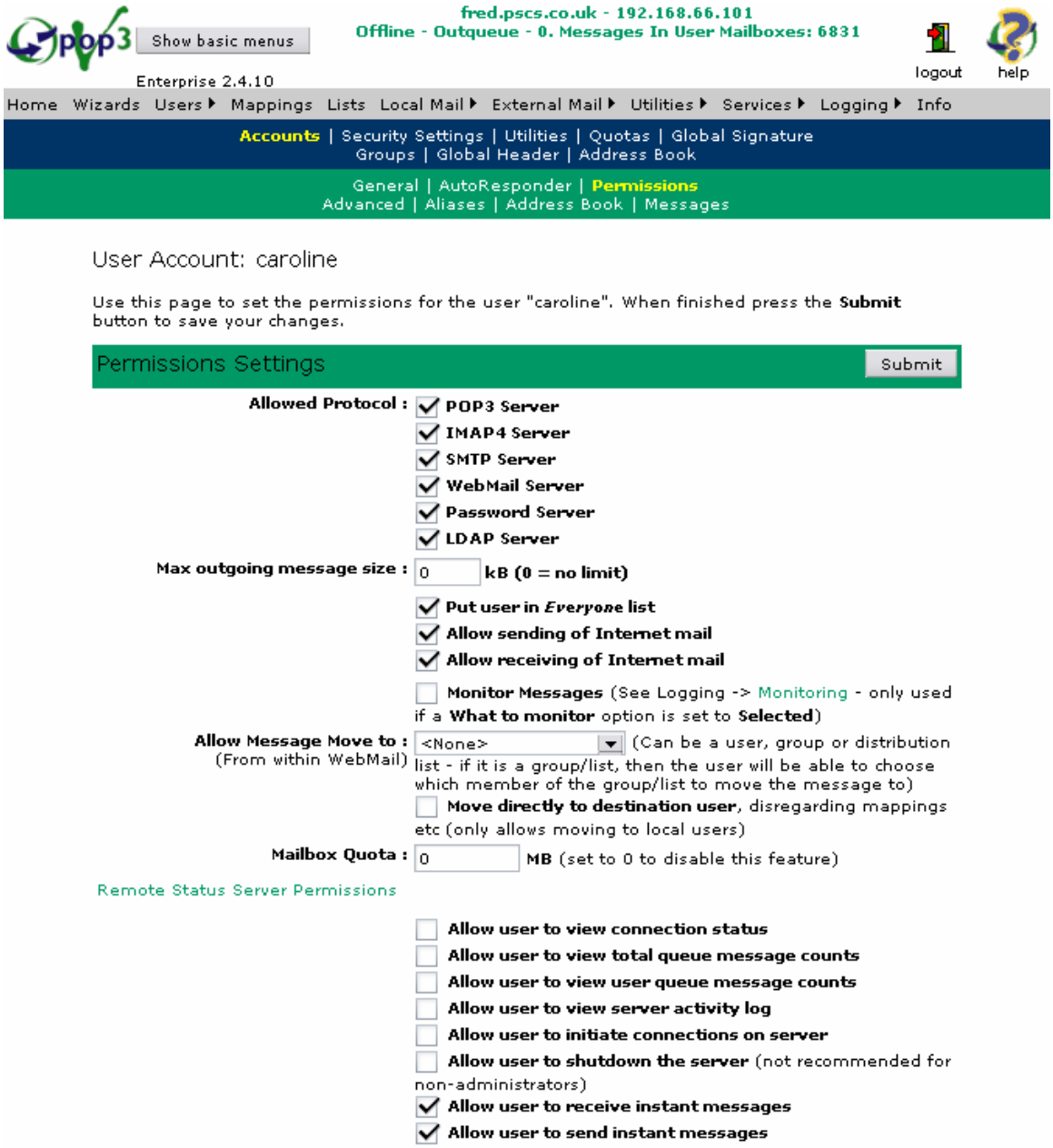
4.2.3.2.4 Autoresponders and RFC 3834

RFC 3834 (see http://www.faqs.org/rfcs/rfc3834.html) is a set of recommendations for the behaviour of automatic responses.

By default VPOP3 will conform to this set of recommendations, but you can change this on the Utilities → Autoresponder Settings page. Please see section **Error! Reference source not found.** for more details of how RFC 3834 conformance affects the behaviour of automatic responses.

4.2.3.3 Permissions

The user **Permissions** page lets you specify permissions for a VPOP3 user.



4.2.3.3.1 Allowed Protocols

The first section lets you set whether this user can access the various authenticated protocols which VPOP3 supports, such as POP3, SMTP, WebMail etc. (Note that you cannot disable access to WebMail for the currently logged in administrator).

Clearing these checkboxes is an easy way to disable a person's access to their email if you need to.

Note that some protocols such as SMTP and LDAP can either be used in an authenticated or unauthenticated way. If it is possible to use them without authentication, then disabling a user's access to that protocol may not work as intended, since the user will still be able to use that protocol without authenticating first, and VPOP3 won't know which user is using it. See sections **Error! Reference source not found.** and **Error! Reference source not found.** for details on configuring the SMTP and LDAP services in VPOP3.

4.2.3.3.2 Maximum Outgoing Message Size

You can restrict the maximum size that a user can send to external email addresses by setting the **Maximum outgoing message size** option. Set this to zero to remove any individual size restriction for this user.

For this to work properly, you need to ensure that SMTP authentication is required, or it may be possible for the user to send a larger message simply by not authenticating before sending the message. (See section **Error! Reference source not found.**).

Note that this limit does not apply to internal messages.

There are various other settings which can restrict the size of messages which are sent:

- The **Maximum Message Size** option in the **SMTP Service** settings (see section **Error! Reference source not found.**)
- **SMTP Rules** in the **SMTP Service** settings (see section **Error! Reference source not found.**)
- Custom spam/content filter entries

NB - If you have an OutMail Preprocessor defined (see section **Error! Reference source not found.**) with it set to run on internal as well as outgoing messages, this setting WILL apply to internal messages, as the OutMail Preprocessor option makes VPOP3 treat internal messages as outgoing messages for part of the message processing.

4.2.3.3.3 Other User Permissions

The **Put user in *Everyone* list** checkbox allows you to add or remove this user from the "**Everyone"** group**.** There is a built-in group in VPOP3 called "**Everyone"**. By default all users are in this group, but sometimes it can be useful to remove certain users from the group; for instance if the user is an unattended email address.

The **Allow sending of Internet mail** option allows this user to send outgoing email. For this option to work reliably, you should require SMTP authentication for sending mail, or it may be possible for the user to send outgoing emails, if this option is disabled, simply by not authenticating before sending the messages. (See section **Error! Reference source not found.**). If this option is not set, the user can still send internal email.

The **Allow receiving of Internet mail** option allows this user to receive incoming email. If this option is not set, VPOP3 will treat their email address as an unrecognised email address. Note that the user will still be able to receive internal email even if this option is not set.

The **Monitor Messages** option lets you specify that this user's emails will be monitored, if the relevant monitoring option is set to **'selected'** users (see section **Error! Reference source not found.** for details on VPOP3's message **monitoring** feature).

The **Allow message Move to** option allows you to permit a user to move messages to specified other users from within their WebMail pages. You can only select a single user, group or distribution list here. If you want the user to be able to choose from several users when moving messages, create a distribution list (see section **Error!**

Reference source not found.) and put the appropriate users on that distribution list, then select that distribution list here. The user will be able to choose which member of the list they want to move the message to.

The **Move directly to destination user** option works with the **Allow message move** option. If this box is checked, then any moved messages will be moved directly to the specified user. If this box is not checked, then any applicable mappings, aliases etc will be used when the messages are moved.

The **Mailbox Quota** setting lets you specify the maximum size of this user's mailbox within VPOP3. See section 4.3.3 for more details about quotas in VPOP3.

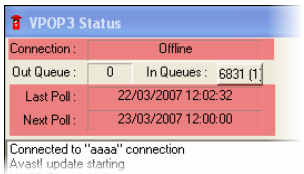
4.2.3.3.4 Remote Status Server Permissions

The Remote Status Server is the part of VPOP3 which talks to the VPOP3 Status Monitor (see section 22). Each VPOP3 user can potentially install the VPOP3 Status Monitor on their PC. The **Remote Status Server Permissions** let you specify which facilities of the Status Monitor they are allowed to use.

The various permissions are:

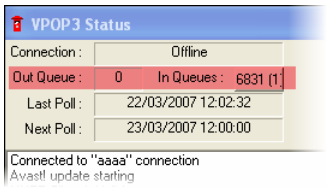
Allow user to view connection status

This option allows the user to view the online/offline connection status of VPOP3, the connection progress bars and the 'Last Poll' and 'Next Poll' times.



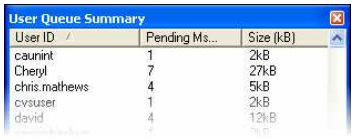
Allow user to view total queue message counts

This option allows the user to view the total message counts for the whole VPOP3 installation



Allow user to view user queue message counts

This option allows the user to view the individual message counts for each user

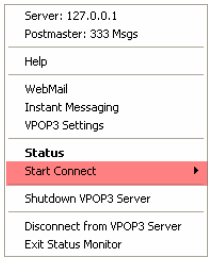


Allow user to view server activity log

This option allows the user to view the detailed VPOP3 activity log

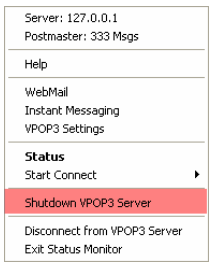
Allow user to initiate connections on server

This option allows the user to tell VPOP3 to start a connection to your ISP. This is from the right-click menu on the status monitor. If this option is not checked, then the user won't see the Start Connect item on the menu at all.



Allow user to shutdown the server

This option allows the user to tell VPOP3 to shutdown. Obviously this option should only be allowed with care! If this option is not checked, then the user won't see the Shutdown item on the menu at all.



Allow user to receive instant messages

This option allows the user to receive instant messages through the VPOP3 status monitor.

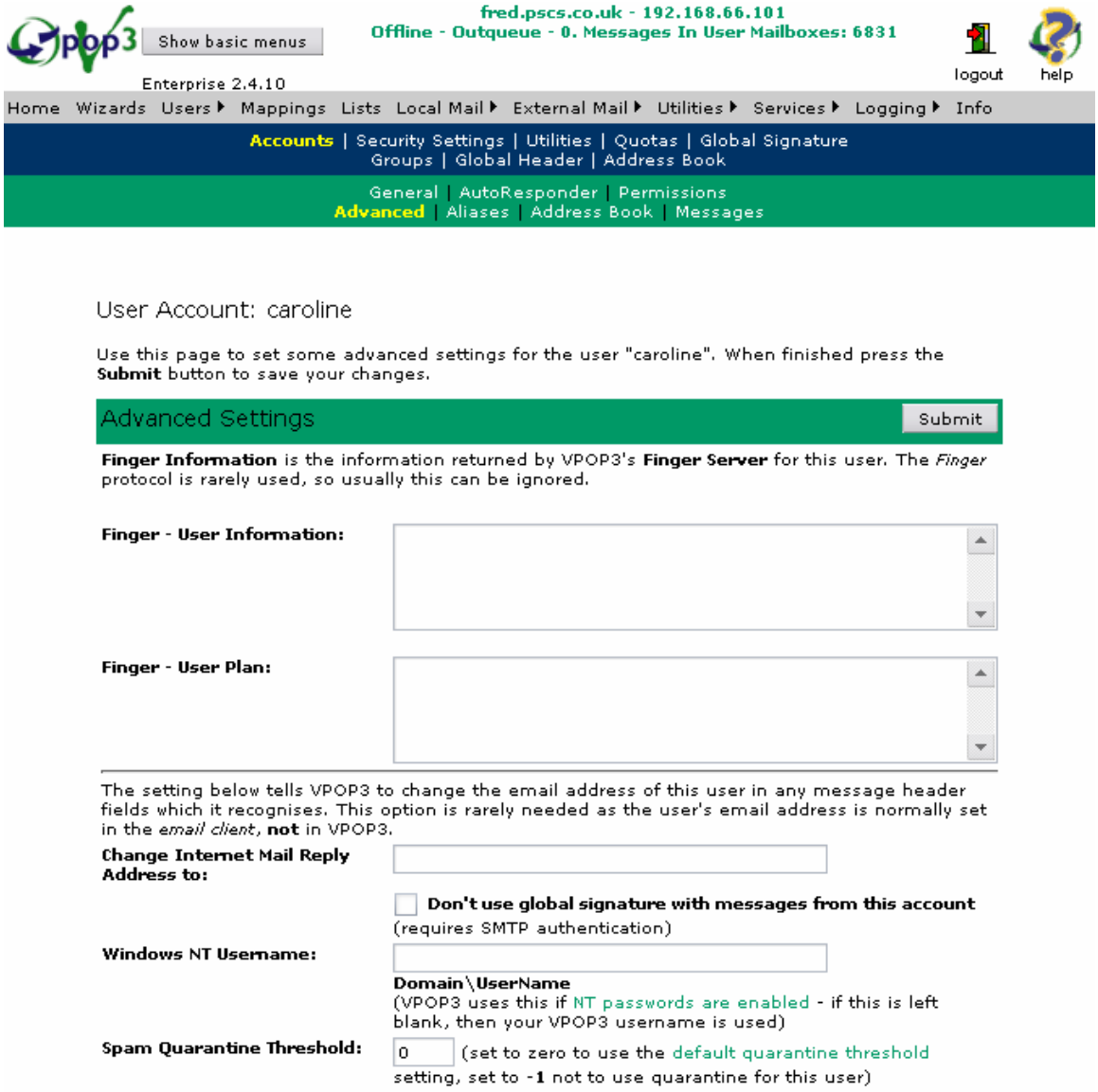
Allow user to send instant messages

This option allows the user to send instant messages through the VPOP3 status monitor.

On the **Services → Status** settings, you can set Status Monitor permissions for all administrators or all non-administrators in one go, so that can save time if you have lots of Status Monitor settings to change.

4.2.3.4 Advanced

This page lets you set some settings for users, which you won't usually need to touch.



4.2.3.4.1 User Finger Data Settings

On this page you can set the information which is returned by the VPOP3 **Finger** server (see section **Error! Reference source not found.**). If you don't know what the ***Finger*** protocol is, you can probably ignore this section.

4.2.3.4.2 Change Internet Mail Reply Address

If you enter an email address in the **Change Internet Mail Reply Address to** box, VPOP3 will change the user's email address in any Internet email messages referring to this person. It will not affect local email messages.

You will normally want to use this facility if your users' local email addresses are different from their Internet email addresses - for instance, if you are telling VPOP3 to share a single email address between many users.

If you set this option, then VPOP3 will scan the following header fields in any messages which are to be sent onto the Internet:

- To

- From
- Reply-To
- Cc
- Sender
- Return-Receipt-To

When VPOP3 finds any of these fields, then VPOP3 will scan through the data for those fields and see if it finds any email address which matches a local user's email address (i.e. username@a-local-domain).

If it does, then VPOP3 will check to see if the Internet Reply Address has been set for that user, and then change the address in the header to that new address.

Why would you use it?

This facility is useful if someone's Internet email address is different from their local email address, for instance if you are telling VPOP3 to share a single email address amongst many people.

You may also want to look at the **Local Mail → Domain Mappings** settings if you want to change entire email domains in message headers (see section **Error! Reference source not found.**)

For an example on the use of this option, see appendix A

4.2.3.4.3 Other Advanced user settings

The **Windows NT Username** setting allows you to specify the NT domain and username for this user if you are going to allow VPOP3 to check entered passwords against passwords defined in Windows (see section 4.3.1.3). By default VPOP3 will use the default domain for the VPOP3 computer and the account name as the username. If that is not correct, then you can enter the correct details here.

4.2.3.5 Aliases

This page lets you set “aliases” for users

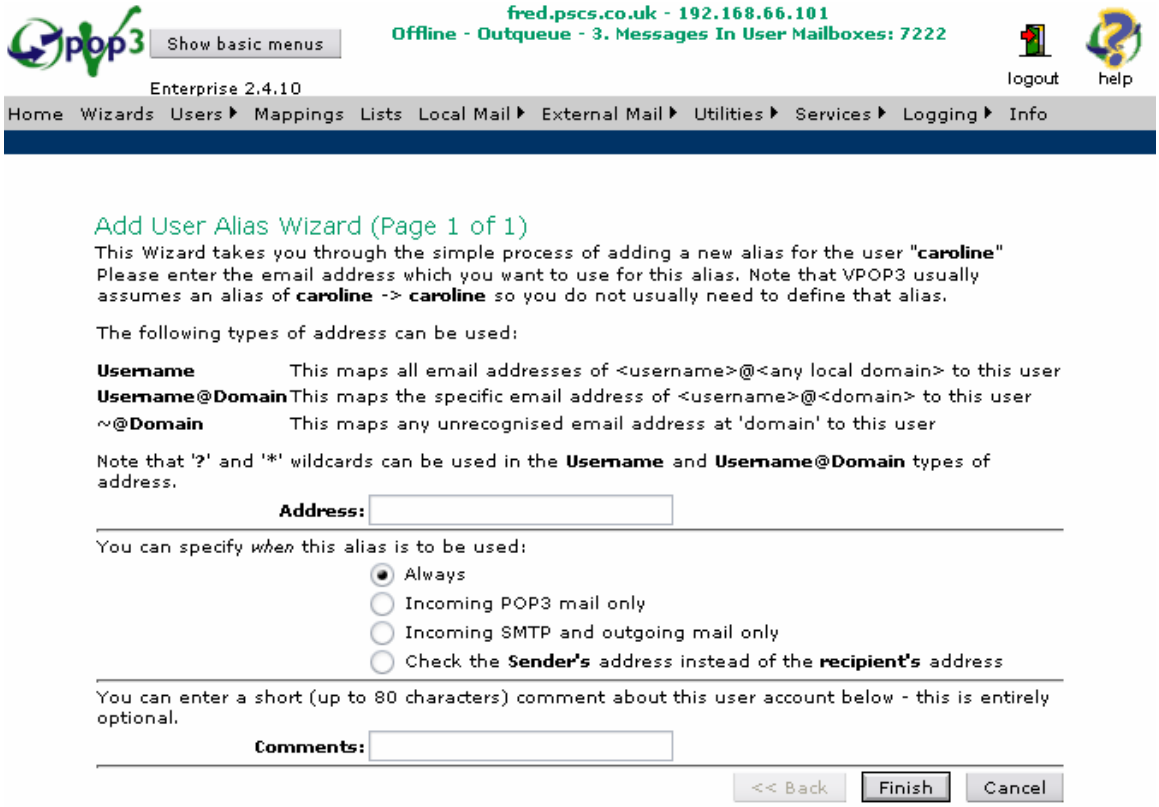
A user’s **aliases** are the Mappings (see section 4.4) which direct messages to the user. They are commonly used when a single user has several email addresses which can be used for contacting them. They may be different spellings (or misspellings) of that person’s name or a job function such as **sales@...** or **support@...**.

As well as accessing aliases through the **User → Alias** page, you can also access them through the Mappings page directly.

The **Aliases** page also shows which lists this user is a member of, but you cannot modify list memberships from here, you have to edit the list in question to do that (see section).

4.2.3.5.1 Adding a new Alias

To create a new alias for this user, click on the **New** button on the Aliases page. This will launch the **Add User Alias Wizard**.



This page tries to explain the various options available.

For simple use, you will specify the alternate email address for this user in the **Address** box, optionally add a comment, and press **Finish**. The **Address** setting is usually either just the username part, e.g. "**sales**", or a full email address, e.g. "**sales@domain.com**". If you specify just the username part, then this will match sales@<any recognised domain>. If you specify the full email address, then it will only match that specific email address.

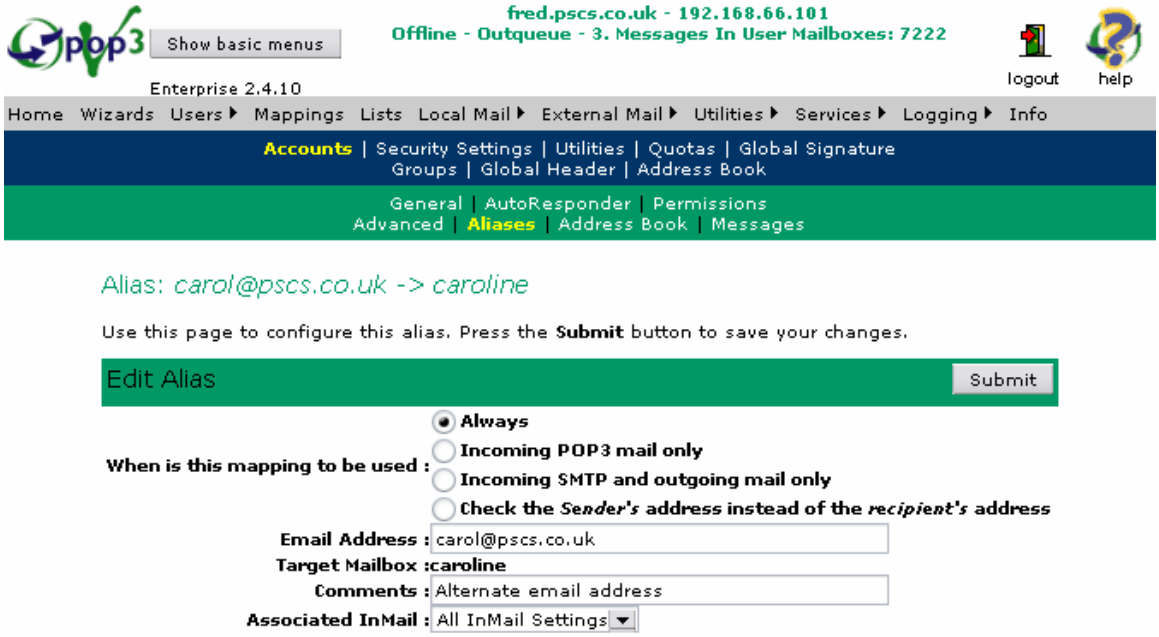
For more details you may want to read section 5.2 on Mappings.

4.2.3.5.2 Removing an Alias

To remove an alias, simply check the box next to the alias you wish to remove from the alias list, and press the **Delete** button.

4.2.3.5.3 Editing an Alias

To edit an alias, click on the **Email Address** for the alias in the alias list, and a page allowing you to edit the alias will appear.



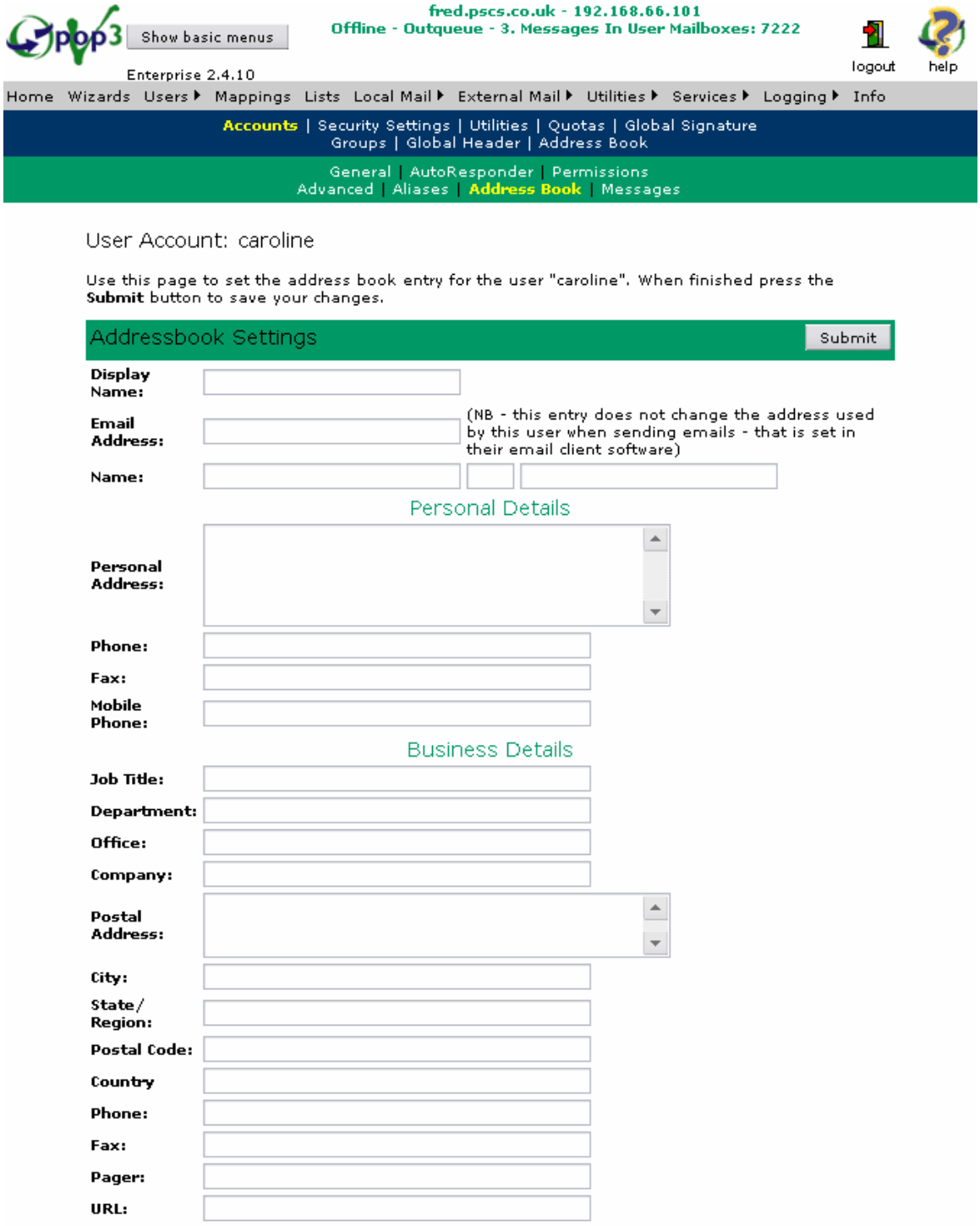
This allows you to change all the alias settings (except for the target mailbox which must remain the same. If you want to change the target mailbox you need to use the **Mappings** area of the VPOP3 settings (see section 4.4).

For more details on the various alias settings, see section 5.1 on the details of mappings.

4.2.3.6 Address Book

VPOP3 has a global address book which all users can access either through WebMail or from an email client using the LDAP (see section **Error! Reference source not found.**) directory access protocol. Each VPOP3 user has an entry in the address book, and you can also add other external email addresses (see section 4.3.8)

The user's **Address Book** page lets you modify the address book entries for a VPOP3 user.

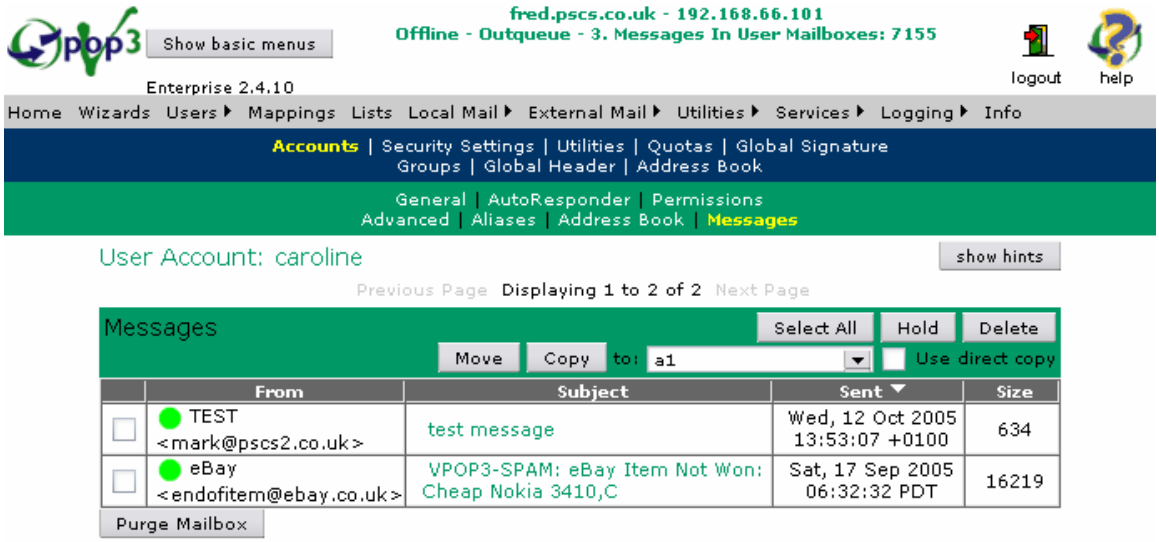


On this page you can specify the details you want contained in the address book for this VPOP3 user.

Note that these settings do **not** affect how a user will send or receive email – so if you change the **Email Address** entry, it will not affect the email address which is used to contact this user, or the sender's email address used on messages sent by that user. You can use aliases to change the email address used to contact the user, and change the settings of the user's email client to change the sender's address used by messages sent by the user.

4.2.3.7 Messages

The **Messages** page of the user's settings let you view, delete and move messages in the user's 'Inbox' within VPOP3.



The messages are shown in a table with the sender, subject, send date and size displayed.

In order to view a message, click on the message subject. Note that the message will be displayed in 'raw' format, so HTML messages will be displayed as HTML, and attachments etc will be displayed in encoded form, not as attachments. The administrator's message viewer is intended for problem diagnosis and solving purposes, not for reading messages.

There are several actions you can perform on this page.

- Select All – this selects all the messages displayed on this page of the message list
- Hold – this places all the selected messages in a 'hold' state. In this state the messages will become 'invisible' to the user's email client software. This can be useful if you suspect that the email client is breaking because of a particular message, you can 'hold' the message to make the message invisible without having to delete it permanently. Held messages are displayed with a red circle next to them instead of a green one.
- Delete – this will permanently delete the selected messages
- Move – this will move the selected messages to the chosen user and delete them from this mailbox. If 'Use direct copy' is checked, then the message will just be put into the chosen user's mailbox. If 'Use direct copy' is not checked, then any assistants/forwards/etc for the chosen user will be honoured when the message is moved.
- Copy – this will copy the selected messages to the chosen user and keep them in this mailbox. The 'Use direct copy' box works as for the 'Move' action.

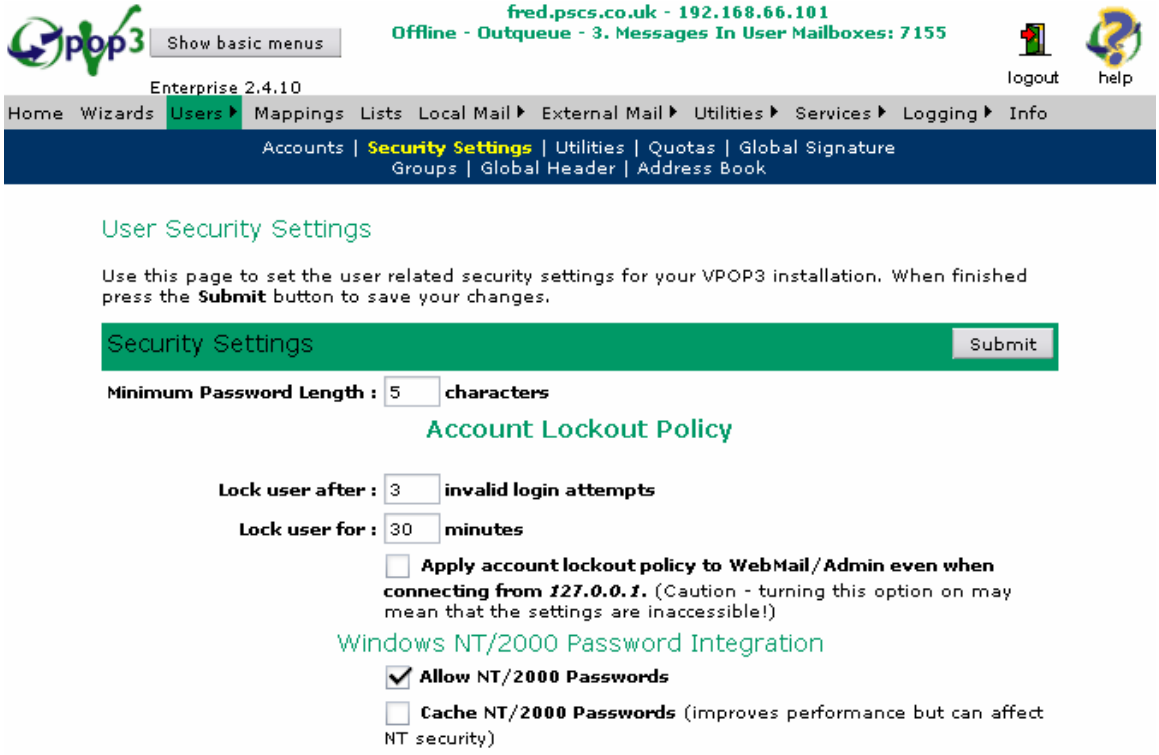
- Purge Mailbox – this permanently deletes **all** messages from this mailbox. This can be useful if there is a large number of messages in the mailbox, and it allows you to delete all the messages without having to go through several pages of messages deleting them a page at a time. Note that "Purge Mailbox" will delete all messages that are in the mailbox at the time of pressing the button, which is **not necessarily** the same as the messages displayed. For instance, new messages might have arrived since the page was loaded but before you press the Purge Mailbox button – these messages will be deleted as well.

4.3 Other User related settings

The **Users** menu contains other options or settings related to users which are described below

4.3.1 Security

This page lets you set some security related settings



4.3.1.1 Minimum Password Length

By default passwords must be at least 5 characters in length, you can change this to any number between 1 and 16 (if you set it to less than 3 you will be shown a warning to confirm that you want to do this because very short passwords are very insecure).

4.3.1.2 Account Lockout Policy

VPOP3 will automatically lock any accounts where someone/something has tried to log into that account several times in succession using an invalid password. Once the

account is locked you will not be able to access it even if you subsequently use the correct password. This mechanism is there to prevent brute-force password attacks on users' accounts.

Here you can set how many times an invalid password has to be used before the account will lock. VPOP3 will automatically clear the lock after several minutes to re-allow access to the account (unless the account is locked again), so you can set how long the lock should be in place for.

The **SECURITY.LOG** file in the VPOP3 directory (see section **Error! Reference source not found.**) can be useful for diagnosing problems with accounts being locked as it records failed login attempts and when accounts are locked.

By default, VPOP3 will always allow users to access VPOP3 from the VPOP3 computer itself using the **127.0.0.1** loopback address. This can only access VPOP3 from the VPOP3 computer itself (not over the network) and so requires physical access to the computer. Even if a VPOP3 account is locked it can be accessed like this. You can do this by going to **Start → Programs → VPOP3 → Configure VPOP3**.

If your VPOP3 is running on a publically accessible computer it may be wise to check the box saying **Apply account lockout policy to WebMail/Admin even when connecting from 127.0.0.1** to prevent someone attempting a brute force password attack on VPOP3 from the VPOP3 computer itself. However, note that doing this may mean that the VPOP3 settings become inaccessible for a time if the administrator's account is locked out.

As well as the account becoming unlocked after the specified amount of time, you can also unlock accounts by editing the account manually (see sections 4.2.3.1.5 and **Error! Reference source not found.**) or by stopping and restarting the VPOP3 software totally.

4.3.1.3 Windows NT/2000/2003 Password Integration

When running VPOP3 as a service it can check passwords entered by a user against their password in the Windows NT (or related operating system, such as Windows 2003, Vista, XP etc) user database. To use this facility, check the **Allow NT/2000 Passwords** box. When you do this, if a user tries to log in to VPOP3 with a password which doesn't match the one defined in VPOP3, VPOP3 will ask Windows if the username/password which the user has specified is a valid Windows login, and if it is, then VPOP3 will allow the user to log in.

By default VPOP3 will check the password against the Windows account with the same name as the VPOP3 username. If this isn't correct you can tell VPOP3 the Windows account name to use for each user - see section 4.2.3.4.3 for more details.

If you have VPOP3 checking Windows NT/2000 passwords, then you can optionally also set the **Cache NT/2000 Passwords** option. This is not usually recommended for security reasons, but it may be necessary if the verification of passwords with Windows is too slow. What this option does is if VPOP3 has to check a password with Windows, and Windows says that the password is correct, then VPOP3 will replace ITS password with the one that the user entered, so the next time the user enters the same password, VPOP3 will be able to check it itself rather than have to verify it with Windows. The disadvantage of doing this is that the Windows password

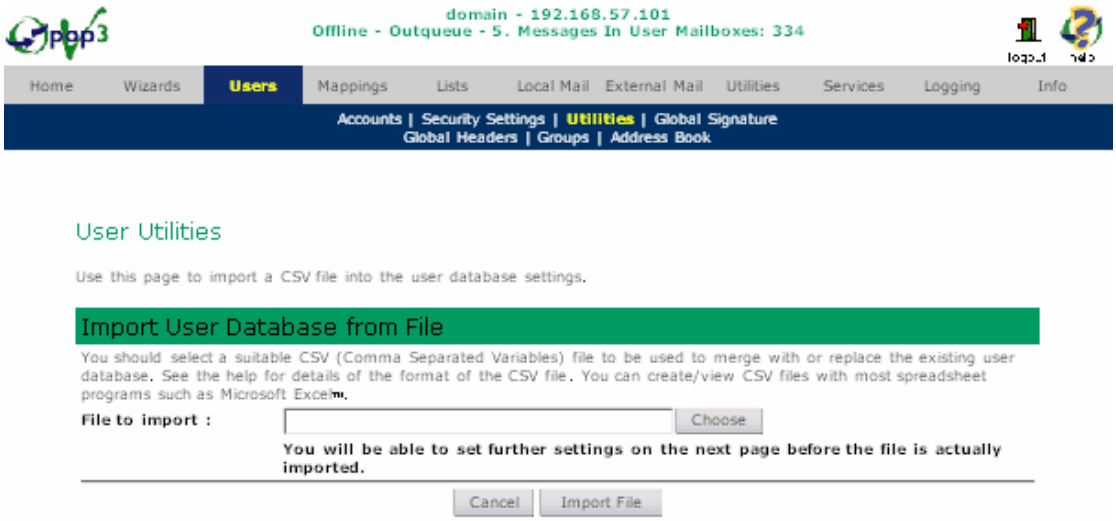
is now stored in the VPOP3 user database which is possibly less secure than the Windows user database, so there is a risk of the Windows passwords being compromised.

4.3.2 User Utilities

Todo

4.3.2.1 Import User Database from file

You can import users from a file by going to the **Users** -> **Utilities** page, and then pressing the **Import user database from file** button.

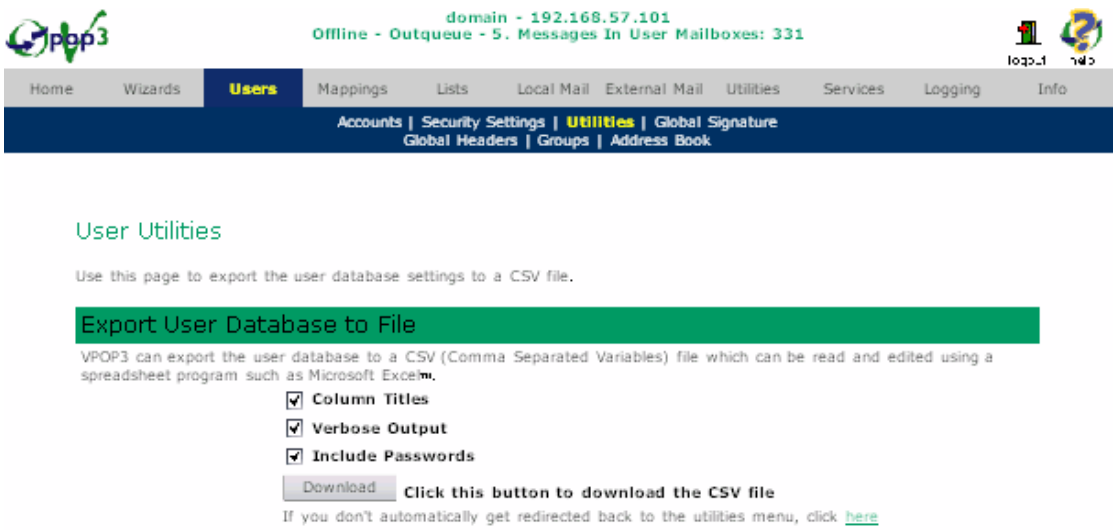


On this first page, select the file on your local PC that you want to import into VPOP3's user database. Then press **Import File**. Note that the file will not be imported into the user database just yet, you will have to select further options and confirm it first.

See section 4.3.2.2.1 for a list of the supported file formats.

4.3.2.2 Export User Database to file

You can export the VPOP3 User Database to a file by going to the **Users** -> **Utilities** page, and pressing **Export user database to file...**



The **Column Titles** option tells VPOP3 to write text titles to the start of the file, so that if it is read into a spreadsheet, the first row indicates the column contents. You should *always* use this option if you will be re-importing the user list at a later stage.

The **Verbose Output** option tells VPOP3 to write more information to the **CSV** file.

The **Include Passwords** option tells VPOP3 to write the passwords to the **CSV** file (**note** the passwords are stored in an encrypted form, so they cannot easily be read, but they can be re-imported into VPOP3 if necessary).

See here for a description of the **CSV** files generated by this option.

When you press the **Download** button, the exported file will be downloaded to your local PC where it can be opened by any software which understands CSV files, such as a spreadsheet or database program.

4.3.2.2.1 Exported User Database CSV Format

When the User Database is exported, it is stored as a **CSV** (**C**omma **S**eparated **V**ariables) file. This is a file which can be imported into a spreadsheet or database. The file is a text file with a single line per user. Each line can consist of various fields, each describing one of the characteristics of a user.

There are four possible formats when VPOP3 exports the user database.

- ***Not Verbose, No Passwords***

  This format is used if you choose "Not Verbose" and "No Passwords"

  There are two columns

  1. User Id
  2. Administrator flag (1 = admin, 0 = not admin)

  e.g.:

```
"User Id","Admin"
"paul",1
"fiona",0
"echo",0
"test",0
```

Note the first line, containing column titles, is optional.

- ***Not Verbose, Passwords***

  This format is used if you choose "Not Verbose", "Passwords"

  There are three columns

  1. User Id
  2. Administrator flag (1 = admin, 0 = not admin)
  3. Mangled password

  e.g.

```
"User Id","Admin","Password"
"paul",1,"FGIPTVIAUB"
"fiona",0,"POQZSIMLSP"
"echo",0,"GEWSGMHPSDFG"
"test",0,"GQWWEAYNSGWZ"
```

  Note the first line, containing column titles, is optional.

- ***Verbose, No Passwords***

  This format is used if you choose "Verbose", "No Passwords"

  There are thirteen columns:

  1. User Id
  2. Administrator flag (1 = admin, 0 = not admin)
  3. Internet reply to address
  4. Assistant
  5. Send Only to Assistant flag (1 = send only to assistant, 0 = send to user mailbox)
  6. Forward To address
  7. Use Forwarding address (1 = use address, 0 = ignore address)
  8. Comments
  9. In 'Everyone List' flag (1 = in Everyone list, 0 = not in Everyone list)
  10. Is Internet Mail Sending Allowed flag (1 = Internet mail allowed, 0 = not allowed)
  11. Is Incoming Mail Allowed flag (1 = Incoming POP3 mail allowed, 0 = not allowed)
  12. Monitor Messages flag (1 = Monitor messages, 0 = don't monitor messages)
  13. Maximum outgoing mail size (in kbytes)

- ***Verbose, Passwords***

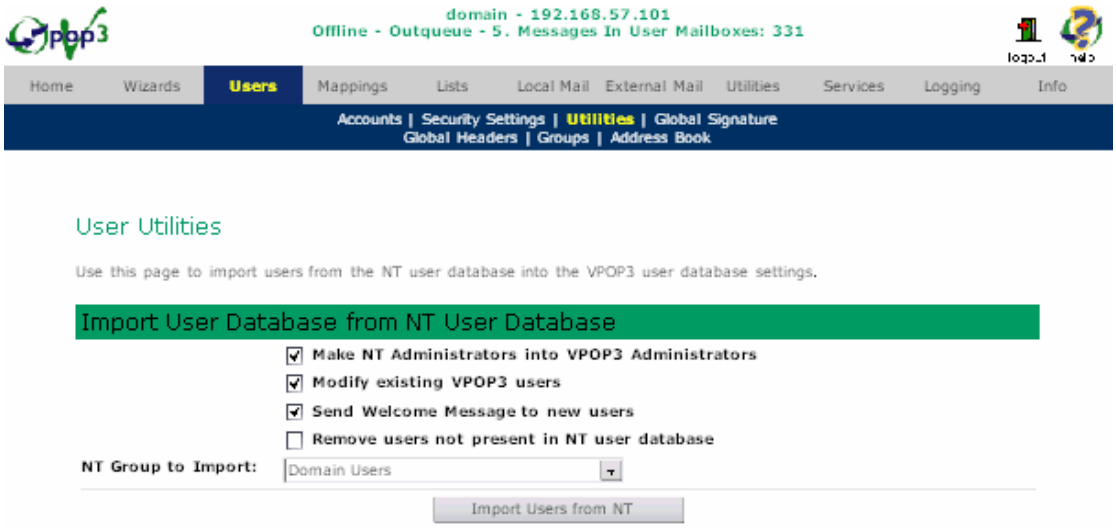
This format is used if you choose "Verbose", "Passwords"

There are fourteen columns

1. User Id
2. Administrator flag (1 = admin, 0 = not admin)
3. Mangled Password
4. Internet reply to address
5. Assistant
6. Send Only to Assistant flag (1 = send only to assistant, 0 = send to user mailbox)
7. Forward To address
8. Use Forwarding address (1 = use address, 0 = ignore address)
9. Comments
10. In 'Everyone List' flag (1 = in Everyone list, 0 = not in Everyone list)
11. Is Internet Mail Sending Allowed flag (1 = Internet mail allowed, 0 = not allowed)
12. Is Incoming Mail Allowed flag (1 = Incoming POP3 mail allowed, 0 = not allowed)
13. Monitor Messages flag (1 = Monitor messages, 0 = don't monitor messages)
14. Maximum outgoing mail size (in kbytes)

4.3.2.3 Import User Database from NT User Database

You can import users from an NT user database by going to the **Users** -> **Utilities** page, and then pressing the **Import user database from NT** button.



This facility is only available if VPOP3 is running on a Windows NT/2000/XP/2003 computer. It will read through the NT user database and create or modify the VPOP3 user list according to the NT user database.

The settings which are set according to the NT database are:

- User Name This is the same as the NT username, but any spaces are converted to underscores ("_")
- Administrator This is optionally set to the same as the NT administrator status.
- First/Last name The global address book setting for this user is set to the NT full name setting

You can tell VPOP3 to only import a specific group of users by choosing an NT user group from the drop-down list.

Note that passwords are **not** imported. This is a necessary limitation because NT does not allow other programs to find out what a user's password is (for obvious reasons!). If VPOP3 is running as an NT Service, you can turn on the **Allow NT Passwords** option on the **Users** -> **Security Settings** page to allow the NT passwords to be used by VPOP3 users.

This **Import** facility sets all the new users' passwords to be "**password**", so they should be changed as soon as possible either by the administrator, by the **Web Mail** interface or by logging onto the **Password Server**.

4.3.2.4 Bulk Add Users

Todo

4.3.2.5 Edit Welcome Message sent to new users

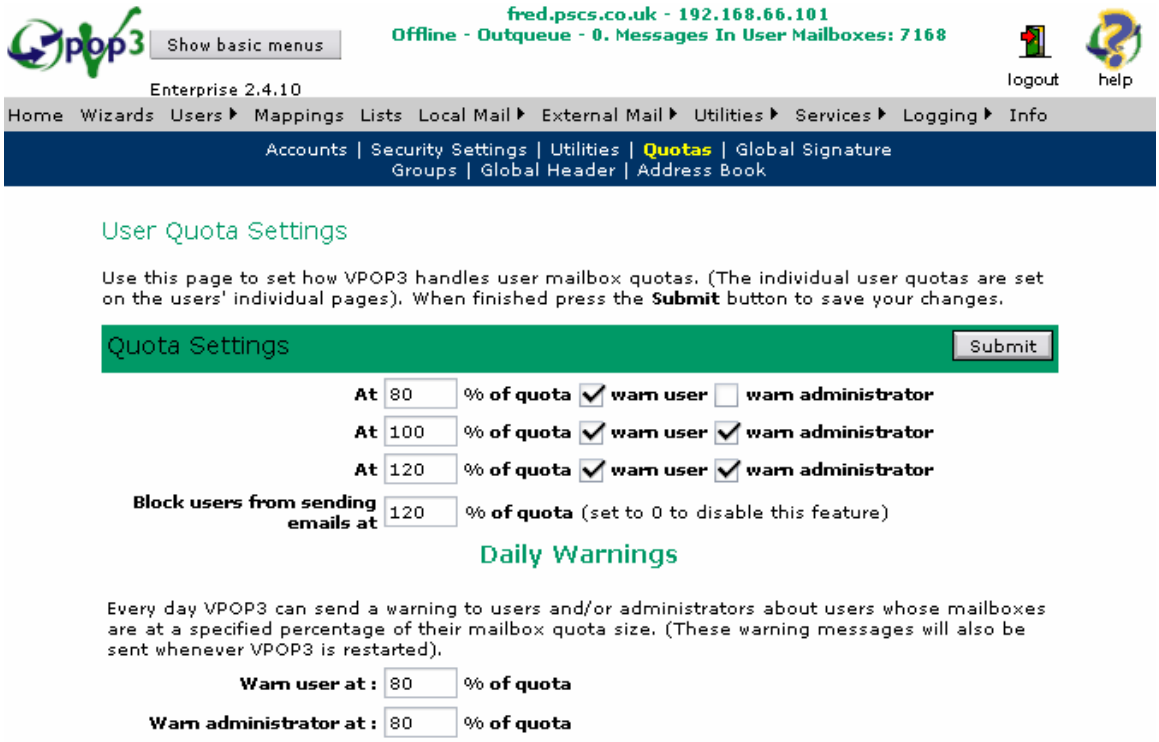
Todo

4.3.2.6 Send a message to a group of users

Todo

4.3.3 Quotas

VPOP3 can be configured to have a mailbox ‘quota’ for each user (see section 4.2.3.3.3). The Quotas page lets you tell VPOP3 how to treat these quotas.



Note that VPOP3 will NEVER refuse to accept a message because the user's mailbox is over quota. A design decision was made that it was important that incoming messages are never lost.

4.3.3.1 Quota Settings

You can set 3 warning thresholds for the quota manager. When a mailbox size passes a threshold, VPOP3 will optionally send a warning to either the user, the VPOP3 main administrator, or both. So, in the above example, VPOP3 will send a warning to the user when that user's mailbox reaches 80% of the quota size, and at 100% and 120% of the quota size it will send a warning to both the user and the administrator.

You can also tell VPOP3 to block a user from sending messages when the mailbox size reaches a certain percentage of the quota size. In this example, the user cannot send any more messages once the mailbox is at 120% of the quota size. This will hopefully encourage the user to delete some messages in their mailbox to allow them to send messages, whilst not causing any incoming messages to be lost.

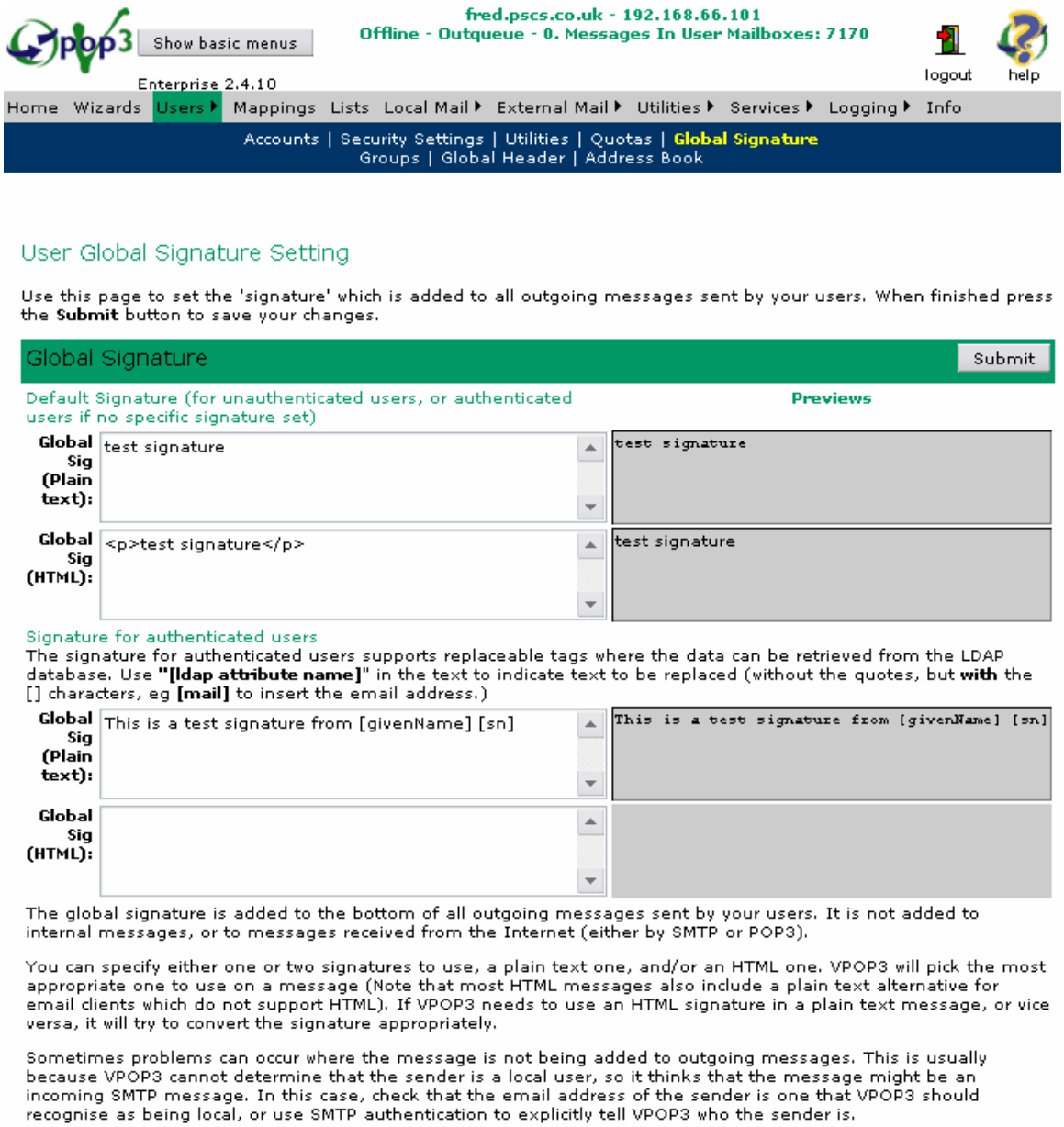
4.3.3.2 Daily Warnings

As well as sending messages when the mailbox size passes a threshold defined above, VPOP3 can send messages to users and/or administrators daily if a mailbox size remains at a certain proportion of the quota size. These thresholds are set in the **Daily Warnings** section of the Quota Settings page.

4.3.4 Global Signature

VPOP3 lets you add a 'global signature' or footer to the bottom of all outgoing messages. This is often used for a disclaimer, or information such as company registration details to meet legislation requirements. However, lengthy footers on all outgoing messages (more than 3 or 4 lines) are generally frowned upon, and many

legal experts think that disclaimers or confidentiality statements in email footers have limited if any significance, so just serve to annoy the recipient of the message.



4.3.4.1 The different types of signature

VPOP3 has four different possible signatures you can define, split into two groups.

If a user's email software logs in to VPOP3's SMTP service before sending a message (rather than using an anonymous session), VPOP3 will use the 'Signature for authenticated users' signature if one is defined. Otherwise it will use the 'Default Signature'.

Note that VPOP3 will only add the signature to outgoing messages. It will not add the signature to incoming or internal messages, *or* to messages that VPOP3 thinks it is relaying on behalf of another server. That means that if VPOP3 does not think the sender is a VPOP3 user, it will not add the signature. In some unusual configurations

this can cause the signature not to be added when you may wish it to be – in this case the normal solution is to use SMTP authentication when sending your messages if possible.

Each type of signature has two possible forms, a plain text form and an HTML form. When you send a message it will usually either be in plain text or HTML (and, often, HTML messages will have a plain text version 'invisibly' added so that recipients whose email software cannot understand HTML can show the plain text version). You can specify either one or the other, or both forms of signature to use. If you only specify one form, VPOP3 will attempt to automatically generate the other form of signature if necessary.

When specifying the HTML signature, you should specify it as an HTML fragment (without <HTML>, <BODY> tags etc). There is currently no rich-text editor for defining the signature. Note that you cannot embed images in the signature, but you can use <IMG> tags to load a signature from your website, for instance, but some email clients may not show these images in case they are inappropriate.

4.3.4.2 "Default Signature"

To specify the default signature, simply enter the plain text and/or HTML versions in the relevant boxes. When you press Submit a preview of the signature will be displayed in the grey-background box to the right of the entry box. This is most useful for testing HTML signatures.

4.3.4.3 Signature for authenticated users

When specifying the signature for authenticated users you have more flexibility. Now, you can specify details to be replaced with attributes from the VPOP3 address book (see section 4.2.3.6) for this user.

To do this, you specify the LDAP attribute name in square brackets. For instance the text 'This email is from [givenName] – [mail]' might appear in the email as:

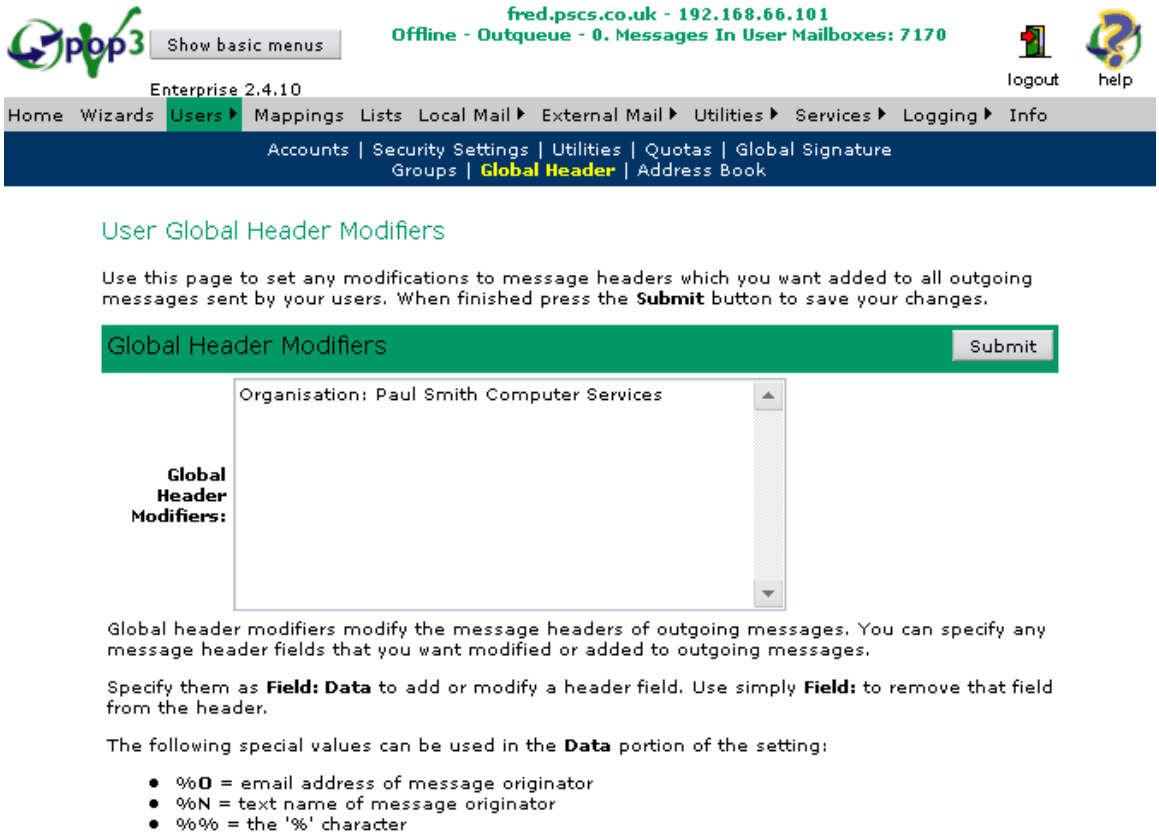
This email is from Fred – fred@company.com

Some useful LDAP attributes are:

- givenName
- surname
- telephoneNumber
- facsimileTelephoneNumber
- mail (email address)
- c (company name)

4.3.5 Global Headers

The Global Headers page lets you specify email header modifications to be used on all outgoing messages.



To add or modify a header field, you can specify it as something like:

Organisation: Paul Smith Computer Services

This will add an ‘Organisation’ field to the message header if there isn’t already one, or modify the existing one if there is.

To remove a header field, you specify it as something like:

Organisation:

You should take care when using this facility, as it is possible to make your messages unreadable to the recipient if you use it incorrectly.

4.3.6 Groups

User **Groups** are a method of grouping users with similar characteristics together.

You can tell VPOP3 to change a group's settings in one easy step, thus changing the settings of all the members in that group.

4.3.6.1 What settings can be assigned to groups

A group has a subset of the user settings which may be applicable to more than one user.

- Administrator
- Put User in 'Everyone' List
- Allow Sending of Internet Mail
- Allow Receiving of Internet Mail

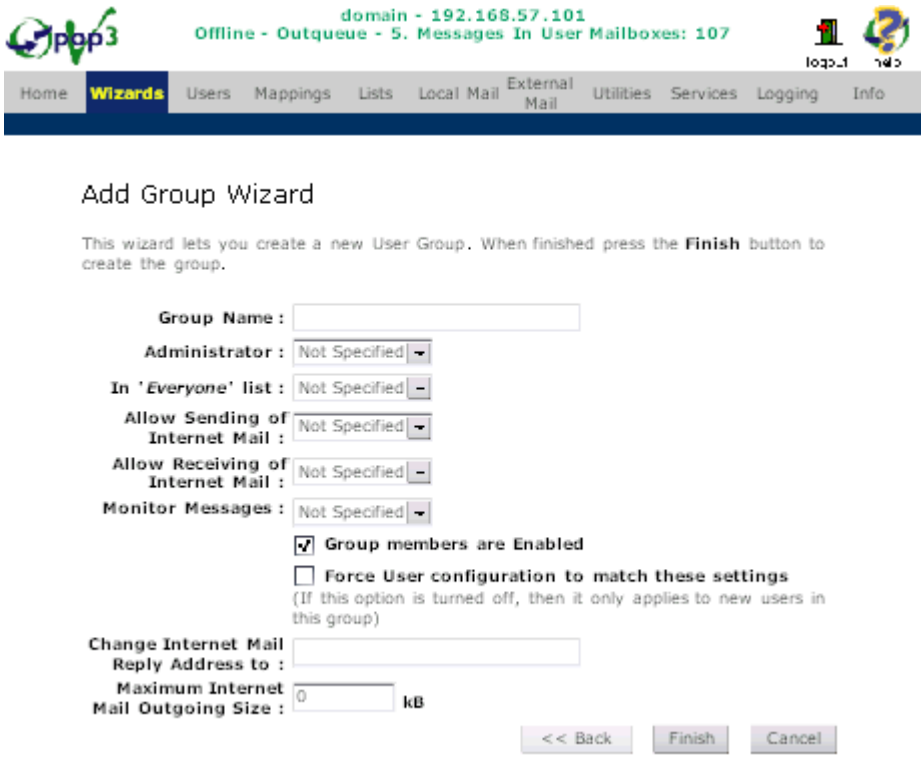
- Monitor Messages
- Enabled (This allows the administrator to enable/disable an entire groups access to email at once)
- Change Internet Mail Reply Address To
- Max Internet Outgoing Message Size

With some of these settings, the Group setting overrides the user setting, with other settings it's the other way around.

See below for details on how the Group settings apply.

4.3.7 Add Group wizard

You can define a new user **Group** by going to the **Users** ➔ **Groups** page and pressing **New**, this will take you to the Add Group wizard.



A **group** is a way of giving a group of users the same characteristics easily. When you create a new group, you first of all have to give it a name. This cannot be the same as the name of an existing user or list. Then you specify the properties for that group:

4.3.7.1 Administrator, In 'Everyone' list, Allow Sending of Internet Mail, Allow Recieving of Internet Mail, Monitor Messages

These settings can be **On**, **Off** or **Not Specified**.

- **On** - In this case all group members always have the setting enabled
- **Off** - In this case all group members always have the setting disabled
- **Not Specified** - In this case all group members have the setting set individually

If **Force User Configuration to Match these Settings** is enabled, then these user settings cannot be changed. If it is disabled, then the group settings are just the initial user settings, and each user's settings can be changed individually if desired. If the **Force...** option is turned off, any changes made to the group settings only apply to new group members created after the group setting changes have been made. Any existing group members do not have any changes made to their settings.

4.3.7.2 Enabled

If this option is ticked then the user acts as normal, if it is not ticked then the user will not be able to access their mailbox.

4.3.7.3 Change Internet Mail Reply Address To

If there is a user setting, then that will take precedence.

If there is no user setting, then the group setting takes precedence as below:

- If you put a normal email address as the group setting, then that is the Internet Reply Address
- If you specify an address like ***@domain**, then VPOP3 will substitute the username in the place of the *.

E.g. if the group setting is:

louise@acme.com

then the Internet Reply Address for all users in this group will be:

louise@acme.com

If the group setting is:

"*" <louise@acme.com>

then the Internet Reply Address will be different for each user - user **helen** will have a reply address of:

"helen" <louise@acme.com>

This facility can be very useful when using the **Single Email Address** routing method.

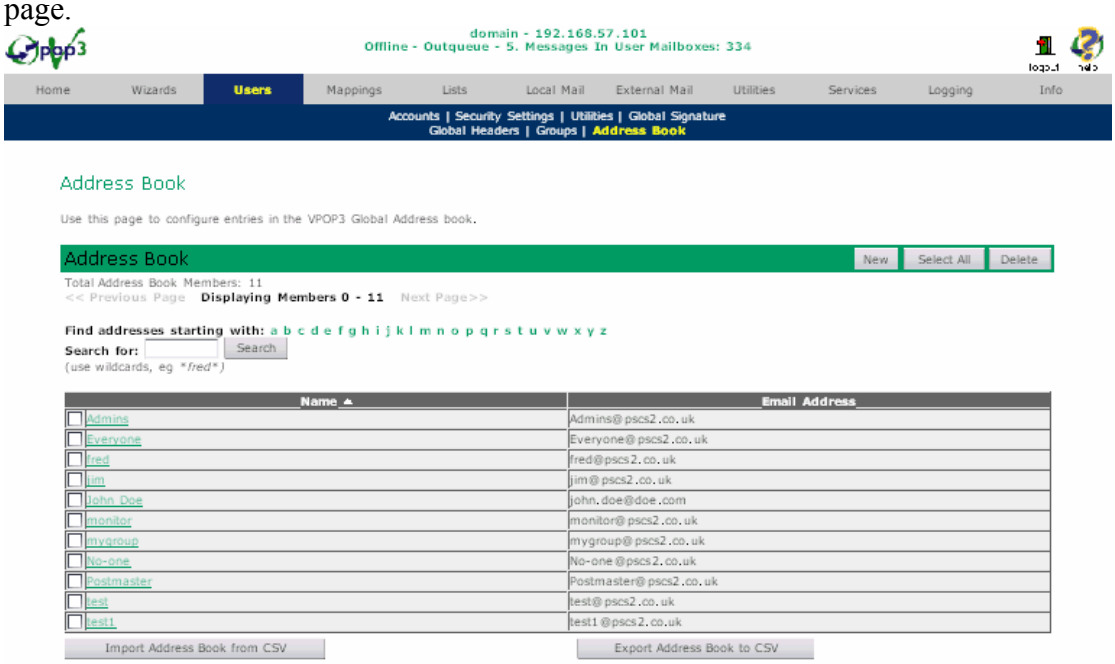
4.3.7.4 Max Internet Outgoing Mail Size

If the user setting is set to a value other than 0 (zero) then the user setting will take precedence, otherwise the group setting takes precedence.

4.3.8 Address Book

VPOP3 has a global address book which is accessed through the LDAP server in VPOP3. See section 11.4 for more details

To maintain the VPOP3 Global Address Book, go to the **Users** -> **Address Book** page.



This list shows the entries in your address book with their 'Display Name' and their email address shown.

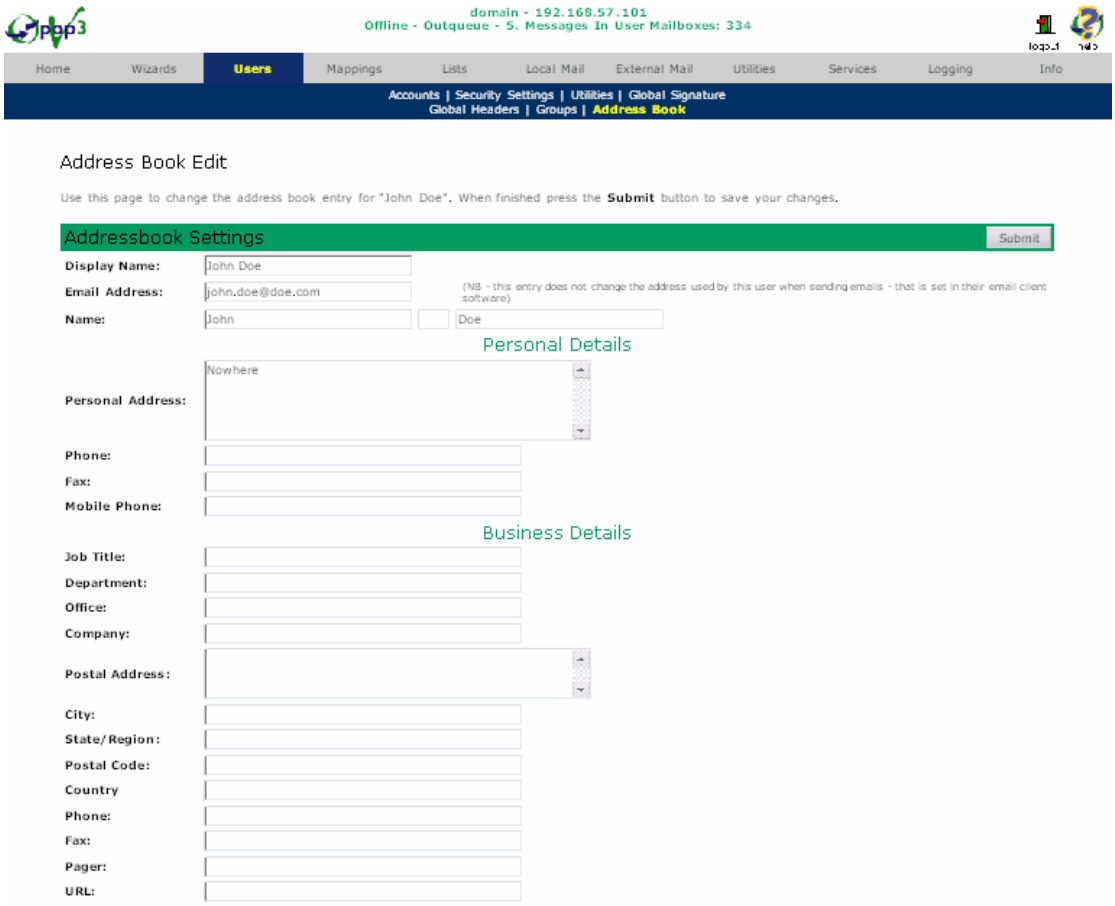
You can create new entries by pressing the **New** button, edit existing entries by clicking on the display name or remove entries by checking the box next to the display name and pressing the **Delete** button.

See section 4.3.8.1 below for details about entering the details for an address book entry.

You can also import or export the external address book into a CSV file which can be edited using many spreadsheet or database programs. See section 4.3.8.2 for more details.

4.3.8.1 Edit Address Book entry

When you create or edit an Address Book entry you will be shown a page for the details for the entry you are maintaining.



You can leave any boxes blank that you wish, except for the **Display Name** and **Email Address** boxes.

4.3.8.2 Importing/Exporting External Address Book entries

You can import or export the VPOP3 External Address book entries to a CSV file. This is a text format file which can be created or read by most spreadsheet or database programs.

You import or export the external address book by going to the **Users** -> **Address Book** page, and pressing the **Import Address Book from CSV** or **Export Address Book to CSV** button as appropriate.

4.3.8.3 Address Book CSV File Format

CSV (Comma Separated Variable) files can be created by many programs such as spreadsheet and database programs.

The general format of a CSV file is that each 'record' is on a new line, and each 'field' is separated from the next by a comma. Text fields are surrounded by quotes (").

The External Address Book Import/Export file format is that the first line is the header line containing the LDAP attribute names for the data in each column.

The following column names are used:

- **cn** 'Common Name' or 'display name'
- **mail** Email address
- **title** Job Title
- **givenname** First name
- **sn** Surname/Last name
- **physicaldeliveryofficename** Business office name/number
- **department** Business department
- **URL** Business web URL
- **postaladdress** Business post address
- **l** (letter 'L') Business 'Location' (city)
- **st** Business State (region)
- **postalcode** Business Postcode/Zip code
- **c** Business Country
- **co** Business Company Name
- **telephonenumber** Business Telephone number
- **officefax** Business Fax number
- **officepager** Business Pager number
- **mobile** Mobile telephone number
- **homepostaladdress** Home post address
- **homephone** Home telephone number
- **facsimiletelephonenumber** Home Fax number

All the data from each line in the CSV file will be imported as a new External address book entry, with the data from the each column being entered in the appropriate place in the address book.

The simplest way to work out how CSV files work is to create a few entries in the address book manually, then **Export** it to a CSV file which you can load into your spreadsheet or database program for editing.

4.4 Remove the Postmaster User

To remove the **Postmaster** user you need to perform the following steps:

1. Create another VPOP3 user who has administrator rights.
2. Log out of the VPOP3 Settings and log back on as this new user.
3. Go to the **Utilities** -> **Admin** Page and change the **Main Administrator** to this new user instead of **Postmaster**.
4. Go back to the **Users** Page and remove the **Postmaster** user.
5. You should also go to the **Mappings** Page and create a **Mapping** of **Postmaster** -> **<your administrator>**

The last step should be performed when you have your own email domain because the **Postmaster** email address should always exist.

5 Mappings

Mappings are a type of 'alias'. They let you specify that certain email addresses are to be sent to a specific user or list, or are email addresses for remote users (see section 5.5).

As well as managing mappings from the **Mappings** page in the settings, you can also manage mappings for a specific user from the **Users → Alias** pages (see section 4.2.3.5)

You can use VPOP3 without explicitly creating any mappings, as VPOP3 will automatically send mail for **username@valid_domain** to the user called **username**. You use mappings if this default behaviour is not what you want.

5.1 About Mappings

A mapping essentially has three parts to its settings:

1. The email address
2. The target
3. When the mapping is to be used

When we write how a mapping should be defined, we usually show it as:
<email address> → <target>

For instance: **sales → fred**

5.1.1 The Email Address part

The email address part of a mapping tells VPOP3 what email address this mapping should match.

There are three basic ways to specify an email address in a mapping:

- **username** – this matches <username>@<any valid domain>. For mail received via a POP3 In Mail method, a "valid domain" is any domain specified in the **Accepted Domains** setting (see section 6.3.6). For all other mail, a "valid domain" is any domain specified in the **Local Domains** setting in the Local Mail settings (see section 12.1)
- **username@domain** – this only matches the exact email address specified
- **"~"@domain** – this matches any unrecognised email address at the specified domain

For the **username** and **username@domain** styles of email address you can use **?** and ***** as DOS style wildcards.

For instance:

- ***@company.com** will match any email address in the "company.com" domain
- ***@*.company.com** will match any email address in a subdomain of the "company.com" domain

- **Fred.*@company.com** will match any email address in the "company.com" domain which starts with "Fred."
- **Fred.???@company.com** will match any email address in the "company.com" domain which starts with "Fred." and then has three more characters

You can have several mappings with the same email address (or different wildcard email addresses which match the same email address) and different targets, and they will all be used. You can even have a mix of **username** and **username@domain** mappings and they will all be used.

~@domain mappings will not be used with other mappings because the existence of another matching mapping will mean that the email address is recognised, so the **~@domain** email address won't match.

5.1.2 The Target Part

The target of a mapping is usually simply the email address, group or list which messages which match the mapping's email address will be sent to.

The exception is the ***REMOTE** mapping target. See section 5.5 for more details on this.

5.1.3 When the Mapping is to be used

The final part of a mapping's definition is when the mapping is to be used.

5.1.3.1 Always

For the vast majority of cases, this will simply be '**Always**' which means that the mapping will be used to check against the recipient of all incoming and locally sent mail. For instance, if there is a mapping of **sales → fred**, you will usually want all emails addressed to 'sales@your.domain.com' to be sent to 'fred', whether they are incoming messages or messages sent by users on your network.

There are three other options to tell VPOP3 when a mapping is to be used:

5.1.3.2 Incoming POP3 mail only

With this option, VPOP3 will only use this mapping on messages it has downloaded from an ISP's POP3 mailbox. You can specify this further so that it will use the mapping either on messages from *any* In Mail setting, or only messages from one specific In Mail setting. (see section 6.3 for details of In Mail settings)

If you choose to specify that a mapping is only for a specific In Mail setting, you can specify the mapping more than once so that you could have the same mapping working with several, but not all, In Mail settings.

5.1.3.3 Incoming SMTP and outgoing mail only

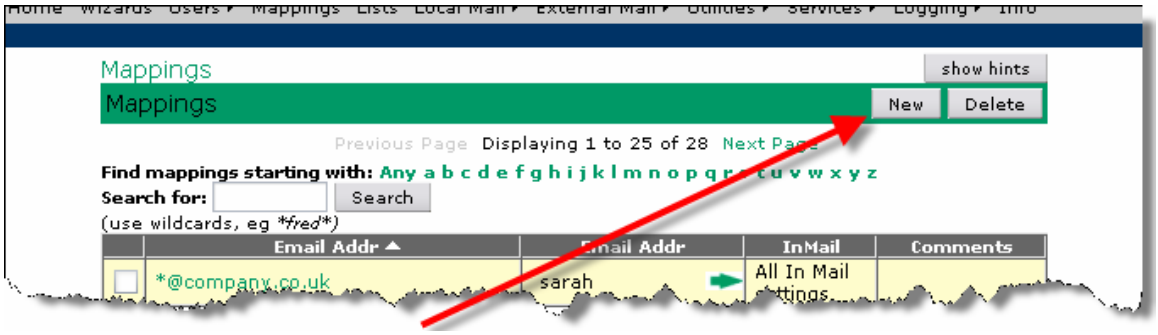
With this option, VPOP3 will only use this mapping on messages that arrive at VPOP3 using SMTP. This is either incoming SMTP messages, or messages sent by local users.

5.1.3.4 Check the sender's address instead of the recipient's address

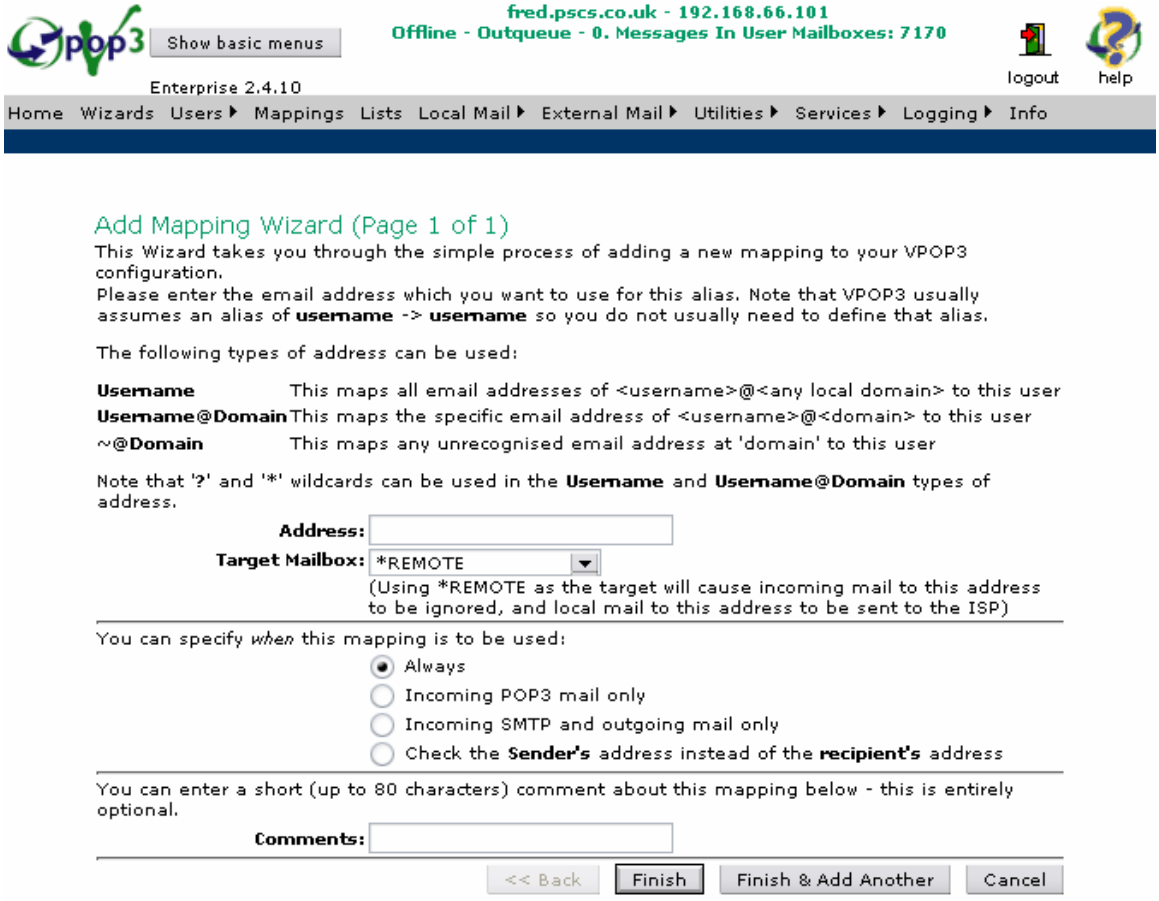
This option is the odd-one-out. With this option VPOP3 will check the *sender's* email address rather than the recipient's email address. This can be useful if you want all messages from a particular person to go to a specific user, regardless of who the message is actually addressed to.

5.2 Adding a Mapping

To add a mapping, go to the **Mappings** page in the settings, and press the **New** button above the mappings table.



This will open the **Add Mapping Wizard** which is simple to use once you understand the details from section 5.1. Most of the page is simply describing the same as you have read here.



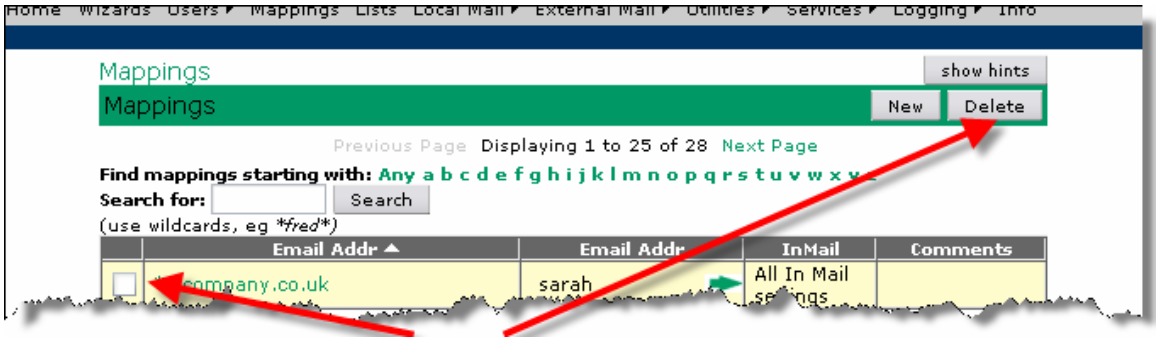
Enter the mapping's email address, select the mapping's target and specify when the mapping is to be used (if you want to choose a specific In Mail method to use for the mapping, then you need to do that after you have added the mapping). You can also

optionally enter a comment for the mapping to help with server maintenance in the future.

Then, simply press **Finish** if this is the only mapping you want to add, or **Finish & Add Another** if you have more mappings to add – that's all there is to it.

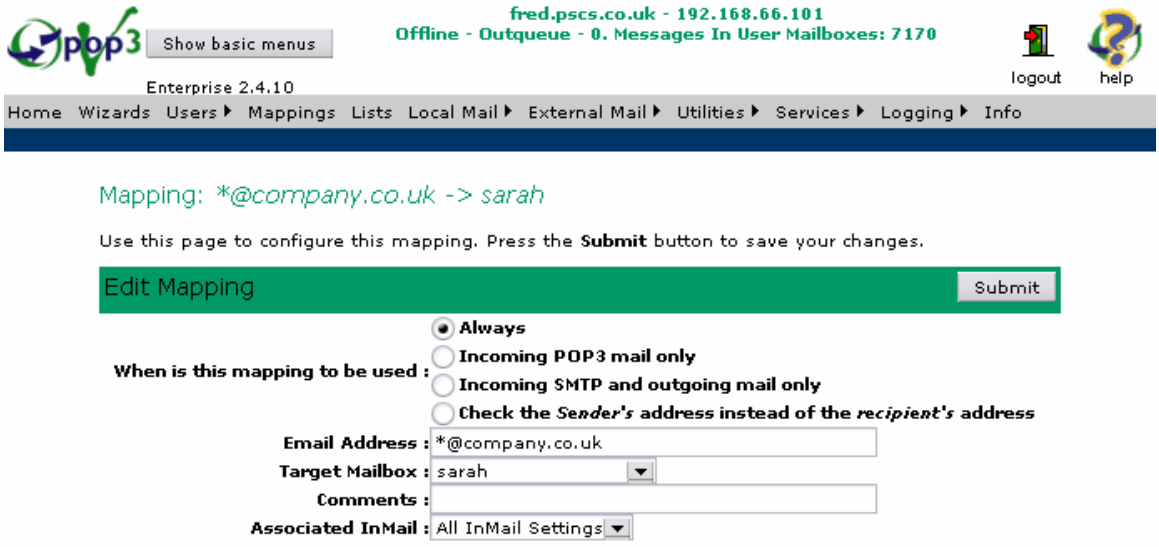
5.3 Removing a Mapping

To remove a mapping, go to the **Mappings** page, check the box next to the mapping(s) you wish to delete and press the **Delete** button.



5.4 Editing a Mapping

To edit a mapping, go to the Mappings page, and click on the entry in the **Email Addr** column for the mapping you wish to edit.



This lets you edit the mapping's settings as described above in section 5.1.

5.5 Remote Users

Often it is necessary to have certain addresses which would normally be local, actually being remote.

For instance, you may have a domain **widgets.com**, now, most people **@widgets.com** are at your site, but you may have certain users (e.g. **karen**) who are at a different site.

Because you will have specified the **Local Domains** (see section 12.1) as including the **widgets.com** domain then VPOP3 will try to send mail to **karen@widgets.com** to

a local user called **karen**. Since **karen** is not really a local user, an error will be generated when a message to **karen@widgets.com** is sent.

To get around this problem, you would create a VPOP3 mapping of **karen** to the ***REMOTE** pseudo mailbox. This tells VPOP3 that mail to a local name of **karen** exists, but is actually remote, even though it appears to be local, so VPOP3 will queue that message to be sent to the ISP instead of trying to send it locally. So, now, you can have users with the same email domain but in different locations.

Also, if VPOP3 downloads a message to a user called **karen** it will simply ignore the message (if it's CCed to other users as well, then they will still receive their copy).

Also, on the **Utilities → Admin Settings** page (section **Error! Reference source not found.**), you can tell VPOP3 to treat *all unrecognised users* as if they have a ***REMOTE** mapping. This can be useful if you have several copies of VPOP3 using the same domain. See the example below.

Note that somewhere (either one copy of VPOP3 or your ISP) has to know all the email addresses which are valid, or you could lose messages without a trace.

If you want to set up any Autoresponders or further distribution/mailing lists, it is recommended that you manage them at the main office (*office 1* in the below example) and have mappings of those Autoresponder/list names to ***REMOTE** at any other offices, to mean that messages to those addresses are ignored by sites apart from the main office.

Also, if you have set the VPOP3 **In Mail** setting to **Use Download Rules** (see section 6.3.2), VPOP3 will automatically *not* download any messages which are only for remote users, but it will download messages which are for local users or for a mixture of local users and remote users.

5.5.1 Example

If you have 4 users in two offices, **Sue** and **James** in *office 1* and **Philip** and **Karen** in *office 2*, then, first of all, it is best to arbitrarily designate one office as being the 'main' office as far as your email configuration is concerned (it is probably best for the 'main' office to be the one where your 'technical' person is based). For this example we will say that *office **1*** is the 'main' office. We will also say that **Sue** is the technical person, and that the email domain is **bobble.com**

You will need two configurations:

Office 1

This should have the following configurations

A user called **sue**

A user called **james**

A *mapping* of **philip** to ***REMOTE**

A *mapping* of **karen** to ***REMOTE**

Office 2

This should have the following configurations

A user called **philip**

A user called **karen**

On the **Utilities → Admin Settings** page (section **Error! Reference source not found.**) you should have **Treat as *REMOTE** for "What VPOP3 should do with messages to unrecognised users". Note you should *NOT* have this setting in Office **1**, otherwise badly addressed messages will simply disappear without trace!

5.6 Import Mappings

You can import a CSV file into VPOP3's Mappings. To do this, go to **Mappings** in the VPOP3 settings, and press the **Import Mappings from CSV** button at the bottom of that page.

You will be asked to select the file from your computer which you want to import, and whether you want to delete all existing mappings before importing the file.

The imported file must be a valid CSV (Comma Separated Variables) file with two fields per line, the first is the **external email address** and the second is the VPOP3 mailbox name.

5.7 Export Mappings

You can export the VPOP3 Mappings to a CSV file. To do this, go to **Mappings** in the VPOP3 settings, and press the **Export Mappings to CSV** button at the bottom of that page.

This will download the mappings in a CSV file to your PC through the web browser.

Note that Export/Import is **NOT** the recommended way to copy mappings to a new PC. See section 7.4 for details on how to do that.

5.8 Disabling Default Mappings

As previously mentioned, VPOP3 will usually automatically send messages addressed to **username@valid_domain** to the user called **username**. Usually this is what you want.

However, there are some situations where this is not desirable; for instance if you have multiple different companies sharing the same VPOP3 server. In this case, you can disable the default mappings which VPOP3 uses, so that VPOP3 will only use explicitly created mappings.

To do this for locally sent mail and incoming SMTP mail go to **Local Mail → General** in the VPOP3 settings and check the **Disable default user → user mappings for local/incoming SMTP mail** option.

To do this for incoming POP3 mail, go to the relevant **External Mail → In Mail** settings, and press the **Configure Routing Options** button. In there check the **Disable default user → user mappings** option.

6 External Mail

The **External Mail** section in the VPOP3 settings tells VPOP3 how to manage sending/receiving email to/from the outside world.

There are five sections in External Mail: Connection, In Mail, Out Mail, Connection Schedule and Newsgroups. These are described in the following sections.

6.1 About Connections, In Mail and Out Mail

One of the frequent causes of confusion with VPOP3 is the relationship between **Connections**, **In Mail** and **Out Mail**.

This confusion is because the VPOP3 scheme isn't as limiting as normal email software. It allows great flexibility for when you have several Internet provider accounts.

6.1.1.1 In basic terms:

- A **Connection** is a method VPOP3 uses to connect to the Internet.
- An **In Mail** method tells VPOP3 how to collect incoming email. These can be linked to one or more **Connections.**
- An **Out Mail** method tells VPOP3 how to send outgoing mail. For each **Connection** there is a corresponding **Out Mail** configuration. This is because many ISPs are now implementing anti-relay filters which prevent you sending outgoing mail through them unless you have dialed into their modems.

6.1.1.2 Note

Whenever VPOP3 connects to a **Connection**, it will process the associated **Out Mail** configuration, and all **In Mail** configurations which are linked to this **Connection** before disconnecting. It will usually do both **Out Mail** and **In Mail** actions at the same time.

6.1.1.3 Example

Let us say that you have two Internet provider accounts.

- You will typically tell VPOP3 about these two accounts by creating two **Connection** entries, one for each ISP. These will tell VPOP3 how to connect to the Internet using each of those dial-up accounts.
- For each of these **Connection** entries, you will create a corresponding **Out Mail** entry, which tells VPOP3 how to send outgoing mail when it is connected to one or the other of these dial-up account.
- You will also typically tell VPOP3 about these two accounts by creating two **In Mail** entries, one for each ISP. These will tell VPOP3 how to collect your email from both of those Internet email accounts,

The simplest thing to do is to simply tell VPOP3 to link the ISP1 **In Mail** configuration to the ISP1 **Connection**, and the ISP2 **In Mail** to the ISP2 **Connection**. However, if you do that, then to collect email from both ISP1 and ISP2, VPOP3 will have to make two dial-up connections to the Internet, which will be slow and costly.

Instead, you can tell VPOP3 to link the ISP1 **In Mail** connection to **BOTH Connections**, and similarly with the ISP2 **In Mail** configuration. Most Internet providers allow you to have access to your POP3 mailboxes from anywhere on the

Internet, so VPOP3 can easily access the ISP1 POP3 mailbox when it is connected to the Internet using ISP2.

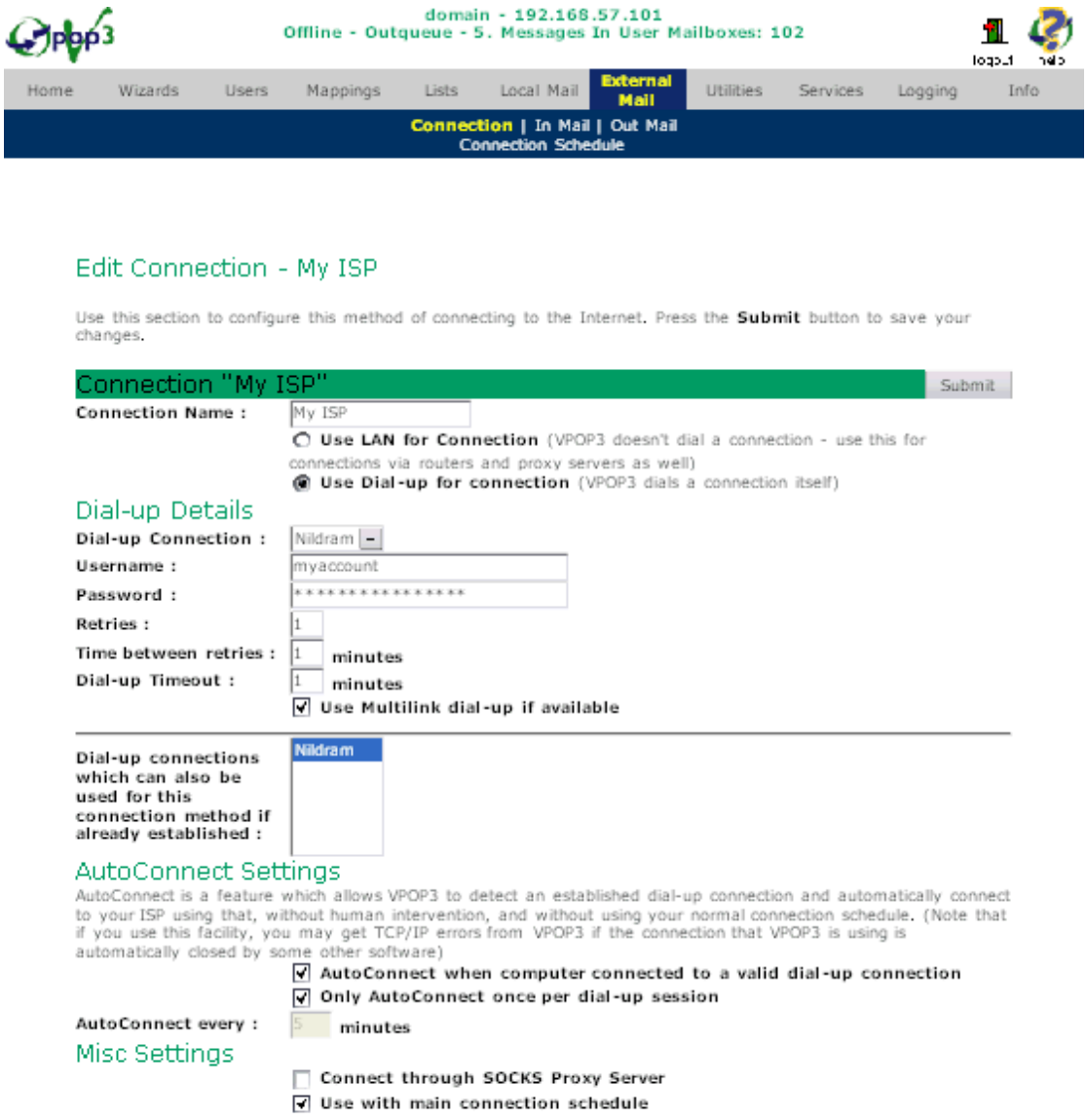
When you do this, then you can tell VPOP3 to either connect using ISP1 or to connect using ISP2, in either case it will collect mail from both your ISP mailboxes.

6.2 Connection Setting Page

The **External Mail** -> **Connection Settings** page tells VPOP3 how to connect to the Internet (or remote network). VPOP3 supports two methods, which actually cover the vast majority of possible connection methods. The simplest way is via a LAN connection, but you can also use a Dial-up Connection. These two connection methods cover all standard connection methods from analogue modem, through ISDN, xDSL, to leased lines and other dedicated connections.

You can define up to 10 connection methods (except in the VPOP3 Home User licence where only 1 connection method is allowed)

Read about the relationship between **Connections**, **In Mail** and **Out Mail**.



To add/remove Connection methods, use the **External Mail** -> **Connection** Selection page.

Each Connection method has a name. This name will be used if VPOP3 reports any errors when using the configuration, but it does not have any real significance - so it is impossible to set the '**Connection Name**' to an incorrect value. To make it easier to keep track of which configuration is which, it is best to use a meaningful name, such as the ISP name.

You should first of all choose either a **LAN connection** (in which case many of the other fields are disabled) or a **Dial-up connection**. As a rule of thumb, use **Dial-up connection** if you connect to the Internet using the Windows Dial-up networking facilities, otherwise use **LAN connection**.

6.2.1 Defining the Dial-up connection

If you choose to use a dial-up connection method in VPOP3, you need to enter information in the following fields:

- **Dial-up Connection** This will contain a list of all the Dial-up connections which are defined on your computer. Choose the one you wish to use for this Connection method.
- **User Name**. This is the user name you use for connecting using the dial-up connection you have chosen.
- **Password**. This is the password you use for connecting using the dial-up connection you have chosen.
- **Retries** This defines the number of times you want VPOP3 to try and establish a dial-up connection.
- **Interval** This lets you specify the time in minutes before VPOP3 will retry a connection. This is useful if VPOP3 will be sharing a modem with some other software (e.g. a fax server).
- **Timeout** This is the number of minutes that VPOP3 will wait before cancelling a dial-up connection which isn't connecting properly. (Note, this does *not* allow VPOP3 to drop an idle RAS connection once it has been established properly. To do that, you will need to use the **Socket Timeout** entries on the **Network Tweaks** Page).
- **Use Multilink dial-up** If VPOP3 is running on Windows NT, 2000, XP or 2003 then Windows is capable of linking two dial-up connections together to make a faster connection. Turning on the **Use Multilink RAS** option will enable that facility. (Note that this will probably be charged as two telephone calls by your telephone provider, so may be more expensive than a single call, especially if minimum call charges apply)

6.2.2 Alternative dial-up Connections

The **Dial-up Connections which can also be used if established** list contains a list of all the Dial-up connections which are configured on your computer. You should select any entries on this list which relate to alternate connection methods to your ISP. If VPOP3 is going to use this **Connection** method, and one of the selected dial-up connections is already active, then VPOP3 will use the active dial-up connection instead of trying to establish a new connection. You should ideally only specify those dial-up connections which link to the same ISP, NOT to other ISPs (create other **Connection** methods to connect to other ISPs).

6.2.3 AutoConnect settings

VPOP3 has a feature where it can sense a dial-up session being set up by some other software or manually, and use it if possible for collecting and sending mail. This feature is called '**AutoConnect**'

AutoConnect is enabled if you check the **Auto Connect when computer connected to valid dial-up connection** box. When it is enabled VPOP3 will periodically check the connections selected in the list of **Dial-up Connections which can also be used if established** (see above) to see if they are active. If so, then VPOP3 will connect to the appropriate mail servers automatically.

There are two further settings for AutoConnect:

1. **Only AutoConnect once per dial-up session.** This means that VPOP3 will only connect to the Mail Server once, when it first senses that a dial-up

session has been established. It will then not connect again, until the dial-up session has been dropped and re-established.

2. **AutoConnect Period**. This specifies the number of minutes between the times when VPOP3 collects mail using the AutoConnect feature.

NOTE. The use of Auto Connection can lead to the automatic timeout disconnection feature of dial-up networking or your modem not working, and therefore if you leave an Internet connection running for a long time, expecting it to disconnect after (say) 20 minutes of idle time, you may be disappointed (and get a big telephone bill).

If VPOP3 is collecting mail every 5 minutes, the RAS connection will never get chance to be idle for 20 minutes! If you want to use automatic disconnection, it is probably best to check the **Auto Connect once per dial-up session** box.

6.2.4 Other Settings

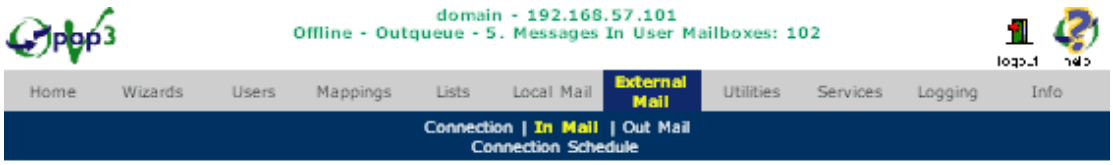
The **Connect Through SOCKS Server** box lets you specify that you want this **Connection** method to be via the SOCKS server specified on the **Utilities** -> **Misc** Settings Page.

The **Use with main connection schedule** box lets you indicate that this should be used when a simple schedule action is triggered.

6.3 In Mail Settings Page

The **External Mail** -> **In Mail** page tells VPOP3 how to download mail from your ISP (or other external mail source). You can have as many of these as you want (except in the **Home User** licence version which allows a maximum of 5 In Mail methods)

If you haven't already done so, we recommend that you read about the relationship between **Connections**, **In Mail** and **Out Mail** in section 6.1 above.



Edit In Mail settings - Test

Use this section to configure this method of sending outgoing email messages. Press the **Submit** button to save your changes.

In Mail "Test"

Submit

In Mail Name : Test

- (•) **Download from a POP3 Server** *(CONFIG)*
- ( ) **Receive using SMTP** *(CONFIG)*
- ( ) **Retrieve using VPOP3 File Transfer** (between two VPOP3 servers with no TCP/IP connection) *(CONFIG)*

[x] **Enable this In Mail setting**

Use this In Mail setting with these Connections : Conn 1, Test (Use Ctrl+Click to select multiple Connections)

Incoming POP3 Settings

Incoming POP3 makes VPOP3 retrieve messages from a remote POP3 mail server. To use this setting you need to know the POP3 mail server address to use, and the email username and password assigned by your ISP.

POP3 Server Address : mail.isp.com

POP3 Server Port : 110 (Default is **110** - not usually changed)

POP3 Authentication Method : Plain Text (make sure the POP3 server supports the selected method)

POP3 Account Username : 1234

POP3 Account Password : ****

The **Accepted Domains** setting tells VPOP3 which email domains or addresses to expect in this POP3 account. Separate multiple entries with';' (semicolon) characters.

Accepted Domains : 1234.com

Download message limit : 10240 **kB** (set to 0 for no limit)

Leave Messages on Server : 5 **days** (set to 0 to delete immediately)

[x] **Use Download Rules** Edit Download Rules

Extended Email Routing Options

Specify the desired Email routing method. The most common are 'according to recipient' and 'always send to'

- (•) **Route according to detected recipient.** This option is usually used where the POP3 mailbox is used for multiple local users.
  Configure Routing Options
- ( ) **Send all messages to a specified user/list.** This option is usually used where the POP3 mailbox is used for a single local user.
  Target User :
- ( ) **Forward all messages to another LAN mail server using SMTP.**
  Target email address :
  Target email server :
  (This forwards to a single email address on the other mail server. To forward to different email addresses on the other mail server use the Main LAN forwarding configuration on **Local Mail -> LAN Forwarding**)
- ( ) **Attempt to work with a single email address** by detecting text name or comment in address fields if possible (not recommended if it is at all possible to get individual email addresses)
- ( ) **Search subject line for a marker.** The marker should contain the recipient's user name. This is an alternative method for use when only a single email address is available for use by many people. It is much better to get individual email addresses.
  Marker to search for :
  (Note the Marker must contain a * where the recipient's username should appear. If you want something more flexible, use Download Rules and set explicit rules)

Incoming SMTP Settings

Incoming SMTP means that VPOP3 will receive email by messages being sent directly to VPOP3's SMTP service by a remote mail server. VPOP3 will actually always accept messages sent to it using SMTP. These settings are only needed if VPOP3 has to do something (such as dial a connection, or send an **ETRN** command to a remote server in order to trigger the remote server to start sending the messages.

If VPOP3 is dialing a connection for Incoming SMTP email, then VPOP3 has to wait a certain time for the incoming mail to start arriving. If it didn't wait, the remote mail server would have no time to start sending messages. If it waited until mail arrived, then it would stay online forever if no incoming mail was pending.

Once incoming mail starts arriving, VPOP3 will stay online until the remote mail server stops sending email.

Wait for up to : 0 **seconds for an incoming SMTP connection**

VPOP3 can get mail using either the POP3 or the SMTP protocol (see here for a description of these protocols if you're interested) or the VPOP3 File Transfer method.

VPOP3 has more control over which messages it retrieves when using the POP3 protocol. If you need to use the SMTP protocol, then certain facilities (such as limiting the size of retrieved messages, leaving mail on server, using download rules and using special routing methods) aren't available, but SMTP rules may help you to achieve something similar.

To add/remove In Mail methods, use the **External Mail** -> **In Mail** Selection page.

6.3.1 General Settings

Each In Mail method has a name. This name will be used if VPOP3 reports any errors when using the configuration, but it does not have any real significance - so it is impossible to set the '**In Mail Name**' to an incorrect value. To make it easier to keep track of which configuration is which, it is best to use a meaningful name, such as the ISP name and/or the ISP email account name.

Next you choose which method you want VPOP3 to use for getting mail: POP3, SMTP or VPOP3 File Transfer. When you select one of these methods, the relevant controls on the page will be enabled or disabled.

The "**Enable this In Mail setting"** checkbox lets you disable or enable this Incoming Mail Configuration.

This "**Use this In Mail setting with these Connections**" list allows you to tell VPOP3 which **Connections** VPOP3 can use to connect to this In Mail method. If any of the selected **Connections** are started by VPOP3, then this Incoming Mail configuration will be used. If a **Connection** which is not selected is started by VPOP3, then this Incoming Mail configuration will *NOT* be used. Note that at least one Connection needs to be selected.

6.3.2 POP3 Incoming Mail

The **POP3 Server Address** field contains the name of the POP3 mail server, you should ask your Internet Provider for this (see Common ISPs for the details for some ISPs).

The **POP3 Server Port** field is the TCP/IP port which your ISP's POP3 mail server uses. Normally this is 110, so just leave it as the default value.

The **POP3 Authentication Method** list lets you choose the POP3 authentication method VPOP3 should use to connect to your Internet provider. Normally you should use **Plain Text**, a few ISPs may require **APOP** or one of the other methods. If you are not sure contact your Internet provider for more help. If you are connecting to MSN you should use the **MSN (SPA)** method. If you are connecting to Compuserve, you should use either **CSi (RPA)** or **Plain Text** depending on how you have defined your POP3 mailbox with Compuserve.

The **POP3 Account Username** box should contain the name that you should use to connect to your ISP's POP3 mail server. You will need to ask your Internet Provider for this if you don't already know it.

The **POP3 Account Password** box should contain the password you need to use to connect to your ISP's POP3 mails server. You will need to ask your Internet Provider for this if you don't already know it.

See these links for more information if you are using **Compuserve** or **MSN** for your email.

The next settings tell VPOP3 how to handle the mail which it retrieves from the ISP mail server.

The **Accepted Domains** field is very important! This field tells **VPOP3** which mail domain names (the bit after the '@' sign) are intended for you, so you could put 'yourcompany.co.uk' here. If there are many mail domains that you can accept (due to email aliasing or forwarding) then separate the names with semicolons or commas. Also, if you want to accept mail for a single user at a domain, you can put the username followed by '@' followed by the domain name (e.g. '**fred@myisp.co.uk**'). See Common ISPs for common settings for some ISPs.
Section 6.3.6 below discusses this important field in more depth.

Note: if you leave this field empty, then VPOP3 will not know which email recipients it should be handling, so the default user will get an error message saying "*There was incoming mail with no recipients*".

The **Download message Limit** box tells VPOP3 not to download messages over a certain size. Specify 0 (zero) if you want VPOP3 to download all messages.

If you are also specifying that VPOP3 should leave messages on the server or have enabled Download Rules (see below), then VPOP3 will add an automatic **Download Rule** which will cause it to ask the intended recipient if they want to download the large message. If you are not leaving messages on the server, then VPOP3 cannot do this - it will simply leave the message on the server to allow you to remove or download it manually.

The **Leave messages on server** box tells VPOP3 not to delete downloaded messages straight away, but to leave them on the ISP mail server for a certain number of days. Set this to 0 (zero) to make VPOP3 download messages immediately.

Note that this isn't guaranteed to work because some ISPs delete mail as soon as it has been read anyway, or they may impose a maximum time limit that mail can stay on their servers. Also, note that for this to work, the ISP's POP3 mail server must support either the **UIDL** command or the **TOP** command. Most do, but unfortunately some don't. If your ISP doesn't support either of these commands, then you will receive an appropriate error message from VPOP3 when you try to connect.

The **Use Download Rules** option lets you specify that this In Mail configuration should process Download Rules when retrieving messages from the POP3 mailbox.

The **Edit Download Rules** button takes you to an editor where you can define Download Rules (Note that Download Rules apply to all In Mail configurations, not just the currently selected one.)

6.3.2.1 Extended Email Routing Options

There are five possible routing options that VPOP3 can use for POP3 mail.

1. **Route according to detected recipient** - using this method VPOP3 will scan the header of the incoming message and try to work out who the message was for, by looking in the **To**, **Cc**, **Received:** and some other header fields. This is usually the best option for downloading mail from a POP3 mailbox which receives mail for multiple email addresses. The **Configure Routing Options**

button lets you customise how VPOP3 will parse the headers.
See section 6.3.2.2 below for more details about this routing method.

2. **Send all messages to a specified user/list** - using this method VPOP3 will send all messages to the specified user/list, regardless of what the header says. This is usually the best option for downloading mail from a POP3 mailbox which only receives mail for a single email address

3. **Forward all messages to another LAN mail server using SMTP** - using this method, VPOP3 will send all the downloaded messages to a specified user on another specified SMTP mail server on your network. This is usually the best option if you have a POP3 mailbox for a single email address and want the messages to be forwarded to a different mail server. (If you have a multiple email address POP3 mailbox, use the LAN Forwarding options under the **Local Mail** settings)

4. **Attempt to work with a single email address** - using this method, VPOP3 will try to find a local user name in the text portion of the recipient email headers. This option can be useful if your ISP account doesn't support multiple email addresses.
See section 6.3.2.3 below for more details about this routing method.

5. **Search subject line for a marker** - using this method, VPOP3 will search the subject line of incoming messages looking for a special marker to indicate who the message is for.
See section 6.3.2.4 below for more details about this routing method.

6.3.2.2 Routing According To Detected Recipient

This routing option means that VPOP3 will search the message headers for fields which define the message recipient. These are fields such as:

- To:
- Cc:
- Apparently-To:
- Received:
- Resent-To:
- Resent-Cc:

When VPOP3 finds a recipient address, it will check to see if that recipient is meant for your site (by comparing it with the **Accepted Domains** list). If the recipient is for your site, then it will look at the part before the @ of the address, and send the message to the appropriate mailbox(es).

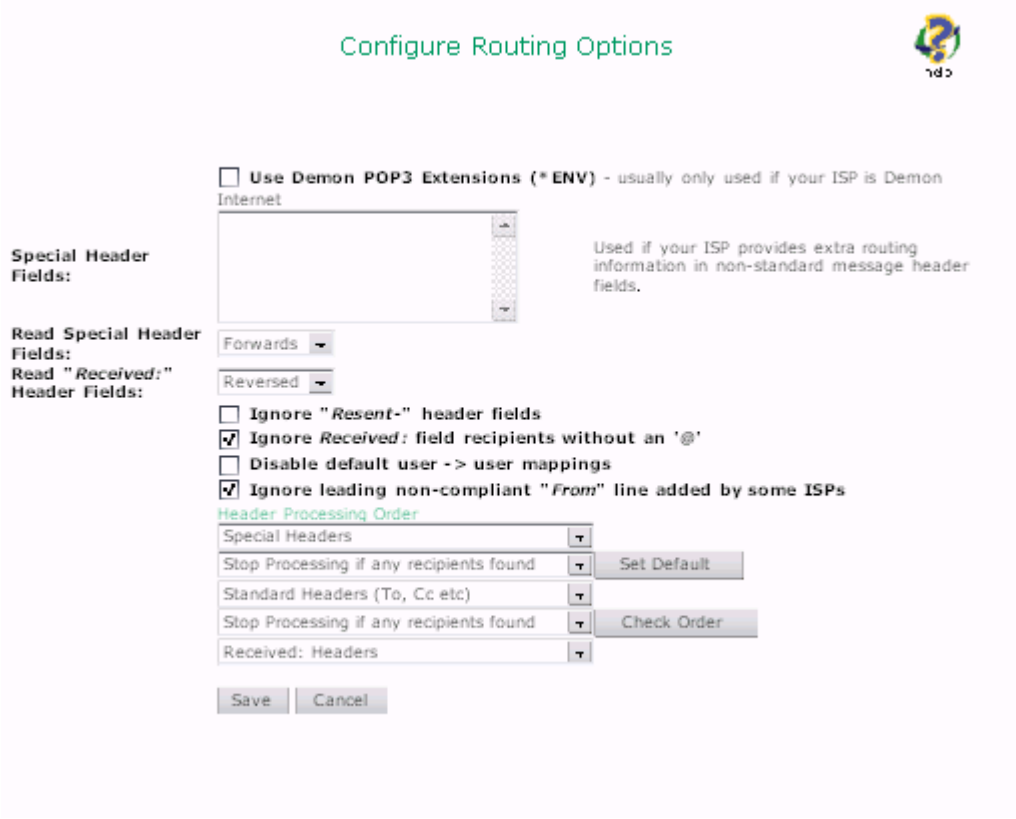
This method is quite reliable, but there are certain circumstances (mainly to do with mailing lists) when it can fail.

To get around this, there are other places where VPOP3 can be told to look for recipient information. You can also customize how other header parsing settings by going to the **Configure Routing Options** page in the VPOP3 settings.

6.3.2.2.1 Configure Routing Options

When VPOP3 is downloading and routing mail according to the **Route According to Detected Recipient** method, you can customize the way VPOP3 parses the message

headers to a certain degree. To do that go to the **External Mail** page, then the **In Mail** Settings page, then press **Configure Routing Options**.



If you are using Demon Internet (www.demon.net) as your ISP then you should enable the **Demon POP3 Extensions** option (Don't enable this option otherwise!). Demon Internet have added some extensions (***ENV**) to their POP3 server to allow software like VPOP3 to retrieve the SMTP envelope for a message; this option tells VPOP3 to use those extensions. Also, if you have forwarding from a registered domain to a Demon account, you should normally **NOT** use this setting.

Other ISPs often add a custom field to their email headers called something like: **'X-RCPTTO'** or **'X-Envelope-To'**
If you enter this field name in the **Special Header Fields** box, VPOP3 will search for these fields before looking for the normal routing fields (*To:* and *Cc:*). You can enter more than one field here (just enter them on different lines) if your ISP uses different entries.

If your ISP supplies a field something like **DeliveredTo: account-name@domain** and you only want VPOP3 to look at the **name@domain** section, then you can also specify data in the **Special Header Fields** box. In this case you would type: **DeliveredTo: account-*** (The ***** indicates the portion of the data which VPOP3 should look at.)

There are trace header fields in most messages which are called **Received:** fields, VPOP3 can look in these fields for a trace section saying "**for** <recipient>" and if it finds one of these sections, it can send the message to the specified recipient.

You can tell VPOP3 which **Special Headers** or **Received:** lines it should use. For each of these types of information you can choose:

- **Forwards** - This tells VPOP3 to use the first recognised address it finds (this is usually the best option for the **Special Headers**)
- **Reversed** - This tells VPOP3 to use the last recognised address it finds (this is usually the best option for the **Received:** fields)
- **All** - This tells VPOP3 to use all the recognised addresses it finds.

You can also tell VPOP3 which order it should process header information in, by customising the **Header Processing Order** list. This list contains several entries:

- **Special Headers** - This tells VPOP3 it should use the **special header** information
- **Received: Headers** - This tells VPOP3 it should use the **Received:** fields information
- **Standard Headers (To:, Cc: etc)** - This tells VPOP3 it should use the standard field information (the To:, Cc: etc header fields)

You can change these items around in the list to tell VPOP3 which pieces of information it should use first. (You can only have a single one of each of these entries in the list).

You can then add control lines:

- **Stop if any recipients** - This tells VPOP3 not to look any further if it has found any recipients in the header information it has processed so far
- **Stop Processing** - This tells VPOP3 not to look any further whether or not it has found any recipients in the information it has processed so far

You can have more than one of these entries in the list.

The **Default** button sets the Header Processing Order to be a sensible default for most systems. The **Check Order** button checks that the processing items you have selected are valid (not necessarily correct as that cannot be determined automatically)

The **Ignore Resent Headers** option tells VPOP3 to ignore message header lines beginning with **RESENT-**. This option should only be used if your ISP puts RESENT- header lines into your messages when it forwards them to you.

The **Ignore Received: recipients without an '@'** option tells VPOP3 that if it sees a name in the **for<>** section of a **Received:** header line, but that name does not contain an @ symbol, VPOP3 should ignore it. In most cases this option should be enabled.

The **Disable default user -> user mappings** option tells VPOP3 that it should only route incoming messages according to explicitly set mappings, not by using the standard default **user@domain -> user** mapping. This option is typically only used in systems where VPOP3 is handling multiple domains and each domain refers to a separate group of people.

The **Ignore leading "From" line added by some ISPs** option tells VPOP3 to check for a non RFC822 compliant header line that one or two ISPs add to the start of POP3 downloaded messages - if VPOP3 finds this header line it will remove it. Even if this option is enabled VPOP3 will NOT remove any RFC822 compliant header lines, so it is usually safe to leave enabled. (RFC 822 is the 'Standard for the format of Internet text messages')

6.3.2.3 Attempt to work with a Single Email Address

This routing option can be useful if your ISP account doesn't support multiple email addresses. If this option is selected, then VPOP3 will try to find a mailbox name in the text portion of the recipient address.

Let's say that you have an email address of **joe@hotmail.com,** and you have VPOP3 mailboxes of **louise** and **tim.**

On the **External Mail** -> **In Mail** Page, set the **Accepted Domains** list field to **joe@hotmail.com**, and enable the **Attempt to Work With Single Email Address** option in the **Extended Email Routing Options** section.

These are some of the address forms which VPOP3 will recognise:

- **<joe@hotmail.com(louise)>** VPOP3 recognises **louise**
- **(tim) <joe@hotmail.com>** VPOP3 recognises **tim**
- **(louise) joe@hotmail.com** VPOP3 recognises **louise**
- **<joe@hotmail.com> "tim"** VPOP3 recognises **tim**
- **'louise' <joe@hotmail.com>** VPOP3 recognises **louise**
- **tim <joe@hotmail.com>** VPOP3 recognises **tim**
- **<joe@hotmail.com>** VPOP3 recognises **joe**
- **joe@hotmail.com** VPOP3 recognises **joe**

VPOP3 will look for mailbox names in the following order:

1. mailbox name in parentheses inside <>
2. mailbox name in parentheses outside <> or without <>
3. mailbox name with or without quotes (either single or double) outside <>
4. just use normal recipient name

If VPOP3 finds a name, but it doesn't match a recognised mailbox name, then it will try the next option, so if a message was addressed to **tim <joe@hotmail.com(sarah)>** then VPOP3 will send the message to **tim**, not **sarah**, because the **sarah** mailbox does not exist.

Note that some email software (primarily some email clients and some email 'gateway' systems, such as those on Compuserve) will remove or modify the comment or text portion of the name, so messages may become mis-addressed. If this happens, then VPOP3 will send the message to the Main Administrator for manual processing.

6.3.2.4 Routing According To the Message Subject

With this In Mail routing option, VPOP3 will search the subject line of incoming messages looking for a special bit of text.

This method isn't very reliable, but it is the only option in some cases.

The search text has the format **<prefix>*<suffix>**. The '*****' (asterisk) represents the location of the intended recipient's name.

The default entry **{*}** means that VPOP3 will search the subject line for the recipient's name surrounded by { and }. So a subject line containing the text **{fred}** would be interpreted by VPOP3 to mean 'send this message to the mailbox called **fred**'.

You could change the search text to be **(for*)** in which case VPOP3 will look for '**(for**' followed by a recipient's name, followed by '**)**'.

If you use this method of routing, it is probably a good idea to change the Mail for Unrecognised Users setting to **Send Normal Mail to** (someone). This is because this method depends upon people sending you messages getting it right, and so it will often not work. If VPOP3 can't find the search text, then it will send it to the specified user, and it's easier to handle from then on if it hasn't added the error message to the start of the incoming message.

6.3.3 SMTP Incoming Mail

VPOP3 can receive email from your Internet provider using the SMTP protocol as well as (or instead of) the POP3 protocol.

SMTP has certain advantages, the greatest of which is that email addressing is explicit, rather than implicit as with the POP3 protocol, therefore there should be fewer message routing problems.

Different Internet Providers offer SMTP delivery to your server (VPOP3) in different ways:

- The simplest is that your ISP automatically detects VPOP3 connecting and then starts sending the email within a few seconds without VPOP3 having to do anything special first.
- Many ISPs use an extension to SMTP called **ETRN**, VPOP3 supports this popular method of triggering email collection.
- Other ISPs require you to connect to their server first and issue a command to tell them to start sending mail. If this is necessary then you will need to create/install a **Post-Connect Extension** on the **Misc** page. This can connect to the ISP's server to send the command. Unfortunately ISPs use many different methods so this facility cannot really be built into VPOP3.

If you have a permanent connection to the Internet and you do not need VPOP3 to do anything to trigger incoming mail delivery then you need do nothing special to VPOP3 to enable incoming SMTP mail, as VPOP3 is always listening for incoming SMTP connections.

If you have a dial-up connection to your ISP, and/or you want to use VPOP3's connection or scheduling facilities, then you go to the In Mail Property Page and choose the **SMTP Incoming Option** to get the following window.

In the **SMTP (Incoming Mail)** section you need to enter a time which VPOP3 should wait for an incoming SMTP connection over the dial-up connection.

This is necessary because usually the ISP's mail servers takes a period of time to start sending mail, so VPOP3 needs to wait for this time before hanging up. VPOP3 cannot wait indefinitely for an incoming connection from the ISP because the ISP will often not connect at all if there is no incoming mail to be delivered.

If the ISP's SMTP software connects to VPOP3 within the specified time, then VPOP3 will stay online until the connection from the ISP has finished (or until VPOP3 has finished sending mail, whichever is the longer).

Note: to use this facility you need to have **AIP Address to bind to** set to **<Any>** for the **SMTP Server** on the **Services** Page.

6.3.3.1 ETRN

Some ISPs require will require an **ETRN** command to be sent to tell them to start sending your email to you (otherwise known as **dequeuing** your email). If this is the case, check the **Use ETRN** box, and enter your **domain** (or **node**) in the text box.

If you do this, then whenever VPOP3 dials any of the **connections** listed in the **Use Connections** list, it will connect to an SMTP server and send it an **ETRN <domain>** command which should tell it to start sending your email to you. Normally VPOP3 will send the **ETRN** command to the server specified on the **OutMail** page, but you can override that by entering the server to send the command to in the **Send ETRN To Host:** box.

If your ISP requires a different command to be sent to tell them to start sending you email, then you should obtain a program to send this command to them (ask your ISP if they have a suitable program) and run that program using the **Post-Connect** Extension.

6.3.3.2 "Accepted Domains"

When receiving mail using SMTP, VPOP3 uses the 'Local Domains' setting on the **Local Mail** Property Page to determine whether the incoming messages are for the local system, or need to be relayed back out again.

6.3.4 VPOP3 File XFer Incoming Mail

In the **VPOP3 Source Path** box enter the UNC path to the remote VPOP3 mail server's shared directory

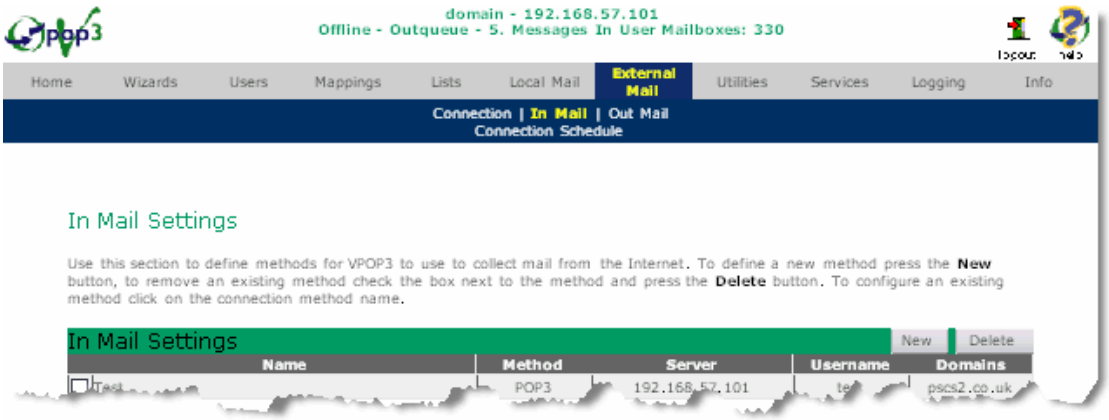
In the **VPOP3 File Transfer Users** select the user(s) for whom you want to receive mail using the VPOP3 File Transfer method

See here for more details on VPOP3 File Transfer.

6.3.5 Using Multiple ISP Email Accounts

VPOP3 lets you access many different ISP email accounts. Normal VPOP3 licences let you have an unlimited number of **In Mail** methods, the VPOP3 **Home User** licence limits you to 5 **In Mail** methods.

You need to tell VPOP3 about each account you want VPOP3 to download from - you do this on the **External Mail** -> **In Mail** page.



6.3.5.1 To tell VPOP3 about a new ISP email account:

Press the **New** button to take you to the **Add In Mail** wizard

6.3.5.2 To remove ISP email account details:

Check the box next to the **In Mail** method you want to remove, and press the **Delete** button.

6.3.6 Accepted Domains

The **Accepted Domains** setting on the **External Mail** -> **In Mail** settings page is very important for the correct operation of VPOP3. Puzzling message routing problems are often caused by incorrect settings of this parameter.

6.3.6.1 What should you set it to

What the **Accepted Domains** setting is depends on what Internet email addresses you will receive messages for.

If you will receive messages for:

Your Email Addresses	Accepted Domains Setting
<anyone>@yourcompany,com	**yourcompany.com**
j.elliot@yourisp.com	**j.elliot@yourisp.com**
<anyone>@yourcompany.isp.com and **yourcompany@isp.com**	**yourcompany.isp.com ; yourcompany@isp.com**
<anyone>@yourcompany.com, **<anyone>@yourcompany.isp.com** and **yourcompany@isp.com**	**yourcompany.com ; yourcompany.isp.com; yourcompany@isp.com**

The **Accepted Domains** setting can contain several entries (separated by semicolons - '**;**') in case your ISP lets your email be addressed in several ways, (e.g. if you have a normal ISP account and also have email forwarding to that account from a registered domain name).

The **Accepted Domains** setting can also contain complete email addresses as well as email domains. This can be useful if you should only receive messages to certain addresses at an email domain instead of all addresses. If you specify email addresses, you can use a wildcard to specify a group of email addresses (e.g. ***.mysite@mycompany.com**)

As a general rule:

- if you can receive messages addressed to **<anyone>@address**, then '**address**' should be the entry in the **Accepted Domains** field,
- if you can only receive messages to **person@address**, then '**person@address**' should be the entry in the **Accepted Domains** field.

6.3.6.2 What the *Accepted Domains* setting does

The Accepted Domains setting is used for correct detection of incoming messages to people at your site when VPOP3 downloads messages using POP3 and is set to parse the headers looking for recipients.

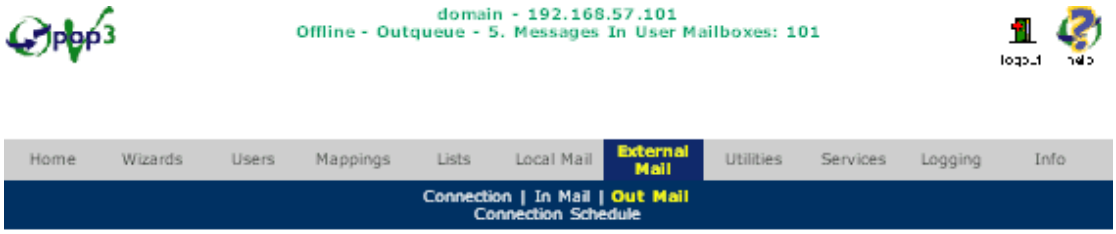
When an email message arrives at your site from the Internet, it may be addressed to several people, not all of which are at your site. For instance, you might receive a message which is sent **To: simon@yourcompany.co.uk, philip@anothercompany.co.uk**

VPOP3 must know which email domains can be accepted, otherwise it would try and send this message to both **simon** and **philip** at your site, instead of only to **simon.**

By looking at the **Accepted Domains** setting, VPOP3 knows which email domains is should be processing for the particular **In Mail** configuration. In the above example, this setting would contain at least '**yourcompany.co.uk**'.

6.4 Out Mail Settings Page

You configure how VPOP3 is to send outgoing mail on the **Out Mail** settings page. Each Out Mail method is associated with a **Connection** method. So, to create a new **Out Mail** method you need to create a new **Connection** method (**External Mail** -> **Connection** -> **New**)- the **Add Connection** wizard will also take you through adding the associated **Out Mail** method.



Edit OutMail settings - Test

Use this section to configure this method of sending outgoing email messages. Press the **Submit** button to save your changes.

OutMail "Test" Submit

Connection Name : Test (to modify you need to modify the corresponding Connection setting)

- (•) **Send via an SMTP Relay** (SmartHost) *(CONFIG)*
- ( ) **Send using SMTP Direct** (direct to recipient using MX Records) *(CONFIG)*
- ( ) **Send using VPOP3 File Transfer** (between two VPOP3 servers with no TCP/IP connection) *(CONFIG)*

- [ ] **Only send messages waiting at start of connection**
- [x] **Send smaller messages first**

SMTP Relay Settings

SMTP Relay Servers: (ISP's SMTP servers) mail.isp.com

Domain Filtering: (Configure which emails can be sent through this OutMail method) (This is usually left blank. An incorrect setting can cause no mail to be sent at all)

Max Recipients Per message: 999 (This is the maximum number of recipients per message that your ISP allows)

SMTP Authentication

- [ ] This server requires SMTP authentication

SMTP Username: pscs

SMTP Password:

SMTP Return Address Modifiers

The SMTP Return Address is the address that bounce messages are sent to. Some ISPs also use it as a crude validation to see if the sender is allowed to use their SMTP relay server.
By default VPOP3 will use the return address that the email client specifies, which is usually the email address of the sender. (Note for email which VPOP3 forwards on, the return address is the email address of the ORIGINAL sender in this case)

- (•) Use Default
- ( ) Always set to the address:
- ( ) Set Non-local return addresses to:

SMTP Direct Settings

SMTP Direct sending tells VPOP3 to ask a DNS server for the MX records for the recipient's email domain. VPOP3 then tries to send the messages directly to the designated mail servers for that domain. If the recipient's mail server does not respond, VPOP3 will try to send the message again later.

DNS Servers to use : (separate multiple DNS servers with commas)

SMTP Direct Global settings (apply to all OutMail settings)

MX Routing Retry : 10 **minutes** (this is the time before VPOP3 will retry to send failed mail)

DNS Cache Size : 1000 **entries** (VPOP3 keeps a cache of entries to improve performance)

DNS Cache Expiry : 24 **hours**

MX Sending Threads : 10

- ( ) **Don't send delivery warnings (only errors)**
- (•) **Only send one warning per target domain per day**
- ( ) **Always send delivery warnings**

VPOP3 File Transfer Settings

Target Path :

You can define Outward Mail settings for each VPOP3 **Connection**. This is to allow sending of mail whichever **Connection** VPOP3 uses. Many ISPs are now implementing ‘anti-relay’ measures to prevent their mail servers being used by SPAMMERS. The effect of this is that you can only use their SMTP servers if you are accessing the Internet through a connection to their access servers.

You may also run other in-house mail servers at other sites. Using this method you can send certain mail to those servers whilst sending generic Internet mail to the ISP. (See also LAN Forwarding).

6.4.1 General Settings

The **Only send messages waiting at start of connection** option tells VPOP3 not to send any messages which arrive in the OutQueue once the outgoing connection has started.

The **Send smaller messages first** option tells VPOP3 to sort the outgoing messages into size order and send the smaller messages first, followed by the larger messages.

There are three methods of sending outgoing email:

6.4.2 Via SMTP Relay

This is usually the best way for sending outgoing mail if you are connected to an ISP via a dial-up/ISDN/xDSL connection. You specify the name of your ISP's SMTP server as a relay server. All outgoing mail is sent to that server which then will send it to the target recipients.

In the **SMTP Relay Servers** box, enter zero or more SMTP servers which can be accessed using this **Connection** (if there is more than one server, each one should be entered on its own line). VPOP3 will go through this list of servers until it find one which responds, and then it will use that server to send all the valid outgoing mail. If the list is empty, or it cannot find a responding server, then VPOP3 will simply not try to send any outgoing mail.

If the SMTP server is not on TCP/IP Port 25, then enter then server name in a format similar to: **mail.isp.com:1025**.

The **Max Recipients Per message** setting tells VPOP3 the maximum number of recipients which the ISP will accept for each outgoing message, so that VPOP3 can split up the message accordingly. Some ISPs have a limit to try to reduce the use of their servers for junk-emailing. Unfortunately this can also make it difficult to run legitimate mailing lists through those ISPs. This setting allows VPOP3 to send mailing list messages through ISPs with a per-message recipient limit. You may have to discover the best value for this setting by trial and error because many ISPs don't make this server restriction publicly known.

If your ISP requires you to log on to their SMTP server, enter the relevant details in the **SMTP Authentication** section. Some ISPs use an alternative form of authentication called 'POP3 before SMTP authentication'. You can tell VPOP3 to use that on the **Utilities** -> **Misc Settings** page.

The SMTP Return Address Modifiers sectionlets you set basic rules to make VPOP3 change the email 'return address' (the address that bounce messages go to) because some ISPs will reject messages that aren't from a return address that they have told you to use. See here for more details.

6.4.2.1 Domain Filtering

The **Domain Filtering** section lets you define which messages can be sent out through this SMTP relay server.

There are two options, you can define which domains can be sent **To**, and you can define which addresses can be sent **From**

The syntax of the **Domain Filtering** entry is that you enter a list of:

- email domains which VPOP3 **can** send to (just as the email domain name - eg **microsoft.com** - do not enter a full email address or @ character)
- email domains which VPOP3 **can not** send to (as the email domain prefixed by a **!** - eg **!ibm.com** - do not enter a full email address or @ character)
- email addresses which VPOP3 **can** send **from** (as the email address prefixed by a **From:** - eg **From: *@pscs.co.uk**)
- email addresses which VPOP3 **can not** send **from** (as the email address prefixed by a **!From:** - eg **!From: colin@pscs.co.uk**)

If you do not have any email domains filtering the **To** address, then VPOP3 will allow sending to any address, but if you have any **To** filters, VPOP3 will not allow sending to any other addresses

If you do not have any email addresses filtering the **From** address, then VPOP3 will allow sending from any address. If you have any **allowed** From addresses, VPOP3 will disallow messages from any other addresses, if you have only **disallowed** From addresses, VPOP3 will allow messages from any other address.

Note that you can use wildcards to specify the **To** domains, or **From** addresses.

6.4.2.2 SMTP Return Address Modifiers

This section is on the **OutMail Settings** page, in the **SMTP Relay Settings** section.

The **Return Address** is the address that bounce messages will be sent to. Usually it is not used for other purposes such as sending normal reply messages to. Some ISPs use the Return Address as a means of verifying that a user is allowed to send mail through their servers, so if it is set incorrectly, they may reject your mail. The return address is not normally visible in message headers, and it is NOT necessarily the same as the **From:** address or **Reply-To:** address in the message headers.

By default VPOP3 uses the return address specified in the original message, but in some cases this will not work, so VPOP3 will let you change it to something else. There are three possible options

- **Use Default** - This tells VPOP3 to use the return address specified in the original message
- **Always set to the address** - This tells VPOP3 to always set the return address to the address specified.
- **Set non-local return addresses to** - This tells VPOP3 to check the return address specified in the original message and see if it matches the **Local Domains** specified on the **Local Mail** tab. If it does, then it leaves the address as it is, if the address isn't a local one, then it will change it to the address specified.

6.4.3 SMTP Direct

This is usually the best way if you are connected to the Internet using a leased line connection. Often more data needs to be sent if you use this method so it is can be slower than the previous method, but some ISPs don't allow the use of their relay servers if you have a leased line connection. Note that if you have been assigned a dynamic IP address by your ISP some domains (eg AOL, Yahoo etc) will not allow you to send mail directly to them - use the **SMTP Relay** method instead.

Sending outgoing mail using Direct SMTP means that the messages do not go through your ISP's mail server. In some cases (especially when you have a fast Internet connection) this may be quicker than going through your ISP's mail server. If you have a slow Internet connection, it is usually quicker to use the **Via SMTP Relay** method.

See here for technical information on how the Direct SMTP method works.

In the **DNS Servers** box you must type the IP address of your ISP's DNS server(s). Your ISP will normally be able to provide you with this information. If they are unwilling to do so, you can normally find the information by using the **WINIPCFG** (on Windows 95/98/ME) or **IPCONFIG** (on Windows NT/ 2000/XP/2003) programs. You can specify one or more DNS servers here - separate them with commas.

The **MX Routing Global Settings** apply to all **SMTP Direct** settings, they are not different for each **Out Mail** method.

- **MX Routing Retry -** If VPOP3 is unable to send a message the first time it tries it will often store the message to try again later. This setting tells VPOP3 how long it should wait before trying again. Note that this tells VPOP3 when to put the failed message back into the OutQueue. If VPOP3 is connecting via a dial-up connection, it will not necessarily dial up after this time, it will still wait until the next scheduled time.
- **DNS Cache Size** - For SMTP Direct sending, VPOP3 needs to look up the IP addresses of the recipient's email server for each message. It finds this address by using the DNS Server specified on this page. VPOP3 can remember a certain number of IP addresses so that it doesn't need to look up the address again if it finds another message to the same person (or a different person at the same email domain). Each entry in the DNS cache uses a bit more memory (approx 60 bytes per entry), so don't set it to a massive size unnecessarily.

- **DNS Cache Expiry** - This tells VPOP3 how long to keep entries in the DNS entry cache. If it is set too long, VPOP3 might remember out of date entries, and if it is too short, the cache won't be utilised as well as it could be.
- **MX Sending Threads** VPOP3 will process multiple messages at once when sending mail using direct SMTP Direct. This setting tells VPOP3 how many messages to process at once. If you set the value too high, then it will actually slow down. A value of 5 - 10 is best for a modem dial up connection, 10 - 20 is best for ISDN and faster connections can use larger values.
- **Don't Send Delivery Warnings** If VPOP3 receives an error which it can interpret as an intermittent failure (e.g. the remote mail server is down), it will try to send the message again later. If it hasn't sent the message within 4 hours of first trying, it will normally issue a warning message to the sender or administrator. If it still hasn't sent the message after 3 days, it will fail the message permanently and send an error message to the sender or administrator. If you enable the **Don't Send Warnings** option, VPOP3 won't send the 4 hour warning, it will just send a message when it has given up trying to send the message.
- **Only Send one Warning per target domain per Day** If this option is set, VPOP3 will only send one warning message (see above for the difference between warnings and errors) for each destination email domain per day. This can be useful if VPOP3 is mainly used as a listserver. If VPOP3 is used as a normal mail server, then this will mean that the message sender may not get a warning about a message if it couldn't be sent immediately, so it is best to leave this option turned off in most cases.

6.4.4 SMTP Direct Technical Information

When VPOP3 sends a message using the **SMTP Direct** method, it sends the message directly to the mail server for the remote recipient. This may be a mail server operated by their company, or, more usually, it is their Internet Provider's mail server.

First of all VPOP3 splits each outgoing message up into multiple copies, one copy for each recipient domain.

This means that if a message is addressed to three users, **fred@mydomain.com, alice@mydomain.com, karen@theirdomain.com**, VPOP3 will split that into two messages, one for the two users at **mydomain.com**, and the other for the user at **theirdomain.com**. VPOP3 has to do this because the mail server for **mydomain.com** is probably different from the mail server for **theirdomain.com**.

VPOP3 then queries the DNS server(s) which it knows about for an **MX** (**M**ail e**X**change) DNS record about that domain. So, in this case it will look up the **MX** records for **mydomain.com**. There will be zero or more **MX** records returned by the DNS server. Each of these **MX** records points to an SMTP mail server which can accept email for the **mydomain.com** domain. If more than one **MX** record is returned, they will typically have different priorities. VPOP3 will start at the highest priority server and work down through the list until it finds one which is responding, it will then send the message directly to that server. (If no **MX** DNS records are found, then VPOP3 will look for an **A** (**A**ddress) record)

Typically the **MX** record for a domain points to the mail server of the ISP which administers the domain, but if the recipient has a permanent connection to the Internet, the **MX** record might point directly to the recipient's mail server.

6.4.5 VPOP3 File Transfer

This is used when two VPOP3 servers need to communicate over a link which doesn't support TCP/IP protocols like SMTP - The Windows 95 dial-in server doesn't support TCP/IP, so if you are using that as a dial-in server you will probably need to use this method. This option is rarely needed.

In the **Target Path** box type the UNC pathname of the other VPOP3 mail server's VPOP3 directory, e.g. **\\server\share\path**

See the VPOP3 File Transfer information for more help.

6.5 Connection Schedule

Scheduling is one of the most useful features of VPOP3. You can create multiple schedules to allow quite complex configurations of when VPOP3 will connect.

When VPOP3 connects according to a schedule it will send pending outgoing mail, collect mail from remote POP3 servers and also download any updates for services such as spam filter, virus scanning etc. For this reason we recommend always having a connection schedule defined in VPOP3 if you want it to run unattended, even if you do not need VPOP3 to collect mail from a remote POP3 server.

You can have as many schedules defined in VPOP3 as you want. To configure schedules go to the **External Mail → Connection Schedule** page in the settings.

6.5.1 Schedule Modifiers

At the bottom of the Schedule page, there are some modifiers which affect how all schedules operate.

"If Outgoing Mail arrives whilst online, send immediately" tells VPOP3 that if it detects that it is online when an outgoing message arrives, then VPOP3 will restart the message sending cycle. VPOP3 will **NOT** start the message retrieval cycle when this happens. If this option is disabled, then the message will wait in the outqueue until the next VPOP3 connection.

VPOP3 detects that it is online if any connection:

1. Uses a LAN connection (note - VPOP3 doesn't know whether it is a true LAN connection or a connection via a LAN proxy or router), or
2. Has AutoConnect enabled, and the one of the available dial-up connections is currently active, or
3. Is currently downloading messages

The "**If a connection occurred in the last X minutes, don't check at the next scheduled time**" option tells VPOP3 that if it has recently connected (for instance, because of an **AutoConnect** or a manual connection) then it should not connect soon afterwards. This allows you to set up a standard scheduled connection as well as more frequent connections for outgoing mail, autoconnect etc, without then having unnecessary scheduled connections as well.

The "**If at** least **X people have checked their mail, connect within Y minutes**" option tells VPOP3 to connect to the ISP sooner than normal if some people have checked their mail. This may be useful if, for instance, your normal connection schedule only connects from 9.00 am to 5.00 pm Monday to Friday. If you enable this setting, then VPOP3 will also connect if people are checking their email at weekends or evenings. VPOP3 counts the number of **different** people checking their mail, so if it waits for two people to check their mail, then one person checking twice will not trigger it.
Note that this setting will be triggered if people have left their email client software turned on and that software is set up to automatically check for new mail every few minutes. This option can be turned off by entering '**0**' in the number of people who need to check for mail to trigger the rule.

The "**If a third party program changes the time, check if there's a scheduled connection required on the new time**" option is not usually required.

The normal behaviour is that if the time is changed by a third party program, VPOP3 will connect at the next scheduled time AFTER the current time. This is so that if, for instance, the time changes from 2.00am to 1.00am (e.g. for daylight savings) VPOP3 will not connect twice in quick succession (once at 2.00am and again at the new 1.00am).

This option is useful as there is some software around which will synchronize the PC's clock with a remote source every minute. This software will cause VPOP3 never to do a scheduled connection unless this option is enabled.

6.5.2 Creating a Schedule

Todo

6.6 Newsgroups

Todo

7 How To

7.1 Create a VPOP3 Mailing List

To create a Mailing List in VPOP3:

1. Open the VPOP3 settings,
2. Go to the **Lists** page,
3. Press the **New** button to go to the **Add List** wizard.
    1. In the **List Name** field type the name of your mailing list.
    2. In the **List Comment** box type a brief description of the mailing list. If this list is public, this description will be visible to other people.
    3. For the **List Type**, choose '**Mailing List**'
    4. Press **Next**
    5. Enable **Allow Internet Access to List** if you want people on the Internet to be able to participate in the list

6. In the **Type of Mailing List**, choose **Discussion List, Announcement List** or **Enhanced Distribution List** as appropriate (see here for more details on these types).
7. You can specify who can send messages to the list (**List Members Only**, **List Moderators Only** or **Anyone**), and specify whether messages are moderated or not, and specify the list moderator on this page as well
8. You **must** specify a **List Password**. This is used for remote administration of the list by email, and also if you specify **Password Posting** as a requirement for posting messages to the list.
9. Press **Next**
10. If you want to add any initial list members, enter them now (you can add more later, or you can allow people to add themselves to the list)
11. Press **Finish**

4. To modify the mailing list behaviour you can edit the list properties further.

7.2 Using Multiple ISP Email Accounts

VPOP3 lets you access many different ISP email accounts. Normal VPOP3 licences let you have an unlimited number of **In Mail** methods, the VPOP3 **Home User** licence limits you to 5 **In Mail** methods.

You need to tell VPOP3 about each account you want VPOP3 to download from - you do this on the **External Mail** -> **In Mail** page. See section 6.3

7.3 Email Forwarding

A common requirement is to be able to forward messages received by VPOP3 to another email address.

There are several ways of doing this with VPOP3.

The first two methods require a user to be defined, so they use up some of your allowed user allocation. They are useful if the person is sometimes in the office, but occasionally wants their email to be forwarded elsewhere.

The third method doesn't require a user to be defined, but is slightly more complex.

1. Using Assistants

See section 4.2.3.1.6.1

2. Using User Forwarding

See section 4.2.3.1.6.2

3. Using a Forwarding List

See section

7.4 Move VPOP3 to a new PC

To move VPOP3 to a new PC you should go through the following steps:

1. Copy the VPOP3 directory and subdirectories from the old PC to the new PC

2. Run RegEdit on the old PC and export the registry branch: **HKEY_LOCAL_MACHINE\SOFTWARE\PaulSmith\VPOP3**
3. Run RegEdit on the new PC and import this registry branch
4. Reinstall VPOP3 on the new PC
5. If you are using any VPOP3 addins (eg avast! for VPOP3, the VPOP3 FaxServer etc), you should reinstall those on the new PC as well

If the new PC's IP address is different from the old PC's address, you may also have to go around the client computers changing the email client settings to point to the new mail server.

If you are changing the directory where VPOP3 is installed (eg from c:\program files\vpop3 to d:\program files\vpop3) then you may also need to change directory settings in VPOP3:

- Check the Utilities -> VPOP3 Extensions settings page for any file paths which need changing
- Check the Services -> WebMail/Admin settings page, and check the 'Mail HTML Pages' setting is correct

Notes:

- The above procedure will work between any two 32 bit versions of Windows, see below for modified instructions for 64 bit versions of Windows
- If you are upgrading version of VPOP3, eg 1.3.0 to 2.3.0, or VPOP3 Standard to VPOP3 Enterprise, simply install the version you want to use (the version you are upgrading to) at step (4) in the sequence above.

7.4.1 Moving from a 32 bit version of Windows to a 64 bit version of Windows

64 bit Windows stores registry entries for Windows programs in **HKEY_LOCAL_MACHINE\Software\WOW6432Node** instead of in **HKEY_LOCAL_MACHINE\Software**

So, after step 2 above:

- Run NotePad and load in the .REG file which you created in step 2.
- Go to Edit -> Replace. In the Find box, type **HKEY_LOCAL_MACHINE\Software\PaulSmith\VPOP3**, and in the Replace with box, type **HKEY_LOCAL_MACHINE\Software\WOW6432Node\PaulSmith\VPOP3**, and press Replace All

Then continue with step 3 above

7.4.2 Moving from a 64 bit version of Windows to a 64 bit version of Windows

64 bit Windows stores registry entries for Windows programs in **HKEY_LOCAL_MACHINE\Software\WOW6432Node** instead of in **HKEY_LOCAL_MACHINE\Software**, so, in step 2 above export the registry branch **HKEY_LOCAL_MACHINE\Software\WOW6432Node\PaulSmith\VPOP3** instead of the registry branch given above. Then, continue with the rest of the steps as above.

7.4.3 Make VPOP3 Connect

There are various ways of making VPOP3 connect to your ISP.

- VPOP3 will connect automatically according to its schedule.
- VPOP3 can be told to connect sooner for urgent messages.
- If you run **VPOP3 /AllPrimary** from a command line, it will connect immediately.
- You can choose **Connect Now** from the VPOP3 Status Monitor menu.
- If you create a file called '**CONNECT.NOW**' in the VPOP3 directory, VPOP3 will connect immediately.

7.4.3.1 Dialling from the Menu

You can tell VPOP3 to allow you to collect/send email using the VPOP3 Status Monitor menu by editing the user account used for logging into the Status Monitor, going to the **Permissions** tab for that user and checking the **Allow user to initiate connections on server** option. (See section 4.2.3.3.4 for more details)

If you do this, the right-click menu on the VPOP3 post-box will contain extra entries: **Start Connect** and **Hangup Now**.

- If you only have a single **Connection** defined then there will simply be a **Start Connect** and **Hangup Now** option.
- If you have more than one **Connection** defined then the **Start Connect** option will have a sub-menu with entries for each defined **Connection**, as well as another two options:
  - All - This will cause all Connections to be triggered
  - All Primary - This will cause only those Connections which are defined as 'Use with Simple Schedule' to be Triggered.

7.5 Shut Down VPOP3

There are three ways of shutting down VPOP3.

1. Right Click on the VPOP3 Status Monitor and choose **Shutdown**.
2. Execute **VPOP3 /Shutdown** from a batch file, command line or Explorer
3. If VPOP3 is running as a service on Windows NT/2000/XP or 2003, stop the service from Control Panel → Administrative Tools → Services, or execute **NET STOP VPOP3** from a batch file or command line.

Note: Option (1) can be only be performed by people who have the relevant VPOP3 Status Monitor permissions, as defined on the **User Permissions** page, or the **Remote Status Server Settings** page.

7.6 Remote Users

Often it is necessary to have certain addresses which would normally be local, actually being remote.

For instance, you may have a domain **widgets.com**, now, most people **@widgets.com** are at your site, but you may have certain users (e.g. **karen**) who are at a different

site. Because you will have specified the **Local Domains** as including the **widgets.com** domain then VPOP3 will try to send mail to **karen@widgets.com** to a local user called **karen**. Since **karen** is not really a local user, an error will be generated when a message to **karen@widgets.com** is sent.

To get around this problem, you would create a VPOP3 mapping of **karen** to the ***REMOTE** pseudo mailbox. This tells VPOP3 that mail to a local name of **karen** is actually remote, even though it appears to be local, so VPOP3 will queue that message to be sent to the ISP instead of trying to send it locally. Also, if VPOP3 downloads a message to a user called **karen** it will simply ignore the message (if it's CCed to other users as well, then they will still receive their copy)

This feature is useful if you are using a single email account for mail to more than one site (and therefore more than one VPOP3 server).

Note, on the **Utilities** -> **Admin Settings** Page, you can tell VPOP3 to treat *all unrecognised users* as if they have a ***REMOTE** mapping.

Note, if you are doing this there are several things you should be aware of:

1. Your ISP may prohibit this type of use
2. If both VPOP3 servers connect to the same ISP POP3 mailbox at the same time, one of them will be refused access.
3. You need a VPOP3 licence for each site.
4. There is no enforceable method of preventing one site downloading mail for another site.

If that is all acceptable, then read on. If not, then there are other ways of achieving a similar effect. See the 'Distributed Sites' topic for more details.

If you have 4 users in two offices, **Sue** and **James** in *office 1* and **Philip** and **Karen** in *office 2*, then, first of all, it is best to arbitrarily designate one office as being the 'main' office as far as your email configuration is concerned (it is probably best for the 'main' office to be the one where your 'technical' person is based). For this example we will say that *office 1* is the 'main' office. We will also say that **Sue** is the technical person, and that the email domain is **bobble.com**

You will need two configurations:

7.6.1 Office 1

This should have the following configurations

A user called **sue**

A user called **james**

A *mapping* of **philip** to ***REMOTE**

A *mapping* of **karen** to ***REMOTE**

7.6.2 Office 2

This should have the following configurations

A user called **philip**

A user called **karen**

On the **Utilities** -> **Admin Settings** Page you should have **Treat as *REMOTE** for what VPOP3 should do with messages to unrecognised users. Note you should *NOT* have this setting in Office **1**, otherwise badly addressed messages will simply disappear without trace!

If you want to set up any Autoresponders or further distribution/mailing lists, it is recommended that you manage them at the main office (*office 1* in the above example) and have mappings of those Autoresponder/list names to ***REMOTE** at any other offices, to mean that messages to those addresses are ignored by sites apart from the main office.

If you have set the VPOP3 **In Mail** setting to **Use Download Rules**, VPOP3 will automatically not download any messages which are only for remote users, but it will download messages which are for local users or for a mixture of local users and remote users.

7.7 Multiple Sites using VPOP3 on the same domain

This section will be useful for people who want to have people retrieving email from more or one different site, but where all users have email addresses of **<someone>@yourcompany.com**.

There are four main recommended methods of having distributed sites which all have people with email addresses of <someone>@yourcompany.co.uk.

1. Use *REMOTE mappings
2. Use subsidiary email accounts
3. Use a hierarchical network of VPOP3 servers.
4. Use LAN Forwarding to send mail between VPOP3 servers which are connected using a WAN

Note that some of these methods may be combined or mixed in various ways to create further possibilities.

Each method has advantages and disadvantages.

7.7.1 Use *REMOTE mappings

This method is very simple to set up and uses a single email account which is shared by each office.

This has various disadvantages:

1. There is no technical reason why users at one office couldn't read mail for users at other offices. Normally this isn't a problem since a correctly configured VPOP3 won't allow this, but you should be aware of it if it would be possible for users to re-configure VPOP3.
2. Each site must be running VPOP3
3. Each VPOP3 will be dialling the ISP according to its schedule. The ISP will not allow more than one connection at once so there may be conflicts. This will result in VPOP3 reporting **POP3 Client Errors** such as '**Unable to lock mailbox**'
4. Some ISPs do not allow this sort of use in their "terms and conditions"

To use this method:

1. You designate one office to be the 'main office', where mail to unrecognised users will be sent
2. At the main office create Mappings for the users at the other offices to be ***REMOTE**
3. At the subsidiary offices, tell VPOP3 to treat **'All Unknown Users as *REMOTE'** (on the **Utilities** -> **Admin** page)

For instance, if you have 4 users in two offices, Sue and James in office 1 and Philip and Karen in office 2, then. We will say that office **1** is the 'main' office. Say that your email account has a domain name of **cybercamels.co.uk**

7.7.1.1 Office 1 Configuration

- A user called **sue**
- A user called **james**
- A mapping from **philip** to ***REMOTE**
- A mapping from **karen** to ***REMOTE**
- Accepted Domains of **cybercamels.co.uk**
- Local Mail Domain of **cybercamels.co.uk**
- This should collect mail from the **cybercamels.co.uk** account
- What to do with Incoming mail for Unknown Recipients should be set to something like **Send Error Msg to xxxxx**

7.7.1.2 Office 2 Configuration

- A user called **philip**
- A user called **karen**
- Accepted Domains of **cybercamels.co.uk**
- Local Mail Domain **of cybercamels.co.uk**
- This should collect mail from the **cybercamels.co.uk** account
- What to do with Incoming mail for Unknown Recipients should be set to **Treat as *REMOTE**

7.7.2 Use subsidiary email accounts

This method is a bit more complex to set up, and requires each site to have its own POP3 email account.

There is an advantage over the previous method in that each site (except the head office) only gets its own email. Also, individual remote users are easily catered for, and single user sites don't need to run VPOP3.

1. To use this method you will need an email account with an ISP for each office. This email account doesn't need to have domain name registration, it can be any standard POP3 email account.
2. You designate one office to be the 'main' office, and use your main email account for that office. You then designate your other accounts to the other offices.
3. At the main office:
    a. Set up any local users
    b. For any users at the other offices, set up a *Distribution List* with a name of the user, and a single 'Remote Member' of the email account of their office's POP3 email account (see Email Forwarding).

c. At the secondary office(s):
    a. Set up any local users
    b. As **3.b** above, create *Distribution Lists* for each user at the other offices

---

For instance, if you have 4 users in two offices, Sue and James in office 1 and Philip and Karen in office 2, then. We will say that office **1** is the 'main' office. Say that your main email account has a domain name of **cybercamels.co.uk** and your subsidiary email account has an address of **cybercamels2@isp.co.uk**.

7.7.2.1 Office 1 Configuration

- A user called **sue**
- A user called **james**
- A distribution list called **philip** with a single Remote Member of **cybercamels2@isp.co.uk**
- A distribution list called **karen** with a single Remote Member of **cybercamels2@isp.co.uk**
- Accepted Domains of **cybercamels.co.uk**
- Local Mail Domain of **cybercamels.co.uk**
- This should collect mail from the **cybercamels.co.uk** account

7.7.2.2 Office 2 Configuration

- A user called **philip**
- A user called **karen**
- A distribution list called **sue** with a single Remote Member of **sue@cybercamels.co.uk**
- A distribution list called **james** with a single Remote Member of **james@cybercamels.co.uk**
- Accepted Domains of **cybercamels.co.uk**
- Local Mail Domain **of cybercamels.co.uk**

- This should collect mail from the **cybercamels2@isp.co.uk** account

7.7.3 Use a hierarchical network of VPOP3 servers.

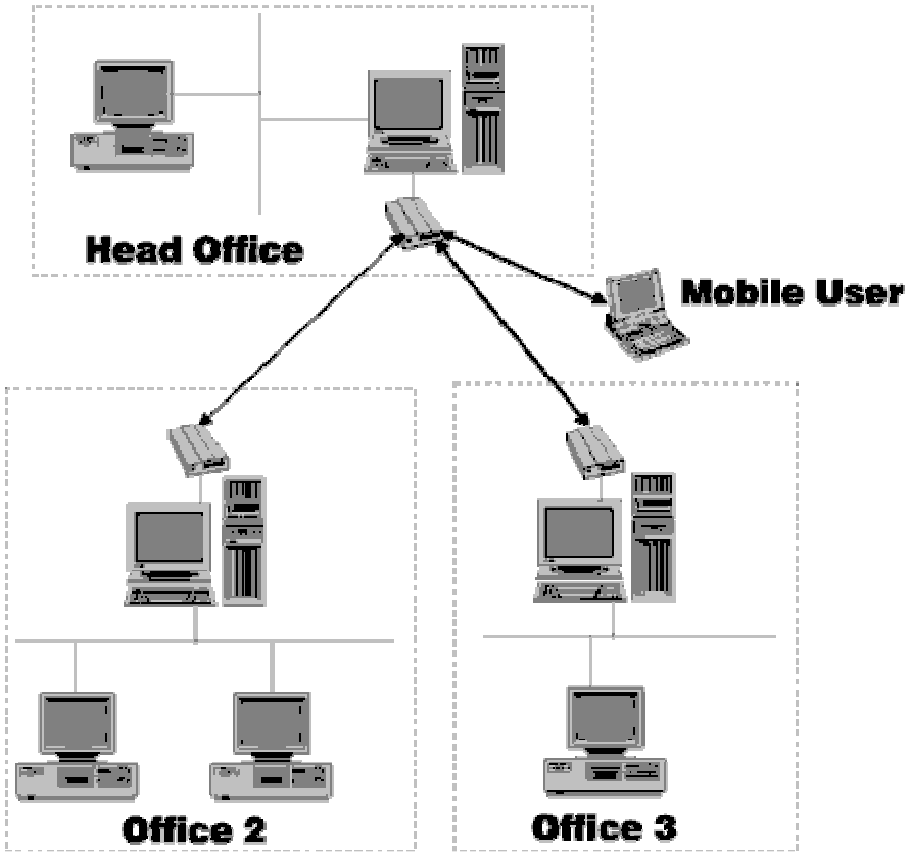
This method is the most complex to set up, and requires the head office to be running Windows NT dial-up server to allow dial-in access.

A possible disadvantage of this method is that each time messages are collected or sent by a subsidiary office, a phone call must be made from that office to the head office. The other methods only require a phone call to a local ISP. This may be a large issue if the distributed sites are in different countries.

This method has an advantage in that all internal email between sites can be carried over a VPN or over direct connections, rather than over the Internet, so if security is a big issue, this may be the solution to go for.

Supporting multiple sites using 'Hierarchical Servers' is best used when all sites can be connected using either a VPN or a TCP/IP dial-in service to one of the other offices. For instance, often the head office will have VPN connections to the other offices. It can be used over the Internet if you want, but you lose the security benefit.

The diagram below shows how this works



In this setting Office 2 and Office 3 are configured to dial into the Head Office as if that is the Internet Service Provider. Mobile users can dial into the head office in the same way.

Lets say that the company has a registered domain of **company.com**, and the users at each office are listed below. (We will only describe the Head Office and Office 2 - Office 3 will be similar to Office 2)

Head Office Users

- Sarah
- John
- Philip

Office 2 Users

- Martin
- Karen

7.7.3.1 At Head Office

- Create users called **Sarah, John, Philip, Office2, Office3**.
- Create mappings from **Martin** and **Karen** to **Office2**

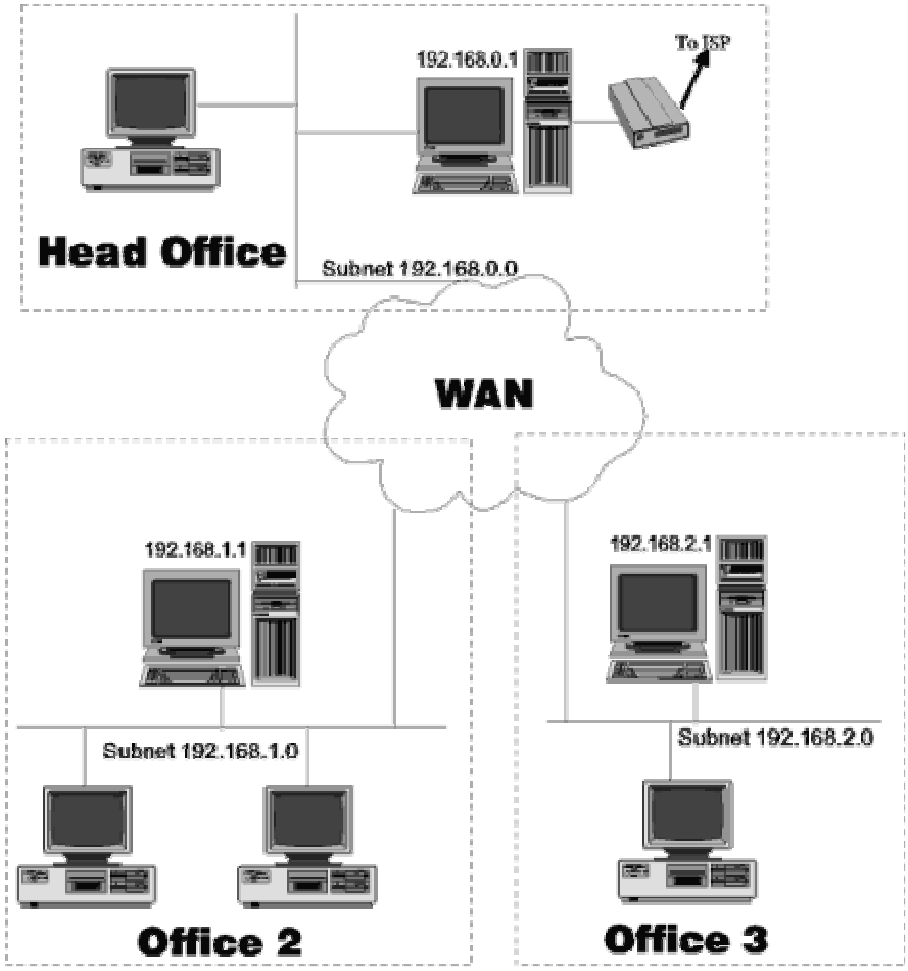
7.7.3.2 At Office 2

- Create users called **Martin** and **Karen**
- **What to do with Incoming mail for Unknown Recipients** should be set to **Treat as *REMOTE**
- Create a **Connection** to dial into the Head Office RAS server
- Set the **In Mail** to collect from the **Office2** account at the Head Office VPOP3 server
- Set the **Out Mail** to send to the Head Office VPOP3 server

7.7.4 Use LAN Forwarding to send mail between VPOP3 servers which are connected using a WAN or VPN

If you have a company WAN (Wide Area Network) or VPN, then this is probably the best option to go for. It uses LAN forwarding to get quick delivery of messages between sites.

Using this method all mail between sites is sent to the destination server immediately (so note the cost implications if the link uses something like ISDN which is not a fixed cost), so mail arrives a lot quicker than using any of the other distributed sites mechanisms.



Lets say that the company has a registered domain of **company.com**, and the users at each office are listed below.

Head Office Users

- Sarah
- John
- Philip

Office 2 Users

- Martin
- Karen

Office 3 Users

- Louise
- Jane

7.7.4.1 At Head Office

- Create users called **Sarah, John, Philip**
- Go to **Local Mail** -> **LAN Forwarding**, and enter LAN Forwarding rules of

```
Martin 192.168.1.1
Karen 192.168.1.1
Louise 192.168.2.1
Jane 192.168.2.1
```

- Make a **Connection** to connect to the ISP
- Make an **In Mail** entry to collect incoming mail from the ISP
- Make an **Out Mail** entry to send outgoing mail to the ISP

7.7.4.2 At Office 2

- Create users called **Martin, Karen**
- Go to **Local Mail** -> **LAN Forwarding**, and enter LAN Forwarding rules of

```
Sarah 192.168.0.1
John 192.168.0.1
Philip 192.168.0.1
Louise 192.168.2.1
Jane 192.168.2.1
```

- Make a **Connection** saying 'Connect Using LAN'
- On the **Schedule** page, turn on **'If Outgoing mail arrives whilst online send immediately'**
- Make an **Out Mail** entry to send outgoing mail via a SMTP relay server at **192.168.0.1**

7.7.4.3 At Office 3

- Create users called **Louise, Jane**
- Go to **Local Mail** -> **LAN Forwarding**, and enter LAN Forwarding rules of

```
Sarah 192.168.0.1
John 192.168.0.1
Philip 192.168.0.1
Martin 192.168.1.1
Karen 192.168.1.1
```

- Make a **Connection** saying 'Connect Using LAN'
- On the **Schedule** page, turn on **'If Outgoing mail arrives whilst online send immediately'**
- Make an **Out Mail** entry to send outgoing mail via a SMTP relay server at **192.168.0.1**

8 Filtering Messages

There are three main ways of filtering messages in VPOP3.

1. Download Rules – these act before a message is downloaded from the ISP's POP3 mail server. They can look at the message header, and certain other

things, such as the message size, but **not** the message content, attachments etc. Download Rules can decide whether to download the message or not.

2. SMTP Rules – these act as a message is received from an SMTP client (eg from a local user sending a message or for incoming SMTP messages). They can look at the message header, and certain other things, such as the message size, sender's IP address etc, but **not** the message content, attachments etc. SMTP Rules can decide whether to accept the message or not.
3. Content/Spam Filtering scripts – these are more complicated than the previous two options, but are also more flexible. These can also look at message content etc, but only **after** VPOP3 has received the message in its entirety. VPOP3 comes with a sample spam filter script and you can purchase a subscription to receive regular updates to this, or you can modify the scripts yourself or add your own to meet your own requirements, but this requires some basic programming ability.

8.1 Download Rules

Download rules are a set of conditions which can be used to control which messages get downloaded, which don't and other functions like message redirection. This can be useful for preventing the download of "junk" email messages.

Download rules are enabled if all the following criteria are met:

1. You are downloading messages using POP3 (for downloading using SMTP see SMTP Rules in section 8.2)
2. You have specified that download rules are processed (you do this from the **In Mail** Configuration Page, see section 6.3).
3. You have a valid **Download Rules** definition. The format of this is described below. Note that there are two ways of creating download rules. There is a 'friendly' editor in VPOP3 or you can edit them as text files. Advanced users will generally find that editing the text files is quicker, but beginners may prefer to use the 'friendly' editor which creates the text files for you.

Note: If you do enable download rules, then connections will generally take longer (but they may save lots of time if you get "junk" email). This is because (as well as the small amount of extra processing time involved), VPOP3 has to download the message header first of all, and then download the whole message (including the header again) if the download rules say that the message should be downloaded.

REMEMBER, you MUST have turned on *Use Download Rules* on the In Mail configuration page for Download Rules to work.

8.1.1 Possible Download Rule Actions

There are several actions which download rules can perform:

1. **Delete the message (*)** This deletes the message instantly (and informs the intended recipient or the 'Main Administrator' that this has happened).
   Example

```
*Delete message
From: bob@spammers.net
```

2. **Delete Silently (@)** This deletes the message instantly, and doesn't tell anyone about it (*use with caution!*).
   Example

   ```
   @Delete Silently
   Subject: sex
   ```

3. **Ignore the message (~)** This just totally ignores the message (apart from deleting it after the specified number of days for leaving mail on the server).
   Example

   ```
   ~Ignore
   Subject: viagra
   ```

4. **Download (<)** This will simply download the message as normal. This is the default behaviour if no other rules match.
   Example

   ```
   <Download important messages
   From: boss@customer.com
   ```

5. **Download and Delete (%)** This will download the message as normal, and then delete it immediately afterwards.
   Example

   ```
   %Download and delete big messages
   size: 1000000
   ```

6. **Ask to download (?)** This is a very useful option. Here, if a message matches the rule, then a copy of the header is sent to the intended recipient(s) with a message from 'Mailer_Daemon'. If the recipient replies to this message (including the same subject line), then the message will get downloaded at the next connection. The recipient can also request an immediate deletion of the message by responding with a message beginning with the word '**DELETE**'. Otherwise the message will remain on the server for the **Query Download Delay** setting (see section todo) (unless the ISP server deletes it first) before being deleted.
   Example

   ```
   ?Ask about big messages
   size: 1000000
   ```

7. **Redirect Ask to download (>..?)** This is similar to the above option, but you can specify another user to receive the query message from Mailer_Daemon. (Note that if this user replies, the **original** recipient will receive the message after it is downloaded, the person receiving the query will not receive the full message.
   Example

   ```
   >fred?Ask fred about big messages
   size: 1000000
   ```

8. **Redirect Delete (>..*)** This is similar to the **Delete** option, but the message indicating that the message has been deleted can be redirected to a different user.
   Example

```
>fred*Delete big messages and tell fred
size: 1000000
```

9. **Redirect (>..<)** This will cause the message to be download, but sent to a different recipient from normal. This facility can be used to implement basic message filtering.
   Example

   ```
   >fred<Redirect messages from customer.com
   from: @customer.com
   ```

10. **Redirect Download and Delete (>..%)** This is similar to the **Download And Delete** option, but the downloaded message is redirected to a different user.
    Example

    ```
    >fred%Redirect big messages and delete from ISP
    size: 1000000
    ```

11. **Copy Ask to download (>+..?)** This is similar to the **Ask to download** option, but you can specify another user to receive the query message from Mailer_Daemon as well as the intended recipient. (Note that if this user replies, the **original** recipient will receive the message after it is downloaded, the person receiving the query will not receive the full message.

12. **Copy Delete (>+..*)** This is similar to the **Delete** option, but the message indicating that the message has been deleted can be copied to a different user as well as the intended recipient.

13. **Copy (>+..<)** This will cause the message to be download, but copied to a different recipient as well as the originally intended recipient.

14. **Copy Download and Delete (>+..%)** This is similar to the **Download And Delete** option, but the downloaded message is copied to a different user as well as the originally intended recipient.

Note that the Redirect and Copy rules can be used to redirect/copy the downloaded message to a list as well as to a single user.

8.1.2 Defining Download Rules

To define download rules, go to the **External Mail** -> **In Mail** page and press the **Edit Download Rules** button. This will give you a ‘friendly’ editor to allow you to easily manage the download rules.

Advanced users may prefer to press the **Use Text Editor** button on this page to edit the rules in their raw text format. Download rules are stored in a text file called **DLRULES.DAT** in the main VPOP3 directory. This file is read whenever VPOP3 starts a POP3 download, so you could manage this file from outside VPOP3 and have it take effect without restarting VPOP3.

8.1.2.1 Using the Download Rules “friendly editor”

todo

8.1.2.2 Editing the Rules in Text format

The format details below are used when editing the download rules in text format, either within VPOP3 itself, or by directly editing the DLRULES.DAT file.

If you want to learn about the text format for download rules it may be useful to create a few rules using the friendly editor (see section 8.1.2.1 above) and then switch to text mode to see how they are formatted.

8.1.2.2.1 Download Rules Format

Here's a description of the file format:

- **Comment** lines start with a #
- Blank lines are ignored
- The file contains zero or more **Rules**.

Each Rule has a format of:

- One **Rule Definition** line (containing the Rule Action and Name - indicating what happens if the rule is triggered),

followed by

- Zero or more Rule Condition lines (indicating what conditions need to be matched to trigger the rule).

Rules are processed in the order they appear in the Download Rules definitions, and processing stops as soon as a rule matches.

8.1.2.2.2 Download Rule Definition Line

The Rule definition line optionally starts with a '+' sign. If the '+' is present, then the rule is an OR rule - that means that if at least one of the conditions matches, then the rule triggers. If the '+' is not present, then the rule is an AND rule - all the conditions must match for the rule to trigger.

After the optional + sign, there is another character which indicates the action which VPOP3 should take if the rule is triggered. In the list of possible actions above, this is the red character(s) in parentheses given with the action description (e.g. for the 'Delete' rule, it is an asterisk (*))

The name of the rule starts immediately after the @, ~, <, %, or ?. The name is only used for reporting purposes.

```
*This is a Delete Rule
```

The exceptions to this are the Redirect and Copy rules. In this case, the name of the real recipient immediately follows the '>' character or '>+' characters, and is terminated by a '<', '?', '%" or '*'. For instance:

```
>recipient<This is a Redirect rule

>+recipient<This is a Copy rule
```

When a rule is triggered which involves a notification message (e.g. Ask or Delete), the message sent to the intended recipient, main administrator or redirect/copy target

includes the name of the rule, so it can be helpful to make the name meaningful (or at least unique!). The rule name is also logged in the DLRULES.LOG file.

8.1.2.2.3 Download Rule Conditions

Download Rule conditions specify what text should appear in which header fields in order to match the Download Rule.

A rule condition can start with an optional **!** (exclamation mark) which means that the entry in negated - i.e. the text must NOT appear in the header field.

The rule condition line is then <**fieldname**>**:** <**text to match**> (note the fieldname and text must be separated by a colon, then a space)

Except for the six exceptions below, **fieldname** is the name of any email message header field - read the relevant RFCs which define email message formats.

- **Size:** This **fieldname** compares the text with the message size. If the message size is greater than the number specified in the text, then the rule entry will match (this can also be negated with a **!** to mean that the message size must be smaller or equal to the number specified)
- **Rcpt:** This **fieldname** checks to see if the text matches a recipient of the message (after mapping and assistants have been processed). The rule entry will match if that recipient name is an intended recipient of the message being processed.
- **Any:** This **fieldname** matches *any* email message header field.
- **TimeNow:** The **fieldname** contains the time range that the rule will match - eg **TimeNow: 8:00-14:00**
- **DayNow:** The **fieldname** contains the day numbers (1 = Sunday, 7 = Saturday) that the rule will match - eg **DayNow: 23456** to match weekdays
- **InMail:** The **fieldname** contains the number of the **In Mail** configuration (from 1 upwards) for which this rule should be active. You can specify multiple **In Mail** settings for the rule to be active for by separating them with commas, or specifying a range using a hyphen - eg **InMail: 1,3-7,9**

Notes

- If a rule condition is only **<fieldname>:** then any message header containing this header field will match.
- If there are no rule conditions, then the rule will always be triggered - this is useful if you want to change the default behaviour from '**Download**' to '**Ask**' for instance.
- The text to match can contain the ***** and **?** wildcards for more complex conditions. Usually the text to match is treated as a substring, but if you surround it with quotes (" ") then it is treated as an exact match (wildcards are still allowed) instead of a substring match.
- There is no way to test the message content, attachments etc using Download Rules. This is because Download Rules operate before the message has been downloaded, and thus can only see the message headers.

Examples

```
From: bill@microsoft.com
```

This condition will match if the email address came from **bill@microsoft.com**.

```
X-Mailer: Eudora
```

This condition will match if the sender used the Eudora email client to send the message

```
!Size: 10000
```

This condition will match if the message is less than or equal to 10000 bytes long (if there wasn't a **!** before **Size** then it would match if the message was greater than 10000 bytes)

8.1.3 Logging Download Rule Activations

Download Rule activations are automatically logged to a file called **DLRULES.LOG** in the VPOP3 directory.

8.1.4 Download Rule Examples

The following samples show some common uses of download rules, and how to achieve them

- A simple junk-email filter
- A filter to download only one person's email

8.1.4.1 Example Download Rules - A Junk Mail Filter

This is an example Download Rules filter to prevent VPOP3 from downloading certain junk email.

Notes:

1. The rules only filter out certain junk email, not all junk email; other messages can be filtered by expanding the rule as appropriate).
2. The conditions below match junk email which we have received. The filtered senders might not be totally junk email senders, but...

```
+@Silently delete spam
To: Members@aol.com
From: @inboxexpress.com
To: user@aol.com
From: independent@mcmail.com
To: Friend@public.com
To: you@yourdomain.net
To: response@yerbiz.com
To: (Dear Friend)
To: Secret@World.Inner.Circle
Subject: $$$
From: UKcallsave@aol.com
From: shopnsave@juno.com
From: more@success-network.net
To: World.Friends@Planet.earth
```

```
To: anybody@yahoo.com
From: @xxx
To: friend@everywhere.com
To: Mailman@newdomain.com
To: justice_for_all@dialaccess.com
```

To change what happens to junk email you can change the action in the first line to be:

```
+?Ask about Spam
```

or

```
+>spambox<Redirect spam into the 'spambox'
mailbox
```

8.1.4.2 Download Rule Example - Only Download One Person's Email

This is an example Download Rules filter to only download a single person's email.

Notes:

1. You shouldn't rely on this rule to prevent one person reading another person's email, since it's not hard to change the rules! Only use this rule to save online time
2. Don't simply change this rule to make it NOT download mail for one person - that will make it not download mail which is addressed to that person, even if it is also addressed to a person for whom you do want VPOP3 to download mail.

```
+<Download any email for louise@company.com
To: louise@company.com
Cc: louise@company.com
Apparently-To: louise@company.com
Received: for <louise@company.com>

~Ignore Everyone else's email
```

The first line of the first rule has a + character as the first character on the line meaning that **any** of the conditions can match for the rule to be triggered.

The second character on the first line is < meaning that if the rule is triggered by a message, that message should be downloaded and processed as normal.

The rest of the first line (**Download any email for louise@company.com**) is simply a text description of the rule. VPOP3 does not use this text at all, except when reporting a problem with the rule or in the **DLRULES.LOG** log file.

The next 4 lines are the conditions that VPOP3 will check. They are simply substring searches in the relevant message header fields.

The last line (an 'ignore' rule with no conditions) will match any messages which were not caught by the 'download' condition, and will mean that other messages will not be downloaded.

8.2 SMTP Rules

SMTP Rules are similar to Download Rules except they are used to filter messages which VPOP3 receives using SMTP rather than those received using POP3 which Download Rules handle.

SMTP Rules process all messages which VPOP3 receives using SMTP, this includes **local** messages as well as those downloaded using the 'SMTP Incoming' method.

Because of the way SMTP works, SMTP Rules behave quite differently from Download Rules. When VPOP3 is receiving messages using the POP3 protocol, VPOP3 is in full control - it can examine the message header and then decide whether to download the message or not, and whether to delete the message from the remote end or not.

When VPOP3 is receiving messages using the SMTP protocol, VPOP3 is given a message in three parts, and it can only decide whether to accept the message or reject it. It cannot tell the remote end whether to delete the message or not (normally the remote end will always delete the message whether or not VPOP3 rejects it).

8.2.1 Possible SMTP Rule Actions

There are four actions which can be performed by SMTP Rules:

1. **Accept the message** (<) This tells VPOP3 to accept the message as normal.
2. **Reject the message** (*) This tells VPOP3 to reject the message. It will not be processed at all.
3. **Redirect the message** (>...<) This tells VPOP3 to accept the message, but to redirect it to somewhere else instead of to the normal recipient.
4. **Ignore the message** (~) This tells VPOP3 to ignore the message, it will appear to accept it, but it will simply discard the message after accepting it.
5. **Copy the message** (>+...<) This tells VPOP3 to accept the message, but to copy it to somewhere else as well as to the normal recipient.

8.2.2 SMTP Rule Processing Stages

VPOP3 is given SMTP messages in three parts; SMTP rules can be processed on any or all of these parts.

1. The first part is the **SENDER** address. The message size may also be supplied at this time, but that depends on the software which is sending the message. At this time, VPOP3 can process any SMTP Rules which contain only the following comparisons:
   MailFrom:, Size:, Timenow:, Daynow:
2. The second part contains the **RECIPIENT** list. At this time, VPOP3 can process any SMTP Rules which contain only the following comparisons:
   Any for section 1, plus **RcptTo:, RcptCount:**
3. The last part contains the full message. At this time VPOP3 can process any SMTP Rules at all, but by the time of processing these rules the entire message has been received, so VPOP3 will not save bandwidth by deleting the message here.

By default VPOP3 will try to choose the most appropriate time to process a specific SMTP Rule by examining what comparisons the rule makes. However, you can

explicitly set at which point the rule will be processed by setting the first character of the SMTP Rule action line (see below) to the appropriate digit (**1**, **2** or **3**) according to the list above.

8.2.3 Defining SMTP Rules

You can either set SMTP rules by going to the **Services** page, and go to the **SMTP Server Configuration** page, then press **Edit SMTP Rules** or edit the file **SMTPRULES.TXT** in the VPOP3 directory.

8.2.4 SMTPRULES.TXT File Format

- Comment lines start with a #
- Blank lines are ignored
- The SMTP Rules file contains zero or more rules

8.2.4.1 Each Rule has a format of:

- One Rule Definition line (containing the Rule Action and Name - indicating what happens if the rule is triggered), followed by
- Zero or more Rule Condition lines (indicating what conditions need to be matched to trigger the rule).

Rules are processed in the order they appear in the SMTP Rules file and processing stops as soon as a rule matches.

8.2.4.2 SMTP Rule Definitions

The SMTP Rule definition line consists of several parts, some of which are optional. This line defines how the rule operates and what happens if the rule is triggered.

The first part is optional and it consists of a number **1**, **2** or **3**. This tells VPOP3 when the SMTP Rule should be processed.

1. VPOP3 should process this rule when it is told the **SENDER** email address. The message size may also be supplied at this time, but that depends on the software which is sending the message.
   At this time, VPOP3 can process any SMTP Rules which contain only the following comparisons:
   MailFrom:, Size:, Timenow:, Daynow:
2. VPOP3 should process this rule when it is told the **RECIPIENT** email address list. At this time, VPOP3 can process any SMTP Rules which contain only the following comparisons:
   Any for section 1, plus **RcptTo:, RcptCount:**
3. VPOP3 should process this rule after it has been sent the full message. At this time VPOP3 can process any SMTP Rules at all, but by the time of processing these rules the entire message has been received, so VPOP3 will not save bandwidth by deleting the message here.

The second part is an optional + sign. If this is present, then the rule is an **OR** rule - that means that if at least one of the conditions matches, then the rule triggers. If the

‘+’ is not present, then the rule is an **AND** rule - all the conditions must match for the rule to trigger.

The third part is mandatory, and is one of the following symbols which tells VPOP3 what action it should take if the rule is triggered.

- **<** (less than) - The message should be accepted as normal
- ***** (asterisk) - The message should be rejected with an error message. If there are any time dependent conditions in this rule, the message will be rejected with a temporary failure message. If there are not time dependent conditions, it will be rejected with a permanent failure message. This should cause the sender program to retry later if the message was rejected because of a time condition.
- ~ (tilde) - The message will be accepted and then discarded silently. This can be used to 'black-hole' SPAM email. It should be used carefully. The message will be permanently lost and the sender will not receive an error message
- **>...<** (greater than) - The message will be accepted and redirected to a different user.
- **>+...<** (greater than, plus) - The message will be accepted and copied to a different user as well as the original recipients

The final and fourth part is mandatory and is the name of the rule. This starts immediately after the *****, ~, or **<**. The name is only used for reporting purposes.

```
*This is a Reject Rule
```

The exceptions to this are the **Redirection** and **Copy** rules. In this case, the name of the real recipient immediately follows the ‘>’ or '>+' characters, and is terminated by a ‘<’.

```
>recipient<This is a Redirect rule
```

The examples may help to clarify things.

8.2.4.3 SMTP Rule Conditions

SMTP Rules are triggered when the conditions you specify are met.

VPOP3 can look at the message header to decide whether to process the rules, as well as looking at certain other data.

A rule condition can start with an optional **!** (exclamation mark) which means that the entry in negated - i.e. the text must NOT appear in the header field.

The rule condition line is then <**fieldname**>**:** <**text to match**> (note the fieldname and text must be separated by a colon)

Except for the exceptions below, **fieldname** is the name of any email message header field - read the relevant RFCs which define email message formats.

- **Size:** This **fieldname** compares the text with the message size. If the message size is greater than the number specified in the text, then the rule entry will match (this can also be negated with a **!**). At processing stage 1 and 2 this is only valid if the sending email software specified the size, at processing stage 3 this is always valid.

- **Any:** This **fieldname** matches *any* email message header field.
- **TimeNow:** The **fieldname** contains the time range that the rule will match - eg **TimeNow: 8:00-14:00**
- **DayNow:** The **fieldname** contains the day numbers (1 = Sunday, 7 = Saturday) that the rule will match - eg **DayNow: 23456** to match weekdays
- **MailFrom:** The **fieldname** contains the sender's email address to compare
- **RcptTo:** The **fieldname** contains the recipient's email address to compare
- **RcptCount:** The **fieldname** contains the number of recipients specified

Note that **MailFrom:**, **RcptTo:** and **RcptCount:** work from the "SMTP envelope" data, not from the message header, so the data matched may be different from the data visible in the message header. (Usually they are the same).

Notes

- For historical reasons SMTP Rules behave different from Download Rules in that the comparisons are **not** by default substring comparisons, so if you put comparison text of **bill**, the field must contain exactly "**bill**". If you want to check for anything containing **bill**, then check for "***bill***" (note the wildcards around the search text);
- If there are no rule conditions, then the rule will always be triggered - this is useful if you want to change the default behaviour from '**Accept**' to '**Reject**' for instance.

8.2.5 SMTP Rule Examples

Here are some examples of SMTP Rules

8.2.5.1 Filter to reject non-local mail (local email domain is local.com)

```
1*Reject non-local mail
!MailFrom: *@local.com
```

- This rule gets processed when VPOP3 is told the Sender's email address (the **1** on the first line)
- It is a **Reject** rule (the ***** on the first line)
- It is called 'Reject non-local mail' (this is just for reporting purposes)
- It is triggered if the Sender's email address does NOT equal ***@local.com** (see wildcards)

8.2.5.2 Filter to redirect mail for sales@domain.com to a user Bill on Mondays

```
2>bill<Redirect mail for sales@domain.com to Bill
on Monday
RcptTo:sales@domain.com
DayNow:1
```

8.2.5.3 Filter to reject suspected SPAM mail

```
3+*Reject Spam
From:*inbox@inboxexpress.com*
Subject:*$$$*
Subject:*sex*
```

9 Configuring your Email Client

Your “email client” is the software you use for reading and composing email messages, such as Outlook Express etc.

This software should be configured to connect to VPOP3 rather than to your ISP’s email server - how you do this will depend upon your particular email client software.

- If you are running VPOP3 across a **network**, then specify the IP address of the VPOP3 server as the address of the SMTP and POP3 servers. You defined the IP address of the VPOP3 server when you set up your internal TCP/IP network.
- If you do not have a network and are running VPOP3 on the **same machine** as your email client software, then specify **127.0.0.1** as the IP address of both the SMTP and POP3 servers.

Below are details for configuring Outlook Express and Outlook 2002/XP

Lots of other email client software can be used, in fact, any email client software which works with Internet POP3 and SMTP email can be used.

The general rules for configuring your email client software are to:

1. Tell the software that it is to connect using your LAN (not dial-up)
2. Tell the software the IP address of VPOP3 as the POP3 and SMTP servers
3. Tell the software your local VPOP3 user account name and password as the POP3 account

9.1 Setting up Email clients to use the IMAP4 protocol (VPOP3 Enterprise Only!)

In most cases, to set up an email client to use the **IMAP4** protocol instead of **POP3,** there is a drop-down box to select the server type, and you choose **IMAP4** instead of **POP3**.

Note that IMAP4 is not as widely supported as the POP3 protocol, however most modern email clients now support IMAP4 as well as POP3.

9.2 Outlook Express and Outlook 2002/XP

Choose the "Tools" → "Accounts" from the menu.

To add a new **Mail Account**, press **Add** → **Mail...** and go here.

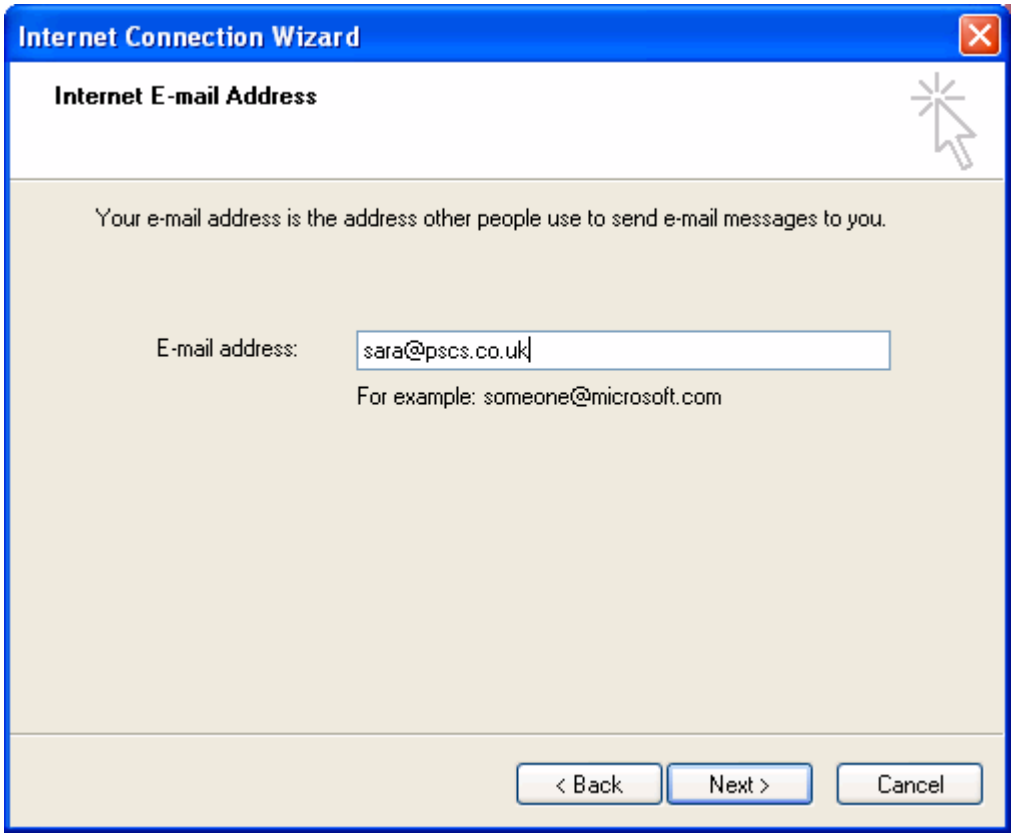
To edit an existing account, select the account and press **Properties** and look here.

9.2.1 Outlook Express Add Account

After pressing **Add** in the Outlook Express Accounts list you should get the windows below

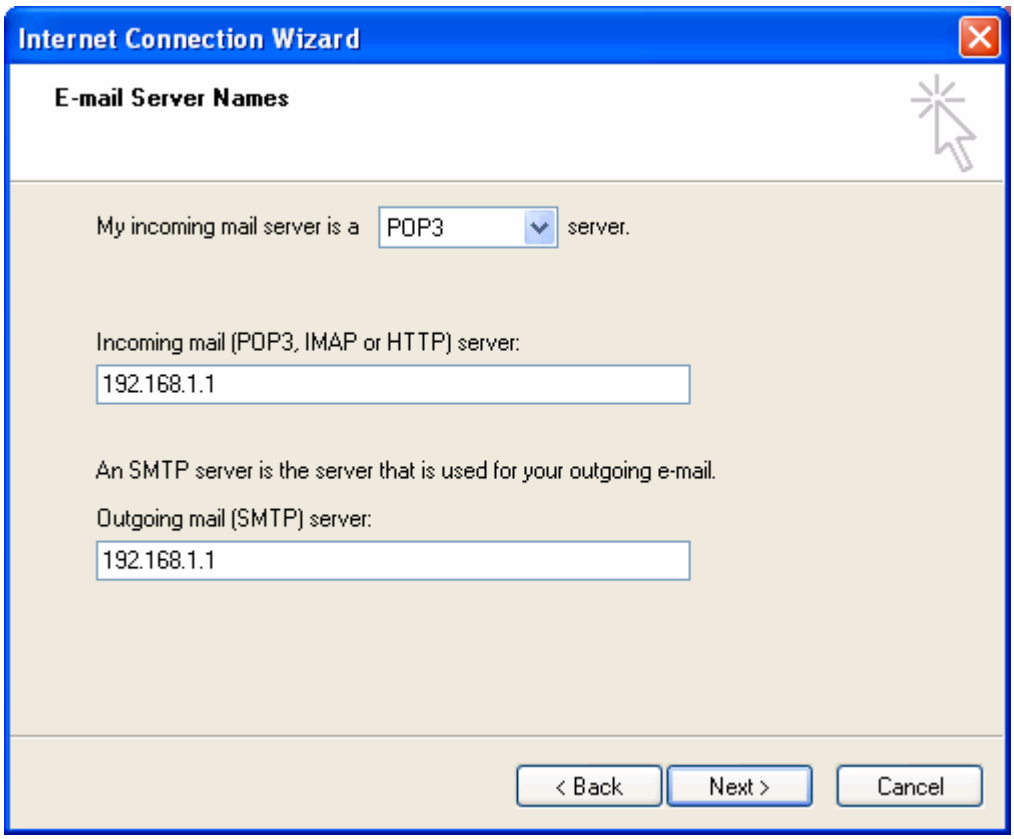
In **Display Name** enter your name as you want it to be displayed in the **From** field of messages you send.

Press Next to define your email address



In **E-mail address** enter your email address.

Press Next to define the mail servers

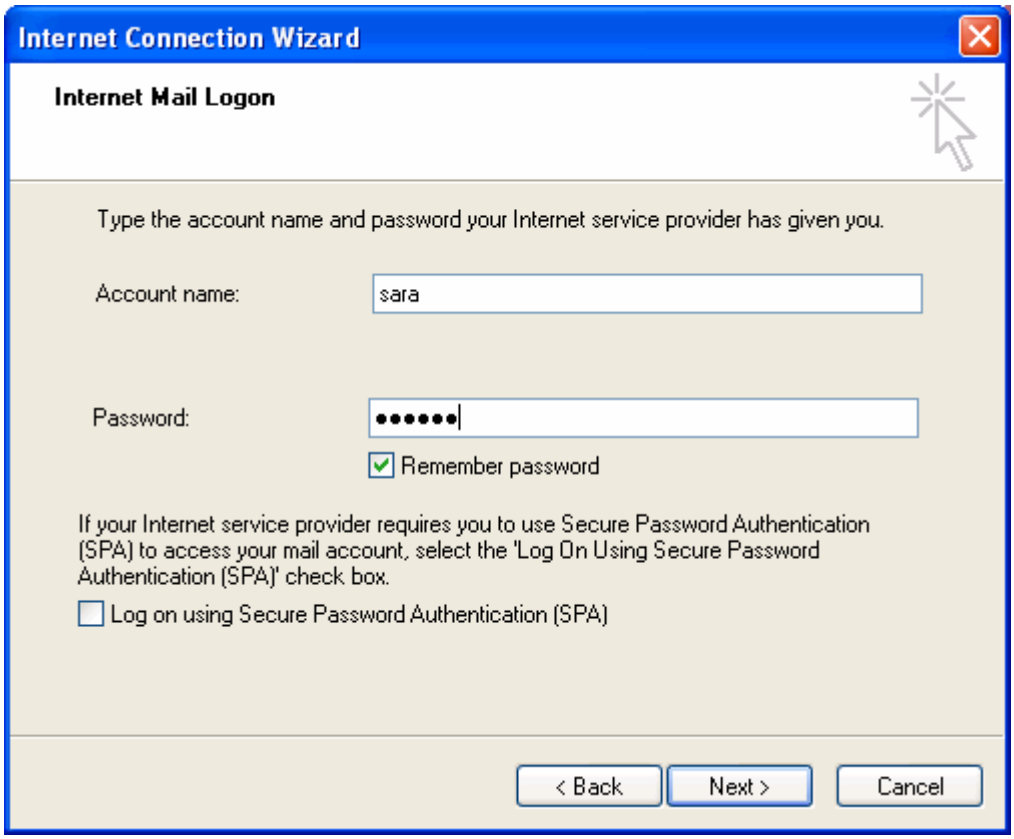


Select "My incoming mail server is a **POP3** server.

In **Incoming mail server**, enter the IP address of the VPOP3 server (or 127.0.0.1 if you are not on a LAN).

In **Outgoing mail server**, enter the same IP address as the **Incoming mail server**.

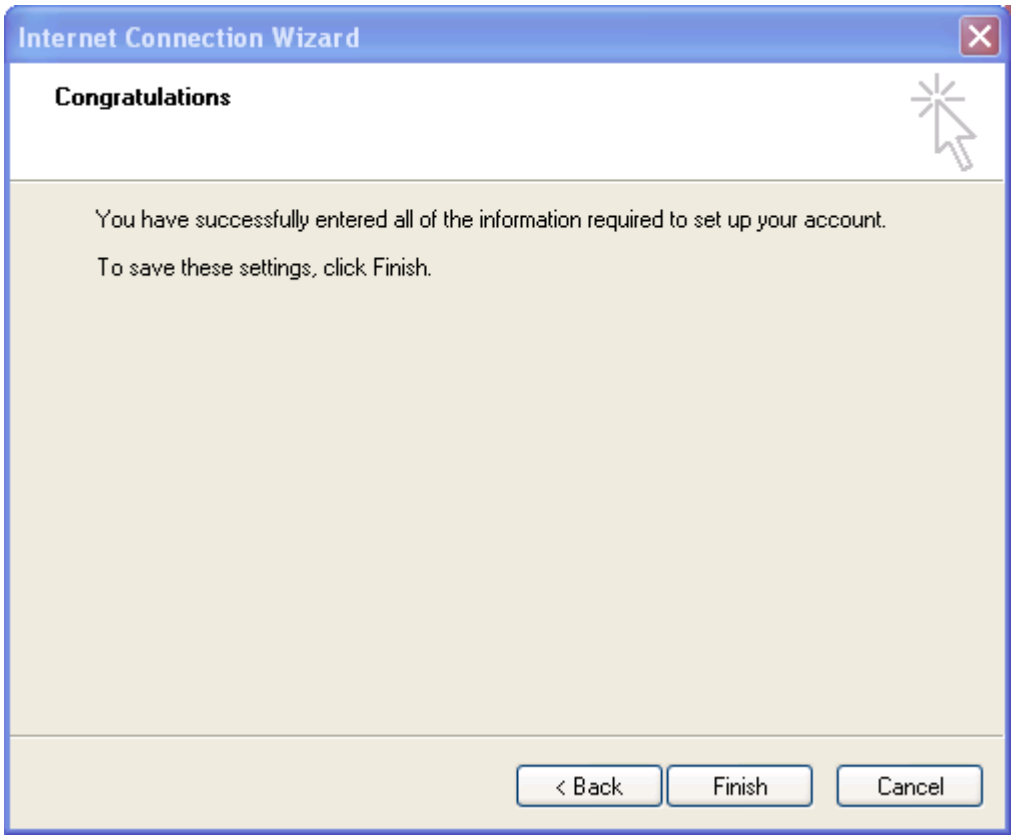
Press Next to tell Outlook Express how to log on to VPOP3



In **Account name** enter the Username defined in VPOP3 for the mailbox you want to access.

In **Password** enter the Password defined in VPOP3 for the mailbox you want to access.

Press Next to complete the account creation in Outlook Express

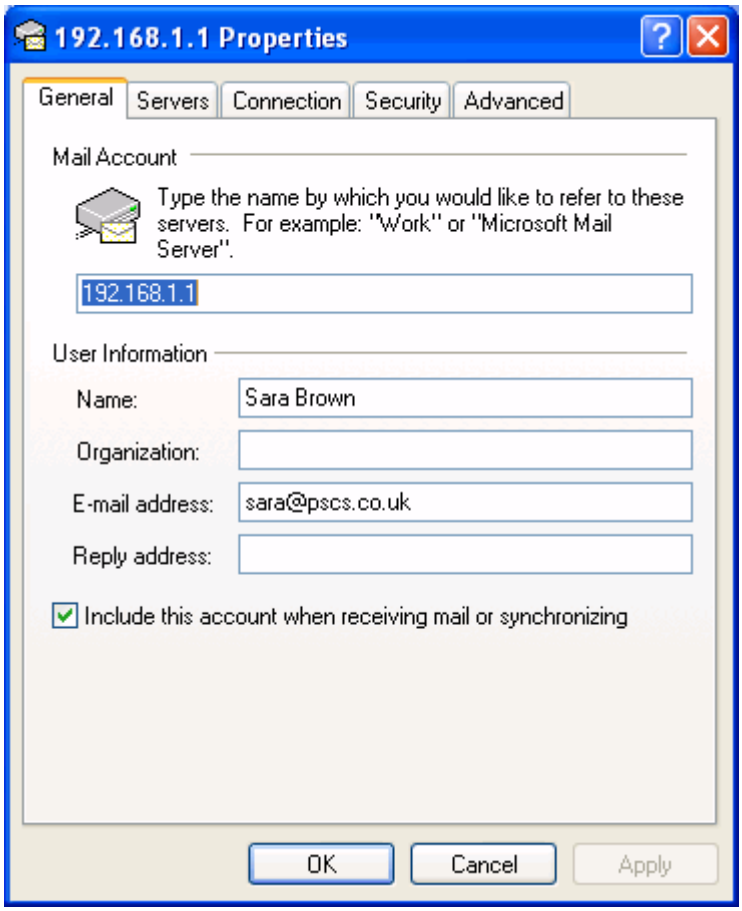


9.2.1.1 Press Finish

9.2.2 Outlook Express Edit Account

After pressing **Properties** in the Outlook Express Accounts list you should get the windows below

9.2.2.1 General Tab



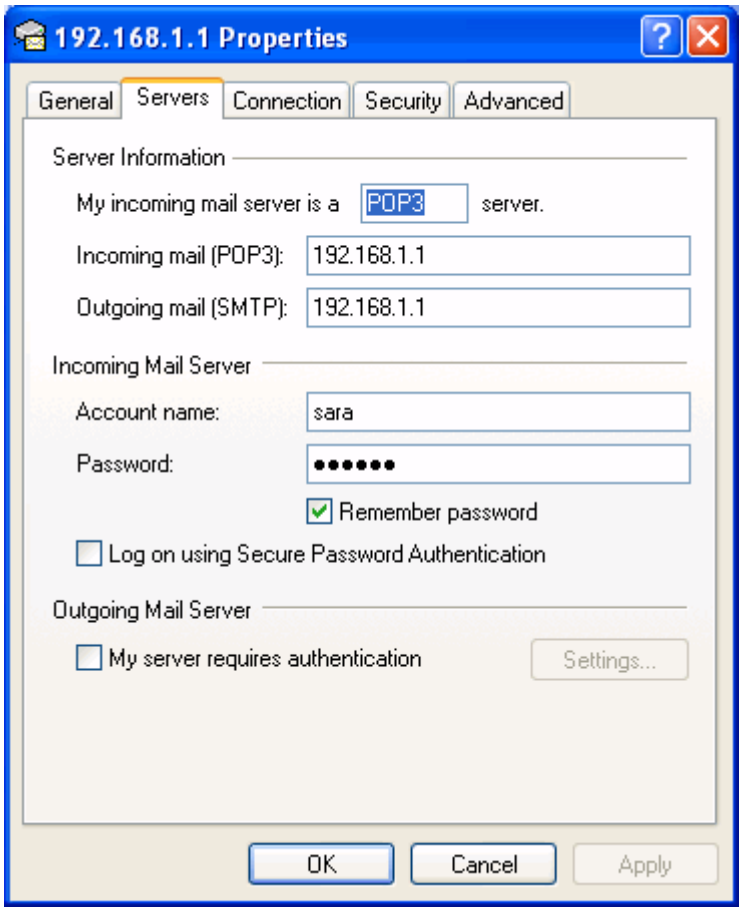
The mail account '**Name**' (192.168.1.1 in the above image) is simply the name you wish to use to refer to this mail account. This can be anything you want.

9.2.2.2 In "User Information"

- **Name** - This is your name
- **Organization** - This is your optional organization name (eg your company or school name)
- **E-mail address** - This is your email address that the message will come **From**
- **Reply address** - This is the address that replies will be sent to, if it is different from the above **E-mail address**. If you leave this blank it will be the same as the **E-mail address** above.

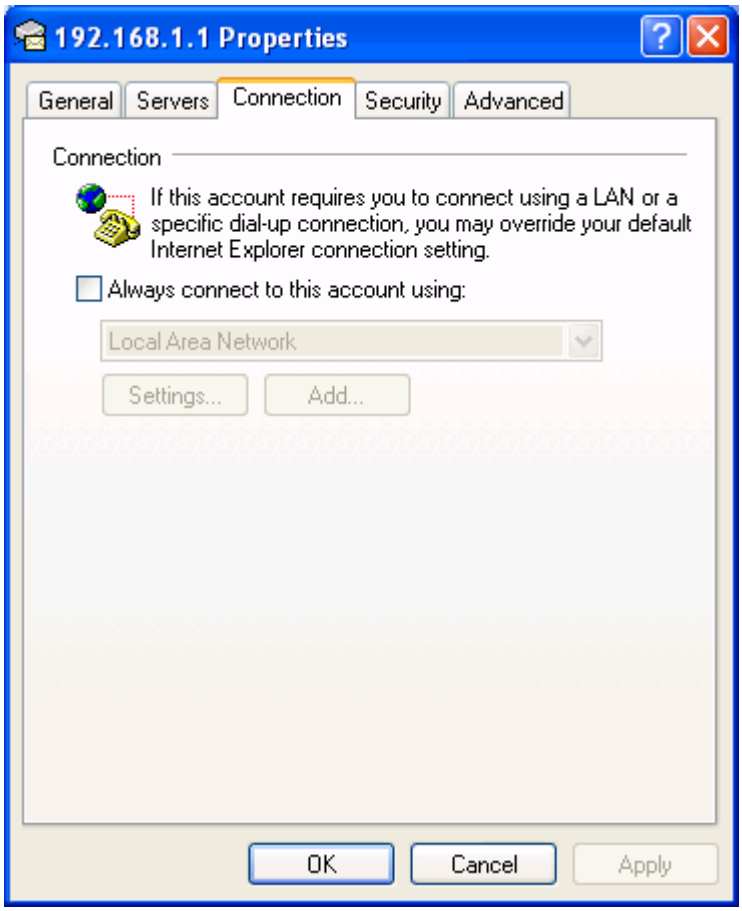
Select **Include this account when doing a full Send and Receive** if you want Outlook Express to normally send & receive using this account.

9.2.2.3 Servers Tab



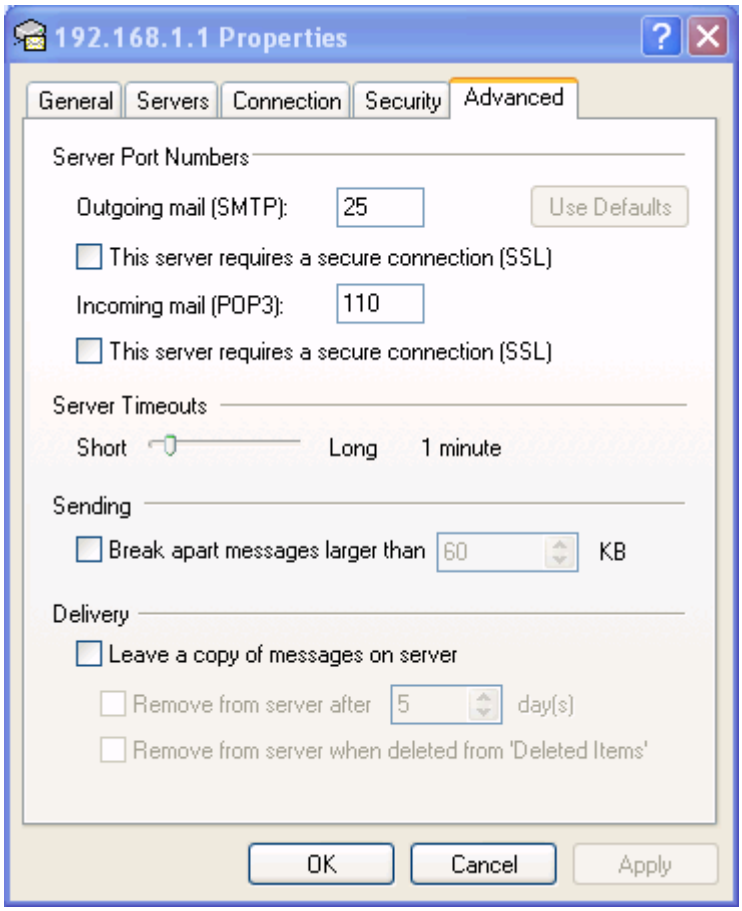
- **In Outgoing mail** and **Incoming mail** enter the IP address of the PC which VPOP3 is running on (or 127.0.0.1 if you are not using a LAN).
- In **Account name** enter the user id you have defined for this user in VPOP3
- In **Password** enter the password you have defined for this user in VPOP3
- You would normally leave **Outgoing Mail Server - my server requires authentication** disabled, but if you have set VPOP3's SMTP Server to require authentication you may need to turn this option on.

9.2.2.4 Connection Tab



Turn off **Always connect to this account using:**

9.2.2.5 Advanced Tab



- Leave **Outgoing mail port** as **25**
- Leave **Incoming mail port** as **110**
- Disable the **This server requires a secure connection** settings

9.2.3 Setting up the LDAP service in Outlook 98 or Outlook Express

To set up Microsoft Outlook or Outlook Express to use VPOP3 as an LDAP server go to the **Tools** menu in Outlook or Outlook Express and choose **Accounts...**

Press the **Add** button and choose **Directory Service...**

1. In **Internet Directory (LDAP) server:** type the IP address of the VPOP3 server
2. VPOP3 does not require you to log on
3. Press **Next >**
4. Do **Not** check addresses using this directory service
5. Press **Next >**

In **Internet directory service name:** type the name which you want to this service to be called

Press **Next >**

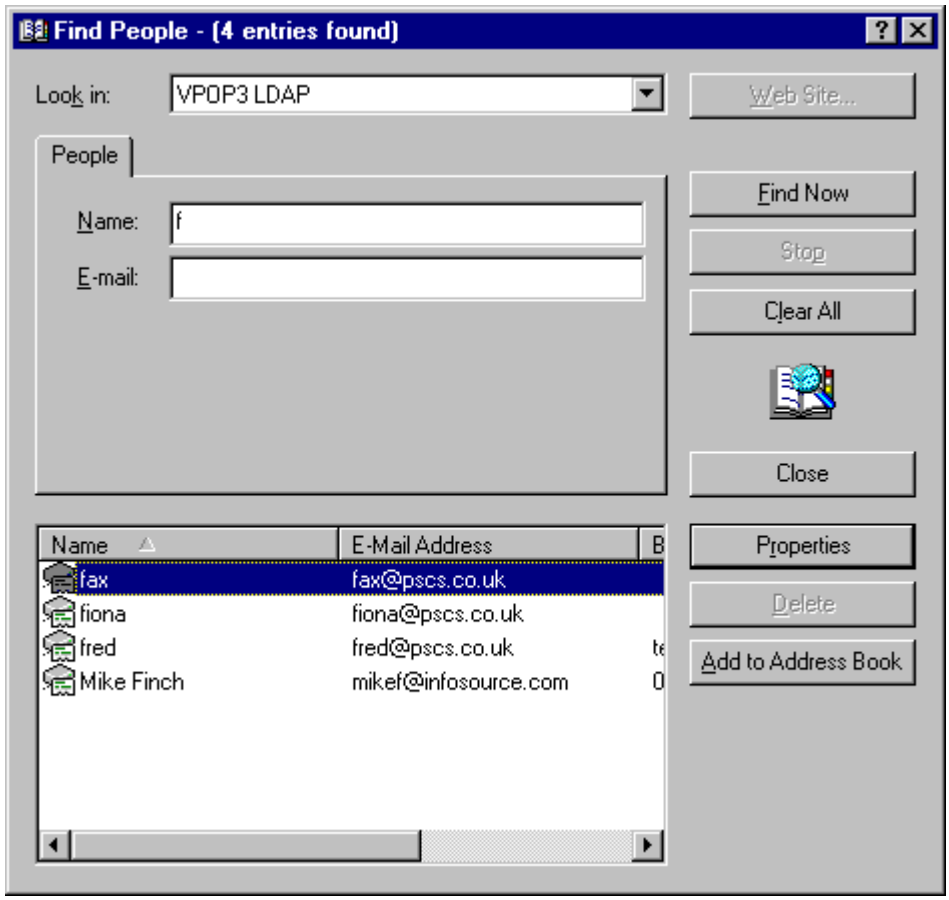
Press **Finish**

9.2.4 Using the LDAP service in Outlook

Once you have set up the VPOP3 LDAP service in Outlook, you use it by going to the **Tools** menu in Outlook and choosing the **Address Book...** option.

Press the **Find** button.

From the **Look in:** list choose the name you called the VPOP3 LDAP service when telling Outlook about it.



In **Name** or **E-mail** type the text you want to search for and press **Find Now**

.

10 Accessing VPOP3 through a Web Browser

VPOP3 includes a **Web Mail server** which is a web server which can be used to allow people to access their VPOP3 mailboxes and configure some of their personal settings using a web browser. It also provides the main administration user interface for configuration of VPOP3 by administrators.

10.1 Logging On

1. In the web browser, tell it to go to:

   http://<IP address of VPOP3 server>:5108/

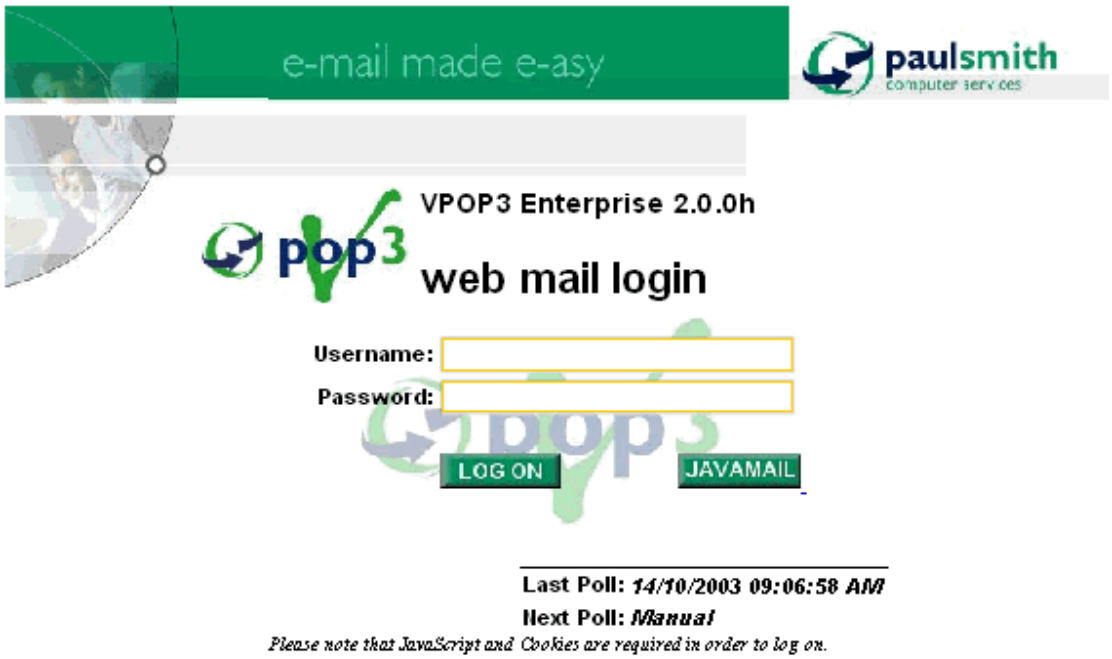
   eg:

http://192.168.1.1:5108/

(assuming you haven't changed the port assignment on the **Services** page.)

Note that the VPOP3 WebMail & Web Administration interface requires both cookies and Javascript to be enabled. If you are using a personal firewall (eg ZoneAlarm) then check that this is not blocking cookies, Javascript or some HTTP header fields such as 'Referer'

2. The web browser will ask you for a username and password - enter the VPOP3 mailbox name and password.



Todo

11 VPOP3 Services

VPOP3 incorporates a number of components to provide services to users. These are things such as WebMail, POP3, SMTP, IMAP4 (in VPOP3 Enterprise) etc. These are configured through the **Services** page in the VPOP3 settings. (They are *not* separate Windows services, they are all part of the main VPOP3 service as far as Windows is concerned).

11.1 Services Page

VPOP3 contains several different server components. The **Services** page lets you specify which of these server components you wish to run, and some configuration details about these servers.

VPOP3 can run several different TCP/IP services:

1. **POP3 server**
   This is a key component of VPOP3. It is this service which allows email client software to retrieve email. See section 11.2
2. **SMTP server**
   This is another key component of VPOP3. It is this service which allows email client software to send email, as well as allowing incoming SMTP mail.
3. **IMAP4 Server**
   This is an **IMAP4** protocol mail server for reading email. Note that IMAP4 support is only available in the **VPOP3 Enterprise** edition, not **VPOP3 Standard**!
4. **Password server**
   This is a simple service which allows users to change their password settings (either manually through 'Telnet' or by using a compatible email client such as Eudora),
5. **Finger server**
   Finger is a simple protocol used for finding out basic details about a person. It is possible to use this service to see if there is email waiting for a user.
6. **LDAP server**
   LDAP (Lightweight Directory Access Protocol) is a method of

having a centralised address book/directory. VPOP3 contains an LDAP server which can supply email addresses and other details for VPOP3 users as well as other people. See your email client documentation for how to access LDAP directories.

7. **Web Mail/Admin server**
   This service lets users read & send email, and runs the configuration web server for VPOP3.

8. **Remote Status server**
   This service allows the remote status monitor program to communicate with VPOP3 to allow server monitoring and control over the network. You can set Remote Status server settings by clicking on **Remote Status** in the submenu or the services list.

9. **NNTP Server**
   Admin server

The **Password**, **Finger**, **LDAP, IMAP4, Status** and **NNTP** services can be disabled if desired (the other services cannot, because they are necessary for the proper functioning of VPOP3).

The **Port** settings allow you to set the TCP/IP port which each of these services operates on. If you do not understand this, then just leave the settings at their defaults as they will be correct unless you are doing something unusual. The **Defaults** button will set the port settings back to their defaults in case they are incorrectly set.

To configure a service, either click on the service name in the table or choose the service from the submenu at the top of the page.

11.1.1 IP Address to Bind to

The **IP Address to Bind to** setting allows you to specify which network interfaces you wish to allow the services to operate on. This means you specify the IP address of the 'adapter' which you want to allow incoming connections on.

If you are running a PC with both a LAN adapter and a 'Dial-up Networking Adapter', each of these adapters will have a different IP address. If you want to limit connections to a single adapter, then enter the IP address of that adapter. If you don't mind, then choose **<Any>**.

The most common use of this facility is to prevent access to VPOP3 from the Internet over the dial-up connection. In this case, simply choose the IP address of your PC on the LAN in the **IP Address to Bind to** boxes.

Note that the recommended way of limiting incoming connections is now to use IP address restrictions as described in section.

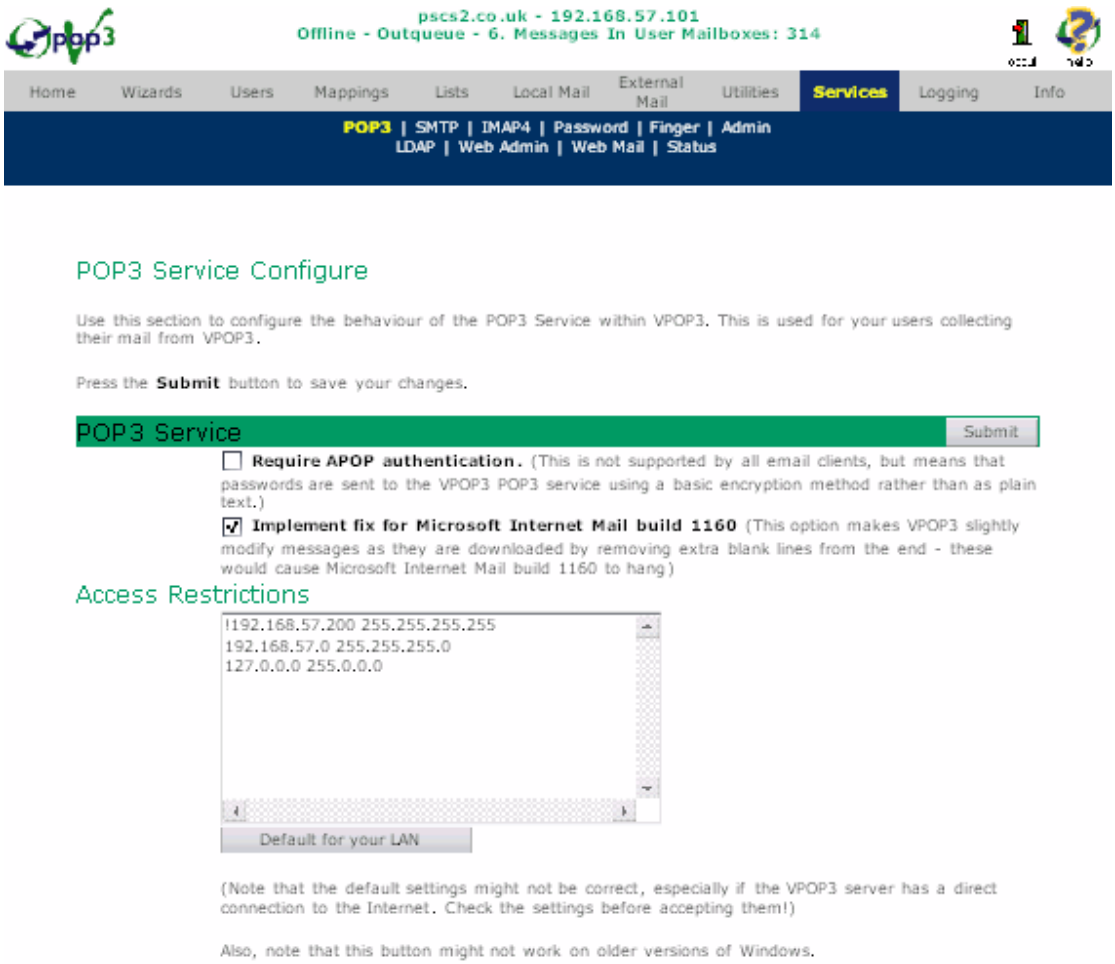
The **Set the Same** button tells VPOP3 that you want to allow access to all the servers from the same adapter. This is the normal option.

The **Available Addresses** list shows the IP addresses which VPOP3 can detect as being available on local network adapters. You can select one of these and press the **Set** button to assign that IP address to one of the **IP Address to Bind to** options. You can also type directly into the **IP Address to Bind to** boxes in case the **Available Addresses** list is incorrect.

11.2 POP3 Server Configuration

11.2.1 POP3 Server Advanced Configuration

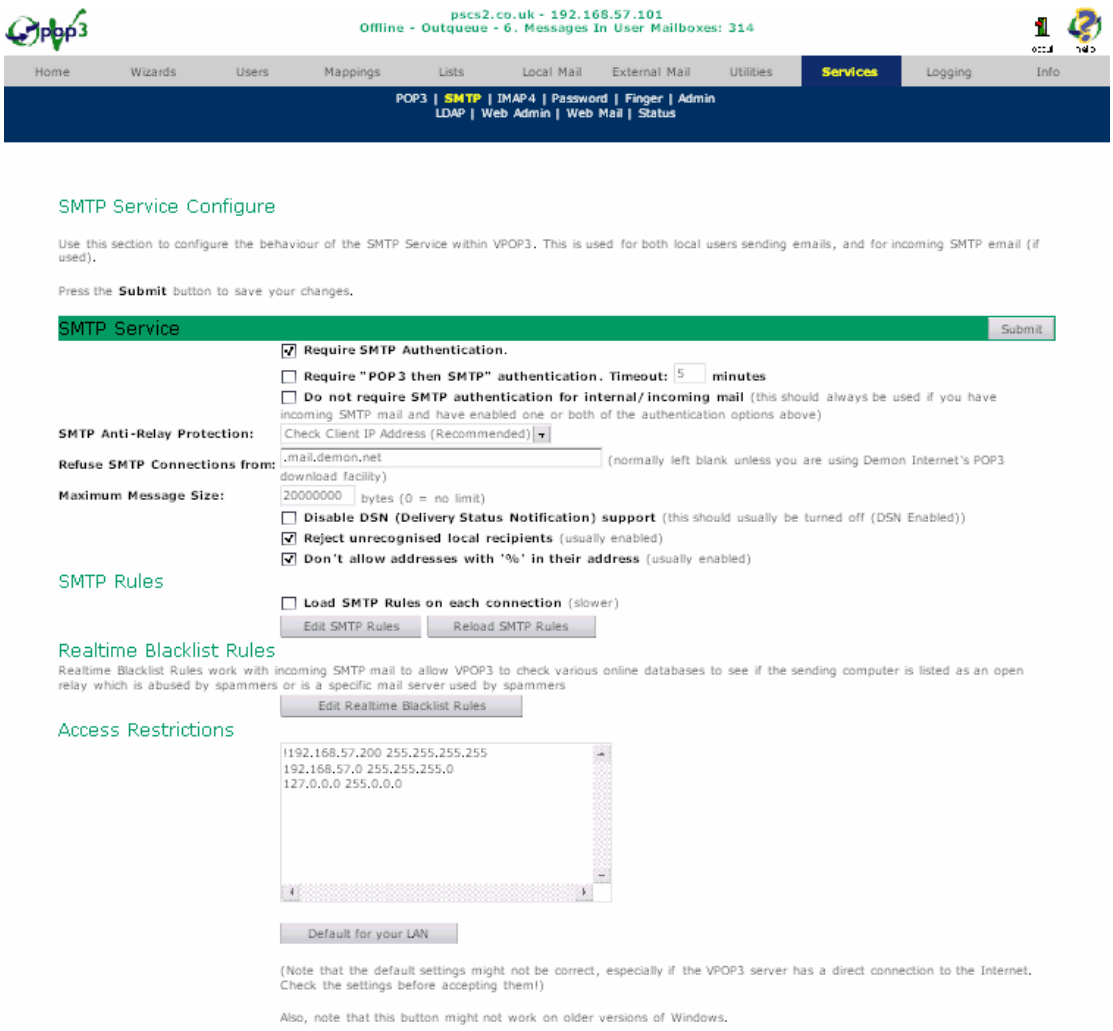
You get to this window by going to the **Services** -> **POP3** page in the VPOP3 settings.



- The **Require APOP authentication** option tells VPOP3 to only allow email clients to log on using the **APOP** authentication method instead of plain text authentication. If this option is not selected, then either **APOP** or plain text authentication can be used.
- The **Implement fix for Microsoft Internet Mail Build 1160** makes VPOP3 slightly modify downloaded messages before it sends them to the email client software to make them work with Microsoft Internet Mail. This shouldn't adversely affect most other email clients. [Tech Info]
- **Access Restrictions** are used to limit who can use the VPOP3 POP3 server. You can restrict access to a certain range of IP addresses. The format of the access restriction definitions is described here.

11.3 SMTP Server Configuration

You get to this window by going to the **Services** -> **SMTP** page in the VPOP3 settings.



- The **Require SMTP Authentication** option tells VPOP3 that the email clients must use SMTP authentication before they can send email messages through VPOP3. If this option is enabled and you receive your incoming messages using SMTP, you must have the **Do not require SMTP Authentication for internal/incoming mail** option enabled as well, otherwise it will prevent you receiving messages! Note that some email clients do not yet support SMTP authentication, so check that the ones you use do support this facility, before you enable this option in VPOP3.
- The **Require "POP3 then SMTP" authentication** option tells VPOP3 only to allow people to send mail if they have checked their VPOP3 POP3 mailbox just before trying to send mail. The **Timeout** setting related to this setting tells VPOP3 for how long after someone has checked their mail it will allow them to start sending mail. For instance, if it is set to '5 minutes', VPOP3 will allow them to start sending mail any time from them successfully logging onto the VPOP3 POP3 server to 5 minutes after they have logged off. Once they have started sending mail, VPOP3 will allow them to continue sending mail until their email client disconnects from the VPOP3 SMTP server.

If you have both **Require SMTP Authentication** and **Require POP3 then SMTP authentication** enabled, then VPOP3 will accept either authentication method.

- If you turn on **Do not require SMTP Authentication for internal mail**, then VPOP3 will only require the above two authentication methods to send mail to external users. Messages to internal users will be allowed even if the sender did not authenticate first.
- The **SMTP Anti-Relay Protection** options allow you to restrict who can send outgoing messages through VPOP3. This is most useful if VPOP3 has a permanent connection to the Internet as it can be used to stop email SPAMMERS sending their junk email through VPOP3. See here for more information.
- The **Refuse SMTP Connections From** ... option tells VPOP3 to refuse incoming SMTP connections from certain mail clients. By default VPOP3 refuses SMTP connections from '<anything>.mail.demon.net'. This is because we recommend using the POP3 service offered by Demon Internet instead of their SMTP service, because there is much more functionality that way. If you want to use Demon Internet's SMTP service, then clear this box - and make sure that you do not connect to Demon's POP3 server as well! (You can only specify a single name here. VPOP3 checks the **HELO** SMTP command sent by the SMTP client and checks the this string inside the **HELO** data string - if it matches, then VPOP3 disconnects the SMTP client). Note that VPOP3 will try to set this field automatically.
- If you set a **Maximum Message Size:** this makes VPOP3 reject any messages over this size. If individual users have a maximum outgoing message size, the size limit is the most restrictive of that setting and this one. [Tech Info]
- The **Reject unrecognised local recipients** tells VPOP3 to refuse to accept messages for addresses in the **Local Domains** which are not recognised. [Tech Info]
- If you enable **Don't allow addresses with % in**, VPOP3 will not allow messages to be sent to the VPOP3 SMTP server which contain a '%' character. The '%' character is used for SMTP forwarding, and it is sometimes used by junk emailers to bypass security and is rarely, if ever, used for legitimate purposes, so usually this option should be enabled.
- The **Edit Realtime Blacklist Rules** button lets you define the use of anti-spam database to filter incoming SMTP mail. This is only useful if your incoming SMTP mail comes directly from the sender, rather than going through your ISP. See here for more information. This facility is only available with **VPOP3 Enterprise**.
- **Access Restrictions** are used to limit who can use the VPOP3 SMTP server. You can restrict access to a certain range of IP addresses. The format of the restriction definitions is described here.

11.3.1 SMTP Rules

SMTP Rules let you define rules for messages sent through VPOP3 or received using the SMTP protocol. See here for a description of SMTP Rules.

- If you enable the **Load SMTP Rules on each connection** option, VPOP3 will load the SMTP Rules file each time the SMTP Service accepts a new incoming connection. This will slow down performance, but makes it easier to test SMTP rule definitions.

- The **Edit SMTP Rules** button takes you to an editor where you can create/modify SMTP Rules. The rules will automatically be reloaded after this.
- The **Reload SMTP Rules** button tells VPOP3 to reload the SMTP Rules file after it has been modified from outside VPOP3.

11.3.2 SMTP Anti-relay protection

When a mail server such has VPOP3 connects to the Internet you run the risk of email SPAMMERS finding the IP address of the mail server and using it to send junk email to other people on the Internet. This is most likely if VPOP3 is permanently connected to the Internet, eg over a leased line, xDSL or cable connection. This happens because VPOP3 has to be able to accept SMTP connections to allow you to send outgoing messages. To make it safe, you have to tell VPOP3 how to tell the difference between a legitimate user connecting to send outgoing messages or a Spammer connecting.

The Anti-SPAM Relay Protection options on the **SMTP Server Configuration** window let you choose from various different protection methods. Note that using any of these methods, incoming SMTP for *local* users should still get through. These methods only prevent incoming SMTP for *external addresses*., they do not prevent incoming SMTP connections for local email addresses.

The recommended method is the **Check Client IP address** option!

- **Check Client IP address** - This tells VPOP3 to look at the IP address of the PC sending the message. It uses the SMTP Server **Access Restrictions** settings. If the client IP address is allowed from that file, then VPOP3 will allow it to send external messages, otherwise it can only send messages to local users.
- **Check from LAN** - This tells VPOP3 to only allow messages for external addresses from other computers on the LAN, not from computers connecting over a dial-up connection.
- **Check FROM: address** - This tells VPOP3 to look at the **From:** address of the message. If it is from a local user, then VPOP3 will accept the message, otherwise it will refuse the message. Note that this is easy to fake, so it is not usually that reliable.

If you enable **Reject unrecognised local recipients** then VPOP3 returns an SMTP error **550 Recipient not recognised**, if a message is sent to an unrecognised local recipient.

If this option is disabled, VPOP3 will accept the message and then automatically send a bounce message back to the sender.

If you use this option, then errors will get reported more quickly, but it does theoretically make it easier for an external person to scan for valid email addresses.

Note that most other mail servers will act as if **Reject unrecognised local recipients** was enabled.

This option also supports the **SIZE** ESMTP extension (RFC 1870), so if the SMTP client supports that command a message larger than the specified size will not be transmitted to VPOP3.

If the SMTP client doesn't support the **SIZE** command, then the message will be transmitted to VPOP3 and then rejected.

11.4 LDAP Server

11.4.1 What is LDAP

VPOP3 supports the LDAP (**L**ightweight **D**irectory **A**ccess **P**rotocol) protocol. This is the equivalent of a searchable Internet telephone directory.

To make use of VPOP3's LDAP server then you need an email client which supports the LDAP protocol as well. Most modern email clients support LDAP.

The first thing you need to do to use LDAP from your email client is to tell your email client about the VPOP3 LDAP server. To do this you need to check the documentation for your email client (you will normally search for 'LDAP' or 'Directory Services'). Most modern email clients support LDAP to some degree or other.

VPOP3's LDAP server knows about all the users listed in the **Users** page. By default it will know their 'Common Name' (userid), 'Organizational Unit Name' (group) and 'Mail' (email address) details, you can add more details for each user, by going to the **User Address Book** page for that user. This will let you specify more details for each user if you wish.

VPOP3's LDAP server also allows you to specify entries in a global email address book which can be used to hold company wide contacts.

Note 1: When you are using your email client to search VPOP3's LDAP server for users, if you use the single character '*' (asterisk) in any text or substring search, then VPOP3 will match all users, so you can use this to get a full user list.

Note 2: VPOP3 does not currently support the 'Sounds Like' search method in LDAP. Instead it will use the 'Equals' search method if you ask for a 'Sounds Like' comparison.

11.4.2 Configure the VPOP3 LDAP Service

Usually VPOP3 uses its built-in database to obtain address-book data for the LDAP service. This can be managed from **Users → Address Book**, see section 4.3.8.

To configure the LDAP Service itself you go to the **Services** -> **LDAP** page in the VPOP3 settings.

The **By Default return all available attributes** option tells VPOP3 what to do if the LDAP client software just asks for the main attributes. If this option is not checked, VPOP3 will return the **Display Name**, **Email Address** and **Department** attribute, but if the option is checked, VPOP3 will return all the attributes which are defined.

The **Require Authentication** option tells VPOP3 that it should require authentication before it allows access to the global address book.

The **Allow Modification by users via Web Mail Service** option tells VPOP3 that users are allowed to modify the global address book by using the Web Mail server. If this option is not checked, then only users who are set as **Administrators** can change the global address book using a web browser.

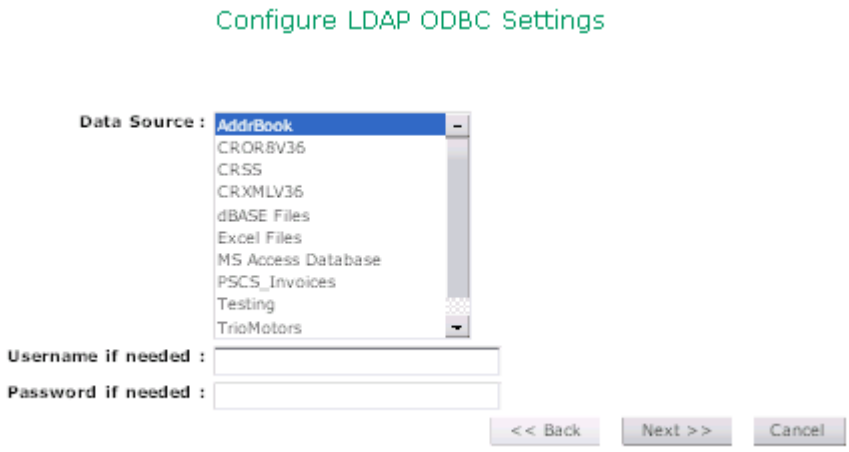
The **Use ODBC Database as well as local database** option (**VPOP3 Enterprise** Only!)allows VPOP3 to link to an external ODBC (database) source for extra global address book entries. VPOP3 will use the external database as well as the internal database. Any entries you add using VPOP3 will be added to the internal VPOP3 database. By pressing the **Configure ODBC** button you can tell VPOP3 which ODBC data source to use and which table/view it should read and which data fields it should use for which address book entries.

Access Restrictions are used to limit who can use the VPOP3 LDAP server. You can restrict access to a certain range of IP addresses. The format of the restriction definitions is described here.

11.4.3 Configure LDAP ODBC settings

You get to this window by going to the **Services** -> **LDAP** page in the VPOP3 settings, enabling '**Use ODBC database as well as local database**', and pressing **Configure ODBC**.

Note this option is only available in **VPOP3 Enterprise**



This first page contains a list of all the ODBC data sources which VPOP3 can see. If VPOP3 is running as a service, it will only be able to see any **System DSNs**, if it is running as a normal application it will be able to see both **User DSNs** and **System DSNs**.

If you need to use a username & password to connect to the selected ODBC data source, enter them in the **Username** and **Password** boxes. Whether these will be needed or not will depend on the database engine being used as well as the ODBC DSN configuration.

http://192.168.57.101:5108/admin/services_ldapconfigodbc2.html

11.5 Finger Server Configuration

VPOP3 includes an optional 'Finger' server.

11.5.1 What is the Finger Protocol

11.5.2 Enabling Finger Server Access

If the VPOP3 finger server is enabled, then by default it will only reveal user email addresses and whether or not they have any waiting email, such as:

```
UserId: paul
Email Address: paul@domain.com

User has waiting messages
```

Note that it is possible to limit the IP address which will have access to this information by going to the **Services** -> **Finger** page, and setting the Access Restrictions.

It is also possible to change the information returned by the finger server, by changing the **Finger Results Template** on the **Finger Server** settings page

11.5.3 To Add information to VPOP3's Finger Server

It is possible to add to the information returned by VPOP3's Finger server in two ways.

1. Tthe administrator can create an entry containing *User Information*. This can be used to contain information such as the user's telephone extension, job title etc. This entry is created by going to the **User Advanced** settings page and editing the **Finger - User Information** text. You can also change this information by directly editing the **USERINFO.TXT** file in the user's mail directory. If this file does not exist, then VPOP3 will simply not add the information to the output of a *Finger* query. (**Note** VPOP3 will only return with the *User Information* if the *Finger* query is **verbose** - see your *Finger* software's documentation for how to set this)
2. The user or administrator can create an entry containing a *User Plan*. This can be used to contain information which the user wants to make public, such as their interests, current job role etc. This entry is created by the administrator by going to the **User Advanced** settings page and editing the **Finger - User Plan** text, or by the user by sending a message to the Mailer_Daemon or editing it through the WebMail Settings. You can also change this information by directly editing the **USERPLAN.TXT** file in the user's mail directory. If this file does not exist, then VPOP3 will simply not add the information to the output of a *Finger* query.

The user can also query their current plan by sending a message to **Mailer_Daemon**.

11.5.4 Finger Server Settings

You get to this window by going to the **Services** -> **Finger** page in the VPOP3 settings.

The **Finger Results Template** box lets you define how the results of a Finger query to the VPOP3 Finger server will appear. See below for information on the format of this text

The **Access Restrictions** are used to limit who can use the VPOP3 Finger server. You can restrict access to specific ranges of IP addresses. The format of the restriction definitions is described here.

11.5.5 Finger Results Template Format

The Finger Results Template defines how a Finger query result will be shown.

You can put any text in this box, and it will appear as it is displayed, **except** for special tags, which are enclosed in angle brackets (**<...>**)

If the first character after the opening **<** is a minus sign (**-**) then this tag will only be displayed for **Verbose** finger requests, otherwise it will be shown for all finger requests.

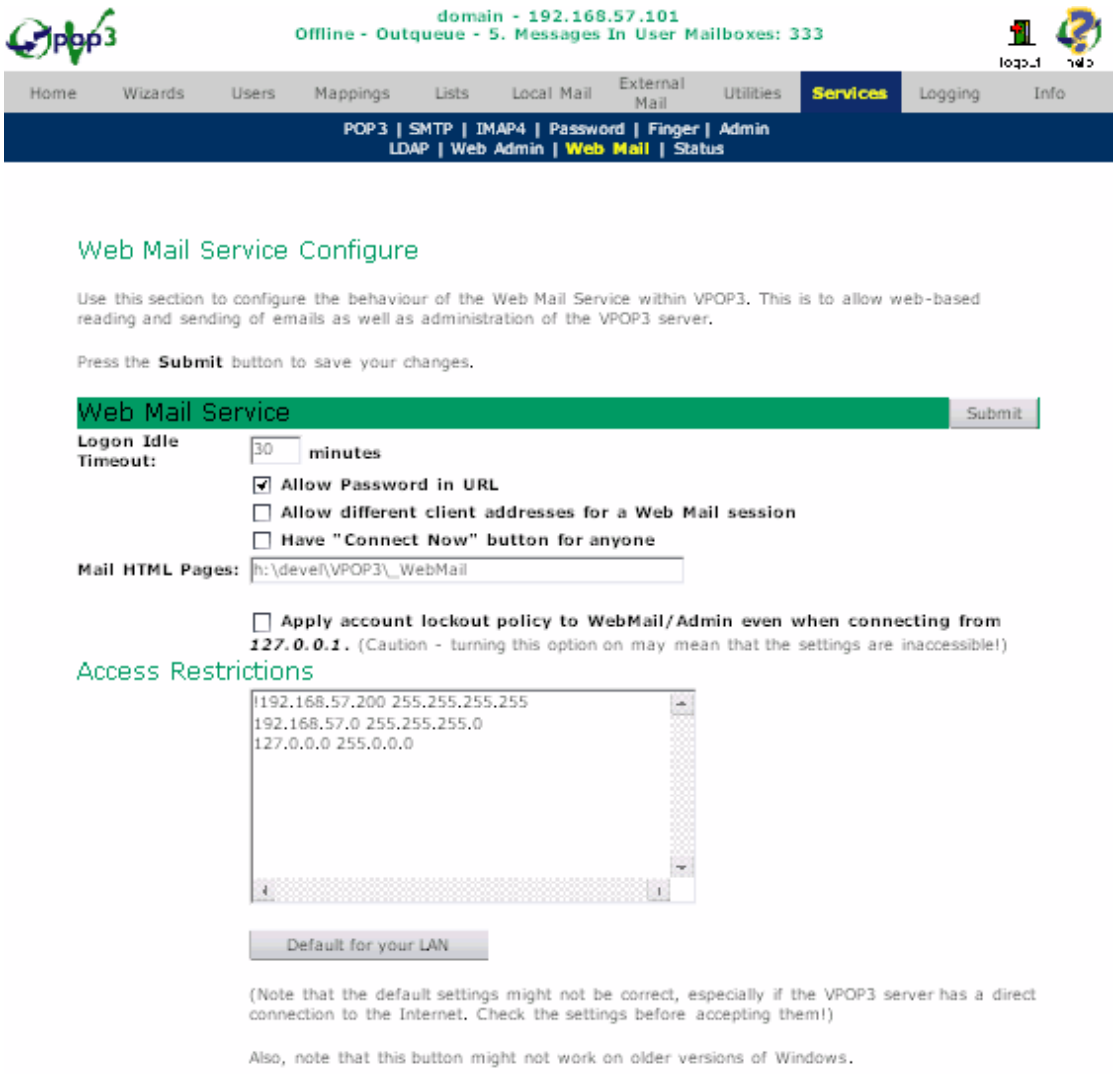
The following tags are currently recognised by VPOP3:

- **id** - The user account name in VPOP3
- **messagecount** - The number of messages waiting for this user in VPOP3
- **nomessages-xxxx** - If there are no messages waiting for this user, then the text in the place of **xxxx** will be displayed (eg **<nomessages-no messages>**)
- **plan** - The user's 'Plan' file is returned
- **info** - The user's 'Finger Information' file is returned
- Any other tags are interpreted as the LDAP attribute of that name for this user. Some of the more common of these used are:
- **mail** Email Address
- **cn** - Display Name
- **title** - Title
- **givenname -** First Name
- **sn** - Last Name
- **department -** Department
- **co -** Company
- **telephonenumber -** Office Phone Number
- **officefax** - Office Fax Number
- **mobile** - Mobile Phone Number

When defining the Finger results template be aware that unless you set access restrictions, this information will be available to anyone with network access to the VPOP3 computer.

11.6 Web Mail Server Configuration

You get to this window by going to the **Services** -> **Web Mail** page in the VPOP3 settings



.

The **Logon Idle Timeout** option tells VPOP3 how long it should wait before removing a user's login session if that user doesn't do anything in the meantime.

The **Allow Password in URL** option allows you to define a URL to log onto your Web Mail page automatically as below:
http://192.168.57.1:5108/home.html?user=username**&password**=password
If you use this option, then you should be aware of the security implications (the username & password will be visible in plain text) but it may make it easier for some people.

The **Allow different client addresses for a Web Mail session** option tells VPOP3 to ignore the web browser's IP address when validating a session ID. This is slightly less secure as it means that a person on another computer could copy a user's authentication details and gain access to their web mail (but only until that user "logs off" web mail). However, it is necessary if clients are connecting through an ISP 'proxy server farm' where the client's IP address may change frequently during a single user session.

The **Have "Connect Now" button for anyone**, makes the 'Login' page on the Web Mail interface will allow users to make VPOP3 Connect to the ISP. You should not

enable this option unless you also have set Access Restrictions (see below) because no authentication is needed to make VPOP3 connect when this option is enabled.

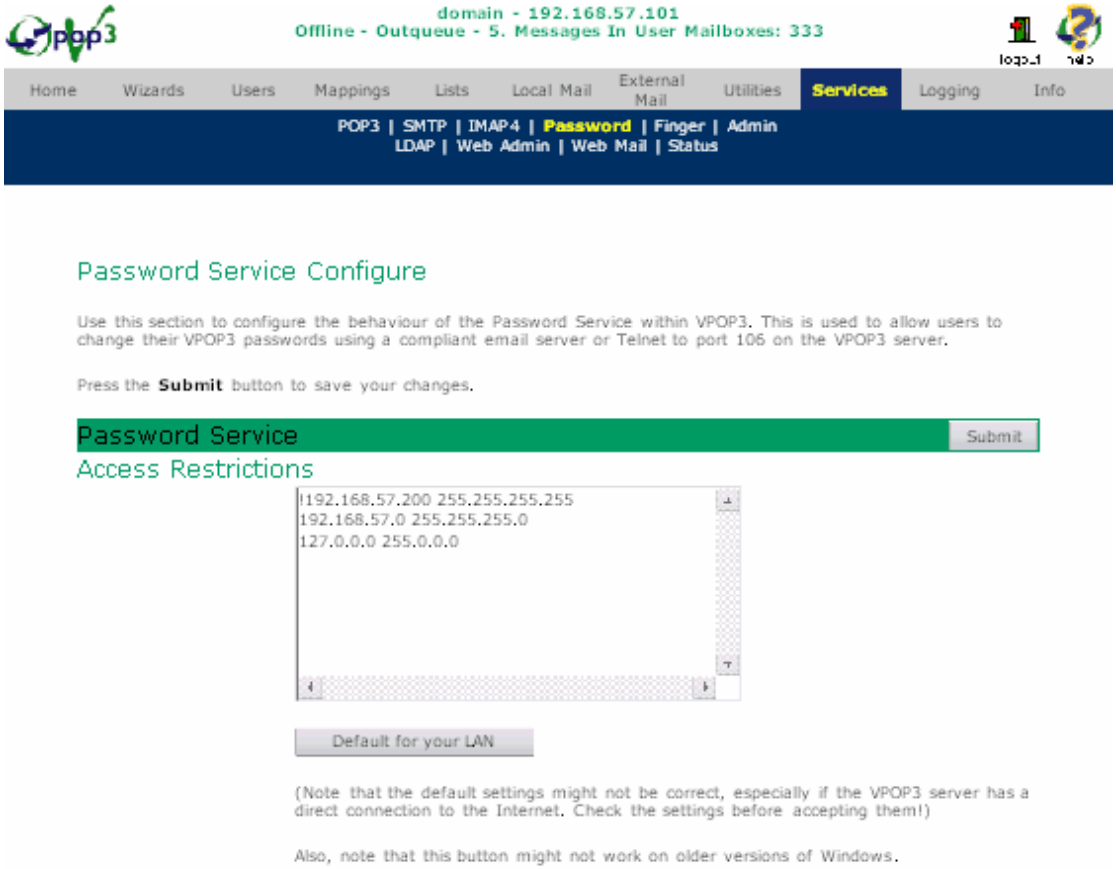
The **Mail HTML Pages** setting tells VPOP3 where to look for the HTML pages which contain the Web Mail information.

The **Apply account lockout policy to WebMail/Admin even when connecting from 127.0.0.1** option means that the VPOP3 security policy will get applied to all WebMail access. This is usually turned off, so that the administrator account cannot get locked out from access using the **127.0.0.1** IP address. Usually this is OK, but if the VPOP3 server is in a public area it may be sensible to turn this option on.

Access Restrictions are used to limit who can use the VPOP3 Web Mail server. You can restrict access to a certain range of IP addresses. The format of the restriction definitions is described here.

11.7 Password Server Configuration

You get to this window by going to the **Services** -> **Password** page in the VPOP3 settings.



Access Restrictions are used to limit who can use the VPOP3 Password server. You can restrict access to a certain range of IP addresses. The format of the restriction definitions is described here.

11.7.1 Using the Password Server

It is possible for a user to change their Mailbox password remotely. If you are using email client software such as Eudora, then this functionality is built into the email client (in Eudora, go to 'Special | Change Password').

If you are not using an email client which supports this, then the user can still do it themselves using a 'Telnet' program.

1. Telnet to the VPOP3 server on port 106. To do this in Windows, run:
   '**Telnet** <vpop3 server> **106**'.
   So, if your VPOP3 server is at address 192.168.1.1, then run:
   '**Telnet 192.168.1.1 106**'.

2. VPOP3 should greet you with a line:
   `200 VPOP3 - Hello who are you (type USER <userid>)`
   Type '**USER**' followed by your user ID. (note: you won't be able to see what you type unless you turn '**Local Echo**' on - **Terminal** | **Preferences** | **Local Echo**)

3. VPOP3 should now say:
   `200 Now enter your password (type PASS <password>)`
   Type '**PASS**' followed by your current password.

4. VPOP3 will now say:
   `200 Now type NEWPASS <new password>`
   Type '**NEWPASS**' followed by your new password. Your new password can not be the same as your old password, and must usually be more than 5 characters in length.

5. VPOP3 will acknowledge the password change by saying:
   `200 New password accepted - Thanks`
   Now, type '**QUIT**' to close the session

11.7.2 Other ways of changing passwords

Users can also change their password (and other settings) through the VPOP3 WebMail facility using a web browser - see section 10.

11.8 IMAP4 Server Configuration

11.8.1 What is IMAP4

IMAP4 (**I**nternet **M**ail **A**ccess **P**rotocol V4) is an email protocol which is sometimes used instead of the POP3 protocol. With IMAP4 email is stored on the mail server and can be accessed from any IMAP4 email client on the network. With POP3 email is downloaded to the mail client where it is accessed.

When using IMAP4 many of the functions of the email client are performed by the mail server instead. This includes things such as searching for messages, moving messages between folders etc.

In most cases the user will not know any difference between using IMAP4 or using POP3, so use whichever is more appropriate.

IMAP4 has some advantages in some situations:

1. Because all email is stored on the mail server it is easier to backup all email in one batch.

2. Users can access their email from anywhere on the network, so if your users do not have a fixed computer to use, IMAP4 can be the solution
3. Users can share mailboxes. The IMAP4 protocol allows several people to log onto a mailbox at once to read messages. This can be useful for 'noticeboard' type applications. **Access Control Lists** allow you to restrict which users can do which tasks in a mailbox.

There are some disadvantages to using IMAP4:

1. Because all mail has to be transferred over the network as it is read it can be slower than reading mail from the local PC where it has been downloaded to using POP3
2. The load on the network is usually much more. Mail is transferred every time it is read, so if a user reads a message at 10 different times, the message is transferred over the network 10 times rather than just once.
3. The load on the mail server is much more than with the POP3 protocol. Searching for messages etc will increase the load even more
4. The mail server needs much more mail storage space. When using POP3 the mail is stored on a user's own PC so the server is not usually affected by large amounts of mail.
5. IMAP4 was not originally designed for remote users. Some email clients allow offline access to IMAP4 mailboxes but because this is not what the protocol was designed for, it can sometimes be unintuitive. The POP3 protocol **was** designed for remote users, so it is often more efficient and more intuitive.

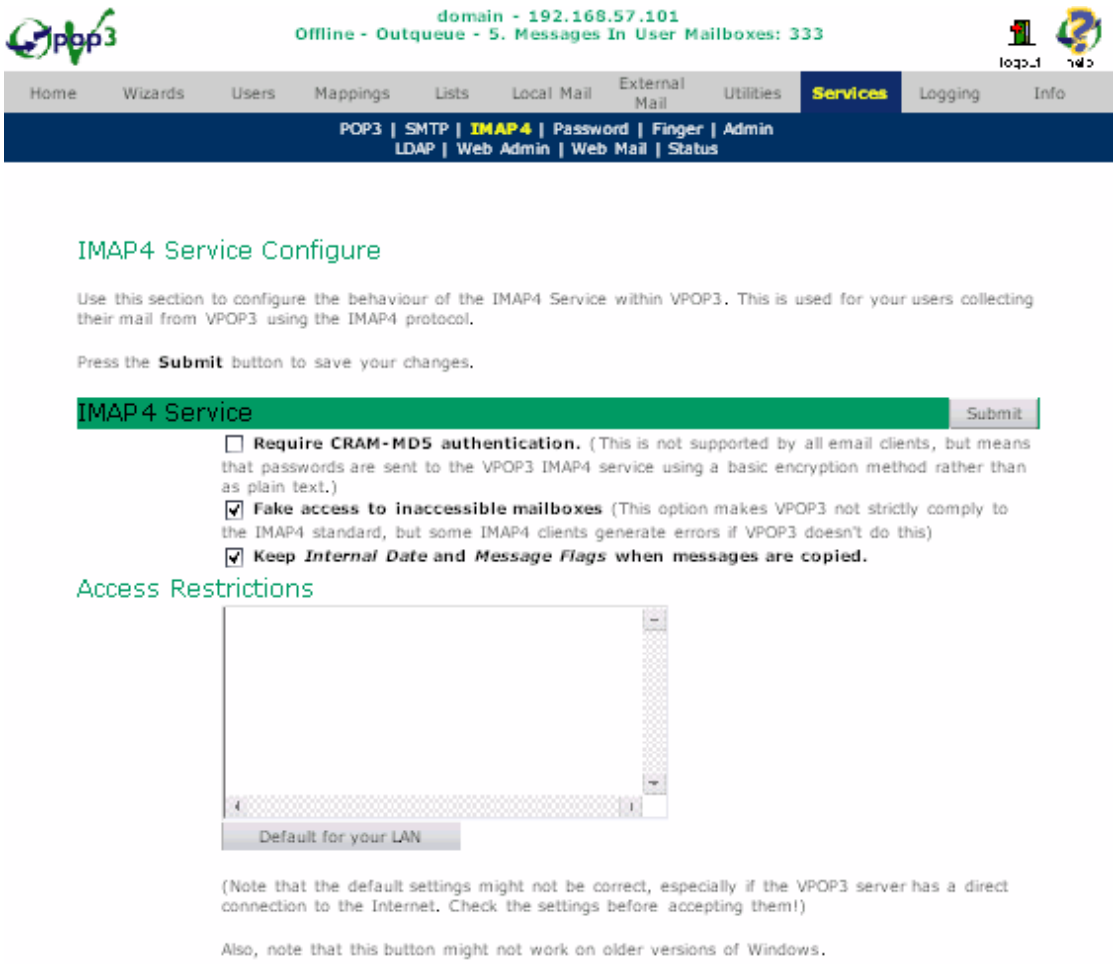
The IMAP4 protocol is not supported by the Standard VPOP3 software, only by **VPOP3 Enterprise**.

You can freely change between using the IMAP4 or POP3 protocol for a particular user's account. The POP3 mailbox is the equivalent of the IMAP4 **Inbox** folder.

The IMAP4 folders are also visible by using the Web Mail interface.

11.8.2 IMAP4 Service Configuration

You get to this window by going to the **Services** -> **IMAP4** page in the VPOP3 settings. This is only available in **VPOP3 Enterprise**.



The **Require CRAM-MD5** authentication tells VPOP3 only to accept an encrypted form of sending the password instead of plain text passwords. This method is not supported by all IMAP4 clients, but does mean that it's harder for someone to discover your email password.

The **Fake access to inaccessible mailbox folders** option tells VPOP3 to behave in a slightly 'incorrect' way that makes some IMAP4 email clients (such as Outlook Express) not give errors when sharing mailboxes. See here for more information.

The **Keep Internal Date & Message Flags when messages are copied** option should normally be turned on. When it is turned on, whenever the VPOP3 IMAP4 server has to copy a message from one IMAP4 folder to another, it will transfer the 'internal date' and message flags (read, deleted, flagged etc to the new folder as well as the message. When it is turned off, the copied message will have the 'internal date' set to the time of the copy operation, and all the message flags will be cleared. (The IMAP4 standard says that the IMAP4 server can behave in either way, so we have given the administrator the choice). We recommend that this option is turned on unless you have a good reason not to do so.

Access Restrictions are used to limit who can use the VPOP3 IMAP4 server. You can restrict access to a certain range of IP addresses. The format of the restriction definitions is described here.

11.9 Restricting Server Access

You can restrict access to VPOP3's services in two ways:

1. By setting the **IP Address to Bind to** entries on the VPOP3 **Services** Page.
2. By setting **Access Restriction** configurations as below, these are set in the configuration pages for the specific services, accessible from the VPOP3 **Services** page.

The preferred method is to use **Access Restrictions** as they are much more configurable, and allow finer adjustment of the restrictions.

If you use the **IP Address to Bind to** settings on the **Services** page, then VPOP3 will only 'bind' to the specific IP address. This means that when you connect to VPOP3, you can only use the specified IP address as the target IP address. So, if the VPOP3 computer has two or more IP addresses (eg 192.168.1.1, 127.0.0.1 and 201.127.64.31), only one of those will be usable.

If the specified IP address is not available on the VPOP3 computer, an error will occur.

11.9.1 Access Restrictions Format

The **Access Restrictions** settings have the format described below:

- Any line beginning with '**#**' is ignored.
- Each line defines a range of IP addresses which can are either allowed or prohibited.
- If a line begins with a '**!**' then the following range of addresses will be prohibited, otherwise they are allowed.

- After the optional '**!**' Each line contains either a single IP address or a range of IP addresses defined using:

  ```
  Network address  Subnet Mask
  ```

  For instance, a line:

  ```
  !192.168.17.0  255.255.255.0
  ```

  Means that all addresses from 192.168.17.0 to 192.168.17.255 are prohibited
  - The DAT file is processed until either a matching address is found, or the end of the file is reached.
- If no access restrictions are defined, all IP addresses are allowed, otherwise only the specified addresses are allowed. To specifically allow all IP addresses set the last line of the file to:

  ```
  !0.0.0.0    0.0.0.0
  ```

With the **Web Mail/Admin** server, **Old Web Admin** server, **POP3** server, **IMAP4** server, and **SMTP** server, you can also put a list of user names after the subnet mask part of the line. For instance, the line

```
192.168.1.0 255.255.255.0 fred bob sarah
```

means that only Fred, Bob and Sarah can access VPOP3 from the address range 192.168.1.0 to 192.168.1.255

With the **SMTP** server, putting **Noauth** after the subnet mask part of the line tells VPOP3 that from the listed addresses, no authentication is needed. So, for instance

```
192.168.1.0 255.255.255.0 noauth
```

```
0.0.0.0 0.0.0.0
```

means that computers in the range 192.168.1.0 to 192.168.1.255 can send messages without needing to authenticate first, but addresses outside that range can still send messages, but only if they use whatever authentication methods have been specified on the SMTP Server Configuration window.

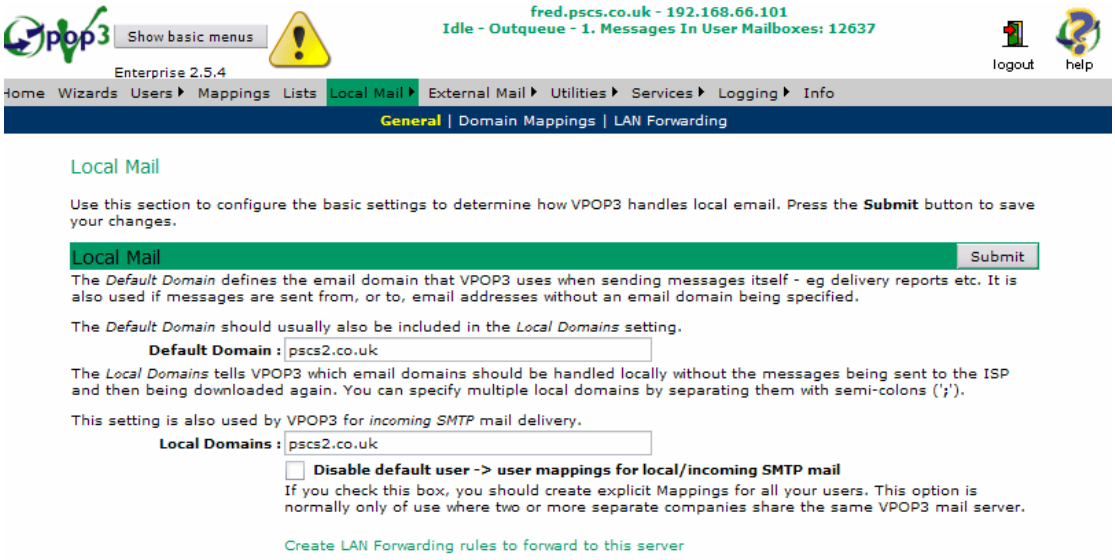
Note

- If the Anti-Relay method on the SMTP Server Configuration window is set to "Check Client IP address" then the SMTPALLOWED.DAT file determines who can send external mail or only local mail.

12 Local Mail

12.1 Local Mail Settings Page

The **Local Mail** settings page tells VPOP3 how to handle local mail without it needing to go out to the Internet and back.



VPOP3 needs to know which email domains are handled by this installation of VPOP3.

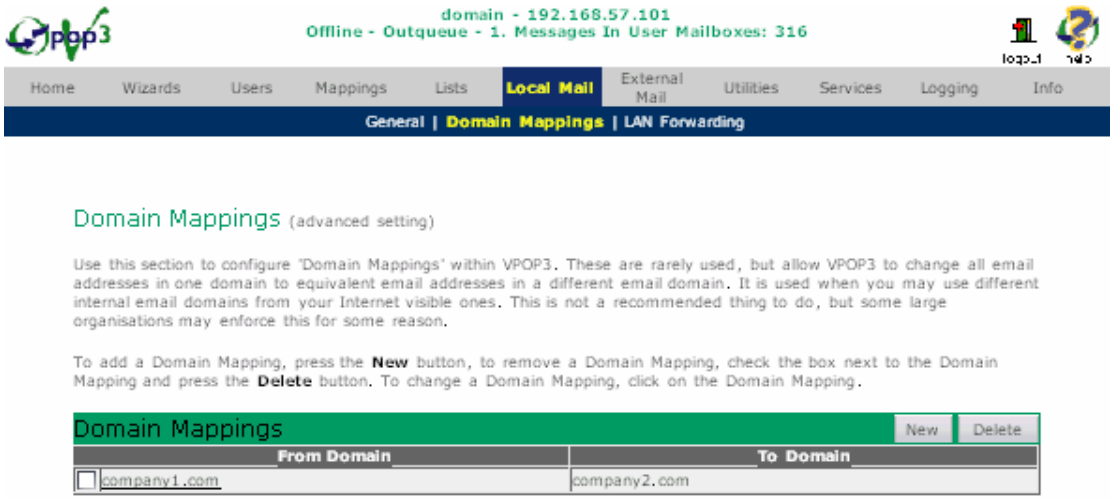
The **Default Domain** is the domain which VPOP3 will assume if it doesn't know any other domain. This **MUST** be a valid Internet domain. In general, if you have a registered domain use that, otherwise use the domain of your ISP. This setting is used if VPOP3 creates any automated messages (e.g. delivery failure reports). For instance in the above example, delivery failure reports will appear to come from **Mailer_Daemon@pscs2.co.uk**.

The **Local Mail Domains** box contains one or more email domains (or addresses) which VPOP3 should treat as local. This follows the same formatting rules as the **Accepted Domains** box on the **In Mail** page (see section 6.3.6). In general, put in one or more email domains separated by semicolons.

The **Disable default user → user mappings for local/incoming SMTP mail** tells VPOP3 that it should only look at mappings explicitly configured, and not assume that mail for the "user@localdomain" email address should go to the mailbox for "user". See section 5.8 for more details.

12.2 Domain Mappings

To get to this page, go to the **Local Mail** -> **Domain Mappings**.



12.2.1.1 Domain Mappings

Domain Mappings let you set up simple rules to tell VPOP3 to change email address domains of locally sent messages from one domain to another. For instance you may want to tell VPOP3 to change all references to the domain **company1.com** to be **company2.com** instead. (This facility is not often used, but some complex, multi-server systems require it).

With the example above, what happens is that if a local user was to send a message to VPOP3 addressed:

```
To: mike@company1.com
From:  sue@company1.com
```

The message which VPOP3 would send out to the Internet would be addressed:

```
To: mike@company2.com
From: sue@company2.com
```

Note that this is slightly different from the **Change Internet Reply Address** on the user setting windows as that allows you to specify individual addresses for outgoing messages. This option lets you change it on a domain-wide basis.

To create a new Domain Mapping press the **New** button to take you to the **Add Domain Mapping** wizard.

To edit an existing Domain Mapping, click on the **From Domain** name for the Domain Mapping to change.

To delete a Domain Mapping, check the box next to the appropriate Domain Mapping(s) and press **Delete**.

13 LAN Forwarding - VPOP3 and Other Email Servers

VPOP3 has a feature called LAN forwarding (previously known as SMTP forwarding). This allows VPOP3 to forward messages intended for specified recipients onto another SMTP server on your network.

NOTE: VPOP3 will not forward messages using this facility over a dial-up connection. (To do that, see the **Out Mail** Settings Page or Forwarding Messages).

You can configure LAN forwarding in three possible ways:

1. Go to **Local Mail** -> **LAN Forwarding** in the VPOP3 settings. This allows you to define rules to indicate which messages should be forwarded where - see section 13.3 below for details on the format of these rules. (This configuration file can also be modified directly)
2. Specify an address like **SMTP:user@domain@host** in a forwarding setting box in the **User General Settings** page.
3. Use the **Forward To another LAN Mail Server** option on the **In Mail** settings page

Note - VPOP3 forwards messages asynchronously. It queues the messages in the VPOP3 'HouseKeeper' directory as files called 'FQxxxxxx.DAT' and processes them in the background.

13.1 LAN Forwarding & Licensing

The LAN Forwarding feature is not available in the Home User licence of VPOP3

For other VPOP3 Standard licences of less than 25 users, the number of **email addresses** that VPOP3 can LAN Forward to is equal to the size of the licence. Note that this is NOT the number of **users** - because VPOP3 does not know what users are on the other mail server. This means that for licences of less than 25 users we recommend that you explicitly define the target email addresses for LAN forwarding rather than using wildcards.

For VPOP3 Standard licences of 25 users or more, and all VPOP3 Enterprise licences, the number of email addresses which can be forwarded is unlimited.

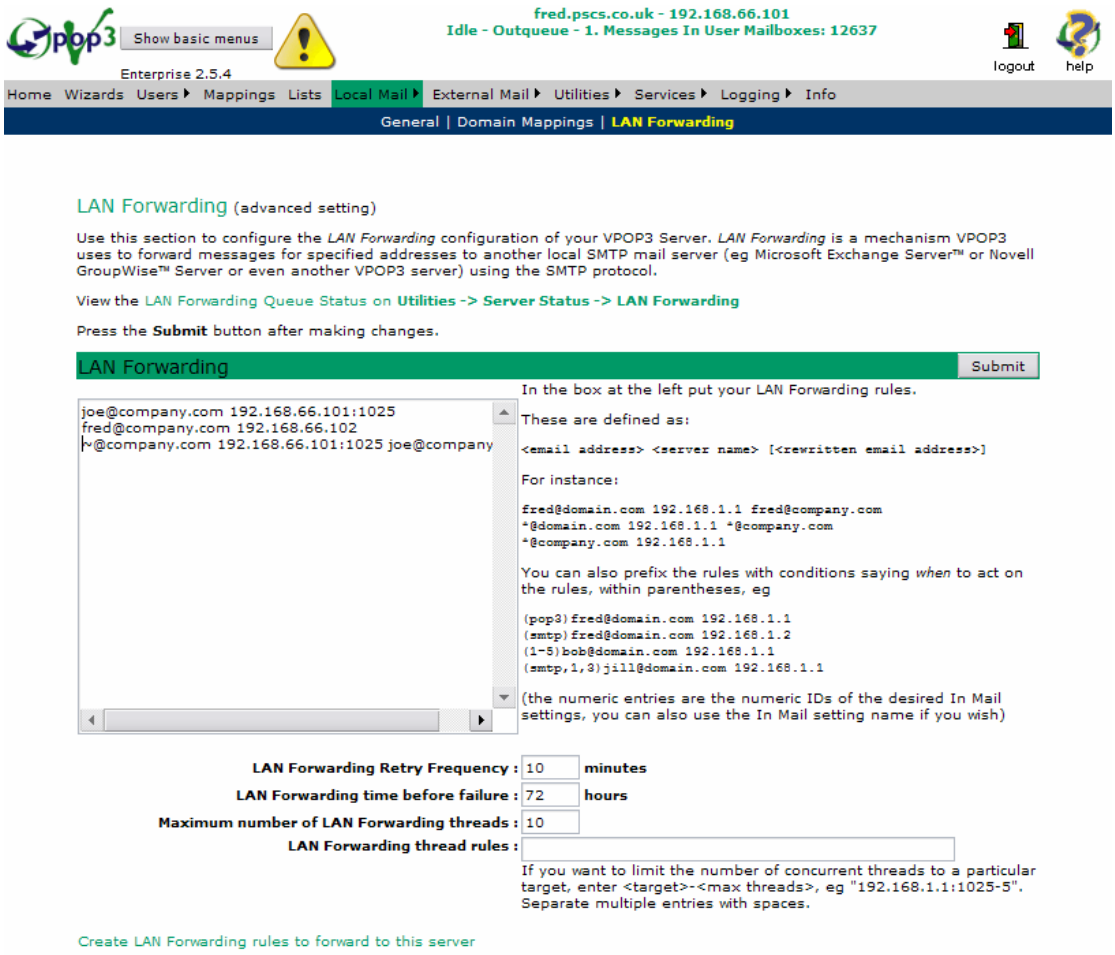
13.2 Exchange Server

You can use VPOP3 in conjunction with Microsoft Exchange Server and have VPOP3 download messages from one or more POP3 mailboxes and forward the messages on to Exchange Server over your network using LAN forwarding.

We recommend looking in our knowledgebase at http://kbase.pscs.co.uk for up to date details on configuring Exchange Server to work with VPOP3 as the Exchange settings are different for the different versions of Exchange.

13.3 Configuring LAN forwarding in VPOP3

To configure LAN forwarding rules in VPOP3, the main way is to go to **Local Mail → LAN Forwarding → Configuration**



On this page, the main entry area lets you configure LAN Forwarding rules. The text to the right of this box describes the format of the entries you can make.

In general, you specify entries as:

```
<email address to match> <address of server to forward to> <rewritten email address>
```

The ‘email address to match’ and ‘address of server to forward to’ are required, the ‘rewritten email address’ is optional.

So, the line:

```
joe@company.com 192.168.66.101:1025
```

means that if a message comes arrives at VPOP3 for ‘joe@company.com’ it should be sent to the SMTP server at 192.168.66.101 on port 1025

```
fred@company.com 192.168.66.102
```

means that messages for ‘fred@company.com’ should be sent to the SMTP server at 192.168.66.102 on the default SMTP port of 25

```
~@company.com 192.168.66.101:1025 joe@company.com
```

means that messages for any unrecognised address at company.com should be sent to the SMTP server at 192.168.66.101 on port 1025 for the user ‘joe@company.com’. VPOP3 checks all other LAN Forwarding rules **and** local VPOP3 settings before

using the ~@.. LAN Forwarding rule. This lets you have some users in VPOP3 and all others on another mail server.

You can also use * and ? DOS style wildcards as the email address to match. If you have a *@.. Email address to match you can also have a *@.. Email address for rewriting to use the username part of the original email address, e.g.

```
*@company.com 192.168.66.102 *@othercompany.com
```

will match a message for 'fred@company.com' and send it to 192.168.66.102 for 'fred@othercompany.com'

If multiple LAN forwarding rules match an entry, VPOP3 uses the first one it comes to, so if you have

```
fred@company.com 192.168.66.101
f*@company.com 192.168.66.102
```

a message for 'fred@company.com' will go to 192.168.66.101, but a message for 'fran@company.com' will go to 192.168.66.102. The exception here is ~@ rules for 'unrecognised address@' – these only match if nothing else matches, regardless of ordering.

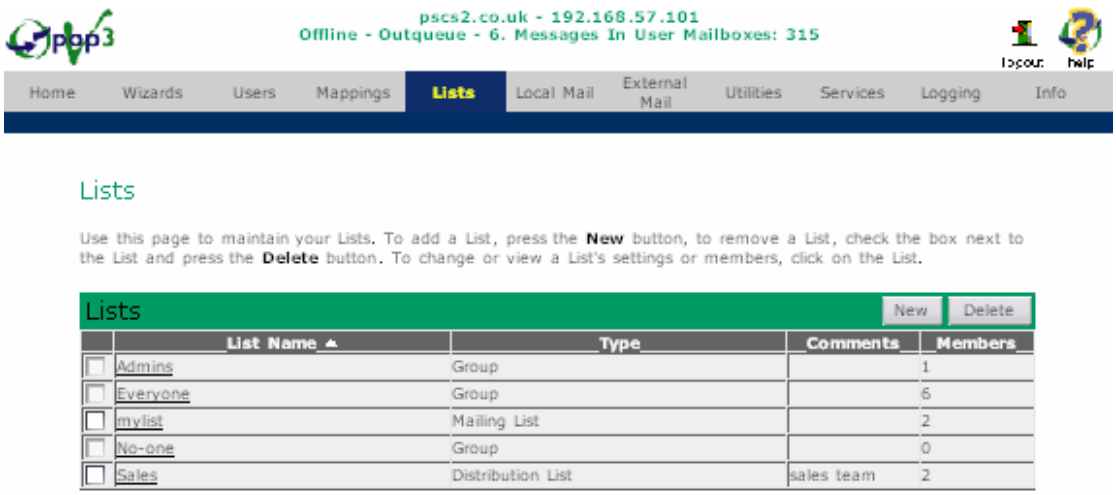
Notes:

1. If you have a VPOP3 licence smaller than 25 users you should specify explicit addresses in the **Edit LAN Forwarding Configuration** window rather than using the wildcard ***@domain** form. This is because if you use the wildcard form, invalid email addresses will count towards your allowed LAN forwarding address count and may lead to desired forwarding addresses being disallowed. See the LAN Forwarding help for information on how to do this.
2. You may also want to edit the **Postmaster** user in VPOP3 so that it forwards all administrator mail to Exchange Server as well - do this by specifying a **Forward To:** address in the VPOP3 'Edit User' box of **SMTP:<administrator>@<exchange server IP address>**.
   Note that is not really recommended because if you do this, if VPOP3 has problems with LAN forwarding you won't be able to see the error messages because it won't be able to forward them! It is safer to tell the administrator's Outlook to collect mail both from Exchange Server AND from VPOP3.

14 Lists in VPOP3

Lists in VPOP3 are ways of sending mail to groups of email addresses at once. There is also a 'special' type of list which is a 'Forwarding' which is a 'list' with just one email address in it. This is commonly used for having a local email address which just forwards mail onto an external email address without having to use a User in VPOP3.

In the VPOP3 settings, the **Lists** Selection Page lets you define and manage Lists.



A List is one of:

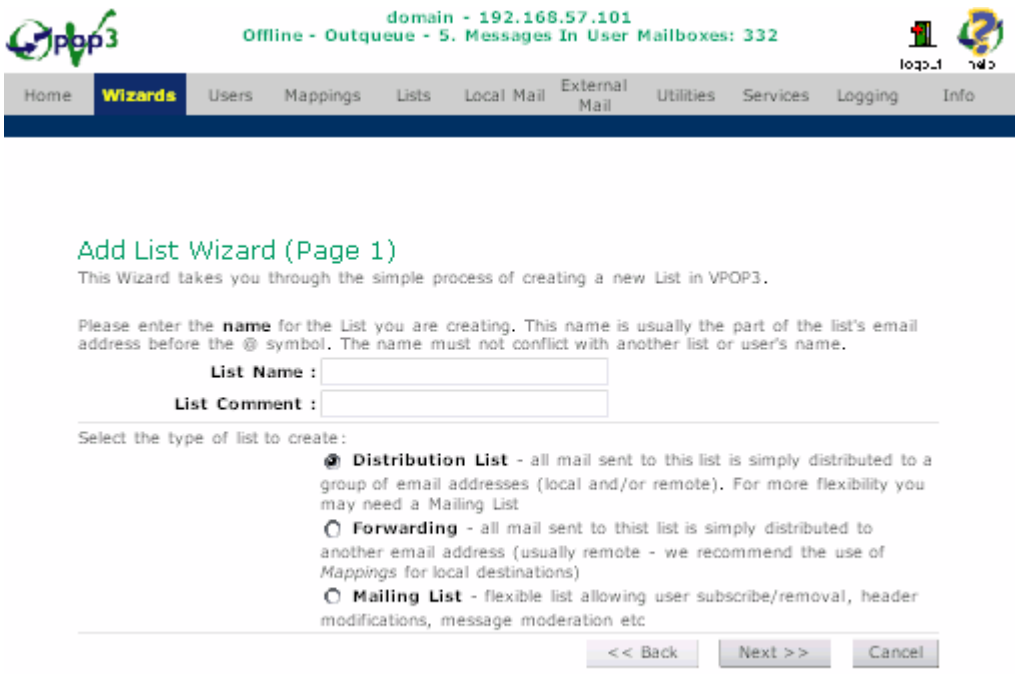
- Mailing List - Mailing Lists can contain zero or more email addresses (any mix of local or remote addresses).
- Distribution List - Distribution Lists can contain zero or more email addresses (any mix of local or remote addresses).
- Group - Groups are described in section 4.3.6 and contain one or more related local users. There are three built-in groups which you cannot change explicitly, these are described below. Note that groups cannot be accessed from the Internet - if you must access them from the Internet, then either create a 'wrapper' list or create a Mapping from, say, **Everyone** to **Everyone**
- Forwarding - Forwardings are special Distribution Lists which allow you to map a single local address to a single remote address.

You send messages to a List as if they were a normal user, but VPOP3 will send the message to all members of that list automatically using a '**BCC**' (recipients of the message won't see the email addresses of the other members of that list). If the message is to be sent to Internet users, then only one message will appear in the **OutQueue** but this will be copied to all the recipients.

- Press the **New.** button to add a **Mailing List, Distribution List** or **Forwarding**. (To add a **Group** go to the **Users -> Groups** page and press the **New** button). You can add as many lists as you want, regardless of which licence size you are using (except that the Home User version does not allow mailing lists to be created, but it allows Distribution lists and Forwardings)
- Click on the list name to **edit** a list.
- To remove lists, check the box next to the name and press the **Delete** button.

14.1 Creating a new List

To create a new list go to **Lists** in the VPOP3 settings and press **New**, this will start the **Add List** wizard which will take you through the process of creating a VPOP3 **List**.



The **List Name** is the name of the list. This is used as the part of the email address before the @ character in the email address, so should not contain spaces.

The **Comment** is a comment about the list. This is also displayed if this list is a **Mailing List** when a person asks for a list of available mailing lists on this server.

The **List Type** can be:

- **Distribution List** - A Distribution List is a list of email addresses which you email by sending a message to the list name. The email addresses contained on the list are maintained manually by an Administrator.
- **Forwarding** - this is essentially a distribution list with a single remote email address and can be used for forwarding a person's email, without using a user from the VPOP3 licence allowance.
- **Mailing List** - a Mailing List is more powerful than a Distribution List in that people can optionally subscribe/unsubscribe themselves from the list, the people who can send to the list can be restricted, and the messages from the list can have their headers modified in various ways.

When you press **Next** on this page, the next page will depend on which list type you chose:

- ***Page 2 for Distribution List***
- ***Page 2 for Forwarding***
- ***Page 2 for Mailing List***

14.2 List Nesting

Lists can be included within other lists, but there is a nesting limit of 10 levels deep. Attempts to nest lists deeper than this will result in the more deeply nested lists not being expanded.

VPOP3 handles list recursion safely, so don't worry if this happens.

14.3 Built in Groups

There are a three built in Groups:

1. **Everyone** - This contains a reference to most defined local Users. On the **User Permissions** page you can define whether a user is in this list or not (for instance, normally you won't want any pure Autoresponder users to be included).
2. **No-one** - This contains no Users, and can be useful as a target for mail that you want to discard silently.
3. **Admins** - This contains all local Users defined as 'Administrators'.

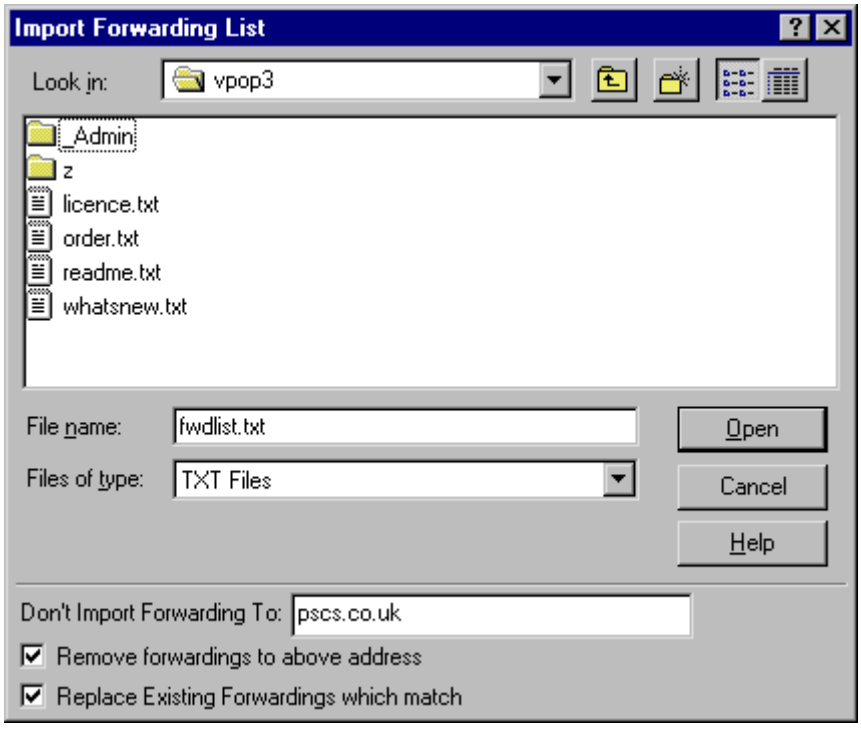
These lists cannot be edited, but can be used directly, or included in other lists or mappings.

14.4 Distribution Lists

14.5 Forwardings

14.5.1 Import Forwarding Lists

On the **Lists** page, you can press the **Import Forwarding** button to import a set of email forwarding rules using distribution lists.



This will import a text file and create a set of distribution lists containing forwarding rules from a local name to a single remote user.

There are three options in the **Import** dialog:

Don't Import Forwarding To: xxxx
This tells VPOP3 to ignore any forwarding rules where the target is **xxxx**

Remove forwardings to the above address
This tells VPOP3 to remove any existing forwarding rules where the target is **xxxx**

Replace Existing Forwardings which match
This tells VPOP3 to replace any existing forwarding rules which exist in the imported file.

The file being imported should be a text file with a single forwarding rule per line (blank lines and lines beginning with # are ignored).

The first entry on each line should be the local name and the second entry should be the remote email address. The two entries should be separated by spaces or tab characters.

So, if you want to forward email for local name **margaret** to the email address **maggie@isponline.com**, then you would have the following line in the imported file:

```
margaret maggie@isponline.com
```

Example Usage

This facility is very useful if you have large numbers of forwarding addresses you need to maintain, for instance if you're setting up Distributed Sites Using Subsidiary Mail Accounts. In that case, you would probably also want to use the **Don't Import Forwarding To:** facility.

We'll look at the same example used in the Distributed Sites topic : "You have 4 users in two offices, Sue and James in office 1 and Philip and Karen in office 2, then. We will say that office **1** is the 'main' office. Say that your main email account has a domain name of **cybercamels.co.uk** and your subsidiary email account has an address of **cybercamels2@isp.co.uk**."

Create a text file with the following lines:

```
#Users at office 1
sue sue@cybercamels.co.uk
james james@cybercamels.co.uk
#Users at office 2
philip cybercamels2@isp.co.uk
karen cybercamels2@isp.co.uk
```

In office 1 (cybercamels.co.uk), import the above file with **Don't Import Forwarding To: cybercamels.co.uk**

In office 2 (cybercamels2@isp.co.uk) import the same file with **Don't Import Forwarding to cybercamels2@isp.co.uk**

This will only import the appropriate forwardings to users at other offices in the company.

If you get new users, or users move around, then you can simply modify the above file and re-import it at all sites to refresh the forwarding lists.

14.6 Mailing Lists

A **Mailing List** is a flexible list of users that can be referred to using a single email address.

They are often used as "discussion groups using email", but are flexible enough to be used as other things, such as enhanced distribution lists, or announcement lists etc.

If you send a message to a mailing list, then all the members of that mailing list will receive a copy of your message. Any replies that a member makes will usually go to the *entire mailing list*, not only to you (but this can be changed by altering the message headers that are used by the mailing list). This allows all members of the mailing list to easily keep track of discussions and to contribute as they are able and see fit.

VPOP3 has a mailing list server which can be used for running your own mailing lists.

14.6.1 Mailing List Configuration Pages

14.6.1.1 Subscription settings page

To get to this page, go to the **Lists** selection page, click on the relevant list name, then go to the **Subscriptions** page for that list. (This page is only available for **Mailing Lists**)

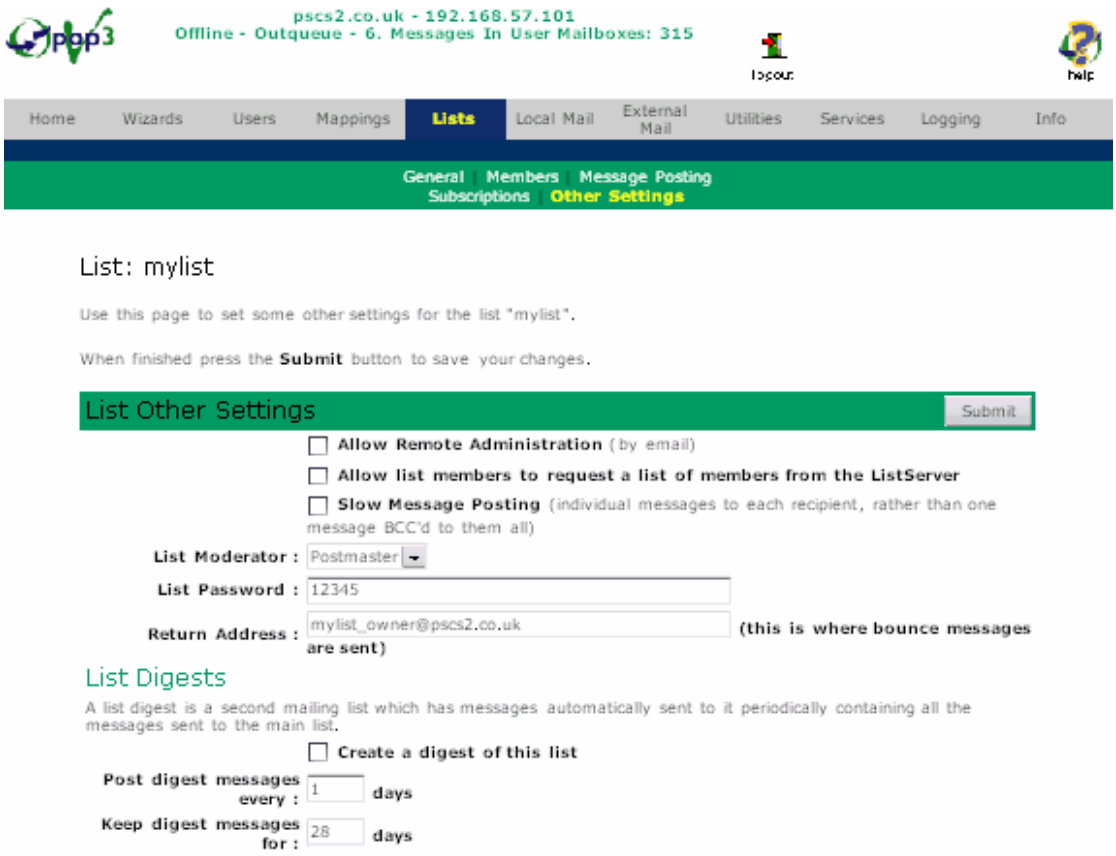
This page is used to set who can join a mailing list and what VPOP3 does when someone subscribes to or unsubscribes from a list.

- The **Allow people to subscribe to the list themselves** option allows users to join the list by sending a message to **listserver@yourdomain** with a message **subscribe listname** (eg **subscribe VPOP3_Discuss)**. People can always remove themselves from the list by sending a message to the **Listserver** with a message **unsubscribe listname**, regardless of this setting.
- The **Inform the list moderator of any new subscriptions or unsubscriptions** option tells VPOP3 to send a message to the list moderator(s) when a user either joins or leaves the mailing list.
- The **Inform the list moderator of any unsubscriptions** option tells VPOP3 to send a message to the list moderator(s) when a user leaves the mailing list, but not when a user joins the list.
- The **Verify list subscriptions** option tells VPOP3 to send a confirmation message to a new subscriber asking them to confirm that they want to join the list. If VPOP3 doesn't get a response to this confirmation message within a few days it will not join the new subscriber to the list. This lets VPOP3 filter out malicious subscription requests (someone joining someone else to the list) and allows a basic check for email address validity.

- The **This list is confidential** option tells VPOP3 NOT to place the mailing list in the list reported by **ListServer** if someone asks for a list of mailing lists. This does **not** stop someone subscribing to the list by email if they know the list name. You should disable the '**Allow Member Subscribe**' option if you don't want to allow this.
  Note: If you disable both the '**Allow Member Subscribe**' and '**Inform Moderator of Subscribes/Unsubscribes**' options for a confidential list, anyone attempting to subscribe to the list by email will be told that the list does not exist.
- The **Custom Welcome Message** and **Custom Unsubscribe Message** options let you tell VPOP3 what message to send to a user when they join or leave the mailing list. If you don't choose these options VPOP3 sends a standard message to the user.

14.6.1.2 Other Settings page

To get to this page, go to the **Lists** selection page, click on the relevant list name, then go to the **Other Settings** page for that list. (This page is only available for **Mailing Lists**)



- The **Allow Remote Administration** option allows the moderator(s) to remotely add/remove users to the list by sending messages to ListServer – see section 14.6.4.2 below.
- The **Allow Members to get Member list** option allows list members to send a **USERS** command to ListServer to get a list of members of the list.
  The list moderator can always get the list of members of the list.

- The **Slow Message Posting** option means that messages are sent individually to each member of the list rather than being sent to all the members at once using the BCC method. If VPOP3 uses the BCC method, the members' email addresses are not contained in the message header at all. If you enable the **Slow Posting** option, then VPOP3 will set the To: field of the message header set appropriately. Note that this will be *very* slow if there are large numbers of members as a copy of each message has to be sent to each list member.
- The **List Moderator** box lets you select the Moderator for this mailing list
- The **List Password** box lets you specify the password used for **Remote Administration** of the mailing list and for **Password Posting** of messages.

14.6.1.2.1 Mailing List Digests

VPOP3 has a simple mailing list digest facility. This facility allows users to only request a periodic 'digest' of mailing list messages instead of every individual message to the list. You enable the digest facility by checking the **Create a digest of this list** box.

When you tell VPOP3 that a mailing list is going to have a digest, then it will create a new list called **listname_Digest** which users can subscribe to independently of the original list.

You also tell VPOP3 to **Post Digests every *x* days**. VPOP3 will keep all messages for digest lists and every **x** days (at midnight or the next available time) it will package all those messages into a single message and send it to the members of the **listname_Digest** group. When VPOP3 packages the messages it sorts them by message subject and then by time, so all messages about a single topic should be grouped together in chronological order.

14.6.2 Using A VPOP3 Mailing List

Once you have a VPOP3 mailing list set up people contribute to it by sending email to *<listname>@<yourdomain>*.

For instance, if you own an email domain '*gadgets.com*' and you set up a VPOP3 mailing list called '*widgets*', then anyone sending a message to *widgets@gadgets.com* will send a message to the mailing list members.

You can specify who can contribute to a mailing list on the **Mailing List Posting Settings** page. There are three main options:

- Allow anyone to post
- Allow only members to post
- Allow only moderators to post

There is also another option which can be chosen along with the above three

Require a password to post

If you have told VPOP3 to limit who can post to 'members' or 'moderators', then VPOP3 looks at the 'From:' entry in the incoming email header to decide who the message is coming from.

14.6.3 Mailing List Moderators

A mailing list is "controlled" by one or more **moderators**. You choose the moderator's name in the **Moderator** list. This can either be a single local user or a distribution list (you can have a remote moderator by creating a distribution list containing them as a member).

VPOP3 creates an automatic alias of **mailinglistname_Owner** to the **moderator** name. For instance, if **Arnold** is the moderator of the mailing list **modelplanes** then VPOP3 will send all messages to **modelplanes_owner** to **Arnold**.

The Moderator can always send messages to the mailing list, he/she can also maintain the mailing list members list by Remote Administration or through the Web Mail interface.

The Moderator can also approve messages which are sent to a mailing list which has the **Moderated Message Posting** option set

14.6.3.1 Moderating Mailing Lists

A Mailing list often requires control to some degree. The person who controls or "moderates" the mailing list is called the "Moderator".

VPOP3 Mailing lists can be set up so that certain tasks require intervention by the list's moderator.

At one level, the moderator has very little work to do and the list can effectively run without any intervention at all. In this case, the moderator will simply receive any error messages which occur due to the mailing list operation. This will normally be message post failures because people have registered with the mailing list with their email address and then their address has changed.

If the moderator requires more control he/she can decide that all messages posted to the mailing list need to be checked before being sent to the members of the mailing list. In this case, with VPOP3, the list will be sent to the moderator(s) when it is received and the moderator can check it's OK and then simply reply to the message if it's OK. VPOP3 will then distribute that message to the mailing list members.

The moderator can also receive notifications that people have subscribed to, or unsubscribed from the mailing list.

The moderator can also add or remove people from the mailing list themselves by using the Remote Mailing List Administration facility.

14.6.3.2 Mailing List Moderated Posts

A moderated mailing list is one where all message posts are checked by a moderator before being distributed to the list members.

There are two methods of mailing list moderation:

14.6.3.3 Simple Moderation

In this moderation method, a message is sent to the mailing list moderator as below:

```
From: VPOP3_Discuss@pscs.co.uk
To: moderator@pscs.co.uk
Subject: Mailing List Moderation Message Approval
(VPOP3_Discuss - 200311200027510000)
Date: Thu, 20 Nov 2003 00:27:51 -0000

The following message has been sent to the
mailing list "VPOP3_Discuss"
To approve the message for distribution to the
list reply to this message as it is. To reject
the message, either do nothing or add 'REJECT' to
the start of the subject line when you reply.
You must reply within 14 days to approve this
message.
--------------------------------------
Received: from 127.0.0.1 by mail.pscs.co.uk
([127.0.0.1] running VPOP3) with ESMTP for
<mylist@pscs.co.uk>; Thu, 4 Jun 1998 00:23:32
+0100
Message-ID: <3575DAF3.27DD3458@pscs.co.uk>
Date: Thu, 04 Jun 1998 00:23:32 +0100
From: Fred Bloggs <fred@pscs.co.uk>
X-Mailer: Mozilla 4.03 [en] (Win95; I)
MIME-Version: 1.0
To: mylist@pscs.co.uk
Subject: My Message
X-Server: VPOP3 V2.0.0 - Registered to: PSCS
Sender: mylist_owner@pscs.co.uk
Reply-To: mylist@pscs.co.uk

This is a sample moderated message
-----------------
```

To unsubscribe from this list, send a message to listserver@pscs.co.uk

```
with a single line in the message body:
unsubscribe vpop3_discuss
```

If the moderator wants this message to be distributed to the mailing list, he can just reply to the message, and VPOP3 will distribute the message to the list members. If the moderator changes subject line and adds **REJECT** at the start of the subject line (leaving the rest of the subject line as it is), then the message will be rejected. Alternatively, if the moderator does nothing for 14 days, the message will automatically be rejected.

This method of mailing list moderation is simple, and works with all email clients and will all type of message content, but it does not allow any modification of the message content at all.

14.6.3.4 Flexible Moderation

Whenever a message is sent to a moderated list by anyone other than a moderator, the message is first sent to the list moderator(s) in a message as below:

```
From: mylist@pscs.co.uk
To: moderator@pscs.co.uk
Subject: Message post to moderated list
{Mod:mylist}
Date: Thu, 20 Nov 2003 00:27:51 -0000

Mailing List: mylist
Message Originator: fred@pscs.co.uk
Original Subject: My Message

-------------------------------------
Received: from 127.0.0.1 by mail.pscs.co.uk
([127.0.0.1] running VPOP3) with ESMTP for
<mylist@pscs.co.uk>; Thu, 4 Jun 1998 00:23:32
+0100
Message-ID: <3575DAF3.27DD3458@pscs.co.uk>
Date: Thu, 04 Jun 1998 00:23:32 +0100
From: Fred Bloggs <fred@pscs.co.uk>
X-Mailer: Mozilla 4.03 [en] (Win95; I)
MIME-Version: 1.0
To: mylist@pscs.co.uk
Subject: My Message
X-Server: VPOP3 V2.0.0 - Registered to: PSCS
Sender: mylist_owner@pscs.co.uk
Reply-To: mylist@pscs.co.uk

This is a sample moderated message
```

As a moderator you can simply reply to this message using your email client including the incoming message text. Using this method, you can modify the message text if you wish in the reply, and add/remove anything you wish. However, this method generally only works reliably with plain text messages, and only with some email clients, so it is only recommended for more advanced users, and should be tested thoroughly before use.

When VPOP3 receives the message from a moderator with the text **{Mod: xxxxx}** in the subject line it will scan the message text and strip out the text before the ---------- line and also automatically remove any line prefixes (eg '**>**') that your email client added to your reply.

14.6.4 Using the VPOP3 ListServer

The **ListServer** is the automated controller for your Mailing Lists. You talk to it by sending email to **Listserver@yourdomain.com.** (You can change the name of **ListServer** on the **Misc Settings** page).

It has a similar role to "**listserv**" and "**major-domo**" that you may have seen with other mailing lists. However, it doesn't quite conform to their standards (they are quite complex), so we didn't call it one of those names in case it caused confusion.

ListServer interprets any messages sent to it and processes any commands that it recognises. You place these commands into the body or **Subject** of the message sent to **ListServer.**

14.6.4.1 Generally available Listserver commands

You normally send these commands to the **Listserver** user in the body of an email message

The **Subscribe** and **Unsubscribe** commands can also be sent in the **Subject** of an email message (if they are sent in the subject, then the message body is ignored!)

- **Help** This responds with a simple description of the commands to use. To customize the help message, create a text file called '**ls_help.txt**' in the VPOP3 directory.
- **Quit** or **Stop** This tells **Listserver** to stop processing the message now. This is useful if you have a signature appended to your message and it is difficult to stop it being sent.
- **Lists** This tells **Listserver** to respond with a list of all non-confidential mailing lists. To customize the message, create a text file called '**ls_lists.txt**' in the VPOP3 directory.
- **Subscribe** (can be shortened to **Sub**). This tells **Listserver** to attempt to join you to a mailing list (eg **Subscribe Mylist**). **Listserver** will only join the sender of the message. Some other mailing list automatons can join arbitrary people to mailing lists - This has the problem that people can maliciously join other people to mailing lists, so VPOP3 won't support that function unless we get lots of requests for it. You can specify a custom welcome message for each mailing list if you desire (see Mailing List Properties).
- **Unsubscribe** (this can be shortened to **Uns**). This tells **Listserver** to remove you from a mailing list (eg **Unsubscribe Mylist**). Specifying ***** as the mailing list will remove you from **all** mailing lists (eg **Uns ***). You can specify a custom message to be added to the response if you desire (see Mailing List Properties).
- **Users**. If enabled, this tells VPOP3 to return the member list of a mailing list.
- **Which** This gives you a list of which mailing lists you are currently a member of.
- **NoMail** This tells VPOP3 not to send mail to this address. You can specify a listname (eg **Nomail mylist**) or ***** to indicate all subscribed lists (eg **Nomail ***). Also you can specify a date when the 'NoMail' setting will automatically expire as **YYYY-MM-DD** (eg **Nomail mylist 2001-12-31** or **Nomail * 2001-12-31**)
- **Mail** This tells VPOP3 to send mail to this address after a **NoMail** has stopped it. If the **NoMail** specified a date for restarting it, then the **Mail** command will override that and cause mail to be restarted immediately. You can specify either a listname (eg **Mail mylist**) or ***** to indicate all subscribed lists (eg **Mail ***)

When **Listserver** has finished processing all its commands it will respond to the originator with the results.

If the commands included a **Subscribe** command, then **Listserver** will tell the person how to unsubscribe from the list - this is in case someone faked the "From" address in the subscription message.

If **Subscribe** or **Unsubscribe** are called, then **Listserver** may also send a message to the moderator about it if that was specified in the mailing list options. This message will appear to have been sent by the originator of the **Subscribe** or **Unsubscribe** command, so the moderator can respond easily to the request.

Notes

- Messages to **Listserver** are queued and processed as a background task. This may mean that it can take a few seconds to generate the response (or longer if there are lots of requests).

14.6.4.2 Remote Administration Listserver Commands

If **Remote Administration** (see Mailing List Properties) is enabled for a list, then the moderator(s) can send messages to **Listserver** to add/remove list members.

To start remote administration the message to **Listserver** should contain the following lines before the remote administration commands.

```
Moderate <listname>
Password <list password>
```

The remote administration commands should be terminated with the line:

```
EndModerate
```

Valid remote administration commands are:

```
Add
Remove
```

Each of these commands should be followed by a list of members to add or remove, and the list is terminated by **EndAdd** or **EndRemove** as appropriate.

Any line beginning with a # is ignored.

If you also add the command **Quiet** then VPOP3 will not send an acknowledgement message back to the moderator.

Example

The following is a valid remote administration message:

```
Moderate Mylist
Password passwd

Add
#this is a comment
simon@brown.com
karen@bobble.org
```

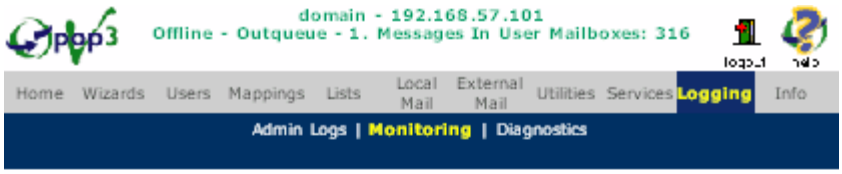
```
EndAdd

Remove
a.naughty@user
EndRemove

EndModerate
```

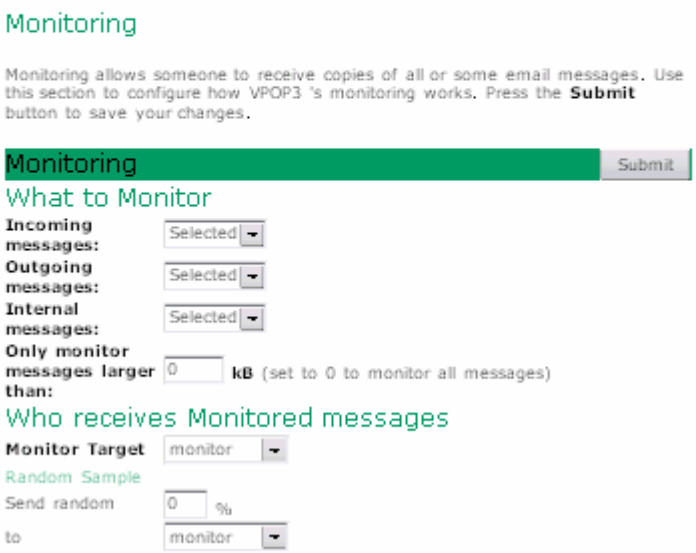
Related Topics

15 Logging in VPOP3

15.1 Monitoring Messages

You can set VPOP3 to 'monitor' messages by going to the **Logging** -> **Monitoring** page.





An administrator can choose to monitor messages sent to/from some or all users.

Monitoring means that VPOP3 will send a copy of the messages to another mailbox with a slightly modified subject line (to allow email client filters to be used to put them in a separate email folder)

There are three types of messages which can be monitored:

- **Monitor Incoming Messages** this will allow you to monitor messages arriving from the Internet

- **Monitor Outbound Messages** this will allow you to monitor messages sent out onto the Internet
- **Monitor Internal Messages** this will allow you to monitor messages sent internally on your LAN.

For each of these types of message you can choose

- **All** All users' messages are monitored
- **None** No users' messages are monitored
- **Selected** Only users who have the **Monitor** option set on their User Permissions settings will be monitored

Note that if you choose **Monitor ... Selected**, then VPOP3 will only monitor messages if it can see that the **From** or **To** address matches a VPOP3 user ID at a domain specified in the **Local Domains** section of the **Local Mail** page. If you choose **Monitor Outbound: All** then VPOP3 will monitor any message it receives using SMTP where the **From** address is in the **Local Domains** section of the **Local Mail** page.

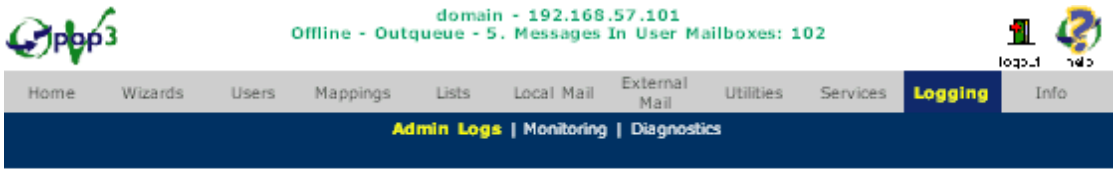
The **Monitor Target** is the mailbox where monitored messages will be sent.

You can tell VPOP3 to **Only Monitor Messages Larger than xxxx kB**, if you want to only monitor large messages which may contain attachments.

In some situations, you may want to monitor a random sample of messages (eg for quality checking). In this case you can tell VPOP3 to send a random sample of monitored messages to another mailbox.

15.2 Admin Logs page

The **Logging** -> **Admin Logs** page lets you configure administrative logging features that VPOP3 can perform.



Use the **Send Daily Summary Logs to Main Administrator** option to make VPOP3 send the **Main Administrator** a daily summary log of each person's usage. This log file contains a count of how many messages each person sent and received, and what the total size of those messages was.

If you enable the **Show Idle Accounts in Summary Log** option, then the daily log will also contain a list of all VPOP3 accounts where there are messages older than 1 day still left in the mailbox. This can be used to give an idea of which people are not reading their email.

If the **Generate HTML Format Messages** option is enabled, then VPOP3 will generate the summary log message using a multipart MIME message containing plain text and an HTML message. Both messages will have the same format, but the HTML one will force a fixed spacing font as the log messages require this for proper formatting.

If the **Keep Summary Messages** option is enabled, then VPOP3 will copy all the **SUMMARY.LOG** files which it creates into a directory called **Summaries** with filenames of **YYYYMMDD.LOG**. These log files are NOT the messages which are sent to the default user, but are the logs from which those are generated.

The **Security Log Contains Successful Logons** option tells VPOP3 to record successful logins to the **SECURITY.LOG** file. If this option is not checked then VPOP3 will only record failed login attempts, password changes etc to the **SECURITY.LOG** file.

15.2.1 Daily Summary Reports

You can tell VPOP3 to generate daily report messages showing how many messages were sent and received by each user. If you have told VPOP3 to generate these messages, they will be sent to the Main Administrator.

You configure the Daily Summaries by going to the **Logging** -> **Admin Logs** page.

- To enable the sending of daily summary logs enable **Send Daily Summary Logs to Main Administrator**.
- If you want the daily summary logs to contain a list of mailboxes which contain messages over 24 hours old, then enable **Show Idle Accounts in Summary Log** (note that this can give misleading results if people are using the IMAP4 protocol in VPOP3 Enterprise)
- Check **Generate HTML Format messages** if the Daily Summaries aren't being displayed in neat columns. The Daily Summaries must be viewed in a fixed width font, otherwise the columns don't align. If VPOP3 generates HTML format messages it puts codes into the message telling your email reader to use a fixed width font instead of a proportional font.
- Turn on **Keep Summary Logs** to tell VPOP3 to keep the raw daily log files in a directory called **SUMMARIES**. See here for information on the format of the summary data files.

15.2.1.1 Example Daily Summary Message

```
Local Messages
```

```
User Id Send Receive Info Msgs
------------------- --------------- -----------
----- ---------------
paul 2,112( 1) 5,231( 2) 16,374( 8)
fiona 5,231( 2) 2,112( 1) 0( 0)
=============== ===============
===============
7,343( 3) 7,343( 3) 16,374( 8)

Internet Messages
User Id Send Receive
------------------- --------------- -----------
-----
paul 23,132( 15) 115,097( 18)
fiona 1,337( 1) 16,947( 9)
=============== ===============
24,469( 16) 132,044( 27)

In Queues with messages older than 1 day
Name Num Messages Oldest Message
=================== ============
================
monitor 25 14-May-2003 15:35:09
sonia 1 20-May-2003 18:31:03

POP3 Client 132,044( 27)
SMTP Client 24,469( 16)
```

The first section shows the size & number of local messages sent & received. There are three columns

1. **Send** This shows the size & number of local messages sent by each user
2. **Receive** This shows the size & number of local messages received by each user
3. **Info Msgs** This shows the size & number of information messages received by each user. These are messages sent by VPOP3 to the user.

In each column there are two numbers - the first one (outside the parentheses) is the total size of messages sent/received by that user, the second number (inside the parentheses) is the number of messages sent/received by that user.

The second section shows the size & number of Internet messages sent & received. This has two columns, **Send** and **Receive** which have the same meaning as for the first section.

The optional third section shows which mailboxes contain messages which are older than 24 hours. This can be useful for seeing which users aren't reading their email.

The last section shows the total number of messages sent & received by VPOP3's POP3 & SMTP client components.

Notes

1. VPOP3 determines who has sent a message by looking at the **From:** field of the message. The message must be from a **Local Domain** and it must be from

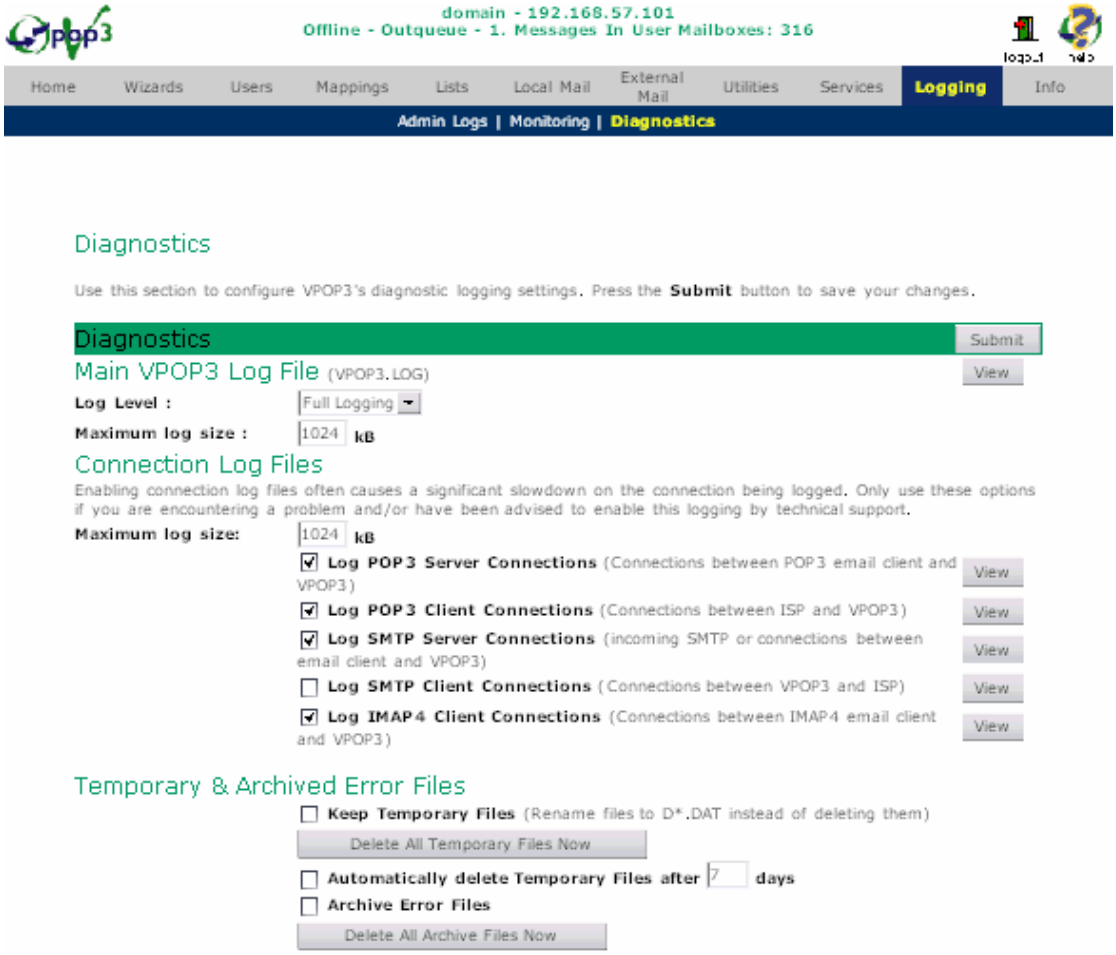
a recognised user. Messages from unrecognised users or non-local domains will be omitted from the summary message.

2. If you receive your Internet mail using SMTP instead of POP3, then the Internet Mail Receive counts will be merged with the Local Mail Receive counts.

15.3 Diagnostics Property Page

Because VPOP3 is so complex, it has diagnostics logging built in. Normally it will only log errors or major events, but you can increase the level of logging detail if you are having difficulties, and the log files may let you see what is going wrong, or the technical support team might ask to see copies of the log files.

You set the diagnostics configuration on the **Logging** -> **Diagnostics** page.



15.3.1 Main VPOP3 Log File

This file can contains most of the diagnostic information for VPOP3. It contains lots of details which are not designed to be understandable by users; it's designed for use by the technical support team, so don't worry if you don't understand entries in it.

Log Level indicates how much detailed information is put in the main log file (**VPOP3.LOG**). **Errors Only** is the least detailed, and **Full Logging** is the most detailed.

The **Maximum Log Size** sets how big (in kilobytes) the VPOP3.LOG should become. When a log file reaches the maximum size, it is renamed to **VPOP3.OLD**, and a new **VPOP3.LOG** file is created.

15.3.2 Connection Log Files

These log the conversations between VPOP3 and other software.

- **Log POP3 Server Connections** tells VPOP3 to keep a log of all the data which gets sent between the POP3 server in VPOP3 and your email clients. The data is stored in **POP3SVR.LOG**.
- **Log POP3 Client Connections** tells VPOP3 to keep a log of all the data which gets sent between the POP3 client in VPOP3 and your ISP's mail server. The data is stored in **POP3CLT.LOG**.
- **Log SMTP Server Connections** tells VPOP3 to keep a log of all the data which gets sent between the SMTP server in VPOP3 and your email clients. The data is stored in **SMTPSVR.LOG**.
- **Log SMTP Client Connections** tells VPOP3 to keep a log of all the data which gets sent between the SMTP client in VPOP3 and your ISP's mail server. The data is stored in **SMTPCLT.LOG**.
- **Log IMAP4 Server Connections** tells VPOP3 to keep a log of all the data which gets sent between the IMAP4 server in VPOP3 and your email clients. The data is stored in **IMAPSVR.LOG**. (This option is only available in VPOP3 Enterprise)

The **Maximum log size** sets how big (in kilobytes) each of the log files should become. When a log file reaches the maximum size, it is renamed to <name>**.OLD**, and a new log file is created.

15.3.3 Temporary and Archived Error Files

VPOP3 can be set to keep files that would otherwise have been deleted, in case they are needed for diagnostic purposes.

Keep Temporary Files tells VPOP3 to keep **all** temporary mail files that would otherwise be deleted. You should only turn this on if you are having serious problems, or the technical support team tells you to. If you leave this turned on for too long, you may find that your hard disk fills up. See "Files VPOP3 Uses" for a list of the possible files that may be left around.

The **Delete All Temporary Files Now** button will automatically remove any files left because of the **Keep Temporary Files** option above.

The **Automatically delete Temporary Files after:** option will allow you to have the **Keep Temporary Files** option turned on without an undue risk of filling up the hard disk. This option tells VPOP3 to periodically delete temporary files which were are over a certain number of days old.

Archive Error Files tells VPOP3 to keep a copy of all message files which it has had a problem processing. These files will be given names beginning with **A** and may be useful for diagnosing problems.

The **Delete All Archive Files Now** button will automatically remove any files left because of the **Archive Error Files** option above.

15.3.4 Effect on Performance of Logging

The **Log xxxx Server Connections** options can slow the sending and receiving of large messages on your network by a considerable amount.

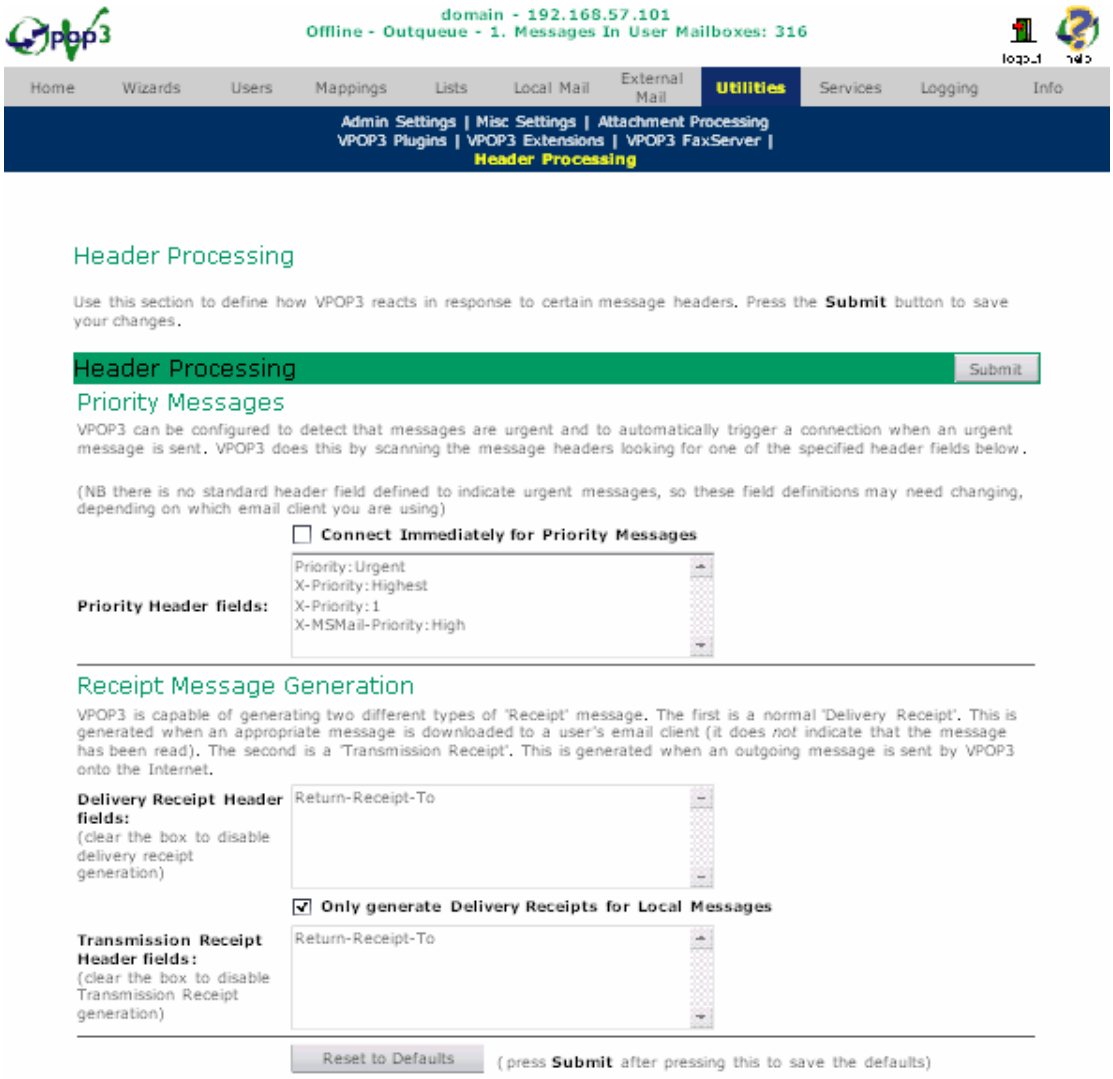
The **Log xxxx Client Connections** options shouldn't make a noticeable difference unless you have a fast Internet connection,

The **Log Level** setting shouldn't make a noticeable difference to performance at all unless you are sending to mailing lists with large numbers of users (VPOP3 processes each recipient address and writes a lot of log data for each one if full logging is turned on).

16 Other Settings

16.1 Header Processing page

The **Utilities** -> **Header Processing** Page tells VPOP3 how to will respond to certain special header fields.



16.1.1 Priority Messages

A Priority message is one which is indicated as *urgent* by a header fields. You signify which header fields and associated values mean that the message is urgent in the entry area.

Enter a single line per field/value pair, with the field name being followed by a colon, and then the value to look for.

Note that the specified value is a substring of the actual value, so a line containing 'X-Priority: 1' will match with both 'X-Priority: 1', or 'X-Priority: Highest (1)'

If a priority message is detected, then VPOP3 can optionally connect immediately to the connection required for outgoing messages and deliver all outgoing messages (and collect incoming messages from any servers supported by that connection).

Note: This facility relies on the email client software adding a header field to indicate that a message is urgent. Not all email clients do this - in this case VPOP3 *cannot* detect whether a message is urgent or not. A notable example of an email client which doesn't add an 'urgent' header field is **Microsoft Windows Messaging/Outlook 97/98**. Unfortunately there is no workaround since there is no difference between an urgent or non-urgent message generated by **Outlook 97/98**.

16.1.2 Receipt Message Generation

A Delivery Receipt is a message sent to the sender of a message when the recipient retrieves the message from VPOP3 using POP3. The sender's email client indicates that a receipt is required by adding a header field to the message.

The **Delivery Receipt Header fields** area should contain the field names to look for to decide whether to send a delivery receipt or not. (If the entry area is blank, then delivery receipts are never sent).

Note that the entry area *only* contains field names. The field data is assumed to be the address to send the receipt to.

If the **Only generate Delivery Receipts for Local Messages** box is checked, then VPOP3 will only send delivery receipts in response to local messages requesting receipts. Messages from across the Internet which requested receipts will have their requests ignored.

Note:

Whether or not you will receive a delivery receipt from a message you send across the Internet depends entirely on how the recipient's email system is configured. There is *nothing* you can do at your site to force them to send receipts.

A Transmission Receipt is a message sent to the sender of a message when VPOP3 sends a message onto the Internet. Some people like confirmation that a message has been sent. This facility supplies that confirmation where requested.

The **Transmission Receipt Header fields** area should contain the field names to look for to decide whether to send a transmission receipt or not. (If the entry area is blank, then transmission receipts are never sent).

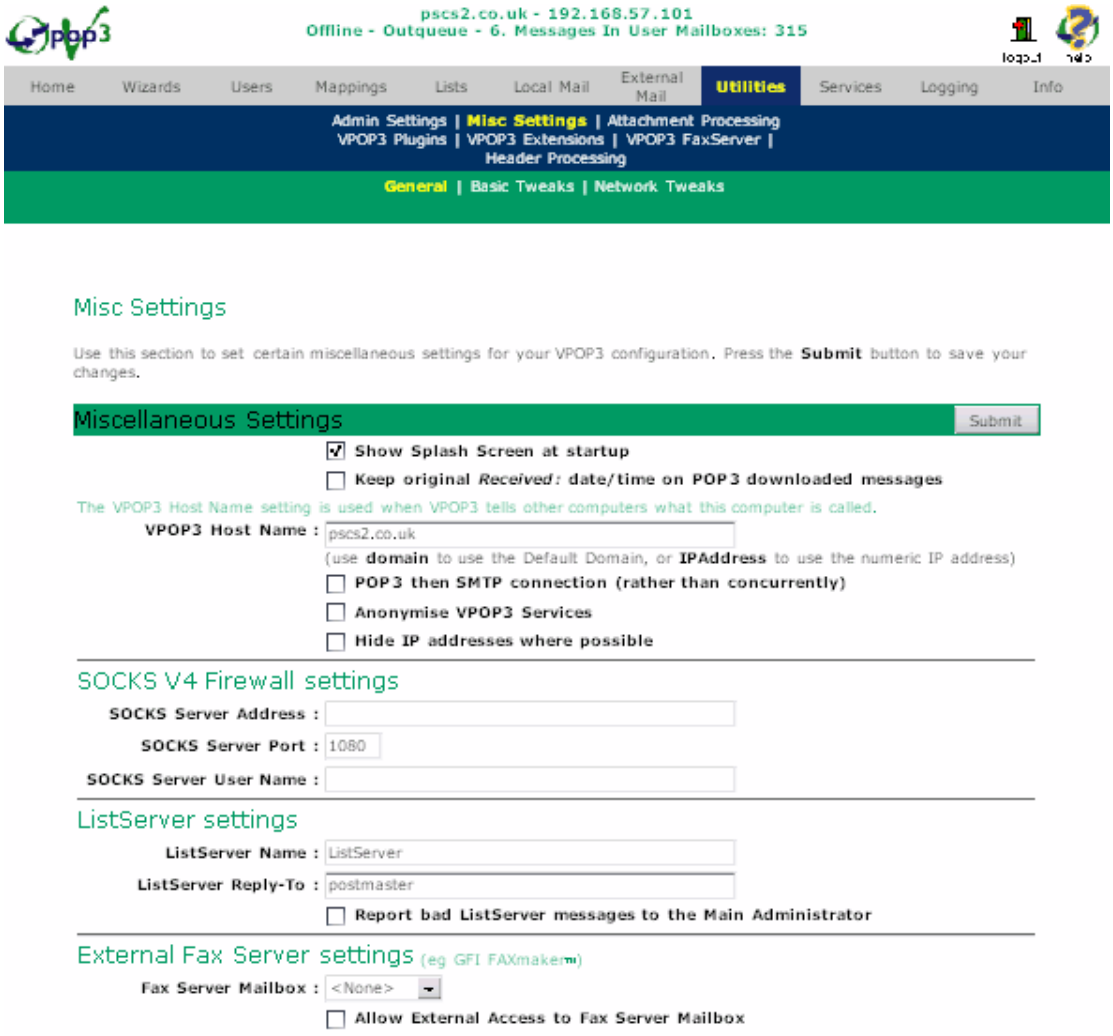
Note that the entry area *only* contains field names. The field data is assumed to be the address to send the receipt to.

The **Defaults** button resets all the above fields to their initial values, in case you accidentally delete them and forget what the original settings should be.

16.2 Misc Settings Page

To get to this page, go to the **Utilities** -> **Misc Settings** page

The **Misc Settings** page lets you set up various features of **VPOP3**.



The **Show Splash screen at startup** option lets VPOP3 show a 'Splash Screen' whilst it starts up. The splash screen does not slow down the starting of VPOP3, it only displays whilst VPOP3 is going through its startup procedure. If you disable the splash screen then there may be a pause of several seconds between VPOP3 starting and the VPOP3 icon appearing in the task bar. Do not try to run VPOP3 again during this period, or there may be unusual error messages displayed.

The **Keep original *Received:* date/time on POP3 downloaded messages** option makes VPOP3 copy the **Received:** timestamp that the ISP added into the **Received:** header line which VPOP3 adds. This will prevent all downloaded messages being shown as **Received** at the same time (the time that VPOP3 dialled the ISP).

The **VPOP3 Host Name** setting tells VPOP3 what to call itself when it communicates with other mail software. You can type in the name you want to use (eg **mail.mydomain.com**) or use the word **domain** to make VPOP3 use the **Default Domain** setting, or **IPAddress** to make VPOP3 use its numeric IP address.

The **POP3 then SMTP Connection** option tells VPOP3 to connect first of all to the ISP POP3 server(s) then the ISP SMTP server. Normally it will connect to both servers at once, but this can cause problems with some ISPs that require POP3 then SMTP authentication.

The **Anonymise VPOP3 Services** option tells VPOP3 not to include the software name in the text of its POP3/SMTP/HTTP/IMAP4 etc servers. This is because if any weaknesses are discovered in the VPOP3 security, then the software name could make it easier for these weaknesses to be exploited. During testing and problem diagnosis it is best to have this option turned off so that VPOP3 does announce its name.

The **Hide IP Addresses** option tells VPOP3 not to include client and server IP addresses in SMTP trace headers that it adds to sent messages. This will not affect trace headers added by the email client or any remote mail servers. Note that normally these IP addresses are NOT normally a security risk as they are normally of limited use, or can be discovered using alternative means, and they can be very useful for problem diagnosis.

16.2.1 SOCKS Firewall Settings

The **SOCKS V4 Firewall** settings allow you to tell VPOP3 to communicate with ISPs via a SOCKS V4.0 (or V5.0) proxy server or firewall (such as VSOCKS, Wingate, Winproxy etc).

Enter the IP address of your SOCKS firewall in the **SOCKS Server Address** field. Enter the TCP/IP port number in **SOCKS Server Port** field (normally this is **1080**). Enter any user id required by your SOCKS firewall in the **SOCKS Server User Name** field - this is left blank if your SOCKS firewall does not require authentication.

Contact your network administrator if you know you have a SOCKS firewall, but do not know the necessary settings.

You define whether a particular connection method uses the SOCKS firewall on the **Connection** Settings Page.

16.2.2 Listserver Settings

Enter the name of the **Listserver** automated user in the **Listserver Name** box

Enter the email address where replies to automated **Listserver** messages should go - ideally this will be an administrator user, eg '**postmaster**'

If you enable the **Report Bad Listserver Messages to Default User** option then messages to Listserver which contain no valid commands will be copied to the default user as well as the error message being sent to the sender.

16.2.3 External Fax Server settings

Some Intranet enabled fax servers can collect mail from a POP3 mailbox. This option tells VPOP3 to send mail to <faxnumber>@localdomain to this mailbox. VPOP3 treats any unrecognised address containing only 0 - 9, "+" and "-" as fax numbers. So

if you send mail to '+44-1234-1234567@yourdomain' then VPOP3 will place this message into the 'fax' mailbox.

(In order for this to be used for sending faxes you need a suitable fax server such as **GFI FAXmaker** as well, and check that the fax server is set up appropriately)

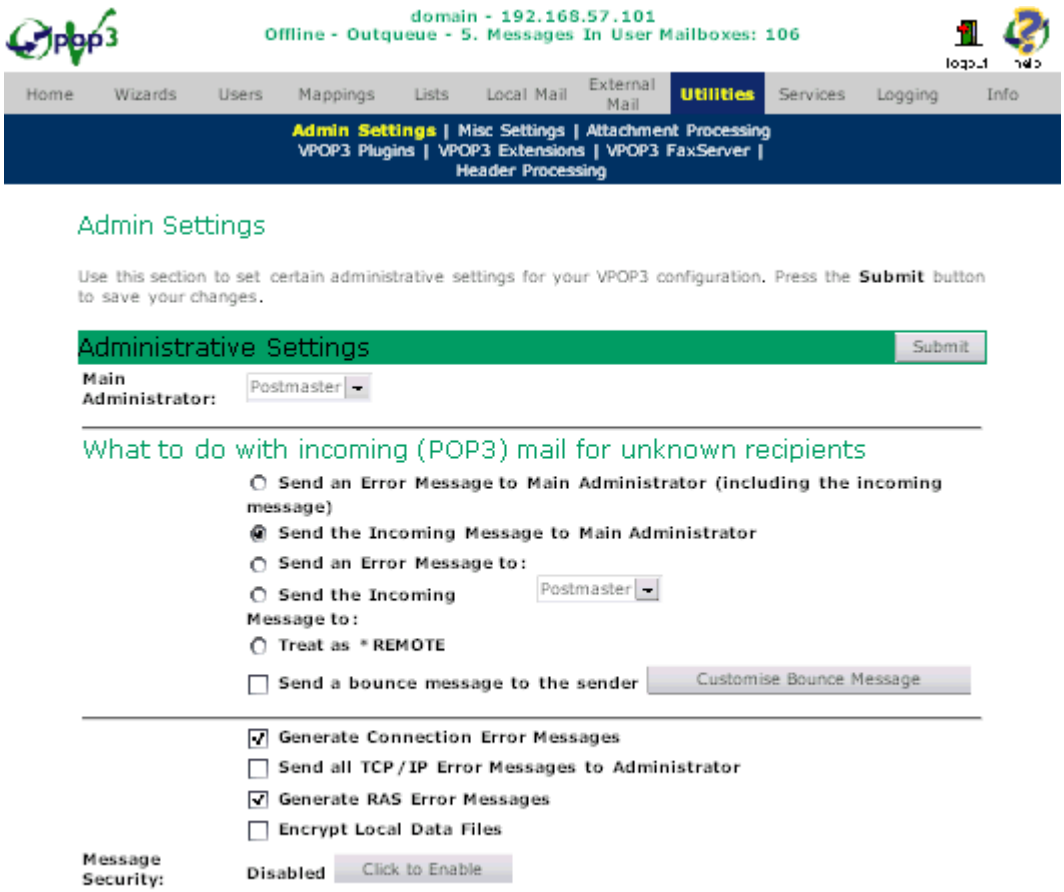
VPOP3 will also support the **companyname.name.number@yourdomain** format which GFI FAXmaker supports for specifying the recipient names

If you turn on the **Allow external access to FAX mailbox** option, then the above method of sending messages to the fax mailbox will work from incoming POP3 mail as well. If the option is turned off, then only mail sent to VPOP3 using SMTP will be automatically put into the FAX mailbox.

Note that this option does NOT affect the VPOP3 FaxServer option. The settings for that option are available from the **Utilities** -> **VPOP3 FaxServer** page. This setting is only used in conjunction with a 3rd party fax server.

16.3 The Admin Settings Page

The **Admin Settings** page lets you specify certain features related to administrators, error messages etc.



The **Main Administrator** is the user which receives any error messages generated by VPOP3, and also email which cannot be automatically delivered (for instance if the target email address isn't recognised), unless a different mailbox is specified

below. Initially this is configured to be the **Postmaster** mailbox, but you may want to change this (for instance if you want to remove the **Postmaster** mailbox).

16.3.1.1 What to do with Incoming (POP3) Mail for Unknown Recipients

This section lets you define how VPOP3 handles messages which are downloaded from the Internet using the POP3 protocol and are addressed to an unrecognised user, or no recognisable user.

Note - Messages sent locally or which are received from the Internet using SMTP always generate a bounce message, these settings only apply to messages downloaded using POP3.

The available options are:

1. **Send an Error Message to Main Administrator**
   This causes VPOP3 to attach the incoming message to an error message which is sent to the Main Administrator

2. **Send the Incoming Message to Main Administrator**
   This causes VPOP3 to send the message, as it is, to the Main Administrator

3. **Send an Error Msg to ...**
   This causes VPOP3 to attach the incoming message to an error message which is sent to a specified user

4. **Send an Incoming Msg to ...**
   This causes VPOP3 to send the message, as it is, to the a specified user

5. **Treat as *REMOTE**
   This causes VPOP3 to treat any unrecognised user as if it is a Remote User. This can be useful when you have multiple sites.
   NOTE you should *NEVER* have this option set at ALL sites, otherwise badly addressed email will simply disappear without a bounce message, or any error message anywhere.
   This option is slightly different from the **Send local mail for unrecognised users to ISP** option on the **Local Mail** page, because this option will ignore incoming mail for unrecognised users, whereas that option won't.

Send a bounce message to the sender
This option can be used with any of the other options except for '**Treat as *REMOTE**'
In this case, an incoming Internet message to an unrecognised user will generate a bounce message which sent back to the originator stating that the addressee was not recognised.. You can customise the bounce message if you wish.

- If you turn the **Generate Connection Error Messages** option off VPOP3 will not generate error messages generated during initial connection to the ISP's email servers. VPOP3 will still generate error messages generated *during* the connection (eg dropped connections, protocol errors or server failures). Most people should leave this option turned on, however, if you are *expecting* to receive lots of connection error messages (for instance if your LAN or RAS connection is temporary), then you may wish to turn it off. (All error messages go to the 'Main Administrator' mailbox).

- The **Send All TCP/IP Error Messages to Administrator** tells VPOP3 to send all TCP/IP related messages which occur during the sending of a message to the Main Administrator rather than to the person whose message the error interrupted.
- If you turn the **Generate RAS Error Messages** option off, VPOP3 will not generate any error messages about dial-up networking problems. Normally, VPOP3 will send the Main Administrator an error message after four consecutive failed attempts to connect to the Internet. (this doesn't count Retries specified on the **Connection** page, so if you have told VPOP3 to retry 3 times, an error will be generated after 12 dial attempts (4 times, 3 retries each time)). VPOP3 won't send any further error messages until it has either managed to connect successfully, or until the next day.
- The **Encrypt Local Data Files** option tells VPOP3 to encrypt local data storage files such as message files. VPOP3 uses a light encryption method which is only intended to stop casual viewing of messages. If you need more security than this we suggest that you either install VPOP3 on a Windows NT/2000/XP/2003 server with access controls on the VPOP3 directory, and/or you physically restrict access to the VPOP3 server.

16.3.1.2 Message Security Options

The 'Message Security Options' let you tell VPOP3 not to allow administrators access to users' messages. If you turn on the **Set Message Security** option you will be prompted to enter a password. This password will be needed before you can disable **Set Message Security** in the future, and before you can use features such as the VPOP3 Queue browser, setting assistants, mappings, monitoring options etc. We do not guarantee that setting this option will prevent an administrator access all features which may allow them to view other peoples messages, but it prevents them using the most common ways of doing this. Note also that if someone is determined they may be able to disable the Message Security facility without knowing the password, but it does make it more difficult to do so.

If you need to temporarily access any of the functions disabled by the **Set Message Security** function, you can press the **Access Message Settings** button. You will be prompted to enter the message security password. The message functions will then be enabled either until you press the **Access Message Settings** button again, or close the VPOP3 settings window.

You will be asked to enter a password which can be used for changing these settings. Make sure that this password is kept in a safe place as you may have to reinstall VPOP3 if you forget it.

16.4 Custom Bounce Messages

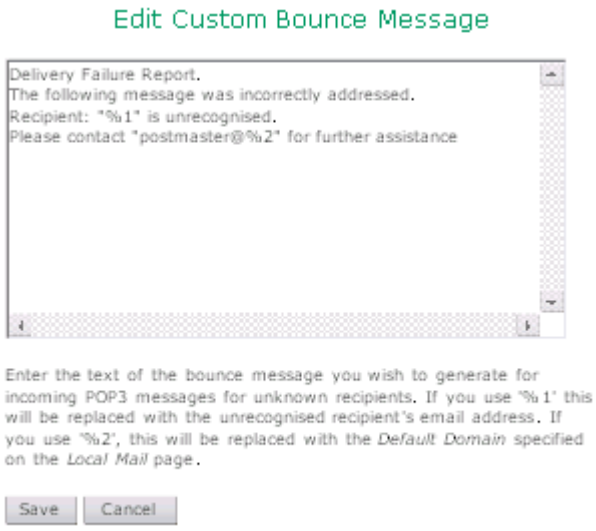
A "Bounce" message is a message which is sent to the sender of a message if the recipient is unreachable or unrecognised.

VPOP3 lets you define your own message to be sent to people who send you email across the Internet addressed to a user which VPOP3 doesn't recognise and which

VPOP3 downloads using POP3 (VPOP3 usually rejects incoming SMTP messages to unrecognised recipients at the SMTP level, causing the sending mail server to generate a bounce message)

16.4.1.1 Creating a Custom Bounce Message

You can create a custom bounce message by pressing the **Customise Bounce Message** button on the **Utilities** -> **Admin Settings** Page.



This bounce message should contain the text of the bounce message you want VPOP3 to generate. This message can contain two replaceable entries:

- %1 = unrecognised recipient's email address
- %2 = default domain you have specified on the **Local Mail** page.

16.4.1.2 Default Bounce Message

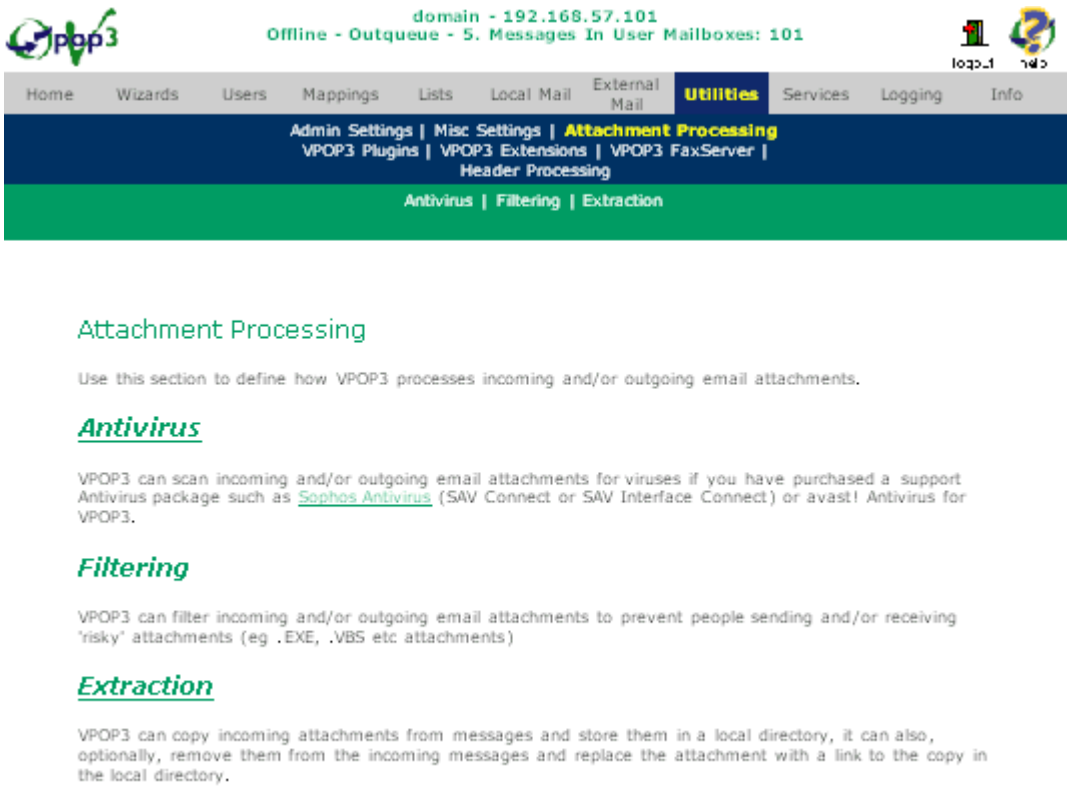
If you don't specify a custom bounce message, then VPOP3 will use a message saying:

```
Delivery Failure Report.
The following message was incorrectly addressed.
Recipient: "...." is unrecognised.

Please contact "postmaster@yourdomain" for further
assistance
```

VPOP3 stores the bounce message text in a file called **BOUNCE.MSG** in the VPOP3 directory.

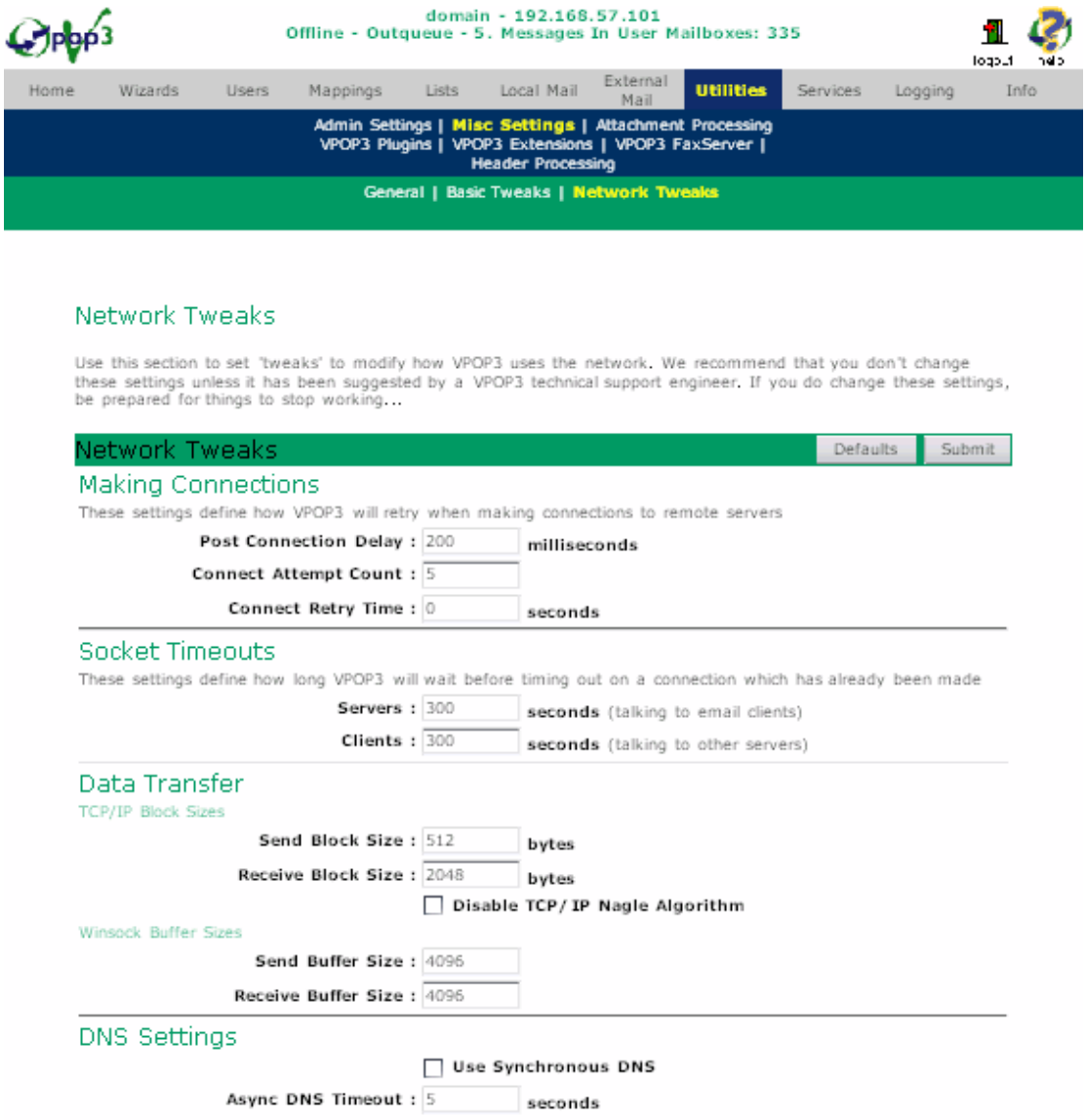
16.5 Attachment Processing page

This page lets you access the various processing methods that VPOP3 can perform on email attachments.



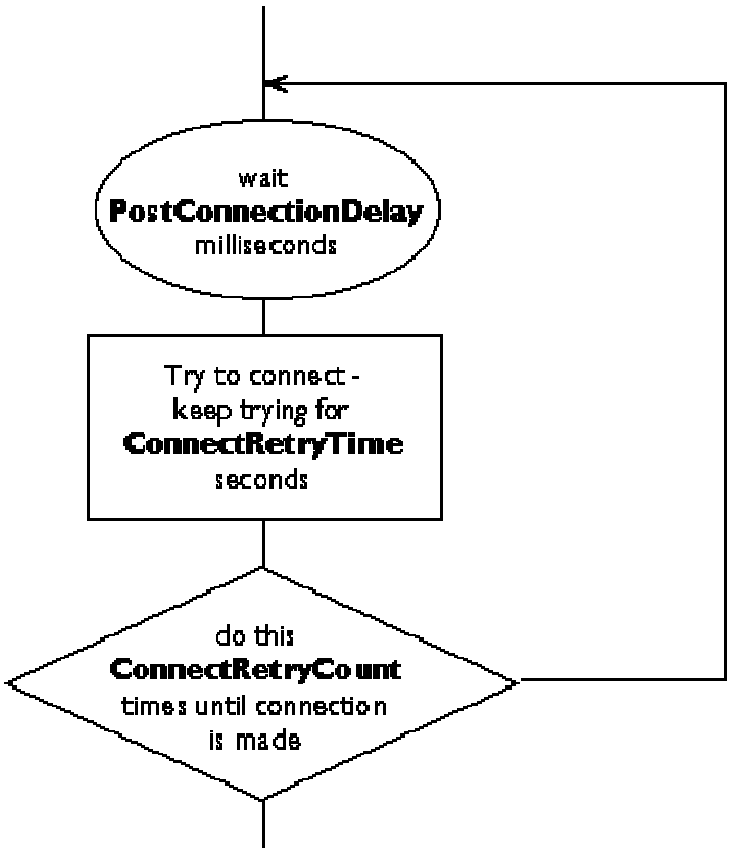
16.6 Network Tweaks Page

This page lets you configure some network settings which are not normally needed for operating VPOP3, but which are sometimes useful. To get to this page, go to **Utilities** -> **Misc Settings** then **Network Tweaks**.



16.6.1 Making Connections

When VPOP3 establishes a connection to the Internet, it attempts to connect to your ISP mail servers. To try to get around transient errors which can occur at the start of a connection or occasionally during a connection, VPOP3 will retry connections several times as below.



16.6.2 Socket Timeouts

The **Socket Timeouts** options allow you to set timeouts for sending and receiving data. Two timeouts are configurable:

1. Server This is the timeout used when an email client program connects to VPOP3**.**
2. Client This is the timeout used when VPOP3 connects to your ISP.

Both timeouts are measured in seconds. The default values of 300 seconds (5 minutes) are acceptable for most situations, but you may wish to change them. It normally wouldn't be sensible to reduce them to less than 30 seconds, or increase them to more than 600 seconds (10 minutes).

16.6.3 TCP/IP Block Sizes

You can change the maximum size of data blocks which VPOP3 uses for sending & receiving. Normally the default settings are OK, but if you have problems with sending or receiving large messages, you should try reducing the settings (512 is the usual minimum value to try). Reducing the settings unnecessarily will reduce the performance of VPOP3.

The **Disable TCP/IP Nagle Algorithm** option should normally be enabled (to disable the Nagle Algorithm). If you are having problems sending/receiving large messages you may want to try disabling this option to see if it makes any difference.

16.6.4 Winsock Buffer Sizes

These options set the sizes of the TCP/IP buffers in Windows (the **TCP/IP Block Sizes** above, change the buffer sizes in VPOP3). If you have problems sending or

receiving large messages, try reducing the buffer sizes down to 512 bytes. Normally you should not decrease the Winsock buffer sizes to below the TCP/IP Block Sizes above.

16.6.5 DNS Settings

These settings let you change how VPOP3 tries to convert computer names into numeric IP addresses. Usually you will not have to change these settings, but if you get unusual name resolution errors it may be worth changing these settings. Click on the screenshot above for more information.

17 Mailer_Daemon

17.1 Mailer_Daemon Control Messages

It is possible to set or query certain user features by sending email messages to the user **Mailer_Daemon**.

Currently there are the following facilities:

- Set Finger 'Plan'
- Query Finger 'Plan'
- Set Assistant
- Query Assistant
- Set Forwarding
- Query Forwarding
- Enable InMail methods
- Disable InMail methods
- Status

17.2 Disable InMail methods using Mailer_Daemon

Using this methods you can control any **In Mail** methods which have a Routing method of '**Send all messages to a specified user/list**'

To disable *all* **In Mail** methods which are set to send mail only to your mailbox, send a message to **Mailer_Daemon** with a subject line of **Disable InMail**.

The message text should contain the lines:

```
USERNAME <username>
PASSWORD <password>
```

You can also specify a subject line of **Disable InMail <in mail method name>** to disable a specific **In Mail** method.

If you aren't an administrator you can only disable methods for which you are the recipient specified in the '**Send all messages to a specified user/list**' setting.

17.3 Enable InMail methods using Mailer_Daemon

Using this methods you can control any **In Mail** methods which have a Routing method of '**Send all messages to a specified user/list**'

To enable *all* **In Mail** methods which are set to send mail only to your mailbox, send a message to **Mailer_Daemon** with a subject line of **Enable InMail**.

The message text should contain the lines:

```
USERNAME <username>
PASSWORD <password>
```

You can also specify a subject line of **Enable InMail <in mail method name>** to enable a specific **In Mail** method.

If you aren't an administrator you can only enable methods for which you are the recipient specified in the '**Send all messages to a specified user/list**' setting.

17.4 Set Assistant using Mailer_Daemon

To set your assistant by email, send a message to **Mailer_Daemon** with a subject line of **Set Assistant**.

The message text should contain the lines:

```
USERNAME <username>
PASSWORD <password>
ASSISTANT [ONLY] <assistant name>
```

(Use '**ONLY**' if you only want the assistant to receive your messages. Don't use it if you want to receive the messages in your mailbox as well).

For instance:

```
USERNAME bill
PASSWORD semolina
ASSISTANT simon
```

Note: If the **USERNAME** entry does not match the sender of the message, then the user defined by **USERNAME** will receive a notification message, saying that the assistant has been changed.

17.5 Query Assistant using Mailer_Daemon

To query your Assistant by email send a message to **Mailer_Daemon** with a subject line of **Query Assistant**.

The message text should contain the lines:

```
USERNAME <username>
PASSWORD <password>
```

You will receive a message in a few seconds showing the assistant defined for the requested user.

Note: If the **USERNAME** entry does not match the sender of the message, then the user defined by **USERNAME** will receive a notification message, saying that the **Query Assistant** command was sent.

17.6 Set Forwarding Settings using Mailer_Daemon

To set your Forwarding Settings by email send a message to **Mailer_Daemon** with a subject line of **Set Forwarding**.

The message text should contain the lines:

```
USERNAME <username>
PASSWORD <password>
FORWARD TO <forwarding address> or FORWARD OFF or
FORWARD ON
```

Use:

FORWARD TO to set a new forwarding address and enable forwarding.

FORWARD OFF to disable forwarding,

FORWARD ON to enable forwarding with a previously defined forwarding address.

Note: If the **USERNAME** entry does not match the sender of the message, then the user defined by **USERNAME** will receive a notification message, saying that the forwarding settings have been modified.

17.7 Query Forwarding Settings using Mailer Daemon

To query your Forwarding Settings by email send a message to Mailer_Daemon with a subject line of **Query Forwarding**.

The message text should contain the lines:

```
USERNAME <username>
PASSWORD <password>
```

The message response will show the forwarding settings defined for the requested user.

Note: If the **USERNAME** entry does not match the sender of the message, then the user defined by **USERNAME** will receive a notification message, saying that the **Query Forwarding** command was sent.

17.8 Set Finger Plan using Mailer_Daemon

To set your Finger 'Plan' by email**,** send a message to **Mailer_Daemon** with a subject line of **Set Plan.**

The message text should be the new 'Plan' which you want to set.

The Mailer_Daemon determines which user to change the Plan for by looking at the address that the message came **From**.

17.9 Query Finger ‘Plan’ using Mailer_Daemon

To query your Finger 'Plan' by email**,** send a message to **Mailer_Daemon** with a subject line of **Query Plan.**

The Mailer_Daemon determines which user to query by looking at the address that the message came **From**, and it will send you a message containing your Finger Plan within a few seconds.

17.10 Query VPOP3 Status using Mailer_Daemon

If you send a message the **Mailer_Daemon** with a subject of **Status** you will get an automatic status message back from VPOP3. It will look like the example below:

```
From: Mailer_Daemon@pscs.co.uk
To: <paul@pscs.co.uk>
Subject: Re status
Date: Tue, 23 Mar 1999 160230 -0000

VPOP3 Status
=============

There are 2 messages waiting to be sent onto the Internet
The last connection to the Internet was at 23/03/99 16:00:26
The next connection is currently scheduled for 23/03/99 17:00:00
```

(The dates/times will be displayed in the format defined in the Windows regional settings on the server).

18 Command Line Parameters

You can specify certain command line parameters to VPOP3. If you specify them when you initially run **VPOP3** they will take effect straightaway. You can also run VPOP3 and specify command line parameters even when a copy is already running. In this case, the command line parameters will be passed to the already running copy to be processed without starting a second copy of the program.

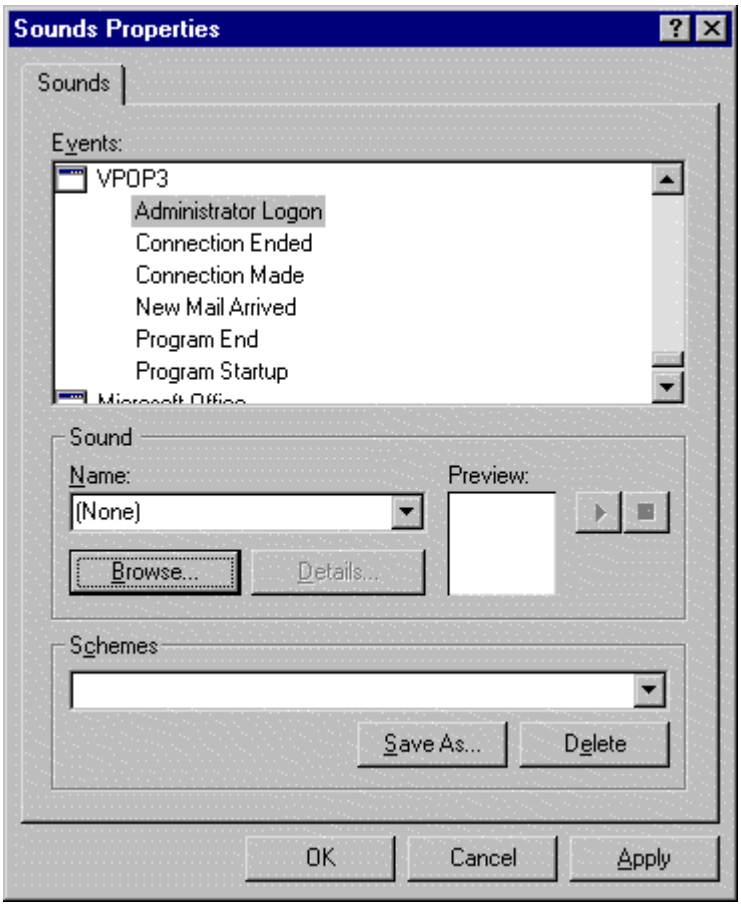
The possible parameters are:

- **/Shutdown** This will shutdown the copy of VPOP3 which is running.
- **/AllPrimary** This is the same as clicking '**Start Connect | All Primary**', it will cause VPOP3 to connect to any connections defined as Use with main connection schedule
- **/All** This will cause VPOP3 to connect to all defined connections
- **/Conn1** - **/Conn10** This will cause VPOP3 to connect to the specified connection
- **/Quiet** This will cause the secondary copy of VPOP3 not to report that it has sent the command line to the previously running copy of VPOP3.
- **/Hideicon** This will cause VPOP3 to hide the icon in the taskbar tray.
- **/ReloadLANFWD** This makes VPOP3 reload the SMTPFWD.DAT configuration file containing LAN Forwarding configuration entries.
- **/Service** This makes VPOP3 run as an NT service (if the VPOP3 Service has been installed) This can only be specified when starting VPOP3.
- **/NoSplash** This stops VPOP3 from showing the "splash" screen when starting. This option can only be specified when starting VPOP3. You can tell VPOP3 not to show the splash screen on the **Utilities** -> **Misc Settings** page. Note that sometimes VPOP3 may take a long time to start, if you specify this option there may be a delay of several seconds before the VPOP3 taskbar icon appears.
- **/Reg** This will cause VPOP3 to read its registry settings from a different registry branch. This option can *only* be specified when starting VPOP3, it cannot be used to tell VPOP3 to change settings whilst it is running. The default is "**/REG:VPOP3**".

- **/Inst:** This allows you to run multiple copies of VPOP3 on a single computer (only with **VPOP3 Enterprise**). See here for more details

19 Sounds with VPOP3

VPOP3 has the ability to play sounds when certain events occur. To set these sounds go to: **Control Panel -> Sounds**.



In the **Events** list there will be an application called **VPOP3** with events:

- Administrator Logon
- Connection Ended
- Connection Made
- New Mail Arrived (this indicates that mail has been downloaded from the Internet into someone's mailbox)
- Program End
- Program Startup

Choose the **WAV** file which you want to use from the **Sound Name:** list, or press the **Browse...** button to find another **WAV** file.

19.1 When running as a service on Windows NT/2000/XP/2003

When VPOP3 is running as a Windows NT/2000 service it runs in a user account called LocalSystem which means that any sounds associated with the currently logged in user will not apply to VPOP3.

You need to set sounds for the LocalSystem user to cause VPOP3 to make sounds when it is running as an NT service.

Unfortunately, in current versions of Windows there is no easy way to set sounds for this user. We have found that the following procedure works, but it involves editing the Windows registry manually, so take care, and be sure to back up the system before making changes as mistakes may lead to problems when booting the computer.

Procedure:

1. Set the sounds up as you want them in your current user setup
2. Using RegEdit, export the registry branch at HKEY_CURRENT_USER\AppEvents\Schemes\Apps\VPOP3 to a file.
3. Edit the resulting .REG file (eg using Notepad) to replace HKEY_CURRENT_USER with HKEY_USERS\.DEFAULT
4. Using RegEdit, reimport the .REG file

20 Extras

20.1 VCF File Support

VCF files are electronic business cards often sent as email attachments.

VPOP3 currently has a very basic support for importing VCF files into the Global Address Book.

To use this facility simply copy the VCF file into the **VPOP3\HouseKeeper** directory. VPOP3 will periodically check this directory and import any VCF files it finds there. It will then delete the VCF file.

Note that VPOP3 will check the VCF file to see if any other entries with the same 'display name' exist. If so, then VPOP3 will replace the previous 'display name' entry with the new one.

20.2 Running Multiple Instances on a single PC

With **VPOP3 Enterprise** you can run multiple copies of VPOP3 on a single computer. This is most useful on Windows NT/2000/XP/2003 computers where each copy of VPOP3 can be bound to a different IP address, on Windows 95/98/ME computers you have to define different TCP/IP ports for each copy of VPOP3.

Being able to run multiple copies of VPOP3 can be useful if you have to run different domains as it allows you to keep the settings, users and messages for each domain totally separate without having to have a separate computer for each domain.

To make multiple copies of VPOP3 run on the same computer run VPOP3 with a command line parameter of **/INST:instancename**. For instance

```
VPOP3 /Inst:MyDomain
```

This makes VPOP3 start an instance called **MyDomain**. The Properties Window and Status Windows for this instance of VPOP3 will display the instance name. If you don't specify an **/INST** parameter, then the default instance of VPOP3 will run - this does not show anything extra in the Properties Window or Status Window.

Notes

- You should run each instance of VPOP3 Enterprise from its own directory, so before starting to use multiple instances, copy the VPOP3 installation to a new location where you will run it from.
- Each instance of VPOP3 Enterprise requires its own licence
- When you run the second and subsequent instances of VPOP3 for the first time, you will probably get some conflict error messages saying that addresses are already in use. This is normal, and you will need to tell any instances of VPOP3 after the first one to use different IP addresses or TCP/IP port settings, as described below, and then restart that instance of VPOP3.

20.2.1 Setting up multiple TCP/IP addresses on Windows NT Computers

The best way of running multiple VPOP3 Enterprise servers on a single PC is to have each server bound to a different TCP/IP address. This is only possible on Windows NT/2000/XP/2003 and is quite easy to do.

First of all, decide which IP addresses you want to use, for instance 192.168.1.1 to 192.168.1.10

20.2.1.1 Windows NT

- Go to the Windows Control Panel -> Network -> Protocols -> TCP/IP Protocol and press Properties
- On the **IP Address** tab, press **Advanced...**
- In the '**IP Addresses**' section press the **Add..** button and enter the IP addresses and subnet masks you want to use. All the subnet masks should be the same - eg **255.255.255.0**
- Press OK until you come out of the Control Panel applet. You will probably need to restart the computer

20.2.1.2 Windows XP

- Go to Windows Control Panel -> Network Connections -> right-click **LAN Connection**, and choose **Properties**.
- Select **Internet Protocol (TCP/IP)** and press **Properties**
- Press **Advanced...**
- In the '**IP Addresses**' section press the **Add..** button and enter the IP addresses and subnet masks you want to use. All the subnet masks should be the same - eg **255.255.255.0**
- Press OK until you come out of the Control Panel applet. You will probably need to restart the computer

- Then, in the VPOP3 'Local Servers' tab, in the **Allow Connections On** column for the VPOP3 Enterprise instance you want to configure enter the IP address for that instance, and make sure that the '**Use Same Allow Connections Addresses**' option is enabled.
- Restart VPOP3 Enterprise

- Users should set their email clients to connect to the appropriate IP address for the instance of VPOP3 they want to access

20.2.2 Setting up different TCP/IP ports for different VPOP3 Enterprise Editions

- This method works on any version of Windows, including Windows 95, 98 and NT, but it needs more complicated email client configuration which a few clients don't support.
- On the VPOP3 Services page, change the 'Port' numbers for each of the VPOP3 Enterprise services which you have enabled. It is usually best to add, say, 1000, then 2000 etc onto the port numbers, so that the POP3 service will be on Port 110 for the first VPOP3 Enterprise server, on 1110 for the second, 2110 for the third etc. This makes it easier to remember what is going on.
- Restart VPOP3 Enterprise
- Users should set their email client software to connect to the VPOP3 Enterprise computer as for a single instance of VPOP3, but then change the **Port** settings in the email client to connect to the appropriate instance of VPOP3 Enterprise. Note that some email clients don't have a **Port** setting that can be changed, in which case this method of running multiple instances of VPOP3 cannot be used, or a different email client program must be used.

21 Technical & Troubleshooting

21.1 Internet Mail Protocols

There are currently three main Internet Email Protocols, **SMTP**, **POP3**, and **IMAP4**. (there are several other mail protocols, eg **UUCP** which are currently less widely used, and aren't currently supported by VPOP3). **IMAP4** is only supported by **VPOP3 Enterprise**, not by **VPOP3 Standard**.

21.1.1 SMTP Protocol

SMTP (**S**imple **M**ail **T**ransfer **P**rotocol) is really intended for permanent connections to the Internet. The SMTP 'client' connects to an SMTP 'server' to **send** a message. There is no way to **request** a specific message using SMTP, but there are extensions to request a server to start sending any messages it has.

When messages are sent using SMTP it is sent in two parts:

1) An **Envelope** - this contains the email address it was sent from (typically for error reports) and a list of people to receive the message. This is not normally seen by users.

2) The message **Data** - this contains the message that you typically see.

The Envelope **may** contain a copy of the information in the Data's **From:** and **To:** header fields, but it may contain other information which is not contained in the message at all (for instance, for mailing list messages or if **BCC** addressing is used).

If you have an SMTP account with your Internet Provider, then you need to run an SMTP 'server' (e.g. VPOP3) on your PC, and then somehow tell your Internet Provider to start sending messages to it after you've connected. Some Internet Providers can automatically detect you dialing into them, and immediately start

sending mail to your SMTP server. Other Internet Providers need you to issue an SMTP command such as ETRN to their server to trigger mail delivery.

A few Internet Providers require a non-standard action, such as sending a '**Finger**' command to their server to trigger mail delivery. You can use an external program, set as the VPOP3 **Post-Connection** Extension to issue this command.

Once SMTP mail delivery has started there is really no way for the server to reject messages based on any other criteria apart from the data contained in the Envelope (i.e. **From** or **To** addresses). Also, once the message has been sent to an SMTP server, the client typically discards its copy.

This means that if VPOP3 is running as your SMTP server to receive mail from your Internet Provider, some useful features such as being able to limit message download size, the **Download Rules**, leaving messages on the ISP server etc, cannot be used. VPOP3's **SMTP Rules** can perform many actions you may require, but they are not as flexible as Download Rules, because VPOP3 cannot see the message header without receiving the entire message.

When sending messages **to** another site, there are really two ways of doing this, both of which are typically accepted:

1. The mail server can send the message **directly** to the destination site's mail server
2. The mail server can send the message to a **relay-server** which then sends the message to the destination site.

We recommend the use of the second method. Some of the reasons for this are:

1. It is easier to configure, and fits in with most users' understanding of how mail works.
2. It is a **lot** quicker over a dial-up connection. If the first method is used, then any message to more than one recipient typically has to be sent multiple times (once for each recipient). There is also a lot of querying of DNS servers which can be time consuming.
3. Many Internet Providers (eg AOL) will reject mail that comes **directly** from a computer on a dial-up connection, as an anti-spam protection method.

21.1.2 POP3 Protocol

POP3 (**P**ost **O**ffice **P**rotocol Version **3**) was created for dial-up Internet accounts because of the limitations with the SMTP protocol. When collecting mail from an ISP using POP3, the 'client' is the PC at the user's end, and it is in total control of what messages it receives and which ones it doesn't.

The POP3 client can also typically view message headers without downloading the entire message, see the message size before downloading it, delete messages without downloading them, or leave messages on the server after downloading them. Because of these POP3 facilities, VPOP3 can do a lot more to help you.

One of the normal problems which occurs if multiple email addresses are directed to a single POP3 mailbox is that the SMTP Envelope (see above) is lost when the message

is placed in the mailbox. This means that the explicit message routing information is lost, and all that VPOP3 has to go on is the data in the message headers (eg **To**, **Cc** etc). This can cause problems if you receive messages from mailing lists or which include **Bccs**. Some ISPs get around these problems by extending the POP3 protocol (eg Demon Internet Services do this) or adding special message header fields which VPOP3 can use if you tell it about them.

21.1.3 IMAP4 Protocol

See here for information on the IMAP4 protocol.

21.2 Connecting on each message send

If VPOP3 appears to send messages to the ISP as soon as an outgoing message is sent to VPOP3, then there are a few things to check:

- Does VPOP3 think that the outgoing message is **Urgent**?
- Is VPOP3 told to **Connect Using LAN** and is the **If Outgoing Mail arrives whilst online, send immediately** option enabled on the **External Mail** -> **Schedule** page? Because VPOP3 is connecting using a network connection, it believes that it is always online, so it will send the message immediately.
- Do you have a schedule set where VPOP3 will send outgoing mail very frequently?

21.3 Files VPOP3 Uses

21.3.1.1 General

- **VPOP3INST.DAT** Zero length file indicating that this directory was created by VPOP3.

21.3.1.2 In the main VPOP3 Directory

- **ADMINALLOWED.DAT** Restricts access to VPOP3's Administration Servers
- **AUTORESPONSE.CTL** Temporary control file returned by External Autoresponders
- **AUTORESPONSE.TXT** Temporary message file returned by External Autoresponders
- **BOUNCE.MSG** Custom bounce message
- **CONNECT.LOG** Connection log
- **CONNECT.NOW** If this exists, VPOP3 connects immediately
- **DLRULES.DAT** Download Rules
- **ERRORS.LOG** VPOP3 Error log
- **FINGERALLOWED.DAT** Restricts access to VPOP3's Finger Server
- **LDAPALLOWED.DAT** Restricts access to VPOP3's LDAP Server
- **MAILBOX.MAP** Mailbox Mapping Configuration File

- **MAILHTTPALLOWED.DAT** Restricts access to VPOP3's HTTP Mail Server
- **NEXTUIDL.DAT** Binary file containing the next **UIDL** for VPOP3 to use.
- **PASSALLOWED.DAT** Restricts access to VPOP3's Password Server
- **POLLTIME.DAT** Empty file whose timestamp indicates when the last connection was made.
- **POP3ALLOWED.DAT** Restricts access to VPOP3's POP3 Server
- **POPIN.TMP** Temporary file used when downloading a message from a POP3 server.
- **ROUTING.DAT** Temporary file used for External Routing
- **ROUTING.CTL** Temporary control file returned by an External Router
- **SCHEDULE.DAT** Complex Schedule Configuration File
- **SMTPALLOWED.DAT** Restricts access to VPOP3's SMTP Server
- **SMTPFWD.DAT** LAN Forwarding Configuration File
- **USER.LST** User Configuration File
- **USERLIST.LST** User List (Mailing Lists & Distribution Lists) Configuration File
- **VPOP.LOG** Main VPOP3 Diagnostics log
- **SMTPCLT.LOG**, **SMTPSVR.LOG**, **POP3SVR.LOG**, **POP3CLT.LOG** Connection log files
- ***.OLD** Previous copies of the ***.LOG** files above
- ***.LCK** Mailbox Lock Files.
- **ML*.DAT** Temporary file whilst processing Mailing list messages.
- **SRVRUIDL.DAT, SVRUIDLx.DAT** Logs of which messages have been retrieved from a POP3 server if **LeaveMessagesOnServer** is enabled

21.3.1.3 In the OutQueue subdirectory

- **Q*.DAT** Queued message files waiting to be sent
- **A*.DAT** Archived message files that VPOP3 found an problem with. The author may want to know about these.
- **D*.DAT** Files which would have been deleted, but you had the **Keep Temporary Files** box checked on the **Diagnostics** page.

21.3.1.4 In the Housekeeper subdirectory

- The **Housekeeper** directory contains data for VPOP3's own use, such as for Autoresponders, LAN forwarding, Mailing Lists etc.
- **MD*.DAT** Messages waiting to be processed by Mailer_Daemon.

- **LS*.DAT** Messages waiting to be processed by ListServer.
- **AR*.DAT** Control files waiting to be processed by an External AutoResponder.
- **FQ*.DAT** Messages waiting to be processed by LAN Forwarding.
- **HQ*.DAT** Messages which have failed with LAN Forwarding and need to be retried.
- There is a subdirectory under the **Housekeeper** directory called **MailList** which contains information about Mailing Lists.

21.3.1.5 The MailList subdirectory.

Each Mailing List (not Distribution List) has a subdirectory in the **MailList** subdirectory of the Housekeeper directory named after the Mailing List. This directory contains configuration information about that list.

- **HEADER.CFG** Header modifiers
- **LIST.CFG** The list configuration and members list.
- **UNSUB.MSG** The custom unsubscribe message for the list
- **WELCOME.MSG** The custom welcome message for the list

21.3.1.6 In the Users' Mailbox subdirectories

Each user has a subdirectory named after them. This directory contains the messages waiting for each user to read.

- **I*.DAT** Messages waiting to be read.
- **A*.DAT** Archived message files that VPOP3 found an problem with. The author may want to know about these.
- **D*.DAT** Files which would have been deleted, but you had the **Keep Temporary Files** box checked on the **Diagnostics** page.
- **R*.DAT** Files which are waiting to be processed by an Autoresponder.
- **AUTORESPOND.TXT** Text definition of a simple Autoresponder.
- **AUTORESPOND.CMD** Command for an external Autoresponder.
- **AUTORESPOND.LOG** List of responded to addresses if **Only Once** is chosen as an Autoresponder option.
- **USERINFO.TXT** User information returned by the Finger Server.
- **USERPLAN.TXT** User 'plan' returned by the Finger Server.

21.4 VPOP3 Error Messages

This list does not contain an exhaustive list of error messages which VPOP3 generates as there are too many to list and most of them should never be encountered. If you come across an error message which is not listed here, then contact VPOP3 support.

This list contains only those error messages which are emailed to the Main Administrator in VPOP3, it does not describe messages logged in **VPOP3.LOG** or **ERRORS.LOG**.

21.4.1.1 Message Subject

- *VPOP3 - POP3 Client connection problem*

These errors occur during the period when VPOP3 is trying to establish a connection to your ISP's POP3 mail server to receive incoming mail. They can mean that you have entered the **POP3 Server** address incorrectly, or that there is a problem with the **Dial-up Networking** connection settings, or that your ISP's mail server is not working properly.

If the message text is:

```
Pop3 Client not started - Couldn't connect
to server XXXX (YY)
```

Then this means that VPOP3 was having a problem connecting to the **Mail Server** entry called 'XXXX'.

Following this text there should be a further description of the specific error which occurred. See here for a description of those errors.

- *VPOP3 - POP3 Client Problem*

These errors occur whilst VPOP3 is communicating with your ISP's POP3 mail server to retrieve your mail.

If the message text is:

```
Error with Pop3 Client (XXXX (YY))
The server connection was closed
unexpectedly
```

Then this means that the the connection between VPOP3 and your ISP's POP3 mail server was closed when VPOP3 did not expect it to be. This can be caused by the dial-up connection failing or a bug in the ISP's mail server which drops the connection in abnormal circumstances.

Following this text there should be a further description of the specific error which occurred. See here for a description of those errors.

If the message text is

```
The VPOP3 POP3 Client (XXXX (YY)) has
encountered an error whilst retrieving
messages from your ISP POP3 server
The received error was: "ZZZZZ"
The last command sent by VPOP3 was:
"WWWWWWWW"
```

This means that your ISP's POP3 mail server returned an unexpected error response when VPOP3 sent a command. 95% of the time these errors are caused by problems with, or bugs in, your ISP's mail server, so we recommend that you contact your ISP if the situation is not mentioned below.

- If the last command sent by VPOP3 was **"*ENV xxx"**, then this is probably because you have told VPOP3 to use Demon POP3 extensions, but your ISP does not support them (most don't), so go to the **In Mail** page in VPOP3, press the **Routing** button and disable the **Use Demon POP3 Extensions** option.

- *VPOP3 - SMTP Client connection problem*

These errors occur during the period when VPOP3 is trying to establish a connection to your ISP's SMTP mail server to send outgoing mail. They can mean that you have entered the **SMTP Server** address incorrectly, or that there is a problem with the **Dial-up Networking** connection settings, or that your ISP's mail server is not working properly.

If the message text is:

```
SMTP Client not started - Couldn't connect
to server XXXX (YY)
```

Then this means that VPOP3 was having a problem connecting to the **Mail Server** entry called 'XXXX'.

Following this text there should be a further description of the specific error which occurred. See here for a description of those errors.

21.5 Incoming Mailing List Messages

VPOP3 can have trouble correctly routing messages from external mailing lists, or messages which use the **BCC** (Blind Carbon Copy) sending method

The reason for this is that on the Internet (until it reaches your ISP) all mail is sent using the SMTP protocol. SMTP sends messages in two parts - first of all the **Envelope** which contains addressing information, just like a paper envelope, followed by the **Message Data**. This means that the message itself doesn't *need* to contain any addressing information at all.

When the message reaches your ISP it is placed into a POP3 mailbox (unless you receive mail using SMTP). At this point the SMTP **Envelope** is lost, so the only addressing information available to VPOP3 is that contained in the email message itself. Normally this is OK because normal email messages contain the recipients in the **To:** or **Cc:** field of the header, however Mailing lists don't usually list their recipients in the message header (a) because it would be too long, and (b) to keep member's email addresses private. This effectively means that the only way VPOP3 has of getting the addressing information is lost.

One workaround in VPOP3 is to use **Mappings**. When you receive an email address from a mailing list it will normally be addressed **To: <listname>**. You simply tell VPOP3 to create a **Mapping** from **<listname>** to the mailboxes of the people who want to receive the messages.

Below is a sample message header from a mailing list:

```
Received: ....
From: I-Sales@company.com
```

```
Message-Id: .....
To: I-Sales@company.com
Subject: List Digest #591 - John Audette
Date: Mon, 8 Dec 2003 14:54:17 -0600
Errors-To: I-Sales@company.com
Originator: I-Sales@company.com
```

If users **philip** and **lucy** wanted to receive this message, then you would create two mappings:

I-Sales@company.com -> philip

I-Sales@company.com -> lucy

If you want to be able to send messages to the list, then a normal mapping will not work correctly if the **To:** address is the same as the **Reply-To:** address, since email responses will be handled locally instead of going back to the list. In this case, make the mapping to be used on **Incoming POP3 mail only**. This will tell VPOP3 to only process the mapping on incoming messages, not outgoing ones.

Note:

This method can become tedious, however, it is necessary because of limitations in the basic POP3 protocol. Some ISPs get around this problem by extending the POP3 protocol (like Demon Internet Services), or by adding special header fields (eg **Delivered-To**) which VPOP3 can use if you tell it about them.

21.6 VPOP3 slows down or stops when downloading or uploading large messages or messages with attachments

There are various possible reasons for this, all to do with problems with Windows 95's TCP/IP or dial-up adapter. You may not have problems with other software, but that doesn't mean it's a problem with VPOP3. We have had this problem reported several times, and each time it has turned out to be something other than VPOP3!

- Check with your ISP to see if they've had similar problems reported before. We've had reports of this problem where the ISP has been able to fix it 'over the phone' by telling you to change some specific settings.
- Download MTUSpeed from http://www.mjs.u-net.com/home.htm This allows you to change some TCP/IP configuration settings. You can try the 'Optimum settings' option, or set the MTU to '576'.
- On the **Misc Settings** page, try telling VPOP3 to use **POP3 then SMTP Connection**

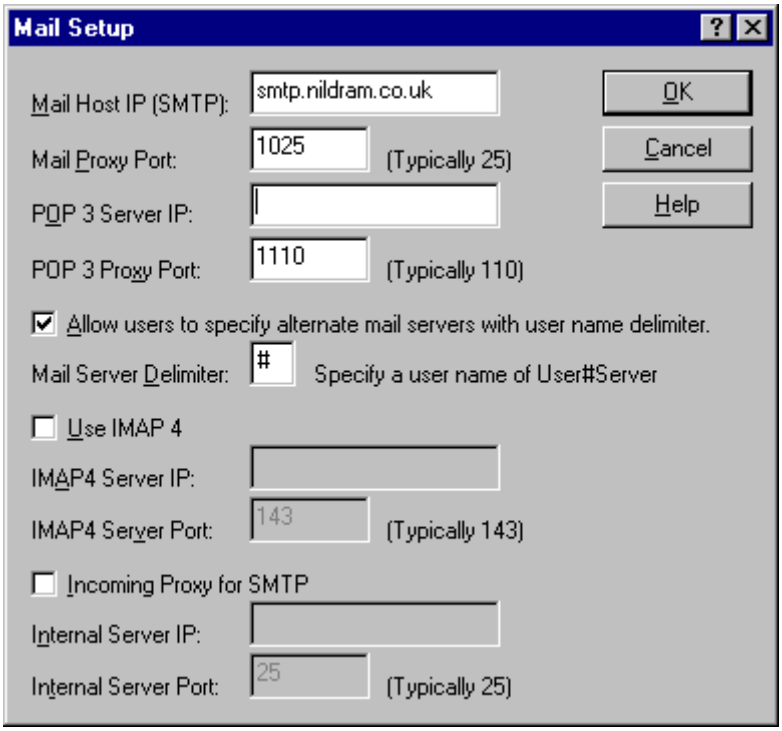
21.7 Setting up VPOP3 With WinProxy

These instructions tell you how to use VPOP3 with the WinProxy proxy server from **www.winproxy.com** in a typical setup.

21.7.1.1 WinProxy Configuration

Go to WinProxy and choose **File → Advanced Properties**.

Go to the **Protocols** tab and press the **Mail** button



- In the **Mail Host IP (SMTP)** box type the name of your ISP's SMTP mail server.
- In **Mail Proxy Port** type **1025**
- In **POP3 Server IP** - leave it blank
- In **POP3 Proxy Port** type **1110**
- Turn on **Allow users to specify alternate mail servers with user name delimiter**
- In **Mail Server Delimiter** type #

21.7.1.2 VPOP3 Configuration

On the **Connection** page choose **Use LAN for Connection**

On the **Out Mail** page choose **Via SMTP Relay** and in the **SMTP Relay Servers** box type the IP address of your WinProxy computer, followed by **:1025**, eg:

192.168.1.1:1025

On the **In Mail** page:

- In the **POP3 Server Address** box type the IP address of your WinProxy computer.
- In the **POP3 Server Port** box, type **1110**.
- In the **POP3 Account Username** box, type <ISP username>#<ISP POP3 server>, eg:
  mycompany#mail.myisp.com
- In the **POP3 Account Password** box, type your ISP password

21.8 VPOP3 Socket Errors

This list does not contain an exhaustive list of socket errors which VPOP3 can report as there are too many to list and most of them should never be encountered. If you come across an error message which is not listed here, then contact VPOP3 support.

21.8.1 Socket Error 10038 - The Descriptor is not a socket

This error can mean two things.

- The most common time this error occurs is when you close VPOP3 down, in which case it is not a problem, it is just a side-effect of VPOP3 closing down the WINSOCK libraries.
    - The other time it can occur is if VPOP3 had a problem creating a socket for a VPOP3 service.

This can be either because TCP/IP is not installed properly on the VPOP3 server or because the VPOP3 computer does not have a valid IP address assigned to it.

To resolve the problem, first check that the computer has a valid IP address assigned - go to Control Panel → Networks → TCP/IP and check that an IP address is assigned (it should not be 'server assigned'). See here for more information.

If that doesn't work, then you will need to reinstall TCP/IP networking:

1. Remove TCP/IP networking
2. Reboot the computer
3. Add TCP/IP networking
4. Reboot the computer again

21.8.2 Socket Error 10047 - Addresses in the specified family cannot be used with this socket

The usual reason for this is that the value specified in the **IP Address to Bind to:** entries in the **Services** page in VPOP3 is invalid. The addresses entered here should be either **<Any>** or the IP address of a LAN adapter the PC running VPOP3.

Also, it can happen if TCP/IP networking is not configured correctly on the PC which VPOP3 is running on. Check the TCP/IP configuration.

You may need to remove and reinstall TCP/IP networking. If you do this do the following sequence:

1. Remove TCP/IP networking
2. Reboot the computer
3. Add TCP/IP networking
4. Reboot the computer again

21.8.3 Socket Error 10048 - Specified Address Already in Use

This error only normally occurs during VPOP3 startup. It occurs if some other software is providing an SMTP or POP3 mail service on the same computer as VPOP3 is running on. This could be a proxy like WinGate or WinProxy, or another mail server program (eg Exchange Server).

To prevent this problem you should either remove the conflicting service from the other software or change the 'Port' which either that other software or VPOP3 uses for that mail service (see the **Services** page in VPOP3 for how to change the Port allocations in VPOP3)

There are tools available, such as FPort from Foundstone, Inc., which will tell you which programs are using which TCP/IP ports. These can be useful for resolving this problem.

21.8.4 Socket Error 10049 - The specified address is not available from the local computer

This error normally means that you have entered an invalid address on the **IP address to Bind to** entries in the **Services** page in the VPOP3 settings.

The addresses entered here should be either **<Any>** or the IP address of a LAN adapter the PC running VPOP3.

21.8.5 Socket Error 10053 - The TCP/IP connection was aborted

This happens if the connection between VPOP3 and the remote computer was closed because of a failure.

This has similar causes to Error 10054

21.8.6 Socket Error 10054 - The virtual circuit was reset by the remote end

This error means that the connection between VPOP3 and a remote computer (eg the ISP or another computer on your LAN) was disconnected by something outside of VPOP3.

This could mean that the remote computer itself decided to drop the connection abruptly, or that the dial-up connection failed unexpectedly (or that the user dropped the dial-up connection manually)

A common way this can happen is if VPOP3 is using the same dial-up connection as a proxy server or some other software, and that other software drops the dial-up connection whilst VPOP3 is still using it. If you have a proxy server on the same PC as VPOP3 we recommend that you configure VPOP3 to connect using the proxy server rather than connecting independently.

21.8.7 Socket Error 10060 - Operation Timed Out

This error is quite self explanatory. It means that Windows reported that a connection attempt or idle connection timed out.

If this error occurs during a connection attempt (eg in a *VPOP3 - SMTP Client connection problem* error message), then it means that Windows couldn't connect to the ISP mail server within a fixed time (the timeout limit is fixed within Windows itself). This problem can either mean that your ISP is having a problem, that you are connecting through a slow proxy (You can assign retry parameters on the **Utilities** -> **Misc Settings** -> **Network Tweaks** page), or that your Dial-up connection is faulty.

If this error occurs whilst a connection is in progress (eg in a *VPOP3 - POP3 Client Problem* error message), then it means that the connection was idle for a set time - this timeout time can be changed on the **Utilities** -> **Misc Settings** -> **Network Tweaks** page.

21.8.8 Socket Error 10061 - The attempt to connect was forcefully rejected

This means that the computer which VPOP3 was trying to connect to (probably at your ISP) refused the connection from the computer running VPOP3.

This can either mean that the ISP server you specified was not running a mail service on the appropriate 'Port', that your ISP is having problems with their servers, or that your ISP's mail servers are too busy to accept new connections.

It can also happen if a firewall (software or hardware) is blocking the connection attempt

21.8.9 Socket Error 10503 - No More Data

This means that the connection between VPOP3 and a remote computer (normally your ISP) was dropped at an unexpected time. This is different from the error 10054 in that this is a controlled line drop. Note that this **ALWAYS** happens due to something other than VPOP3 dropping the connection. It is never caused by VPOP3 itself dropping the connection.

A common way this can happen is if the ISP's POP3 server uses an obsolete standard which allows it to drop the connection if a POP3 'LIST' command is performed on an empty mailbox. The current standard requires that the connection is *not* dropped until the client (VPOP3) performs a QUIT command.

Some ISPs will drop connections without an error due to load shedding if their servers get too busy (this breaches the standards, but several large ISPs do this regardless)

This problem can also be caused by firewalls or proxy servers or email virus scanning software.

21.8.10 Socket Error 11001 - Host not found (authoritative answer)

This means that the ISP POP3 or SMTP server which you have told VPOP3 to connect to does not currently exist. This might be that you have mistyped the server address, or that your ISP is having temporary problems, or that you are using an internal DNS server or proxy which is either slow or not configured correctly.

21.9 When I tell my email software to collect mail from VPOP3 it wants to dial the Internet

This is a limitation of Windows 95/98. These operating systems cannot tell the difference between a local TCP/IP connection and an Internet TCP/IP connection, so as soon as any software (e.g. your email software) tries to make a TCP/IP connection to a local server (e.g. VPOP3) it will cause Windows to try to dial the Internet.

You should disable autodialing, by going to **Control Panel → Internet → Connection** and choose **Connect to the Internet using a LAN**.

This has a side-effect of stopping Windows dialling the ISP when you start your web browser. Unfortunately you have to decide which is more annoying: having the unwanted dialling or having to dial manually before using your web browser.

(One way of making it less annoying to dial manually is to create a shortcut for the Dial-Up Networking entry on the Windows desktop so that you can just click that to dial the Internet).

21.10 Windows NT reports an 'Out Of Buffers' error after a while

This is a bug in Windows NT 4.x associated with the new dial-up scripting tool. Microsoft have a hotfix available, but you have to ask them explicitly for it. Microsoft expect to have a generally available fix available in Service Pack 4 (SP4), but there is no planned release date yet.

See also MS Knowledge Base article Q123597

An alternative solution is to use the SWITCH.INF style of logon scripting instead of the .SCP scripts. See the NT resource kit for information.

21.11 What are "Valid Domains"?

VPOP3 checks all email domains to see if they match the domains which VPOP3 should know about - the rules depend on how the email message is received:

Messages Downloaded using POP3

If a message is downloaded by VPOP3 from an ISP using the POP3 mail protocol then VPOP3 will check to see if the email domain is valid by comparing it to the **Accepted Domains** setting for the current **In Mail** configuration.

So, if the **Accepted Domains** entry is **acme.com**, then email sent to **j.carston@acme.com** has a valid domain, but email sent to **j.carston@widgets.com** does not have a valid domain.

Local Messages

If a message is sent to VPOP3 locally, then VPOP3 will check to see if the email domain is valid by comparing it to the **Local Domains** setting on the **Local Mail** page.

Messages received from the ISP using SMTP

These are checked using the same rules as for local email messages (above).

21.11.1.1 What does VPOP3 do with "Invalid Domains"?

If the message is downloaded using POP3, then the message is sent to the user specified on the **Admin** page.

If the message is received using SMTP (either because it's a local message, or it is sent from the ISP), then the message is sent into the OutQueue to be sent to the Internet on the next connection.

21.12 SUMMARY.LOG File Format

The SUMMARY.LOG file in the VPOP3 directory file contains summary information about messages that have been processed by VPOP3 today.

Each line contains details about an email message (there may be more than one line per message) or other event.

Lines look like this:

```
15/12/1999 10:20:01.281 - 6 1218
15/12/1999 10:20:01.343 - 2 1218 autosubscribe
```

The first part of the line is a date and time stamp.

Then there is a number which tells you what the type of log entry was (see below).

Following that is a number. This is a message size, unless otherwise stated in the entry type information below

Last of all is an optional name. This tells you which user or email address the log entry is associated with.

21.12.1.1 Log Entry Type Codes

The log entry type code is a number from 0 to 11

1. The message was a local message which has been received by the specified user (incoming SMTP messages are also marked like this)
2. The message was a local message which has been sent from the specified user
3. The message was an Internet message which has been received by the specified user
4. The message was an Internet message which has been sent from the specified user
5. The message was an automatic VPOP3 status/warning/information message which has been received by the specified user
6. The message was put into the LAN Forward queue from the specified user
7. The message was downloaded by the VPOP3 POP3 message downloader
8. The message was sent by the VPOP3 SMTP message sender
9. The message has been sent by LAN Forwarding
10. This logs the online time for a connection
11. Not yet used
12. The message was put into the LAN Forward queue for the specified address

21.13 Name Expansion Order

When VPOP3 detects a valid email address it *expands* it to make sure that all appropriate users get a copy of the message.

- First of all, VPOP3 checks to see if the address is a valid Mapping.
- Secondly, it checks to see if it is a valid User List.
- Finally it checks for a valid User Mailbox.

If the name matches a valid User Mailbox, then VPOP3 checks for any Assistants, and then a User Forwarding setting.

Note VPOP3 does *NOT* go backwards through this list, so if VPOP3 finds an assistant, it will NOT search through the mappings or user lists to find a matching name, so assistants and User Forwarding entries must either be User Mailboxes, or external email addresses, they can NOT be lists or mappings

21.14 *ENV Command Errors

If you receive an error such as:

```
The VPOP3 POP3 Client (Mail 1 (0)) has
encountered an error whilst retrieving messages
from your ISP POP3 server
The received error was: "-ERR Unknown command:
"*env"."
The last command sent by VPOP3 was: "*ENV 1"
```

This means you have mistakenly set the **Use Demon POP3 Extensions** option on the **In Mail** -> **Routing** window. This option should only be enabled if your ISP is Demon Internet, or if they have told you that they support the same ***ENV** command.

21.15 Registry Tweaks

You can change certain VPOP3 settings by editing the Windows Registry. To apply these changes you must close VPOP3, make the changes, then restart VPOP3.

These settings are ones which you will normally not need to change, but you may want to change in special circumstances.

21.15.1 General Registry Settings

To make these changes, you must use RegEdit, and find the key:

HKEY_LOCAL_MACHINE\SOFTWARE\PaulSmith\VPOP3\Secret

then, edit or create the values below:

- **UseESMTP** (DWORD) 1 (default) = attempt to log on to ISP SMTP servers or other LAN SMTP servers using ESMTP first, then SMTP (if the ESMTP fails). 0 = don't attempt to log on using ESMTP, just use SMTP
- **AllowRemoteFaxAccess** (DWORD) 0 (default) = don't allow non-local users access to the 'fax' mailbox when using the 'telephone number'@domain method. 1= do allow access
- **SummaryLogIdleTime** (DWORD) (default=1) number of days to use when reporting 'Idle mailbox accounts' on the Daily Summary Log
- **POP3DiskSpaceSpare** (DWORD) (default=5) number of MB which must be spare when downloading messages from the ISP POP3 server
- **POP3DiskSpaceSpare2** (DWORD) (default=15) number of extra MB which must be spare if VPOP3 isn't querying the message sizes before downloading
- **SMTPDiskSpaceSpace** (DWORD) (default=10) number of MB which must be spare before sending messages
- **SMTPDiskSpaceSpare2** (DWORD) (default=1) number of MB which must be spare during sending messages
- **CreateProperDeliveryReports** (DWORD) 1 (default) = create proper format DSN error/success reports as defined in RFC 1894. 0 = create messages in text/plain format for non-conforming email clients

- **DontRunHouseKeeper** (DWORD) 0 (default) = Run background 'house-keeper' task constantly to do things like SMTP forwarding, external autoresponders, mailer_daemon processing, VPOP3 File Transfer etc. 1 = don't do the background task constantly - this will allow things which don't like the disk being periodically read (eg scandisk) to work, but may stop VPOP3's background processing from working properly.
- **FlushRegistry** (DWORD) 0 (default) = don't flush the Registry after each configuration session, Windows will write the registry in the background. This may lead to lost data if the PC crashes shortly after changing settings. 1 = flush the Registry after each configuration session. This may take up to a few seconds depending on your Windows configuration but will ensure the data is written to disk as soon as possible.
- **AsyncDNSWait** (DWORD) (default=30) number of seconds that VPOP3 should wait for a DNS query result when trying to find remote servers.
- **IgnoreMessageIdForDuplicates** (DWORD) 0 (default) = compare the Message-Id: header fields to see if messages are duplicates, when the **Attempt To Remove Duplicate Messages** option is selected. 1= ignore the Message-Id: header field when comparing messages

21.15.2 Alternate Telephone Numbers

You can tell VPOP3 to dial using alternate telephone numbers by using RegEdit and finding:

HKEY_LOCAL_MACHINE\SOFTWARE\PaulSmith\VPOP3\RAS

You may want to find a subkey of this key with the name **Conn1**, **Conn2** etc - check the **Name** value to see if it is the name of the **Connection** which you want to change.

Add a **String** value called **AlternateNumbers**, then specify a list of one or more possible telephone numbers to dial separated by semicolons (**;**).

Each time VPOP3 dials it will pick one of these numbers at random to override the default telephone number for the appropriate **Connection**.

Troubleshooting

This topic shows how to solve a few common configuration and usage problems with VPOP3.

21.16 Duplicate Messages

If you are receiving more than one copy of your incoming email messages then there are a few possible reasons:

- Mail Forwarding by your ISP
- Downloading from Multiple ISP mailboxes
- Duplicate Messages in your ISP Mailbox
- Mail loops
- Something Else

21.16.1 Duplicate Messages due to Mail Forwarding

If you have a registered domain name as well as a POP3 account at your ISP, often mail will be "forwarded" from your registered domain name to your POP3 account by your ISP.

Let's say that you have a registered domain **bibble-gadgets.com** and a standard POP3 account of **bibble@megaisp.net**. Often a message arriving to **sarah@bibble-gadgets.com** will be forwarded by your ISP to **bibble@megaisp.net** without changing most of the message headers.

Unfortunately the act of forwarding can add another line to the message headers, so VPOP3 will receive a message header looking something like this:

```
Received: from smtpmail.megaisp.net by
        mail.megaisp.net with SMTP id GTP39231
        for <bibble@megaisp.net>; Tue, 13 Jan
        1998 09:20:03 +0000
Received: from sender.isp.com by
        smtpmail.megaisp.net with SMTP id
        LPS23652 for <sarah@bibble-gadgets.com>;
        Tue, 13 Jan 1998 09:15:44 +0000
Date: Tue, 13 Jan 1998 08:30:44 +0000
To: sarah@bibble-gadgets.com
```

When VPOP3 sees this header, it looks at the **Received** lines and tries to find a recognisable address. In this case it may find **bibble@megaisp.net** (if you've set that as an Accepted Domain - which is generally a good idea).

Next, VPOP3 looks for recipients in the **To** lines - in this case it finds **sarah@bibble-gadgets.com**

So, VPOP3 will send a copy of this message to **sarah** and also the user who receives messages to **bibble** (probably the Main Administrator or the recipient of messages to unknown users).

To get around this problem, if your ISP or web hosting company is providing email forwarding, go to the **In Mail** Settings Page, press the **Configure Routing Options** button and choose **Reversed** for the **Read Received Header Fields** setting. This tells VPOP3 to search the **Received:** lines from the bottom up (so in the above example it would find **sarah@bibble-gadgets.com** again, and just send a single copy of the message to **sarah**).

If that doesn't work then you can tell VPOP3 not to look at the **Received:** lines at all by putting a **Stop if any recipients** before the **Received: Headers** line in the **Header Processing Order** list.

21.16.2 Duplicate Messages Due To Some Other Reason

If neither of the other reasons for duplicate messages help, then your duplicate messages must be caused by some other reason.

First of all, check that your Mappings, Assistants and Lists wouldn't cause the message to be copied.

If it isn't any of these settings, then you will need to send copies of at least two of the duplicate messages arriving for the same user along with all their message headers to the VPOP3 technical support team so they can try to determine what may be happening.

Note, software like Microsoft Outlook and Windows Messaging removes the message headers before showing the messages to the user. In this case, you may need to get the message files directly from VPOP3. If you go to the **Logging** -> **Diagnostics** Page and turn on the **Keep Temporary Files** option, VPOP3 will keep all messages, then if you receive duplicate messages, the files will be stored with filenames **Dxxxxxx.DAT** in the user's mailbox. Find the files with the correct receive date/time and check their contents before sending them to us.

See here for where to send the example duplicate messages.

21.16.3 Duplicate Messages In your ISP Mail Box

When messages arrive for multiple people at your site, your ISP *may* put multiple copies of the message into your mailbox at the ISP. When VPOP3 downloads these messages it will send each copy to each person listed in the **To:** or **Cc:** fields of the message header. This means that each person ends up with duplicated messages.

VPOP3 can *try* to eliminate this problem if you go to the **In Mail** Settings Page and turn on the **Attempt To remove duplicate messages** option. When this option is enabled, VPOP3 looks at each message which it downloads from a particular In Mail method in a particular session and compares certain portions of the message header with every other message being downloaded. If those parts of the header match exactly, then VPOP3 will only distribute a single copy of the message.

Because this could potentially lead to messages being lost, VPOP3 tries to be very careful about this. It compares these sections

- **From**
- **Date**
- **Subject**
- **Message-Id**
- The Recipient list

If all the sections match, then VPOP3 will decide that the messages are identical.

Note that VPOP3 does not compare headers across download sessions, or across In Mail methods.

22 More on the VPOP3 Status Monitor

The VPOP3 Status Monitor is a program called VPOP3STATUS.EXE which is run automatically on the VPOP3 computer when a user logs in.

The Status Monitor can be installed on any other user's PC as well, and it will connect over your network to the VPOP3 computer to allow any user to see appropriate information and perform appropriate tasks. Different users can have different permissions to see information and do things using the Status Monitor. See page 44 for more details.

The VPOP3 Status Monitor resides in the Windows 'Task Tray' – the small area of the Windows Taskbar near the clock. The Status Monitor looks like a British postbox:

During normal operation, the VPOP3 Status Monitor icon shows a few characteristics of the VPOP3 server. It grows 'fat' if there are messages waiting in the administrator's mailbox in VPOP3, a letter sticks out of the letterbox if there are outgoing messages waiting to be sent, or a light flashes on top of the postbox if VPOP3 is actively sending or collecting messages.

The Status Monitor has to connect to, and log into the VPOP3 server to be able to work. If it is unable to do this for some reason, the postbox will have a cross through it.

If you right-click the postbox a menu will appear. The contents of this menu vary depending on whether the Status Monitor is logged into VPOP3 or not, and, if it is, it can change depending on settings in VPOP3 itself, such as permissions for the user account which the Status Monitor is logging in as.

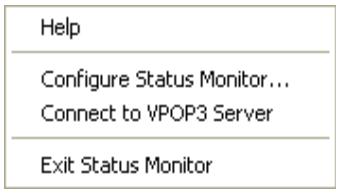
22.1 Installing the VPOP3 Status Monitor on other PCs

There are two methods to install the VPOP3 Status Monitor on other PCs:

1. In the VPOP3_WebMail folder on the server PC, there is a file '**VPOP3STATUS_SETUP.EXE**'. If you copy that to another PC and run it, it will install the Status Monitor on that PC.
2. If a user logs into the VPOP3 WebMail, and goes to the **Webmail Settings** page, there is a link to **Download and Install VPOP3 Status Monitor software**. Clicking on that link will install the Status Monitor on that PC.

22.2 The Status Monitor Menu when Not Logged In

When the Status Monitor is not logged into VPOP3, the menu is quite basic:



If you click on the **Configure Status Monitor** option, this opens up a window where you can configure the settings which the Status Monitor will use to connect to VPOP3.

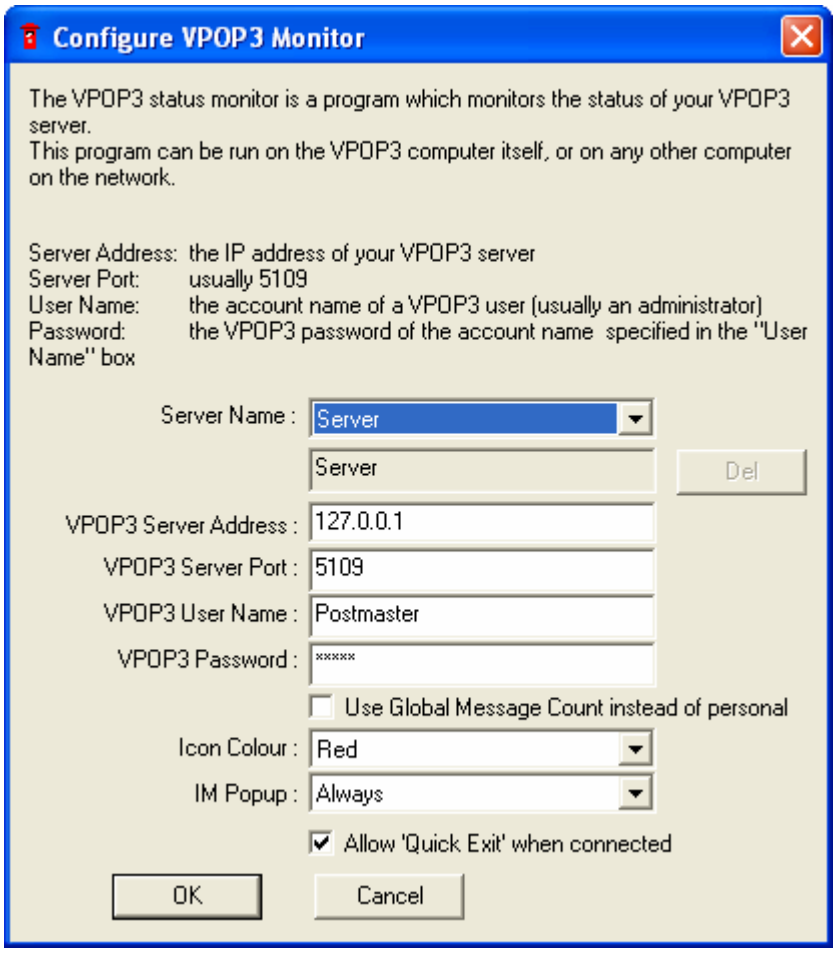
If you click on the **Connect to VPOP3 Server** option, this will request the Status Monitor to connect to the VPOP3 Server. Some people may have several copies of VPOP3 running across their organisation, so the Status Monitor can be configured to know about all of the different servers. In that case, when you click on the Connect to VPOP3 Server option, a submenu will open up listing the possible servers to connect to.

The **Exit Status Monitor** option closes down the VPOP3 Status Monitor. This does not stop the VPOP3 server itself from running, only the Status Monitor. You can go to

Start → Programs → VPOP3 → VPOP3 Monitor in Windows to start a new copy of the Status Monitor.

22.2.1 Configuring the VPOP3 Status Monitor

If you click on the **Configure Status Monitor** menu option when the VPOP3 Status Monitor is not connected to VPOP3, a window will appear:



For most users, you will just configure the default 'Server' configuration.

The **VPOP3 Server Address** should contain the IP address of the VPOP3 computer. **127.0.0.1** is called the **Loopback Address**, which always refers to the same computer it is called from, so from the VPOP3 computer itself, you can either use that address, or the real IP address of that computer. If you install the VPOP3 Status Monitor on another computer, then you need to specify the real IP address of the VPOP3 computer.

The **VPOP3 Server Port** should always contain **5109** unless you have changed the port assignment on the **Services → General** page in the VPOP3 settings.

The **VPOP3 User Name** and **VPOP3 Password** boxes should contain the login details for a VPOP3 user with the appropriate Permissions. If you want to use the Status Monitor as an administrator, the chosen user should be a VPOP3 administrator.

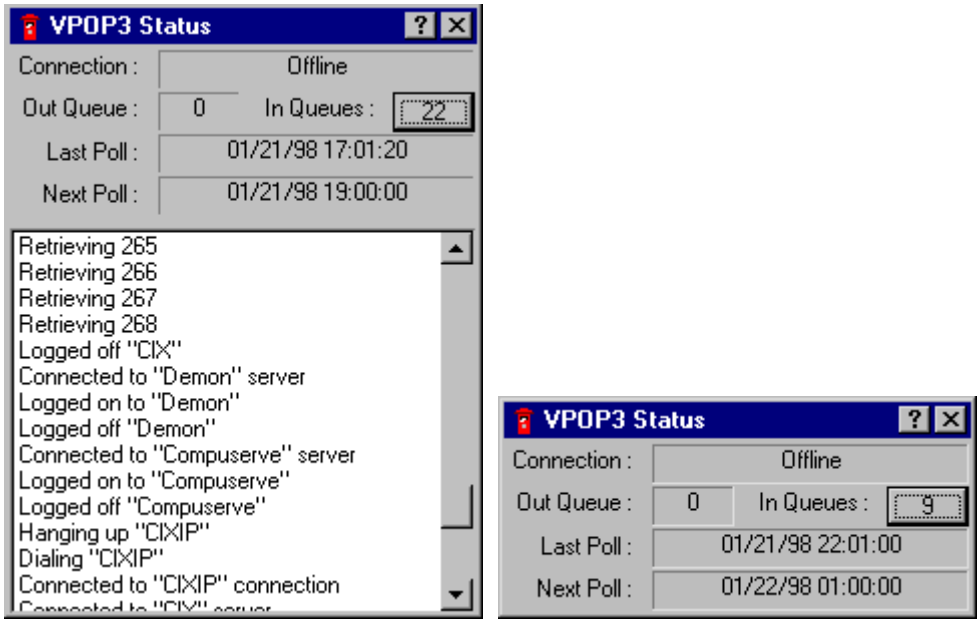
Normally, the Status Monitor will use the logged in user's mailbox count to decide whether to appear as a 'fat' postbox or not. If you check the **Use Global Message Count instead of personal** option, then VPOP3 will use the total of ALL the users' incoming messages to decide.

The **Icon Colour** option lets you choose between a few different options for the colour of the Status Monitor postbox icon. This is most useful if you have several copies of the VPOP3 Status Monitor running at once to monitor several different VPOP3 servers.

22.3 The Status Monitor Menu when Logged In

22.4 VPOP3 Status Window

The VPOP3 Status Monitor has a **Status** window which can be viewed to see certain key VPOP3 status information. To see the Status Window, choose the **Status** option on the **VPOP3 Menu**. You should see a window like one of the ones below:



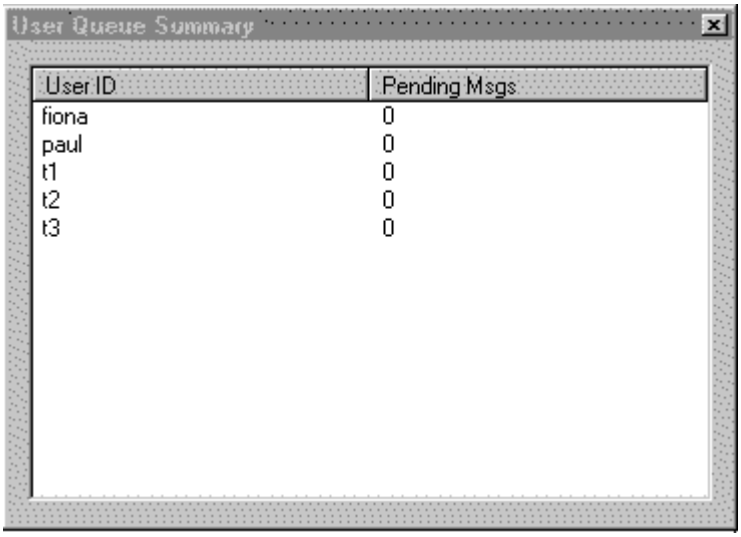
You switch between the two forms by double-clicking on the window's title bar, or using the control menu from this window.

This status window shows you:

- The current connection status (if this is connected, then it will show a number in brackets which indicates the Mail Server number which is currently being connected to). When connected this also contains two coloured bars. The upper green bar shows the status of the POP3 connection (retrieving messages) and the lower blue bar shows the status of the SMTP connection (sending messages).
- How many messages are waiting to be sent to your ISP
- How many messages are waiting to be collected by your email client software
- When the last connection to any ISP Mail Server took place
- When the next scheduled connection will take place (if any).
- On the large format window you also see a summary of what VPOP3 has been doing recently. If you right-click an item, VPOP3 will show the full text (in

case part of it was off the right of the window) and the date/time the event occurred.

If you press the *In Queues* button you will be shown a list like this:



This simply shows the number of messages waiting for each user.

23 VPOP3 Extensions

To get to this page, go to **Utilities** -> **VPOP3 Extensions**.

VPOP3 Extensions are external programs which are run when certain events occur.

Note that in VPOP3 V2 and later, we recommend the use of **Plugins** where possible, as these are more tightly integrated with VPOP3, and allow more flexibility in operation.

VPOP3 supports several possible extensions:

- **External Router** This is a program which is used to programmatically route incoming POP3 messages from the Internet. See here for details on External Router operation.
- **OutMail Pre-processor** This is a program which is executed for each message which is sent to the VPOP3 SMTP service. See here for details on OutMail Pre-processors.
  Run OutMail Processor for Local Mail If this is enabled, then the OutMail Pre-processor will be executed for messages to local recipients as well as outgoing messages. (This works for local and incoming SMTP mail)
- **SMTP Client Processor** This is a program which is executed each time VPOP3 sends a message to the ISP. This program is run whilst VPOP3 is

online, so it will increase the online time. This means that the program can access other Internet resources because it knows it has an active Internet connection. See here for details on SMTP Client Processors.

- **Post-Connect Command** This is a program which is executed just after VPOP3 has connected to an ISP.
- **Pre-Disconnect Command** This is a program which is executed just before VPOP3 has disconnected from an ISP.

The VPOP3 extensions are defined by entering the program to run and any parameters to use in the VPOP3 Extensions window:

If the extension is an executable program (**.EXE**) then just enter the full path to the program (e.g. **c:\myprogs\myextension.exe**).

If the extension is a batch file (**.BAT**) then enter **COMMAND.COM** (Windows 95) or **CMD.EXE** (Windows NT) with the parameters **/c** followed by the batch file name (e.g. **c:\windows\command.com /c c:\vpop3\myextension.bat)**.

If the extension is a PERL script (**.PL**) then enter **PERL.EXE** with the script name as the parameter (e.g. **c:\perl\bin\perl.exe "c:\program files\myextension.pl")**

(**Note:** if there are any spaces in the path to the program or script, then that path must be surrounded by double quotes, as in the PERL example above)

The **Timeout** settings tell VPOP3 how long each program should be allowed to run before being terminated by VPOP3. The values are in seconds.

The **Ignore Return Code** settings let you tell VPOP3 that the extension program may return a DOS errorlevel code which should be ignored. If you do not have these checkboxes checked, then VPOP3 will assume that the program failed if it returns an errorlevel code other than 0 (zero).

23.1 Post-Connect and Pre-Disconnect Commands

These commands are run just after VPOP3 connects or just before it disconnects from the ISP. The same program is run for each **Connection**, but the environment variable **CONNECTION** is set to the appropriate connection number (1 - 10) depending on which connection has been made or is about to be closed.

23.2 External Routing

You can define a program which you want to use to tell VPOP3 which user(s) to send incoming message to. You set this on the **VPOP3 Extensions** page. This program will be run whenever a message is downloaded by VPOP3 using the POP3 mail protocol.

23.2.1 Uses for External Routers

There are many different possible uses this facility could be used for. A few examples are:

- A company wide auto-responder. For instance you may have a company wide absence database containing a list of users who are away from work. The 'External Router' program could check this database for each incoming message and send an appropriate message back to the sender as well as routing the incoming message to the correct mailbox. This may be easier to manage than setting individual autoresponders for each person as necessary.

- You may want to be able to randomly assign support emails to various different support staff so that each support person has tasks to do.
- You may want to search message text for **Dear Bill** or **Bill,** on the first line of the message text, and send the message to the appropriate user. (If you want to scan message headers, then it may be better to use the *redirect* **download rules**).
- You may want to search messages addressed to **support@yourcompany.com** for the name of specific products so that you can route the message to the correct support person.
- You could virus check all incoming messages and delete or redirect any messages containing infected attachments.
- Creating an External Router

Note that there are often better and simpler ways of doing things in VPOP3. For instance, VPOP3 can run Lua scripts on certain events such as messages being received, or you could use the SpamFilter scripting capability for message content filtering.

In cases where the Lua or SpamFilter scripting is not powerful enough, we recommend that **Message Processor** plugins are created instead of External Routers, as Message Processor plugins work with SMTP messages as well as POP3 messages. They also have more flexibility and can perform common tasks more simply than External Routers.

23.2.2 Telling VPOP3 about the External Router

The external routing program should be a command line program or batch file. You define the program to run in the *External Router* entry in the **Utilities** -> **VPOP3 Extensions** window:

- If the router is an executable program (**.EXE**) then just enter the full path to the program (e.g. **c:\myprogs\vpop3_router.exe**).
- If the router is a batch file (**.BAT**) then enter **COMMAND.COM** (Windows 95) or **CMD.EXE** (Windows NT) with the parameters **/c** followed by the batch file name (e.g. **c:\windows\command.com /c c:\vpop3\myrouter.bat**).
- If the router is a PERL script (**.PL**) then enter **PERL.EXE** with the script name as the parameter (e.g. **c:\perl\bin\perl.exe "c:\program files\vpop3routing.pl"**)

(**Note:** if there are any spaces in the path to the program or script, then that path must be surrounded by double quotes, as in the PERL example above)

23.2.3 Creating an External Router

Before the external router is run, VPOP3 stores the incoming message in a file called **ROUTING.DAT** in the VPOP3 directory. The external routing program should NOT modify this file (any changes will NOT be reflected in the message which is actually sent to the local recipient), see below if you want to modify the incoming message contents.

When the external router is run, it is given no extra command line parameters, and it is run with the current directory set to the directory where VPOP3.EXE is running.

If the external router wants to change the target recipient and/or the subject line, it can do so by sending text to the standard output (**STDOUT**). (VPOP3 redirects **STDOUT** to a file called **ROUTING.CTL** which it reads after the external router has finished).

The commands which the external router can write to **STDOUT** are:

To: <recipient> This tells VPOP3 who to send the incoming message to. This can be any address (a local mailbox, mapping, list, external address or address handled by LAN forwarding).
If no **To** command is present, then the built-in VPOP3 routing will be used.
If **To: None** is used, then the incoming message will be discarded.

Subject: <new subject> This tells VPOP3 to change the *Subject:* line of the incoming message. If no **Subject** command is present, then the subject line of the incoming messagewill not be changed.

If any lines are sent to **STDOUT** which do not match any of these commands, then they will be ignored by VPOP3. This can be useful for logging diagnostic output.

23.2.3.1 External Router Environment Variables

When an external router is run, various environment variables will be set by VPOP3

- **REPLY-TO** The 'Reply-To' address of the incoming message
- **ORIGINATOR** The originator of the incoming message
- **SUBJECT** The subject of the incoming message
- **RCPTx** A recipient of the incoming message (there may be more than one RCPTx entry if there are more than one local recipients. They will be numbered RCPT1, RCPT2 etc)
- **RAWRCPTx** This contains the addresses which VPOP3 determined were in the incoming message header **before** processing (These are for information only to the External Router program)

Note: Messages for external routing will be queued and processed in the background one at a time, so it may take longer for incoming messages to be placed in users' mailboxes. The PC running VPOP3 will also have more of a performance load since external programs will be run in the background after downloading messages.

Note: If the external router wants to modify the incoming message, then it should *discard* the incoming message (by sending **To: None** to **STDOUT**) and then send a new message with the new contents.

23.3 OutMail Pre-processors

OutMail pre-processors can process any messages which are received by the VPOP3 SMTP server before they are placed in the OutQueue, or into user's mailboxes. This

means that an OutMail pre-processor can process local mail, and incoming SMTP mail as well as outgoing mail.

OutMail pre-processors can optionally be run on internal email as well as Internet email.

OutMail processors require you to be an experienced programmer so they are not intended for most users.

If you want to write an OutMail processor then you will need to be willing to read/write binary & text files, and you should also understand the **SMTP** protocol (described in RFC 821).

23.3.1 How OutMail pre-processors work

When VPOP3 calls the OutMail processor it passes two command line parameters:

1. The '**In**' Filename - this is the name of the file containing the initial data to be sent
2. The '**Out**' filename - this is the name of the file which will contain the final data to be sent.

The OutMail pre-processor should read the **In** file and (optionally) create the **Out** file (if it doesn't create an **Out** file, then VPOP3 will just discard the message). It should **NOT** delete the **In** file - VPOP3 will do that.

23.3.2 The In/Out File Format

Both the **In** and **Out** files are in an internal VPOP3 file format. This is described below:

The first 100 bytes are a null padded string containing the **MAIL FROM:** name which will be used in the outgoing message

Following that, everything is in text format - lines **MUST** end with a CR/LF pair. Immediately following the first 100 bytes there will be one or more lines containing:

```
*RCPT TO: <recipient>
```

These lists all the recipients of the message

There may also be a line starting *DSNINFO - this contains Delivery Status Notification information (see RFC 1891)

Next there will be a line saying:

```
!DATA
```

This marks the end of the SMTP envelope data and the start of the message itself.

Following that is the message text

Notes:

1. In the message text, there is no terminating '.' stored in the file that the OutMail pre-processor sees or creates (VPOP3 adds that character when necessary).
2. '.' (period) characters contained in the message text do **not** need padding with an extra period to ensure that the end of message is not incorrectly detected. (VPOP3 will do this automatically).

3. In VPOP3 V2 and later, we recommend that **Message Processor** plugins are created instead of Outmail Pre-processors, as Message Processor plugins can easily differentiate between incoming and outgoing SMTP messages as well as POP3 messages. They also have more flexibility and can perform common tasks more simply than Outmail pre-processors.

23.4 SMTP Client Processor

The **SMTP Client Processor** is a program which VPOP3 will run just before it sends a message to the ISP's SMTP mail server.

This program is **NOT** run for '**SMTP Direct**' connections

The SMTP Client Processor is very similar to the **OutMail Pre-processor** but it cannot change the recipients from remote recipients to local recipients as the OutMail pre-processor can.

The SMTP Client Processor is called in the same way as the OutMail Pre-processor and with the same file formats, so see the help for the OutMail Pre-processor for more information. Note that the SMTP Client Processor runs whilst VPOP3 is online, whereas the OutMail Pre-processor may be run whilst VPOP3 is offline. This means that the SMTP Client Processor can access Internet resources if necessary, but it may slow down the connection if it takes a while to run.

24 VPOP3 File Transfer Method

If you want to dial in to a VPOP3 server, then you will need to be running a version of Windows which has a Dial-In Server which supports TCP/IP. Windows 2000 and later include this as standard, but Windows 95 didn't.

Because of this limitation, VPOP3 has a feature called 'VPOP3 File Transfer' for sending and receiving email messages. This method works by transferring files, so it works with any network protocol which supports file sharing - eg NetBEUI (Microsoft Networking) or IPX/SPX (Novell Networks).

With this method, both the server and the remote PC need to be running VPOP3.

Note that instead of using VPOP3 File Transfer method, we recommend you use Windows 2000 or later if you require dial-in access to the VPOP3 server. Also, even on Windows 95 this facility is not needed to allow remote access into VPOP3 from the Internet through a router.

24.1 Server Configuration

The server needs to share the VPOP3 directory and all sub-directories so that the PC which is connecting over the dial-up connection can:

- Create, Delete, Read & Write files in the **VPOP3** directory
- Create, Write & Delete files in the **VPOP3\OutQueue** directory
- Create, Read & Delete files in the **VPOP3\<user>** directory (or directories), where **<user>** is the user for which the remote VPOP3 is going to retrieve messages.

Create VPOP3 users for each user and remote user (as normal).

24.2 Remote PC Configuration

Create a VPOP3 user for the user of this remote PC. Give this user the same **name and password** as the corresponding user on the server.

On the **In Mail** and **Out Mail** pages, choose 'VPOP3 File Transfer' as the method. Then in the **Source Path** or **Target Path** fields enter the UNC name of the VPOP3 directory on the server. For instance, this would be **\\Server\VPOP3** if the server has shared the VPOP3 directory with the name **VPOP3**.

On the **In Mail** page, choose the user(s) you want to transfer messages from the Server to this PC.

On the **Utilities** -> **Misc Settings** -> **Basic Tweaks** page, you will generally want to turn on **Don't Route Local Mail Locally** so that all outgoing mail is sent to the Server VPOP3.

25 Glossary

25.1 Glossary

25.2 A

Administrator

Alias

Anti-Relay Measures

APOP Authentication

Autoresponder

25.3 B

Bounce

25.4 D

Default User

Dial Up Networking

Digest

Domain

DUN

25.5 E

Email Domain

25.6 F

Finger

Forwarding

25.7 G

Group

25.8 I

ISP

25.9 L

LAN

LAN Forwarding

LDAP

List

25.10 M

Mailbox

Mailing List Digest

Main Administrator

Mapping

25.11 O

OutQueue

25.12 P

POP3 protocol

25.13 R

RAS

Remote Users

25.14 S

SMTP Forwarding (see LAN Forwarding)

SMTP protocol

SOCKS

STDERR

Standard Error Output (**STDERR**) is the name given to the file/device where command line programs normally send their error output. Normally this is the screen, but it can be redirected into another file if desired.

In programming languages like PERL and C/C++, you have to redirect the output to **STDERR** by using commands like:

- fprintf(STDERR, "text"); (C/C++)
- print STDERR "text"; (PERL)

In DOS batch files, you can write text to **STDERR** by using the **ECHOERR.EXE** command supplied with VPOP3.

STDIN

Standard Input (**STDIN**) is the name given to the file/device where command line programs get their input from. Normally this is the keyboard, but it can be redirected from another file if desired.

In programming languages like PERL and C/C++, **STDIN** is where the input of commands like **scanf** is obtained.

STDOUT

Standard Output (**STDOUT**) is the name given to the file/device where command line programs normally send their output.

For instance, if you go to a DOS window and type **DIR** then the directory listing is sent to **STDOUT**. Normally this means that the results are displayed on the screen, but they can be redirected into another file if desired.

In programming languages like PERL and C/C++, **STDOUT** is where the output of commands like **printf** is sent.

In DOS batch files, you can write text to **STDOUT** by using the **ECHO** command.

26 Index

27

*REMOTE Mapping 98, 178

1

10038 - Socket Error 203
10047 - Socket Error 203, 204
10048 - Socket Error 203, 204
10049 - Socket Error 203, 204
10054 - Socket Error 203, 205
10060 - Socket Error 203, 205
10061 - Socket Error 203, 205
10503 - Socket Error 203, 205
11001 - Socket Error 203, 206

A

Accepted Domains 75, 85, 87, 206
Accepted Domains Setting 87
Access Control Lists 143
Access Restrictions 131, 138, 144
Add List 154
Add List wizard 154
Adding a List 154
Adding Download Methods for Mail 75
Adding Email Accounts 75
Adding Mail Download Methods 75
Address Book
  Global 62
Address Book 62
Address Book 63
Address Book 135
Address Book Entry 62
Address Expansion 208
Address Exploding 208
Admin Logs 169
Admin Logs page 169
Admin Property Page 178
Admin Server 129
Administrator 64
Aliases 201
Allow Connections on IP Address 129
Allow Member Subscribe 158
AllowRemoteFaxAccess 208
Alternate Telephone Numbers 208
AlternateNumbers 208
Announcement List 95, 158
Anonymise 175
Anti-SPAM Relay Protection 134
AOL 88
APOP 75, 131
APOP Authentication 131
Apparently-To 79, 113
AR*.DAT 197
Assistants
  Query by Email 185, 186
  Set by Email 185, 186
Assistants 96
Assistants 186
Assistants 186
AsyncDNSWait 208
Attachment Processing page 181
Attachments 181
Authentication 131
Authentication Method list 75
AUTORESPOND.CMD 197
AUTORESPOND.LOG 197
AUTORESPOND.TXT 197
AUTORESPONSE.CTL 197
AUTORESPONSE.TXT 197
Available Addresses list 129

B

BAT 219
BCC 160, 201
BCC Messages 201
Blind Carbon Copy 201
Bounce Message
  Customising 180
Bounce Message 180
BOUNCE.MSG 180
Bouncing Messages 178, 180
Business Address 62
Business Details 62

C

Centralised Address Book 62
Change Internet Email Reply Address 149
Check Client IP Address 134
Check FROM
  Address 134
Check from LAN 134
Choosing the VPOP3 Server 4
Closing VPOP3 98, 178
CMD.EXE 219
Command Line Parameters 189
COMMAND.COM 219
Common Settings for multiple users 60
Compuserve 75
Confidential 158
Configuration 4, 144
Configure ODBC source for VPOP3 LDAP Server 137
Configure Routing Options button 75
Connecting 98
Connecting on each message send 196
Connecting via a Proxy Server 175
Connection Log Files 171
Connections 72, 75
Copy 115
CR/LF 220
CreateProperDeliveryReports 208
Creating a VPOP3 Mailing List 95, 158
Creating an External Router 219
CSV 63
CSV File Format 63
CSV Files
  Exported User Database Format 52
  External Address Book Format 63
CSV Files 52
CSV Files 63
Custom Bounce Messages 180
Custom Fields 79
Custom Welcome Message 158
Customising
  Header Processing Order list 79
Customising 79

D

D*.DAT Files 197
Daily Logs 169, 170
Daily Summaries 169, 170
Daily Summary Logs 169, 170
Daily Summary Reports 170
DATA 220
DayNow 116
Default Domain 148
Default User 178
Defining
  Download Rules 107
Defining 107
Defining Groups 60
Delete All Archive Files Now button 171

Delete All Temporary Files Now button 171
DeliveredTo 79
Delivered-To 79
Delivered-To 201
Delivery Receipt Header 174
Delivery Receipts 174
Delivery Status Notification 220
Demon Internet
POP3 Extensions 79
Demon Internet 79
Demon Internet 208
Dequeuing 75
Dequeuing Email 85
Detected Recipient 79
Diagnostics 171
Diagnostics Property Page 171
Dialing into VPOP3 222
Dial-up Networking 222
Digests 160
Direct SMTP 88, 93
Directory Services 135
Disable InMail 185
Disable InMail Methods by Email 185
Disable InMail methods using Mailer_Daemon 185
Discussion List 95, 158
Display Name 62
Distributed Sites 98, 222
Distributed Users 98
Distribution List 95, 154, 158, 162
DLRULES.DAT 107, 197
DLRULES.DAT File Format 107
DLRULES.LOG 107
DNS 88, 93, 208
DNS Cache Expiry 88
DNS Cache Size 88
DNS Servers 88, 93
Domain Filtering 88
Domain Mappings 149
Domain Names 87
Don't Send Warnings 88
DontRunHouseKeeper 208
Download and Delete Rule 107
Download message Limit 75
Download Rule Actions 107
Download Rule Activations 107
Download Rule Conditions 111
Download Rule Example 113
Download Rules
Example - Only download one person's email 113
Example Junk Mail Filter 112
Download Rules 75, 107, 111
Download Rules 112
Download Rules 113
Downloading Selected Messages 107
DSNINFO 220
Duplicate Messages
Due to Email Forrwarding 210
In your ISP POP3 Mailbox 211
Duplicate Messages 210
Duplicate Messages 211
Duplicate Messages 211

E

Edit Download Rules button 75
Edit Return Address 91
Edit SMTP Rules 114
Editing a List 158, 160
Email Accounts 75, 86, 96
Email Address Expansion 208

Email Addresses 62, 87, 149, 208
Email aliasing 75
Email attachments 181
Email Client Software 118, 131
Email Clients
Microsoft Outlook 98 126, 127
Microsoft Outlook Express 118, 126
Outlook Express 118
Email Clients 118
Email Clients 126
Email Clients 127
Email Clients 143
Email control of user account 185
Email Domain Mappings 149
Email Domains 87, 88, 206
Email Forwarding 96, 156, 186, 187
Enable button 75
Enable InMail 185
Enable InMail methods by Email 185
Enable InMail methods using Mailer_Daemon 185
ENV 79, 199, 208
ENV Command Errors 208
Envelope 201
Error 10038 203
Error Messages
There was incoming mail with no recipients 87
Error Messages 87
Error Messages 178
Error Messages 199
Error Messages 210
Errors Only 171
ERRORS.LOG 199
ESMTP 208
ETRN 75, 85, 195
Exchange Server 151
Exiting VPOP3 98, 178
Exploding of Email Addresses 208
Export 63
Extended Email Routing Options 75
External Address Book 63
External Address Book Import/Export file 63
External LDAP Address Book 63
External LDAP Address Book Entry 62
External Router 219
External Router Environment Variables 219
External Router Examples 218
External Routers 218, 219
External Routing 218, 219
External Users 98

F

FAX 175
FAX mailbox 175
Fax Server 175
File sharing 222
File Transfer 88
Files 197
Files VPOP3 Uses
*.LCK 197
*.OLD 197
A*.DAT 197
AR*.DAT 197
AUTORESPOND.LOG 197
AUTORESPONSE.CTL 197
AUTORESPONSE.TXT 197
BOUNCE.MSG 180
D*.DAT 171, 197
DLRULES.DAT 197
ERRORS.LOG 197

HEADER.CFG 197
HQ*.DAT 197
I*.DAT 197
LIST.CFG 197
LS*.DAT 197
LS_HELP.TXT 197
LS_LISTS.TXT 197
LS_SUB.TXT 197
LS_UNSUB.TXT 197
MAILBOX.MAP 197
MD*.DAT 197
ML*.DAT 197
NEXTUIDL.DAT 197
POLLTIME.DAT 197
POP3ALLOWED.DAT 147
POP3CLT.LOG 171, 197
POP3SVR.LOG 171, 197
POPIN.TMP 197
Q*.DAT 197
R*.DAT 197
SCHEDULE.DAT 197
SMTPALLOWED.DAT 147
SMTPCLT.LOG 171, 197
SMTPSVR.LOG 171, 197
SRVRUIDL.DAT 197
SVRUIDLx.DAT 197
USER.LST 197
USERINFO.TXT 197
VPOP.LOG 171
Files VPOP3 Uses 147
Files VPOP3 Uses 171
Files VPOP3 Uses 180
Files VPOP3 Uses 197
Filtering
Messages 107
Filtering sent messages 114
Finger
Query Plan by Email 185, 187
Set Plan by Email 185, 187
Finger 129, 138
Finger 187
Finger 187
Finger Information 138
Finger Results Template 138
Finger Server 129, 138, 187
Finger Server Settings 138
Firewall 2
Flexible Moderation 162
Forward To 96, 186, 187
Forwarded Email 79
Forwarding 96, 154, 185
Forwarding Address 96, 186
Forwarding List 96
Forwarding Messages
Query User Forwarding by Email 185, 187
Set User Forwarding by Email 185, 186
Forwarding Messages 96
Forwarding Messages 186
Forwarding Messages 187
Full Logging 171

G

Generally available ListServer commands 165
Generate HTML Format Messages 169
GFI FAXmaker 175
Global Address Book 63, 135, 191
Glossary 225
Groups 60, 158

H

Hangup Now 98
Header Processing Order 79
Header Processing Order list 79
Header Processing page 174
HEADER.CFG 197
Headers Property Page 174
Hide IP Addresses 175
HTML 169

I

If Outgoing Mail arrives whilst online
  send immediately 196
If Outgoing Mail arrives whilst online 196
Ignore Received 79
Ignore Resent Headers 79
IgnoreMessageIdForDuplicates 208
IMAP4 129, 143, 144, 195
IMAP4 Inbox 143
IMAP4 Server Settings 144
Implement Fix for Microsoft Internet Mail Build 1160 131
Import 63
Import Forwarding Lists 156
Import User Database 54
Import Users from NT 54
Importing User Database 54
Importing/Exporting 63
IMS 151
In Mail
  POP3 75
  SMTP 85
In Mail 72
In Mail 75
In Mail 85
In Mail 86
In Mail 96
In Mail 185
In Mail 185
In Mail 185
In Mail 199
In Mail Name 75
In Mail setting 75
In/Out File Format 220
Incoming Mail 72, 75, 199
Incoming Mail using SMTP 85
Incoming Mailing List Messages 201
Incoming SMTP Settings 75
Internet connection 4, 88
Internet email 87, 195
Internet Email Protocols 195
Internet Mail 88, 195
Internet Mail Access Protocol V4 143
Internet Mail Protocols 195
Internet POP3 Servers 75
Internet Provider 72, 75, 195
Internet Reply Address 60
Intranet servers 2
Invalid Domains 206
IP
  Assigning 2
IP 2
IP Addresses 2, 129, 147
IP subnet 131
IPCONFIG 88
IPX/SPX 222
ISP 86, 96, 195
ISP Mail Box 211
ISP Mail Servers 75, 88
ISP's DNS server 88

J

Junk Email 134

K

Keep Summary Logs 170

Keep Summary Messages 169

Keep Temporary Files 171, 211

L

LAN 2

LAN Forwarding 148, 151

LDAP 62, 129, 135, 138

LDAP Server 62, 129, 135, 137

Leased Line 4

Leave Mail On Server 75

Lightweight Directory Access Protocol 129, 135

List Moderator 158, 160, 162

Lists

Adding/Editing 154

Lists 60, 96

Lists 154

Lists 158

Lists 158

Lists 162

Lists 162

ListServer

add/remove list 166

ListServer 158, 165

ListServer 166

Listserver messages 175

Listserver Name 175

ListServer Operation 165

Listserver Settings 175

Local Mail 148

Local Mail Domains 148

Local Routing 87, 148

Local Servers 129

Log Entry Type Codes 207

Log Files 171, 197

Log Level 171

Logging 169, 171

Logging Facilities 169

M

Mail eXchange 93

Mail Forwarding

Duplicate Messages due 210

Mail Forwarding 210

MAIL FROM

address 91

MAIL FROM 91

MAIL FROM 220

Mail HTTP Server 129

Mail Routing 148

Mail Servers 75, 85, 88, 93, 129, 195

Mailbox Mapping 201

Mailboxes 143, 211

Mailer_Daemon 185, 186, 187

Mailer_Daemon Control Messages 185, 186, 187

MailFrom 114, 116

Mailing List Moderated Posts 162

Mailing List Moderation Message Approval 162

Mailing List Moderators 160, 162

Mailing List Subscription Control 158

Mailing Lists

Administration 162, 166

Configuring 95, 158, 160

Digests 160

ListServer 165, 166

Moderated Message Posts 162

Moderating 160, 162, 166

Subscribing 165
Unsubscribing 165
Mailing Lists 95
Mailing Lists 154
Mailing Lists 158
Mailing Lists 158
Mailing Lists 158
Mailing Lists 160
Mailing Lists 162
Mailing Lists 162
Mailing Lists 162
Mailing Lists 165
Mailing Lists 166
Mailing Lists 195
Main Administrator 178
Mappings 201
Max Recipients Per Message 88
Maximum Log Size 171
Menu 98
Menu Dialling 98
Message
Bouncing 178
Forwarding 96
From Mailing List 201
Routing 75, 79, 82
Size Limits 75
Message 75
Message 79
Message 79
Message 82
Message 82
Message 96
Message 178
Message 201
Message Data 195
Message filtering 107
Message Id 208
Message Processor plugins 218, 220
Message routing 195
Message Subject 82
Messagecount 138
Message-Id 208
Messages waiting 187
Microsoft Exchange Server 151
Microsoft Internet Mail 131
Microsoft Networking 222
Microsoft Outlook 126
Microsoft Outlook Express 118, 126
Miscellaneous Property Page 175
Moderated Message Posting 162
Moderated Subscriptions 158
Moderating 162
Moderating Mailing Lists 160, 162
Moderator 158, 162, 166
Moderator list 162
Moderators of mailing lists 160, 162
Monitor 167
Monitor Incoming Messages 167
Monitor Internal Messages 167
Monitor Outbound Messages 167
Monitor Target 167
Monitoring Messages 167
Multiple Instances of VPOP3 191
Multiple Sites 98
MX 93
MX DNS 93
MX record based Mail delivery 93, 195
MX Routing 93
MX Routing Global Settings 88
MX Routing Retry 88

MX Sending Threads VPOP3 88
N
Nagle Algorithm 183
Name Expansion Order 208
NetBEUI 222
Network 2, 183
Noauth 147
NoMail 165
Nomessages-no messages 138
Novell Networks 222
NT 54
NT service 54
O
ODBC
Linking with LDAP Server 137
ODBC 137
ODBC settings 137
Offline 143
Offsite Users 98
Old Web Admin 129
Online 196, 222
Only Download One Person's Email 113
Operating System 4
Operation Timed Out 205
Order of Expanding Email Addresses 208
Out Mail 72, 88
Out Of Buffers 206
Outgoing Mail
Restricting 114
Outgoing Mail 72, 88
Outgoing Mail 114
Outgoing Mail 196
Outgoing Mail using Direct SMTP 88
Outlook 98 126, 127
Outlook Express 118, 122, 126
Outlook Express Add Account 119
OutMail 220, 222
OutMail Pre-processors 220, 222
OutMail Processors 220
OutQueue 88
Outward Mail 88
Owner 162
P
Password Server 129
Passwords 54, 129
Performance
Logging 171
Performance 171
Perl 219
Personal Details 62
Personal Email Accounts 79
Phone Book 62
Ping 2
PING tool 2
Plain Text 75, 131
Plan
Query by Email 187
Set by Email 187
Plan 138
Plan 187
Plan 187
POP3 75, 87, 129, 131, 195, 206, 218
POP3 Account Password 75
POP3 Account Username 75
POP3 Client Problem 199
POP3 Protocol 195, 201
POP3 Server 75, 129, 131
POP3 Server Address field 75

POP3 Server Advanced Configuration 131
POP3 then SMTP authentication 175
POP3ALLOWED.DAT 197
POP3CLT.LOG 171, 197
POP3DiskSpaceSpare 208
POP3DiskSpaceSpare2 208
POP3SVR.LOG 171, 197
Port 129
Post Digests 160
Post Office Protocol Version 195
Posting to mailing lists 161
Postmaster
  Removing 64
Postmaster 64
Primary Connection 98
Priority Messages 174
Problems
  Solving 210
Problems 87
Problems 210
Programs run by VPOP3 218
Proxy 175, 202, 205
Proxy Firewall (SOCKS) 175
Proxy Server 175, 202

Q

Query Assistant 186
Query Assistant by Email 186
Query Assistant using Mailer_Daemon 186
Query Finger Plan by Email 187
Query VPOP3 Status using Mailer_Daemon 187

R

R*.DAT Files 197
RcptCount 114, 116
RcptTo 114, 116
Reading mail using a web browser 129
Receipts 174
Received Fields 210
Receiving Mail using SMTP 85
RECIPIENT 114
Redirect 115
Redirection 115
Registry 208
Registry Tweaks 208
Reject Rule 115
Relay protection 134
Relay Servers 88
REMOTE 98
Remote Access Service 222
Remote Administration 129, 160, 166
Remote Administration Listserver Commands 166
REMOTE mapping 98
Remote Status 129
Remote Status server 129
Remote Users 98, 222
Remove Postmaster User 64
Replacing Email Domains on Outgoing Messages 149
Require APOP Authentication 131
RESENT 79
Resent- Headers 79
Resent-Cc 79
Resent-To 79
Restricting sent messages 114
Restricting Server Access 131, 147
Restricting who can send messages 114
Return Address 88, 91
Return Address Modifiers 88, 91
RFC 822 79

Route Local Mail Locally 148
Route with a Single Email Address 82
Routing
According To Detected Recipient 79
Routing 79
Routing 79
Routing 82
Routing 82
Routing 148
Routing 218
Routing According To Recipient 79
Routing According To the Message Subject 82
Routing Problems 87
ROUTING.CTL 219
ROUTING.DAT 219
RPA 75
Running Multiple Instances on a single PC 191
Running VPOP3 189
S
SCHEDULE.DAT 197
Security 129
Security Log Contains Successful Logons 169
SECURITY.LOG 169
SENDER 114
Sending Mail through VPOP3 88
Server 129
Server Configuration 4, 129
Server monitoring 129
Server Status
Querying by email 185, 187
Services 4, 129, 147
Services Page 129, 147
Set Assistant by Email 186
Set Finger Plan by Email 187
Set Forwarding 186
Set Forwarding by Email 186
Set Forwarding Settings using Mailer_Daemon 186
Set Plan 187
Setting up the LDAP service in Outlook 98 126
Setting up VPOP3 With WinProxy 202
Setting up your TCP/IP LAN 2
Settings Page
Admin 178
Diagnostics 171
Headers 174
In Mail 75
Local Mail 148
Local Servers 129
Logging 169
Out Mail 88
Settings Page 75
Settings Page 88
Settings Page 129
Settings Page 148
Settings Page 169
Settings Page 171
Settings Page 174
Settings Page 178
Settings Page 189
SETUP.EXE 4
Show Idle Accounts 169, 170
Shutting Down VPOP3 98, 178
Simple Mail Transfer Protocol 195
Simple Moderation 162
Single Email Address
Routing Messages with 82
Single Email Address 75

Single Email Address 82
Slow Message Posting 160
Slow Message Send/Receive Speed 171
Slow Posting 160
SMTP 75, 88, 91, 114, 116, 129, 195, 201, 206, 220, 222
SMTP Anti-Relay Protection 134
SMTP Authentication 88
SMTP Client 199
SMTP Client Processor 222
SMTP Direct 88, 93
SMTP Direct Technical Information 93
SMTP Envelope 116, 195, 201, 220
SMTP Forwarding 148
SMTP Mail Service 85
SMTP Protocol 114, 195, 220
SMTP Relay Settings 91
SMTP Relays 88, 195
SMTP Rule 115, 116
SMTP Rule Actions 114
SMTP Rule Conditions 116
SMTP Rule Definition 115, 116, 117
SMTP Rule Examples 117
SMTP Rule Processing Stages 114
SMTP Rules 114, 115, 116, 117
SMTP Rules file 114
SMTP Server 75, 88, 114, 129, 134, 195, 220
SMTPALLOWED.DAT 197
SMTPCLT.LOG 171, 197
SMTPDiskSpaceSpace 208
SMTPDiskSpaceSpare2 208
SMTPFWD.DAT 197
SMTPRULES.TXT 114
SMTPSVR.LOG 171, 197
Socket Errors
  10038 203
  10047 204
  10048 204
  10049 204
  10054 205
  10060 205
  10061 205
  10503 205
  11001 206
Socket Errors 203
Socket Errors 203
Socket Errors 204
Socket Errors 204
Socket Errors 204
Socket Errors 204
Socket Errors 205
Socket Errors 205
Socket Errors 205
Socket Errors 205
Socket Errors 206
Socket Timeouts 183
SOCKS 175
SOCKS firewall 175
SOCKS Firewall Settings 175
SOCKS Server 175
SOCKS Server Address 175
SOCKS V4 Firewall 175
SPA 75
SPAM
  Relay Prevention 134
  Removal 112
SPAM 112
SPAM 115
SPAM Filtering 107
Special Header Fields 79

Special Headers 79, 201
Splash Screen 175
SRVRUIDL.DAT 197
Standard Headers 79
Startup Options 189
Status Window 215
STDOUT 219
Stop Processing 79
Subject Routing 79, 82
Subnet 2, 147
Subnet Mask 2, 147
Subscribe 158, 165
Subscribes/unsubscribes 158
Subscription 158
SUMMARIES 169, 170
Summary Logs 169, 170, 207
SUMMARY.LOG 169, 207
SUMMARY.LOG format 207
SummaryLogIdleTime 208
SVRUIDLx.DAT 197

T

TCP/IP 2, 129
TCP/IP Block Sizes 183
TCP/IP networking 2
TCP/IP Tuning Window 183
Temporary Files 171
TimeNow 111, 116
Timeout 205
Transmission Receipt Header 174
Transmission Receipts 174
TroubleShooting 196, 210
Tweaks 183, 208

U

UIDL command 75
UNC 75, 222
UNC pathname 88
Unrecognised Users 148, 178, 180
Unsubscribe 158, 165
Urgent Messages 174
Usage Logs 170
Use Download Rules 75, 98, 107
UseESMTP 208
User Database
  Export 52
  Import 52
User Database 52
User Database 54
User Forwarding 96, 186, 187
User Groups 60
User Lists 154
USER.LST 197
USERINFO.TXT 197
USERLIST.LST 197
USERPLAN.TXT 197
Users 165
Uses for External Routers 218
Using A VPOP3 Mailing List 161
Using Multiple ISP Email Accounts 86, 96
Using the LDAP service in Outlook 98 127

V

Valid Domains 206
VCF File Support 191
Verify Subscriptions 158
VPOP3
  Closing 98
  Errors 199, 210
VPOP3 98
VPOP3 199
VPOP3 210

VPOP3 Connects each time a message is sent 196
VPOP3 Enterprise 129, 143, 170, 171, 195
VPOP3 File Transfer Method 75, 88, 222
VPOP3 File Transfer Outgoing 88
VPOP3 Host Name 175
VPOP3 Menu 98
VPOP3 Server
Choosing 4
VPOP3 Server 4
VPOP3 slows down/stops when downloading or uploading large messages or messages with attachments 202
VPOP3 Socket Errors 203
VPOP3 Source Path 75
VPOP3 Standard 129, 195
VPOP3 Status 187
VPOP3 Status Window 215
VPOP3 With WinProxy 202
VPOP3.EXE 4
VPOP3.LOG 171
VPOP3.OLD 171
VSOCKS 175

28

W
Web Browser
Reading Mail using 129
Web Browser 129
Web Mail/Admin 129
Wildcards 111
Windows NT reports an 'Out Of Buffers' error after a while 206
Windows NT Service 4
Windows NT User Database Import 54
Windows Registry 208
Windows Startup group 4
Windows Task Manager 4
Windows taskbar 4
WinGate 175
WINIPCFG 88
WinProxy 175, 202
WINSOCK 183, 203
Winsock Buffer Sizes 183
X
X-Envelope-To 79
X-Priority 174
X-RCPTTO 79
Y
Yahoo 88