VPOP3 Administrator Guide

© 2014 Paul Smith Computer Services

Note:
To change the product logo for your own print manual or PDF, click "Tools > Manual Designer" and modify the print manual template.

VPOP3 Administrator Guide

© 2014 Paul Smith Computer Services

All rights reserved. This document may be printed for the private use of the downloader. This work may not be edited or modified without the written permission of the publisher.

Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks.

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Generated: November 2014

Table of Contents

Foreword 0

Part I Introduction 5

1 About this administrator guide 5
2 What is VPOP3 6

Part II Accessing VPOP3 7

1 Accessing the VPOP3 Settings 7
Forgotton VPOP3 login details 8
2 VPOP3 Status Monitor 9
Status Monitor Menu 10
Status Monitor Window 12
Status Monitor Configuration 14
Status Monitor Permissions 15
Status Monitor Problems 17

Part III General settings concepts 19

1 Settings basic behaviour 19
2 Wildcards 21
3 Regular Expressions 21

Part IV User Accounts 24

1 What is a user account? 24
2 Adding a new user account 24
3 Removing a user account 27
4 Changing passwords 28
5 Forwarding messages 30
6 Setting up Autoresponders/Out of office 35
7 Setting up message signatures 35
8 Limiting mailbox size 35
9 Limiting how many messages a user can send 37
10 Blocking a user from sending to certain addresses 37
11 Blocking a user from receiving messages from certain addresses 37
12 Blocking a user from sending messages using BCC 37
13 Clearing a locked email account 37
14 Filtering messages using rules 41

Part V Email addresses 46

1 Default email addresses for a user account 46
2 Disabling default email addresses 46

© 2014 Paul Smith Computer Services

3 Adding email addresses for a user account ... 46
4 Add email addresses for lists ... 51
5 Configuring email addresses for remote users ... 51

Part VI Connection methods 52

Part VII Incoming Mail 53

1 Adding a POP3 Catch-all mail collector ... 54
2 Adding a POP3 individual mail collector ... 58
3 SMTP Collection from a mail queue ... 63
4 Setting up an permanent incoming SMTP mail feed ... 63

Part VIII Outgoing Mail 64

1 Concepts ... 64
2 Sending via an SMTP relay server ... 64
3 Sending direct using MX routing ... 64
4 Sending different mail through different servers ... 64

Part IX Connection Scheduling 65

Part X Local mail 66

1 Setting which domains are handled locally ... 66

Part XI Users sending messages 67

1 Setting up SMTP authentication ... 67
2 Allowing users to send from outside your local network ... 67
3 Allowing users to send using a port other than port 25 ... 67

Part XII Users collecting messages 69

Part XIII Security 70

1 SMTP Suspicious behaviour ... 70

Part XIV Scripting 71

1 User routing scripting ... 71

Index 73

© 2014 Paul Smith Computer Services

1 Introduction

1.1 About this administrator guide

This user guide is intended to help VPOP3 administrators perform common tasks with the VPOP3 email server. If this is the first time you have used VPOP3, then we recommend you look at our Getting Started Guide first, as that takes you through installation and basic initial configuration tasks. This guide is not a reference manual, if you are looking for help on a specific setting then you should look at our Knowledgebase or the VPOP3 Reference Guide[24].

This user guide covers all editions of the VPOP3 software: Enterprise, Basic and Home User. This means that some parts of the guide may refer to features which are not present in your edition of VPOP3. This will usually be mentioned in the guide.

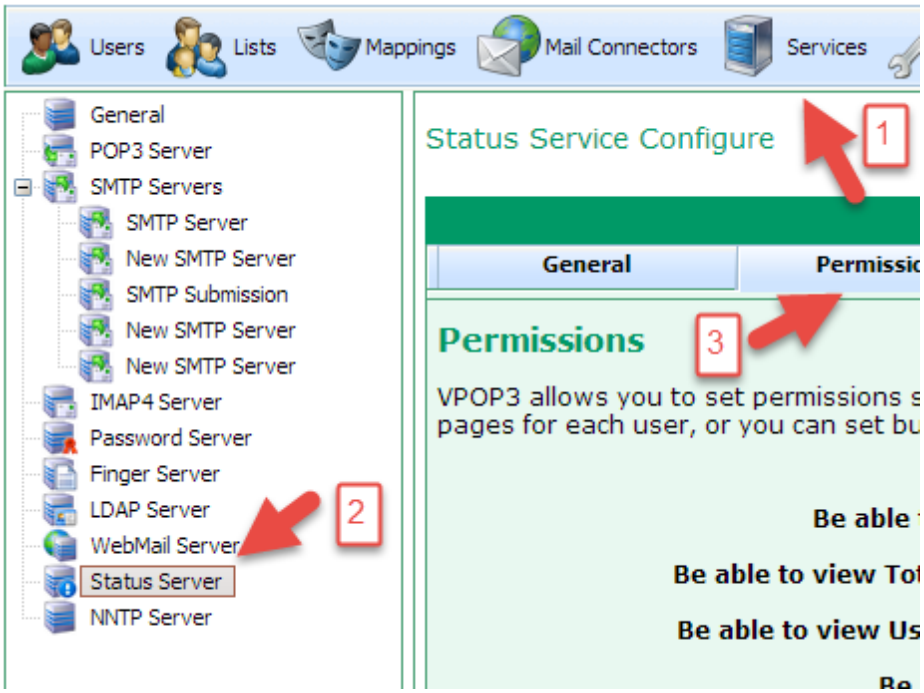
Document conventions

Navigation

When navigating within the VPOP3 settings, we will give the various steps separated by **->**. These steps may not be all in the same menu, but they generally follow a similar pattern.

For instance **Services -> Status Server -> Permissions** means:

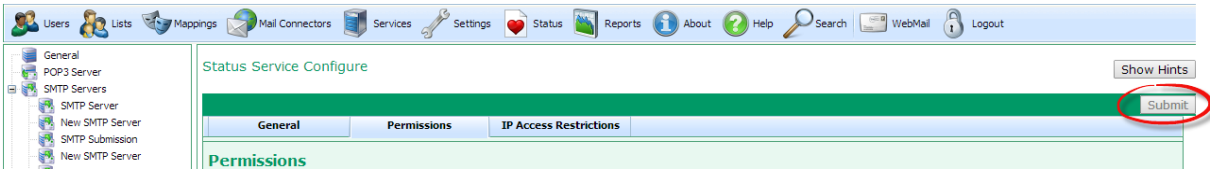
1. Click on the **Services** item in the top toolbar
2. Click on the **Status Server** entry in the left tree structure
3. Click on the **Permissions** tab



Submit

© 2014 Paul Smith Computer Services

On most settings pages there is a **Submit** button at the top-right:



In this guide, we will simply say "press **Submit**" to save the settings, without explaining where the **Submit** button is, every time.

User data

If you need to use your own details in place of something in the documentation, we will write it like **<your data>**. You have to replace that text, including the **<>** brackets with your own data.

For instance, we may say, "go to http://<server IP address>:5108 to access Webmail". You should replace the **<server IP address>** text with the IP address of your server, do not include the <> in the new text, so, for instance, you may use "http://192.168.1.1:5108" (not "http://<192.168.1.1>:5108" or "http://<server IP address>:5108").

1.2 What is VPOP3

VPOP3 is an email server for Windows designed primarily for small & medium sized businesses. It is very flexible, so should be able to do most of what you want to do with regards to emails (if it is possible, given the relevant Internet standards). Businesses use VPOP3 when they want centralised control and management of their email, and don't want to be tied to a specific provider. VPOP3 provides many facilities which are not usually available with the free email accounts provided by Internet providers, such as distribution lists, message archiving, flexible autoresponders and so on.

VPOP3 Editions and other purchase options

There are three editions of VPOP3:

- VPOP3 Enterprise - this is the fully featured version of VPOP3, and includes IMAP4, POP3, SMTP, LDAP and WebMail support, shared calendars (using CalDAV) and many more features
- VPOP3 Basic - this is a slightly cut-down version of VPOP3 that does not include IMAP4 or encrypted services and some other advanced features
- VPOP3 Home User - this is a very cut-down version of VPOP3 Basic that is limited to 5 users and has many of the business-related features removed. This is designed for people who want the very cheapest option and don't mind missing out on some features.

With VPOP3 Enterprise and VPOP3 Basic you can purchase a suitably sized licence for your requirements based on the number of different user accounts you want to have, from 5 users up to unlimited users in several steps. The cost-per-user decreases as the number of users increases.

There are several options you can add on to VPOP3, such as spam filtering, virus scanning, email-to-SMS gateway and fax server.

© 2014 Paul Smith Computer Services

2 Accessing VPOP3

To access the VPOP3 settings you need to use a web browser. This doesn't mean that you are accessing the settings over the Internet. If you installed VPOP3 on a PC on your local network, then the web browser is just talking to that local PC.

2.1 Accessing the VPOP3 Settings

To access the VPOP3 settings, you need to use a web browser to go to **http://<IP address of VPOP3 computer>:5108/admin/index.html**. If you can't remember the full URL, you can go to **http://<IP address of VPOP3 computer>:5108** and then click on the **Admin** menu item after logging in as an administrator.

There are a couple of shortcuts for this on the VPOP3 computer itself. You can right-click on the Status Monitor icon in the Windows notification tray and choose **VPOP3 Settings** from the menu, or you can go to **Start -> Programs -> VPOP3 -> Configure VPOP3**. Both of these options should start your default web browser and go to the above URL. (If they don't start your web browser automatically, make sure that Windows has its default web browser configured correctly).

Note that you can access the VPOP3 settings using the URL from anywhere which has network access to the VPOP3 computer, as long as firewall & Internet security software allows it, and you have not restricted access from within VPOP3 itself.

Once you have gone to the URL, it should ask you to login. Use the username & password for an administrator user to log in. These are initially set during installation, but can be easily changed after installation. Make sure you do not lose your username & password! It is possible to reset the password, but you may need to get into the settings in a hurry, and resetting the password takes time.

At login you have the option to remember the password. This is done by the web browser, not by VPOP3, so if you then use that same web browser it should automatically log you in. If you explicitly log out of the VPOP3 settings or delete the cookies in your web browser, it will forget the details, so you will have to log in again.

NOTE:	The ":5108" after the server address in the URL indicates the TCP port which is used. By default VPOP3 puts its Webmail & admin web service on port 5108, which is not a standard port for web access, so you need to specify the port explicitly. The reason VPOP3 does this is to avoid conflicting with any other web server which may be on the same computer as VPOP3. If there is no other web server on the same computer as VPOP3, it is perfectly acceptable to change the VPOP3 configuration (**Services -> WebMail Server -> General tab -> Edit Bindings**) to have VPOP3 listen on the standard web port 80. In that case you wouldn't need to specify the port number in the URL, and could just use **http://<IP address of VPOP3 computer>**. However, for the purposes of this guide, we will assume that you have left it using the default port of 5108. *n.b. If you have changed the port and need to contact us for technical support, make sure you let us know that you have changed the port if you want us to give you step-by-step instructions, otherwise we will assume you are using the default port, and our instructions may need modifying before they can be used.*

© 2014 Paul Smith Computer Services

2.1.1 Forgotton VPOP3 login details

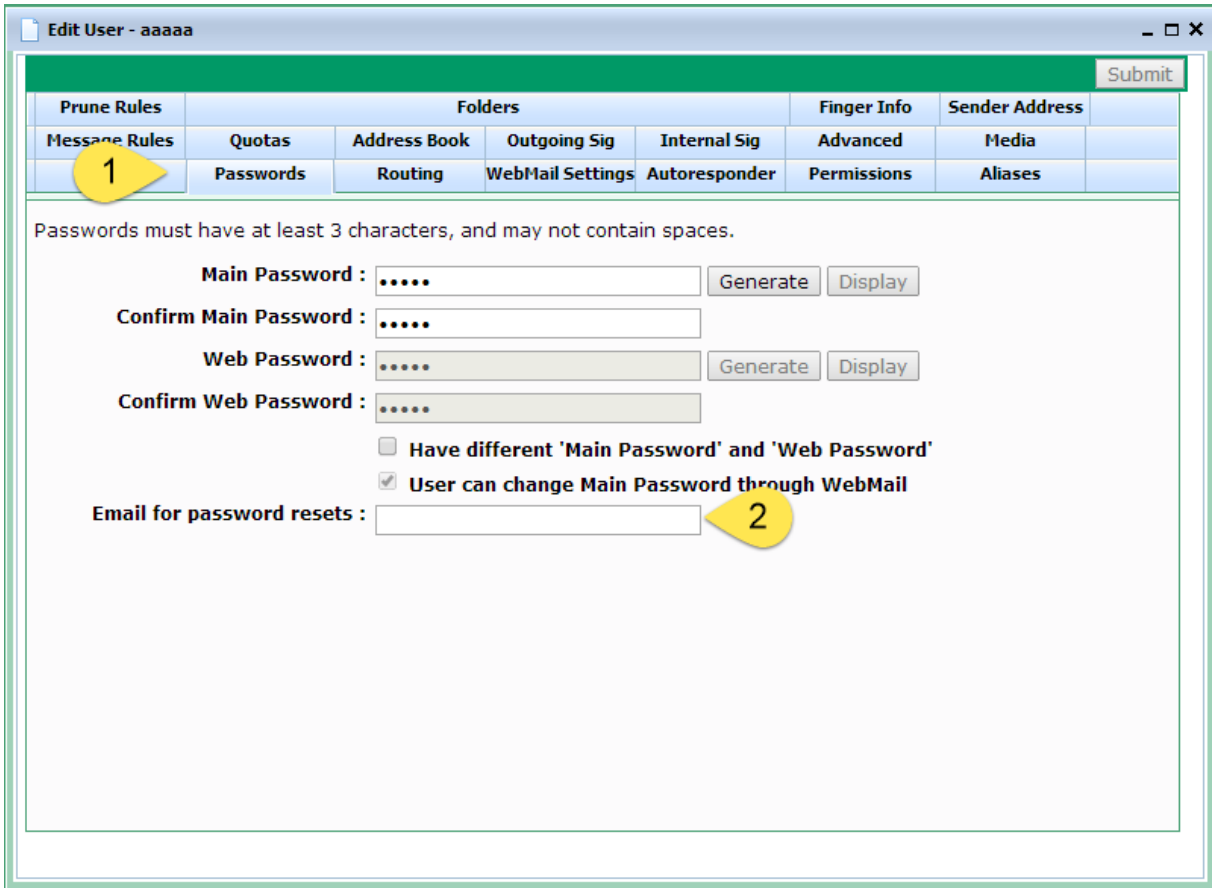
Administrator password reset

If you have forgotten the VPOP3 login details, you can reset them by going to the **My Account** section on our website at http://www.pscs.co.uk/myaccount/index.php . Log in using the details for our website (there is a 'Forgotten details' there if you have forgotten those details as well).

Once you are logged in to our website, go to the **View existing licence details** page (http://www.pscs.co.uk/myaccount/showlicences.php). Click on the licence for which you need to reset the password. On the following screen, just underneath the licence details is a link called **Generate Recovery Admin Login** for v6 or later. Click on this link and follow the instructions carefully to reset your password.

Password reset via alternate email address

If you have an alternate email address, (as long as you can currently log in) you can tell VPOP3 about this email address so that the **Forgotten Password** link on the login page can email your password reset instructions to this alternate email address. To prepare for this, log into the VPOP3 settings, and click **Users** on the top bar. Then double-click the user to enter their settings. Go to the **Passwords** tab, and put the alternate email address into the **Email for password resets** box.



Note that this feature will only work if VPOP3 can currently send outgoing emails. If that is not working, then you will not be able to use this password reset method and will have to use the **Administrator password reset** option above.

© 2014 Paul Smith Computer Services

2.2 VPOP3 Status Monitor

The VPOP3 Status Monitor is what most people use to access their VPOP3 server.

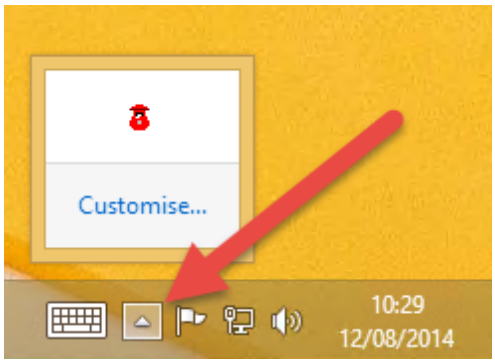
In the Windows task tray you should see a small red icon, like a British Postbox.

If the icon is 'bulging' as above, that means there are messages in a user's Inbox.

If there is a 'flashing light' on top of the icon, then VPOP3 is currently sending or collecting messages from the Internet.

This icon is displayed by a separate program called the VPOP3 Status Monitor (VPOP3Status.EXE). This can be run on any computer on the network to allow the VPOP3 status to be viewed from other PCs. The Status Monitor program has to log into the VPOP3 server to access server details. VPOP3 can be configured to allow different users to access different details, so it will only show the details allowed for the logged in user. See the Status Monitor Permissions 15 section for more details.

Note that the VPOP3 Status Monitor is not a crucial part of the VPOP3 software, so VPOP3 will work fine without the Status Monitor being connected (see the Accessing the VPOP3 Settings 7 section), and you can access the settings without using the Status Monitor, but many people find it makes things easier.

NOTE:	On Windows Vista and later, Windows may hide the VPOP3 Status Monitor icon by default, thinking it unimportant. You can click the little triangle to the left of the Windows notification area to view the icon.  If you want Windows to show the icon permanently, then click the Customise... link on the popup pane. Windows will show a list of the current notification icons, find the vpop3status icon, and choose Show icon and notifications from the drop-down box to the right of this icon, then press OK.

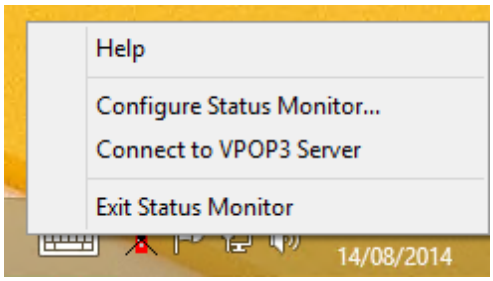
© 2014 Paul Smith Computer Services

2.2.1 Status Monitor Menu

If you right-click the VPOP3 Status Monitor icon, you will be shown a menu of available actions. Various things will determine what the menu contains.

Not Connected

If the Status Monitor is not connected to a VPOP3 server, you will see a menu like this:

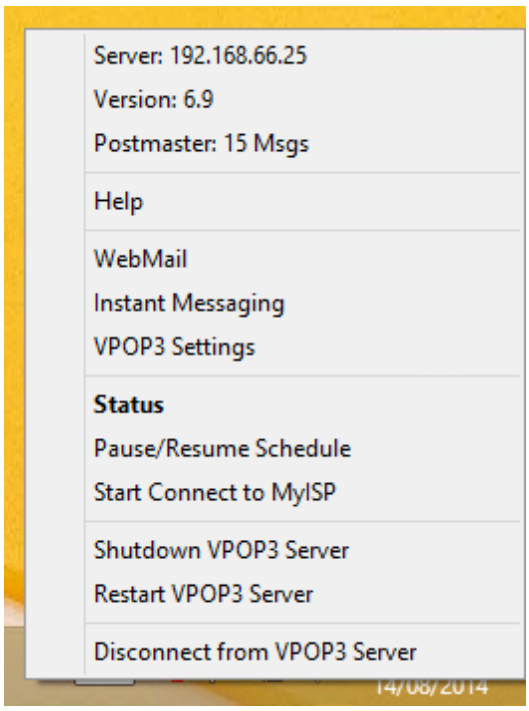


- **Help** will take you to the Website knowledgebase.
- **Configure Status Monitor...** will display a window letting you configure the Status Monitor - see the Status Monitor Configuration 14 section for more details.
- **Connect to VPOP3 Server** will tell the Status Monitor to attempt to connect to the configured VPOP3 server. If you have configured multiple VPOP3 servers, then this will have a child menu letting you choose which server to connect to.
- **Exit Status Monitor** will close the Status Monitor program (not the VPOP3 Server).

Connected

If the Status Monitor is connected to a VPOP3 server, then the menu will contain entries depending on what permissions the logged-in user has. The example below is for an administrator user with full permissions. See the Status Monitor Permissions 15 section for more details about permissions.

© 2014 Paul Smith Computer Services



- **Server** shows the current address of the server which the Status Monitor is connected to. This menu item does nothing and is purely for reference.
- **Version** shows the current version of the server which the Status Monitor is connected to. This menu item does nothing and is purely for reference.
- **Postmaster** shows the number of messages which the currently logged in user has in their **Inbox** mail folder. This menu item does nothing and is purely for information.
- **Help** will take you to the Website knowledgebase.
- **WebMail** will open your default web browser and display the login page for the VPOP3 WebMail service. (If you have previously logged in and told it to remember your password, then this will take you straight to the WebMail service, bypassing the login page).
- **Instant Messaging** will open a window allowing basic Instant Messaging between VPOP3 users who are running the Status Monitor
- **VPOP3 Settings** will open your default web browser and display the login page for the VPOP3 Administration settings. (If you have previously logged in and told it to remember your password, then this will take you straight to the Administration settings, bypassing the login page).
- **Status** will open a window showing the current server status and activity. See the Status Monitor Window 12 section for more details.
- **Pause/Resume Schedule** will tell VPOP3 to pause or resume the automatic connection schedule. This is a useful shortcut if a problem has occurred with your Internet provider or connection and you need to quickly tell VPOP3 not to try to collect or send messages.
- **Start Connect to ....** will tell VPOP3 to start a connection to the Internet to collect and send messages. If you have multiple Connections defined in VPOP3, then there will be a child menu letting you select which Connection to use. This item is only available if VPOP3 is not currently sending or collecting messages.

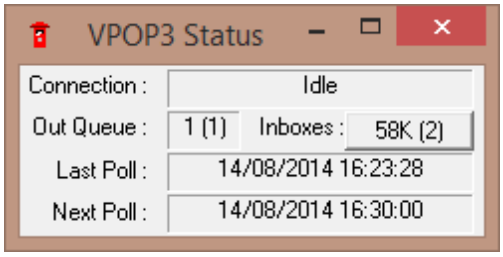
© 2014 Paul Smith Computer Services

- **Hangup Now** will tell VPOP3 to attempt to close the current connection which is sending and collecting messages. This item is only available if VPOP3 is currently sending or collecting messages.
- **Shutdown VPOP3 Server** will tell VPOP3 to close down. You will have to restart it from the **Services** list in Windows on the VPOP3 server. You cannot start VPOP3 from the Status Monitor.
- **Restart VPOP3 Server** will tell VPOP3 to restart itself. This option is only available if VPOP3 is running from the **Services** list in Windows. If you have launched the VPOP3.EXE program manually, this menu item will not be shown.
- **Disconnect from VPOP3 Server** will tell the Status Monitor to disconnect from the VPOP3 server. This will not stop the VPOP3 server from running and will not make VPOP3 drop any other connections.
- **Exit Status Monitor** will close the Status Monitor program (not the VPOP3 Server). This option is only available if **Allow Quick Exit when connected** is checked in the Status Monitor configuration.

2.2.2 Status Monitor Window

If you double-click the Status Monitor icon, or right-click it and choose **Status**, a window showing the VPOP3 status will be shown.

The normal view of the status window is as below:



- **Connection** shows the current Connection state. This shows whether VPOP3 is currently collecting or sending messages to the Internet. "Idle" simply means that VPOP3 is not currently collecting or sending messages; it will still be acting as a server for local users or for incoming SMTP messages. During a connection two coloured bars will be shown in this area. The top, blue, bar shows collection progress, and the bottom, green, bar shows sending progress while sending to an external SMTP relay service. If VPOP3 is sending using SMTP Direct sending, then the bottom bar will be red, and will indicate the number of active send threads.
- **Out Queue** shows the number of messages currently waiting to be sent out to the Internet. The first number shows the total number of messages waiting to be sent. The second number, in brackets shows the number of *held* messages. Held messages are messages in the queue, but which VPOP3 will not send. If there are no held messages, then this number will not be shown.
- **Inboxes** shows the number of messages in users' Inboxes. Again the number in brackets shows the number of held messages. In this case, the messages are still in the mailboxes, but are invisible to email clients.
- **Last Poll** shows the time & date that VPOP3 last did a connection to the Internet to collect and send messages. If this has an orange background, then it means that at least one of the last online tasks failed (sending or collecting messages), and at least one succeeded. If the background is red, then all the last online tasks failed.

© 2014 Paul Smith Computer Services

- **Next Poll** shows the anticipated next time that VPOP3 will do a connection to the Internet to collect and send messages. Note that this may change, for instance if the connection schedule is configured to only connect if a certain number of messages are to be sent, then if the number of messages to be sent changes, the next poll time may change.

If you click on the button next to **Inboxes** (showing the number of messages) another window will appear showing the number of messages in each user's Inbox.

If you double-click the title-bar of the Window (where it says **VPOP3 Status**) or click the icon at the left of the title bar, and choose **Show Activity Log**, then the window will change slightly to include server online activity. You can also right-click anywhere in the window to see a menu where you can choose **Show Activity Log**.

The server activity log shows what VPOP3 is doing while sending or collecting messages. It does not show local activity, such as VPOP3 users collecting or sending messages to the VPOP3 server.

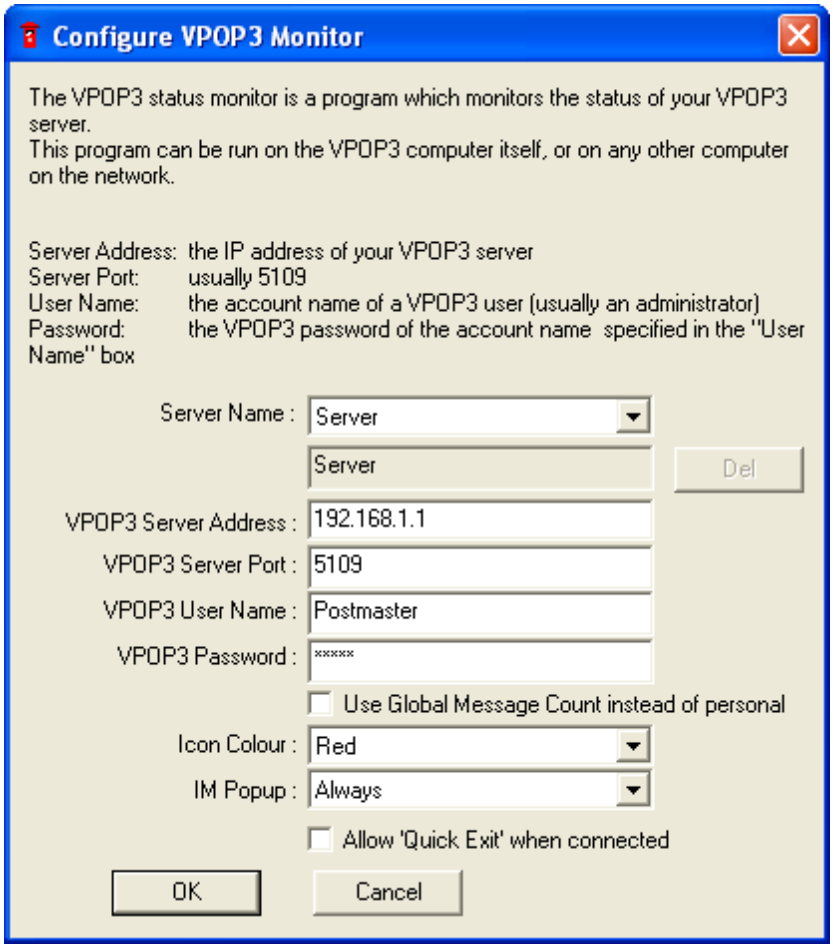
The log shows the last 100 items. You can right-click the area at the top and choose **Copy Activity Log** to copy the displayed items to the Windows clipboard.

If you right-click an item in the server activity log it will show the date & time when that entry was added, and the full text if it has been truncated in the display.

© 2014 Paul Smith Computer Services

2.2.3 Status Monitor Configuration

To configure the VPOP3 Status monitor, right-click the red postbox icon and choose the **Configure Status Monitor…** option:



- **Server Name** is a name you have given to the server. The first server is always called **Server**. If you want to create another server configuration, enter the new name into the box under the **Server Name** drop-down box
- **VPOP3 Server Address** is the IP address or DNS name of the VPOP3 computer (or you can use 127.0.0.1 if the status monitor is being run on the same computer as VPOP3).
- **VPOP3 Server Port** should usually be left at 5109. This is set in the **Status Server** settings in the VPOP3 settings. The default is 5109. A common mistake is to set this to be the Webmail port (usually 5108), but that won't work, as the Webmail service and Status service are different.
- **VPOP3 User Name** is the account name of the person using the Status Monitor, for instance the administrator's account name in VPOP3.
- **VPOP3 Password** is the password of the VPOP3 account specified in the **VPOP3 User Name** box.
- **Use Global Message Count instead of personal** - if this is checked, then the Status Monitor will display the total number of Inbox messages on the server rather than just the number for the logged in user.

© 2014 Paul Smith Computer Services

- **Icon Colour** lets you specify a colour for the postbox icon in the Windows notification tray. The default is red because British postboxes are red, but you can change it to an alternate colour if you wish. This can be especially useful if you run multiple Status Monitors linked to different VPOP3 servers.
- **IM Popup** configures the behaviour of the Instant Messaging window when new messages arrive.
- **Allow 'Quick Exit' when connected** adds an **Exit Status Monitor** item to the Status Monitor menu [10] even when it is connected to a VPOP3 server. Usually that option is only available when the Status Monitor is not connected.

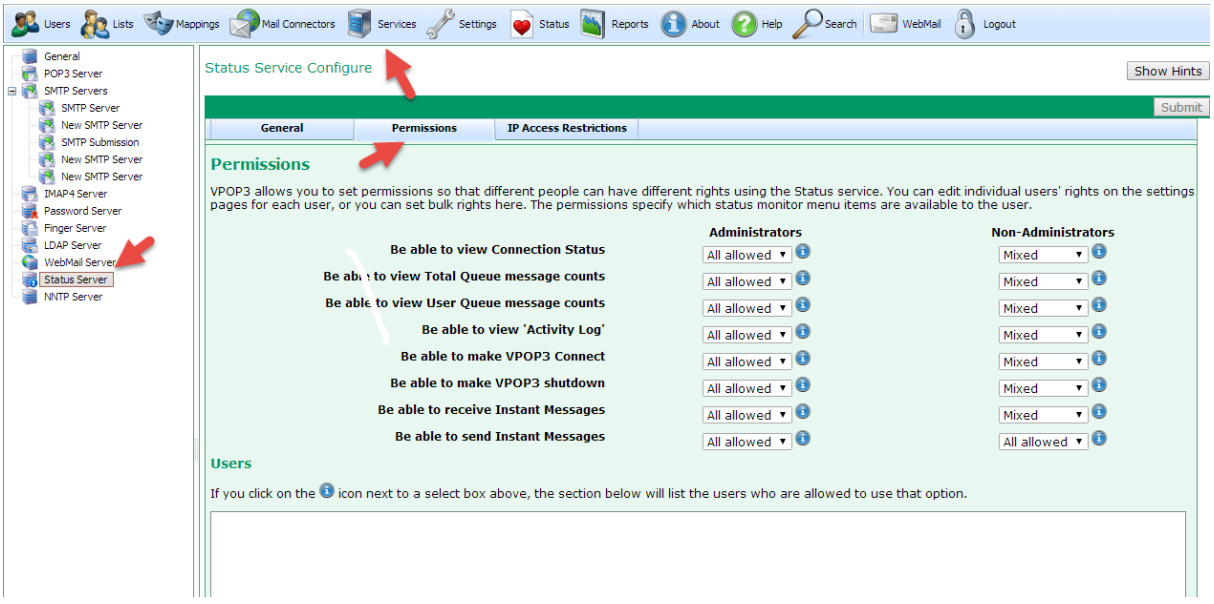
2.2.4 Status Monitor Permissions

VPOP3 allows different users to have different permissions for doing things with the Status Monitor. For example you can set it so that only certain users can shut down the VPOP3 server, or tell it to connect, but all users can see when it last connected.

There are two places in the VPOP3 settings where you can adjust users' permissions: in the Status Server settings you can set permissions for all administrators, all non-administrators or all users, in one step, or in the Users' individual Permissions settings, you can set the permissions for that specific user.

Status Server permissions

In the VPOP3 settings, go to **Services -> Status Server -> Permissions** tab.



You can see the various permissions listed down the left, and then two columns, one for Administrator users, and one for Non-Administrator users.

For each permission, there will be a value of **All allowed**, **Mixed**, or **All denied** displayed in a drop-down box. If the value is **All allowed**, then all the users of that type have that permission. If the value is **Mixed**, then some, but not all, users of that type have that permission. If the value is **All denied**, then

© 2014 Paul Smith Computer Services

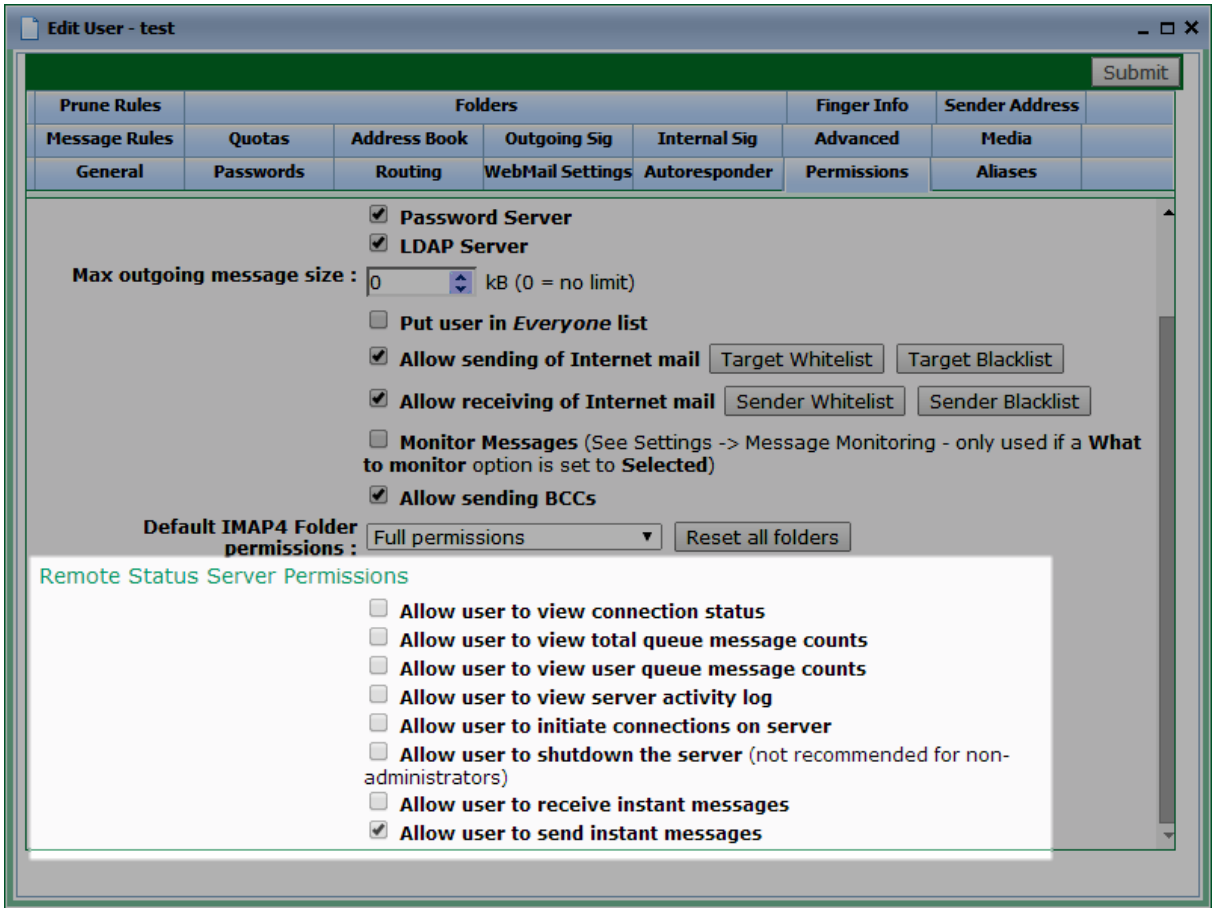
no users of that type have that permission. You can change the permissions by changing the various options for the different permissions and user types, and pressing **Submit**. (If you change a value to **Mixed** that will actually make no changes to the permissions, as there is no way on this page to specify which users you do and don't want to have the permission).

If you press the icon to the right of a drop-down box, then the **Users** area at the bottom of the page will show the specific users who have this permission because of this setting.

Note that any changes to the settings via this page apply to the users as they currently are. If a user is an administrator and you give administrators certain permissions, then you change the user so that they are no longer an administrator, they will still have the permissions which you assigned to the administrators.

User permissions

In the VPOP3 settings, go to the **Users** page, then double-click on the user to edit them, then go to the **Permissions** tab for that user. Alternatively, you can click on the bunch of keys to the right of the username as a short-cut to the **Permissions** tab for the user.



Check the permissions as appropriate and then press **Submit** to save the settings for this user.

What the permissions mean

- **View connection status** - the user can see the connection state - whether VPOP3 is currently online, sending messages, etc.

© 2014 Paul Smith Computer Services

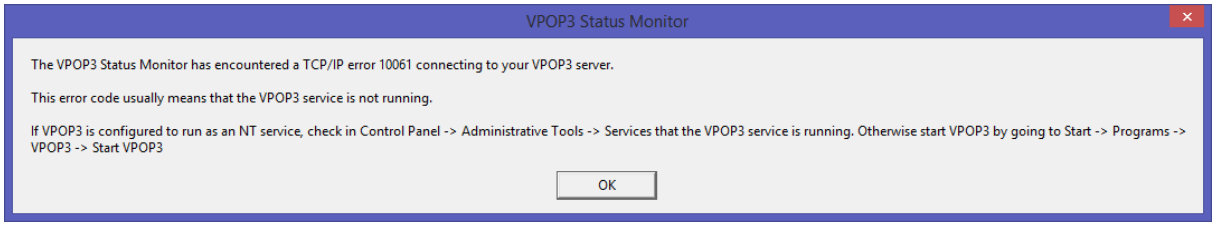
- **View total queue message counts** - the user can see the total number of messages in the accounts' Inboxes and the VPOP3 OutQueue.
- **View user queue message counts** - the user can see the number of messages in each user's Inbox by clicking on the **Inboxes** button in the Status window.
- **View activity log** - the user can view the details of the online activity of VPOP3 in the Status window activity log.
- **Initiate connections on server / make VPOP3 connect** - the user can trigger connections and disconnections on the server from the Status Monitor menu.
- **Shutdown the server / make VPOP3 shutdown** - the user can tell VPOP3 to stop or restart.
- **Receive instant messages** - the user can receive instant messages using the VPOP3 IM system.
- **Send instant messages** - the user can send instant messages using the VPOP3 IM system.

2.2.5 Status Monitor Problems

If the Status Monitor cannot connect or login to the VPOP3 server, the icon will be shown with a black cross through it . This may be because the server address is incorrect, or it is attempting to log in with incorrect details. In this case, right-click the icon and choose **Connect to VPOP3 Server** to force it to try to reconnect to the server. If this fails, the error message should give you more information about the problem which may help with fixing the configuration.

To change the Status Monitor configuration while it is not connected to VPOP3, right-click the icon and choose **Configure Status Monitor**. See the Status Monitor Configuration 14 section for more information.

Some Status Monitor Error Messages



TCP/IP Error 10061

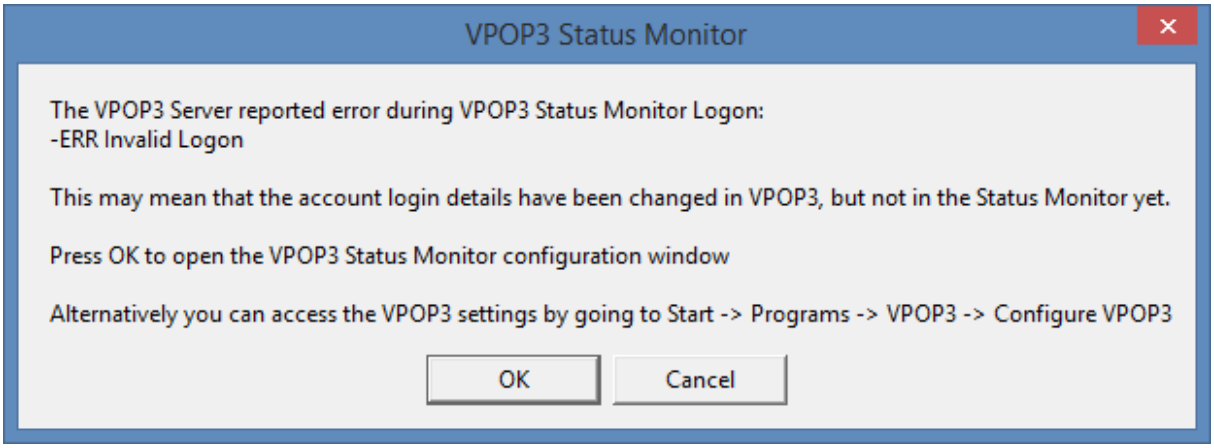
A **TCP/IP error 10061** usually means that the VPOP3 Server is not running on the IP address which the Status Monitor is trying to connect to.

You can check the Status Monitor Configuration to confirm that it is trying to connect to the correct server name/address. If this is set correctly, then it is probable that either VPOP3 is not running or something is blocking access to it, such as Internet Security software or firewall software.

To check that VPOP3 is running go to **Control Panel -> Administrative Tools -> Services** (or **Start -> Run -> "services.msc"**). Scroll down the list of services until you find the **VPOP3 Enterprise Email Server** or **VPOP3 Basic Email Server** entry, and check that this is **Running**. If not, then try to start it. If it won't start then there are some troubleshooting tips on our website at https://wiki.pscs.co.uk/how_to:vpop3_not_starting_properly.

© 2014 Paul Smith Computer Services

NOTE:	If you receive another TCP/IP error, then the code number is a Windows Socket error code - see http://msdn.microsoft.com/en-gb/library/windows/desktop/ms740668(v=vs.85).aspx for more information on the error code meaning, or search the Internet for "winsock error <error number>".



ERR Invalid Logon

An **ERR Invalid Logon** error means that VPOP3 has rejected the login attempt from the Status Monitor. This usually means that the username or password which you have specified is incorrect. You need to go to the Status Monitor Configuration and check the login details you have specified there. If you cannot remember the login details, see the Forgotten VPOP3 login details 8 section.

If you think the details are correct, then the VPOP3 **SECURITY.LOG** file may contain more information. This is usually found in either the main VPOP3 installation directory, or the VPOP3_logs directory. It is a plain text file, so can be opened with a text editor such as Notepad.

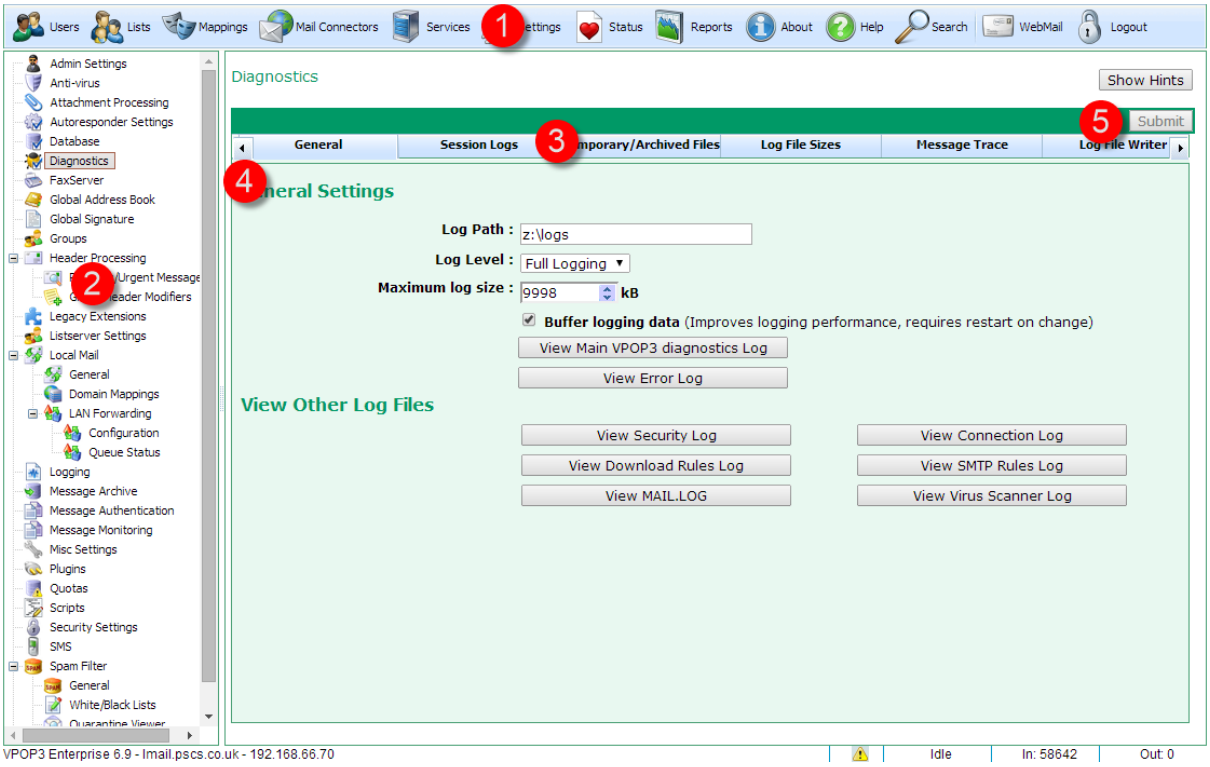
NOTE:	Note that if you attempt to log on repeatedly with incorrect login details, VPOP3 may lock the account or IP address for 30 minutes as a security feature. Waiting, restarting VPOP3, or trying to access the settings from a different IP address (with the correct login details!) should allow you access.

© 2014 Paul Smith Computer Services

3 General settings concepts

3.1 Settings basic behaviour

This section lists some basic behaviour about the way the VPOP3 settings work.



Navigation

At the top of the settings window is a toolbar (1) with various general options, **Users**, **Mappings**, etc. Clicking on one of these buttons will change the main area of the screen accordingly.

On some screens (**Mail Connectors**, **Services**, **Settings**, **Reports**), the left portion contains a tree list (2) with various options, you can click on those to display the relevant details in the right portion of the screen.

Most screens' details have several sections displayed in a Tabbed list (3). Click on the tab to view those particular details. Depending on your screen size, some details may have too many tabs to fit on the page, in that case there will be arrows at the left & right of the tab header (4) to allow scrolling through the tabs.

Saving Settings

In most cases, to save settings, you will click the **Submit** button (5) at the right of the green bar which goes across the top of the page.

Grids

On a few pages there is just a settings grid which is edited directly. In these cases there may not be a **Submit** button because the grid updates automatically. You may see updated rows change to **bold text**

© 2014 Paul Smith Computer Services

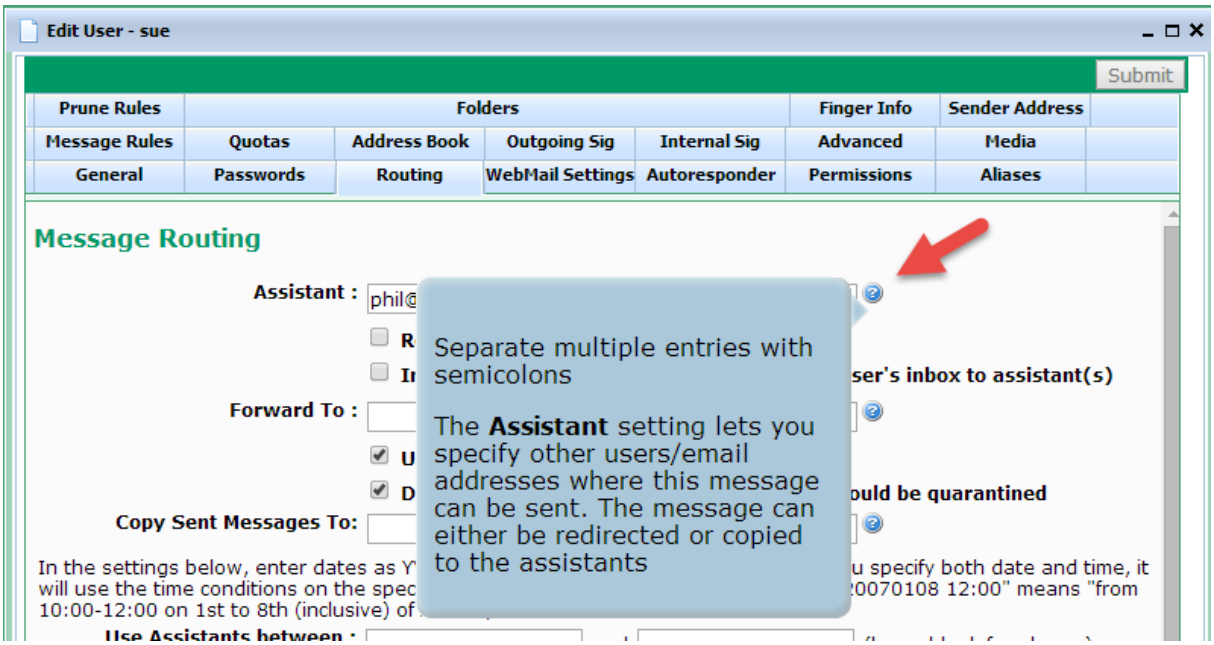
briefly indicating that the data has changed, but once this is saved on the server, it will change back to normal text. If you delete a row from the grid, you may see it briefly go to ~~struck-through~~ text, but once the delete has been enacted on the server, the row will disappear from view.

On grids, if there is no **Edit** button, then you should double-click the field or row in question to edit the data.

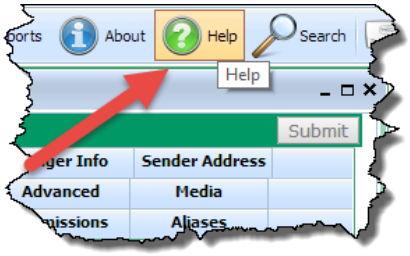
On many grids you can select multiple entries at once, for instance, if you wish to delete many Users or Mappings at once. To select multiple rows, the behaviour is the same as normal Windows multiple-selection behaviour. Click to select the first entry, then you can shift-click on another row to select all rows between the first and second clicks (inclusive). Alternatively, you can use ctrl-click to select multiple non-consecutive rows.

Context Help

We have tried to make most settings reasonably self explanatory, but in some cases we have added extra help which can be accessed by hovering the mouse cursor over the symbol.



You can also click the **Help** button on the top bar of the Settings page to get general help on the current page. Note that this may sometimes take you to the general help index if there is no specific help available. However, the software document team will be able to see that you have requested further help, and will use that information when deciding which help topics to write next.



Searching

If you are unsure where a certain setting is, you may be able to search for it, by using the **Search** button on the top bar of the Settings page. Note that, as with all search facilities, sometimes this can be hard because you may not know what to search for that the search index will match. If you can't find what you are looking for then it can help if you contact support@pscs.co.uk and tell us what you were looking for, and also which search term(s) you would have expected to use. That way, we can add keywords to future versions of the settings so that similar searches may find the relevant setting in the future.

© 2014 Paul Smith Computer Services

3.2 Wildcards

VPOP3 supports DOS-style wildcards in many places of the configuration. You may be familiar with DOS wildcards (they are used in Windows & Linux as well, but most people know them from the days of MSDOS, so we call them DOS-style wildcards), but, if not, the following should help.

The wildcards supported by VPOP3 are:

***** - this matches any sequence of characters, including an empty sequence

? - this matches any single character (but not a missing character)

Wildcard comparisons are 'anchored' at start and end, and they are performed in a case insensitive manner.

So, given the word "abracadabra":

- *cad* will not match
- **cad** will match
- *abra** will match
- **abra* will match
- *abracadabra** will match
- *abra*abra* will match
- *abra???abra* will match
- *abracadabr?* will match
- *abracadabra?* will not match

etc

If you need more flexible text comparisons, then look at Regular Expressions in the next section.

3.3 Regular Expressions

Regular Expressions are a text matching system which is much more flexible than simple wildcard comparisons. They are a bit more difficult to learn, but it can be worth learning at least the basics because similar systems are widely used in programs such as Microsoft Word and other editors, as well as in common programming languages like Javascript.

There are several types of regular expression system with slight differences in their advanced features. VPOP3 uses the PCRE (Perl Compatible Regular Expression) library for its regular expression system, so any tutorial or book describing that system will work with VPOP3's regular expressions.

A good online tutorial is at http://www.regular-expressions.info/ .

In some places in VPOP3, you can specify a wildcard or regular expression to match. In that case, you indicate that you are providing a regular expression by surrounding it with / characters, and specifying any flags after the last /. This is a common way of indicating regular expressions (eg in Javascript and other programming languages). In VPOP3, regular expressions are not automatically anchored to the start and end of the text, but you can explicitly anchor them using the ^ and $ characters.

Below is a basic introduction to regular expressions.

© 2014 Paul Smith Computer Services

In a regular expression, most characters will match themselves. There are 12 special characters in regular expressions: the backslash \, the dollar symbol $, the caret ^, the dot ., the vertical bar |, the question mark ?, the asterisk *, the plus sign +, parentheses (and), the opening square bracket [, and the opening curly brace {. To match one of the special characters you have to put a backslash \ in front of it (this is called "escaping" the character).

By default comparisons are all case sensitive!

So, some simple regular expressions would be

- cat
- 1\+2=3

Special Characters

The special character meanings are:

. - match any character (except space characters - space, carriage-return, line-feed and tab characters).

? - match 0 or 1 of the preceding token. E.g. a? will match "" or "a". .? will match any character or the absence of any character.

* - match 0 or more of the preceding token. E.g. a* will match "" or "a" or "aaaaaaaaaaa". .* will match zero or more of any character (the characters don't have to be the same).

+ - match 1 or more of the preceding token. E.g. a+ will match "a" or "aaaaaaaaa" but not "".

{m} - match m of the preceding token. E.g. a{5} will match only "aaaaa".

{m,n} - match from m to n (inclusive) of the preceding token. Omitted numbers mean either 0 at the start or infinity at the end. So a{2,4} means 2, 3, or 4 'a' characters. a{,5} means 0 to 5 'a' characters.

[...] - defines a "character class". You can put characters inside the square brackets, or ranges using a '-' character. This will match any of the characters in the character class. E.g [a-z] will match any lower case letter. [aeiou] will match any lower-case vowel. [aeiouAEIOU] will match any lower- or upper-case vowel. You can use any character inside the character class without escaping, except for the] character, which must be escaped. Eg, you can have [[\]] to match either [or]. If you want to put a - character in the character class, put it at the end, with nothing after it, or it will be interpreted as a range. Eg, [+-*/] will be interpreted as "+ to * and /" - instead use [+*/-].

| - this is called 'alternation'. It means whatever is before, or whatever is after - so cat|dog will match either cat or dog. To limit the alternation use parentheses. E.g. there is a (cat|dog) over there.

^ - this "anchors" the comparison to the start of the text. Normally regular expressions will match anywhere in the text, but with a ^ it must match at the beginning. Eg cad will match in abracadabra, but ^cad won't. ^.*cad will also match, but it is less efficient. ^abra will match at the start of abracadabra

$ - this "anchors" the comparison to the end of the text. So bra$ will match at the end of abracadabra

(...) - parentheses group things together. For instance (cat)+ will match 1 or more instances of "cat", so will match "catcatcat" or "cat", but not "tac". You can use parentheses for many more things, such a lookaheads, lookbehinds, captures, modifiers etc, but you will need to read a more advanced regular expression manual for that.

\ - this "escapes" the following special character. Do not use it to escape alphanumeric characters, as they will probably not work as you want. For instance \d will match any digit (0-9), \D will match any non-digit character, \b will anchor the comparison to the start or end of a word, \s will match any space character, \S will match any non-space character, \w will match [a-zA-Z0-9_], \t matches a tab

© 2014 Paul Smith Computer Services

character, \n matches a newline character, and \r matches a carriage-return character, and so on.

Modifiers

In VPOP3, modifiers come after the terminating / in a regular expression:

i - make the comparison case insensitive

s - make the . character match space characters as well

m - make the comparison into a multi-line mode. In this case ^ and $ match at the start and end of lines, rather than the start and end of the full text

© 2014 Paul Smith Computer Services

4 User Accounts

4.1 What is a user account?

A user account is a critical part of a VPOP3 installation, but it can be hard to narrow down what it is in non-technical terms.

Essentially a user account is something that someone logs into. A user account will have associated mailboxes, calendars, etc. There is one email Inbox per account. An account can have multiple mail folders (in Webmail or IMAP4) and multiple calendars (in VPOP3 Enterprise).

Commonly a user account is associated with a real-life user.

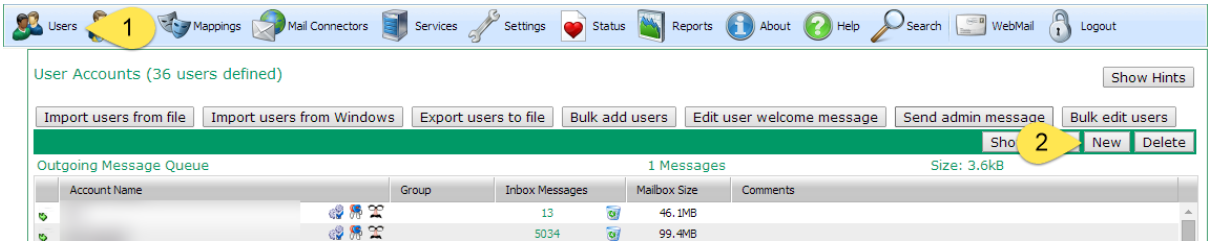
However, sometimes, especially if using IMAP4 with VPOP3 Enterprise, several users may share an account (eg a 'sales' or 'support' account), or a user may have several accounts (eg to separate different types of usage). Some installations will have a dedicated user account (eg 'postmaster') as a mail server administrator account, but this is not necessary (any user can be designated as an administrator).

A user account is not the same as an email address. An account will have at least one email address, but it can have extra email addresses, and those may be shared with other accounts (eg you can have a single email address whose mail goes into more than one user's mailbox).

User accounts are also used for licensing - licences are purchased for a specific number of 'users'.

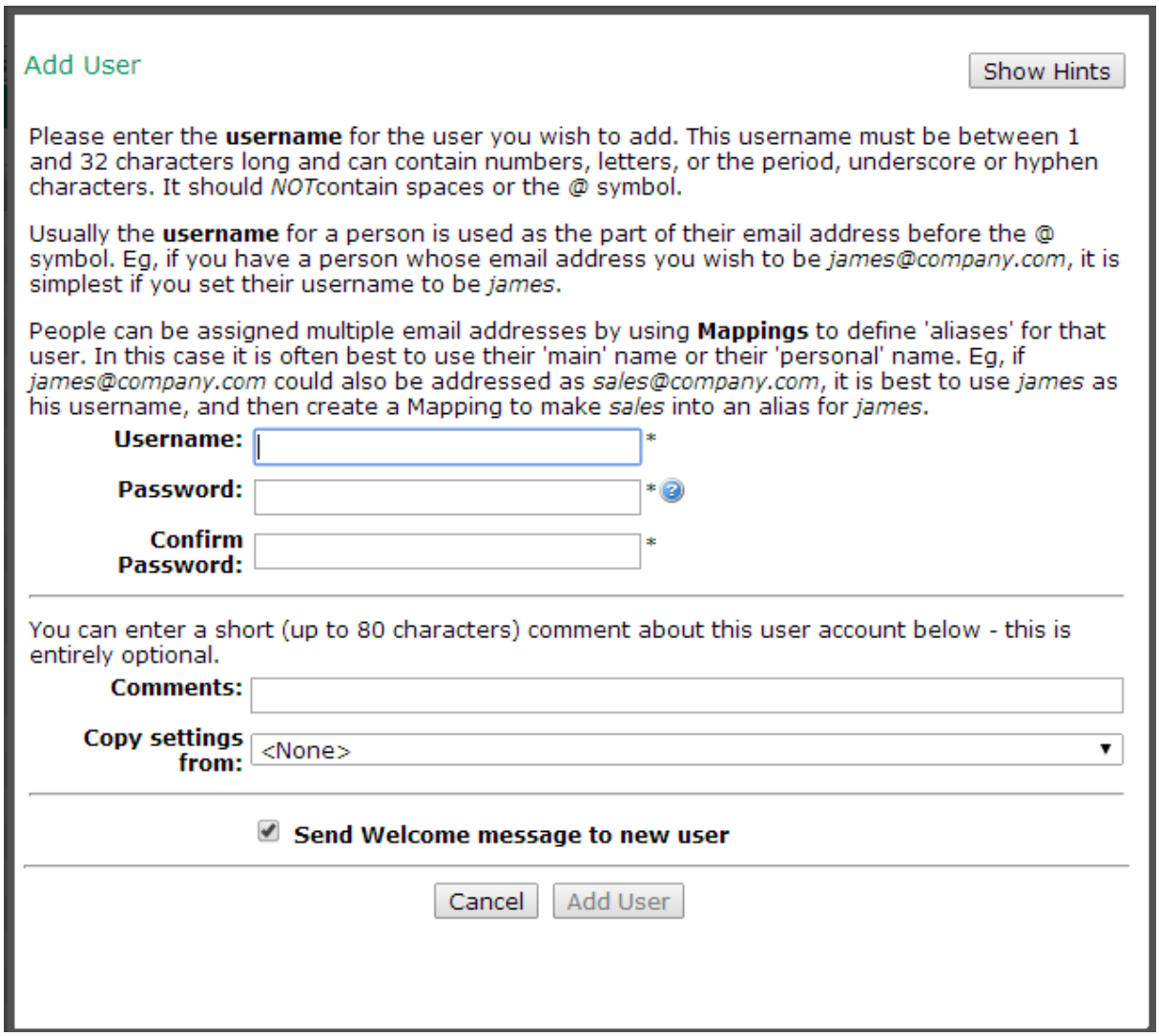
4.2 Adding a new user account

To add a new user account, go to the VPOP3 settings, and click **Users** on the top bar, then click the **New** button.



You will be shown a window where you can enter the basic settings for a user.

© 2014 Paul Smith Computer Services



- **Username** - Enter the user name (or account name) here. Often this is the part of the user's email address which comes before the **@** symbol, but you can define extra or alternate email addresses by using **Mappings** or **Aliases**[46] . The user name must contain between 1 and 32 characters, and can contain numbers, letters, the period (.), underscore (_) or hyphen characters(-). (Other characters are strictly allowed by the email standards, but VPOP3 restricts it to the most common subset of these, because attempting to use other characters can cause interoperability problems and user confusion). Note that usernames are not case sensitive, so the username *albert* is equivalent to the usernames *Albert* , *aLbErT* and *ALBERT.*
- **Password** - Enter the user's desired password here. The minimum password length is usually 5 characters, but this can be adjusted on the **Security Settings** page. The maximum length is 16 characters.
- **Confirm Password** - Re-enter the user's password here.

NOTE:	You can use any character in a password, except for a space character. However, if you use non-ASCII characters, then you may encounter interoperability issues - e.g. a £ character may be encoded as character 163 if sent using the ISO-8859-1 character

© 2014 Paul Smith Computer Services

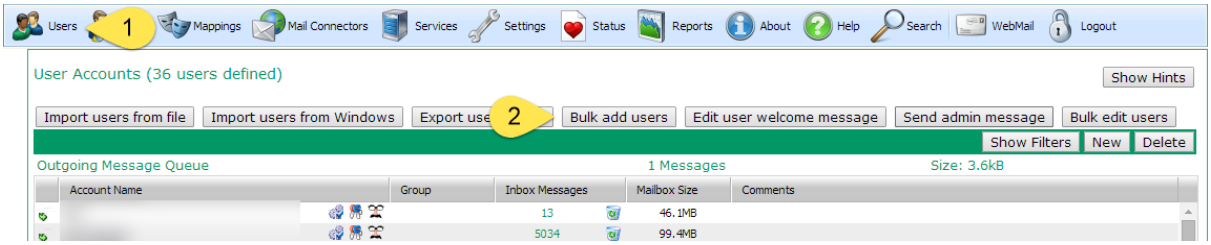
	set, or as the characters 194, 163 if sent using the UTF-8 character set. As passwords do not have any way of specifying a character set, you should try to avoid non-ASCII characters.

- **Comments** - this can be used to contain any comments which you want to associate with the user account. This can be anything you wish, such as the user's real name, department, type of account etc. You can search or sort on this field in the **Users** list.
- **Copy Settings from: ...** - this lets you copy all settings (other than those entered in this window) from an existing user to the new user. If you want to create a user with the default settings, then simply leave this setting at the default **<None>** option.
- **Send Welcome message to new user** - If this box is checked then the administrator-defined **Welcome Message** will be put into the user's new **Inbox** folder.

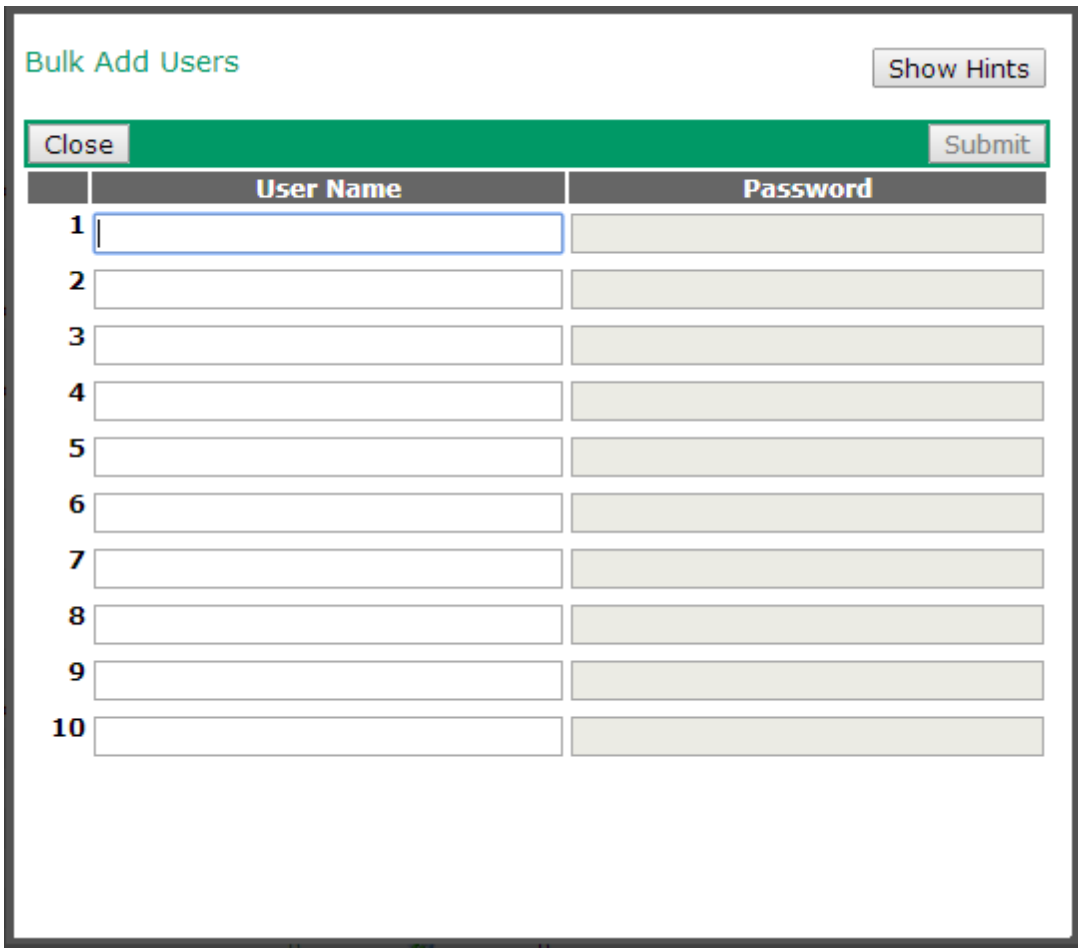
Press the **Add User** button to add the new user, or the **Cancel** button if you don't want to add a new user at this time.

Adding lots of new users

If you want to quickly add lots of new users, then you can use the **Users -> Bulk add users** button instead.



This displays a window as below:

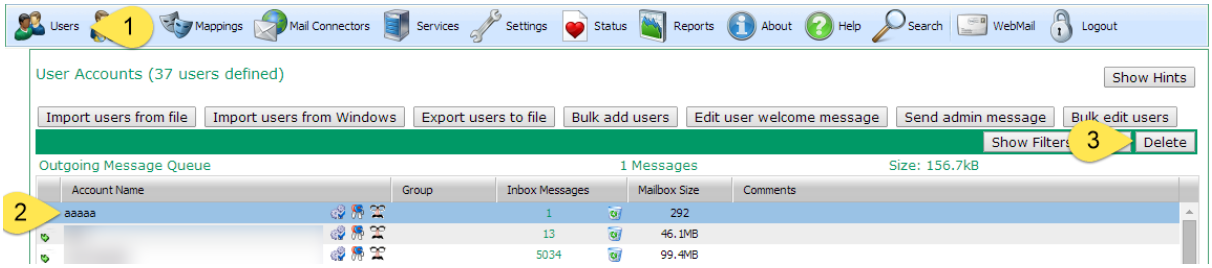


Simply type in the user names and passwords for multiple users, and press the **Submit** button when done. The new users will have default settings. You don't have to fill all the boxes, just fill as many boxes as you need for the number of users you want to add.

If you want to add more than 10 new users, just do the first ten, press **Submit**, then press the **Bulk add users** button again, and so on, as necessary.

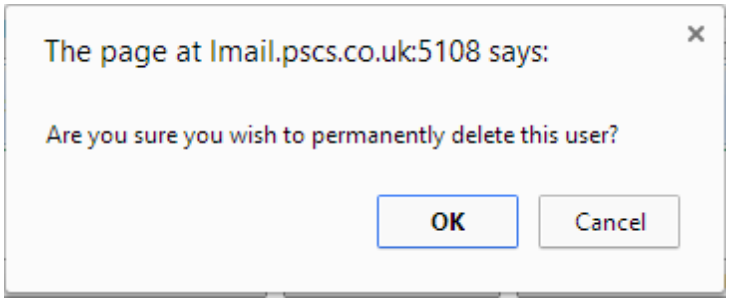
4.3 Removing a user account

To remove a user account, go to the VPOP3 settings, and click **Users** on the top bar, then select the user(s) you wish to delete and press the **Delete** button.



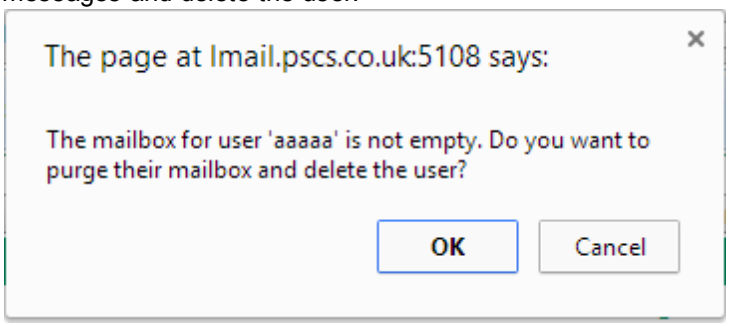
You will be asked to confirm that you want to delete the selected user:

© 2014 Paul Smith Computer Services



Press **OK** on this window to confirm the deletion.

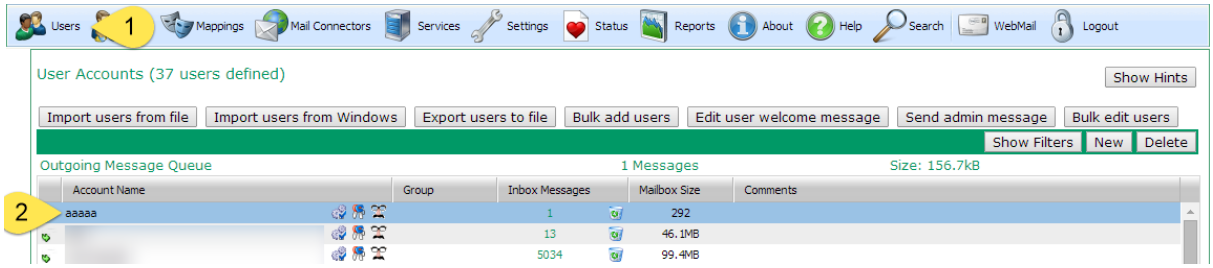
If the user's mailbox is not empty, you will be prompted again to confirm that you want to delete their messages and delete the user:



Press **OK** on this window to delete all that user's messages, and delete the user.

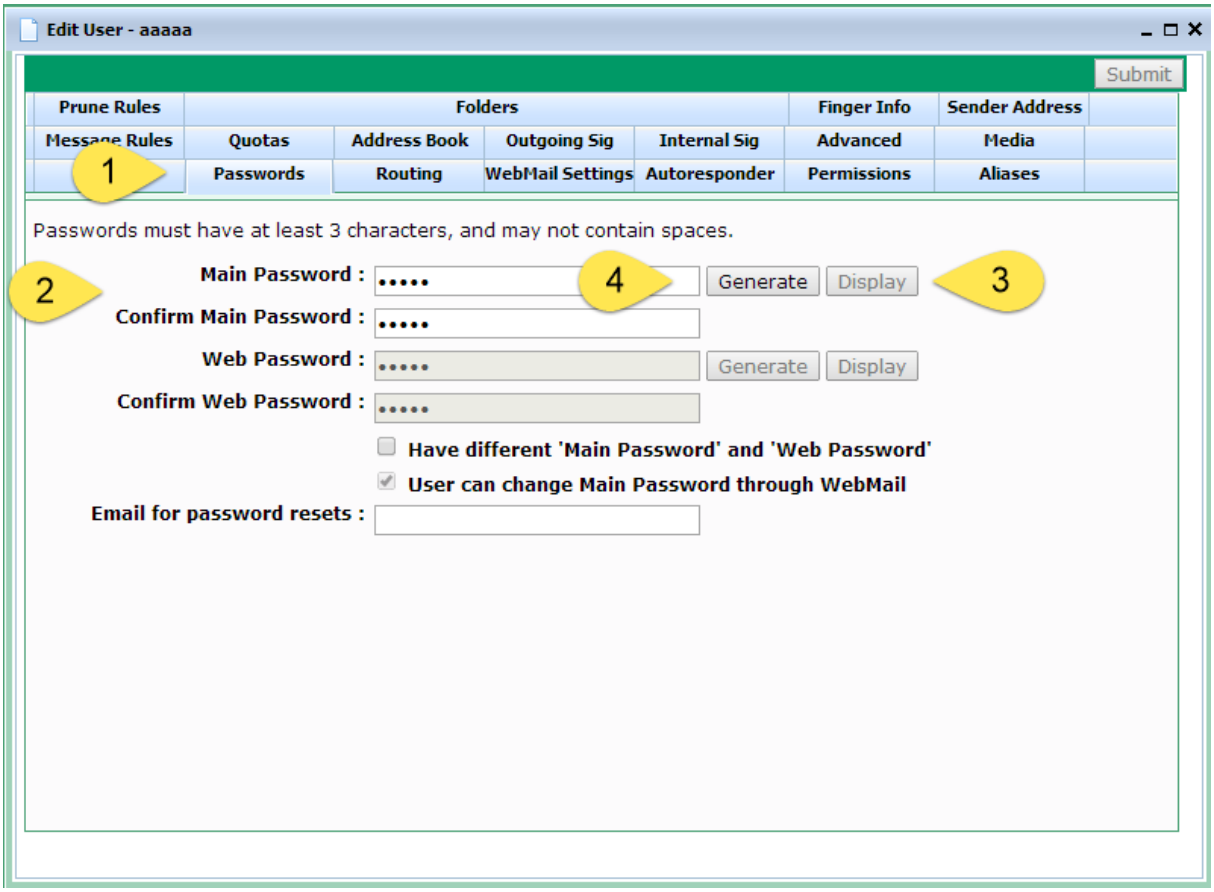
4.4 Changing passwords

To change the password for a user account, go to the VPOP3 settings, and click **Users** on the top bar, then double-click the user whose password you want to change, to go into that user's settings.



You will be shown the user's settings in a window. Click on the **Passwords** tab.

© 2014 Paul Smith Computer Services



In most instances users will just have a single password for all access. In this case, to reset the password, type the new password into the **Main Password** and **Confirm Main Password** boxes (2). The passwords will be hidden as you are typing them in. If you are sure you are not being observed you can click the **Display** button (3) to display the password currently being entered (this button will be disabled until you start typing a new password in).

NOTE:	You can use any character in a password, except for a space character. However, if you use non-ASCII characters, then you may encounter interoperability issues - e.g. a £ character may be encoded as character 163 if sent using the ISO-8859-1 character set, or as the characters 194, 163 if sent using the UTF-8 character set. As passwords do not have any way of specifying a character set, you should try to avoid non-ASCII characters.

You can press the **Generate** button (4) to have VPOP3 generate a secure password for you. This will automatically be displayed so you can see what it is.

NOTE:	Once you have changed the password here, you need to change it everywhere that it is used - for instance in all email clients or devices which access the email account and in the VPOP3 Status Monitor[9] .

© 2014 Paul Smith Computer Services

	If you do not change it in the other software which accesses the account, then the account and or client IP address may get locked out from VPOP3 because it will detect attempts to login with incorrect details. See the **Clearing a locked account** 37 topic for instructions on what to do in that situation.

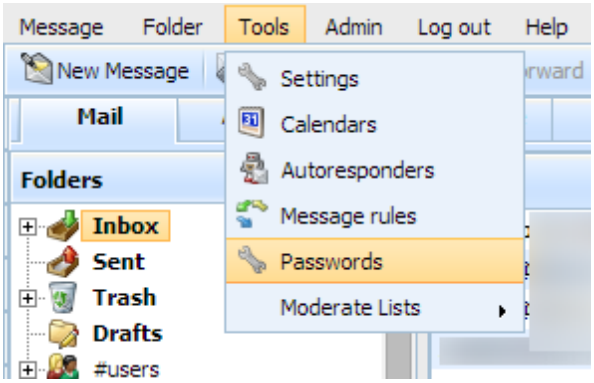
Separate Webmail Passwords

In some cases, administrators may want a user to have one password for their email clients & devices and another password for their Webmail access. This allows the email client/device password to be very complex and not very memorable because the user will never need to type it in, and another password which only allows access to the Webmail service which is more memorable because the user will have to type it in.

In this case, the **Have different 'Main Password' and 'Web Password'** box will be checked, and the **Web Password** and **Confirm Web Password** boxes will be active. The Webmail password can be changed by typing into the **Web Password** and **Confirm Web Password** boxes just as with the **Main Password** as described above.

Users resetting their own passwords

Users can change their own passwords through their **Webmail** login (**Tools -> Passwords** in the Webmail menu).



For security reasons, a user is always allowed to change their Webmail password. If the user does not have a separate webmail password as described above, then this means they can also change the password which is used by their email clients & devices.

Although we don't recommend this, if the administrator has checked the **Have different 'Main Password' and 'Web Password'** box, then they can uncheck the **User can change Main Password through WebMail** option if they wish. In this case, the user can only change their Webmail login password, not the password used by their email clients & devices. We don't recommend this because it means that if there is a security breach the user has to get the administrator to change their password for them, whereas usually they would be able to change it themselves.

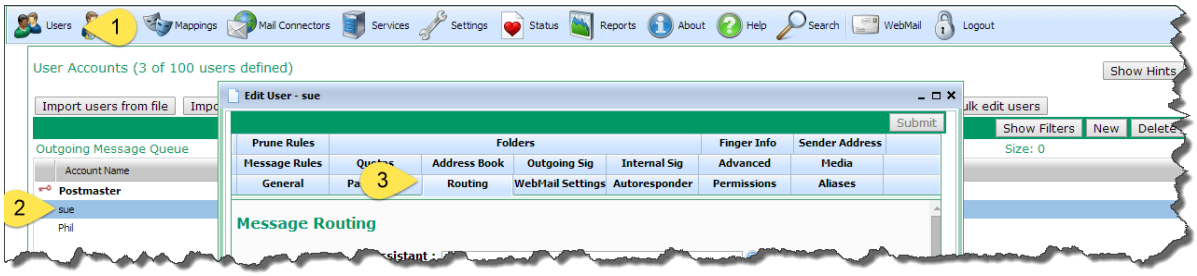
4.5 Forwarding messages

VPOP3 has several different ways of forwarding messages so is quite flexible.

To configure any of the forwarding methods, click on **Users** at the top of the VPOP3 settings, and

© 2014 Paul Smith Computer Services

double-click on the user in question. Then, in the user's settings, go to the **Routing** tab.



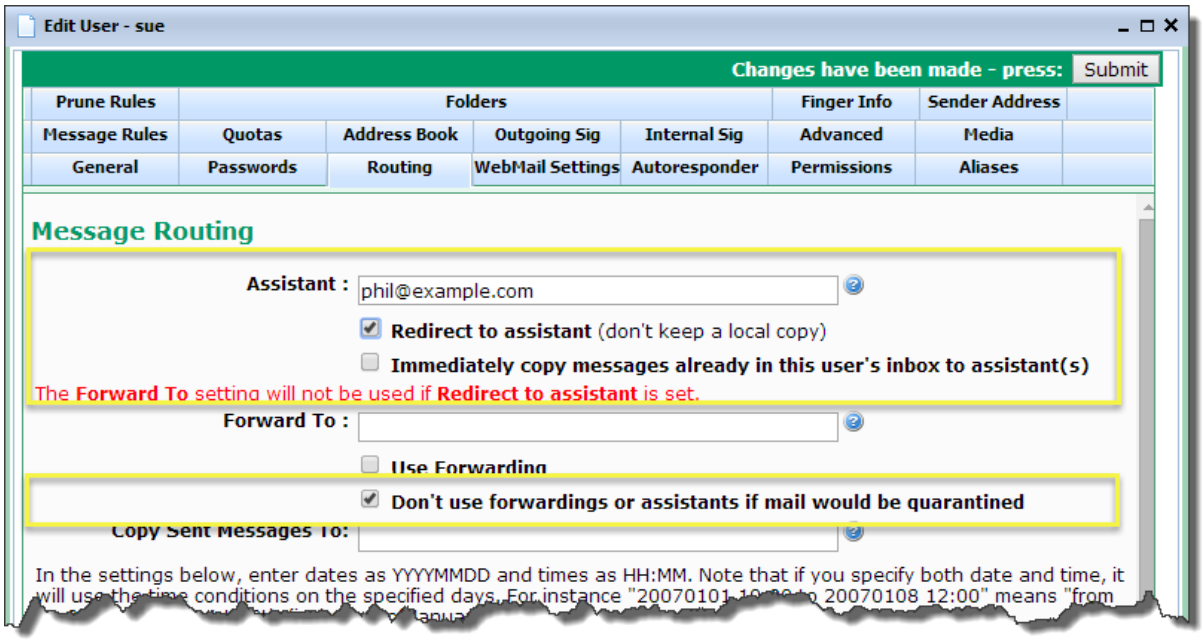
Assistants

The Assistant feature in VPOP3 came from the fact that some users have real-life assistants. For instance, directors of a company may have assistants who field their telephone calls and emails to decide what is important enough to actually reach the director. This means that the Assistant feature has special behaviour related to that function.

An assistant can copy or redirect messages coming into a mailbox to another user or users (the assistants). However, if any of the assistants send a message to the mailbox themselves, then the assistant setting gets ignored.

For instance, if the managing director of a company is *sue@example.com* has an assistant who is *phil@example.com*, and VPOP3 is set to redirect messages to the assistant, then any messages that you send to *sue@example.com* will be redirected to *phil@example.com by VPOP3*. Phil can then decide if a message is important, and then forward or resend the message to *sue@example.com*. Because this forward/resend has come from an assistant email address, VPOP3 will ignore the assistant setting, and Sue will receive the forwarded/resent message.

To create an assistant, in the **Routing** tab, use the top section:



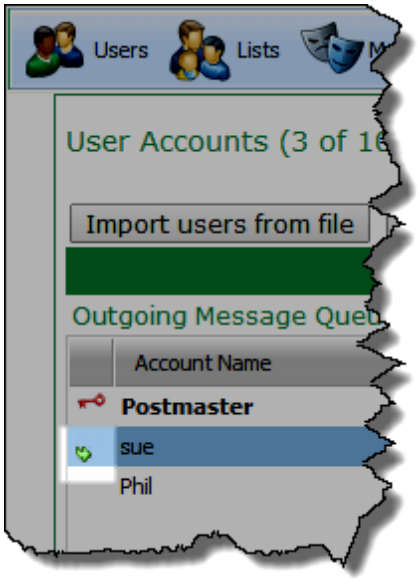
- **Assistant** - Enter the email address(es) of the assistants you want to define here. These can be internal or remote email addresses. If you want to define more than one assistant, then separate the

© 2014 Paul Smith Computer Services

email addresses with a semi-colon character (;).

- **Redirect to assistant** - If this box is checked, then any messages to this user will be redirected to the assistant and not kept in this user's mailbox. If this box is not checked, then the messages will be copied to the assistant, and a copy of the message will be kept in this user's mailbox as well. If this box is checked, then the **Forward To** option (below) will be deactivated (as indicated by the warning text in red).
- **Immediately copy messages already in this user's inbox to assistant(s)** - If this box is checked, then any messages currently waiting in this user's Inbox folder will be copied to the user's assistants. This setting is not kept once it has been submitted. This setting is useful if you are setting an assistant up after the mailbox has been in use for a while, and you want messages which have already arrived to be copied to the assistant as well as new messages.
- **Don't use forwardings or assistants if mail would be quarantined** - If this box is checked, then if the VPOP3 spam filter has determined that the message should be put into this user's quarantine, then it will not sent on to the assistant(s). This box should only be checked if there is an alternate way of getting messages out of the quarantine. For instance, if the assistant is a remote email address, then the original user (or an administrator) will have to release messages from the quarantine, as the remote email address's user will have no access to the VPOP3 quarantine in case of incorrectly detected spam. If this box is not checked, and the assistants are local users, then any quarantined messages will be put into the assistants' quarantines as well, so they will be able to release messages from their own spam quarantine.

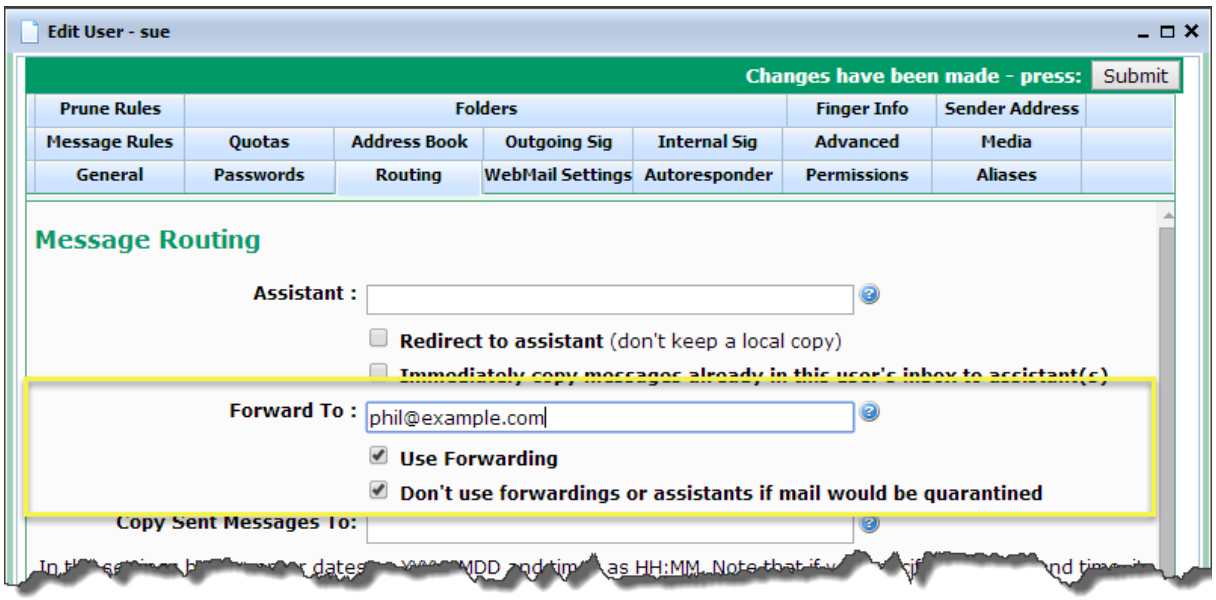
If an assistant is set for a user, then an arrow will be displayed next to the user in the user account list:



Forward To

Forwards are basic redirection controls. If you set a forwarding address, then all messages to this mailbox will be sent to the forwarding address(es) instead of being delivered to this mailbox.

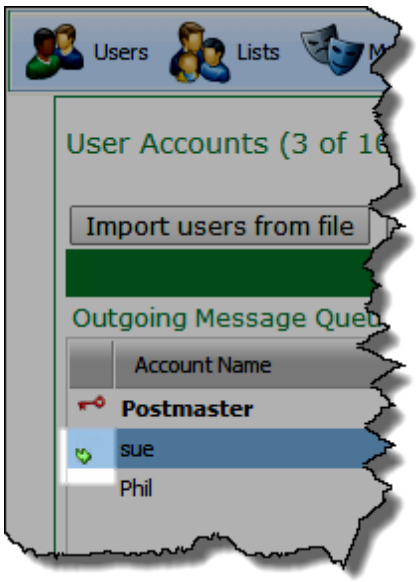
© 2014 Paul Smith Computer Services



- **Forward To** - Enter the email address(es) of the forwarding addresses you want to define here. These can be internal or remote email addresses. If you want to define more than one address for messages to be forwarded to, then separate the email addresses with a semi-colon character (;).
- **Use Forwarding** - if this box is checked, then the **Forward To** setting takes effect. This option is here to allow you to disable forwarding while keeping the forwarding email addresses in place, so you don't need to retype them when you re-enable forwarding.
- **Don't use forwardings or assistants if mail would be quarantined** - If this box is checked, then if the VPOP3 spam filter has determined that the message should be put into this user's quarantine, then it will not sent on to the forwarding address(es). This box should only be checked if there is an alternate way of getting messages out of the quarantine. For instance, if the forwardings are remote email addresses, then the original user (or an administrator) will have to release messages from the quarantine, as the remote email address's user will have no access to the VPOP3 quarantine in case of incorrectly detected spam. If this box is not checked, and the forwarding addresses are local users, then any quarantined messages will be put into the forwarding addresses' quarantines as well, so they will be able to release messages from their own spam quarantine.

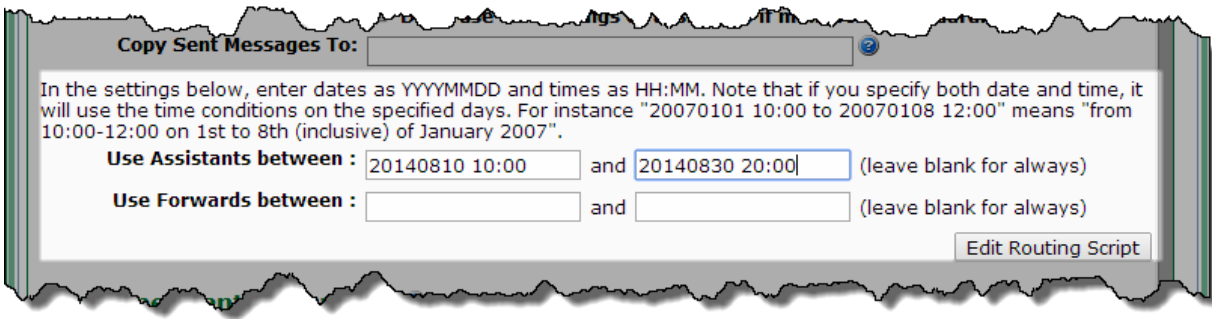
If a forwarding is set for a user, then an arrow will be displayed next to the user in the user account list:

© 2014 Paul Smith Computer Services



Time Dependent Forwarding

If you have set an assistant and/or forwarding address as above, then VPOP3 can be told to only process the assistant and/or forwarding between certain dates or times.



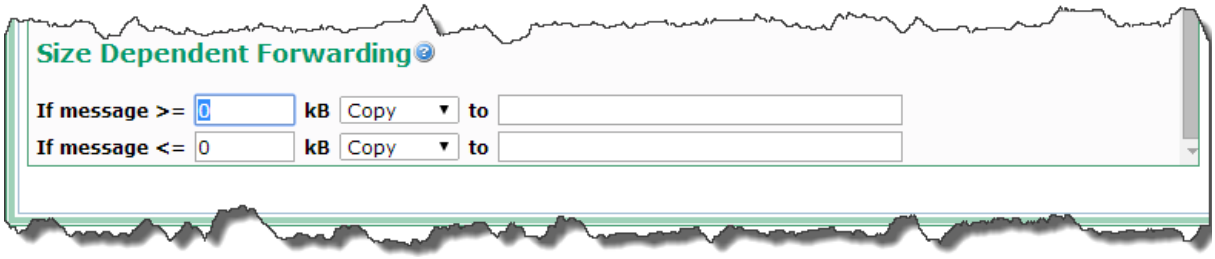
You can enter either a time & date, or just a time or just a date. Dates must be entered in YYYYMMDD format, and times in 24 hour HH:MM format (eg use 08:00, not 8:00). If something is omitted, then VPOP3 assumes a very low or very high value as appropriate. For instance, if you just say *Use Assistants between **20140810** and <blank>*, then VPOP3 will assume between 10th August 2014 at midnight (at the start of that day) and the end of time. (If both boxes are blank, then VPOP3 treats it as between the start of time and the end of time.)

NOTE:	The time-dependent forwarding feature is actually implemented as a Lua script[71] (see **Settings -> Scripts -> user_redirect.lua**), which can be modified[71] by advanced users if you wish.

Size Dependent Forwarding

You can tell VPOP3 to copy or redirect messages if they are over or below a certain size. This could be useful, for instance, to forward small messages to a mobile phone's email address if Internet usage limits are too restrictive to receive all email messages on the phone.

© 2014 Paul Smith Computer Services



In the first box, type the size (in kB - units of 1024 bytes) at which you want the rule to take effect.

In the second box, you can choose **Copy** or **Redirect**. **Copy** will send a copy of the message to the specified email address(es) while keeping the original in this user's mailbox. **Redirect** will redirect the message to the specified address(es), and not keep the original in this user's mailbox.

In the third box, enter the email address(es) of the addresses you want to copy or redirect to. These can be internal or remote email addresses. If you want to define more than one address for messages to be forwarded to, then separate the email addresses with a semi-colon character (;).

Message Rules

In VPOP3 Enterprise, you can create "Message Rules" to process messages as they arrive, with specified conditions and actions. Among the available actions is the option to forward matching messages to another email address. See the **Filtering messages using rules** 41 topic for more information.

Scripted Forwarding

Advanced users with unusual requirements can write their own Lua scripts 71 to route a user's messages using their own rules. Click the **Edit Routing Script** button on the user's **Routing** tab to create/edit the routing script. See the **User routing scripting** 71 topic for more information.

4.6 Setting up Autoresponders/Out of office

Enter topic text here.

4.7 Setting up message signatures

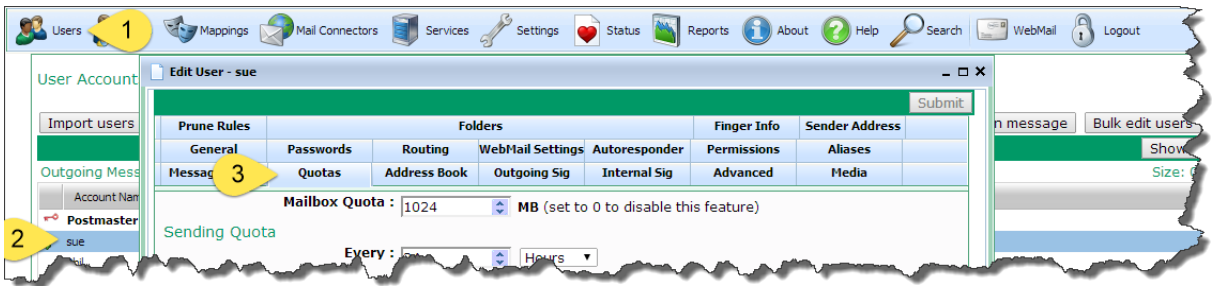
Enter topic text here.

4.8 Limiting mailbox size

If you have VPOP3 Enterprise you may want to limit the size of users' mailboxes to avoid filling up the server disk too quickly, and to encourage good management of the users' mailboxes.

To set a quota, click **Users** at the top of the VPOP3 settings page, double-click on the user's account and go to the **Quotas** tab.

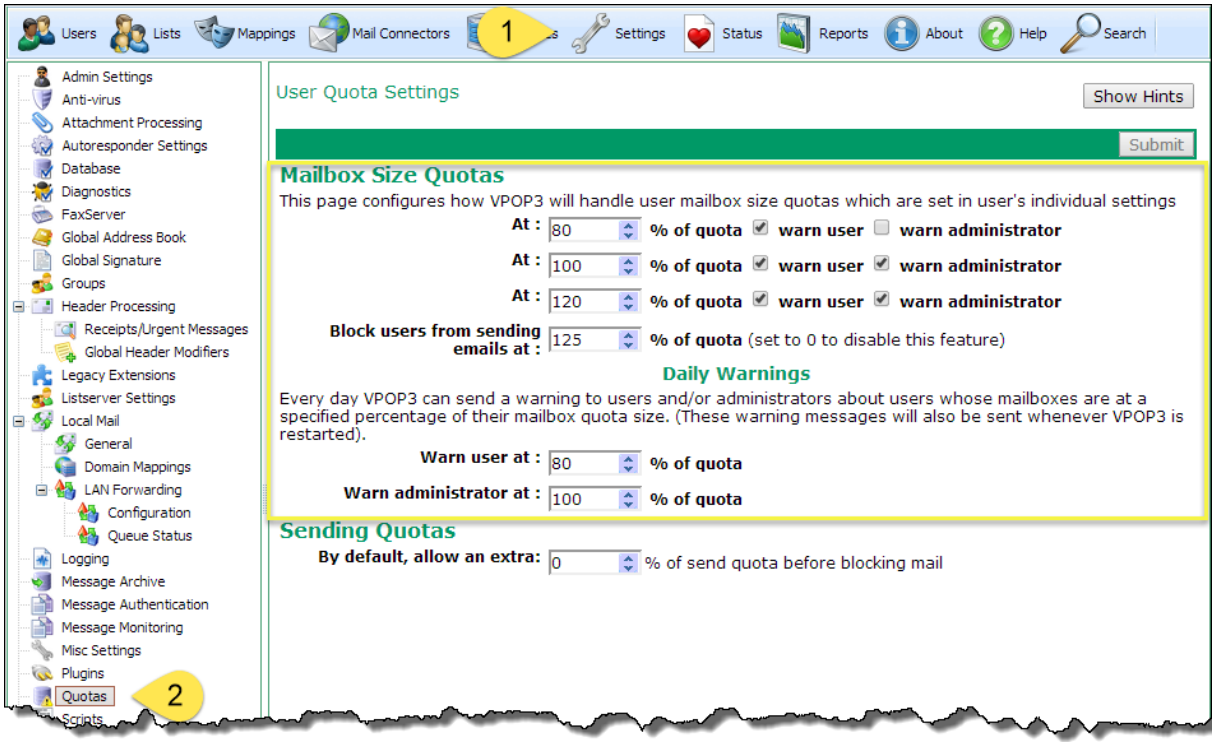
© 2014 Paul Smith Computer Services



Mailbox Quota - set this to the maximum size (in MB - units of 1,048,576 bytes - 1024 x 1024 bytes) of the mailbox that you want to be allowed. If this is set to 0 (zero) then the mailbox quota feature is disabled for this user.

Note that the mailbox quota will *not* block any incoming messages for this user. As VPOP3 is a mail server designed for business use, it is considered too dangerous to arbitrarily reject messages just because a user hasn't managed their mailbox carefully.

What the quotas do is configured in **Settings -> Quotas**.



Quotas can alert users and/or administrators that their mailbox is large. They can also stop users from sending new messages, which will not prevent potentially important messages from reaching them, but will encourage them to clean up their mailboxes.

You can set three levels at which alert messages will be sent out. These messages are sent when the mailbox size reaches the set limit. For instance, in the above screenshot, the user will be sent a message when the mailbox size reaches 80% of the quota limit. At 100% of the quota limit, both the user and administrator will be sent a message, and again at 120%.

You can also set a limit at which the user will be blocked from sending messages - in the above screenshot this is set to 125% of quota size.

© 2014 Paul Smith Computer Services

NOTE:	For blocking sent messages, it is best to use SMTP authentication for sending messages. If you don't use SMTP authentication, VPOP3 will attempt to determine the sender by looking at the sender's email address, but this is not secure.

As well as messages when the mailbox size reaches a specified limit, you can choose to send out daily emails to users and/or the administrator to remind them that they are close to the limit.

NOTE:	The user who receives the administrator warning messages is defined in **Settings -> Admin Settings -> Message Targets** as the "**MailboxQuota**" target user. This defaults to the *Main Administrator* who receives all other error messages as well.

4.9 Limiting how many messages a user can send

Enter topic text here.

4.10 Blocking a user from sending to certain addresses

Enter topic text here.

4.11 Blocking a user from receiving messages from certain addresses

Enter topic text here.

4.12 Blocking a user from sending messages using BCC

Enter topic text here.

4.13 Clearing a locked email account

If someone repeatedly attempts to log into VPOP3 with incorrect login details, VPOP3 will lock their user account, or IP address, or both. This is to help to prevent attacks on accounts or on the VPOP3 server.

If someone tries to log into an existing account with invalid details, then VPOP3 will lock the account, usually after 3 consecutive failed login attempts to that account from an IP address.

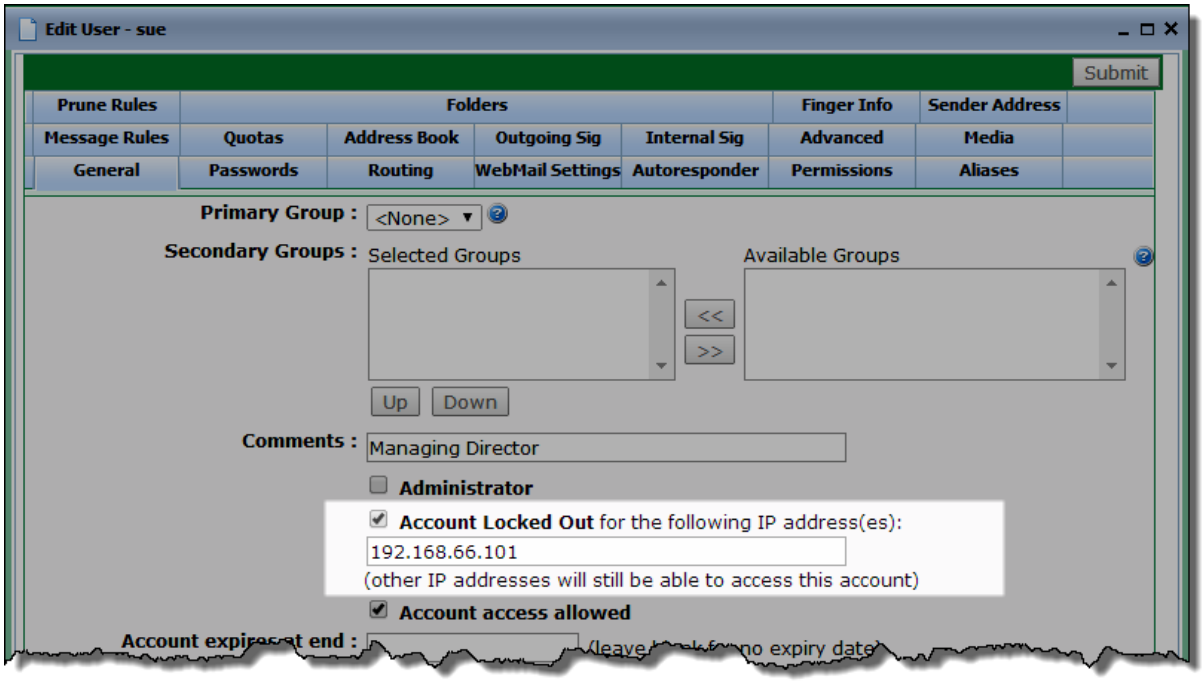
If someone tries to log into multiple accounts, or non-existent accounts or continues trying to log into an existing account, VPOP3 will lock the IP address, usually after 10 failed login attempts within a short period.

Account lock

If an account is locked, a padlock is displayed next to the account name in the **Users** list:

© 2014 Paul Smith Computer Services

To see the lock details, double-click on the user account name and go to the **General** tab.



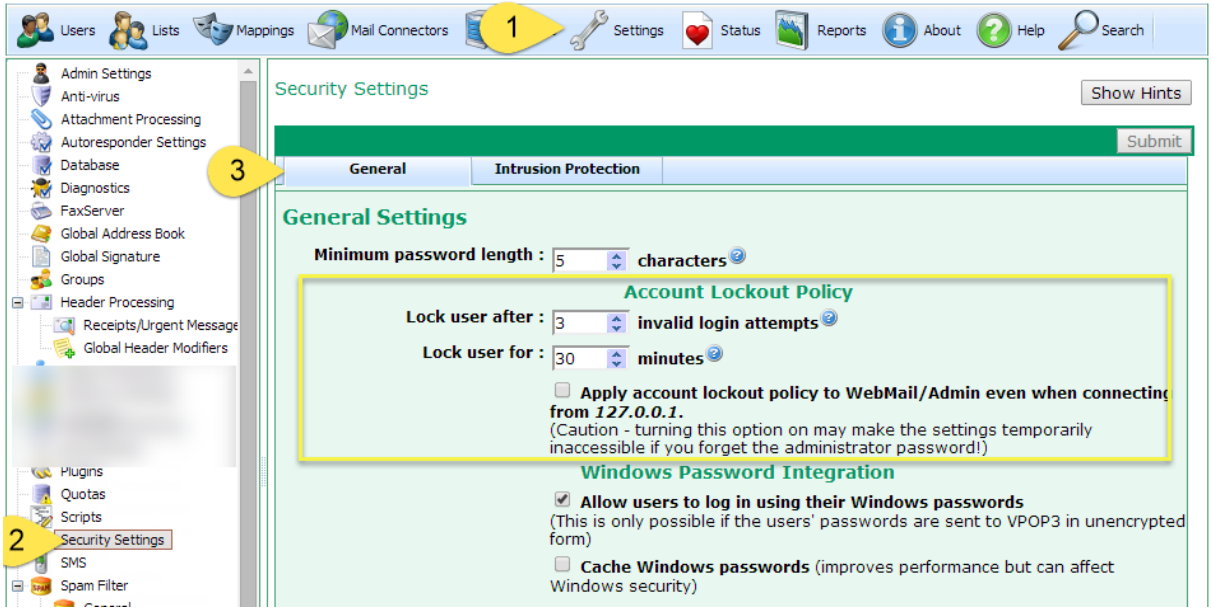
If the account is locked, then the **Account Locked Out** box will be checked, and the box underneath will show the IP address(es) to which the lock applies. IP addresses not listed there, will still be able to access the account.

To unlock the account, simply uncheck the **Account Locked Out** box, and press the **Submit** button.

NOTE:	The account will automatically unlock after 30 minutes (as long as there are no further attempts to log in with incorrect details). Restarting the VPOP3 service will also remove any account locks.

The account lockout policy is set on the **Settings -> Security Settings -> General** tab.

© 2014 Paul Smith Computer Services



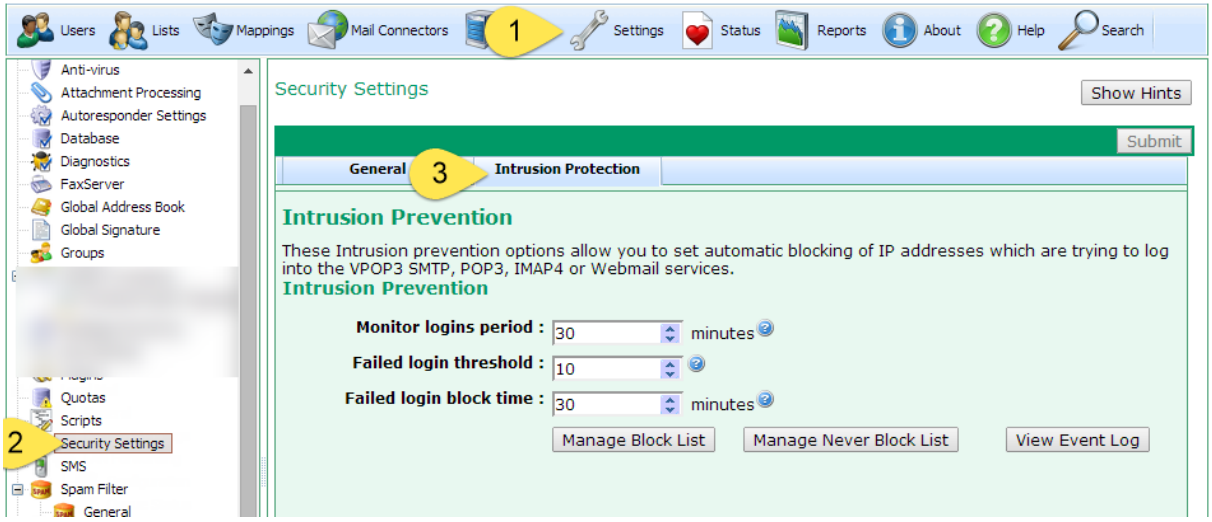
- **Lock user after x invalid login attempts** - This sets how many *consecutive* failed login attempts are needed from a particular IP address before the account is locked.
- **Lock user for x minutes** - This sets how long the lock should be applied for. After this time, the lock is automatically removed.
- **Apply account lockout policy to WebMail/Admin even when connecting from 127.0.0.1** - By default VPOP3 will not lock accounts if they are accessed by Webmail from the 127.0.0.1 loopback address. This address can only be used on the VPOP3 computer itself. As access to this computer is usually restricted, allowing unlimited login attempts from the VPOP3 computer itself is an acceptable risk to avoid administrators being locked out from the server themselves.

IP address block

If VPOP3 detects repeated failed login attempts from an IP address, it will block that IP address. IP addresses can also be blocked because of suspicious SMTP behaviour, which is described in the **SMTP suspicious behaviour** 70 section.

IP address blocking because of failed logins in set on the **Settings -> Security Settings -> Intrusion Protection** tab.

© 2014 Paul Smith Computer Services



- **Monitor logins period** - This tells VPOP3 over what period it should monitor login attempts. So, in the above screenshot, VPOP3 will look for at least 10 failed logins from a single IP address over a 30 minute period.
- **Failed login threshold** - This tells VPOP3 how many failed login attempts it should look for. This can be incorrect passwords or non-existent account names.
- **Failed login block time** - This sets how long an IP address should be blocked for if the failed login threshold is reached within the monitor logins period.
- **Manage Block List** - This lets you view and edit the list of blocked IP addresses.
- **Manage Never block List** - This lets you view and edit the list of IP addresses which should never be blocked (eg internal or trusted IP addresses)
- **View Event Log** - This lets you see recent failed login events.

NOTE:	If an IP address is blocked, then the email client will receive an error like *Your connection has been blocked temporarily - try again later.*

If an IP address is blocked, you can click the **Manage Block List** button to see a list of IP addresses which have been blocked. You can double-click on an address to see why the address was blocked, and select the address and press the **Delete** button to unblock the IP address. You can also manually add IP addresses to the block list if you have detected an attacker by some other means.

If you have a trusted IP address that you want to never be blocked, you can click the **Manage Never Block List** button and add or remove trusted IP addresses from that list.

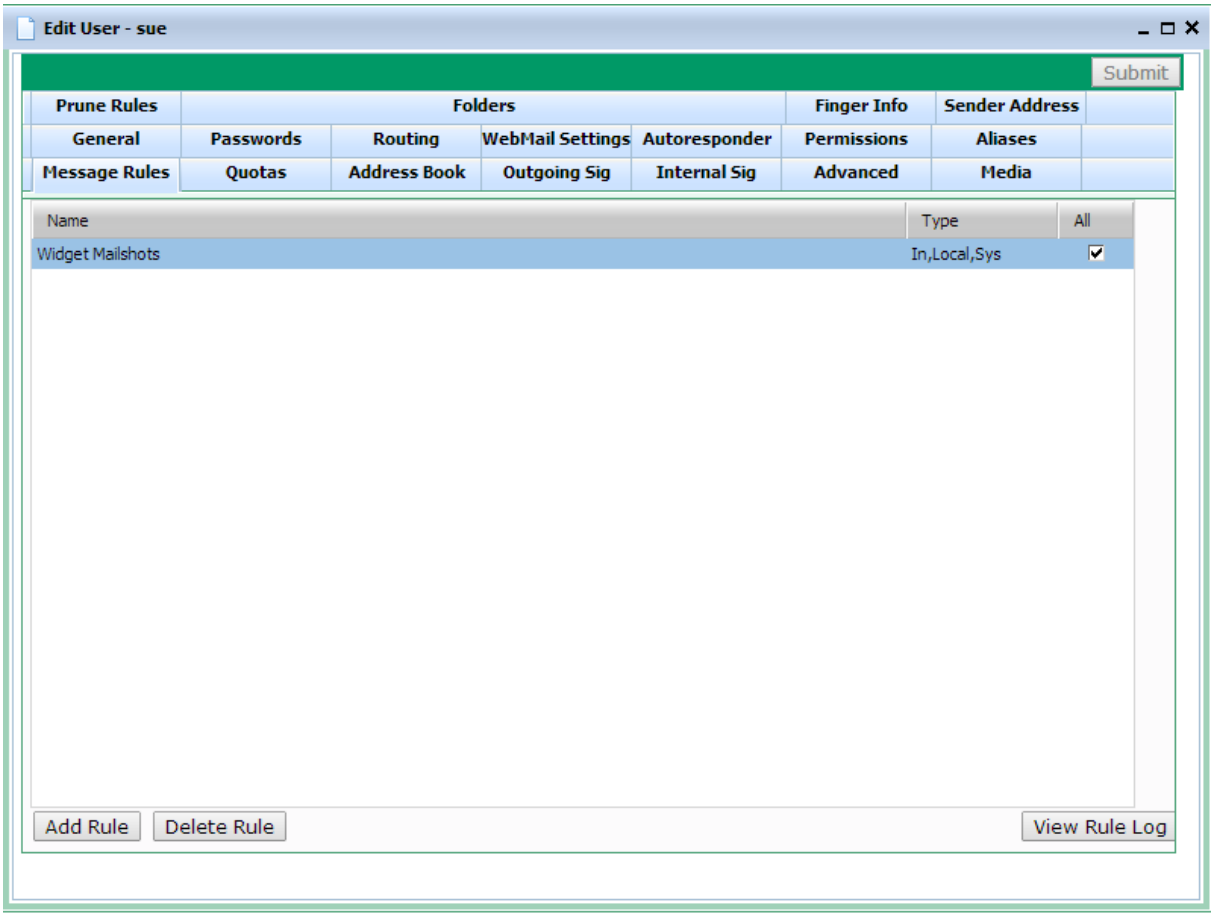
NOTE:	When adding entries to the **Block List** or **Never Block List** you can enter individual IP addresses, or IPv4 or IPv6 network ranges in CIDR format, (eg 192.168.1.0/24 is equivalent to 192.168.1.0 with a subnet mask of 255.255.255.0). Your network administrator should be able to tell you your internal network ranges in CIDR format.

© 2014 Paul Smith Computer Services

4.14 Filtering messages using rules

VPOP3 Enterprise lets the administrator and user configure 'rules' for processing messages as they arrive in the user's mailbox.

As an administrator, to access the rule configuration, click on **Users** at the top of the VPOP3 settings, double-click on the user in question and go to the **Message Rules** tab.

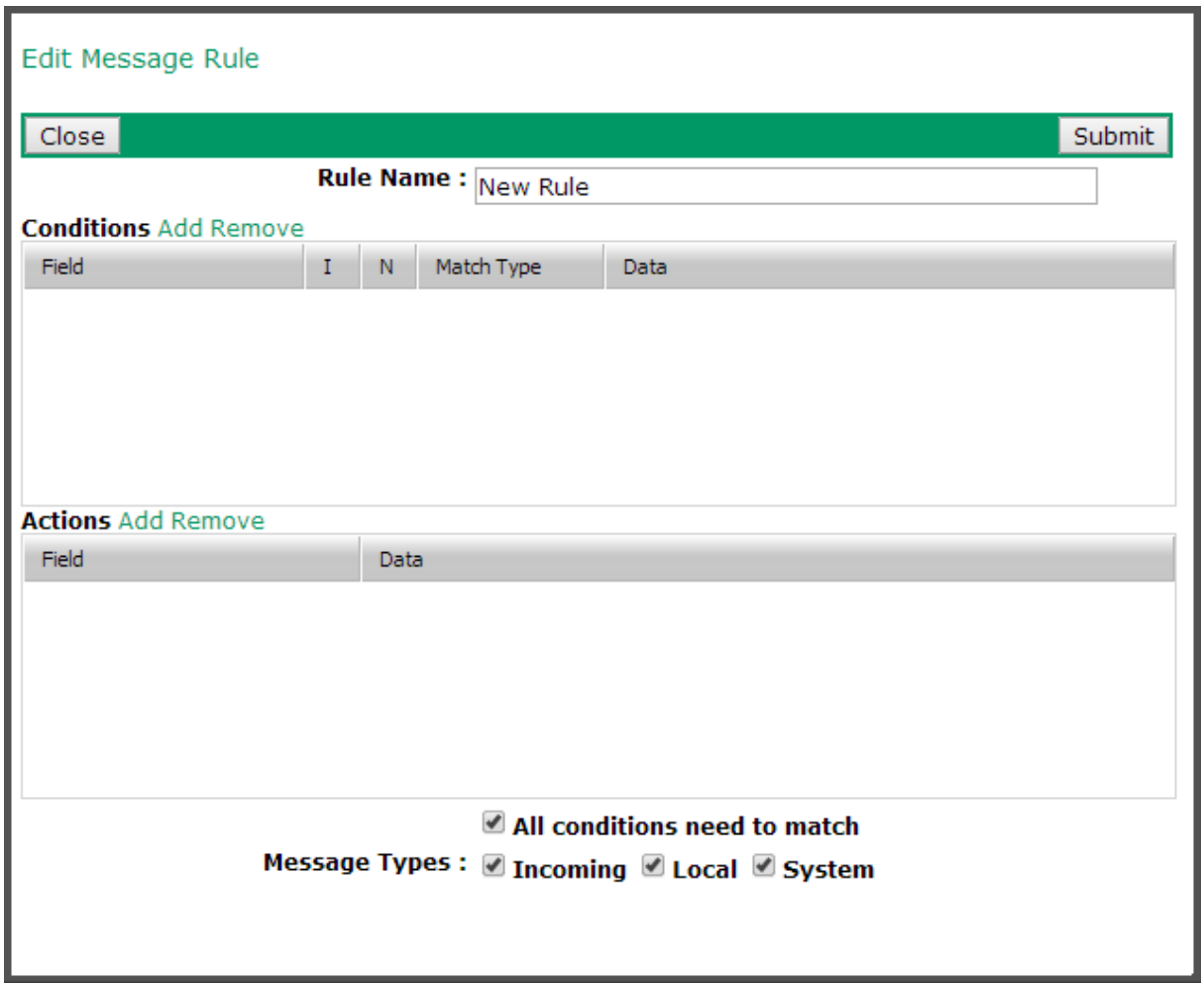


To create a new rule, press the **Add Rule** button. To delete a rule, select it in the table, and press the **Delete Rule** button. To view or edit a rule, double-click on the rule in the table. You can alter the order of the rules by dragging & dropping them within the table.

Adding or editing a message rule

Press the **Add Rule** button on the user's **Message Rules** tab.

© 2014 Paul Smith Computer Services



- **Rule Name** - This is the name you want to give to the rule. It is sensible to give the rule a meaningful name. For example use something like "Handle messages from initrode" rather than "Rule 1".
- **Conditions** - These are the things that VPOP3 checks when processing a message.
- **Actions** - These are what VPOP3 does if the message matches the conditions.
- **All conditions need to match** - If this is checked then all the **Conditions** need to match the message for the **Actions** to be performed. If this is not checked, then if any one of the **Conditions** matches, the **Actions** will be performed.
- **Message Types** - This indicates what sort of messages will be checked by this rule. **Incoming** = messages arriving at VPOP3 from outside (incoming SMTP or downloaded POP3 messages). **Local** = messages sent using SMTP from a local IP address. **System** = messages sent by VPOP3 itself (eg error messages, alerts, etc).

Conditions

The conditions are things that VPOP3 checks in the new message. To add a new condition, click the **Add** link next to the word **Conditions**. To remove a condition, select it and press the **Remove** link. To edit a condition just click a checkbox or double-click a word in the conditions table. Conditions are unordered, so there is no way to move them up or down in the list.

© 2014 Paul Smith Computer Services

The available conditions are:

- **Subject** - The message subject is tested. *Text*
- **To** - The entry or entries in the *To* message header field are tested. *Text*
- **Cc** - The entry or entries in the *Cc* message header field are tested. *Text*
- **To or Cc** - The entry or entries in the *To* and *Cc* message header field are tested. *Text*
- **From** - The entry or entries in the *From* message header field are tested. *Text*
- **From, To or Cc** - The entry or entries in the *From*, *To* and *Cc* message header field are tested. *Text*
- **Body** - The contents of the message body are tested. *Text*
- **Size** - The size of the message is tested. *Numeric*
- **Spam Score** - The score assigned by the VPOP3 spam filter is tested. *Numeric*
- **Quarantined** - Whether or not the message will be quarantined is tested. *Checkbox*
- **Marked Read** - Whether or not the message will be marked as read is tested (note that this is only checked as the message is put into the mailbox, the rule is *not* processed again when the user marks the message as read later). *Checkbox*
- **Keyword** - IMAP4 Keywords assigned to the message are tested (note that this is only checked as the message is put into the mailbox, the rule is *not* processed again when the user changes message keywords later). *Text*
- **Flagged** - Whether or not the message will be marked as flagged (starred) is tested (note that this is only checked as the message is put into the mailbox, the rule is *not* processed again when the user flags the message later). *Checkbox*
- **Previous Rule Match** - Which rules have previously matched against the message are tested. Note that this uses the assigned names for the rules, so if you change rule names later, you may need to change any rules which check for other rules. *Text*
- **Date Now** - The current date is tested (note that this is only checked as the message is put into the mailbox, the rule is *not* processed again when the date changes). *Date*
- **Time Now** - The current time is tested (note that this is only checked as the message is put into the mailbox, the rule is *not* processed again when the time changes). *Time*
- **Message Date** - The date in the message's *Date* header field is tested. *Date*

NOTE:	Message headers do not contain *BCC* header fields, so that is why there is no way to test that value here.

For each condition you can say whether the test should be performed in a case insensitive way by checking the box in the **I** column. For non-text conditions such as **Size** or **Quarantined**, this setting is ignored.

You can also invert the condition by checking the box in the **N** column. For instance, if the condition would normally be **Subject contains text**, then checking the box in the **N** column will change the condition to be **Subject DOES NOT contain text**.

There are 5 types of condition as shown in italics in the list of conditions above:

© 2014 Paul Smith Computer Services

- **Text** - Text conditions can be tested for *Equals*, *Not Equals*, *Less than*, *Less than or equal*, *Greater than*, *Greater than or equal*, *contains*, *wildcard*, *Regular Expression*. The ordering tests are performed as alphabetic comparisons (case sensitive or case insensitive as determined by the **I** checkbox). For instance "hello" is *greater than* "goodbye", and "400" is *greater than* "3000". Contains performs a substring search. Wildcard allows DOS-style wildcards[21], and regular expression lets you use regular expressions[21] for complex checks. When message header fields are being checked, the message data is decoded from any MIME format and converted to the UTF-8 character set, so comparisons should use the decoded form of the message header data, not the raw, encoded, form.
- **Numeric** - Numeric conditions can be tested for *Equals*, *Not Equals*, *Less than*, *Less than or equal*, *Greater than*, *Greater than or equal*, *contains*, *wildcard*, *Regular Expression*. The ordering tests are performed as numeric comparisons. For instance "400" is *less than* "3000". Contains performs a substring search. Wildcard allows DOS-style wildcards[21], and regular expression lets you use regular expressions[21] for complex checks.
- **Checkbox** - Checkbox conditions match to either true or false.
- **Date** - Date conditions are performed as text comparisons against the date in YYYY-MM-DD format.
- **Time** - Time conditions are performed as text comparisons against the time in HH:MM format.

Actions

The actions are things that VPOP3 does if the rule matches. To add a new action, click the **Add** link next to the word **Actions**. To remove an action, select it and press the **Remove** link. To edit an action just click a checkbox or double-click a word in the actions table. Actions are unordered, so there is no way to move them up or down in the list.

The available actions are:

- **Stop processing after this rule** - Once VPOP3 has finished processing this rule, it will not check for any more rules. Note that VPOP3 will continue to process all actions in this rule even if the **Stop processing** rule appears before other rules in the list.
- **Flag message** - Mark/unmark this message with an IMAP4 flag (or star, depending on the email client used) depending on the checkbox state.
- **Delete** - Delete/undelete this message depending on the checkbox state.
- **Quarantine** - Quarantine/unquarantine this message depending on the checkbox state.
- **Mark read** - Mark the message as read or unread depending on the checkbox state.
- **Add keyword** - Add an IMAP4 keyword to the message.
- **Copy to folder** - Copy to the specified IMAP4 folder.
- **Move to folder** - Move to the specified IMAP4 folder.
- **Forward to** - Forward to the specified email address.
- **Set forward sender addr** - When forwarding the message, use the specified email address as the message sender.
- **Modify headers** - Add or remove message headers as specified. To add or modify a message header, specify the header field name and data (eg *x-myinfo: Bibble*). To remove a message header, specify the header field name with no data (eg *x-myinfo*).

© 2014 Paul Smith Computer Services

If VPOP3 processes several rules for a message that may appear to conflict, then it will use the latest actions of that type, or merge the actions as seems appropriate. For instance, if a message matches three rules with the following actions (in this order), the result will be as described at the end:

1. Delete. Copy to folder "abc". Add keyword "important".

2. Undelete. Move to folder "spam". Add keyword "spam".

3. Forward to "jim@example.com". Flag message.

The results will be:

- The message will not be deleted (or will be undeleted) - the *undelete* action in rule 2 overrides the earlier *delete* action in the earlier rule 1.
- The message will have keywords *important* AND *spam* added.
- The message will be put into folders "abc" AND "spam", but NOT kept in the Inbox folder - the *move* action in rule 2 takes precedence, so the message is moved to the folders rather than copied.
- The message will be flagged.
- The message will be sent to *jim@example.com* as well.

Advanced Rules

Message rules only allow you to check for all conditions, or for any conditions. In a single rule you cannot check for any of those conditions AND all these conditions as well. However, you can achieve the same by using multiple rules and the **Previous rule match** condition.

For instance, if you want to flag a message if (the subject is either *aaa* or *bbb)* AND (the sender is *joe@example.com),* there is no way to do this in a single rule.

You could create two rules, one which checks for: *aaa* in the subject AND *joe@example.com* in the sender, and the second which checks for: *bbb* in the subject AND *joe@example.com* in the sender. However, if there are lots more options for the subject, then this can quickly become unwieldy.

So, an alternative way would be to have one rule ('say "rule 1") which checks for ANY of: "subject is *aaa"* and "subject is *bbb*". Then have a second rule which checks for ALL of: "previous rule match equals *rule1* and sender is *joe@example.com*".

© 2014 Paul Smith Computer Services

5 Email addresses

Enter topic text here.

5.1 Default email addresses for a user account

Default email addresses for a user

When you create a user, by default that user has email addresses of <username>@<domains>.

- **<username>** is the user account name.
- **<domains>** for incoming messages from a catch-all account is the list of domains in the **Accepted domains** 54 setting.
- **<domains>** for locally sent messages or incoming SMTP messages is the list of domains in the **Local domains** 66 setting.

For incoming mail from individual ISP mailboxes 58, the email address is set at the ISP, not within VPOP3.

In most installations, these defaults make it easy to manage email addresses. You can add extra email addresses to an account 46 if you wish.

5.2 Disabling default email addresses

Enter topic text here.

5.3 Adding email addresses for a user account

When you create a user account, it has some default addresses 46 automatically. It is not uncommon to want extra email addresses for a user.

Some cases where you may want extra email addresses for a user:

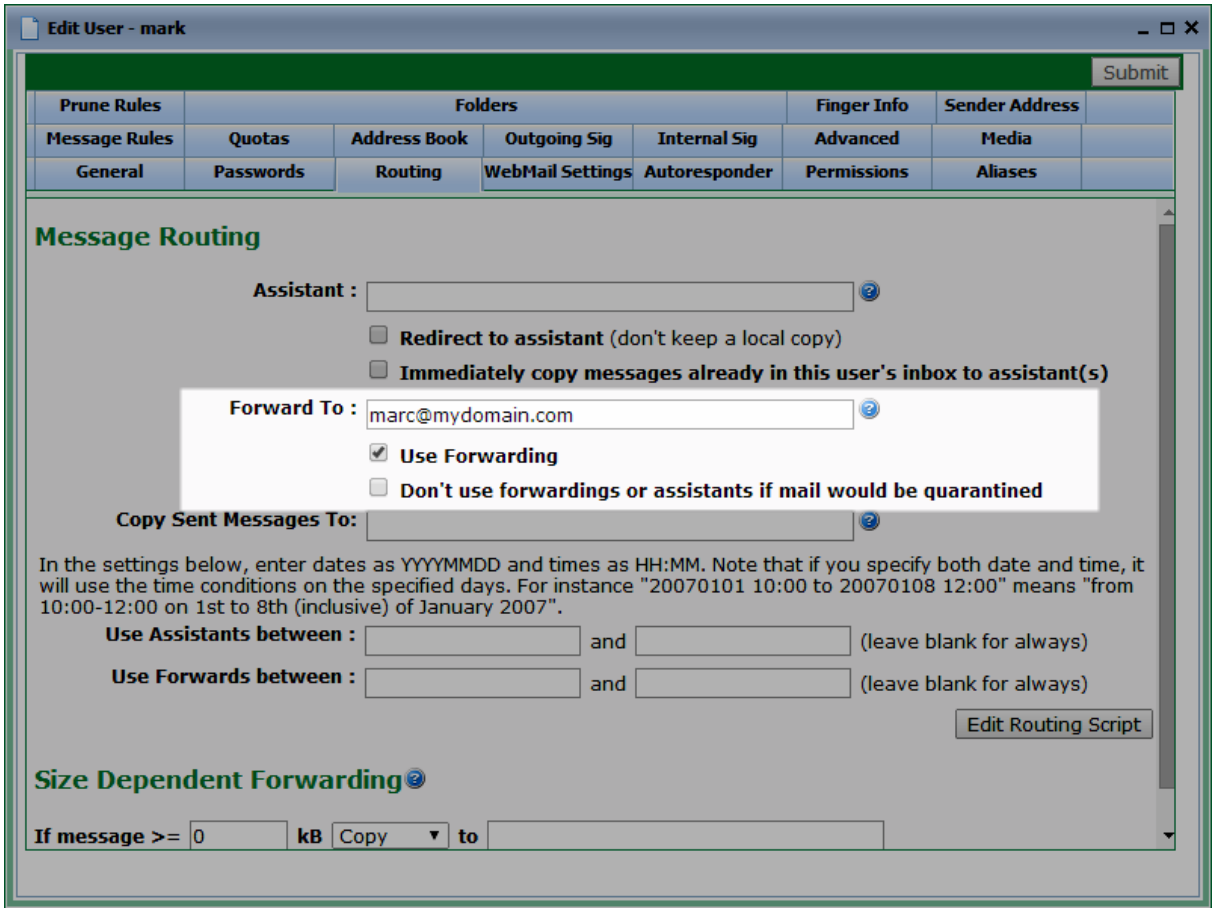
- Common misspellings of names. For instance, if you have a user called Marc, it may be common for people to send messages to him as 'Mark'.
- User is known by other names. For instance, if someone has changed their name, their contacts may still know them as their previous name.
- Job roles. For instance, someone may want a personal email address and also an email address such as 'sales' or 'accounts'.
- Disposable email addresses. For instance, you may want to use different email addresses for signing up to mailing lists or giving to contacts you don't trust. In this case you can create an alternate email address for this purpose, and delete it if you start receiving unwanted email to that address.

There are several ways of creating alternate email addresses for users, some are more suitable for different uses, so we'll list them all here, with comments about suitability.

User forwardings

© 2014 Paul Smith Computer Services

If you have a user called 'marc', and you want to give him the alternate email address 'mark', one way you could do this would be to create a new user[24] called 'mark', and double-click that user to go into that user's settings, then go to the **Routing** tab in mark's settings and set a forward to **marc@<yourdomain>**.



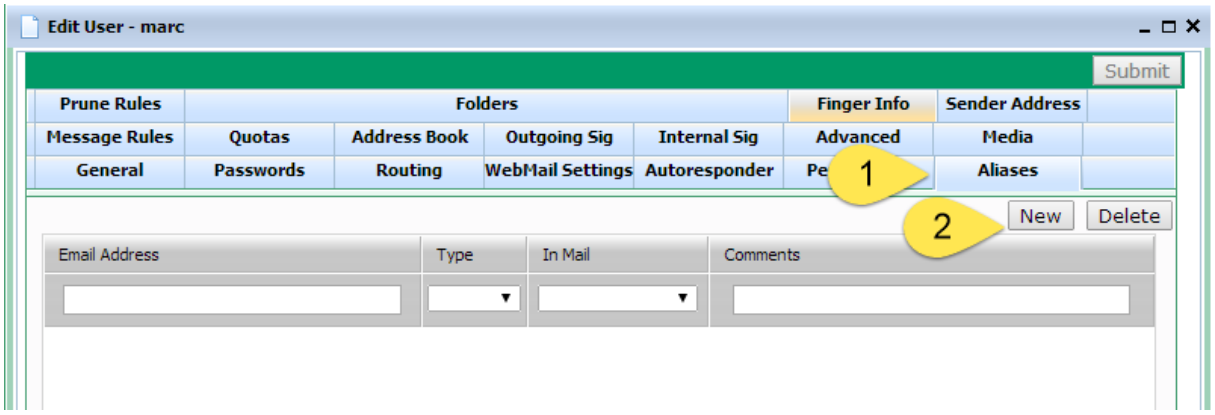
This would work fine, however it has the disadvantage that it uses up one of your licensed users, so it's often not the best option to use.

User aliases

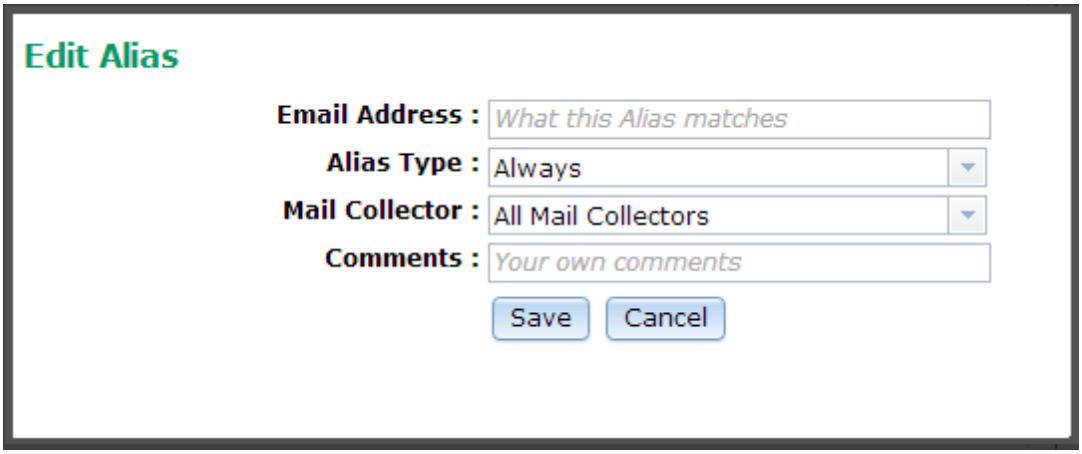
Usually the best option for ad hoc extra email addresses is to create an **Alias** for a user. It can be used for role-based email addresses, but a better option for that is often to use distribution lists (see below).

To create an alias, go to the VPOP3 settings, click **Users** on the top bar and then double-click the user in question to enter that user's settings. Go to the **Aliases** tab and press **New** to create a new alias.

© 2014 Paul Smith Computer Services



This will display a window where you can define the new alias



- **Email Address** - what the alias matches. This can be a full email address, such as **mark@mydomain.com** to match that specific email address, or just the *username* part of the email address, such as **mark** (in this case the domain part will match using the same rules as for default email addresses[46]). You can also use DOS-style wildcards[21] in the email address such as **mark*@mydomain.com**.
- **Alias Type** - what type of messages are matched by this alias. This has 4 options:
  - **Always** - the alias will be checked for all messages.
  - **POP3** - the alias will be checked for all messages which are downloaded from another catch-all POP3 mail account.
  - **SMTP** - the alias will be checked for all messages which arrive at VPOP3 using SMTP (locally sent messages or incoming SMTP messages).
  - **From** - the alias will be checked *against the sender email address* for all messages which are downloaded from another POP3 server.
- **Mail Collector** - if the message is being downloaded from another catch-all POP3 mail account, then this will let you filter the alias to only work for messages downloaded from specific mail collectors[54].
- **Comments** - this is an administrator-defined comment for your future reference. It can contain any text.

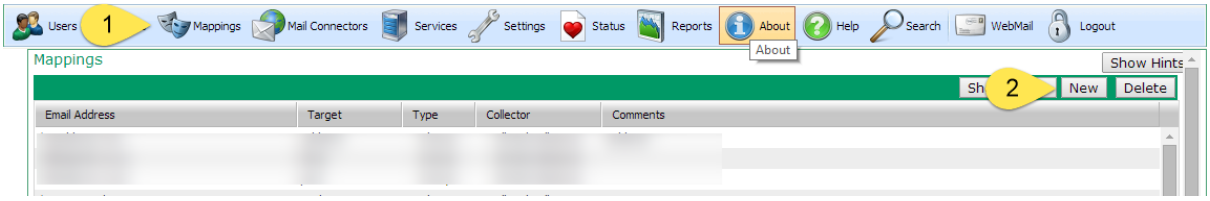
© 2014 Paul Smith Computer Services

NOTE:	You can create aliases for several people which match the same email address. For instance, you could have an alias of **sales -> ann**, an alias of **sales -> ben** and also an alias of **s* -> s_users**. In this case if a message came in addressed to **sales@<yourdomain>**, it would be delivered to **ann**, **ben**, and **s_users**.

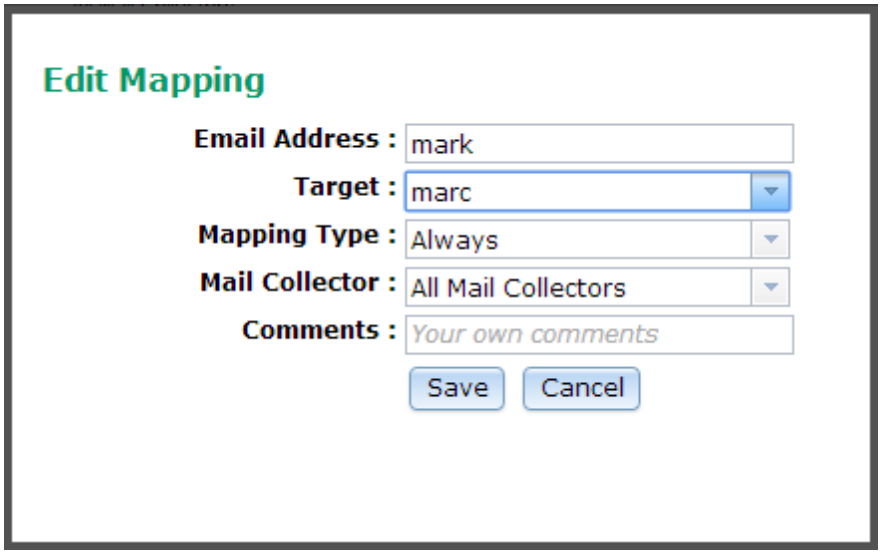
Mappings

Mappings are essentially the same as **Aliases**, but they are administered by clicking on **Mappings** on the top bar in the VPOP3 settings. A user's aliases are the subset of the mappings which have a target of that user. **Mappings** can be used for aliases for users, but also for lists and for defining remote email addresses 51. If you create an alias, as above, it will appear in the list of mappings, and similarly, if you create a mapping to a user, it will appear in the list of aliases for that user.

To create a mapping, click on **Mappings** in the top bar, then press the **New** button.



This will open a window where you can define the new mapping:



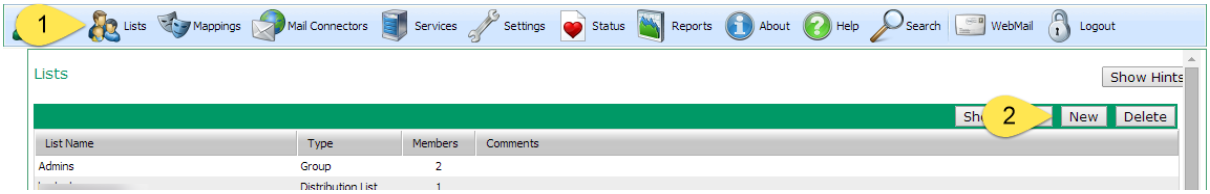
The settings for this are identical to those for a new alias, see above. The only difference is that when creating a mapping, you can also specify the **Target** (for aliases this is implied from the user you are creating the alias for).

Distribution list

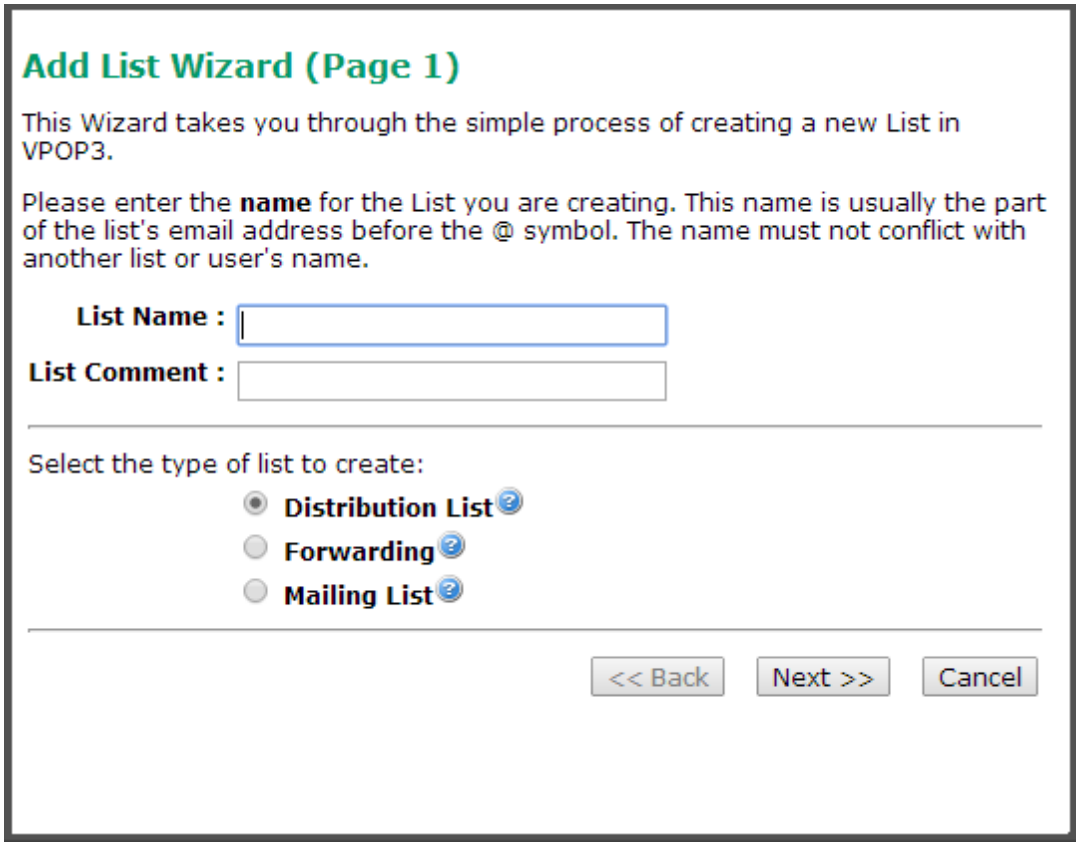
Using a distribution list is often the best way for role-based email addresses, as it's often clearer what is going on, and it's easy to add/remove users from the email address, and easy to see which users are assigned to that email address.

To create a distribution list, go to the VPOP3 settings and click **Lists** on the top bar, then press the **New** button.

© 2014 Paul Smith Computer Services



This will start the 'Add List Wizard' to let you create the distribution list:



- **List name** - type the username part of the email address you want to use - for instance **sales** or **support** for an email address like **sales@<yourdomain>** or **support@<yourdomain>**.
- **List comment** - you can put an optional comment here for your own use.
- Select the list type **Distribution List**.

Press the **Next** button when you're ready.

© 2014 Paul Smith Computer Services

- **Allow Internet access to list** - if this is checked then incoming mail to this list is allowed. For a public role such as a **sales** role, this box should be checked. If the distribution list is meant for just internal use, then leave it unchecked.
- **List Members** - specify the email addresses the messages to the list's email address should be sent to. This can be internal email addresses, or remote email addresses.

Press the **Finish** button to create the list.

You can edit the list members by double-clicking on the list name in the **Lists** list.

5.4 Add email addresses for lists

Enter topic text here.

5.5 Configuring email addresses for remote users

Enter topic text here.

© 2014 Paul Smith Computer Services

6 Connection methods

Enter topic text here.

© 2014 Paul Smith Computer Services

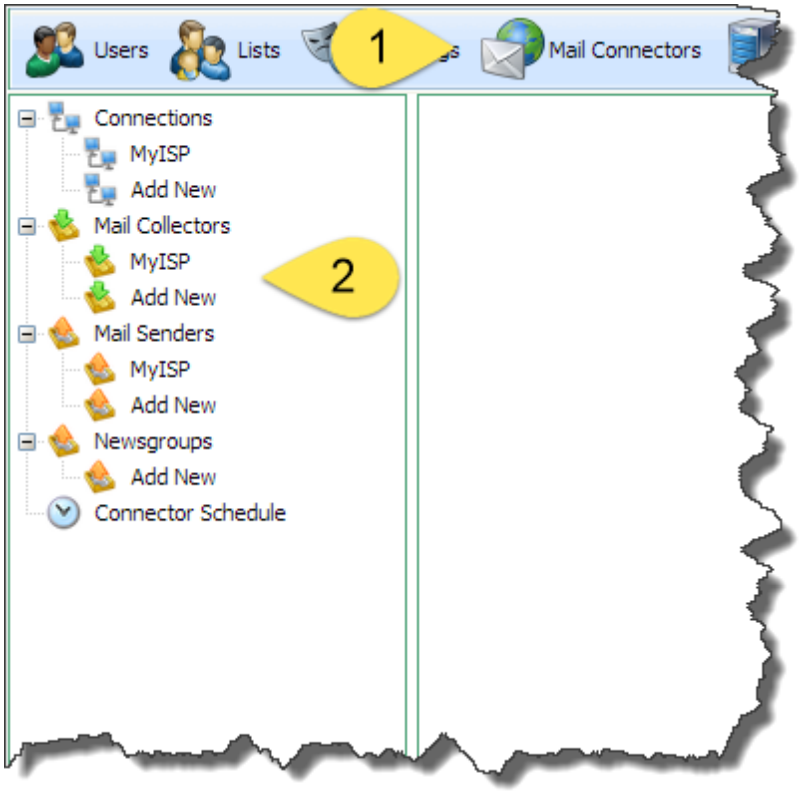
7 Incoming Mail

In most VPOP3 installations you will want to be able to receive mail from the outside world. There are a few ways this can be done:

- POP3 collection from a catch-all mailbox at your ISP.
- POP3 collection from individual mailboxes at your ISP.
- SMTP collection from a mail queue at your ISP.
- Permanent incoming SMTP mail feed.

The pros & cons of each method will be mentioned in the section for each type.

For all of the above methods apart from the *permanent incoming SMTP mail feed*, you need to have a **Mail Collector** in VPOP3. You can see and manage the **Mail Collectors** by clicking on **Mail Connectors** on the top bar in the VPOP3 settings, then looking at the **Mail Collectors** section in the tree menu at the left of the page.



To add a collector, click on the **Add New** item in the **Mail Collectors** section. To delete a collector, select it, then press the **Delete** button at the top-right of the collector settings page.

In all versions of VPOP3, apart from the Home User version, you can have as many mail collectors as you want.

Before you can create a mail collector, you must have at least one Connection method 52 defined, to tell VPOP3 how to connect to the Internet. If you have run through the VPOP3 Setup Wizard, the initial

© 2014 Paul Smith Computer Services

Connection method will already have been created for you.

7.1 Adding a POP3 Catch-all mail collector

Collecting mail from an Internet provider's POP3 catch-all mailbox is a common thing to do. The Internet provider or Internet domain hosting company will provide you with a single mailbox where all your mail will go.

Advantages of using a POP3 catch-all mailbox

- Mail is delivered to your Internet provider's servers, so if your Internet connection is unreliable, the mail will still get delivered to your ISP.
- Mail is stored on your Internet provider's servers, so you can tell VPOP3 to leave messages on there for several days as a short-term backup if you wish.
- Only outbound connections are made to collect mail, so you do not need to open ports in your firewall, and it will work correctly with a dynamic IP address from your Internet provider.
- Simple to configure. There is only one account created at your ISP, so you do not need to manage users at your ISP as well as on your VPOP3, and you only need a single Mail Collector in VPOP3.

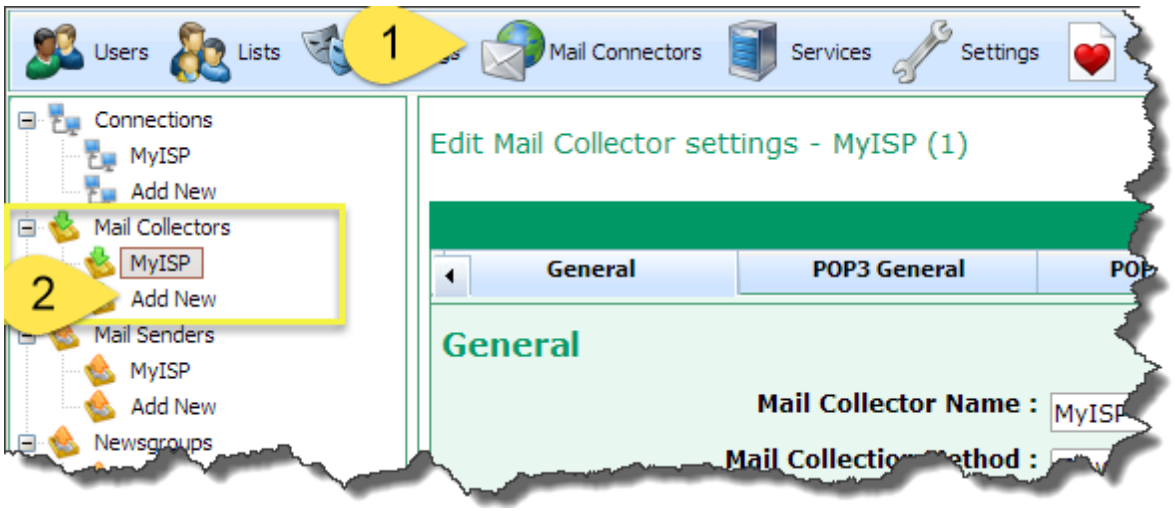
Disadvantages of using a POP3 catch-all mailbox

- VPOP3 has to poll for messages, so new messages will not arrive immediately, instead there will be a short delay before they are received.
- Messages sent using BCC will often not be automatically deliverable, since the message 'envelope' information is lost, and it is impossible for VPOP3 to recreate it from the message headers. Messages sent using To or Cc will be deliverable OK. Some ISPs add custom header information which VPOP3 can use to handle BCC messages, but you should check with your ISP if you are uncertain.
- Because the mailbox will allow any recipients at your domain, spammers will often send mail to invalid email addresses because the messages are accepted. VPOP3 will then need to download the messages to sort out whether the recipients are valid or not, adding time to the download cycle, and possible causing capacity problems with your Internet provider mailbox.
- Because the mailbox will allow any recipients at your domain, if someone sends a message to a misspelled email address they will not receive a bounce message from your Internet provider. VPOP3 can 'fake' a bounce message, but this can cause email backscatter which your Internet provider may not like.

Creating a Mail Collector for a POP3 catch-all mailbox

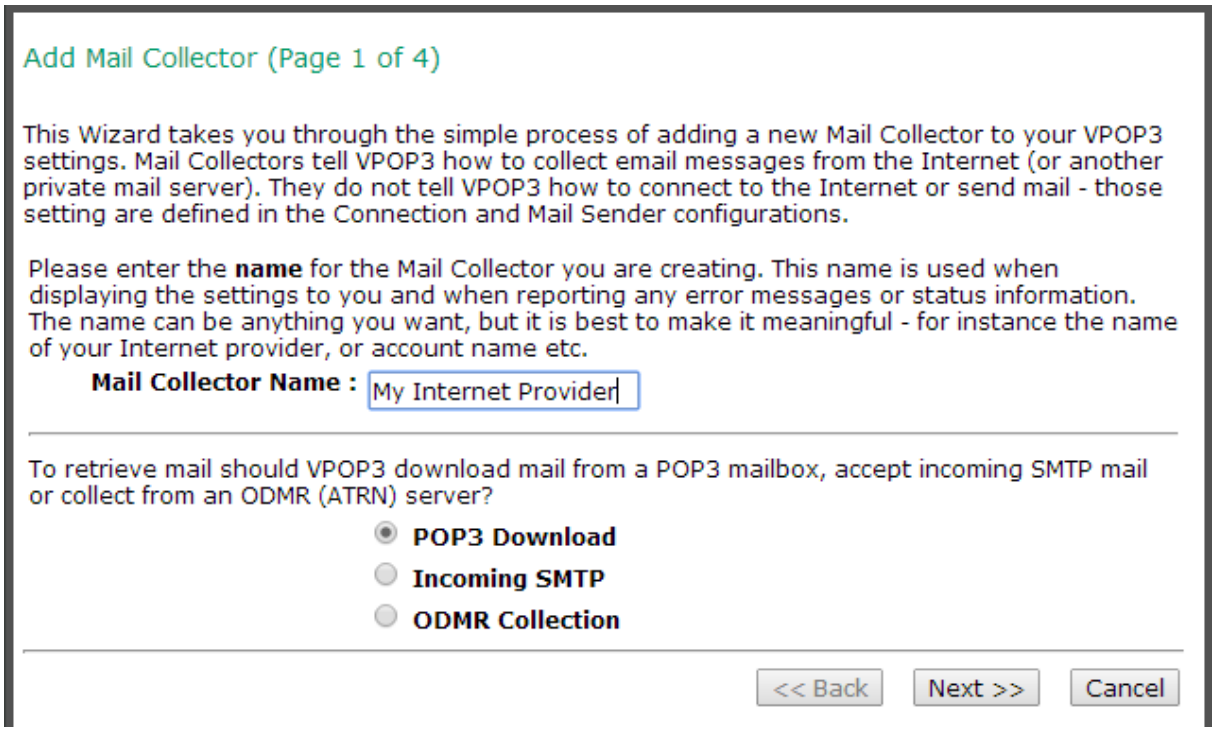
To create a Mail Collector for a POP3 catch-all mailbox, in the VPOP3 settings click on **Mail Connectors** on the top of the screen, then **Add New** in the Mail Collectors section.

© 2014 Paul Smith Computer Services



This will display the **Add Mail Collector** wizard.

NOTE:	Any settings you set during the wizard can be changed later, so you can correct any mistakes or tweak settings later.

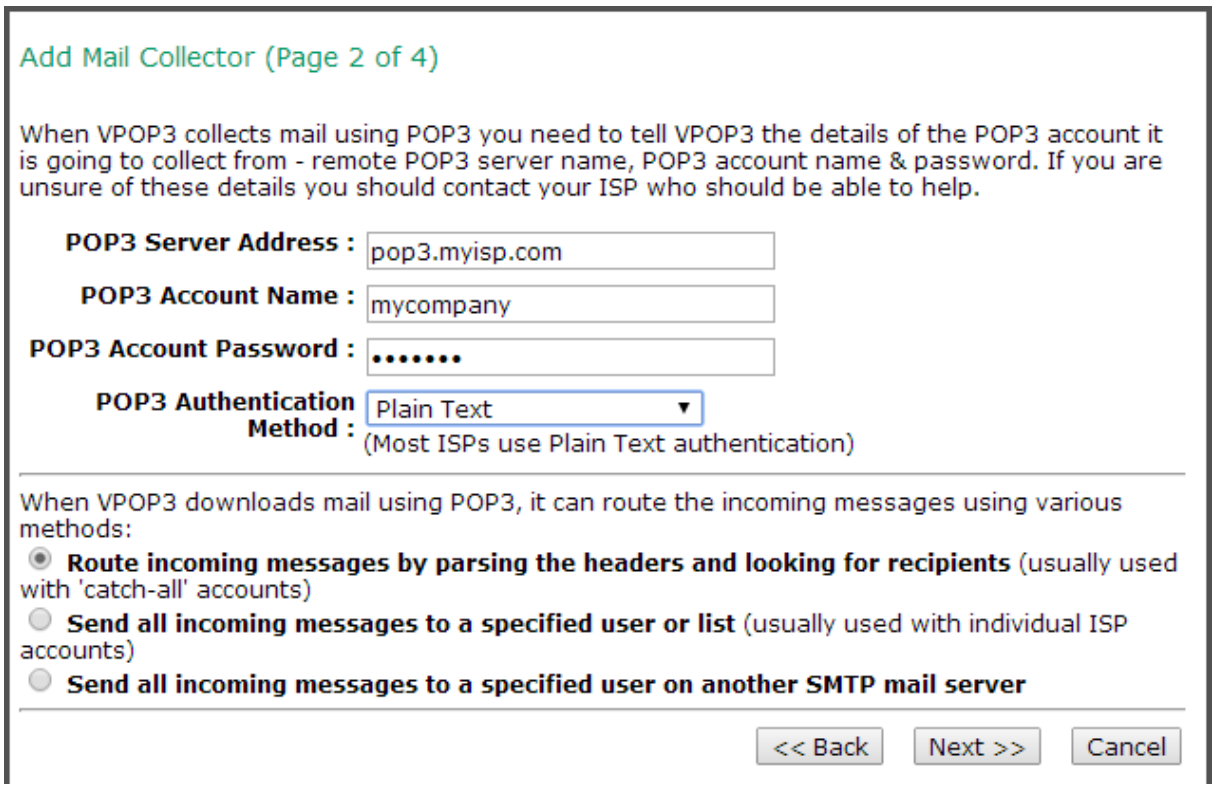


- **Mail Collector Name** - Type a name you want to use to refer to this Mail Collector. The name is only used for your reference, eg in the settings screens and in error messages, so it can be anything you want, but it is usually best to have it as something meaningful, such as the name of the Internet provider, or domain name.

To collect from a catch-all POP3 mailbox, choose **POP3 Download** as the download method.

Press **Next**.

© 2014 Paul Smith Computer Services



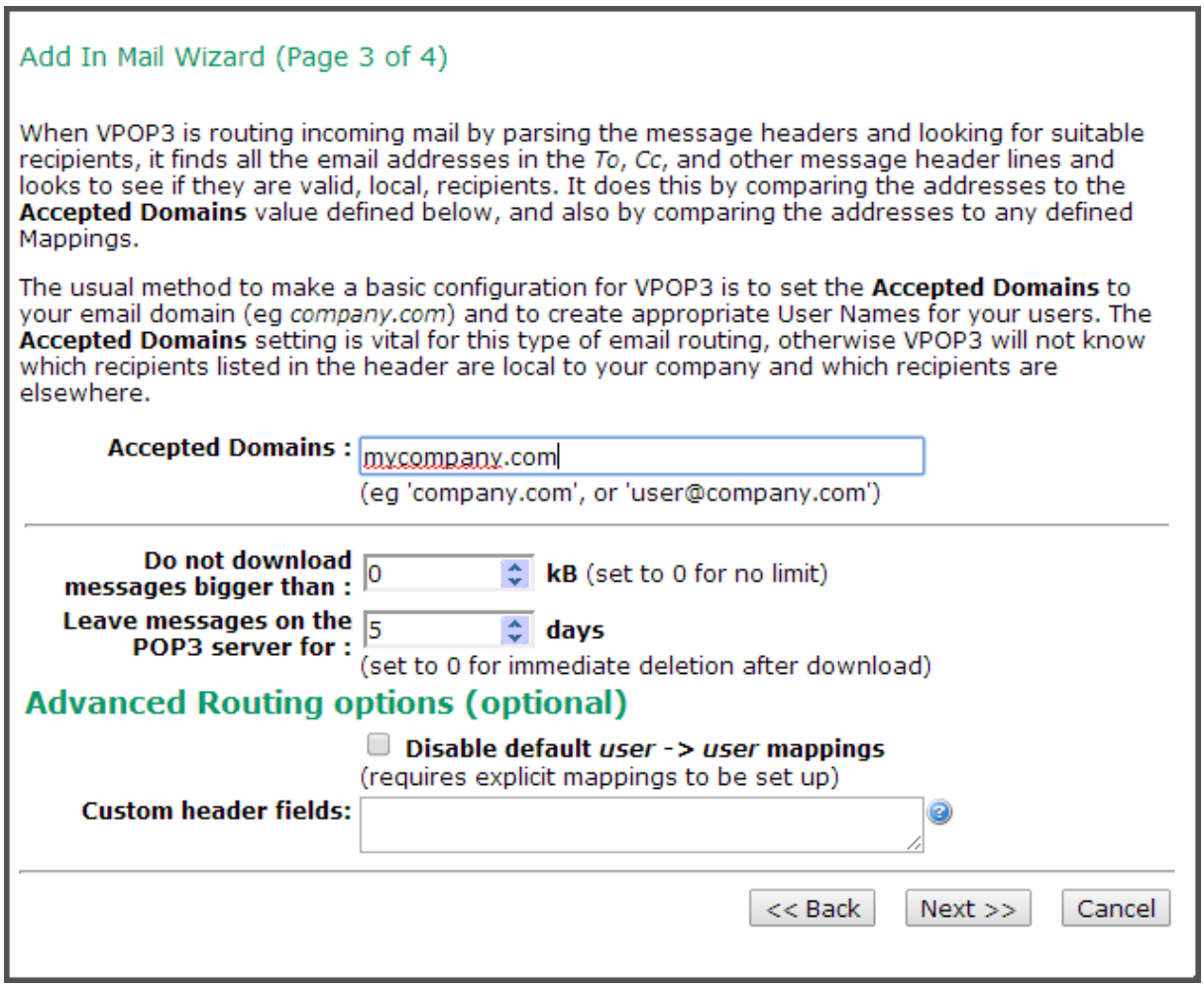
- **POP3 Server Address** - Enter the POP3 server address provided by your Internet provider or domain hosting company.
- **POP3 Account Name** - Enter the POP3 account name (or user name) provided by your Internet provider or domain hosting company.
- **POP3 Account Password** - Enter the POP3 account password provided by your Internet provider or domain hosting company.
- **POP3 Authentication Method** - Usually leave this as Plain Text unless your Internet provider or domain hosting company have told you that you can use the *APOP* or *CRAM-MD5* authentication method. *APOP* and *CRAM-MD5* are more secure, but some Internet providers don't support those methods.

For a catch-all POP3 account, choose the **Route incoming messages by parsing the headers and looking for recipients** routing method.

NOTE:	You cannot set SSL or STLS encryption on the mail collector at this point, but you can easily do it later - see below.

Press **Next**.

© 2014 Paul Smith Computer Services

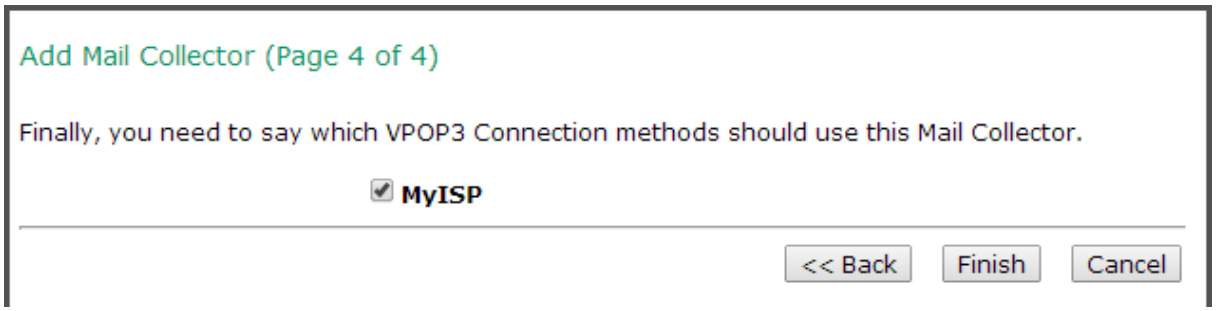


- **Accepted Domains** - Enter any Internet domains which the Internet provider's POP3 mailbox will hold messages for. You can use wildcards here, but we don't recommend just using a * wildcard on its own. This entry is used when VPOP3 is looking through the message headers so that it can identify email addresses which are relevant to your company, and ignore email addresses for other companies (such as other CCd recipients).
- **Do not download messages bigger than x kB** - This specifies the maximum message size which should be downloaded. In most cases nowadays you will want to leave this at 0, meaning that all messages will be downloaded. If you have a slow or expensive Internet connection you may want to set it to a suitable figure. If a message arrives which is over the limit, VPOP3 will send a message to the intended recipient(s) asking them if they want to download the message. If the user replies to this request, VPOP3 will download the big message and deliver it as normal.
- **Leave messages on the POP3 server for x days** - This tells VPOP3 how long messages should be left on the Internet provider's mail server. 0 means the messages will be deleted immediately after download. You should not leave messages on the Internet provider's mail server for too long. Most Internet providers will not like it if you do, and it will slow mail collection down. The POP3 protocol has no way of indicating "new" messages, so VPOP3 has to download a list of *all* the messages available on the POP3 server and go through them to work out which ones it has seen before and which are new.

We recommend that you leave the **Advanced Routing options** at their defaults (as above).

© 2014 Paul Smith Computer Services

Press **Next**.



Select the Connection methods which should use the newly created Mail Collector. In most cases, you will only have one Connection method, so just leave that checked. If you have more Connection methods, you can check the ones which will have access to the remote POP3 server, or you can use different Connections for advanced scheduling[65].

Press **Finish**.

7.2 Adding a POP3 individual mail collector

Collecting mail from Internet provider's POP3 individual users' mailboxs is a common thing to do. The Internet provider or Internet domain hosting company will provide you with a separate mailbox for each user or email address.

Advantages of using individual POP3 mailboxes

- Mail is delivered to your Internet provider's servers, so if your Internet connection is unreliable, the mail will still get delivered to your ISP.
- Mail is stored on your Internet provider's servers, so you can tell VPOP3 to leave messages on there for several days as a short-term backup if you wish.
- Only outbound connections are made to collect mail, so you do not need to open ports in your firewall, and it will work correctly with a dynamic IP address from your Internet provider.
- Messages sent using BCC will be delivered successfully, because the messages are sorted by your ISP, so all VPOP3 has to do is download mail from each ISP account and deliver it to the associated local user.
- Because the ISP's mail server knows which recipients at your domain are valid, any messages to invalid recipients will be rejected by the ISP's mail server. So, legitimate misspellings will receive notifications, and random spam messages will be rejected.

Disadvantages of using a POP3 catch-all mailbox

- VPOP3 has to poll for messages, so new messages will not arrive immediately, instead there will be a short delay before they are received.
- Time-consuming and error-prone configuration in two places. Every time you want to set up a new

© 2014 Paul Smith Computer Services

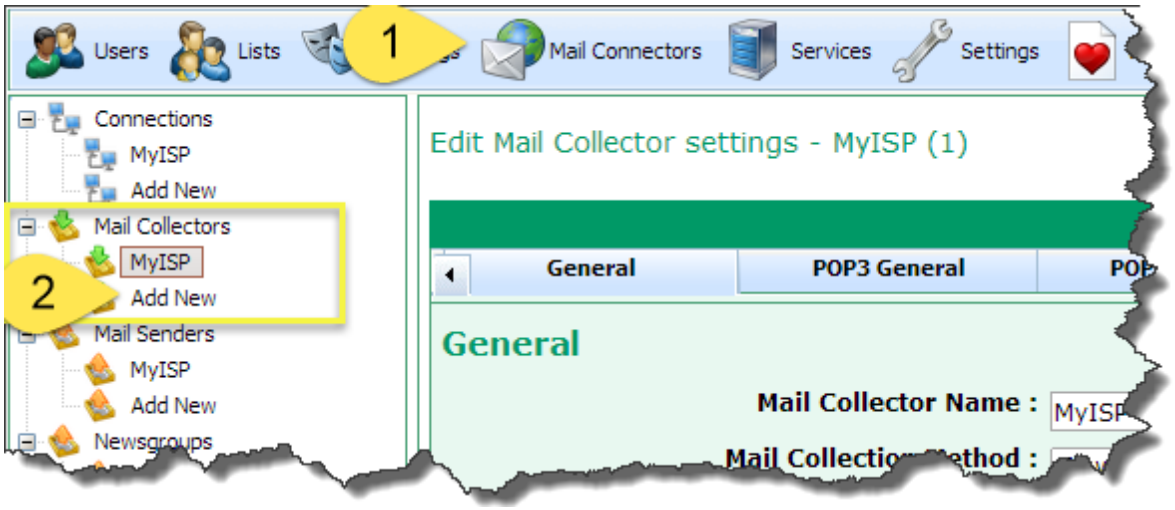
email address, you have to tell your ISP. If you create a new email account, then you need to tell your ISP and set up a new Mail Collector in VPOP3. To edit/remove email addresses and accounts you have to tell your ISP and/or VPOP3 as appropriate.

Creating a Mail Collector for an individual POP3 mailbox

To create a Mail Collector for an individual POP3 mailbox, in the VPOP3 settings click on **Mail Connectors** on the top of the screen, then **Add New** in the Mail Collectors section.

NOTE:	You should create the VPOP3 user before creating any Mail Collectors for accounts associated with that user, because you need to select the VPOP3 user as part of the configuration process.

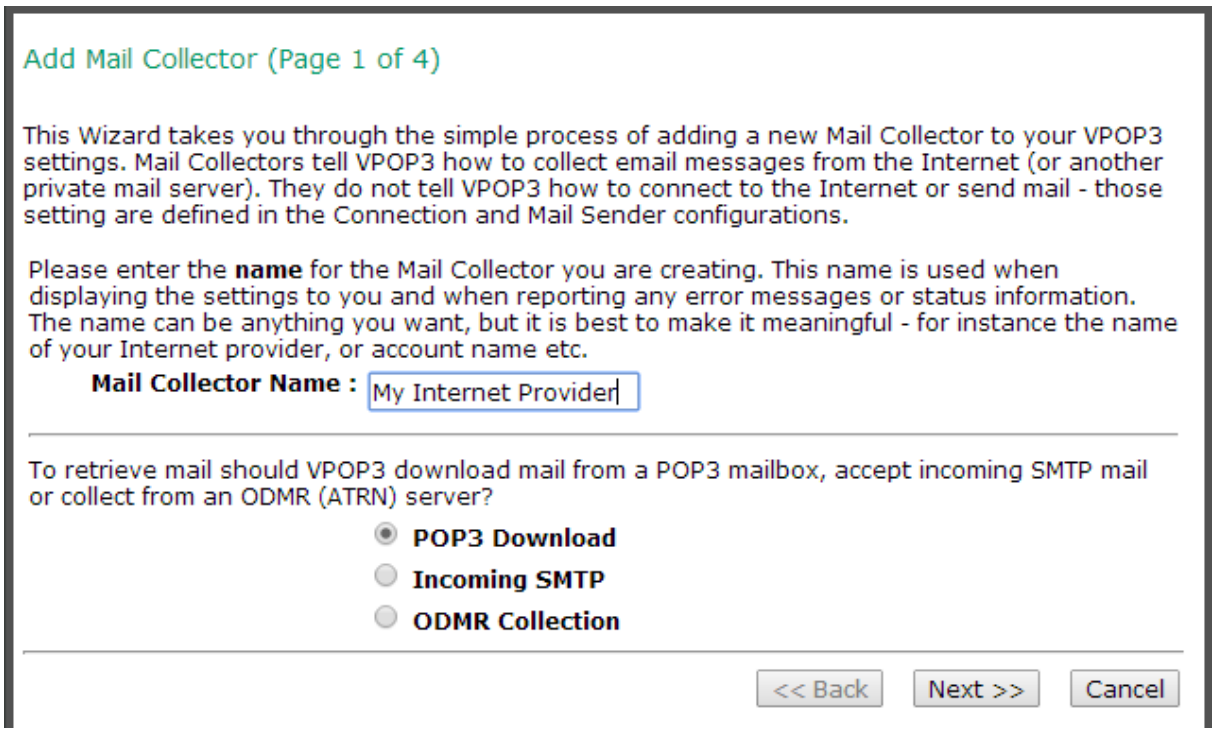
If you have to create many Mail Collectors to collect from many ISP mailboxes, simply repeat this process as many times as necessary.



This will display the **Add Mail Collector** wizard.

NOTE:	Any settings you set during the wizard can be changed later, so you can correct any mistakes or tweak settings later.

© 2014 Paul Smith Computer Services

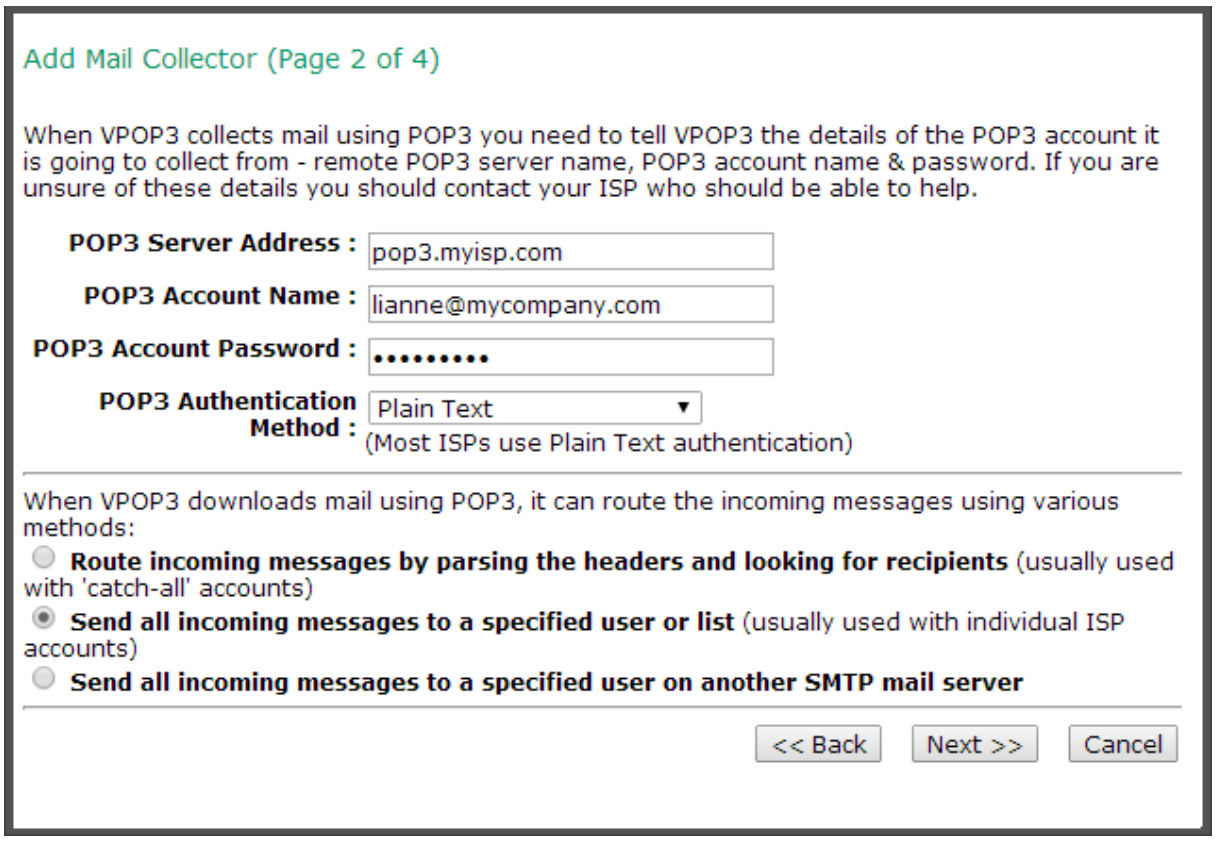


- **Mail Collector Name** - Type a name you want to use to refer to this Mail Collector. The name is only used for your reference, eg in the settings screens and in error messages, so it can be anything you want, but it is usually best to have it as something meaningful, such as the name of the Internet provider, or domain name.

To collect from an individual POP3 mailbox, choose **POP3 Download** as the download method.

Press **Next**.

© 2014 Paul Smith Computer Services



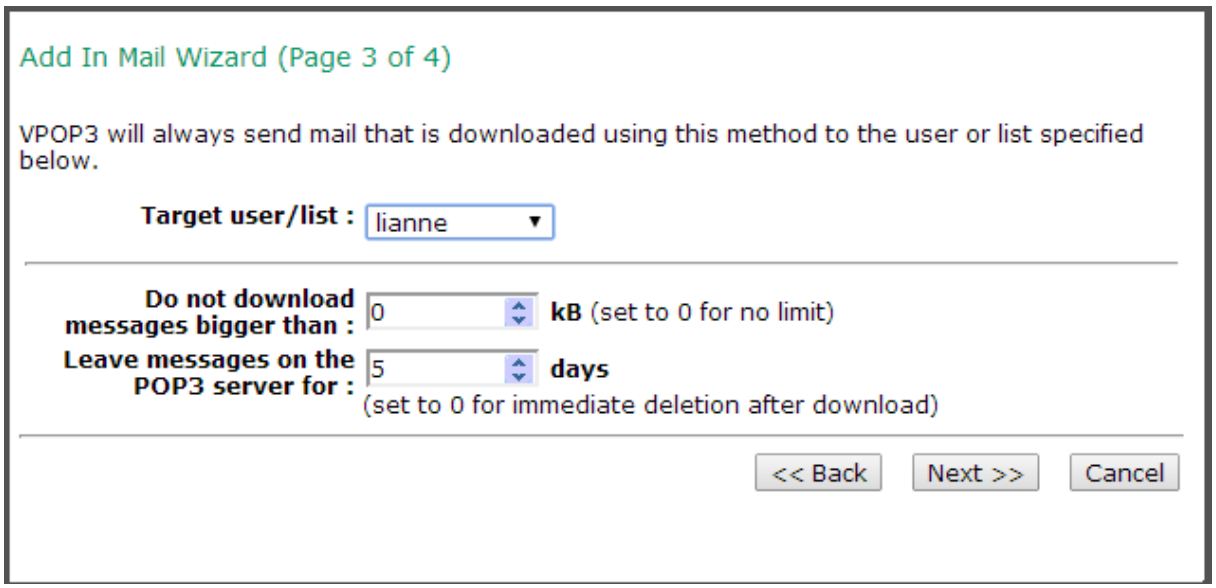
- **POP3 Server Address** - Enter the POP3 server address provided by your Internet provider or domain hosting company.
- **POP3 Account Name** - Enter the POP3 account name (or user name) provided by your Internet provider or domain hosting company.
- **POP3 Account Password** - Enter the POP3 account password provided by your Internet provider or domain hosting company.
- **POP3 Authentication Method** - Usually leave this as Plain Text unless your Internet provider or domain hosting company have told you that you can use the *APOP* or *CRAM-MD5* authentication method. *APOP* and *CRAM-MD5* are more secure, but some Internet providers don't support those methods.

For an individual POP3 account, choose the **Send all incoming messages to a specified user or list** routing method.

NOTE:	You cannot set SSL or STLS encryption on the mail collector at this point, but you can easily do it later - see below.

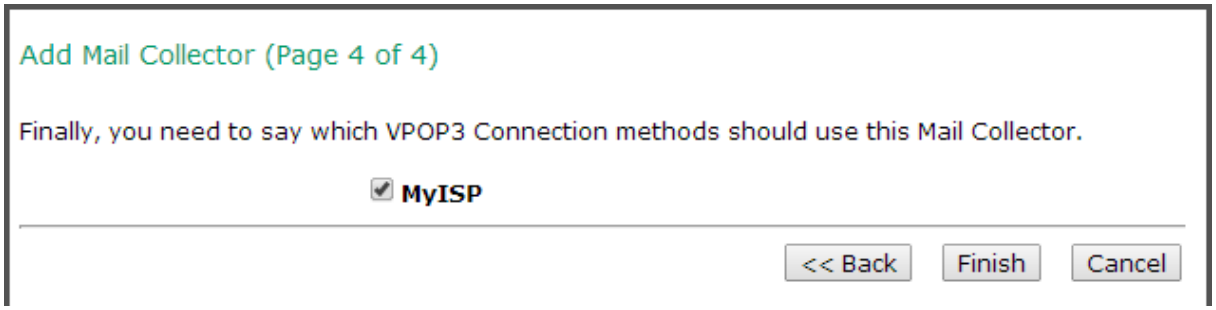
Press **Next**.

© 2014 Paul Smith Computer Services



- **Target user/list** - Select the user or list which messages from this Internet provider's mailbox should be delivered to.
- **Do not download messages bigger than x kB** - This specifies the maximum message size which should be downloaded. In most cases nowadays you will want to leave this at 0, meaning that all messages will be downloaded. If you have a slow or expensive Internet connection you may want to set it to a suitable figure. If a message arrives which is over the limit, VPOP3 will send a message to the intended recipient(s) asking them if they want to download the message. If the user replies to this request, VPOP3 will download the big message and deliver it as normal.
- **Leave messages on the POP3 server for x days** - This tells VPOP3 how long messages should be left on the Internet provider's mail server. 0 means the messages will be deleted immediately after download. You should not leave messages on the Internet provider's mail server for too long. Most Internet providers will not like it if you do, and it will slow mail collection down. The POP3 protocol has no way of indicating "new" messages, so VPOP3 has to download a list of *all* the messages available on the POP3 server and go through them to work out which ones it has seen before and which are new.

Press **Next**.



Select the Connection methods which should use the newly created Mail Collector. In most cases, you will only have one Connection method, so just leave that checked. If you have more Connection methods, you can check the ones which will have access to the remote POP3 server, or you can use different Connections for advanced scheduling 65.

© 2014 Paul Smith Computer Services

Press **Finish**.

7.3 SMTP Collection from a mail queue

Enter topic text here.

7.4 Setting up an permanent incoming SMTP mail feed

Enter topic text here.

© 2014 Paul Smith Computer Services

8 Outgoing Mail

Enter topic text here.

8.1 Concepts

Enter topic text here.

8.2 Sending via an SMTP relay server

Enter topic text here.

8.3 Sending direct using MX routing

Enter topic text here.

8.4 Sending different mail through different servers

Enter topic text here.

© 2014 Paul Smith Computer Services

9 Connection Scheduling

Enter topic text here.

© 2014 Paul Smith Computer Services

10 Local mail

Enter topic text here.

10.1 Setting which domains are handled locally

Enter topic text here.

© 2014 Paul Smith Computer Services

11 Users sending messages

11.1 Setting up SMTP authentication

Enter topic text here.

11.2 Allowing users to send from outside your local network

Enter topic text here.

11.3 Allowing users to send using a port other than port 25

Some Internet providers and mobile phone companies block outgoing connections on port 25. This is an attempt to prevent spam being sent directly from the connected computers (it works quite well, so is not a bad thing to do).

Because of this, you may want to tell VPOP3 to allow incoming connections on another port (the SMTP Submission port 587 is often used).

VPOP3 Basic

VPOP3 Basic can only listen on one port per service, so you will have to choose whether to allow connections on the standard port 25 or the alternate port (eg port 587). If you receive mail using incoming SMTP 63, then you must listen on port 25 as that is the port that all other mail servers will use to send mail to you. If you change the port, then you must change the SMTP settings in all your email clients.

Note that some firewalls/routers can perform "port mapping", so the can allow incoming connections at port 587 on the firewall to be routed to port 25 on the VPOP3 server. Check with your firewall documentation or network support company to see if this is possible.

To change the SMTP service port, go to Services -> SMTP Server in the VPOP3 settings. Click on the **Edit Bindings** button in the **General** tab. Double-click on the port number (defaults to 25) to edit it, and enter the new port number that you want VPOP3 to listen on. Then press **Submit** to save the change.

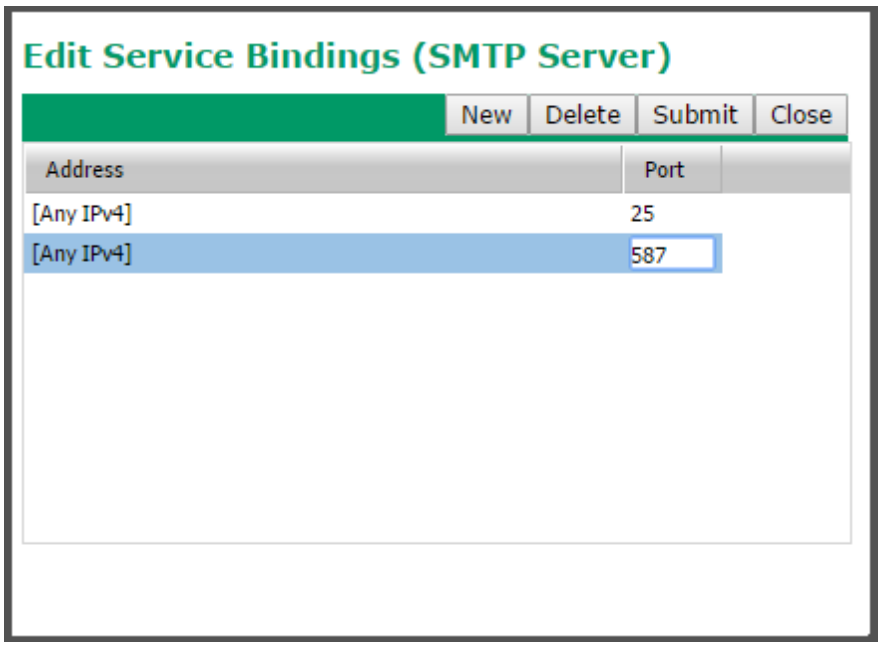
VPOP3 Enterprise

VPOP3 Enterprise can listen on as many ports as you wish per service. Also, you can create multiple SMTP services with different configurations if you wish.

Setting alternate ports for the default SMTP service

To set alternate ports for the default SMTP service, go to Services -> SMTP Server in the VPOP3 settings. Click on the **Edit Bindings** button in the **General** tab.

© 2014 Paul Smith Computer Services



To add a new port, click on the **New** button, and double-click the port column to edit it. Then enter the new port number (eg port 587). Press **Submit** to save the change

To remove the new port you've just added, select the relevant row in the table, and press the **Delete** button, then press **Submit** to save the change.

© 2014 Paul Smith Computer Services

12 Users collecting messages

Enter topic text here.

© 2014 Paul Smith Computer Services

13 Security

See **Clearing a locked email account**[37]

13.1 SMTP Suspicious behaviour

Enter topic text here.

© 2014 Paul Smith Computer Services

14 Scripting

Enter topic text here.

14.1 User routing scripting

Enter topic text here.

© 2014 Paul Smith Computer Services

Index

- A -

Account lock 37
Adding Users 24
Aliases 46
Alternate email addresses 46
Apply account lockout policy to Webmail/Admin even when connecting from 127.0.0.1 37
Assistant 30

- B -

Blocked IP Address 37
Bulk adding Users 24

- C -

Catch-all mail collector 54
Copying Messages 30

- D -

Delete User 27
Different main password and web password 28
Distribution Lists 46
Don't use forwardings or assistants if mail would be quarantined 30

- E -

Email addresses 46
Email for password resets 8
Extra email addresses 46

- F -

Failed login block time 37
Failed login threshold 37
Forgotten Password 8
Forward To 30
Forwarding emails 46
Forwarding messages 30

- I -

Immediately copy messages already in this user's inbox to assitant(s) 30
IP Address blocked 37

- L -

Lock user after x invalid login attempts 37
Lock user for x minutes 37
Locked account 37
Lost Password 8

- M -

Mail Collector 54
Mailbox quota 35
Mailbox size 35
Main password 28
Manage block list 37
Manage never block list 37
Mappings 46
Message
  Copying 30
  Forwarding 30
  Routing 30
Monitor logins period 37

- P -

Padlock icon 37
Password 8
Password reset 8
Passwords
  Changing 24, 28
POP3 catch-all collector 54

- R -

Redirect to assistant 30

- S -

Size dependent forwarding 30

© 2014 Paul Smith Computer Services

- U -

Use assistants between 30
Use Forwarding 30
Use forwards between 30
User Forwarding 46
Users
  Adding 24
  Deleting 27

- V -

View event log 37

- W -

Web password 28

© 2014 Paul Smith Computer Services