

Standard Guide

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1 Introduction

1.1 Introduction

Contact the MailEnable Team

MailEnable Pty. Ltd. (ACN 100 453 674) is an Internet Messaging product company that develops, markets and supports software for hosted messaging solutions. MailEnable's mail server suite provides a tightly integrated hosted messaging solution for the Microsoft platform.

MailEnable is a 100% privately owned Australian Company and was established in early 2001. MailEnable's customers include some of the worlds largest Internet/Application Service Providers, Educational Institutions, Organizations, Government Agencies and Corporates.

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Support

For any support issues including program defects and general support inquiries, please follow the link below. The web page displayed here shows a form, which once correctly filled out, will permit the MailEnable support team to assist in any support requests.

<http://www.mailenable.com/support/supportrequest.asp>

Web site

MailEnable's web site provides links to reference materials, product information, knowledge base, forums, etc.

Knowledge base

The MailEnable Knowledge base is available at <http://www.mailenable.com/kb>. It contains the latest information on user queries and application configuration issues.

Forums

MailEnable forums are found at <http://forum.mailenable.com> (<http://forum.mailenable.com/>). The forums contain public posting and replies from MailEnable users.

How to download

To download MailEnable Enterprise Edition, follow the link below to obtain the latest supported update:


<http://www.mailenable.com/download.asp>


Any patches and hot fixes deemed necessary for the continual use of the MailEnable product will also be made available here.

1.2 Prerequisites

Pre-requisite hardware

MailEnable will run on virtually any computer capable of running a Windows server environment. Webmail and web administration require .Net 2.0 to be installed.

 **Note:** While the MailEnable product suite can be installed and has been tested on XP and workstation environments the company does not support these platforms.

 **Note:** In order to install either the web administration or web mail components of MailEnable, Microsoft Internet Information Server (IIS) will need to be installed. If you do not intend to use these components, then IIS is not a requirement.

1.3 How Internet Email Works

To administer a mail server on the Internet requires knowledge of how email works. It is important to know how messages are delivered and sent, how mail servers contact each other, and how users retrieve their email. This will help in diagnosing problems, tracking faults, and knowing who to contact (or blame!) when something goes wrong. The information in this section is not specific to MailEnable; this applies to all mail servers. This information is essential to know in order to properly administer an Internet mail server.

Email Clients

An email client is a software application that is used to send, receive, store and view e-mail.

Some examples of email clients include

- Microsoft Outlook
- Microsoft Outlook Express
- Mozilla Thunderbird
- Pegasus Mail

Email server

An email server holds and distributes e-mail messages for email clients. The email client connects to the email server and retrieves messages. An email server may also be known as a mail server, or a mail exchange server.

Sending and receiving mail

To send Internet e-mail, requires an Internet connection and access to a mail server. The standard protocol used for sending Internet e-mail is called SMTP (Simple Mail Transfer Protocol). The SMTP protocol is used to both **send** and **receive** email messages over the Internet.

When a message is sent, the email client sends the message to the SMTP server. If the recipient of the email is local (i.e. at the same domain as the email originated from) the message is kept on the server for accessing by the POP, IMAP or other mail services for later retrieval.

If the recipient is remote (i.e. at another domain), the SMTP server communicates with a Domain Name Server (DNS) to find the corresponding IP address for the domain being sent to. Once the IP address has been resolved, the SMTP server connects with the remote SMTP server and the mail is delivered to this server for handling.

If the SMTP server sending the mail is unable to connect with the remote SMTP server, then the message goes into a queue. Messages in this queue will be retried periodically. If the message is still undelivered after a certain amount of time (30 hours by default), the message will be returned to the sender as undelivered.

2 Overview

2.1 Overview

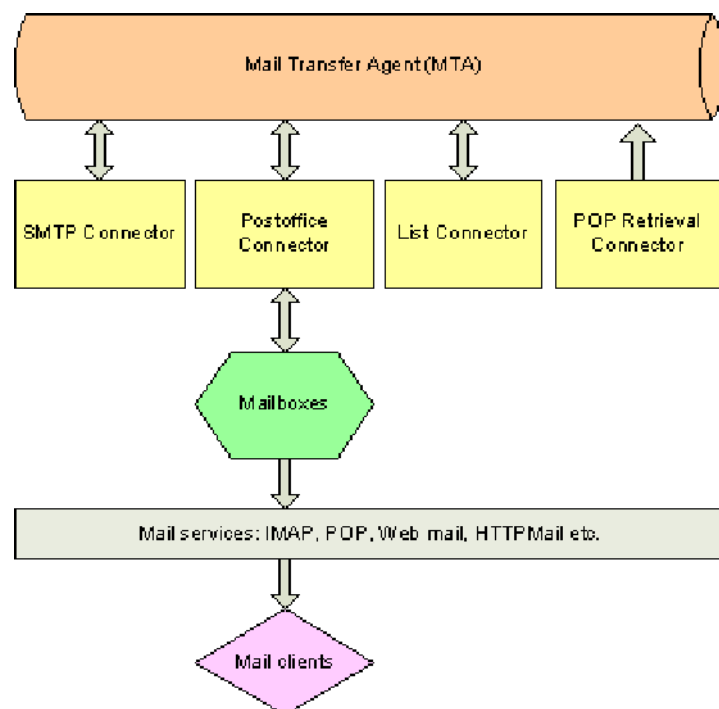
MailEnable has multiple services that interact in order to deliver a message to a mailbox. This interaction is done by a system of queues, which are used to move the emails around. The actual moving of the messages is done by the MTA service, which is logically the central service to the whole MailEnable system. The MTA will pick up messages waiting in a queue and move them to the queue of another service to be processed.

2.2 Structure of MailEnable

Structure of MailEnable

MailEnable is comprised of Connectors, Agents and Services. The definitions of these components are described in the table below and in detailed in following sections.

Component	Definition
Connectors	Connectors move mail between systems or subsystems (local or remote)
Agents	Agents run perform specific management or operating functions for MailEnable itself. An example of an Agent is the Mail Transfer Agent. Its function is to move messages between connectors.
Services	Services expose MailEnable functionality to external agents or programs. An example of a service is the POP3 service. This service allows mail clients to access mail from their post office.



Services

Services allow external programs (usually email clients) to access the message store.

When a user wants to read email that has been sent to their mail server for handling, there are several mail services that can be used to retrieve the email messages so that the user can read them in their email client. These services include:

- POP3
- Web mail

Each of these mail services is described in more detail in the Configuration of connectors, services and agents section.

Connectors

Mail connectors move mail between systems or subsystems (local or remote). A mail connector allows MailEnable to send and receive mail messages to and from external systems. MailEnable has several mail connectors: SMTP, POP Retrieval, Post office and List server connectors.

2.2.1 SMTP connector

The SMTP connector is responsible for both receiving inbound SMTP mail and delivering outbound SMTP mail.

2.2.2 Post office connector

The Post office connector is responsible for delivering mail to a post office. It processes mailbox level filters, handles quotas, auto responders, delivery events, groups and redirections.

2.2.3 List server connector

The list server connector is responsible for receiving and delivering mail to users that are subscribed to the lists.

Agents

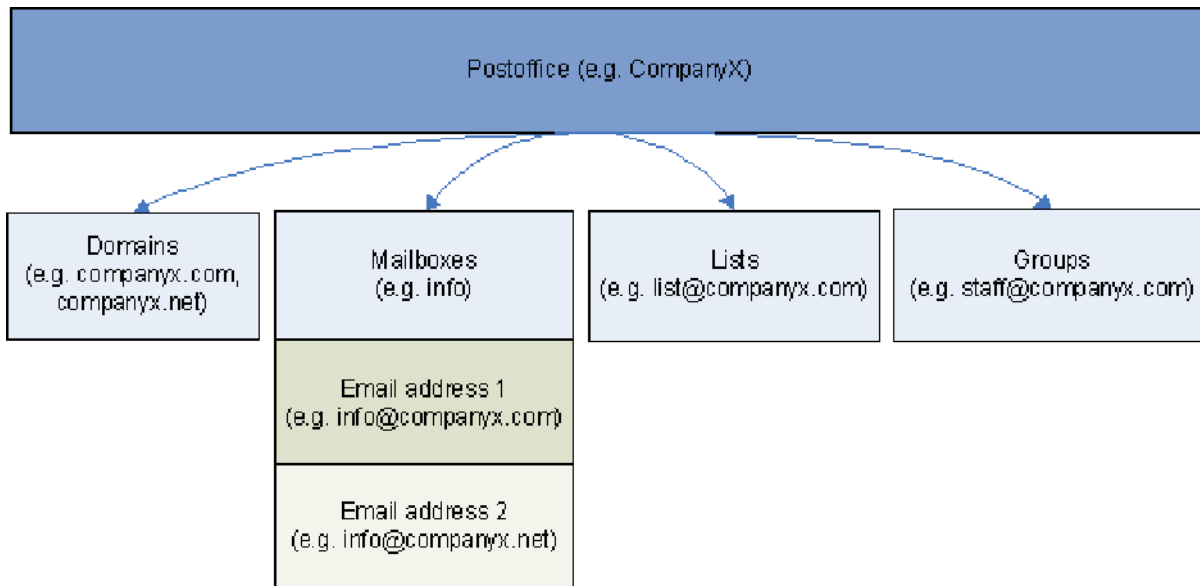
2.2.4 Mail Transfer Agent (MTA)

The Mail Transfer Agent is responsible for moving messages between connectors. It also processes the pickup event and global filters.

2.3 Administration

From an administration perspective, MailEnable is comprised of the following components.

- Post offices
- Domains
- Mailboxes
- Lists
- Groups



Post offices

A post office is used to host multiple mailboxes and domains under one area. For example, to provide mail hosting for multiple companies, each company would have a post office. A post office can have multiple domains and mailboxes assigned to it. A small mail server might only have one post office. Post offices can have the same name as a domain. It is common for hosting companies to use a domain name as a post office name and to only have one domain within that post office with the same name.

Domains

Multiple domains can be assigned to a post office. At least one domain needs to be configured in order to have a valid email address.

Mailboxes

A mailbox is a repository for email. It is used to store emails for one or more email addresses. When a user connects with a mail client application (Outlook Express, Eudora, etc.), they connect to a mailbox to retrieve their email. When creating a mailbox, MailEnable will automatically create an email address for each domain in the post office, using the format **mailboxname@domain**. A mailbox can have multiple email addresses. This means a user only requires one mailbox to connect to, from which they can retrieve email from all their email addresses.

Email addresses

Each mailbox can have one or more email address mapped to it. It is only possible to add an email that matches an existing domain for the post office. When a mailbox is created, MailEnable will automatically create email addresses for each of the domains for the post office.

Lists

MailEnable contains a list server that enables people to subscribe and unsubscribe to a list. A list is an online discussion group or information mailout, where emails are sent out to all the members. People are able to post to the list (e.g. list@companyx.com), and the server will duplicate their email and send it out to all the members.

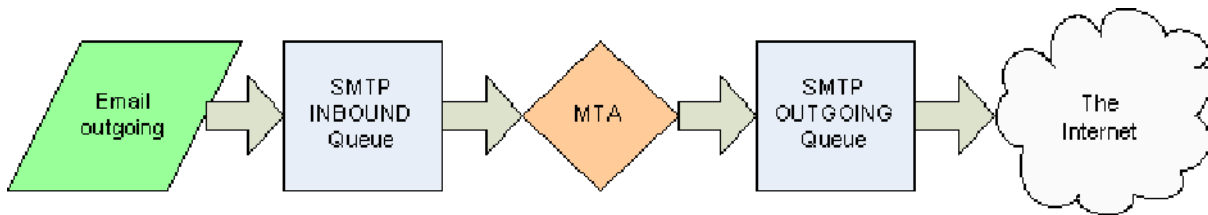
Groups

A group is an email address that maps to one or more other email addresses. For example, a group which has the recipient as staff@companyx.com can have 50 email addresses as members of this group. When someone emails staff@companyx.com, the email is duplicated and sent to all 50 members.

2.4 Email Delivery Flow

Sending Email

When mail is being sent to a non-local address, this is known as “relaying” i.e. MailEnable has to “relay” the email back out.

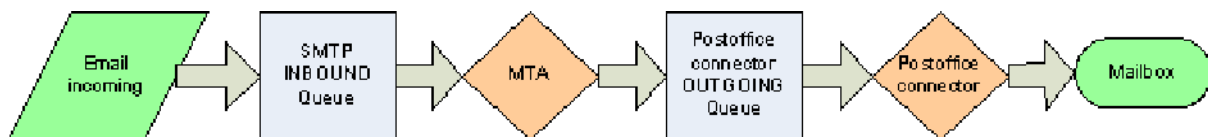


Requiring users to authenticate against the server prior to sending email can stop spammers from using the mail server to send email out to anyone.

When email is being delivered to a local address, this is not relaying, and MailEnable will always accept this email. This is how email is received from other mail servers on the Internet, as they do not need to authenticate.

Receiving Email

When an email arrives via SMTP, the SMTP service saves this message to its **inbound** queue. The MTA service is constantly checking this queue for new items. When the MTA sees the message arrive it examines the message to determine where it is to go. If the MTA service determines it is to go to a local mailbox, then it will move the message to the post office connector service **outgoing** queue. The post office connector will be checking its outgoing queue and can then process this message and deliver it to a users mailbox.




The naming of the Inbound/Outgoing queues may be confusing initially. But think of the queues as always relative to the MTA service. So the MTA service will check all the inbound queues of the services and move messages to the outgoing queues of the services. Services only check their outgoing queue and if they need to create a message then they will do this in their inbound queue.

Since the MTA service is the central service responsible for moving messages around the system, it is the logical place for all the global filters, and items such as anti-virus, Bayesian filtering, etc. (the features available are determined which version of MailEnable). Even messages arriving via SMTP and sent via SMTP are processed by the MTA service, since only the MTA can move the email from the SMTP Inbound queue to the SMTP Outgoing queue.

Utilizing different services in this way gives MailEnable a high level of flexibility, such as allowing services to be split across machines and to permit more than one type of service to be running on different servers. But this flexibility does create one hurdle for an administrator of MailEnable, and that is the problem of being able to track a message. A message being sent to a local mailbox will be logged in the SMTP logs, the MTA logs and the post office connector logs. Fortunately there are tools and monitoring software that come with MailEnable that makes this tracking easier, but understanding the queue mechanism will make administering the MailEnable server a lot easier.

3 Installation

3.1 Installation Overview

 **Note:** Installing MailEnable requires administrative privileges on the server MailEnable is to be installed on.

Run the installation executable. The installation program will then guide the rest of the installation process. Each screen of the installation program contains data entry fields, Next, Back and Cancel control buttons.

The **Next** button proceeds to the next step of the installation process.

The **Back** button steps back through the installation process.

To exit the installation at any time, select the **Cancel** button.

3.2 Installation process

Welcome screen

The welcome screen informs that MailEnable is about to be installed. It also provides a warning outlining the copyright protection of the MailEnable product suite.

To continue installing the application, click on the **Next** button.

Please click the Next button to continue.

Registration details

This screen is for entering registration details, which will be used and displayed in the Diagnostic Utility that will be outlined later in this document. Enter your name and company name in the boxes provided.

Please click the Next button to continue.

Terms and conditions

The 'Terms and Conditions' dialog box explains the licensing terms and conditions of installing and using the MailEnable product suite.

Read this carefully as it outlines all conceptual and legal issues relating between the agreement between MailEnable and the End User in relation to the way the program can be used.

Please select the [Next] button to continue.

Select installation components

The next part of the installation process is to select the MailEnable components to install.

MailEnable Core Components (Server) - This will select the base programs and functionality. This option must be selected if MailEnable is being installed for the first time on this server.

Web Administration Service (Server) - This service will install web administration for MailEnable. This option requires that Microsoft Internet Information Services (IIS) is installed.

Web Mail Service (Server) - This will install web mail for MailEnable. This option requires that Microsoft Internet Information Services (IIS) is installed.

Select the components to install. Check that there is enough disk space required to install the selected components.

Please click the Next button to continue.

Choose program installation location

Setup will prompt to nominate where to install its configuration and binary files. By default, MailEnable will install itself under the "Program Files" directory. This can be changed to a different directory by selecting the Browse button.

Select Program Manager group

The installation wizard will now prompt for the program group in Windows for the MailEnable icons and shortcuts installed. Accept the default settings to install the icons under the “Mail Enable” Program Group. Please click the Next button to continue.

Selecting Repository

Setup will now prompt for a location to install configuration and messaging data. By default, MailEnable will install itself under the “Program Files” directory. This can be changed to a different directory by selecting the Browse button.

MailEnable will detect the repository location if the local repository is being used. It is also possible to nominate a repository on a backend server by pointing at the directory on this server that contains the \CONFIG, \POSTOFFICES or \QUEUES directories.



Please select the [Next] button to continue.

Creating an initial post office

When installing MailEnable for the first time, one requirement is to create a post office. A MailEnable post office should be created for each company or organization that is hosted under MailEnable. A MailEnable post office can contain multiple domain names. It is therefore advised that post offices are named to be something more generic than the domain name. For example, MailEnable Pty. Ltd. owns domains mailenable.com, mailenable.com.au and mailenable.co.uk, so the chosen name for the post office for MailEnable Pty. Ltd. could therefore be **MailEnable**. The domains owned by MailEnable Pty. Ltd. would then be assigned to the MailEnable post office. Another common configuration is to name the post office the actual domain name, as this simplifies mailbox log-on (as users are often aware of the domain they log into).

A password needs to be assigned for the manager or postmaster of this new post office. The mailbox for the manager of a post office is called postmaster and is given administrative privileges for that post office (this allows the postmaster to administer the post office via web administration). It is advisable to use a complex password for this mailbox, and this password can be changed later.

Please click the Next button to continue.

SMTP connector configuration

The installation will now prompt for specific details for the SMTP Connector.

These settings are outlined in the following table (all of these settings can be changed later):

Setting	Explanation
Domain Name	The first configuration setting is the Domain Name for this server. The domain name

	should be the domain name of the organization that owns or is operating the server. If this server is being used on the Internet, it is important that this domain name is registered. When MailEnable is sending out email to remote servers, it will announce itself as this domain.
DNS Host	The DNS host used by the SMTP Connector to locate mail servers. To use multiple DNS addresses, enter these here, and separate the IP addresses with a space. In most cases, the same DNS host(s) should be included as configured under the network TCP/IP settings for the computer.
SMTP Port	The SMTP port is almost always set to 25. Very rarely is another port number used and it is recommended that this setting remain as 25. Corporate or hosting companies/agencies may wish to use a different SMTP port to 25 to obscure the fact that the server is running SMTP services. If unsure, leave the setting as 25.

Please click the Next button to continue.

Start installation

The installation program will prompt before it commences installing files and registering the application.

Please click the Next button to continue.

The installation will now install files and display a progress window whilst the components are installed and configured.

Select web application platform (ASP or .NET)

Choose which platform to use for the web mail and the web administration interfaces. If ASP pages and icons/pictures in previous versions of MailEnable have been changed, ASP will need to be installed to continue using these. If unsure, or if this is a first installation of MailEnable, choose the default, .NET.

When installing .NET it is required that the .NET framework is installed. To verify whether the .NET framework installed, please go to the Windows update site.


Database schema warning

If MailEnable is being upgraded from a previous version, a warning will be shown that the database schemas for the configuration storage need to be updated. If a database is being used to store configuration information the Provider Migration Utility will need to be used (see the **Using MySQL or Microsoft SQL server section ('Using MySQL or Microsoft SQL Server' in the on-line documentation)**) to ensure that the database schema is up to date. This should be done as soon as the installation is complete (do not perform this step before the installation has finished).

Please click the OK button to continue.

Select web mail site

If more than one web site is configured under IIS, the installation application will ask under which web site to install the web mail virtual directory. Install this either under the "Default Web Site" or an alternate site configured under IIS. Once the installation of MailEnable has completed, it will be possible to add or remove web mail from each of the web sites configured under IIS.

 **Note:** Do not install MailEnable web mail under the "Administration Web Site"

Please click the Next button to continue.

The installation application will display a dialog box while it configures web mail. The configuration of web mail may take several minutes, so please be patient.

Select web mail site

Web administration is installed if it was selected as an option from the component list in the **Installation process section (Section 3.2)**. If more than one web site is configured under IIS, the installation application will ask under which web site to install the WebAdmin Virtual Directory. Install the web administration under the "Default Web Site" or an alternate site configured under IIS.

Note: This functionality can be re-configured to another web site if required after the initial installation has

been completed.

Please click the Next button to continue.

Antivirus plug-in notice

MailEnable's Anti-Virus Plug-in provides an interface to Anti-virus software. Once the plug-in is installed, ensure that the selected antivirus software has been installed and licensed. MailEnable anti-virus settings should be configured after installation as described in the **Creating a global filter** section ('Creating a Global Filter' in the on-line documentation).

Please click the OK button to continue.

Httpmail Notice

MailEnable's HTTP Mail (WebDAV) support will be installed on Port 8080 of the server. To access this service requires either Microsoft Outlook Express or Outlook XP configured to use the HTTP Mail provider.

Please see the **HTTPMail protocol** section ('HTTPMail Protocol' in the on-line documentation) for more information on configuring HTTPMail support.

Please click the OK button to continue.

Completing installation

Finally, set-up will inform that the installation procedure completed successfully.

Please click the Finish button to complete installation of MailEnable.

The installation program will advise if a reboot is required after install or upgrade.

3.3 Upgrading

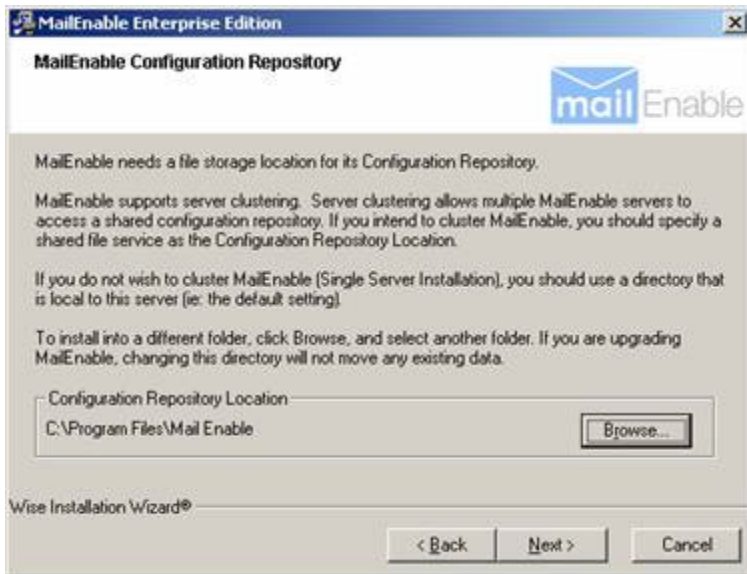
3.3.1 Upgrading Overview

To upgrade to MailEnable Enterprise from either Standard Edition, Professional or earlier Enterprise Editions, follow the same steps as outlined in the **Installation and upgrading** section (Section 3.1). As the same data stores are used, it is possible to run the installation over the top of the current configuration. MailEnable will detect the old version and retain the old settings (unless otherwise specified).

MailEnable set-up kits are available from the MailEnable web site at <http://www.mailenable.com/download.asp>

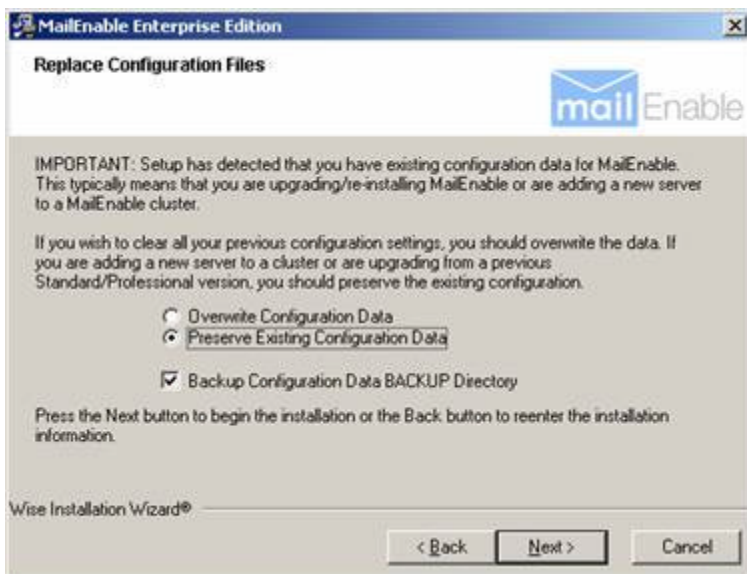
3.3.2 Configuration repository location

When MailEnable is installed over an existing installation, the installation program will prompt for the location of the configuration repository. It should default to the current configuration location as used by the existing installation of MailEnable.




3.3.3 Replace configuration files

The default setting of the installation is to **Preserve Existing Configuration Data**. Leave this option selected to retain current data and settings. To overwrite your configuration with clean installation, (i.e. do not retain post office or mailbox data) select the **Overwrite Configuration Data** option.



The installation has the option to **Backup Configuration Data BACKUP Directory**. Selecting this will ensure that the configuration repositories are backed up, which is always good practice. If you are using a database for configuration storage, this is not backed up.

Simply follow the installation wizard, verifying the settings until the wizard completes. It may be required to reboot your server at the end of the upgrade. The underlying configuration data and options are essentially the same for all MailEnable versions.

 **Note:** MailEnable Enterprise by default uses the same configuration data and options as Standard and Professional, but has two-way migration wizards for changing the configuration provider (i.e. you are able to migrate data back and forth between the default TAB delimited configuration files and the database). See the **Migrating data between providers** section ('Migrating data between providers' in the on-line documentation) for more information.

3.4 Post-installation configuration

3.4.1 MailEnable Diagnostic Utility

The MailEnable Diagnostic Utility checks the installation for system errors or warnings. The Diagnostic Utility also reports on the current system configuration. In most cases, the diagnostic report will provide enough information to determine whether the server is configured properly, or to diagnose system faults.

The MailEnable Diagnostic Utility can be found under:

1. the MailEnable Program Group under 'System Tools' or;
2. the MailEnable Administration Program under Servers>'localhost'>System>Diagnose

Once the Diagnostics Utility has been selected, it may take a few seconds to load (depending on the number of domains). A web page will be invoked and will give a test output of all services installed within the MailEnable program. In order to rerun the Diagnostic through the Administration program, right click on the Diagnose icon and select 'Refresh' from the popup menu. Below is an example of this test output and how it is displayed. The 'Refresh' option can also be used if the page does not properly load.

The utility is designed to assist you in configuring MailEnable. It validates your configuration and assists you in configuring MailEnable services.

Version Information


The following table lists information about the diagnostic application itself.

Report Filename:	C:\DOCU...-13\RSIT1-1\MAILLOCALS-1\Temp\MEDIA\O_HTML
Company Name:	MailEnable Pty. Ltd.
Contact Name:	MailEnable
Enterprise Version:	1.1
Current Local Time:	18/10/05 13:29:31
Current Time (GMT +1-Offset):	Tue, 18-Oct-2005 13:29:31 +1000
Application Directory:	C:\PROGRAMS-1\MAILERS-1\Bin
Configuration Provider:	Tab Delimited Files
Configuration Directory:	C:\Program Files\Mail Enable\CONFIO
Data Directory:	C:\Program Files\Mail Enable
Addresses:	4
Environment Variables:	Valid
Operating System:	Windows 2000 With Service Pack 4
License Status (Enterprise Edition):	Unlicensed. (1E) No license key has been configured for this server. Software has been in evaluation for 3 days.
Evaluation Key:	AD1129264053E
MailEnable Instance ID:	MEPC6(1)
Server Name:	MEPC6
Number of CPUs:	1

The classes and test configurations that are run are as follows:

Option	Description
Version Information	Contains all required environment data and version information.
Configuration and Data Test	Verifies that all repository stores are valid and free from any corruptions or permissions errors.
Application Environment	Checks various system files on the server that MailEnable relies on.
System Services and Tests	A test on services and whether they are correctly installed and running. Some services are not installed in all versions of MailEnable, and so therefore may fail this test. Click the Status link for confirmation of whether this is the case.
Queue Status	Calculation of the quantity of all inbound and outgoing emails is displayed here.
Host TCP/IP Settings	Basic check on IP and DNS configurations.
Network Interface Report	Check of all Network Interface Cards and validation of drivers.
Mail Transfer Agent	Reports details of the MTA service settings that can affect delivery and Antivirus/pickup event performance.
SMTP Configuration Test	Settings or properties of SMTP settings are defined. Checks security settings for this service.
SMTP Relay Settings	Relay settings are checked here - verifies that only authorized addresses can send

	through the mail server. See the SMTP connector - Relay section (Section 5.1.5) .
SMTP Inbound Bindings Test	Provides information on the bindings to IP addresses.
SMTP Outgoing Configuration	Shows outgoing SMTP configurations.
SMTP Outgoing Queue Status Test	Shows status of messages queued to remote hosts.
DNS Resolution Test	Resolves all DNS settings.
Host IP Reverse Lookup Tests	Outlines the reverse DNS configuration settings and verifies settings. Some mail servers will reject email if there is no PTR record configured for the IP address, so if this test fails a PTR record needs to be configured.
Hosted Domain Resolution Test	Checks whether local domains have MX records.
Reverse DNS Lookup Configuration	Indicates whether reverse DNS blacklists are enabled for the SMTP service.
Web Application Configuration Test	Checks web mail and web administration settings ensuring sites are correct.
Message Filtering/Antivirus	Shows the status of the MTA and configurations of any Filters and AV programs.
Authentication Tests	Checks all authentications provided by MailEnable.
Post Office Status Tests	Authenticates all post office accounts and domains.

 **Note:** The Diagnostic Utility is also a separate application which can be run through the **Program Files>Mail Enable>System Utilities** menu.

3.4.2 Check and configure DNS settings

In order for remote mail servers to deliver email to the MailEnable server, the correct DNS entries need to be configured in the Domain Name Services (DNS) hosting the domain records.

The server should have a fixed IP address that is registered under the public DNS. If the server does not have a static IP address (i.e. the IP address changes) in order to direct emails and domains to the server, a dynamic DNS provider (e.g. no-ip.com) will be required. A dynamic DNS provider keeps track of the changing IP address and updates the DNS details accordingly. Companies that offer this service may charge a monthly fee, although there are some free services available. It is still possible to send email from MailEnable with a dynamic IP address, but unless the DNS is updated with the new IP address every time it changes, other mail servers will not be able to connect. Be aware that a number of mail servers will not accept email from the server if it does not have a static IP address, or if the server is using a cable/DSL connection.

Every domain registered on MailEnable should have mail exchanger (MX) records defined with your Internet Service Provider (ISP) or whoever is hosting the DNS.

Due to the vast array of combinations for DNS hosting and the number of vendor specific DNS implementations, consult your DNS provider for instructions or inform them of the servers published IP Address along with the domain names being hosted under MailEnable and request they configure the DNS accordingly.

If using MailEnable from a computer at your office or home, ensure that your Internet plan allows you to run a mail server. Some providers block incoming email to mail servers on their network, to avoid the possibility of spam abuse. They can also block all outgoing email that is not going through their mail server. If unsure, please contact your service provider. If MailEnable can send email correctly, but does not receive any, it is likely to be either the DNS settings, or your ISP has blocked incoming email to stop you running a mail server.

More information is available on configuring DNS in the MailEnable Knowledge Base

(<http://www.mailenable.com/kb>).

The precise approach for configuring DNS depends on whether you are hosting your own DNS or whether an ISP or third party hosting the DNS. This section explains how you can configure your DNS if you are hosting your own DNS Server.


1. Using the DNS Management software for the DNS Server, ensure that a DNS "A" (Host) record has been created for the mail server. This record type allows the host to be identified by a host name rather than IP Address. To validate whether the A record was registered correctly, use the ping utility. Attempt to ping the host using its host name. If this works, then the A record was registered correctly.
2. Next, create an MX record that points to the A record. The way this is achieved depends on which DNS server/vendor being used
3. When selecting a DNS for MailEnable to use, choose one that can resolve all domain names, which is not necessarily the DNS which is hosting the domain names. For example, if you host your domain names through a third party, it is unlikely that you would use their DNS IP address to resolve.

An example for registering MX records using Microsoft DNS Server is available at:

<http://www.microsoft.com/technet/prodtechnol/windowsserver2003/library/ServerHelp/cb7a2363-0ed6-4c7c-87ba-7cc9592a8028.mspx>

3.4.3 To set up PTR records under Microsoft's DNS Server

1. Ensure that DNS Forwarding is enabled on the server. This means that if a client cannot find DNS records on the mail server, the DNS server will forward request to your ISPs DNS servers. This can be accessed under the properties of the server - Forwarders Tab (within DNS Manager)
2. Create the Reverse Lookup Zone for address range of the public IP address (e.g.: 201.248.10.*). Create this by selecting 'New Zone' under the properties of the server (within DNS Manager).
3. Create PTR Records for all of the IPs under the Zone outlined above (within DNS Manager).
4. Ensure the primary DNS IP addresses used by MailEnable's SMTP Connector is configured to use the local DNS rather than referring upstream to your ISPs. This is much faster and more efficient. (This is done via the MailEnable Administration program under the properties of the SMTP Connector)
5. Restart the SMTP Service to place DNS Server changes into effect (Service Control Manager)

 **Note:** Check with your ISP that they allow PTR referrals to your server. This can be checked using resources at <http://www.dnsstuff.com> (<http://www.dnsstuff.com/>)

4 Administration

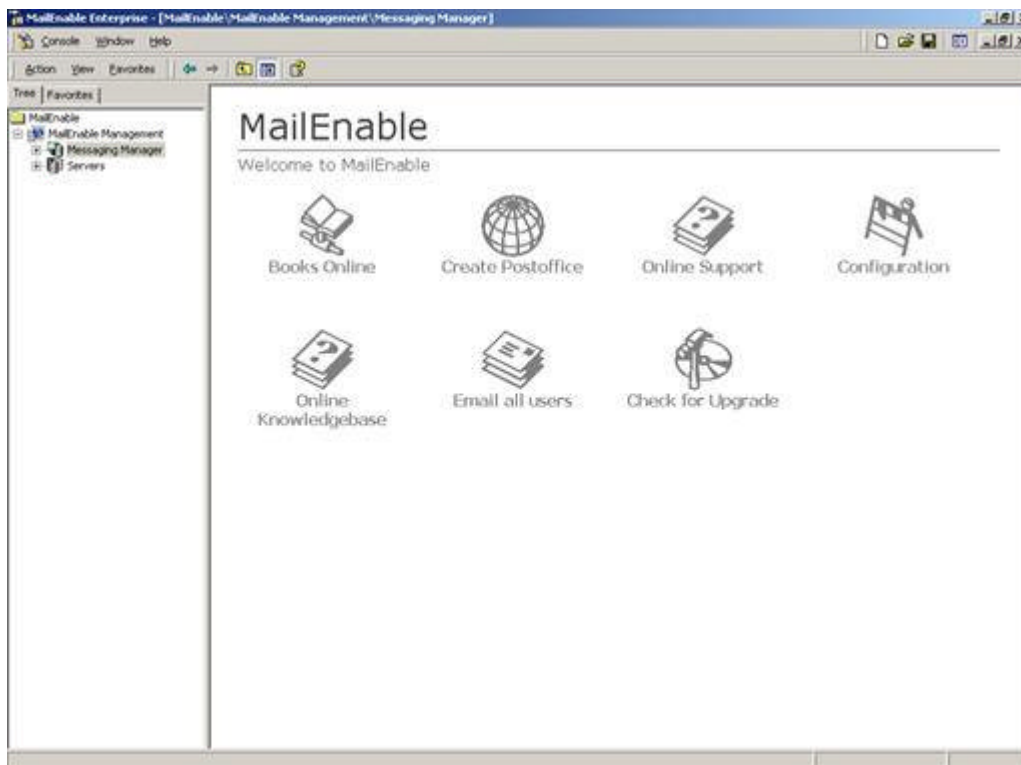
4.1 Administration Overview

The majority of MailEnable configuration and maintenance is done through the MailEnable Administration program within a Microsoft Management Console.

Start this application by using the Start menu in Microsoft Windows and Navigating to MailEnable Enterprise by selecting:

Start>Programs>MailEnable>MailEnable Enterprise

The MailEnable Administration program will open and you will be presented with a window similar to the following:



The tree view on the left navigates through the various components of MailEnable in order to configure them.

The first item in the display is **MailEnable Management**. By right clicking on this icon, the option to “Connect to a MailEnable cluster” is available. This section only describes how to configure a single server installation, refer to the **Cluster management section** (**Cluster Management** in the on-line documentation) for information covering multiple server configuration.

The second item in the display is **Messaging Manager**. This is where various global settings, such as Domains, Post Offices and Mailboxes can be modified. Explanations of these items are contained later in this document. The panel to the right of the tree view provides either icons for options, or a view of the configuration data determined by what you have selected in the tree view.

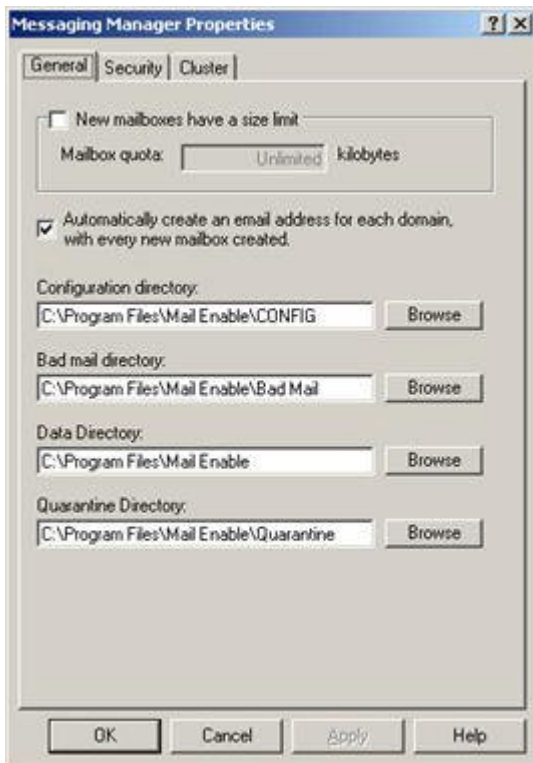
The third item in the left tree view of the Administration program, labeled **Servers**, is for configuring the various server specific configuration items for MailEnable.

Many of the tree view items have configuration options. These options can be accessed by right clicking on the icon and selecting the **Properties** item from the popup menu.

4.2 Messaging Manager

4.2.1 Messaging Manager Overview

This section describes the configuration of the Messaging Manager. The Messaging Manager configures global settings for MailEnable. To access these settings, right click on the Messaging Manager icon and select the Properties item from the popup menu, or click the Configuration icon in the right hand panel



4.2.2 Messaging Manager - General settings

General Settings for MailEnable's configuration can be found under the properties of the Messaging Manager. The paths that MailEnable uses to store its configuration data can be configured here.

Setting	Explanation
New mailboxes have size limit	Configures the default quota for mailboxes, so every new mailbox created will have a quota configured. This can be enable/disable in the mailbox settings.
Automatically create an email address for each domain with every new mailbox created.	If there are several domains in a post office and this setting is selected, then every time a mailbox is created in a post office a mail address or address mapping will be created for each domain for the mailbox.
Directory paths from the MailEnable system	Use these settings when clustering MailEnable and multiple servers are sharing the same configuration repository. This allows configuration of a clustered server array, or to change the location of the MailEnable configuration and storage repositories.

4.2.3 Security and authentication settings

The security tab contains the server settings for password encryption and Windows authentication integration as follows:

Setting	Explanation
Password Details/Encrypt Passwords	When using Tab Delimited Configuration Providers, which is the default storage within MailEnable, MailEnable passwords are stored in text files with a TAB extension under the \config directory of the MailEnable directory structure. You can optionally specify to encrypt MailEnable passwords. If you are using integrated authentication, Windows


	credentials will take preference to these passwords.
Enable Integrated Authentication	<p>This is a system wide setting that allows you to simply enable or disable authentication for all hosted MailEnable post offices.</p> <p>MailEnable Integrated Authentication allows you to use Windows Authentication as well as MailEnable's inbuilt authentication. It also allows you to have mailboxes created within MailEnable as users successfully authenticate using Windows Credentials. To enable integrated authentication, you must select Messaging Manager Properties (right click on Messaging Manager) and check the box labeled "Enable Integrated Authentication".</p>

4.3 Post office configuration

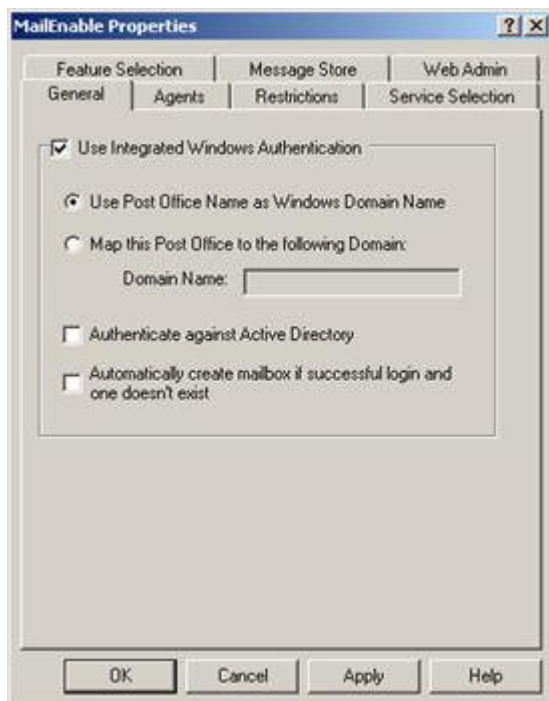
For a description of post offices, refer to the **Administration section (Section 2.3)** in the Overview.

To add a new post office:

1. Select the **Messaging Manager** branch in the left tree view window of the MailEnable Administration program.
2. In right window, an icon labeled **Create Post office** will be shown.
3. Click this icon to create a post office and enter a post office name.
4. A password for the postmaster mailbox that will be created for the post office will need to be specified
5. A new post office will be created.

 **Note:** It is also possible to right click the post offices branch and select **New > Post office** to create a new post office. Functions that are represented by an icon are mostly available through right-clicking items in the left hand panel.

Post office configuration can be accessed using the Administration Console by selecting **Messaging Manager > Post Offices > Post Office Name Properties** (as shown below).




4.3.1 Post office configuration Overview

For a description of post offices, refer to the **Administration section (Section 2.3)** in the Overview.

To add a new post office:

1. Select the **Messaging Manager** branch in the left tree view window of the MailEnable Administration program.
2. In right window, an icon labeled **Create Post office** will be shown.
3. Click this icon to create a post office and enter a post office name.
4. A password for the postmaster mailbox that will be created for the post office will need to be specified
5. A new post office will be created.

 **Note:** It is also possible to right click the post offices branch and select **New > Post office** to create a new post office. Functions that are represented by an icon are mostly available through right-clicking items in the left hand panel.

Post office configuration can be accessed using the Administration Console by selecting **Messaging Manager > Post Offices > Post Office Name Properties** (as shown below).



4.3.2 Authentication settings

Once Integrated Windows Authentication has been enabled globally as per the **Security and authentication settings section (Section 4.2.3)**, each post office can then be configured with specific authentication settings.

The General tab dialog configures the Microsoft Windows domain that post office mailboxes can authenticate against. The name of the mailbox must match the corresponding Windows account name. For example, a mailbox named Administrator will be able to authenticate using the Windows Administrator password.

In simple implementations there is likely to be only one domain, or the authentication will be done against the local machine. More complicated implementations will allow authentication against specific domains (i.e.: if the organization is made up of multiple domains).

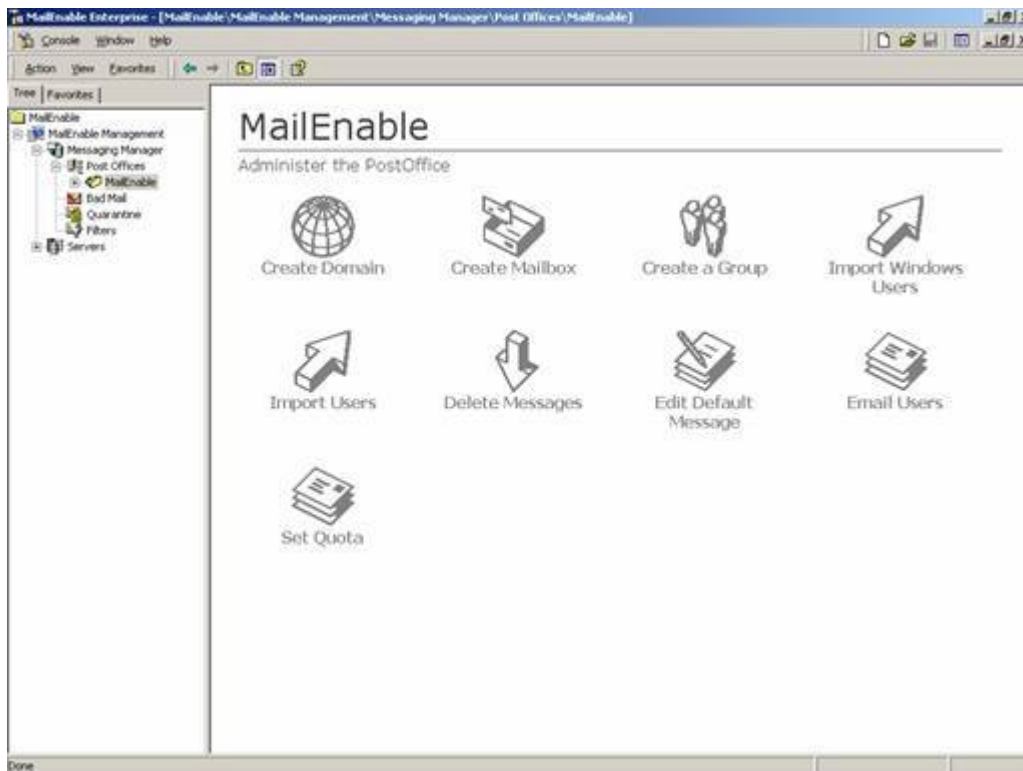
Setting	Explanation
Use Integrated Windows Authentication	Defines whether the post office can use Windows Authentication.
Use Post Office Name as Windows Domain Name	Select this option if the name of the post office matches the desired Windows Domain Name.
Map this Post Office to the	Defines the Windows Domain Name that the will be used for authenticating

following Domain Name	this post office's mailbox users. To authenticate against the local machine, either leave the Domain Name blank or enter a single period (.).
Authenticate against Active Directory	Configures MailEnable to use User Principal Name (UPN) style logins, rather than legacy Windows NT style logins. Both login mechanisms work equally as effectively, except Active Directory hosting of multiple domains in its hierarchy.
Automatically create mailbox if successful login and one doesn't exist	Allows accounts to be created as users authenticate. If a user enters valid Windows credentials, their mailbox is created automatically. Enabling this option immediately provides access to mailboxes for those who have validated against the specified domain.

4.4 Post office actions

4.4.1 Post office actions Overview

In the MailEnable Administration program, expand the post offices branch to display all the available post offices. Selecting the post office will display the available actions (as seen in the diagram below).



4.4.2 Create domain

Domains are placed under the post office that owns them. Use the MailEnable Administration program to manage the domains that are serviced by a post office (or customer). A domain is needed in order to create email addresses and allow users to send emails. To add a domain, from the right hand side window of the MailEnable Administration program select the **Create Domain** icon.

General

After selecting the **Create Domain** icon, the following window will appear:

Here, enter the full domain name to receive emails for. For instance, to receive emails such as sales@mailenable.com or info@mailenable.com, enter the domain **mailenable.com** here. The domain will now appear under the **Domains** branch of the MailEnable Administration program.

Multiple domains can be assigned to a post office. However, at least one domain needs to be configured in order to have a valid email address.

Setting	Description
Domain is disabled	Stops email being sent to the domain.
Abuse Address	Enter the email address or select the mailbox for the abuse@domain email address.
Postmaster Address	Enter the email address or select the mailbox for the postmaster@domain email address. This is a mandatory setting.
Catchall Address	<p>A catchall address will collect all emails for a domain that do not have a mapping to a mailbox. Either select an existing mailbox, or enter another email address to act as the catchall. Implementing a catchall will capture more spam, so make sure this mailbox is monitored.</p> <p>Warning: It is advisable not to enter a remote email address or a local mailbox which is being redirected to a remote address as a catchall. Doing this will cause the server to on-send all the caught spam and is likely to result in blacklisting by the remote server and possibly putting the server on a global blacklist.</p> <p>When an inbound connection via SMTP is made and there are multiple recipients to addresses that are destined for a catchall mailbox, only one message is delivered to prevent multiple copies of the same email being delivered. Messages that are delivered to a catchall will have the recipient list in the Received header, or on the alternate catchall header line, if this is enabled.</p>
Act as Smart Host	<p>Redirects all mail for the current domain to another mail server. This would be used if, for instance, the server was acting as a backup mail server for the domain. Specify a port number by adding a colon and port number after the IP address. e.g. 192.168.3.45:30. Do not enter the IP address of your MailEnable server, as it will create a message loop (the mail server will send to itself) and messages will finally end up in the Bad Mail directory. See the Smart host section (Section 5.1.9) for more information on smart hosting.</p> <p>Use the 'Only relay email from authenticated users' option in order only to relay email from</p>

users that have met the SMTP relay option criteria. This can be used if a domain is configured to send to a specific relay server (e.g. you might configure the aol.com domain to relay through to another server for your users, but don't want anyone to send aol.com messages through your server).

Blacklist

Add blacklisted domains for the selected domain. Blacklisted domains are unable to send mail to this domain. The Domain properties blacklist checks the envelope sender of the email, which may be different to the email contents.

Setting	Description
Domains	Remote hosts can be denied access to the system by adding them to the blacklist for a domain. This effectively denies a server the ability to send to the domain if the domain in a senders email address matches an item in the blacklist. For example, if you add the domain "mailenable.com" to the blacklist for a domain, then the domain will not accept any emails from mailenable.com.

4.4.3 Create Mailbox

4.4.3.1 Create mailbox Overview

For a description of mailboxes, please see the **Administration section (Section 2.3)** in the Overview.

When creating a mailbox, MailEnable will automatically create an email address for each domain in the post office (if the setting for automatically creating email addresses for each domain is enabled in the Messaging Manager Properties - see the **General settings section (Section 4.2.2)**) using the format mailboxname@domain. When a mail client application logs onto to MailEnable to retrieve email, it needs to have its username formatted as mailboxname@postofficename.

To create a mailbox, select the post office branch. Select **Create Mailbox** from the icons displayed.

4.4.3.2 Create mailbox - General

The General tab of mailbox properties displays as below:



The screenshot shows the 'Mailbox Properties' dialog box with the 'General' tab selected. The dialog has a title bar with a question mark and a close button. Below the title bar are tabs for 'Service Selection', 'Restrictions', 'POP Retrieval', and 'Filters'. Underneath are sub-tabs for 'General', 'Addresses', 'Redirection', 'Actions', and 'Messages'. The 'General' sub-tab is active. The form contains the following fields and controls:

- Mailbox Name:** A text input field.
- Username for mail clients:** A text input field.
- Password:** A text input field with a 'Select random...' button to its right.
- Mailbox Type:** A dropdown menu currently set to 'ADMIN'.
- Mailbox has a size limit:** A checkbox with a label.
- Mailbox quota:** A text input field containing 'Unlimited' followed by 'kilobytes'.
- Prevent user from authenticating:** A checkbox with a label.
- Mailbox is Disabled:** A checkbox with a label.
- Mailbox Size:** A text input field showing '0 bytes'.
- Delete Messages...:** A button.

At the bottom of the dialog are four buttons: 'OK', 'Cancel', 'Apply', and 'Help'.

Setting	Description
Mailbox Name	This is the name of the mailbox. Once created, this cannot be changed. This both identifies the user and ensures there is no duplication of mailbox names. As the Mailbox Name is entered into the text box, the POP Logon name entry just below it will change to reflect the entry.
POP Username for mail clients	This is the username used for logging onto the server via POP3. Use this information to set up the client mail software. The POP Logon name is the same as the "User Name" that is used by mail clients when they connect to the server to retrieve email. MailEnable uses the @ symbol to identify the post office the mailbox belongs to. This way, the same mailbox names can exist in different post offices (although the username to retrieve their email will differ, since the username is formatted as mailboxname@postofficename).
Password	The password for the mailbox. The client software uses this when connecting. If SMTP authentication is turned on, this password is also used for sending email. Other extensions to the MailEnable product may also use this username/password combination. The password that is set is the same as the password used by mail clients to authenticate when they connect to the server to retrieve email.
Select random password	Creates a random 8 character alphanumeric password.
Mailbox Type	Determines the access level for the mailbox. If the mailbox is given "ADMIN" rights, then the user will be able to administer this post office in MailEnable via the web administration interface. If the user is given "SYSADMIN" rights, then they will be able to modify any post office settings.
Mailbox has a size limit	Limits the size of the mailbox. If an email will take the size of the inbox over this limit, the email is bounced back to the sender.
Prevent user from authenticating	If enabled, this will prevent a user from authenticating or logging into any service where the credentials for the mailbox are supplied.
Logon Disabled	When a mailbox is disabled, it cannot be accessed via a service, such as POP3 or web mail. Useful for suspending account, it makes the mailbox or email mappings to the mailbox inactive, without deleting it.
Delete messages	Delete messages from the mailbox.

4.4.3.3 Addresses

When creating a mailbox, email addresses are created for all the domains available in the post office. For instance, for the domain mailenable.com, if a mailbox called 'sales' was created, the email address sales@mailenable.com would be automatically created.

To create new email addresses, selecting the **Addresses** tab at the top of the mailbox properties window. A list of the current email addresses will be shown.



In order to add another email address for this mailbox, click the **Add Email** button. The first text box, **Enter email name** is where the first part of the email address is entered. E.g. to add **sales@mailenable.com**, only requires the word **sales** to be entered. The full address of the email being added is displayed in the window.

The **Available Domains** list box in this window lists domains that are entered via the **Create Domain** icon. MailEnable can only add email addresses for the available domains in each **post office** account. For the purpose of this guide we have entered only one domain. In cases where there is more than one domain in a client's post office account, these domains will appear in this list box. It is then possible to select the appropriate and then entering the email name that is required. Select **OK** on the **Add Emails** window when the address has been entered. It will now appear in the mappings list.

Select **OK** on the **Mailbox Properties** window as your mailbox has now been configured

Setting	Description
Friendly Name	The Friendly Name is used as the display name for emails sent via web mail and for the sender for auto-responder messages. When sending messages from email clients, the friendly name is configured within the client application, not on the server.
Reply To Address	This address is used as the reply to address for auto responders.
Email Addresses for Mailbox	Each mailbox can have one or more email address mapped to it. Use the Add Email... button to add new email addresses. It is only possible to add an email that matches an existing domain for the post office. When first creating a mailbox, MailEnable will automatically create email addresses for each of the domains for the post office.

4.4.3.4 Redirection

The redirection tab sets redirections for a specific mailbox to be forwarded to one or more email addresses.

Setting	Description
Redirect this mailbox to	Redirect all email for the mailbox to an alternative email address or addresses. To enable redirection, select the 'Redirect this mailbox to' checkbox. Select the Add button to add email addresses. If more than one email address is listed, the email will be copied to all of the addresses listed. There is a limit of approximately 25 email addresses that can be redirected

	to (the limit depends on the length of each email address). For a large number of redirections, use a group (see the Create a group section (Section 4.4.12)) - this allows an unlimited number of addresses.
Keep a copy of the message in mailbox	By default, when redirecting a mailbox to another email address a local copy is not retained. Enabling this option keeps a copy of all messages that are being redirected.

4.4.3.5 Actions

The actions tab allows for the configuration of auto responders and delivery events.

Setting	Description
Enable auto responder	Enabling this will send a message back to anyone who sends an email to the mailbox. The auto responder will not reply to a message marked as bulk. It is not possible to enable auto responders for the postmaster mailbox.
Enable delivery event	<p>Allows a program to be executed on every message when it is delivered to a mailbox. The command line executed is:</p> <pre>program messagefilename connectortype</pre> <p>Where program is the program filename, messagefilename is the name of the message file and connectortype is the type of messages (i.e. SMTP, LS, SF). Be aware that the directory path to the message is not passed to the program. The program will need to read the directory path from the Windows registry.</p> <p>The path to the message for the delivery event can be built from values retrieved from the Windows registry. The following registry key returns the root path of the messages queues for a server:</p> <pre>HKLM\SOFTWARE\Mail Enable\Mail Enable\Connectors\Connector Root Directory</pre> <p>To get the full path to the postoffice connector queue, which is holding the message for the delivery event, append the text "\SF\Outgoing\Messages" to the value retrieved. The parent of this folder has the command file for the message if required. Be aware that the path to the message file is different for the MTA pickup event, so scripts or external programs would have to be modified accordingly.</p> <p>The delivery event will not execute for any messages marked as bulk. Bulk messages are mostly system generated messages such as delivery failures, delivery reports, and autoresponder replies. Messages from list servers may also not execute the delivery event.</p>

4.4.3.6 Messages

The messages tab will list up to 200 messages in the currently selected mailbox and optionally allow all email to be forwarded to another mail account.

Setting	Description
Messages	Lists the messages in the current mailbox. Select an item to view the contents of a message. Only the most recent 200 messages are displayed.
Forward all email	Forward all email from this local mailbox to another mail account. It is possible to specify what account to have the messages forwarded from. This will forward the mail in the same way a mail client would. All mail will remain in the mailbox unless the option to delete mail is selected.

4.4.4 Export users

A user list can be exported in CSV (comma-separated value) format, with selected fields. To export users;

1. Find the post office where the user details are to be exported.
2. Right click the post office name, select **All Tasks** and then select **Export Users**.

3. From the list, select the fields to export to the file.
4. Enter the filename to save as and select **Export**.

4.4.5 Import Windows users

Windows users can be imported into a MailEnable post office. This will create a mailbox for each Windows user. To import users;

1. Select the post office to import the users to
2. Select either the icon for Import users, or right click the post office name, select **All Tasks** and then select **Import Windows Users**
3. Select the Windows users to import
4. Select whether to give them a specific quota, or allow them to have an unlimited amount of space
5. The password for all selected users can be set to the same, or MailEnable can generate random passwords for users. If generating random passwords, it is possible to export a list of all the users and the passwords assigned
6. By default, users are given an email address corresponding to a domain for the post office being imported into. Select the domain to assign email addresses for. Mailboxes are automatically enabled when created.

4.4.6 Import users

This feature allows you to import users to the local post office. A comma delimited file that is formatted as **emailaddress,password,quota** must be used. Password and quota is optional. If not provided then default settings are used and domains will be created if necessary.

If quota limits are not specified in the file, these can be set to a certain limit, or unlimited.

If password settings are not specified in the file, a random password may be generated or a set password can be created for all imported users.

4.4.7 Email users (all)

An administrator is able to e-mail all the users at a post office by selecting/clicking on the post office name under **Messaging Manager > Post Offices**.

Then administrator then clicks on the **Email users** icon to send an email to all users of a particular domain.

4.4.8 Email users (individual)

An administrator can e-mail a user/mailbox owner from within the Messaging Manager by right clicking on the mailbox and selecting **Send email**.

4.4.9 Delete messages

Messages can be deleted from MailEnable either globally, or by post office, or mailbox. It is possible to specify how many days old the messages have to be, whether to delete all messages before a certain date, or to delete all messages.

4.4.10 Set quotas

Selecting this option will reset all mailbox quotas for the post office to the specified value. This will only affect the current mailboxes, not any future ones that will be added.

4.4.11 Edit default message

This edits the default message (which has the filename default.mai) that is created in a mailbox when the mailbox is created. For more detailed information on this selection, please see:

<http://www.mailenable.com/kb/Content/Article.asp?ID=me020027>


4.4.12 Create a group

For a description of groups, please see the **Administration section (Section 2.3)** in the Overview.

When creating a group, the group name is the full text description of the group (for ease of identification). The recipient address is the email address of the group and within this group there can contain multiple external groups. Groups can contain external addresses, so the one group can have different email addresses that are not hosted on the server.

Setting	Description
Group name	Create a name for the group e.g. staff@example.com
Group is disabled	Stops the group from working so that if someone emails the group address, the email will bounce back indicating that the address is not valid
Add email	Add other email addresses for the group e.g. allstaff@example.com

To add a new group member to a group, right click the group, and select **New > Group member**. Type the email address in the box provided or select “Advanced” which will list all users in the post office.

 **Note:** Be cautious of using the “Advanced” option if you have a large number of users in the post office

To import users into a group from a text file, right click on the group icon in the tree view display and select the **All Tasks > Import Members** menu item.

4.5 Lists

4.5.1 Lists Overview

For a description of lists, please see the **Administration section (Section 2.3)** in the Overview.

When a user wishes to subscribe to a list, they need to send an email to the list with the word “subscribe” in the subject. When the user wishes to be removed from the list, they need to send an email with the word “unsubscribe” in the subject.

To create a new list:

1. Under the Messaging Manager select the post office to create a list for
2. Right click the **Lists** folder and select **New > List**. This will load the List Properties window (see below) to configure a new list.

The screenshot shows the 'List Properties' dialog box with the following details:

- General** tab selected.
- List name:
- Select domain for this list:
- List owner email (also moderator):
- List is disabled Enable list help
- Send from:
- List Type:
- Description:
- When people wish to send a mail to this list they use the following address:
- Buttons: OK, Cancel, Apply

4.5.2 Lists - General

The general options associated with a list are outlined in the following table:

Setting	Description
List name	The name of the list. This determines the address that people email to in order to post to the list. The full email address for the list appears at the bottom of the General property page.
Select domain for this list	The domain used for the list name.
List owner email (also moderator)	The email address of the moderator. When a list is moderated, all the emails that are posted are sent to the moderator. It is the job of the moderator to decide whether or not the email is to be posted. Only emails coming from the moderators email address will be posted to the list.
List is disabled	Disables the list so no one can post to it.
Enable list help	Enables help for the list. If someone posts to the list with the subject of 'help' they will receive an email with details of what commands the list server will accept.
Send from	Determines the From address which will be used for all emails coming from the list. This can be either the moderators email address or the list address. This does not determine where the reply goes.
List Type	Determines whether the list is moderated or not. If moderated, all incoming emails will be sent to the moderator email address. If a password protected moderated list is configured, then users do not need to use the password, but the moderator does. All emails will go to the moderator, and the moderator needs to use the password in order to post to the list.
Description	A description of the list. This is displayed in the Administration program to allow you to easily see what a list is about.

4.5.3 Options

MailEnable also provides advanced list configuration options. These options can control who can post to lists, where list replies should be directed, who can subscribe to lists and the format of any subject prefix that is applied to posts.

Subscription type

MailEnable can control how subscriptions are handled.

Setting	Description
Anyone can subscribe to this list via email	Allows people to subscribe to the list by sending the word “subscribe” as the subject of an email to the list.
E-mail subscriptions are not permitted for this list	Stops people from subscribing to the list. List members can only be added through the administration program.
E-mail subscriptions need to be confirmed	Enforces a subscription confirmation code to be returned to the list for successful subscription. When this option is enabled a subscription code will be sent out after a message has been sent to list with “SUBSCRIBE” in the subject field of the message. The user then needs to reply to list using the confirmation code that was sent out to him/her to successfully subscribe to the list.

Posting permissions

MailEnable can control who can post to a list.

Setting	Description
Anyone can post to this list	Anyone is allowed to send a message to the list.
Only subscribers can post to this list	The list will only accept posts from email addresses that exist in the list.
Posting to this list requires a password	Password protects the list. To send an email to a password protected list, users need to enclose the password in square brackets and colons e.g. [: and :]

Reply options

These options determine who should receive responses when a recipient replies to a post.

Setting	Description
Subscribers reply to the list	The reply to address is set to the list address, so when users reply to a message that gets sent from the list, their email gets sent to the list.
Subscribers reply to the posters address	The reply to address is set to the email address of the sender, so when users reply to a message sent from the list, their email is sent to the person who made the original post.
Subscribers reply to the moderators address	The reply to address is set to the moderators email address, so when users reply to a message sent from the list, their email is sent to the moderator.

List subject prefix

Some lists place a prefix in the subject of the list messages. This allows subscribers to filter the messages that are dispatched to them via the list server. These options can control the prefix that is appended to the subject of messages that are dispatched to list subscribers.

Setting	Description
Subject is prefixed with the name of the list	The list name, enclosed in square brackets ([and]) is added to the start of the subject line of emails posted to the list.
Subject is not altered	Subject is not altered for any messages posted to the list.

Subject should have the following prefix

Specified text is added to the start of the subject line for all emails posted to the list.

4.5.4 Headers

Specify plain text or HTML headers for all list messages.

Setting	Description
Attach header	This text is added to the top of every email when the Attach header checkbox is selected.

4.5.5 Footers

Specify plain text or HTML footers for all list messages.

Setting	Description
Attach footer	This text is added to the bottom of every email when the Attach footer checkbox is selected.

4.5.6 Importing list members

MailEnable can import users from a text file to a list. To do this;

1. Under the Messaging Manager select the post office to import the list members into
2. Right click on the list icon in the tree view display and select the **All Tasks > Import Members** menu item
3. Select the file to import. The file should be in the format of **emailaddress,displayname**

4.5.7 List commands

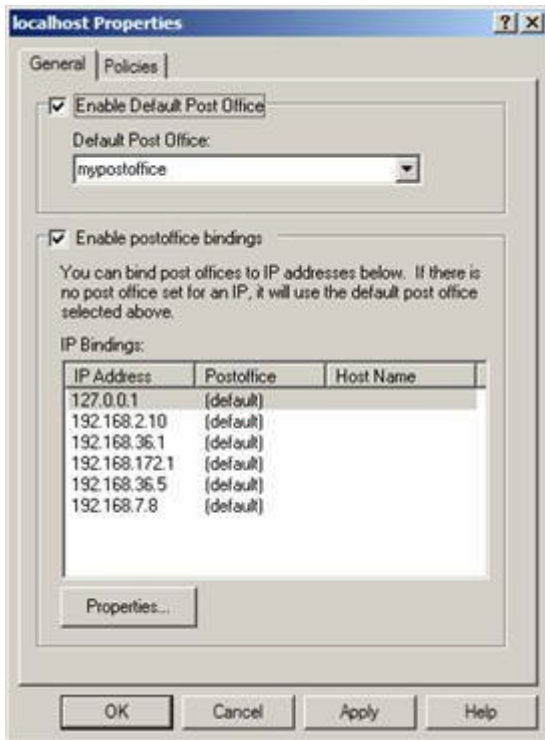
Users send commands to the list by putting the command in the subject line. The available commands for the list server are:

- **Help** - sends an email back with the available commands of the list server
- **Subscribe** - adds the user to the list (if the list permissions allow them)
- **Unsubscribe** - removes the user from the list

4.6 Server configuration

General Server Configuration Options are located under the properties of the Server name “localhost” to manage the local server. These settings are specific to the server that is selected.

The General tab specifies a default post office for the server and shows post office bindings to IP addresses.



Setting	Description
Enable Default Post Office	Specify the default post office for your server. This means that any username that only has the mailbox name will be assumed to be from the default post office. E.g. the <i>sales@example.com</i> user will only need to use <i>sales</i> to log on with.
Enable post office bindings	It is possible to bind each MailEnable post office to a particular IP address on the network card. This means that all post offices will only need to use the username to log-in (not just the default post office). This will also allow the welcome message when a connection is made to the server return a value that is specific for each post office.

4.6.1 Server configuration Overview

General server configuration options are available by selecting:

MailEnable Management > Servers > localhost

Right click to select Properties.



Setting	Description
Enable Default Post Office	Specify the default post office for your server. This means that any username that only has the mailbox name will be assumed to be from the default post office. E.g. the <i>sales@example.com</i> user will only need to use <i>sales</i> to log on with.

5 Configuration of connectors, services and agents

5.1 SMTP Connector

5.1.1 SMTP Connector Overview

SMTP is a protocol for transferring outgoing email messages from one server to another and also to accept email messages from other mail servers and email clients. SMTP is used with both POP3 and IMAP4.

Note: POP and SMTP servers are often the same server. However, in some cases, one server is used for receiving mail (POP server) and another server is used for sending mail (SMTP server); this is done mostly for load balancing and redundancy.

Using the Administration Console, the SMTP properties can be accessed by expanding the **Servers > Localhost > Connectors** branch.

Right click on the **SMTP** icon and select **Properties**. The options are explained below:

5.1.2 SMTP properties



Setting	Description
Local Domain Name	The domain name of the server that MailEnable is installed on, or the default domain for the configuration. It is used for system messages, to announce the server when it connects to remote server, and when remote servers connect to MailEnable if the host name has not been specified.
Default mail domain name	The default mail domain name for the server, which usually matches the default MX record. For example, if you have configured mail.example.com in your DNS to point to your mail server, then you would enter this here. If a host name has been specified for an IP address on the server, then that value will override this host name.

DNS Address	The DNS that the local machine uses. If using more than one DNS, separate the addresses with a space character. If the SMTP service fails to connect to the first DNS, it will try the second or subsequent DNS. Use the DNS that is configured for the local network. Remember that this is not necessarily the DNS of where the domain name is registered.
Specify the email address when sending notifications	The address from which notifications are sent. When MailEnable sends out email such as message delivery delays, or delivery failures, it will use this address as the "from" email address. Usually this would be postmaster@example.com (substitute your domain here). Make sure this is a valid email address.

5.1.3 Inbound

Setting	Description
SMTP service listens on port	Determines the port the SMTP service is running on. The default is 25. Inbound SMTP connections from remote servers expect the mail server to be listening on port 25, but some proxy or gateway software may require this to be changed.
SMTP Enable SSL (Default Port)	Enables SSL certificate encryption for the default port that SMTP is running on. Place a tick in this box to enable. The service also has to be enabled at a server level in the MailEnable Administration Program > Server > Localhost Properties > SSL tab .
Also listen on alternate port	The SMTP service can also listen on an alternate port by enabling this option. Usually this is done to cater for clients who may be on connections where their outgoing port 25 has been blocked.
SMTP Enable SSL (Alternate Port)	Enables SSL certificate encryption for the alternate port that SMTP is running on. The default port for this is 465. When enabling SSL make sure that a valid SSL certificate has been selected in the MailEnable Administration > Server > Localhost Properties > SSL tab .
Maximum number of concurrent connections	The number of connections that will be available for remote servers and email clients to connect to.
Advertised Maximum message size	Entering a value here will inform remote mail servers and email clients of the maximum size of an email that should be sent to the server. The size is represented in bytes. Clients or remote mail servers may ignore the value. A size of 0 means that there is no limit on message size.
Enforce this message size	Checks each inbound message size after it is received. If it is over the limit, it will be deleted and an error returned to the remote server or email client that is trying to send.
Access Control	Specify who can connect to the email server. Specify a list of IP addresses that are either banned from connecting, or are the only ones allowed to connect. Use the * character as a wildcard.
Inbound IP Bindings	Select the IP addresses that the SMTP service will be bound to. On a multi-homed machine it may desirable to only listen to connections on particular IP addresses. 'Always bind the service to all available IP addresses' will allow connections on all IP addresses that are configured for the machine.

5.1.4 Outbound

Setting	Description
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Maximum number of send threads	The number of threads that are used to send email.
Timeout for Remote Mail Servers	How long the SMTP service will wait for a response from a remote mail server before disconnecting.
Outgoing queue poll interval	How often the SMTP service polls the outgoing queue directory for mail messages to send. This is measured in seconds.
Limit outbound message size	Forces MailEnable to check the size of each message before delivering to a remote mail server. If the message cannot be delivered it will be returned to the sender (or sent to the bad mail directory if the message is system generated).
Outbound IP Binding	Forces the SMTP to use a specific IP address on the server when it is trying to deliver email.

5.1.5 Relay

Mail servers accept messages for recipients that have their mailboxes hosted on the mail server itself. Any attempt to send a message to a non-local recipient (i.e. a recipient on a different mail server) is called a 'relay'. It is critical to regulate who can send messages to others (non-local recipients) or the server will be identified as an Open Relay. This means that people on the Internet can send email out through the server without authenticating. Secure the server by configuring strict rules as to who can relay messages to non-local recipients.

For a server on the Internet, the best relay setting to have is to only have **Allow relay for authenticated senders** checked, and leave **Allow relay for local sender addresses** unchecked. This will make everyone who wants to send email out via the server provide a username and password.

To access the SMTP Relay options, open the Administration program, expand the **Servers > Localhost > Connectors** branch, right click on the SMTP icon, select Properties from the popup menu, and click the Relay tab.

The following table provides an explanation of the various relay settings.

Setting	Description
Enable Mail Relay	Mail relaying needs to be enabled in order to send mail. Otherwise MailEnable will only be able to receive email. There are four options available to limit who can send mail out through the server. It is possible to select any combination of the four, however, a client only has to match one of the items in order to relay through the mail server.
Allow relay for authenticated senders	Requires that people sending mail through the server enter a username and password (i.e. this option enables SMTP authentication). To set this is different for various mail clients, but in Microsoft Outlook Express and Microsoft Outlook for instance, this is done in account properties via the "My server requires authentication" checkbox under the "Servers" tab. It is advisable to have this option enabled if the server is not using privileged IP ranges. Also, ensure that Secure Password Authentication (SPA) is not enabled.
Authentication method	Select the authentication method for authenticated senders. MailEnable/integrated authentication - uses the MailEnable username/password Windows authentication - uses the Windows username/password valid for that machine Authenticate against the following username/password - specify your own username and password.
Allow relay for privileged IP ranges	Allows people with certain IP addresses to send email through the server. If the IP addresses of persons who are able to send email out through the server is known, use this option. DO NOT select this option if the list of IP addresses is unknown, as this may inadvertently allow everyone access. This option is usually required to allow sending through the server from a web server or web page.

Allow relay for local sender addresses	Allows people to send mail if their 'From' address has a domain that is hosted on MailEnable. For instance, if you host example.com, and someone sends a message from your server that has their 'From' address as peter@example.com, the email will be sent. Unfortunately, spammers may still abuse this by spoofing 'from' addresses, so most servers will not use this option. Using this option may cause some anti-spam blacklists to consider the server as "open relay" and block email from the server.
POP before SMTP authentication	<p>The IP address of users who authenticate via POP is remembered and permitted to relay. The time period to remember the IP address for can be set. Some client applications will try to send email before retrieving (e.g.: Microsoft Outlook), so they will generate an error message on the first send try. Subsequent send attempts will then work if they are before the specified time.</p> <p>This is required due to some ISPs and certain routers not allowing SMTP authentication. This feature will bypass this issue by authenticating a client using POP. If this authenticates then the SMTP service will allow this IP access for a designated period of time.</p> <p>To remember the IP address, a file is written to the Mail Enable\Config\Connections directory. The file name is the IP address and the file extension is .pbs.</p>

5.1.6 SMTP - Security

Setting	Description
Reject mail if sender address is from an invalid domain	<p>When a user is sending mail to MailEnable, this option will check the From address in order to verify the domain it is coming from. It works through a senders (FROM) address in the envelope or command message for an email having the domain stripped from an email address. This will then have a DNS resolution lookup completed on the domain name MX record to see if it is registered as a mail server. If not then the message will fail with a permanent error.</p> <p>This is used to stop people abusing the mail server by using incorrect information. The majority of people who use an incorrect From address are spammers. This may affect valid email from incorrectly configured clients, so monitor the logs often.</p>
Authenticated senders must use valid sender address	If this is selected, users who are authenticating to send email must configure their email client with a valid email address that is assigned to the mailbox they are using to send on. This option is useful to force clients to use a legitimate email address, thereby reducing the possibility of spam.
Prevent sender address spoofing. Senders using a local address as the sender must authenticate to send any email	<p>Forces anyone sending through the server with a sender address which is configured in MailEnable to authenticate. This option is ignored if the sender is sending from a local IP address.</p> <p>If using a sender address which does not include the @ symbol (a non-routable address), then the whole address is checked against the local domain list.</p>
Hide IP addresses from email headers	By default, the IP address of a client connecting is displayed in the header of an email message. If the network has its own IP range which is to remain hidden to receivers of emails, this option will replace the IP address with 127.0.0.1
Require PTR DNS entry for unauthenticated connections	If an inbound connection has not been authenticated, MailEnable will look up to see if there is a PTR DNS entry for the connecting IP address. MailEnable will not validate whether the entry is valid, it will check to see if one exists. Local IP addresses are not checked for PTR entries.
Disable all catchalls	Catchalls for domains will cause the email server to collect a lot more email

	and can cause the server to relay spam (i.e. if the server redirects a catchall to a remote email address). This option will stop all catchalls from working.
Allow domain literals	MailEnable will allow inbound emails to be formatted as user@[IP Address], such as user@[192.168.3.10]. MailEnable will accept emails for any of the IP address that have been configured on the server. If using NAT, or to accept extra IP addresses which are not configured on the server, select the Advanced... button. This will allow these extra IP addresses to be entered.
Use alternate welcome message	When an email client or other mail server connects to MailEnable, a one line welcome message is displayed. By default, this indicates that the server is running MailEnable software, and shows the version of the software. If this option is enabled, it is possible to customize the welcome message. There are also two variables that can be used in the welcome text that will be replaced. These are: %LOCALDOMAIN% - this will be replaced with the SMTP domain from the SMTP options %TIME% - this will be replaced with the current time on the server
Restrict the number of recipients per email	It is possible to restrict the number of recipients per incoming email. Allowing a large number of recipients per message may help with sending to contact lists via email clients, but it also raises the benefit to spammers, as they can save on bandwidth and can send through more messages in a shorter amount of time.
Drop a connection when the failed number of commands or recipients reaches	Most email clients will recognize error codes returned by the mail server for an invalid recipient or similar. But some spammers and bulk email utilities may not recognize these errors and keep trying to send. By enabling this option, MailEnable will drop the client connection. It is recommended not to use a low value (5 for example), as some valid web scripts will not check the return codes either - but these will only produce a small number of failed commands.
Add to denied IP addresses if this number is reached	If a connection has reached the disconnection limit, it is possible to automatically add the IP address of the client to the SMTP Access Control list. Be aware that if enabling this option, the Access Control list can grow and adversely affect the performance of the SMTP service. Therefore it is recommended to check the Access Control list regularly.

5.1.7 SMTP - Advanced

Setting	Description
Enable alternate catch-all header	When mail is sent to an invalid recipient and they are specified as a BCC on the message, it is difficult for the mail administrator to know who should have received the message. The catch-all header allows you to specify the name of the message header field that is used to record any recipients that were delivered to the catch-all account. By default, MailEnable records this information into the Received By: message header; hence this setting is supplied to provide more control over how the information is recorded within the message. Only one copy of a message with multiple recipients is delivered to the catchall mailbox.
Add required headers for authenticated senders if needed	Some email clients or applications will not add a Message-ID or Date header line to their emails. Some mail servers require these items and will reject the email if they do not exist. By enabling this option, MailEnable will add the required lines (if they do not exist) to all users who are authenticated to relay through MailEnable.
Allowed SMTP Commands	The list of SMTP commands that can be disabled are shown here. For example, it is possible to disable the EXPN, which displays all the emails of users in a group.

5.1.8 SMTP - Delivery

Setting	Description
First Retry	The delay before a message is retried for the first time. The default is 15 minutes.
Second Retry	The delay before a message is retried for the second time. The default is 30 minutes.
Third Retry	The delay before a message is retried for the third time. The default is 60 minutes.
Subsequent retries	The delay before a message is retried for the first time. The default is 240 minutes.
Failed Message Lifetime	This determines the amount of time a message will stay in the outbound queue before MailEnable gives up and moves the message to the Bad Mail directory. If the message has hit the maximum retry amounts, it will be moved to Bad Mail, even if the failed message lifetime has not been reached.
Delay notifications	When an email fails to be delivered, but the error is not permanent (which could happen if there was a network error, the remote server was down, or other errors), then MailEnable will send an email to the original sender to inform them that the message has been delayed. This option can either turn delay notifications off, send a message only on the first failure, or to send a message back for each send delay. There is also the option to only send delay notifications after a specified period of time from when the message send is first attempted. This will allow the SMTP service try to send the message more than once before the sender is informed that there is a delay.
Do not generate Non-delivery Receipts	When an email cannot be delivered and the error is permanent, then MailEnable will send a message to the original sender informing them of the error. Enabling this option will stop this message from being generated.

Delivery failure notifications can be customized for the SMTP service. Templates can be used for either a post office (if the message which fails can be attributed to a post office) or for the server.

The template files for a post office need to be configured in the following folder:

Mail Enable\Config\Postoffices\[postoffice]

If this template file does not exist, then the server level one will be used, which is located at:

Mail Enable\Config\Postoffices

MailEnable provides two template files for non-delivery reports:

Setting	Description
SMTP-NDR-FAILEDRECIPS.TXT	Non-Delivery Message that has a list of failed recipients (ie: one or more recipients were refused by the server)
SMTP-NDR.TXT	Non-Delivery Message that has no failed recipients (ie: transmission errors, system errors)

The following tokens can be used in a template: [ME_POSTMASTERADDRESS], [ME_TOADDRESS], [ME_DATE], [ME_MESSAGEID], [ME_FAILEDRECIPIENTS] and [ME_MESSAGEHEADERS]

5.1.9 SMTP - Smart host

Setting	Description
Smart Host Enabled	Enabling this option will force all outbound email to be sent to one server, which is entered here. Do not configure this to point back to the MailEnable server.
This server requires authentication	The server that is being forwarded all of the email may require SMTP authentication. If so, enable this option and enter the username and password that has been assigned.

	The login method used is AUTH LOGIN.
Domain smart-hosting takes priority	It may be desirable to configure a local domain in MailEnable and smart-host this to a different server to the general outbound email. Enabling this option will allow the smart-hosts that have been configured for individual domains to override the SMTP outbound smart-host.

5.1.10 SMTP - Logging

Setting	Description
Logging Options	MailEnable's SMTP Connector provides W3C, Activity and Debug logging. W3C logging is used to record service usage, Activity logging is used to record system activity and Debug logging is used to provide low-level information on system activity.
Enable Logging	Enables W3C logging for the SMTP service. W3C logging can specify which fields are logged and the rollover frequency. The directory can also be specified.
Activity Log	Enables the Activity Log.
Debug Log	Enables the Debug Log.

5.1.11 SMTP - Blocked addresses

Blocked addresses are those SMTP email addresses the server will not accept email for. Any email sent to one of these addresses via SMTP will receive an error indicating that the address does not exist.

Setting	Description
Add	Adds a new SMTP email address to block.
Remove	Removes the selected blocked email address.

5.1.12 SMTP - White list


White list IP addresses are those that are not checked for reverse DNS blacklisting or SPF and are not auto-blocked by the SMTP security options.

Setting	Description
Enable white list	Enables the SMTP white list.
Add	Adds an IP address to the white list.
Remove	Removes the selected IP address from the white list.

MailEnable can also automatically whitelist IP addresses to which it has addressed outbound e-mail. This helps reduce the SMTP service from rejecting email from valid senders, as it makes the assumption that if you send to an IP address then that IP is a valid mail server and incoming email from that IP should not be blocked.

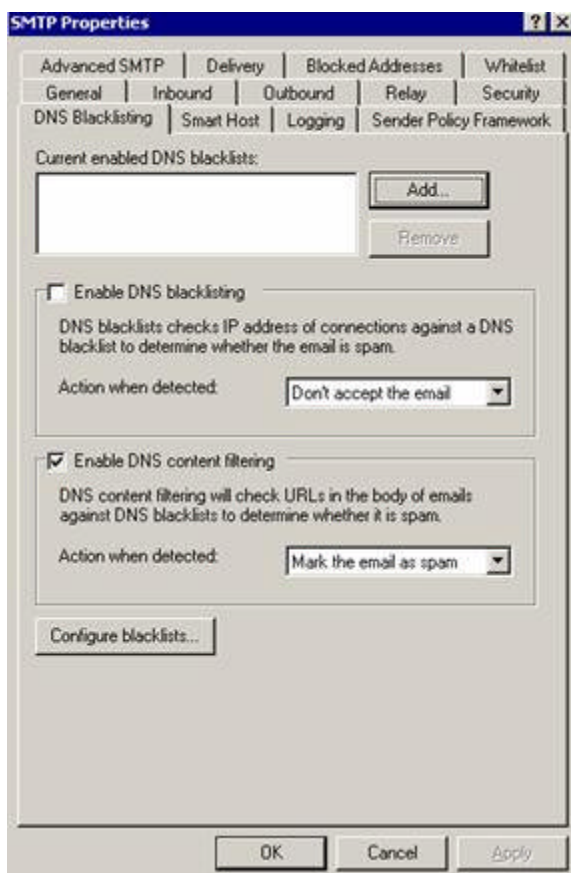
Setting	Description
Enable white list	Enables the SMTP white list.
Add	Adds an IP address to the white list.
Remove	Removes the selected IP address from the white

5.1.13 SMTP - Reverse DNS blacklisting

 **Note:** Reverse DNS Blacklisting is not available under Windows NT 4, and you will not see its configuration screen.

Reverse DNS Blacklisting allows DNS based blacklists to be used with MailEnable. This can help to control spam. It is possible to select which RBL blacklist providers to use, however, only the select providers that are needed as this feature has an impact on performance.

DNS blacklists are lists of IP addresses that are not allowed to connect to the email server. These lists are formed in various ways. Some lists are simple listings by country, some list known spammers and some are reactive and add entries only after an IP address was responsible for sending out junk email. Blacklists have a high risk of causing "false positives", which means that legitimate email may be refused. Before using DNS blacklists, it is wise to do some research on how the lists are maintained, what the removal process for listed IPs is and what their motivations and goals are with their list.





Configure reverse DNS blacklisting as follows:

1. From the Administration program select **Servers > localhost > Connectors > SMTP > Properties**
2. Select the DNS Blacklisting TAB
3. Check the option to Enable DNS Blacklisting
4. Select the desired action to complete - the default is "Don't accept the email"
5. Select the Add button and the following window will be displayed
6. Select a blacklist followed by OK.
7. The selected blacklist will show in the "Current Enabled DNS Blacklists" display window.
8. Repeat this process to enable multiple lists.

DNS blacklists

Setting	Explanation
Current Enabled DNS Blacklists	Shows all lists that have been enabled for the server. This includes the MailEnable defaults and any personally created lists.
Add Button	To choose a blacklist, select this button, select a list and click OK. The list will now be displayed in the “Current enabled DNS Blacklists” window on the DNS Blacklisting TAB.
Remove Button	To remove a list at any time, select the blacklist in the “Current enabled DNS Blacklists” window on the DNS Blacklisting TAB and select the Remove button.
Enable DNS Blacklisting	Enables or disables reverse DNS Blacklisting for the SMTP Connector.
Action when detected	The two actions here are; Don’t accept the email - this will prevent connection by the remote server and respond accordingly. This is the best option for reducing server load. Mark the message as spam - by adding a line to the header. If enabled the message will be delivered to the Junk E-mail folder within the email client. For further information on the Mark Message as Spam action please review Feature selection in the Message store section (‘Message store’ in the on-line documentation).
Enable DNS Content Filtering	When enabled all messages will have their content scanned for links to web sites. When a link is found, then MailEnable will check the IP addresses of any URLs found to see whether they are contained in the selected blacklist.
Action when detected	The three actions here are; Don’t accept the email - this will prevent connection by the remote server and respond accordingly. This is the best option for reducing server load. Mark the message as spam - by adding a line to the email header indicating it is spam. This will allow locally delivered messages to be delivered to the Junk E-mail folder. For further information on the Mark Message as Spam action please review the Feature selection section (‘Feature selection’ in the on-line documentation). The “Replace the link” option will remove the failed link URL of the message and replace it with “Link is removed” .
Configure Blacklists Button	Opens a screen to allow blacklists to be created or added.
Lookup type	The lookup type that will be used for the blacklist.
Zone Server	The name of the DNS Zone or the IP Address of the DNS host that should be queried.
Record Type to check for	When the remote host or zone is queried, it may return one or more DNS Record types. Most implementations return an A record, but other implementations may return NS, PTR or MX records.
Response	The response that can be sent to the client when a message has been rejected.

 **Note:** It is possible to configure a white list that will override the reverse DNS blacklist. This is configured in the administration program by selecting the White list button on the Reverse DNS Blacklisting tab under the properties of the SMTP Connector.

 **Note:** Reverse DNS blacklists affect the performance of incoming email. The reason for this is that for each inbound connection, MailEnable will perform a lookup in the remote DNS.

MailEnable provides a list of well-known Reverse DNS Blacklist providers. It is also possible to add your own blacklist provider by selecting the **Configure...** button.

Once the provider has been added, it can be configured using the screen outlined earlier. Select the Enable button before configuring the service provider’s details.

5.2 POP Service

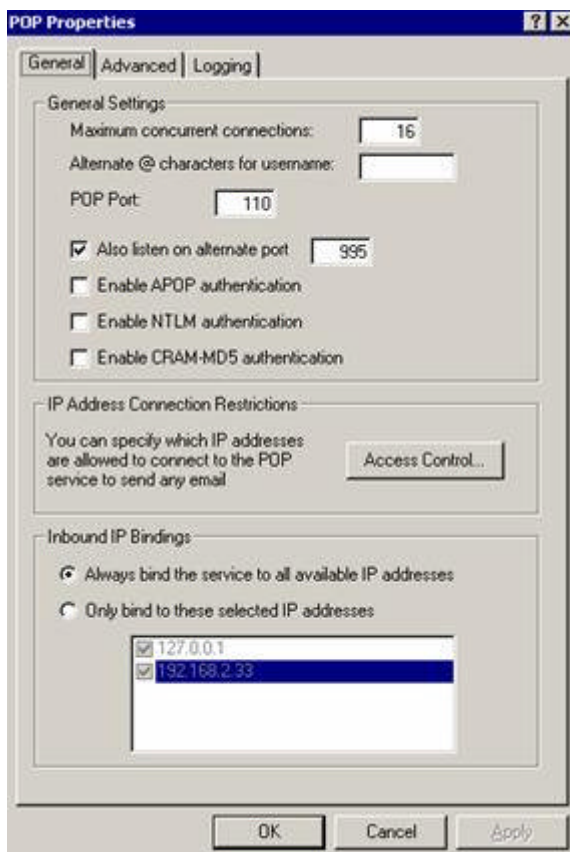
5.2.1 POP service Overview

POP stands for Post Office Protocol. This is a mail protocol that enables emails to be retrieved from a remote mailbox. It allows you to collect emails from a hosted account on a server to your own email software, such as Outlook, Eudora etc.

POP and SMTP servers are often the same computer. However, in some cases, one server is used for receiving mail (POP server) and another server is used for sending mail (SMTP server).

Use the Administration Program to access the POP properties by expanding the **Servers > Localhost > Connectors** branch.

Right click on the **POP** icon and select **Properties**. The options are explained below:



5.2.2 POP - General

The following table outlines the configuration options for MailEnable's POP service:

Setting	Description
Maximum concurrent connections	The number of concurrent connections from email clients that the service will allow.
Alternate @ characters	Some older mail clients don't allow the use of @ in the username section. Since the MailEnable usernames are formatted in mailboxname@postoffice format, this may cause problems. To solve this, MailEnable can specify the characters that can be used as a substitute. Just enter the list of characters such as #\$. This will allow users to log on using mailboxname@postoffice, mailboxname#postoffice, mailboxname\$postoffice and mailboxname%postoffice.
POP Port	The port MailEnable will allow client POP connections on. The default is 110.

POP Enable SSL (Default Port)	Enables SSL encryption for the default port that POP is running on. When enabling SSL make sure a valid SSL certificate has been selected in the MailEnable Administration > Server > Localhost Properties > SSL tab
Also listen on alternate port	Allows the POP service to listen on an alternate port. Usually this is done to cater for clients who may be on connections where their outbound port 110 has been blocked.
POP Enable SSL (Alternate Port)	Enables SSL certificate encryption for the alternate port that POP is running on. The default port number is 995. When enabling SSL make sure that a valid SSL certificate has been selected in the MailEnable Administration > Server > Localhost Properties > SSL tab .
Enable APOP authentication	Usually, the users' username and password are sent in clear text format (i.e. not encrypted). Enabling this option will force clients to enable APOP authentication on their mail client software. Make sure users are using software that supports APOP, otherwise they will not be able to receive email. Some older mail clients do not support APOP.
Enable NTLM authentication	If this feature is enabled then secure authentication between the server and the supported client is enabled. This will allow the server to accept requests from the client to use secure transmissions for the authentication method. The client also has to be enabled to use this secure authentication. For example, in Outlook the feature is called SPA - Secure Password Authentication. More information on NTLM can be found in the Overview of NTLM Authentication section ('Overview of NTLM authentication' in the on-line documentation) .
Enable CRAM-MD5 authentication	CRAM-MD5 Challenge-Response Authentication Mechanism is intended to provide an authentication extension that neither transfers passwords in clear text nor requires significant security infrastructure in order to function. Only a hash value of the shared password is ever sent over the network, thus precluding plaintext transmission.
Timeout for idle connections	If this setting is enabled, and a client connection has been idle or not passed any commands to the server for a set period of time, the connection will be dropped by the server. Timeout setting is in seconds.
Access Control	The Access Control feature can specify who can connect to the POP service. A list of IP addresses that are either banned from connecting, or are the only ones allowed to connect by selecting the Access Control button can be specified.
IP Addresses to bind POP to	It is possible to select the IP addresses that the POP service will be bound to. On a multi-homed machine you may only wish to allow connections on particular IP addresses. 'Always bind all IPs' will allow connections on all IP addresses that are configured for the machine.

5.2.3 Logging

Setting	Description
Enable Logging	Enables W3C logging for the POP service. W3C logging can specify which fields are logged and the rollover frequency. The directory can also be specified.
Logging Options	Produces a debug and activity log for the POP3 service. Use this to obtain more details about the service.

5.3 Post Office Connector

5.3.1 Post office connector Overview

The post office connector performs the delivery of emails to mailboxes. It is responsible for executing mailbox filters, delivery events, auto responders and quota handling.

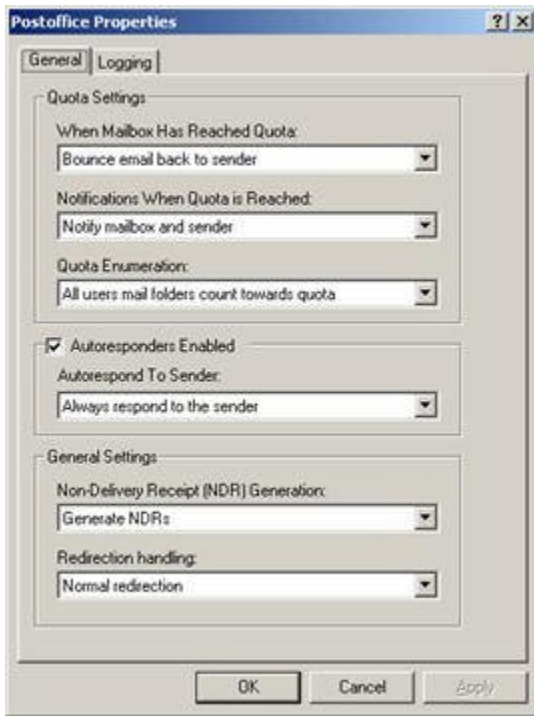
It is possible to determine whether the user is notified of the quota issue and whether the message is returned to the sender or sent to the postmaster for that post office.

MailEnable can configure what notifications are sent when a quota is reached, such options such as, Notify Sender only, notify sender and mailbox and send no notifications.

Non Delivery Receipts can be configured options such as not sending NDRs or allowing the SMTP service to handle and send all default Non Delivery Receipts.

Using the Administration Console you can access the Post Office Connector properties by expanding the **Servers > Localhost > Connectors** branch.

Right click on the **Post office** icon and select **Properties**. The options are explained below:

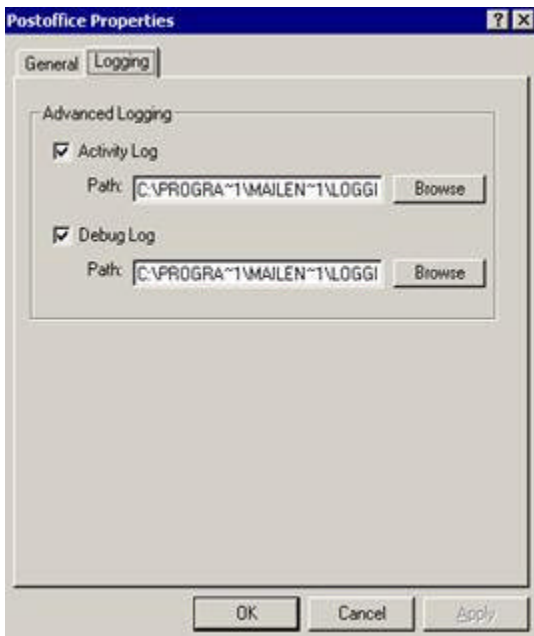


5.3.2 Post office connector - General

Setting	Description
When mailbox has reached quota	Specify what occurs when a mailbox's quota is exceeded. Determine whether the user is notified of the quota issue and whether the message is returned to the sender, or, sent to the postmaster for that post office.
Notifications when quota is reached	Configure what notifications are sent when a quota is reached, such options such as, notify Sender only, notify sender and mailbox and send no notifications.
Quota enumeration	When a mailbox is at its quota, it can be calculated in two different ways. <ol style="list-style-type: none"> 1. Only Inbox folder counts towards quota 2. All users mail folders counts towards quota (Example: Sent Items, Drafts, Inbox)
Auto responders enabled	When this setting is enabled there are two selections; <ol style="list-style-type: none"> 1. The default setting to "Always respond to the sender" 2. Send one response per sender per day can help reduce the problem of spammers generating unnecessary mail. Also if a sender needs to send to a MailEnable mailbox that has an auto responder configured, then they will not receive more than one auto-responder per day. <p>If the check box is cleared then the auto responder feature is disabled. This can aid in</p>

	the diagnosis of mail loops or any possible auto responder issues.
NDR Generation	Non Delivery Receipts can be configured. Options such as not sending NDRs or allowing the SMTP service to handle and send all default Non Delivery Receipts.
Redirection handling	Redirection handling has the following settings: <ol style="list-style-type: none"> 1. Normal redirection - will redirect emails. Redirected emails have the envelope sender of the original message preserved. 2. Remail from mailbox address - will redirect and send using the default email address for the mailbox. If a default address has not been set, the first address found for the mailbox will be used. This option will help prevent rejections from remote servers who are using SPF checking. 3. Disable all redirections - will prevent any redirections configured for a mailbox from working.

5.3.3 Logging



Setting	Description
Logging	Enables the activity and debug logs for the post office connector.

5.4 Mail Transfer Agent (MTA)

5.4.1 MTA Overview

The Mail Transfer Agent (MTA) is primarily responsible for moving messages between connectors. The MTA moves messages from inbound queues to the respective outgoing queues of different connectors based on rules defined in an Address Map table.

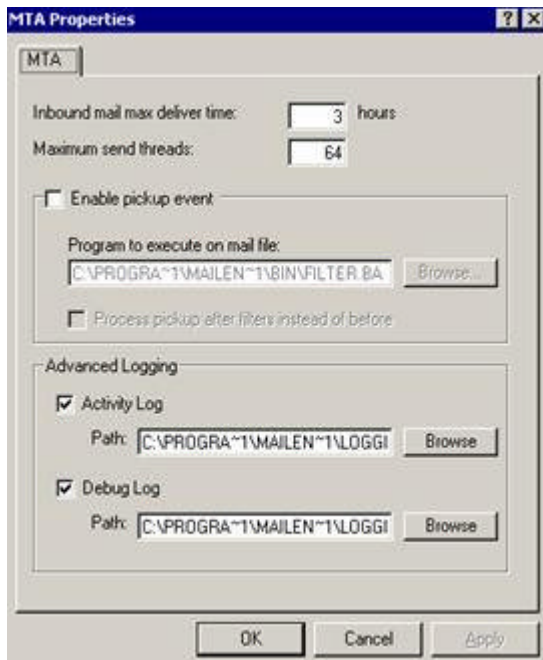
Examples of MTA functionality follow:

- Receiving inbound messages from mail connectors
- Delivering mail to local mailboxes
- Queuing mail for relay to other mail connectors (including themselves, as in SMTP Relay)

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- Executing external filters (such as antivirus) and pickup events

5.4.2 MTA properties



The configuration options for the Mail Transfer Agent are outlined in the following table:

Setting	Description
Inbound mail max. delivery time	The delay time before an inbound mail message is delivered.
Maximum threads	The number of concurrent threads that will be used to move emails around. Some command line virus checkers do not function correctly with multiple instances running, so the MTA can be restricted to using one thread to resolve this.
Enable pickup event	Executes a program or application when mail arrives. MailEnable will pass the mail message filename to the application. For example, if you write a VB script that adds some text to the end of each email that gets delivered, you would enable the pickup event. The command line used to execute the application is: program messagefilename connectortype Where program is the program filename, messagefilename is the name of the message file and connectortype is the type of messages (i.e. SMTP, LS, SF). Be aware that the directory path to the message is not passed to the program. The directory path will need to read from the registry in the program file. The pickup event is executed before any filters (antivirus for instance).
Logging Options	Produces a debug and activity log for the POP3 service. Use this to obtain more details about what the service is doing.

5.5 Web mail

5.5.1 Webmail Overview

The web mail information in this manual includes configuration and the various server options. For details on using web mail, please check the MailEnable Web Mail User Guide from the MailEnable website.

Web mail is a mail application that allows clients to send and receive email via the Internet. Once installed, web mail can be accessed from <http://HostName/mewebmail> - in place of the HostName in this example,

use the server name as defined in DNS or under IIS. The IP address of the machine can also be used. When browsing to this location, a logon screen will be presented. Users should use the same username and password that the POP service uses. Remember that the username is formatted as: mailboxname@postofficename -if a default post office has been set using the administration program, there is no need to use the @postofficename after the mailbox name.

Leveraging Internet Information Services and the Microsoft .Net Framework, the web mail component can provide messaging services via the web browser. Users can access the messages hosted on the server to send and receive email via a web based front end.

Some of the features of MailEnable web mail include:

- Add attachments to emails
- Configure redirection
- Reply, reply to all, forwarding, read receipts, message priority
- Viewing & editing of HTML mail
- Support for various character sets (Big5, etc.)
- Auto-signature
- Manage folders
- Custom skins

MailEnable web mail is installed as a Virtual Directory under an existing IIS Web Site. Typically there are two web sites that are pre-configured under IIS, these are the “Default Web Site” and the “Administration Web Site”. IIS allows additional sites to be created (either using host-headers or additional IP addresses) using the Internet Services Manager.

5.5.2 Configuring web mail

5.5.2.1 Configuring web mail Overview

MailEnable provides two ways of publishing web mail (or web administration) via the Internet. These approaches are referred to as configuring “Host Headers”, or a “Virtual Directory”.

The “Host Header” option allows web mail (or web administration) to be published through a single IIS web site. When a browser requests the URL, the host name portion of the URL request is mapped to the IIS web site that is publishing the MailEnable web mail (or web administration) application. This approach means web mail can be accessed through a URL like `http://webmail.domainname` or `http://webadmin.domainname`.

5.5.2.2 Publishing web mail through host headers

MailEnable web applications can be published through host headers through the following branch in the Administration Program:

MailEnable Administration > Servers > localhost > Services > Web Mail

The list displayed in the right hand pane contains the host names to which users can access the MailEnable application. To add a new host header, right click on the list and selecting **New > Host Header...**

This will present the following dialog which specifies the host name (eg: `webmail.yourdomain`), the IP address that the host name is published as under DNS, and the port number.

The web mail skin, base and default language that will be used when someone attempts to access web mail via the given hostname can also be selected.

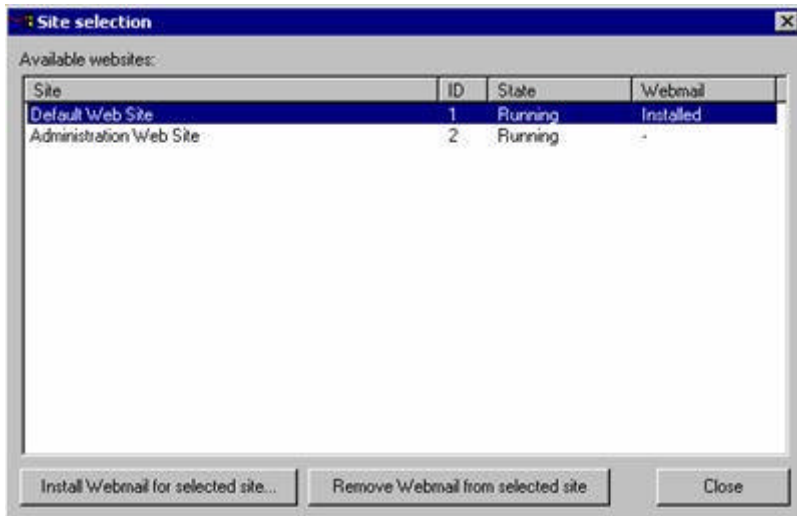
5.5.2.3 Publishing web mail through virtual directories

It is also possible to configure which IIS Web Sites can access web mail. To enable web mail access from multiple web sites on the server, a virtual directory can be created under each of the sites on the server. A

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utility that does this can be found in the administration program in the following location:
MailEnable Management | Servers | localhost | Services | WebMail | Properties | General.
Select the **Site Options** tab and **Configure** to bring up the **Site Configuration** screen.

This utility appears as follows:



The utility lists all web sites that are published under IIS. It is then possible to install or remove web mail on each of these sites.

Select the web sites to install web mail for by placing a tick in the box next to the site name. Then select the 'Install web mail for selected sites' button.

Web mail can be removed from web sites by placing a tick in the box next to the site name and selecting the 'Remove web mail from selected sites' button.

5.5.3 Web mail properties

Right clicking on a host header in the right hand screen under **MailEnable Management > Servers > Web mail** will then allow the web mail layout to be configured.

The IIS host details section configures a host header to add to the MailEnable web mail site that is configured under IIS during the initial installation of MailEnable. The host name, IP address and port are added to this site in order to direct users to the web mail.

Setting	Description
Host name	The host name is the domain name users type in their web browser to access the web mail. You may wish to give the web mail a URL similar to webmail.example.com. A DNS entry has to be created in order to direct users to the IIS server.
IP Address	The address that the host header will be bound to. The DNS entry for the host name has to therefore point to this IP address.
Port	The port that the host header will listen on
Base	Set the base (Professional or Enterprise Edition) for web mail
Skin	Set the skin for the web mail interface
Language	Set the language for the mail interface

5.5.4 Browser compatibility

The following is a list of browsers that are compatible with composing HTML in web mail.

Browser	Operating System
---------	------------------

Internet Explorer 5.5 +	Windows
Firefox	Windows, Linux, Unix, Mac
Mozilla 1.7+	Windows, Linux, Unix, Mac
Netscape 7.1+	Windows, Linux, Unix, Mac
Safari	Windows, Mac
Google Chrome	Windows

6 Configuration of Email Clients

6.1 Configuring Email Clients

To read and send email from an email client, (e.g. Eudora, Microsoft Outlook or Outlook Express) requires the client to be configured and connected to MailEnable. The POP3 and SMTP server should be the server name that is running MailEnable. Email clients have to be able to resolve this server name to an IP address.

The username needs to be the full logon name for the mailbox. Remember that this is formatted as mailboxname@postofficename. Email will not be able to be retrieved if the full username is not used, unless a default post office has been specified. See the **General configuration section (Section 4.6)** for more information on specifying a default post office.

6.2 Netscape Messenger

To configure for Netscape Messenger:

1. Start Netscape
2. Select **Edit** then **Preferences** from the menu bar
3. Select the '+' symbol on the right of Mail & Group
4. Select the **Mail Server** option
5. Enter values in the input boxes
6. To prevent having to re-enter the password every time email is checked, select **More Options**, then tick **Remember mail password**
7. Click on Identity
8. Type in the full name or business name in Your Name: input box
9. Type in the email address (e.g. info@mydomain)
10. Type in your reply email address (e.g. info@mydomain)
11. Select **OK** to accept new settings.

6.3 Microsoft Outlook Express

To configure Microsoft Outlook Express to connect to the mail server:

1. Open Outlook Express
2. Select Tools | Accounts
3. Select the Mail tab
4. On the right hand side, select Properties
5. Select on the Servers tab.

Make sure the POP Logon name is the same as the Account name (username) that is used by mail clients when they connect to the server to retrieve email. E.g.: mailbox@postoffice. If SMTP Authentication is enabled on the server, check the option instructing Outlook Express that the outbound server requires authentication. The checkbox to do this is labeled '**My server requires authentication**'.

6.4 Microsoft Outlook 2000

To configure Microsoft Outlook 2000 to connect to the mail server:

1. Access the Tools | Accounts menu
2. Select the Mail tab and click Add | Mail
3. Enter an appropriate display name, then select the Next button
4. Enter the e-mail address, then select the Next button

5. Specify whether the account being set up is POP3 or IMAP
6. Specify the incoming and outgoing mail servers. e.g. mail.[example].com, then select the Next button
7. Specify the Account Name and Password, (account name is formatted as mailboxname@postofficename) then select the Next button
8. Specify the connection method
9. Select Finish.

6.5 Microsoft Outlook 2002/2003

To configure Microsoft Outlook 2002/2003 to connect to the mail server:

1. Access the Tools | E-mail Accounts menu
2. Select the **Add a new e-mail account** option and select **Next**
3. Select either POP3 or IMAP, then select **Next**
4. Enter the email account settings
5. Specify the incoming and outgoing mail servers. E.g. mail.[example].com
6. Specify the account name and password (account name is formatted as mailboxname@postofficename).

6.6 Microsoft Outlook 2007

To configure Microsoft Outlook 2007 to connect to the mail server:

1. Access the **Tools | Account Settings...** menu
2. Select the **E-mail** tab, and click the **New...** button
3. Select **Microsoft Exchange, POP3, IMAP or HTTP**, then select **Next**
4. Select **Manually configure server settings or additional server types** then select **Next**
5. Select **Internet E-Mail** then select **Next**
6. Enter the email account settings
7. Specify the incoming and outgoing mail servers. E.g. mail.[example].com
8. Specify the account name and password (account name is formatted as **mailboxname@mailto:mailboxname@postofficename**)

6.7 Mozilla Thunderbird

To configure for Mozilla Thunderbird:

1. Mozilla Thunderbird can configure the inbound email settings separate from the outgoing mail. To configure the incoming email server:
2. Access the Tools | Account Settings menu
3. Select Add Account
4. Select the **Email account** option in the Account Wizard window that appears and select **Next**
5. Enter name and e-mail address and select **Next**
6. Select whether to use POP or IMAP protocol and enter the incoming email mail servers. E.g. mail.[example].com, then select **Next**
7. Specify your Incoming User Name and select **Next**. (User Name is formatted as mailboxname@postofficename)
8. Enter the account name for this account select **Next**
9. Select **Finish**

To set the outgoing mail server details:

10. Access the Tools | Account Settings menu.
11. Select the Outgoing Server (SMTP) item in the list box
12. Enter the server name of the outgoing mail server. E.g.: mail.[example].com
13. Enable the username and password checkbox and enter the username (username is formatted as mailboxname@postofficename)
14. For the **Use secure connection** option, select **No**
15. Select **OK** to save changes.

7 Operational Procedures

7.1 Backing up and restoring data

MailEnable has a backup utility which is accessible through the **Program Files > Mail Enable > System Tools** menu. This utility can pass `/BACKUP` as a parameter to use it as an automated command line backup utility. There are three main areas where MailEnable stores configuration and user data:

- Registry: Server Configuration (Service Settings, Machine Specific Configuration Information)
- File System: Queues, Post office and Account data, etc.
- Provider Store (File System: `\CONFIG` Directory or SQL Server Database; depending on provider)

It is simple to backup and restore MailEnable. The most primitive way is to copy everything under the Program Files directory to an alternate location. MailEnable mostly uses flat files for configuration (by design) and therefore all messages and configuration are simple to backup.

The only additional information to (optionally) backup is the information in the registry. The registry hosts server specific information (like connector settings, etc).

To do this requires the registry editor (REGEDIT) to export the `HKEY_LOCAL_MACHINE\SOFTWARE\Mail Enable` registry key (and all sub keys and values) to a reg file. More information on how to use the registry editor is available from Microsoft's Web Site.

To recover the backup, stop all services, replace the directory tree from the backup and then import the saved registry file into the registry.

7.2 Debugging

Mail services can be run interactively in debug mode allowing debug messages to be written to the screen. The following instructions outline how to run the services in debug mode:

- Open the regedit application and move to the `HKEY_LOCAL_MACHINE\SOFTWARE\Mail Enable\Mail Enable\SMTP\Debug Mode Key`.
- Set the value of this key to 1. This tells the server to write debug messages to the console rather than to a file.
- Then, run the Windows command prompt and type in the following command: `C:\Program Files\Mail Enable\Bin\MESMTPC -debug`
- When the debug session is completed, close the console window.
- Ensure that the value of the registry key is set back to 2 when the debug session has finished.

7.3 Inspecting log files

Log files are an important aspect of any mail server. Understanding the various log files that MailEnable produces will assist in finding and rectifying any problem. Fortunately, MailEnable can produce a large amount of logging information to help isolate a problem.

By default, MailEnable produces 3 logs for each service. They are called W3C, Activity and Debug logs.

- The W3C log has all the information about what is passing to and from the mail server in W3C extended log file format (www.w3c.org (<http://www.w3c.org/>)).
- The Activity log will display all the information that is passing to and from the server.
- The Debug log is used to display information about what the service is actually doing.

When experiencing a problem with email, examining the various log files can quickly identify the problem.

7.4 Manually testing if MailEnable can send mail to remote servers

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Many ISP's block outbound SMTP traffic to ensure that spammers do not abuse their service. It is possible to validate whether mail can be sent to remote hosts by using the telnet utility.

Instructions follow:

1. From the Windows Start Menu select **Start | Run** and enter **CMD** as the application to run. Select **OK**

At the command prompt, enter the following:

```
telnet mail.mailenable.com 25
```

The remote mail server should respond with an initiation string much like the following:

```
220 mailenable.com ESMTP MailEnable Service, Version: --4.1 ready at 08/28/09 14:04:45
```

Type the word **QUIT** and then press enter.

If this was successful, then no firewall (either local or the ISPs) is preventing outbound SMTP traffic. The next procedure to try is sending an actual message to the remote host (rather than just determining whether it is possible to connect). Firstly, determine which remote server to connect to. A domain may have more than one server that is accepting email, and these servers may not match the domain name. The MX records that have been configured in a DNS determine the mail servers for a domain. To retrieve the mail server details for a domain, use the nslookup command line utility. For example, to check which servers are accepting email for AOL, you can enter:

```
nslookup -type=MX aol.com
```

This will return the details of the mail servers, these results can be used as the hosts to connect to.

This is outlined as follows:

1. From the Windows Start Menu select **Start | Run** and enter **CMD** as the application to run. Select **OK**.

2. At the command prompt, enter the following: `telnet mail.mailenable.com 25`

The remote mail server should respond with an initiation string much like the following:

```
220 mailenable.com ESMTP MailEnable Service, Version: --4.1 ready at 08/28/09 14:04:45
```

3. Type the following and press Enter: `HELO YourDomainName`

The server should reply with a line similar to:

```
250 Requested mail action okay, completed
```

4. Type the following and press Enter. `Senderaddress` is the email address you are sending from:

5. `MAIL FROM:<senderaddress>`

The server should reply with a line similar to:

```
250 Requested mail action okay, completed
```

6. Type the following and press Enter. `Recipientaddress` is the email address you are sending to:

```
RCPT TO:<recipientaddress>
```

The server should reply with a line similar to:

```
250 Requested mail action okay, completed
```

To have multiple recipients for an email, enter the recipient to line more than once. This is how a blind carbon copy works. If the recipient does not exist, this may generate an error such as:

```
550 Requested action not taken: mailbox unavailable or not local
```

7. Now indicate to the server that you want to send the email date. Type the following and press Enter: `DATA`

The server should reply with something like

```
354 Start mail input; end with <CRLF>.<CRLF>
```

8. Enter the text of an email as follows (Note: `[CRLF]` = Enter Key). The period character on the last line indicates that all the email content has been sent:

Subject: Test Message[CRLF]
[CRLF].[CRLF]

9. Type the following and press Enter:
QUIT

If this was successful, then MailEnable should be able to send messages to the remote host. If an abnormal response is received for any of the commands typed in, then search the MailEnable Knowledge Base for any articles that may give an indication of the cause of the error.

7.4.1 Example

```
C:\>telnet mail.mailenable.com 25
220 mailenable.com ESMTP MailEnable Service, Version: --4.1 ready at 08/20/09 23:49:40
EHLO test.mydomain.com.au
250-mailenable.com [192.168.1.1], this server offers 4 extensions
250-AUTH LOGIN CRAM-MD5
250-SIZE 10120000
250-HELP
250 AUTH=LOGIN
MAIL FROM:<senderaddress>
250 Requested mail action okay, completed
RCPT TO:<recipientaddress>
250 Requested mail action okay, completed
DATA
354 Start mail input; end with [CRLF].[CRLF]
Subject: Test Message
250 Requested mail action okay, completed
QUIT
221 Service closing transmission channel
Connection to host lost.
```

7.5 Troubleshooting SMTP connectivity issues and analysing log files

MailEnable provides extensive logging of SMTP activity. There are three log files that are used by MailEnable. These are the debug, activity and W3C logs. The W3C log files are essentially a replica of the activity log, hence it is only required to investigate the activity and debug logs.

The debug log contains "wordy" explanations of significant actions undertaken by MailEnable. For example, when a user attempts to relay a mail message, this is recorded and time-stamped in the SMTP Debug log.

The activity log file contains a transcript of all SMTP commands exchanged between MailEnable and other remote clients or mail servers.

The simplest way to find a message and debug a SMTP transaction is to open the SMTP Activity log in Notepad and search it. The log file can be loaded into Microsoft Excel as follows:

How to import the activity log into Microsoft Excel

1. **File > Open** Browse to C:\Program Files\Mail Enable\Logging\SMTP (or equivalent directory).
2. Change the Files of Type combo to All Files (*.*)

3. Select the activity file to open (the files are named as SMTP-Activity-YYMMDD).
4. Excels Text Import Wizard will now be displayed. Select the option to import the text as Delimited data and select Next
5. Select the format as Tab delimited and select next
6. Select Finish to import the data

A worksheet will be displayed with data represented as follows:

A=Transaction date and time

B=Transaction Type (Inbound or Outbound)

C=Message ID/Message filename (This is used to match with other logs to track messages)

D=Internal socket number that the SMTP transaction was occurring on

E=TCP/IP Address of the remote host involved in the SMTP transaction

F=The name of SMTP Command that relates to the transaction

G=The details for the SMTP command that relates to the current transaction

H=The details for the response to the SMTP command that relates to the current transaction

I=The number of bytes sent when executing this command

J=The number of bytes received in executing this command

There are two important types of transactions outlined in the SMTP Activity log file. These are SMTP Inbound Transactions and SMTP Outbound Transactions. These transactions are denoted in the log files as SMTP-IN and SMTP-OU in their respective lines in the Activity log file.

How to relate activity log entries to the debug log file

The most obvious way of relating an entry in the activity log file to the Debug log file is via the time stamp recorded in the file. The message ID can also be used (as this is often recorded in the debug log file). The message ID is also useful in tracking messages as they pass through the MTA. The MTA logs this message ID and therefore you can use the logs to track a message as it is routed through MailEnable's Connectors via the MTA.

For example, a user may complain that they cannot send mail from Outlook. In this case an error message will be reported back to the remote mail client.

e.g.: 503 This mail server requires authentication. Please check your mail client settings.

Use this error string to locate the transaction sequence in the SMTP Activity log. Once the entry has been found in the SMTP Activity log, then check the SMTP Debug log for the same time period. The log will have recorded the reason why the relay request was denied.

7.6 Configuring redundant or backup (MX) mail servers

There are two principal ways to configure redundancy with MailEnable.

The simplest way to achieve redundancy is to install a copy of MailEnable as the master server. Then install separate copies of MailEnable on other servers and smart host the domains to the IP address of the master server. This will mean that if the master server is down, that the auxiliary servers will accept mail for the domains and hold it until it is online.

The DNS/MX settings for the domains will need to be changed in order to configure the appropriate MX preferences. Other mail servers learn about your mail server via DNS MX records. They are the means by which someone enumerates a target domain to the server responsible for receiving mail for that domain. MX records have a preference associated with them that determines the order in which they are used.

The lowest preference is attempted first. The lower the preference value, the higher the priority. Hence an MX record with a preference of 1 would be attempted before an MX entry with a preference of 10. More info on DNS and MX records is available at: <http://www.mailenable.com/kb/viewarticle.asp?aid=19>

The above-mentioned approach is used if the backup mail servers are distributed in different geographic or logical locations.

A second alternative is to host all of the mail servers on the same local network and cluster the servers. This allows MailEnable to be installed on multiple servers and have them all use the same store for their messages and post office data. Any of these servers can then be used to access the mail. This requires that one of the servers share the mail data and configuration directories and that the others access them.

8 Appendix

8.1 Accessing web mail for automatic sign-on

Configure MailEnable to automatically login by using the following path syntax:

Syntax:

```
http://Server/MEWebMail/hoodoo/lang/EN/login.asp?  
LanguageID=EN&UserID=Account&Password=Password&Method=Auto&skin=hoodoo
```

Example:

```
http://127.0.0.1/MEWebMail/hoodoo/lang/EN/login.asp?  
LanguageID=EN&UserID=James@MailEnable&Password=password&Method=Auto&skin=hoodoo
```

It is possible make this page the startup page or home page within your browser. Also, consider using HTTPS (If there is a certificate installed for the web server). This will avoid passwords being sent to the remote host in clear text.

With the examples above the timezone from the client and the server are not applied and as such you may find in some situations that the message list for messages is not correct. This can occur more often when there is a discrepancy due to any day light saving offsets.

To overcome this you can add the following to the URL with the correct time zone:

offset=-600 (remember the separator of &)

Example:

```
http://mail.example.com/Hoodoo/lang/en/login.aspx?LanguageID=EN&offset=-  
600&UserID=MEDemo@Demonstration&Password=demo&Method=Auto&skin=hoodoo
```

This will pass a time offset of 10 hours for the client to use against the message header when displaying the list of messages.

8.2 DNS error codes and descriptions

The following table lists typical WIN32 DNS return codes. These return codes may appear in the SMTP Debug log file if the DNS is either incorrectly configured or there are DNS Errors being returned from the DNS Server.

9001	DNS server unable to interpret format.
9002	DNS server failure.
9003	DNS name does not exist.
9004	DNS request not supported by name server.
9005	DNS operation refused.
9006	DNS name that should not exist, does exist.
9007	DNS RR set that ought not to exist, does exist.
9008	DNS RR set that ought to exist, does not exist.
9009	DNS server not authoritative for zone.
9010	DNS name in update or prereq is not in zone.
9016	DNS signature failed to verify.
9017	DNS bad key.
9018	DNS signature validity expired.
9501	No records found for given DNS query

9502	Bad DNS packet
9503	No DNS packet 9504: DNS error, check rcode
9505	Unsecured DNS packet
1460	Timeout - This operation returned because the timeout period expired

8.3 Diagnosing Outlook/Outlook Express error codes

Listed below is common Outlook/Outlook Express error codes that may be returned when attempting to send, receive or access mail.

Error	Service	Description
0x800CCCF4	HTTPMail	Outlook settings may be invalid or a firewall is preventing connection to the remote MailEnable Server.
0x800CCC79	SMTP	SMTP Relay settings are preventing the sending of messages to MailEnable. Ensure that SMTP Authentication is enabled.
0x80042109	SMTP	Outlook is unable to connect to the outgoing (SMTP) e-mail server.
0x8004210A	POP	The operation timed out waiting for a response from the receiving (POP) server. Establish whether it is possible to telnet to port 110 of the mail server.
0x800CCC0F	POP	The mail client is unable to contact the MailEnable Server, most likely because a firewall is preventing access or the supplied IP Address is incorrect.
0x8004210B	POP	Verify that the service pack for Microsoft Office XP is installed.
0x800CCC0D	POP	Verify that the mail client is configured correctly. Either specify an IP address or a host name as the mail server when configuring the mail client settings. If using a host name then it must be defined in the DNS as a Host record.
0X800CCC0E	SMTP	This error means that the mail client is connecting to the server via POP, but the SMTP Service is either not running or is configured incorrectly. Verify if the SMTP service is running by using the telnet utility to telnet to port 25 of the mail server. If the server responds, then the issue is most likely that mail client settings are invalid.

8.4 Manually testing if MailEnable can send mail to remote servers

Many ISP's block outbound SMTP traffic to ensure that spammers do not abuse their service. It is possible to validate whether mail can be sent to remote hosts by using the telnet utility.

Instructions follow:

1. From the Windows Start Menu select **Start | Run** and enter **CMD** as the application to run. Select **OK**

At the command prompt, enter the following:

```
telnet mail.mailenable.com 25
```

The remote mail server should respond with an initiation string much like the following:

```
220 mailenable.com ESMTP MailEnable Service, Version: --4.1 ready at 08/28/09 14:04:45
```

Type the word **QUIT** and then press enter.

If this was successful, then no firewall (either local or the ISPs) is preventing outbound SMTP traffic. The next procedure to try is sending an actual message to the remote host (rather than just determining whether it is possible to connect). Firstly, determine which remote server to connect to. A domain may have more than one server that is accepting email, and these servers may not match the domain name. The

Standard Guide

MX records that have been configured in a DNS determine the mail servers for a domain. To retrieve the mail server details for a domain, use the nslookup command line utility. For example, to check which servers are accepting email for AOL, you can enter:

```
nslookup -type=MX aol.com
```

This will return the details of the mail servers, these results can be used as the hosts to connect to.

This is outlined as follows:

1. From the Windows Start Menu select Start|Run and enter CMD as the application to run. Select OK.
2. At the command prompt, enter the following: telnet mail.mailenable.com 25
The remote mail server should respond with an initiation string much like the following:
220 mailenable.com ESMTP MailEnable Service, Version: --4.1 ready at 08/28/09 14:04:45
3. Type the following and press Enter: HELO YourDomainName
The server should reply with a line similar to:
250 Requested mail action okay, completed
4. Type the following and press Enter. Senderaddress is the email address you are sending from:
5. MAIL FROM:<senderaddress>
The server should reply with a line similar to:
250 Requested mail action okay, completed
6. Type the following and press Enter. Recipientaddress is the email address you are sending to:
RCPT TO:<recipientaddress>
The server should reply with a line similar to:
250 Requested mail action okay, completed
To have multiple recipients for an email, enter the recipient to line more than once. This is how a blind carbon copy works. If the recipient does not exist, this may generate an error such as:
550 Requested action not taken: mailbox unavailable or not local
7. Now indicate to the server that you want to send the email date. Type the following and press Enter:
DATA
The server should reply with something like
354 Start mail input; end with <CRLF>.<CRLF>
8. Enter the text of an email as follows (Note: [CRLF] = Enter Key). The period character on the last line indicates that all the email content has been sent:
Subject: Test Message[CRLF]
[CRLF].[CRLF]
9. Type the following and press Enter:
QUIT

If this was successful, then MailEnable should be able to send messages to the remote host. If an abnormal response is received for any of the commands typed in, then search the MailEnable Knowledge Base for any articles that may give an indication of the cause of the error.

8.4.1 Example

```
C:\>telnet mail.mailenable.com 25
```

```
220 mailenable.com ESMTP MailEnable Service, Version: --4.1 ready at 08/20/09 23:49:40
```

```
EHLO test.mydomain.com.au
```

```
250-mailenable.com [192.168.1.1], this server offers 4 extensions
```

```
250-AUTH LOGIN CRAM-MD5
```

```

250-SIZE 10120000
250-HELP
250 AUTH=LOGIN
MAIL FROM:<senderaddress>
250 Requested mail action okay, completed
RCPT TO:<recipientaddress>
250 Requested mail action okay, completed
DATA
354 Start mail input; end with [CRLF].[CRLF]
Subject: Test Message
250 Requested mail action okay, completed
QUIT
221 Service closing transmission channel
Connection to host lost.

```

8.5 Configuring redundant or backup (MX) mail servers

There are two principal ways to configure redundancy with MailEnable.

The simplest way to achieve redundancy is to install a copy of MailEnable as the master server. Then install separate copies of MailEnable on other servers and smart host the domains to the IP address of the master server. This will mean that if the master server is down, that the auxiliary servers will accept mail for the domains and hold it until it is online.

The DNS/MX settings for the domains will need to be changed in order to configure the appropriate MX preferences. Other mail servers learn about your mail server via DNS MX records. They are the means by which someone enumerates a target domain to the server responsible for receiving mail for that domain. MX records have a preference associated with them that determines the order in which they are used.

The lowest preference is attempted first. The lower the preference value, the higher the priority. Hence an MX record with a preference of 1 would be attempted before an MX entry with a preference of 10. More info on DNS and MX records is available at: <http://www.mailenable.com/kb/viewarticle.asp?aid=19>

The above-mentioned approach is used if the backup mail servers are distributed in different geographic or logical locations.

A second alternative is to host all of the mail servers on the same local network and cluster the servers. This allows MailEnable to be installed on multiple servers and have them all use the same store for their messages and post office data. Any of these servers can then be used to access the mail. This requires that one of the servers share the mail data and configuration directories and that the others access them.

8.6 Increasing upload limit for Windows 2003

Internet Information Server (IIS 6) may restrict the maximum size of an upload to 200 kilobytes. If a user is accessing web mail and tries to upload a file over this size, they may receive the error 'The attachment could not be added to the message' when uploading files under Windows. The additional error string reported is:

```
File save failed for the following reason: C:\Program Files\Mail Enable\POSTOFFICES\MAILROOT\Drafts\ is an invalid path
```

The following error may also display:

Error MEUP001

The ASP Session expired during the upload.


Reason

IIS6.0/Windows uses a setting called 'AspMaxRequestEntityAllowed' to specify the maximum number of bytes allowed in the body of an ASP request. File uploads typically contain more data than the 200K allowed by the default setting, and therefore this value needs to be updated to a higher value.

Solution

Instructions for resolving this issue follow:

1. Stop the World Wide Web Publishing Service. This can be done from the Windows Command Prompt as:
`net stop w3svc`
2. In the C:\Windows\System32\Inetsrv directory, locate a file called metabase.XML.
3. Copy the original file in notepad and find the line "AspMaxRequestEntityAllowed".
4. Change the value of this entry to "1073741824". (Specifies a maximum post size of 1 GB)
5. Save the file.
6. Start the World Wide Web Publishing Service. This can be done from the Windows Command Prompt as:
`net start w3svc`

 **Note:** If the Metabase.XML file is locked, try starting Windows in Safe-mode to be able to change that file.

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10 Warranty

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