



**(DEMO version)**

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This manual was written for use with the Eudora® Internet Mail Server (EIMS) software version 2.2

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# Eudora Internet Mail Server

## Introduction

The Eudora Internet Mail Server™ (EIMS) for the Macintosh provides Internet messaging services to enable your users to send and receive mail over the Internet. It forwards mail messages on behalf of popular POP3 mail clients, such as Eudora Pro and Eudora Light. EIMS is specifically designed for small organizations and businesses and is simple to install and use.

EIMS consists of three main components:

- **Internet Mail (EIMS Server)** is a mail server that provides messaging services on behalf of mail clients. It consists of two components: an SMTP mail server and a mailbox. SMTP is the protocol widely implemented on the Internet for sending messages.

The SMTP mail server is responsible for forwarding messages. When a user sends a message, the message is sent to EIMS, which then forwards the message on to the intended recipient or to another server closer to the recipient.

The mailbox implements POP3 which is a message access protocol allowing users to access their mail.

- **Directory Services (Ph & LDAP)** stores information such as e-mail addresses, names, and phone numbers in an Internet directory. Users can retrieve an e-mail address by entering the person's name or some other search criteria.

You, as administrator, enter information for the directory service when you create server accounts for each user. EIMS supports 19 information fields for each user.

It is not necessary to set up or use Internet Directory Services to provide Internet messaging services for your users. However, the directory provides a valuable service by providing a central repository for e-mail addresses and other information. As your organization grows and you add more users, an Internet Directory can become an important part in allowing users to find the addresses they need.

- **EIMS Admin Tool** allows you local or remote access to the EIMS server and Ph server. The EIMS Admin tool is a graphical interface that lets you add users, view directory entries, and manage the server. You can remotely manage any computer that is running EIMS using the EIMS Admin tool.

Normally, you install the EIMS Admin tool on a central computer. From that computer, you can configure the EIMS server as well as the Internet Directory server on the local computer or on any remote computer that is running EIMS. The EIMS Admin tool runs on Macintosh systems and can be installed on any 68030 or higher, or PowerPC system with System 7.1 or higher.

## EIMS Server vs. EIMS Admin

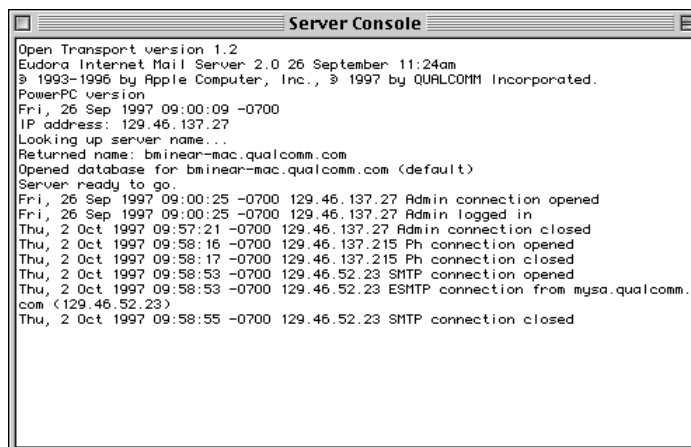
EIMS consists of two distinct programs, the EIMS Server and the EIMS Admin programs. A brief overview of these two programs is described below. More in depth information is provided in later sections.

### EIMS Server

The EIMS Server program is the Internet Mail and Directory Server itself. The EIMS Server is the program that does the actual work of relaying messages from SMTP clients and storing incoming messages in a user's POP3 mailbox.

The interface to the EIMS Server is through the Server Console window. When the EIMS Server is launched, the following window is displayed after you see the EIMS logo:

#### *Server Console window*



```

Server Console
Open Transport version 1.2
Eudora Internet Mail Server 2.0 26 September 11:24am
© 1993-1996 by Apple Computer, Inc., © 1997 by QUALCOMM Incorporated.
PowerPC version
Fri, 26 Sep 1997 09:00:09 -0700
IP address: 129.46.137.27
Looking up server name...
Returned name: bminear-mac.qualcomm.com
Opened database for bminear-mac.qualcomm.com (default)
Server ready to go.
Fri, 26 Sep 1997 09:00:25 -0700 129.46.137.27 Admin connection opened
Fri, 26 Sep 1997 09:00:25 -0700 129.46.137.27 Admin logged in
Thu, 2 Oct 1997 09:57:21 -0700 129.46.137.27 Admin connection closed
Thu, 2 Oct 1997 09:58:16 -0700 129.46.137.215 Ph connection opened
Thu, 2 Oct 1997 09:58:17 -0700 129.46.137.215 Ph connection closed
Thu, 2 Oct 1997 09:58:53 -0700 129.46.52.23 SMTP connection opened
Thu, 2 Oct 1997 09:58:53 -0700 129.46.52.23 ESMTP connection from mysa.qualcomm.
com (129.46.52.23)
Thu, 2 Oct 1997 09:58:55 -0700 129.46.52.23 SMTP connection closed

```

The Server Console window is the information panel for the server. It displays information such as the configuration of the server, supported domains, admin connection logging, etc. Normally, the Server Console window need not be displayed, it simply provides information to you, the administrator, if needed. See the Chapter 4 on managing the EIMS Server for more detailed information.

The EIMS Server program has other information windows that can be launched as well. These are invoked through the Server menu item for the EIMS Server and allow access to information in the following areas:

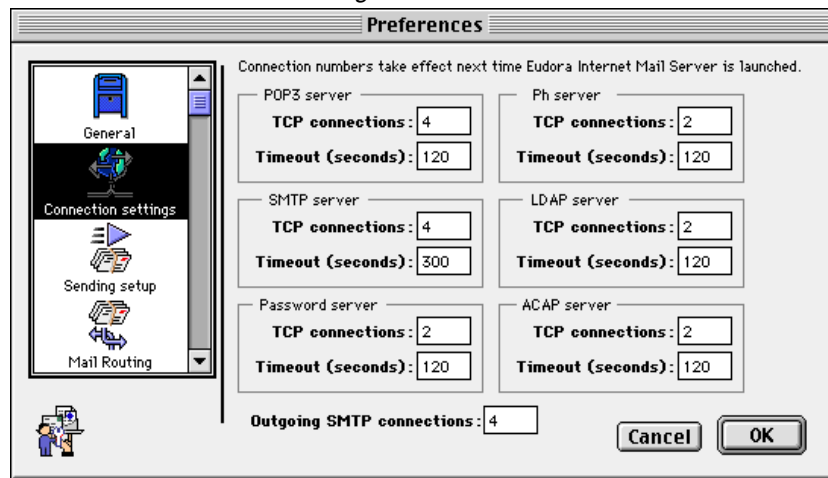
- **Mail Log** - displays a log of all mail sent and received
- **Error Log** - displays a log of mail errors that have occurred
- **Connection Statistics** - displays current, peak and max connection statistics to the individual server components.

## EIMS Admin

The EIMS Admin tool is the program you as server administrator will use to configure the server preferences, to add, delete, and modify user accounts, and to enter directory information.

The figure below contains an example of the main preferences screen of the EIMS Admin tool where you can select which aspect of the server you wish to configure.

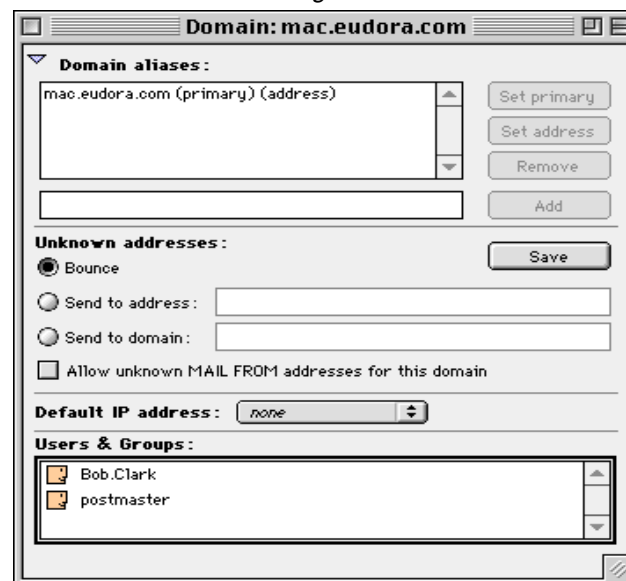
*EIMS Admin Connection settings Preferences window*



By clicking on the icons on the left side of the window, you can switch between different configuration items for the server. Once the server preferences have been set, the changes are saved but can always be modified at any time from the EIMS Admin tool.

The domains and user accounts hosted by the server are also configured through the EIMS Admin program. The figure below shows an example domain configuration window.

*EIMS Admin Domain Configuration window*



See “Managing User Accounts” on page 29 for more detailed information on using the Domain Configuration window.

## Lightweight Directory Access Protocol (LDAP) directory services

If you have upgraded from an earlier version of EIMS 2.x, check the connection numbers and time-outs for the LDAP server. EIMS 2.2 supports the full MacRoman character set for information returned in LDAP queries. To limit searches to a specific domain, configure your LDAP client with a base object (also called a Search Root or Search Base) of `domain=company.com`

## New AppleEvents

For the New User, Delete User, and Set User AppleEvents you can use either a domain and username property, or use a `user@domain` style address in the address property. The Delete User and Set User AppleEvents will verify an existing password in the `oldpass` property if it is present before proceeding. Care must be taken to make sure this property is present if necessary to prevent unauthorized changes to account information.

## EIMS AppleScripting

### Starting mail queues

To start a queue on an EIMS server, the ETRN AppleEvent can be used. For example:

```
tell application "EIMS Server"
    ETRN "my.isp.com"
end tell
```

The result from the ETRN AppleEvent is the number of messages waiting in the queue. There is a value of 0 if there are no messages waiting.

### Account management via AppleScript

The *account management* AppleEvents are based around the `userinfo` class. The name and domain for a user can be specified by either a `user@domain` style address in the address property, or with separate domain and username properties. The address property takes precedence over the the domain and username properties. If no address or domain property is present, the default domain will be used.

### Adding new users

The *New User* AppleEvent is used to create new accounts. The user to be created is specified in the address or domain and username properties. The `oldpass` property will be ignored if present. All other properties can be used to specify the settings for the new user. For example:



```
tell application "EIMS Server"
    New User {username:"richard.green",domain:"handyhal.com",fullname:"Richard
Green",password:"a5tyhju",loginEnabled:true,accountEnabled:true}
end tell
```

Possible result codes returned are:

-1: the domain specified does not exist.

1: a user with that name already exists.

2: a group with that name exists.

### Deleting users

The *Delete User* AppleEvent is used to remove an existing user. The user to be deleted is specified in the address or domain and username properties. A password to be verified can be specified in the oldpass property. All other properties are ignored if present. Care must be taken to make sure the oldpass property is present if necessary to prevent unauthorised removal of accounts. For example:

```
tell application "EIMS Server"
    Delete User {address:"richard.green@handyhal.com", oldpass:"a5tyhju"}
end tell
```

Possible result codes returned are:

-1: the domain specified does not exist.

5: user not found.

22: password incorrect.

30: tried to delete the postmaster or owner account.

### Changing settings for users

The *Set User* AppleEvent is used to change the settings for an existing user. The user to be changed is specified in the address or domain and username properties. A password to be verified can be specified in the oldpass property. For any other properties specified the corresponding settings will be changed to the value contained. If a property is not present then the corresponding setting will not be changed. Care must be taken to make sure the oldpass property is present if necessary to prevent unauthorised changing of account settings. Care should also be taken to prevent users from specifying forwarding settings that could compromise server security, such as setting their account to AutoReply with files they should not have access to or Save As Archive to a critical file. For example:

```
tell application "EIMS Server"
    Set User {username:"richard.green", domain:"handyhal.com", oldpass:"a5tyhju",
newpass:"jufc0mp"}
end tell
```

Possible result codes returned are:

-1: the domain specified does not exist.

5: user not found.

22: password incorrect.

## Requirements for running EIMS

Before you can use EIMS, you must have the following:

- Macintosh 68030 or higher (Mac IIX, IICX, SE/30 or better), or a PowerPC.
- Macintosh System 7.1 or later
- 4 M of RAM
- Open Transport 1.1.2 or later
- access to DNS.

If you want to connect to the Internet, you need a dial-up account or leased line with an Internet Service Provider (ISP) such as AT&T®, PSI, or any local access provider.

When you sign up for a dial-up account, you are asked for a hostname, domain name, and the IP address of the computer on which you install your mail server (EIMS).

- The **hostname** is the common name of the computer, for example, *Sequoia*. Make sure the name does not contain periods (.) or underscores (\_).
- The **domain name** is the name you want to assign to your mail domain. The name must follow a syntax similar to *eudora.com*. The ISP needs to register your domain name to ensure that it is unique and not already in use. Registration may take two days or longer.
- The **IP address** is a network address consisting of four numbers separated by periods, for example, *129.46.174.60*. Your ISP assigns your IP address. To set the IP address of your machine, do the following: Open the Control Panel, select TCP/IP. At the Connect at pop-up menu, scroll and select the type of connection. At the Configure field, scroll and select the type of configuration. If you must enter an IP address from your ISP, select manual and enter the IP address number.

To get more information, call your ISP or your corporate information support.

In most cases, your ISP inserts the IP address of your mail server into a Domain Name System (DNS) server that it maintains on its site. (If you are running your own DNS server, you can enter the address yourself.) The DNS server maps between the IP address of the mail server (the machine on which EIMS is installed) and the hostname. This directs mail messages to the correct host. Thus, mail addressed to *john@eudora.com* can be directed to the EIMS.

Most ISPs provide software that automates DNS setup. Check with your ISP for more information.

## Security

To ensure the security of your server, you can configure the following aspects of the server:

- The password required to access the EIMS Server via the EIMS Admin tool.
- Individual IP addresses or ranges of IP addresses allowed to access the following components:

- POP3 mailbox
- SMTP
- ACAP
- Directory Services
- Password Change port.

In addition to the server security aspects, EIMS supports anti-spam (unsolicited commercial e-mail) features such as the ability to specify domains from which to block the relaying of mail, or to select only relay mail from local domains or a list of safe domains.

**Note.** When you first launch the EIMS Server program, you are prompted to enter a password that is used to access the server via the EIMS Admin tool. Please remember this password.

*EIMS admin password dialog box*



## Getting Help

### Online Help

The online Help accessible from EIMS is intended to supplement and enhance the information contained in this manual. It contains Macintosh balloon help to give you immediate definitions to functions and features in EIMS. Make sure you select **Show Balloons** from the Guide Menu to display the balloon help. To turn off Balloon help, just select **Hide Balloons** from the Guide Menu. To use balloon help, simply point the cursor at the object you want defined. A balloon with the requested information appears.

To turn Balloon Help on, select **Show Balloons** from the Macintosh **Help** menu. Move the mouse pointer to an EIMS menu selection or item on the screen to display a brief description of that item.

You can use Balloon Help even when a dialog box is displayed.

To turn Balloon Help off, select **Hide Balloons** from the Macintosh Help menu.

**Note.** If you have an extended keyboard with a help key, it can be used to turn Balloon Help on and off.

## Technical Support

If you buy EIMS 2.2, you will be able to access technical support. If after reviewing all of the available materials—this Administrators Guide and the Balloon Help—and you still need help, you will be able to contact your Internet service provider or your company's Eudora support coordinator, or the EIMS Technical Support group.

## EIMS documentation

This guide contains information for installing, monitoring, and managing EIMS and the Internet Directory server. This chapter describes the product and preliminary information for using EIMS such as system requirements. The rest of this guide is divided into the following chapters:

*Installing and Setting Up EIMS* is designed to get you up and running with EIMS as quickly as possible. It provides information on everything that is required to install EIMS on the local machine and use it to provide messaging services for users in a single domain. It also summarizes some options available for customizing the EIMS.

*Managing User Accounts* describes the options you have for managing and changing the settings for user accounts. Refer to this chapter to add users, change mailbox settings such as location and maximum size.

*Managing EIMS* describes the options available for configuring EIMS. Refer to this chapter to change passwords, create additional domains, and configure preferences. It also contains information on ACAP and Filters.

*Managing the EIMS Directory Server* describes how to view directory entries from EIMS and how to maintain the EIMS Ph and LDAP Internet Directories.

*Troubleshooting* gives suggestions for solving problems when using EIMS.

*Glossary* contains definitions of terms that pertain to EIMS.

This document is designed for use online. The Table of Contents and Index are "hot linked." Just click on the topic, and the topic information is displayed. You can print this document if you'd like.

# Installing and Setting Up EIMS

## What you need to do

To set up an Internet messaging environment using EIMS, you need to do the following:

- 1 Install EIMS server and Admin tool.
- 2 Open the EIMS Admin tool and connect to a local or remote EIMS server.
- 3 Set up EIMS by specifying additional domains, if desired.
- 4 Add users in EIMS.

Each step is described in the next sections. This is all you need to do to begin using EIMS to send and receive mail. Other setup options, such as distribution lists, aliases, and setting up new mail notifications are also available. Though not necessary for Internet messaging, they can enhance your use of EIMS.

If you will be using the Internet directory server, there are additional steps you need to take. For more information, see "Managing the EIMS Directory Server" on page 75.

## Installing EIMS

Before you begin to install EIMS, be sure to set your time zone via Date & Time from your Control Panel. To install EIMS, do the following:

- 1 To launch the EIMS 2.2 Installer, click the **EIMS 2.2 Installer** icon.

The EIMS 2.2 logo window is displayed.

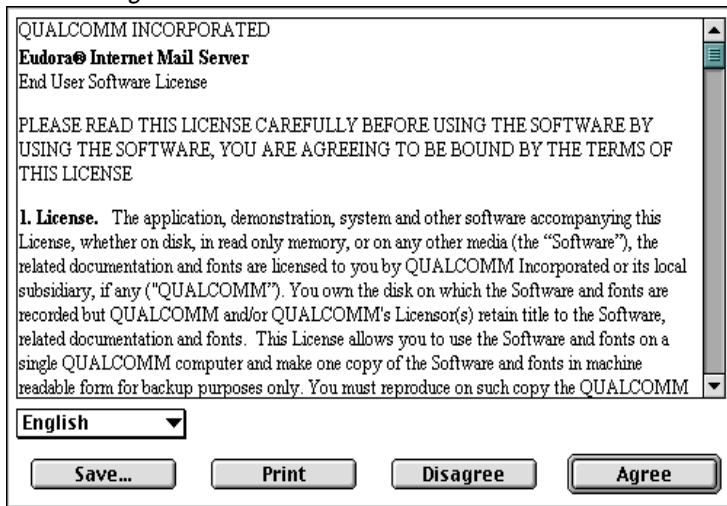
*EIMS 2.2 logo window*



- 2 Click **Continue**.

- The Software License Agreement window is displayed. You must agree to the terms of the license before the installation continues.

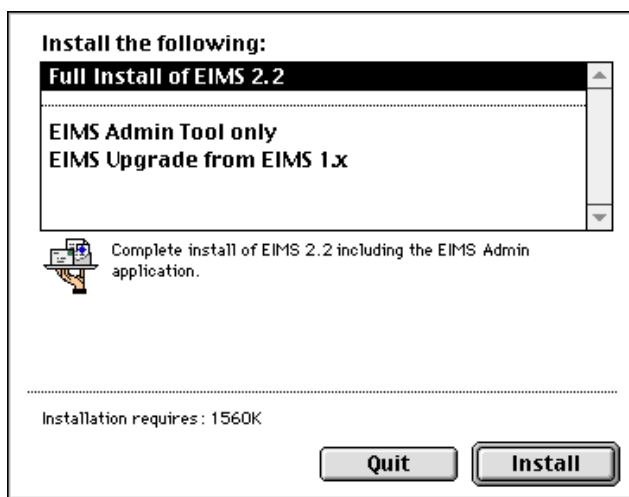
*License Agreement window*



- To accept the agreement and proceed with the installation, click **Agree**. If you click Disagree, the installation terminates.

The Install window is displayed.

*Install window*



- Now you need to select installation type. Choose **Full Install of EIMS 2.2** to install both the EIMS Server and the EIMS Admin tool.

OR

To install only the admin tool, choose **EIMS Admin Tool only**. This option assumes you are using the EIMS Admin tool to remotely connect to another EIMS Server.

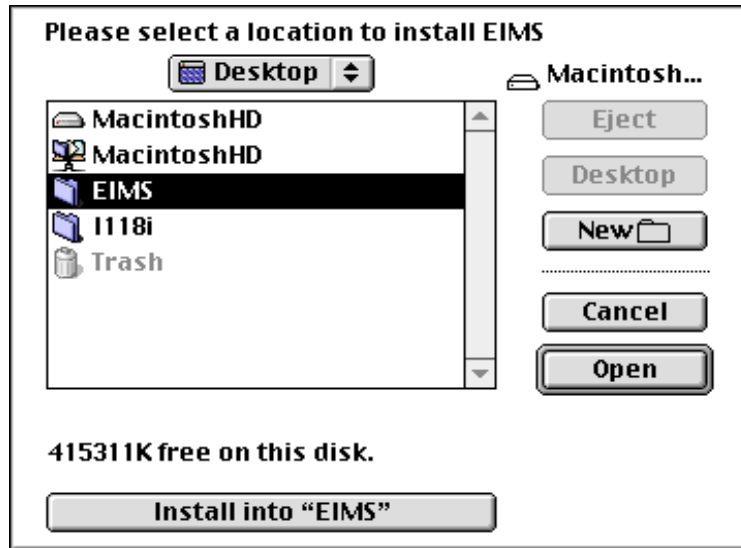
OR

If you are currently using an earlier version of EIMS or Apple Internet Mail Server (AIMS) and want to install and preconfigure EIMS 2.2 with your current domain, users, and groups, choose **EIMS Upgrade from EIMS 1.x**.

6 Click **Install**.

The destination directory window is displayed.

*Destination directory window*



7 Choose a destination directory for EIMS 2.2. If you are upgrading from EIMS/AIMS 1.x, it is highly recommended that you choose a separate directory for EIMS 2.2.

EIMS 2.2 begins to install. Depending on the installation type you choose, one or more files are installed in the destination directory you designated.

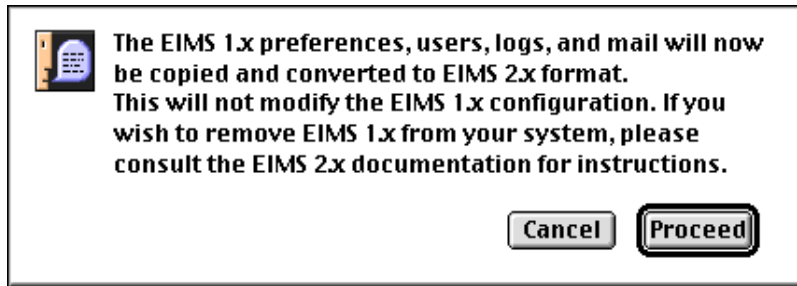
*Installation progress window*



If you choose a Full Install or an EIMS Admin tool only installation, the installation is now complete. Your selected destination directory now contains the EIMS 2.2 files. An installation log is created which lists the files copied to the destination directory. You can delete this file if you wish.

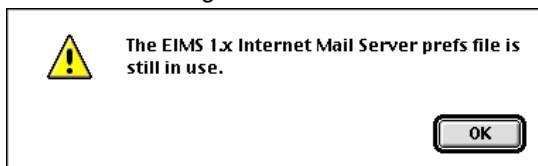
**Note.** The EIMS/AIMS 1.x to 2.2 upgrade does not modify any EIMS 1.x files or setup information. It just preconfigures EIMS 2.2 with all the existing EIMS/AIMS 1.x information.

If you choose to upgrade from EIMS/AIMS 1.x to EIMS 2.2, you are informed when the upgrade is about to start.

*Upgrading window*

If you click **Cancel**, you can restart the upgrade at a later time by running the Upgrade 1.x to 2.x utility out of your EIMS folder at any time. Click **Proceed** to continue.

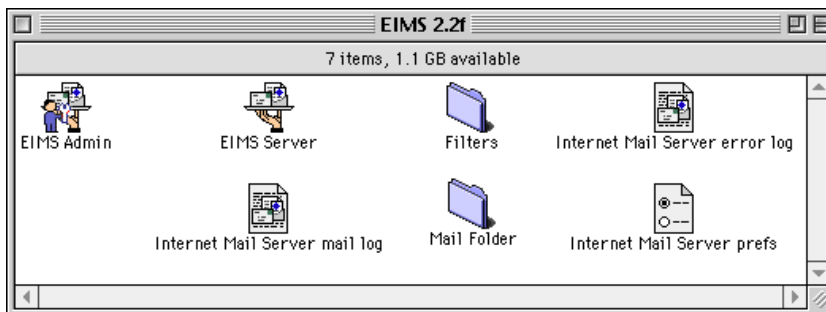
During the upgrade, if the upgrader detects that EIMS 1.x is running, you received the warning displayed below, and the upgrader terminates. You must shut down EIMS 1.x and re-run the Upgrade 1.x to 2.x utility to complete the upgrade.

*EIMS 1.x warning window*

Once the upgrade is finished, the following window is displayed indicating that the upgrade was successful. Click **OK**.

*Upgrade success window*

The EIMS 2.2 folder is displayed.

*EIMS 2.2 folder*

Congratulations! Your EIMS 2.2 installation is now complete.

**Starting EIMS**

To start EIMS, do the following:



- 1 Launch the EIMS Server from the folder where it was installed.

**Important.** You must launch the EIMS Server before you can launch EIMS Admin.

The administrator's password dialog box is displayed. This dialog box displays only when you first run the EIMS Server.

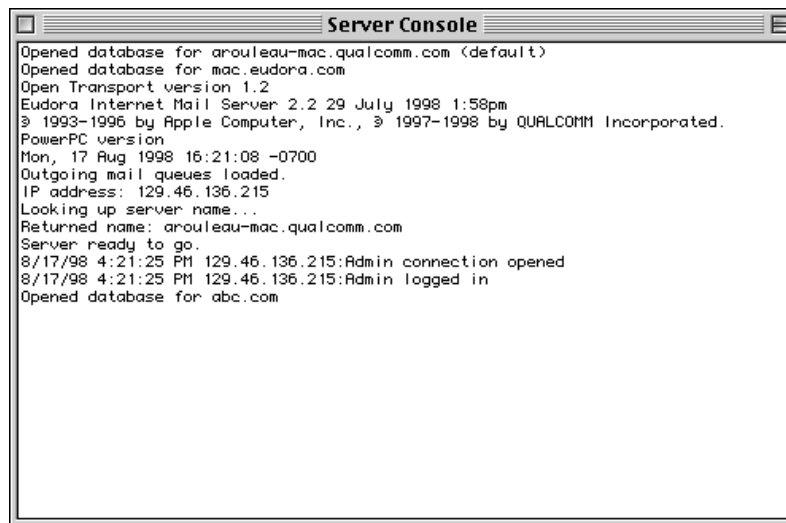
*Enter admin password dialog box*



- 2 At the **Password** prompt, enter the administrator's password. Verify the password by entering it again at the **Confirm** prompt.
- 3 Click **OK**.

The Server Console window is displayed.

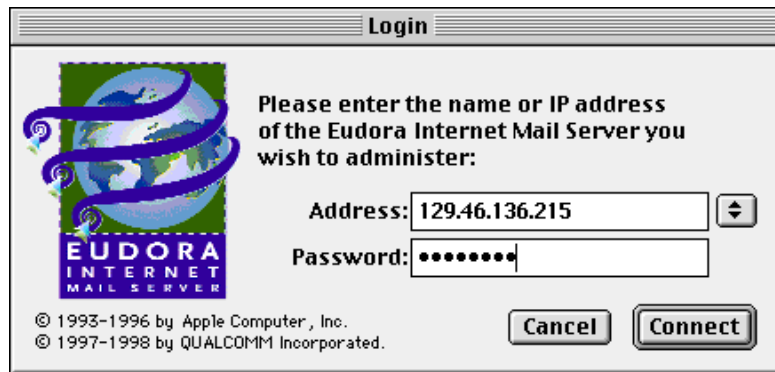
*Server Console window*



- 4 From the folder where EIMS was installed, launch the EIMS Admin program.

The Login dialog box is displayed.

Login dialog box



- 5 At the **Address** prompt, enter the name or IP address of the EIMS server you wish to connect to. At the **Password** prompt, enter your administrator's password. This is the password you entered when you began the EIMS installation.

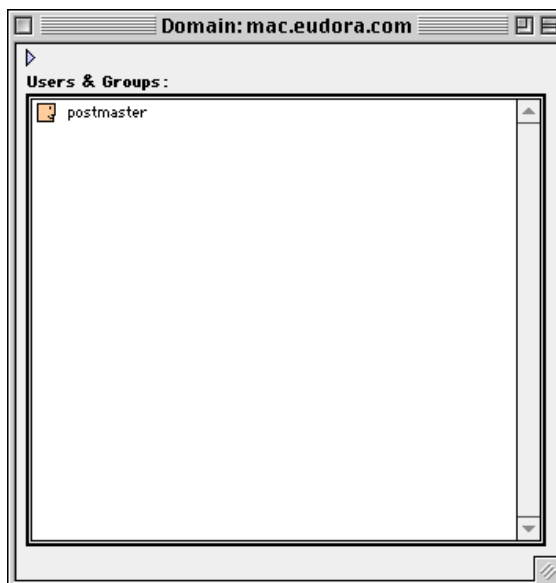
**Note.** If you leave the Address field blank, the EIMS Admin tool attempts to connect to the local machine. If you are running the EIMS Admin tool on the same system as the EIMS Server, you can leave the Address field blank. Also, note that a history is kept of the server with which you have connected. Click the arrow button to the right of the address field to see the list of previously connected servers.

- 6 Click **Connect**. You are now connected to the EIMS server.

The Domain window for the default domain is displayed.

**Note.** The default domain is automatically created, and the DNS identifies the default domain name from the server's IP address. For example, the EIMS Server does a reverse name lookup on IP address 131.168.188.221. The DNS reports that `mac.qualcomm.com` is the default domain name. You can delete the domain that is created automatically; however, you cannot delete the current default domain. If you create an additional domain and set it as the default, this domain can be deleted.

Domain window



See “Managing User Accounts” on page 29 for information on enabling and disabling user accounts and logins.

Also, a postmaster account is created automatically and is enabled for the default domain; however, the postmaster login is disabled.

**Important.** Internet standards require that there be a postmaster account, and that someone respond to mail sent from other postmasters or users.

- 7 Click to select the postmaster's icon to enter account information.

The postmaster's account is displayed.

*Postmaster account record*

- 8 Set the postmaster's password, and optionally enable the postmaster's login. If you do not enable the login, you cannot retrieve the postmaster's mail. However, since the account is enabled, no mail will be lost. The remaining fields in this dialog box are described later in this chapter.
- 9 When finished, you can click **Directory Info...** to add more information. For details, see “Managing the EIMS Directory Server” on page 75.

OR

Click **Revert** to start over.

OR

Click **Save** to accept the entered information.

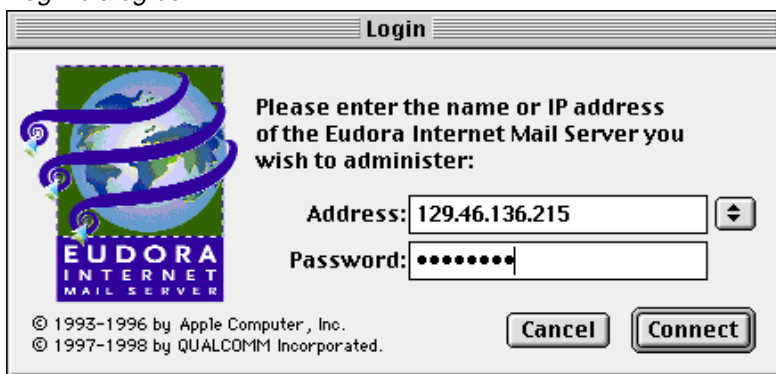
## Starting/Stopping EIMS Admin

EIMS consists of two components: the EIMS Server and the EIMS Admin. The EIMS server is the Internet mail server itself, while the EIMS Admin is the administrator's tool for managing the server.

**Important.** You must start the EIMS Server before you can use the EIMS Admin tool.

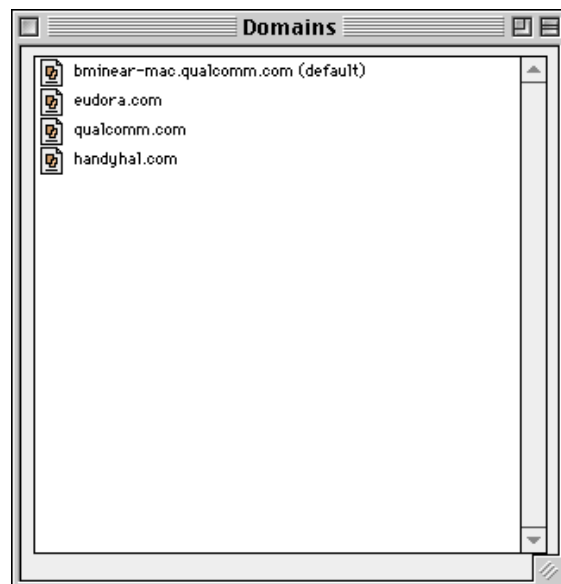
To start EIMS Admin, select and double-click the **EIMS Admin** icon. This opens the EIMS Admin program. Once EIMS Admin is opened, you see the Login dialog box. This dialog box prompts you to enter the server name or IP address and administrative password for you to connect to the server. The IP address or server name belongs to the EIMS Server you want to connect to, for example, IP address: 131.168.188.111 or server name: mac-qualcomm.com. Click **Connect**.

### Login dialog box



You see a window that displays icons for each local domain you set up. (See “Adding a new domain” on page 21.)

### Domains window



Double-click on each domain to list its users.

To exit from EIMS Admin, go to the **File** Menu and select **Quit**. The EIMS Admin program shuts down.

**Note.** When the EIMS Admin shuts down, the EIMS Server continues to run. You must shut down the EIMS Server to stop the Internet mail service from sending and retrieving mail.

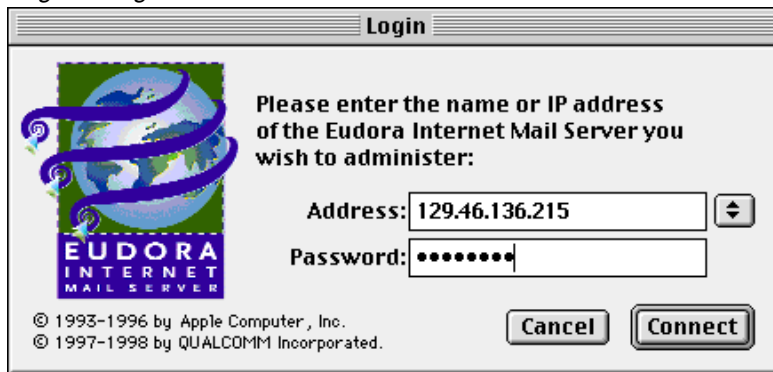
## Adding a new domain

To add a new domain, do the following:

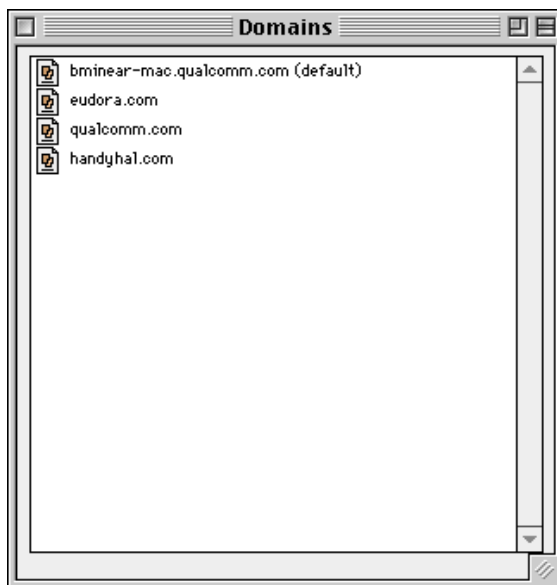
- 1 Click the EIMS Admin icon to launch the EIMS program.

The Login dialog box is displayed.

*Login dialog box*



- 2 At the **Address** prompt, enter the server's name or IP address.
- 3 At the **Password** prompt, enter your administrator's password. The Users and Groups window is displayed.
- 4 From **Admin** menu, choose **Domains window**. The window containing your domains is displayed.

*Domains window*

- 5 From the **Domains** menu, choose **New Domain**. The new domain dialog box is displayed.

*New Domain dialog box*

- 6 Enter the name of the new domain.
- 7 Click **OK**.
- 8 The new domain's window opens and shows the postmaster and the machine owner's account icons. Double-click each icon to modify the accounts.

To exit from EIMS Admin, go to the **File** menu and select **Quit**. The EIMS Admin program shuts down.

## Deleting a domain

To delete a domain, select the domain in the Domain window you want to delete. Go to the **Domains** menu and choose **Delete domain**. A warning window appears; click **Delete**. The domain and all its users are deleted.

## Selecting a default domain

If you have multiple local domains, EIMS allows you to set up a default local domain. To set up a default domain, select the domain in the Domain window you want as the default. Go to the **Domains** menu and choose **Set Default domain**. The domain you selected is now the default domain.

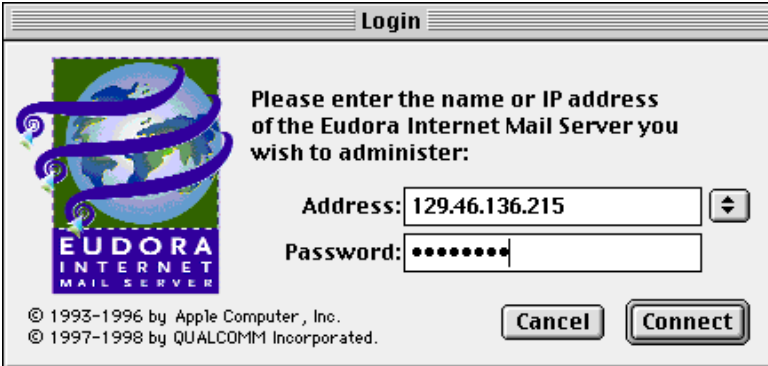
## Adding a new user

To add a new user, do the following:

- 1 Select and double-click the EIMS Admin icon to launch the EIMS Admin program.

The Login dialog box is displayed.

Login dialog box



Please enter the name or IP address of the Eudora Internet Mail Server you wish to administer:

Address: 129.46.136.215

Password: ●●●●●●●

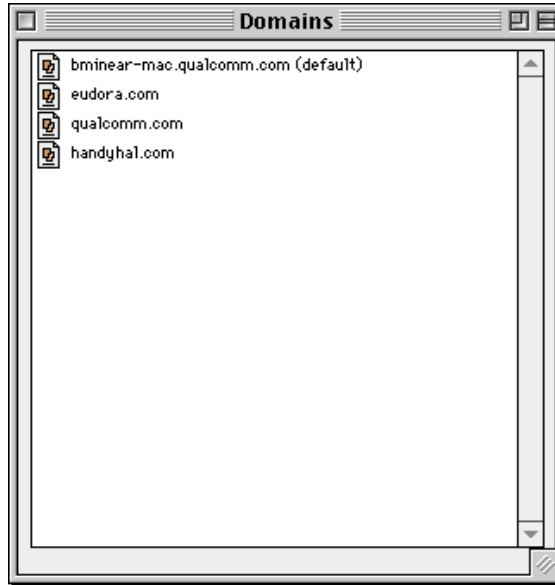
© 1993-1996 by Apple Computer, Inc.  
© 1997-1998 by QUALCOMM Incorporated.

Cancel Connect

- 2 At the **Address** prompt, enter the server's name or IP address.
- 3 At the **Password** prompt, enter your administrator's password.

You now see a window that displays icons for each of the local domains you previously set up.

Domains window



- 4 Select the domain to where you want to add users.

The domain dialog box displays showing all users in that domain.

Domain dialog box



- 5 From the **Users and Groups** menu, choose **New User**.

The New User dialog box is displayed.



New user dialog box

- 6 Enter the appropriate information for each field. See “Adding a new user” on page 23.

The fields are described below:

**Account Name.** This is the account name of the user. The name must not contain any spaces. Periods or underscores are commonly used to separate name elements (e.g. richard.green OR richard\_green).

**Password.** This is the password the user uses to access his account.

**User's Full name.** This is the user's actual name. The information in this field becomes available to Ph clients. See Chapter 5 for more details.

**Login Enabled.** Check this box if you want this user to be able to login into his or her account.

**Account enabled.** Check this box if you want this account to be enabled. If not enabled, all mail sent to this account is returned.

**Require APOP authentication.** Check this box if you want to force this user to authenticate using APOP when accessing the server for mail.

**Don't leave mail on server.** Check this box if you do not want this user's mail to remain on the server.

*Caution:* Some POP3 clients have a setting that specifies that the user's mail should not be deleted from the server. If the “Don't leave mail on server” option is selected in this dialog box, the user's mail is deleted from the server after being retrieved by the user regardless how the client is configured. EIMS overrides the Client settings. This information should be communicated to users who want to keep mail on the server.

**Don't show in directory.** Check this box if you don't want to display the name or any information about this user in the directory.

**Size limit.** Check this box if you do not want mail exceeding the amount displayed to be stored on the server.

**Groups.** Lists any groups this user belongs to. See “Adding a group list” on page 42.

**Mail Action.** Scroll and select an option on what to do with this user's mail. See “Mail Action” on page 39.

**Keep copies.** Check this box if you want to keep copies of all this user's mail on this domain. This option is used in conjunction with some of the Mail Action options above.

**Directory Info...** Click this button to display the EIMS directory fields. You can enter data into these fields for other users to look up. See “Managing the EIMS Directory Server” on page 75.

- 7 To accept the entered information, click **Save**.

The new user is added to the list of users in this domain.

## Other EIMS features

Once you install EIMS and add users, you are ready to begin sending and receiving mail over the Internet. If you wish, you can further customize EIMS in the ways listed below. See “Managing User Accounts” on page 29 for more information.

- Manage and organize users by creating group and mailing lists.

A group or mailing list is a list of recipients identified by a name, for example, Marketing, Sales. When users address a message to a distribution and group list, all members of the list receive a copy of the original message. Group and mailing lists can be used by all mail clients.

- Change parameters for mailboxes. You can change the maximum amount of disk space allocated for each user, time-out limits for making connections or transferring data, and the maximum number of concurrent connections.
- Ph and LDAP queries are database servers that allows users to search and display information on other users.

## About the Internet directory server

The Internet directory server stores information, such as e-mail addresses, about the users you added to EIMS. Users can view directory entries to find needed information. For example, a user can enter a surname to find another user's e-mail address.

**Note.** It is not necessary to use the Internet directory server to send and receive mail over the Internet. However, storing the e-mail addresses of your users makes it easier for other users to find e-mail addresses. This becomes especially important if your site expands, and the number of users increases.

## Setting up and viewing the directory

This section summarizes what you need to do to set up, view, and edit the directory. For more information, see “Managing the EIMS Directory Server” on page 75.

If you have a client such as Eudora that uses the Ph or LDAP queries, you should enable Ph and LDAP to allow users to search and view directory information. EIMS integrates the Ph and LDAP features by storing this information on the Internet directory server and by allowing users to view and search from the client. You must modify the information in the Internet directory before users can view or search using Ph or LDAP.

## Uninstalling EIMS

To uninstall EIMS and delete all accounts and unopened mail, do the following:

- 1 From the desktop, select where EIMS was installed.
- 2 Drag the following files to the trash:
  - Internet Mail Server error log
  - Internet Mail Server prefs
  - Mail Folder
  - Internet Mail Server mail log
  - EIMS Admin
  - EIMS Server.
- 3 Empty the trash.



# Managing User Accounts

## Overview

User accounts are handled by a mailbox server that operates transparently as part of the EIMS server.

An Internet mailbox, also referred to as a post office or POP server, provides the means to process and store the mail delivered by SMTP mail servers. Mail arriving via SMTP for a particular user is delivered to the mailbox which provides a mail storage facility for the user. A mailbox is a location that receives and stores messages. Once a message has been deposited in a particular mailbox, a user can retrieve the message via a client such as Eudora Pro. He or she can then use the client to read, file, or delete the messages.

In the "Managing User Accounts" on page 29, you will be able to add, modify, or delete a user account.

In "Configuring Users" on page 37, you will be able to change passwords, enable/disable logins/accounts, define mailbox parameters such as size limits. Also, you will be able to set mail actions such as autoreply and mail forwarding.

In "Configuring Groups" on page 42, you will be able to create mailing groups

In "Configuring Mailing Lists" on page 45, you will be able to create mailing lists.

## What you need to do

To allow users to receive messages using their clients, you must set up accounts in the mailbox and maintain them as your organization changes. You can then create mailing lists for different departments and interest groups.

## Creating a user account

When you add a user to EIMS, EIMS automatically creates an account for the user. The user account is the directory to which the user's mail is delivered.

User names are not case-sensitive. To check what characters may be used, see "Allowable characters" on page 74. Common formats for user Richard Green are:

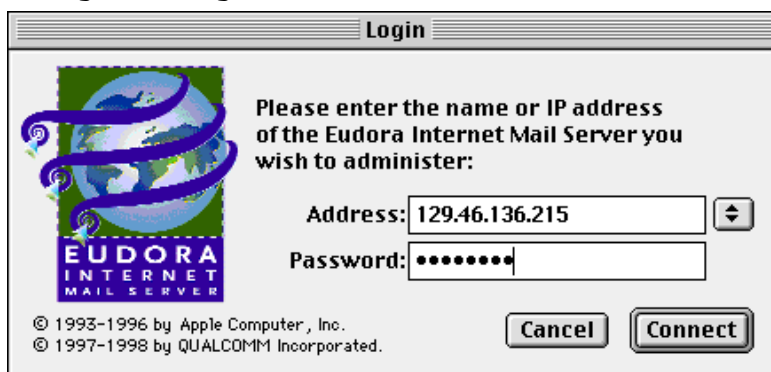
```
richard@eudora.com
richard_green@eudora.com
richard.green@eudora.com
richardg@eudora.com
greenr@eudora.com
green@eudora.com
RG@eudora.com
```

Follow these steps, which describe adding a user to a domain, for example, the local domain `eudora.com`:

- 1 Select and click the EIMS Admin icon to launch the EIMS Admin program.

The Login dialog box is displayed.

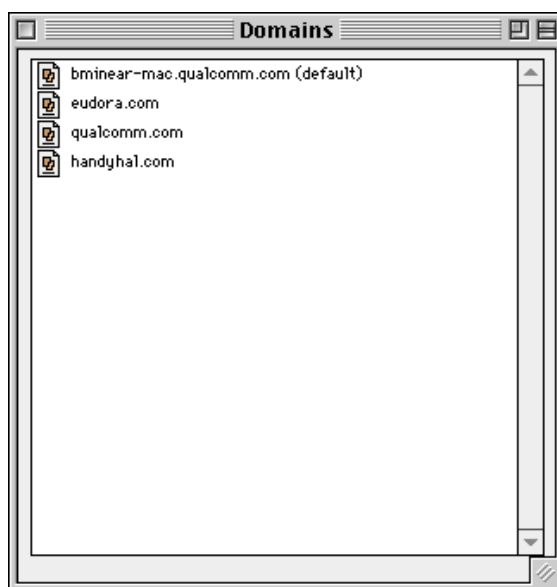
Login dialog box



- 2 At the **Address** prompt, enter the server's name or IP address.
- 3 At the **Password** prompt, enter your administrator's password.

You now see a window that displays icons for each of the local domains you previously set up.

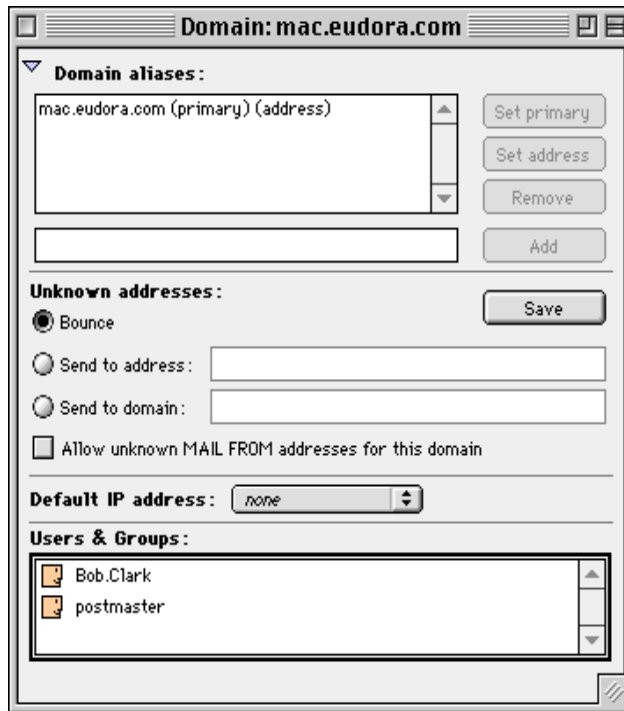
Domains window



- 4 Select the domain (e.g., handyhal.com) to where you want to add users.

The domain window displays showing all users in that domain.

Domain dialog box



- 5 From the **Users and Groups** menu, choose **New User**.

The New User dialog box is displayed.

User account dialog box



- 6 Enter the user's **Account Name**. This is the account name of the user. The name must not contain any spaces. Periods or underscores are commonly used to separate name elements (e.g., richard.green or richard\_green).
- 7 Enter the **Password** for this user. The password entered here is the password the user enters to access EIMS in order to retrieve mail.

Enter the user's **User's Full name**. The information in this field becomes available to Ph and LDAP clients. See "Managing the EIMS Directory Server" on page 75 for more details.

- 8 Check the appropriate boxes for this user. They are described below:

**Login Enabled.** Check this box if you want this user to be able to login into his account.

**Account enabled.** Check this box if you want this account to be enabled. If not enabled, all mail sent to this account is returned.

**Require APOP authentication.** Check this box if you want to force this user to authenticate using APOP when accessing the server for mail.

**Don't leave mail on server.** Check this box if you do not want this user's mail to remain on the server.

*Caution:* Some POP3 clients have a setting that specifies that the user's mail should not be deleted from the server. If the "Don't leave mail on server" option is selected in this dialog box, user's mail is deleted from the server after being retrieved by the user regardless how the client is configured. EIMS overrides the Client settings. This information should be communicated to users who want to keep mail on the server.

**Don't show in directory.** Check this box if this user does not want his/her user information listed in any Internet directory.

**Size limit.** Check this box if you do not want mail exceeding the amount displayed to be stored on the server.

**Groups.** Lists any groups this user belongs to. See *Creating Groups* in this chapter for more information.

**Mail Action.** Scroll and select an option on what to do with this user's mail. See *Mail Action* in this chapter for more information.

**Keep copies.** Check this box if you want to keep copies of all this user's mail on this domain. This option is used in conjunction with some of the Mail Action options above.

**Directory Info...** Click Directory Info to display the EIMS directory fields. You can enter data into these fields for other users to look up. See Chapter 5, *Directory Services*, for more information.

- 9 To accept all of the entered information, click Save.

The new user is added to the list of users in this domain



Domain window



The user is added and a mailbox is created, represented by a user icon. Mail for this user account should be directed to `richard.green@eudora.com`.

It is also a good idea to send a welcome message to the account to verify that the user can access it from their client. For example, instruct the user to connect to EIMS from Eudora Pro and check for mail.

## Modifying a user account

To modify a user account, do the following:

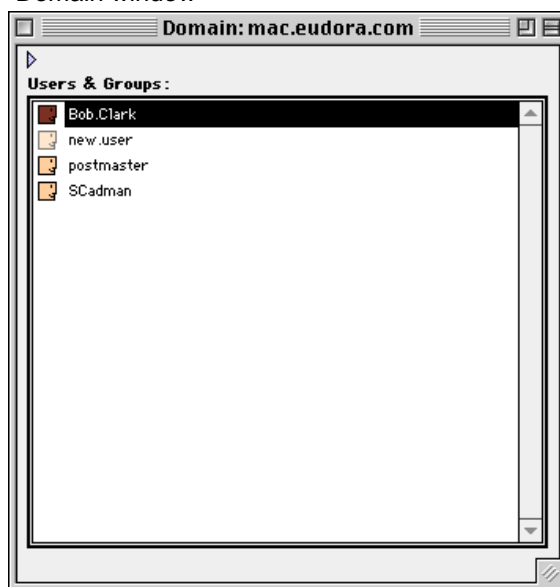
- 1 Connect to EIMS.

You now see a window that displays icons for each of the local domains you previously set up.

*Domains window*

- 2 Select the domain (for example, mac.eudora.com) where the user you want to modify is located.

The domain window displays showing all users in that domain.

*Domain window*

- 3 In the **Users & Groups** scroll window, select the user whose account you want to modify and double-click on the icon.

The user's account record is displayed.

User account dialog box



The screenshot shows a dialog box titled "Bob.Clark@mac.eudora.com". It contains the following fields and controls:

- Account Name:** Bob.Clark
- Password:** Masked with dots
- User's Full name:** Robert Clark
- Login Enabled
- Account Enabled
- Require APOP authentication
- Don't leave mail on server
- Don't show in directory
- Size Limit: 1024 K
- Groups:** An empty list box with up and down arrows.
- Mail Action:** A dropdown menu set to "None".
- Keep copies
- Buttons: Directory Info..., Revert, Save

- 4 Make the necessary changes to the user account you selected and click **Save**. To make changes to the Ph and LDAP info record, click **Directory Info**. To start over, click **Revert**.

Once you click Save, the system returns you to the Domains window.

## Deleting a user account

To delete a user account, do the following:

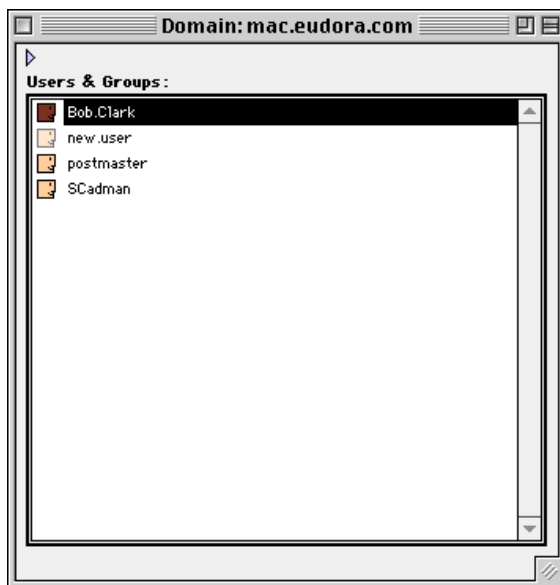
- 1 Connect to EIMS.

You now see a window that displays icons for each of the local domains you previously set up.

*Domains window*

- 2 Select the domain (e.g., mac.eudora.com) where the user you want to delete is located.

The domain window displays showing all users in that domain.

*Domain window*

- 3 In the **Users & Groups** scroll window, select the user whose account you want to delete and from the Users and Groups menu, select Delete user.

A warning window displays confirming that you want to delete this user.

*Deletion warning window*

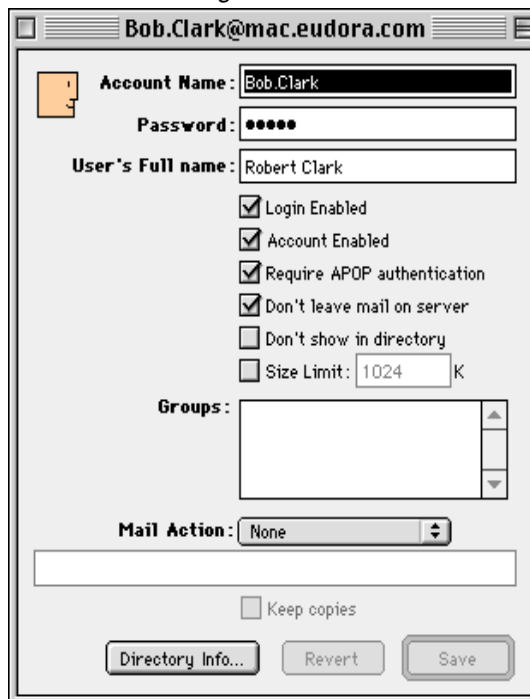
- 4 To delete the selected user, click **OK**.

The Domains window is displayed without the deleted user's icon appearing.

## Configuring Users

Configuring users in EIMS is easy because all of the field parameters are in one dialog box—the user account record. To configure or change any user account record, display the record you wish to configure, or create a new account record.

You can configure users in the user account dialog box.

*User account dialog box*

### Password

This is the password the user uses to access his account. You can change this password at anytime.

**User's Full name**

This is the user's actual name. For example, if a person should marry and their name changes, you can change the user name in this field. The information in this field becomes available to Ph and LDAP clients. See "Managing the EIMS Directory Server" on page 75 for more details.

**Login Enabled**

Check this box if you want this user to be able to login into his/her account. Uncheck this box you do not want this user to access his/her account.

**Account enabled**

Check this box if you want this account to be enabled. If not enabled, all mail sent to this account is returned. Uncheck this box if you want all of this user's mail sent back to the sender.

**Require APOP authentication**

Check this box if you want to force this user to authenticate using APOP when accessing the server for mail. Uncheck this box if you want this user to receive mail automatically from the server.

**Don't leave mail on server**

Check this box if you do not want this user's mail to remain on the server. Uncheck this box if want this user's mail to remain on the server.

*Caution:* Some POP3 clients have a setting that specifies that the user's mail should not be deleted from the server. If the "Don't leave mail on server" option is selected in this dialog box, user's mail is deleted from the server after being retrieved by the user regardless how the client is configured. EIMS overrides the Client settings. This information should be communicated to users who want to keep mail on the server.

**Don't show in directory**

Check this box if you don't want this user's name or information to display in the Ph and LDAP directory.

**Size limit**

Check this box if you do not want mail exceeding the amount displayed to be stored on the server. You can enter any size limit in the text box. Uncheck this box if you want any and all mail sizes to be stored on the server.

**Groups**

Lists any groups this user belongs to. See "Configuring Groups" on page 42 for more information.

## Keep copies

Check this box if you want to keep copies of all this user's mail on this domain. This option is used in conjunction with the following options on the Mail Action menu: Forward to, Save as Archive, Mailing List, Save as file, and AutoReply. A copy of each e-mail sent elsewhere appears in this user's mailbox.

## Mail Action

In the Mail Action drop-down list, you can select several advanced functions such as forwarding mail and autoreply. Just scroll and select an option on what to do with this user's mail.

Mail Action menu is shown below:

*Mail Action drop-down list*



## None

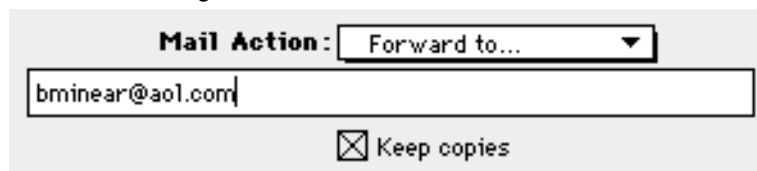
No mail action for this user is the default option. The mail received for the user is simply placed in his or her mailbox.

## Forward to...

The Forward to option allows you to forward this user's mail to another e-mail address; for example, this user's mail is forwarded to his AOL address. When you select Forward to, the text box becomes active. Just enter the e-mail address to where you want this user's mail to be forwarded. This creates an alias for this user. If you check the Keep copies box, a copy of each e-mail received appears in this user's mailbox for this domain.

**Note.** Unqualified e-mail addresses use the default expansion as set in the Domains window. Partially qualified addresses are expanded using the default expansion domain, for example, `bminear@bminear-mac` to `bminear@bminear-mac.eudora.com`. These rules are used by EIMS for expanding all addresses everywhere. See Chapter 4 for more information.

*Forward to dialog box*




### Save as archive...

The Save as archive option allows you to archive the e-mail messages for this user in a specific folder on the Mac. When you select Save as archive, the text box becomes active. Just enter the folder name to where you want this user's archived mail is to be stored. If you check the Keep copies box, a copy of each e-mail archived appears in this user's mailbox for this domain.

**Note.** All mail is archived in a single UNIX mail format text file within the specified folder.

*Save as archive dialog box*



Mail Action: Save as archive... ▼

Macintosh HD: Brian's Mail folder

Keep copies

### NotifyMail to

The NotifyMail to option allows the server to notify this user that he or she has new mail on the server without the user having to check mail. Enter the user's primary computer name or IP address in the text box.

**Note.** The client must be running NotifyMail which is a separate software utility. See <<http://www.notifymail.com>> for more information.

*Notify Mail to dialog box*



Mail Action: NotifyMail to... ▼

mac-orbit.qualcomm.com

Keep copies

### NotifyMail to last IP

The NotifyMail to last IP option is similar to the NotifyMail to option. However, EIMS determines the IP address to where the notification is to be sent by using the last IP address from where the user checked mail.

### Mailing List...

The Mailing List option allows you to create a mailing list account. When you want to make a mailing list, you should access the New User dialog box for the selected domain and enter the mailing list name as the new user. When you select Mailing list from the Mail Action pop-up menu, the text box becomes active. Here you enter the text file where all the e-mail addresses for this mailing list reside. If you check the Keep copies box, a copy of each e-mail received for this mailing list appears in the mailing list account's mailbox for this domain.



**Note.** A mailing list is a mail account record whose list of e-mail addresses reside in a text file, for example, Sales. Users may send an e-mail to the users on this list by simply sending it to Sales. All users on the Sales mailing list will receive the e-mail. A group list is a group assembled in EIMS for this domain. For more information, see *Configuring mailing lists* described in this Chapter.

*Mailing List dialog box*



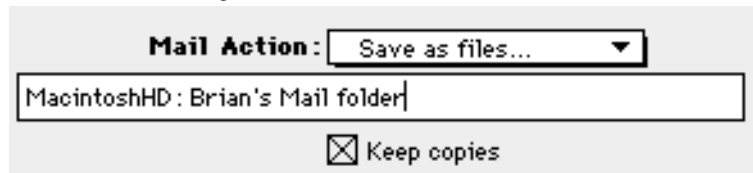
Mail Action: Mailing list...  
Sales.mail  
 Keep copies

**Save as files...**

The Save as files option allows you to save e-mail messages as individual files for this user in a specific folder on the Mac. When you select Save as files, the text box becomes active. Just enter the folder name to where you want this user's mail files are to be stored. If you check the Keep copies box, a copy of each e-mail file appears in this user's mailbox for this domain.

**Note.** Do not add a trailing colon (:) to the directory name.

*Save as files dialog box*



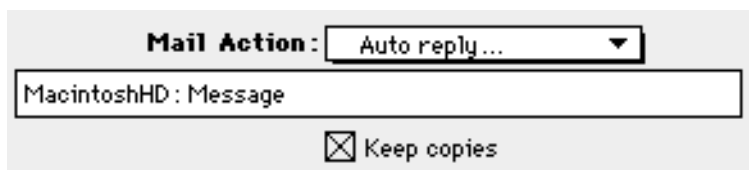
Mail Action: Save as files...  
MacintoshHD: Brian's Mail folder  
 Keep copies

**Auto reply...**

The Auto Reply option allows you to send an autoreply to the originator of any messages received. The autoreply might be used to automatically acknowledge messages, or to indicate that the user is temporarily absent and cannot immediately reply to mail.

When you select Auto Reply, the text box becomes active. Enter the name of a file whose contents is the auto-reply message. If you check the Keep copies box, a copy of each e-mail returned with the autoreply appears in this user's mailbox for this domain.

*Auto reply dialog box*



Mail Action: Auto reply...  
MacintoshHD: Message  
 Keep copies

## Directory Info...

Click Directory Info to display the EIMS directory fields. Ph and LDAP are online, fast access white-pages directory services. EIMS supports both Ph and LDAP access to selected fields of account data.

You can enter data into these fields for other users to look up. See "Managing the EIMS Directory Server" on page 75 for more information.

## Configuring Groups

A group list is a list of e-mail addresses for a specific domain. Mail addressed to a particular group is delivered to all the users in the group. You create a group list for a particular project group, department or topic, usually at the request of a member of your organization who specifies the list of members.

Once you have created a group list, you must maintain the list of users. For example, if a user leaves the organization or transfers to another department, you must remove or change that user's address on the group list for the department. Also, if new users join a particular department, you must add them to the group list.

### Adding a group list

For example, a group list for the Sales team in an organization such as Eudora may be desired. You would need to add this list to the `eudora.com` domain.

To create a group list, do the following:

- 1 In the Domains window, select the domain where you want to add a new group and double-click.

The window containing the list of users for the selected domain is displayed.

Domain window



- From the **Users and Groups** menu, choose **New Group**.

The New Group dialog box is displayed.

New Group dialog box



- In the **Name** text box, enter the name of the group, for example, Sales.  
The address of the group list is now Sales@eudora.com.

### Add members to the group list

You can drag and drop an existing user from a local domain to the group list member window, as follows:

- 1 From the user list in the domain window, select the icon for the user you want to add.
- 2 Drag it over your members window in the Group dialog box. The new users should be listed in the Members window.

#### Group window



- 3 Close the Group dialog box.

Messages sent to Sales@eudora.com include all users listed in the Sales group list.

## Deleting a member from the group list

To delete a member from the group list, do the following:

- 1 In the Members window on the Group dialog box, select the icon for the user you want to delete.
- 2 From the **Group** menu, choose **Revoke Membership**. The selected user is no longer displayed in the Members window. No mail for this group will go to the deleted user.
- 3 Close the Group dialog box.

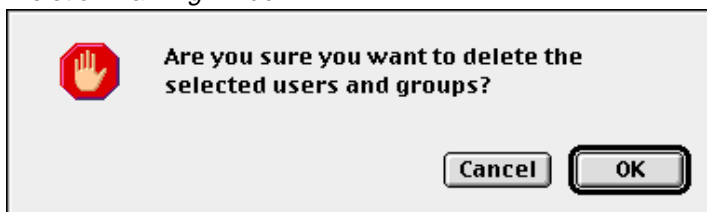
## Deleting a group

To delete a group, do the following:

- 1 In the select Domain window, select the group you want to delete.
- 2 From the **Users and Groups** menu, choose Delete.

A warning window displays confirming that you want to delete this group.

#### Deletion warning window



- 3 To delete the selected group, click **OK**.

The Domains window is displayed without the deleted group icon appearing. The group and all its members are deleted.

## Configuring Mailing Lists

A mailing list is an account set up in EIMS which accesses its members' e-mail addresses from another file. The mailing list is set up like a new user and is given a name, for example, Sales, Marketing, etc. In the mailing list account, you specify which file whose users should be included in this mailing list is located. All mail to this mailing list account go to each user e-mail address in the file.

Unlike a group, a mailing list account is created in EIMS to include user addresses that reside *outside* of the EIMS program. Although a group is created totally within the EIMS program and a mailing list links files to EIMS, both a group and a mailing list are the same except for the way they are used. For example, a group may be employees in a certain department; a mailing list may be potential customers for your newly developed product.

### Creating a mailing list and adding a users' e-mail file

For example, a mailing list specifying leads for the top salespersons for a new product in an organization such as Eudora may be desired. You would need to add this mailing list to the `eudora.com` domain.

To create a mailing list, do the following:

- 1 In the Domains window, select the domain where you want to add a new mailing and double-click.

The window containing the list of users for the selected domain is displayed.

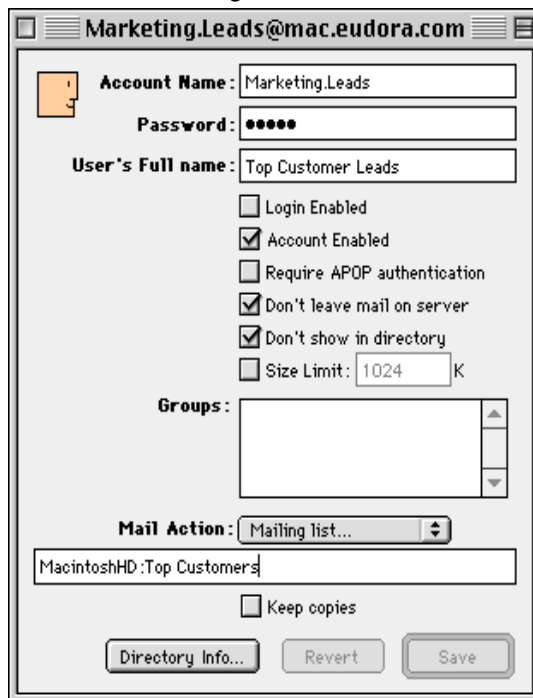
Domain window



- 2 From the **Users and Groups** menu, choose **New User**.

The New User dialog box is displayed.

User account dialog box



- 3 In the **Account Name** text box, enter the name of the mailing list, for example, Marketing Leads.
- 4 In the **Password** text box, enter the password for this mailing list.
- 5 In the **User Full name** text box, enter a brief description of the mailing list or any other information (optional).
- 6 Check the appropriate boxes. See "Adding a new user" on page 23 for more information.
- 7 In the **Mail Action** drop-down list, select **Mailing list...** The text box becomes active.
- 8 In the text box, enter the location and file name of the users' e-mail addresses you want to link to this mailing list account. If you want to keep copies of all mail, check the **Keep copies** box.
- 9 Click **Save**.

The address of the group list is now  
Marketing.Leads@eudora.com.

- 10 Close the mailing list account dialog box. The new mailing list account icon now appears in the selected Domain window.

Messages sent to Marketing.leadseudora.com include all users listed in the Marketing Leads list.

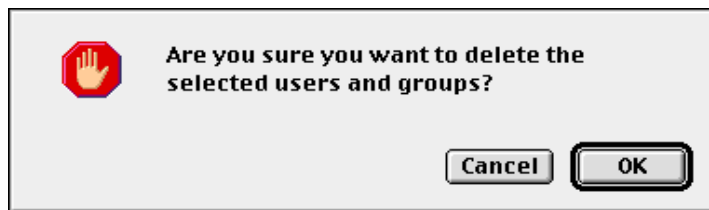
## Deleting a mailing list

To delete a mailing list, do the following:

- 1 In the select Domain window, select the mailing list you want to delete.
- 2 From the **Users and Groups** menu, choose **Delete**.

A warning window displays confirming that you want to delete this mailing list.

*Deletion warning window*



- 3 To delete the selected mailing list, click **OK**.

The Domains window is displayed without the deleted mailing list icon appearing.





# Managing EIMS

## What is the mail server?

A mail server handles the delivery of mail to clients and the routing of mail between different servers. EIMS provides an SMTP mail server; SMTP is a protocol that defines the transfer of e-mail between mail servers on the Internet.

The first step in delivering mail occurs when a user creates a message on a client. The client forwards the message to the mail server which is responsible for either delivering the message to the recipient or transferring the message to a server closer to the recipient.

To identify the server that should receive the message, the server examines the domain component of the destination address. It then queries the domain name server (DNS) which provides the address of a server that can pass the message to its recipient.

The receiving server may be the ultimate destination, or it may be an intermediate server. If it is the final destination, the message is immediately processed and delivered to a mailbox, otherwise a response is returned. If it is an intermediate server, the server forwards it on to another, closer server, the servers exchange a series of SMTP commands and replies, creating a transmission channel through which the mail is delivered.

When mail is received by a server, it is directed to the recipient's mailbox. The mailbox is simply a location where the messages are stored on the server. The message is retrieved from the mailbox by using the POP3 protocol.

The EIMS Server is set to standard defaults that should be sufficient for common mail environments. However, if necessary, you can configure several advanced options to handle your mail to meet specific needs you may have.

You can specify a relay host to route all your non-local mail to the outside world and bypass DNS. You can also configure routes to specific domains as well as restrict access to portions of the server based on IP address filtering.

## DNS overview and preparation

Domain name servers (DNS) define domains and map them to IP addresses, and determine how EIMS server messages are routed.

When the mail server attempts to deliver a message, it checks with DNS to find the mail server for the destination domain. DNS may return any of three types of records which provide different information about the domain, as follows in this table:

DNS record	Provides this information
A (address)	An IP address, the real address
MX (mail exchanger)	The names of one or more hosts which, by prior arrangement, accept mail for this domain. MX records always take precedence over A records.

DNS record	Provides this information
CNAME (alias)	The alias name of a host, which in turn has A or MX records associated with it.

For example, DNS may return an MX record for Joe Smith's address. The MX record indicates that a host, `sun1.` is the forwarder for mail to the domain `eudora.com`. The host name `sun1.eudora.com` is looked up in DNS, and an A record giving the IP address is returned.

There may be multiple MX records for a given domain. The mail server first attempts to deliver mail to the host address with the highest priority (that is, the lowest numerical value.) If delivery does not succeed, it attempts to deliver mail to the other hosts in order of priority.

The top level domain your organization belongs to is the root-level domain, for example, `eudora.com`. Root-level domain registration is handled by an organization named InterNIC; you can find out more information about domain registration on the worldwide web at the address:

<http://www.internic.net>

Secondary domain entries, such as `sun1.eudora.com` are usually handled by a name server, provided by either your organization's corporate network, or by your ISP.

You may need to set up or change domain information in DNS to support your EIMS Server. The server cannot successfully route and receive mail unless entries supporting the organization's domain names and IP addresses are present in DNS.

Please consult the documentation for your DNS server for information on how to change your DNS configuration.

## EIMS Server vs. EIMS Admin

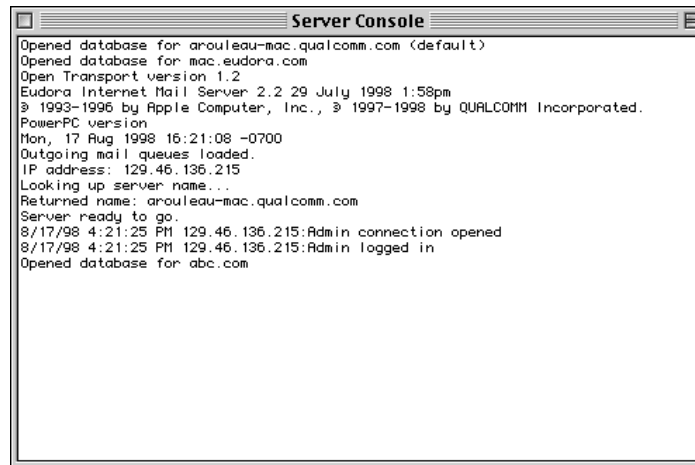
EIMS consists of two distinct programs: EIMS Server and EIMS Admin. An overview of these two programs are described below.

### EIMS Server

The EIMS Server program is the Internet Mail and Directory Servers itself. The EIMS Server is the program that does the actual work of relaying messages from SMTP clients and storing incoming messages in a user's POP3 mailbox.

The interface to the EIMS Server is through the Server Console window. When the EIMS Server is launched, the following window is displayed (after the logo screen):

### Server Console window



```
Server Console
Opened database for arouleau-mac.qualcomm.com (default)
Opened database for mac.eudora.com
Open Transport version 1.2
Eudora Internet Mail Server 2.2 29 July 1998 1:58pm
© 1993-1996 by Apple Computer, Inc., © 1997-1998 by QUALCOMM Incorporated.
PowerPC version
Mon, 17 Aug 1998 16:21:08 -0700
Outgoing mail queues loaded.
IP address: 129.46.136.215
Looking up server name...
Returned name: arouleau-mac.qualcomm.com
Server ready to go.
8/17/98 4:21:25 PM 129.46.136.215:Admin connection opened
8/17/98 4:21:25 PM 129.46.136.215:Admin logged in
Opened database for abc.com
```

The Server Console window is the information panel for the server. It displays information such as the configuration of the server, supported domains, admin connection logging, etc. Normally the Server Console window need not be displayed, it simply provides information to the administrator if needed.

The EIMS Server program has other information windows that can be launched as well. These are invoked through the Server menu item for the EIMS Server and allow access to information in the following areas:

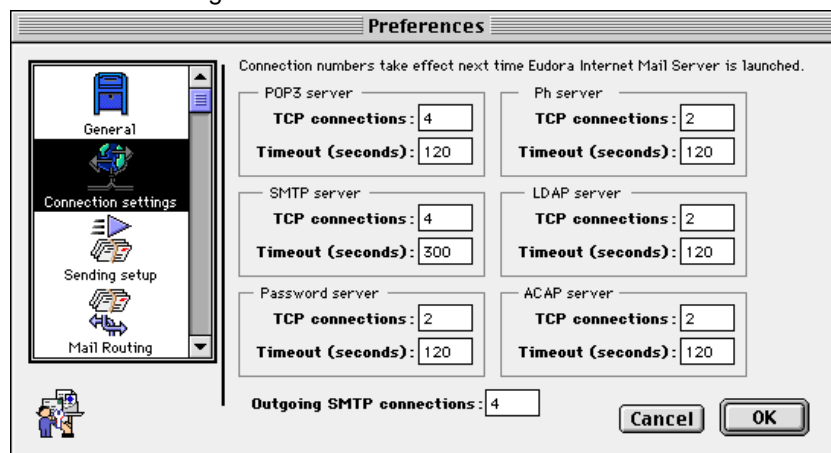
- **Mail Log**—displays a log of all mail sent and received
- **Error Log**—displays a log of mail errors that have occurred
- **Connection Statistics**—displays current, peak and max connection statistics to the individual server components.

### EIMS Admin

The EIMS Admin tool is the program the server administrator uses to configure the server preferences, add/delete/modify user accounts, enter directory information, etc.

The following screen contains an example of the main preferences screen of the EIMS Admin tool where you can select which aspect of the server you wish to configure.

Connection settings Preferences window



By clicking on the icons on the left side of the window you can switch between different configuration items for the server. Once the server preferences have been set the changes are saved but can always be modified at any time from the EIMS Admin tool.

## Creating and configuring additional domains

The EIMS Server can handle mail for one domain or multiple domains. In most situations, an organization configures only a single domain on each server. However, if the organization is an ISP, for example, the server may be configured to handle mail for multiple domains.

The EIMS Server is automatically configured to support a single domain which is the same name as the hostname as listed in the DNS. If necessary, you can add any additional domains after installation. Mail users can be added as members of the additional domains you configure, and all mail should be addressed to them at this domain.

**Important.** Before assigning the server to multiple domains, ensure that the appropriate entries are made in DNS to support the domains.

For example, a company named EUDORA is a service provider for two different companies: HANDYHAL and TELCOR. The domain name `host.eudora.com` was automatically assigned when the EIMS server was launched because the machine hosting the EIMS server is named `host` in the domain `eudora.com`.

For example, add the following domains for these organizations:

`handyhal.com`

`telcor.com`

To do this, follow the steps listed below:

- 1 Make sure the domains are registered in the DNS server. Please consult your DNS documentation for information.
- 2 Start the EIMS Admin tool and log into the EIMS Server
- 3 From the **Domains** menu, choose **New Domain**.

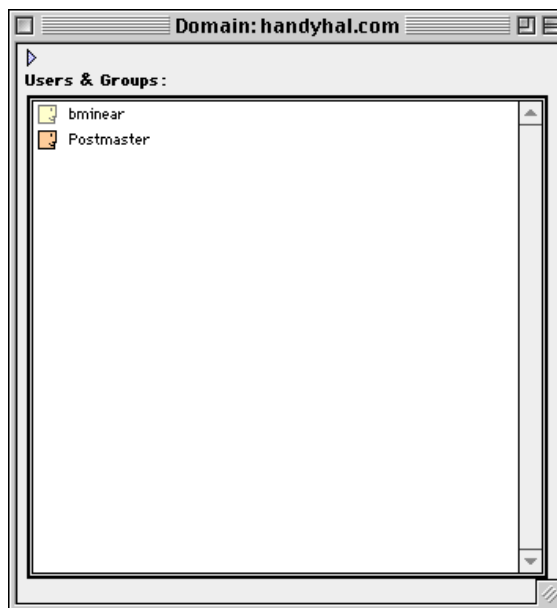
The New Domain dialog box is displayed.

*New Domain dialog box*



- 4 Enter the new domain name, for example, handyhal . com.
- 5 Click **OK**. The Users & Groups for the new domain are displayed. The server's owner and Postmaster accounts are automatically created.

*Domain window*



- 6 Repeat steps 3 through 5 to add additional domains.

Additional configuration for each supported domain on the server can also be performed. The following configuration items are available for domains:

**Domain Aliases**—Domain aliases are other domain names that can be used as aliases for the domains that are supported by the EIMS Server. For example, a company with the domain name WIDGETS.COM may also want to use the domain name PARTS.COM but not have to specify user accounts for each employee in both domains. By specifying a domain alias, joe@widgets.com is the same user as joe@parts.com. E-mail could be sent to either address, and it is delivered to the same person's mailbox.

To add, remove or modify domain aliases perform the following steps:

- 1 From the **Admin** menu, choose Domains.

The Domains window is displayed.

*Domains window*



- 2 Double-click the domain for which you wish to configure.

The Domain configuration window is displayed:

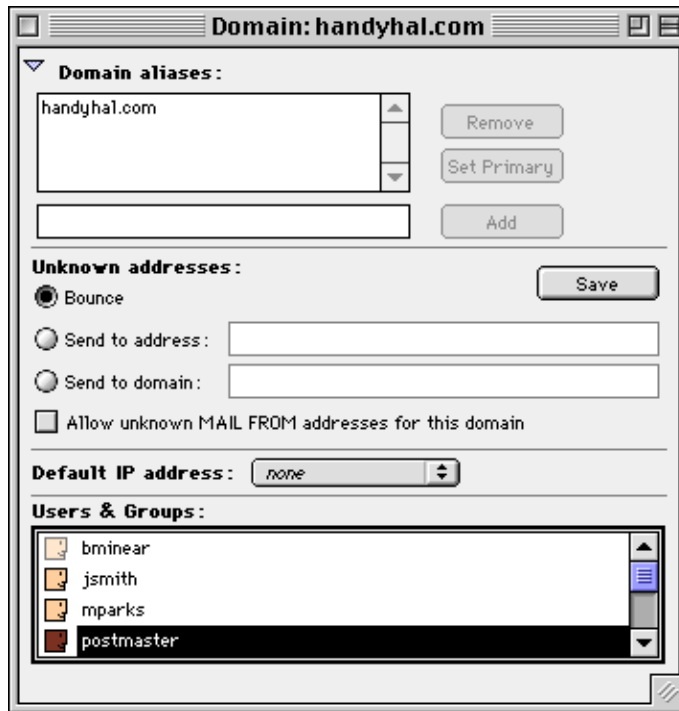
*Domain window*



- Click on the disclosure triangle to display all the Domain configuration options available.

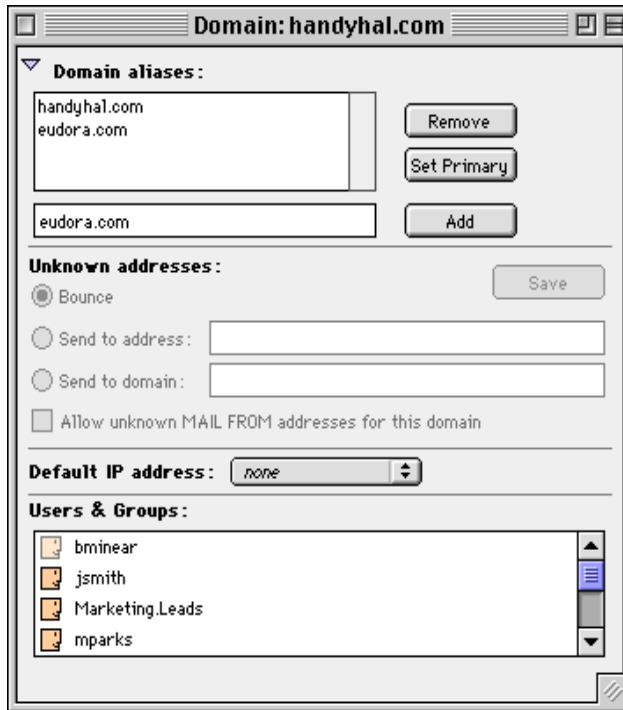
**Note.** Normally, only the Users & Groups are displayed for the domain.

*Domain dialog box*



- To specify a domain alias for the selected domain, enter the alias name in the text box to the left of the **Add** button. Once entered, click **Add**. The alias is added to the list. Note, you may have multiple alias' for each domain. In the example below, the alias `qualcomm.com` has been added for `eudora.com`.

Domain dialog box



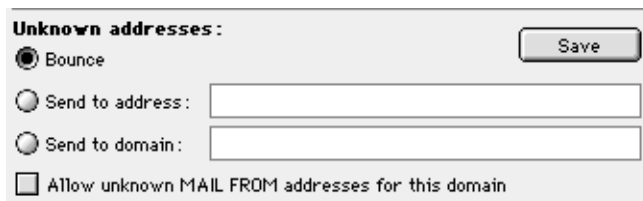
- 5 To delete an alias, select the alias to be deleted; click **Remove**.
- 6 To change which domain name is primary (versus an alias), select the domain and click **Set Primary**. In the above example, eudora.com is the primary domain name, and qualcomm.com is an alias. By choosing qualcomm.com in the list and by clicking Set Primary, qualcomm.com becomes the primary domain, and eudora.com becomes a domain alias.

**Unknown Address handling**

If e-mails addressed to a supported domain name are received but are addressed to an unknown recipient, the action that occurs is configurable.

In the domain configuration window, the following options are available for handling e-mails sent to unknown recipients:

**Bounce**—The e-mail is returned to the sender with an unknown address error.





**Send to Address**—The e-mail is routed to an address specified in the edit field beside the Send to address button. The address must be a fully qualified e-mail address, such as  
 postmaster@handyhal.com

The screenshot shows a configuration window titled "Unknown addresses:". It contains a "Save" button in the top right corner. There are three radio button options: "Bounce" (unselected), "Send to address:" (selected), and "Send to domain:" (unselected). The "Send to address:" field contains the text "postmaster@handyhal.com". Below these options is a checkbox labeled "Allow unknown MAIL FROM addresses for this domain" which is currently unchecked.

**Send to Domain**—The e-mail is forwarded to another domain, retaining the original recipient's name. For example, an e-mail is sent to glenn@qualcomm.com but glenn is an invalid account for qualcomm.com. In the example below, the e-mail would then be forwarded to glenn@eudora.com

The screenshot shows a configuration window titled "Unknown addresses:". It contains a "Save" button in the top right corner. There are three radio button options: "Bounce" (unselected), "Send to address:" (unselected), and "Send to domain:" (selected). The "Send to domain:" field contains the text "eudora.com". Below these options is a checkbox labeled "Allow unknown MAIL FROM addresses for this domain" which is currently unchecked.

**Allow unknown MAIL FROM addresses for this domain**—Check this box if you want to accept unknown MAIL FROM addresses for this domain. You will need to check this box if the return address being used by any clients in this domain is not an existing account.

The screenshot shows a configuration window titled "Unknown addresses:". It contains a "Save" button in the top right corner. There are three radio button options: "Bounce" (unselected), "Send to address:" (unselected), and "Send to domain:" (selected). The "Send to domain:" field contains the text "eudora.com". Below these options is a checkbox labeled "Allow unknown MAIL FROM addresses for this domain" which is now checked.

## Configuring clients to work with multiple domains.

To have clients log into EIMS 2.1 for any domain other than the default domain, the client needs to be configured to send an address with the domain included.

For clients that have a single field for the POP account the account needs to be entered as user%domain@server. For example, a user called Leslie Dempster on the host machine, sequoia.eudora.com, would enter leslie.dempster%eudora.com@sequoia.eudora.com

For clients such as Netscape that have the user ID and server address in different fields, configure the user ID as user%domain and set the incoming mail server as the address of your EIMS server. For example, a user called Leslie Dempster on the host machine, sequoia.eudora.com, would enter leslie.dempster%eudora.com in the user ID field. In the server field, sequoia.eudora.com should be entered.

If you are using Eudora Pro 3.1 for Mac and have the Esoteric Settings plug-in, check the "Send hostname with POP USER command" box in Ports & Protocols under Settings.

Using Eudora 4.0, you can specify a username of `user@server` and leave the Mail Host field blank. Or specify a username of `user@domain` and enter the server name in the Mail Host field.

As an alternative to configuring the full address in clients, you can set up a login account in the default domain and have the account in the actual domain forward to that.

## Server Console

The Server Console window is an information window for the EIMS Server which displays start-up information, as well as other server related activities in real-time. The Server Console window can be valuable when troubleshooting traffic and routing related problems.

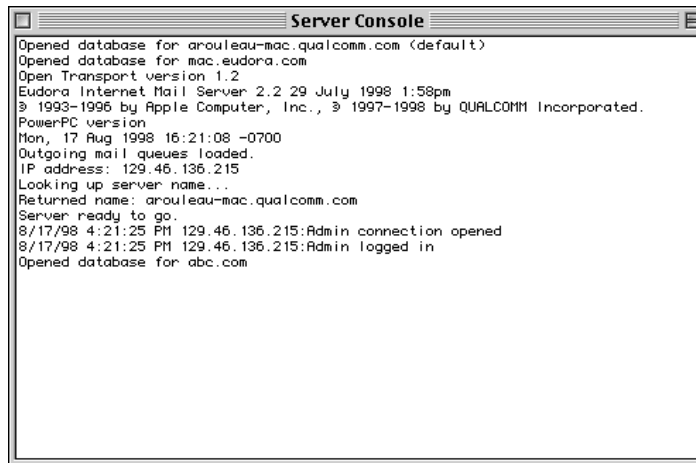
The Server Console window is displayed automatically when the EIMS Server is launched. However, the Server Console window can be closed at any time and redisplayed by selecting the Server Console option in the Server menu of the EIMS Server.

**Important.** The information displayed in the Server Console window can be captured to a file by selecting the Capture to file option in the Console menu of the EIMS Server. Once this option has been activated, all information displayed in the Server Console window is also written to a file named "Internet Mail Server Console log" which is stored in the same folder as the EIMS Server. Simply de-activate the option from the menu when logging of the Server Console is no longer desired.

When EIMS Server is started, the following information is displayed in the Server Console Window:

- A list of databases opened, one for each supported domain.
- The version of Open Transport
- The version of the EIMS Server
- Copyright information
- Whether the 68K or PowerPC version of EIMS is being run
- The date and time
- The expiration date of the server if a demo version is being run
- The server's IP address
- The name of the server via a DNS reverse lookup using the server's IP address
- The status of the server

An example of the Server console window at start-up is displayed.

*Server Console window*


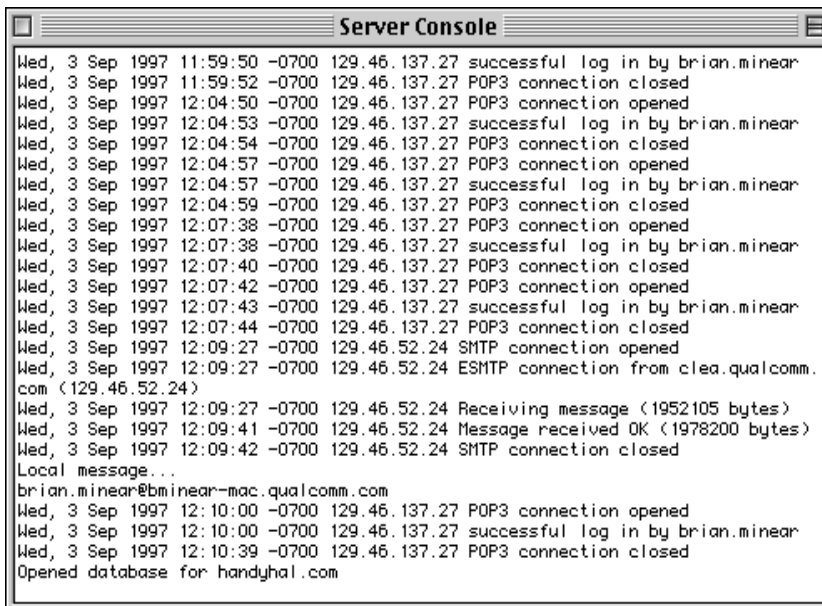
```

Server Console
-----
Opened database for anouleau-mac.qualcomm.com (default)
Opened database for mac.eudora.com
Open Transport version 1.2
Eudora Internet Mail Server 2.2 29 July 1998 1:58pm
© 1993-1996 by Apple Computer, Inc., © 1997-1998 by QUALCOMM Incorporated.
PowerPC version
Mon, 17 Aug 1998 16:21:08 -0700
Outgoing mail queues loaded.
IP address: 129.46.136.215
Looking up server name...
Returned name: anouleau-mac.qualcomm.com
Server ready to go.
8/17/98 4:21:25 PM 129.46.136.215:Admin connection opened
8/17/98 4:21:25 PM 129.46.136.215:Admin logged in
Opened database for abc.com

```

As the server runs, connection information, database creations for new domains, connection information from POP3 clients, etc. is displayed in the Server Console window.

The following is an example of information displayed in the Server Console window of a typical EIMS Server session:

*Server Console window*


```

Server Console
-----
Wed, 3 Sep 1997 11:59:50 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 1997 11:59:52 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 1997 12:04:50 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 1997 12:04:53 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 1997 12:04:54 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 1997 12:04:57 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 1997 12:04:57 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 1997 12:04:59 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 1997 12:07:38 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 1997 12:07:38 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 1997 12:07:40 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 1997 12:07:42 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 1997 12:07:43 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 1997 12:07:44 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 1997 12:09:27 -0700 129.46.52.24 SMTP connection opened
Wed, 3 Sep 1997 12:09:27 -0700 129.46.52.24 ESMTMP connection from clea.qualcomm.com (129.46.52.24)
Wed, 3 Sep 1997 12:09:27 -0700 129.46.52.24 Receiving message (1952105 bytes)
Wed, 3 Sep 1997 12:09:41 -0700 129.46.52.24 Message received OK (1978200 bytes)
Wed, 3 Sep 1997 12:09:42 -0700 129.46.52.24 SMTP connection closed
Local message...
brian.minear@bminear-mac.qualcomm.com
Wed, 3 Sep 1997 12:10:00 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 1997 12:10:00 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 1997 12:10:39 -0700 129.46.137.27 POP3 connection closed
Opened database for handyhal.com

```

In the above example, several items have occurred:

- Six POP3 logins have been made by user `brian.minear`. The data and time for each login is listed along with the IP address from which the connection is made.
- An incoming mail was received from `clea.qualcomm.com` which contained a 1,952,105 byte e-mail addressed to `brian.minear@bminear-mac.qualcomm.com`.
- A new domain was created called `handyhal.com`. The Server Console window shows the creation of the database.

## Application Configuration Access Protocol (ACAP) auto-configuration

If you have upgraded from an earlier version of EIMS 2, check the connection numbers and time-outs for the ACAP server. To use the ACAP auto-configuration, it is necessary to set the address domain alias for any domains this is used with. The address domain alias is used by the client to find the IP address of the server for POP3, SMTP, and directory services lookups.

## Message-ID and RBL filter plug-ins

Two filters are provided with EIMS 2.2, the Message-ID Filter and Realtime Blackhole List (RBL) Filter. To enable the Message-ID or MAPS RBL Filters, move them from the Filters (Disabled) folder to the Filters folder. If you wish to exclude IP ranges from the RBL filter, edit the RBL exclusions file and move it to the Filters folder. Excluding your local network addresses from the RBL filter will avoid delays sending mail to EIMS while the filter checks for the address of the connection in RBL the list. See <http://maps.vix.com/rbl/> for information on the MAPS Realtime Blackhole List.

## Statistics and Logging

In addition to the information displayed in the Server Console window and/or the Internet Mail Server console log (see *Server Console* section above), other statistics and logs are available.

### Outgoing Mail

The Outgoing Mail window is used to display the status of the outgoing mail queue. Queues can be opened, deleted, forward, or bounced. Opening a queue shows each message in the queue and allows the messages to be deleted, forwarded, or bounced.

Each domain that is a destination for an outgoing e-mail is listed along with the number of e-mails destined for that domain. The Outgoing Mail window is activated by selecting the Outgoing Mail option in the Admin menu of the EIMS Admin. Once activated, the following information is available:

**Domain**—the destination domain of one or more queued messages.

**Messages Next try**—the number of messages destined for the particular domain sent during the next connection attempt. The configuration on how often to attempt to send mail is a configurable item discussed later in this section.

In the below example, there are three queued messages waiting to be sent to three individual domains:

*Outgoing mail queues window*

Domain	Messages Next try
future.golfpro.com	1 held
widgets.com	1 held
eudora.com	1 held

3 domains

## Error Log

The Error log window is used to display errors that have occurred with routing mail or internal status of the server. Each error event is displayed in the window along with the data and time the error occurred. You can activate the Error Log window by selecting the Error Log option in the Server menu of the EIMS Server.

In the below example, three events have been logged between 11:00 a.m. and 5:00 p.m. Notice that time zones (-0700) display in the Error log.

*Error log window*

Date	Error
Mon, Aug 17, 1998 11:42:37 AM -0700	Eudora Internet Mail Server 2.2 starting up..
Mon, Aug 17, 1998 4:10:29 PM -0700	Server closed down.
Mon, Aug 17, 1998 4:21:08 PM -0700	Eudora Internet Mail Server 2.2 starting up..

The information displayed in the Error Log window is also saved to a file named "Internet Mail Server Error log" which is stored in the same directory as the EIMS Server. The file is a simple text file which can be read into an editor to search for particular events.

**Note.** You can configure the maximum size of the error log text file via the General Preferences section in the EIMS Admin tool. See the *General Preferences* section of this chapter for more information.

The corresponding error log file to the Error Log window is displayed below:

```
Wed, Sep 3, 1997 8:05:12 AM Eudora Internet Mail Server 2.2 starting up...
Wed, Sep 3, 1997 9:42:19 AM SMTP incoming connection timed out to 129.46.137.215
Wed, Sep 3, 1997 2:31:36 PM Server closed down.
Wed, Sep 3, 1997 2:31:53 PM Eudora Internet Mail Server 2.2 starting up...
Wed, Sep 3, 1997 3:20:29 PM Eudora Internet Mail Server 2.2 starting up...
```

## Mail Log

The Mail Log window is used to display the history of e-mails passing through the server. The Mail Log window is activated by selecting the Mail Log option in the Server menu of the EIMS Server. Once activated the following information will be available:

**Address**—the address of either the originator or recipient of the e-mail, depending on the value of the “kind” column.

**Size**—the size of the e-mail in K or M.

**Kind**—either “from” or “to” for either the originator or recipient of the e-mail respectively. Kind can also be “sent” which is logged when a message is sent. In this case, the Internet address contains the address to where the message was sent.

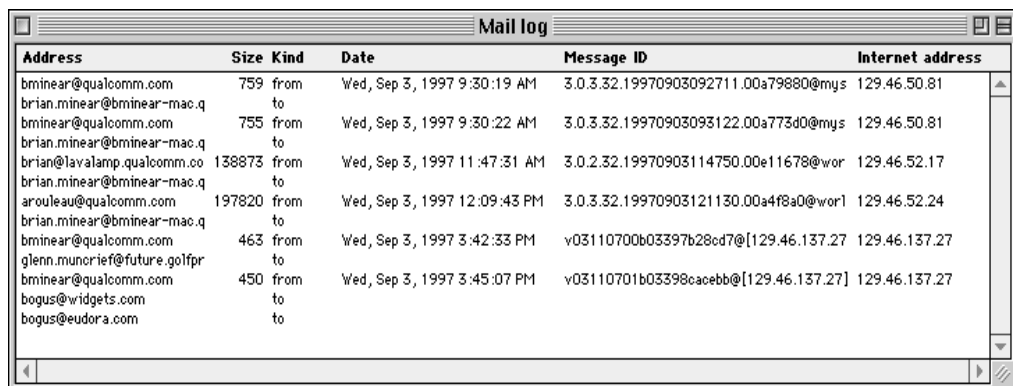
**Date**—the date and time the message was received by the server.

**Message ID**—an ID based on information from the e-mail header information. The ID forms a unique identifier for the e-mail in the server.

**Internet address**—the IP address of the originator of the e-mail.

In the below example, six e-mails were received for delivery to seven recipients:

### Mail log window



Address	Size	Kind	Date	Message ID	Internet address
bminear@qualcomm.com	759	from	Wed, Sep 3, 1997 9:30:19 AM	3.0.3.32.19970903092711.00a79880@mys	129.46.50.81
brian.minear@bminear-mac.q		to			
bminear@qualcomm.com	755	from	Wed, Sep 3, 1997 9:30:22 AM	3.0.3.32.19970903093122.00a773d0@mys	129.46.50.81
brian.minear@bminear-mac.q		to			
brian@lavalamp.qualcomm.co	138873	from	Wed, Sep 3, 1997 11:47:31 AM	3.0.2.32.19970903114750.00e11678@wor	129.46.52.17
brian.minear@bminear-mac.q		to			
arouleau@qualcomm.com	197820	from	Wed, Sep 3, 1997 12:09:43 PM	3.0.3.32.19970903121130.00a4f8a0@wor1	129.46.52.24
brian.minear@bminear-mac.q		to			
bminear@qualcomm.com	463	from	Wed, Sep 3, 1997 3:42:33 PM	v03110700b03397b28cd7@[129.46.137.27	129.46.137.27
glenn.muncrief@future.golfr		to			
bminear@qualcomm.com	450	from	Wed, Sep 3, 1997 3:45:07 PM	v03110701b03398cacebb@[129.46.137.27]	129.46.137.27
bogus@widgets.com		to			
bogus@eudora.com		to			

The information displayed in the Mail Log window is also saved to a file named “Internet Mail Server Mail log” which is stored in the same directory as the EIMS Server. The file is a simple text file which can be read into an editor to search for particular information.

**Note.** You can configure the maximum size of the mail log text file via the General Preferences section in the EIMS Admin tool. See the *General Preferences* section of this chapter for more information.

The corresponding mail log file for the Mail Log window displayed above is below:

```

from    bminear@qualcomm.com Wed, Sep 3, 1997 9:30:19 AM759 129.46.50.81
3.0.3.32.19970903092711.00a79880@mysa.qualcomm.com
to      brian.minear@bminear-mac.qualcomm.com
from    bminear@qualcomm.com Wed, Sep 3, 1997 9:30:22 AM755 129.46.50.81
3.0.3.32.19970903093122.10a773d0@mysa.qualcomm.com
to      brian.minear@bminear-mac.qualcomm.com
from    brian@lavalamp.qualcomm.com Wed, Sep 3, 1997 11:47:31 AM 1388732129.46.52.17
3.0.2.32.19970903114750.00e11678@worldmail1.qualcomm.com
to      brian.minear@bminear-mac.qualcomm.com
from    arouleau@qualcomm.com Wed, Sep 3, 1997 12:09:43 PM1978200 129.46.52.24
3.0.3.32.19970903121130.00a4f8a0@worldmail1.qualcomm.com
to      brian.minear@bminear-mac.qualcomm.com

```

## Connection Statistics

The Connection Statistics window is used to display the connection status of the various server components. Each server component is listed with information as to the current and peak number of connections established along with the maximum number of connection allowed. To activate the Connection Statistics window, select the Connection Statistics option in the Server menu of the EIMS Server. Once activated, the following information is available:

**Note.** You can configure the Maximum number of connections allowed for each server component via the Connections Settings portion of the EIMS Admin tool. See the section on *Connection Preferences* later in this chapter for more information.

**POP3 server**—the current and peak number of connections established by POP3 clients with the POP3 server. The maximum number of connections allowed is also listed.

**SMTP server**— the current and peak number of connections established by SMTP clients with the SMTP server. The maximum number of connections allowed is also listed.

**Password server**—the current and peak number of connections established by clients connecting to the change password port. The maximum number of connections allowed is also listed.

**Ph server**—the current and peak number of connections established by Ph clients with the Ph server. The maximum number of connections allowed is also listed.

**LDAP server**—the current and peak number of connections established by LDAP clients with the LDAP server. The maximum number of connections allowed is also listed.

**ACAP server**—the current and peak number of connections established by ACAP clients with the ACAP server. The maximum number of connections allowed is also listed.

**SMTP outgoing**— the current and peak number of connections established by the EIMS server itself with other SMTP server when relaying mail destined for outside domains. The peak represents the percentage of time that the maximum number of connections have been in use. The maximum number of connections allowed is also listed.

Following is an example of the Connection Statistics window:

Connection Statistics window

	Current	Peak	Max
POP3 server :	0	0	4
SMTP server :	0	0	4
Password server :	0	0	2
Ph server :	0	0	2
LDAP server :	0	0	2
ACAP server :	0	0	2
SMTP outgoing :	0	0%	4

## Configuring server preferences

Server preferences are mainly configured through the EIMS Admin tool and are divided into five sections or categories. Each category is discussed in depth in this chapter.

To bring up the server preferences window perform the following steps:

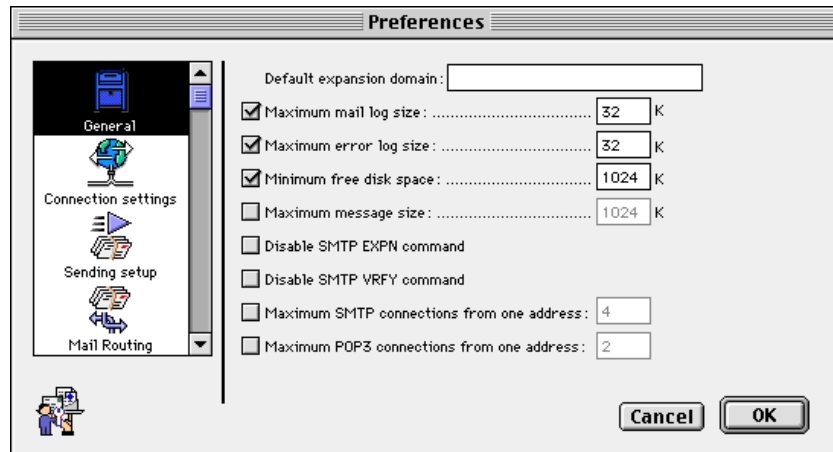
- 1 Launch EIMS Admin, and connect to the server you want to configure.
- 2 From the **Admin** menu, choose **Preferences**. The Preferences window appears for you to configure EIMS for your particular needs.

The Preferences window is divided into the five categories via a scrolling category window on the left side of the screen. Simply click on each category to show the associated configuration parameters on the right side of the screen.

## General preferences

The General Preferences window provides general server configuration options.

General Preferences window



The prompts and fields are described as follows:



### **Default Expansion Domain**

The default expansion domain of the EIMS server is the domain that is used when an e-mail is received that does not have a domain specified for the recipient. For example, the EIMS server may be configured to support both `eudora.com` and `qualcomm.com`. If the unspecified domain e-mail uses the default domain as set in the domains window, then a partially qualified address is used as the default expansion domain, for example, `bminear@bminear-mac` to `bminear@bminear-mac.eudora.com`. These rules are used by EIMS for expanding all addresses everywhere.

### **Maximum mail log size**

If checked, this value represents the maximum size limit in kilobytes for the mail log (Internet Mail Server mail log in the folder containing the EIMS Server). When the log reaches the maximum size limit, it is reduced to half the limit. If this option is not enabled, the mail log continues to grow until it violates the Minimum free disk space setting (see Minimum free disk space definition).

### **Maximum error log size**

If checked, this value represents the maximum size limit in kilobytes, for the error log (Internet Mail Server error log in the folder containing the EIMS Server). When the log reaches the maximum size limit, it is reduced to half the limit by eliminating older log entries. If this option is not enabled, the error log continues to grow until it violates the Minimum free disk space setting (see Minimum free disk space definition).

### **Minimum free disk space**

The minimum amount of free disk space that EIMS allows. If there is not enough disk space left, the message's delivery is delayed; it is not returned to the sender. However, the server sending the message typically gives up trying to send the mail after 3-5 days and returns the message to the sender.

### **Maximum incoming message size**

If checked, this setting allows you to specify the maximum incoming message size. This allows you to return messages over a certain size so it does not impair system performance.

### **Disable SMTP EXPN command**

If checked, the EIMS SMTP server will not respond to EXPN (expand) commands from SMTP clients. The EXPN command asks the SMTP server to confirm that a sent address identified a mailing list, and if so, to return the membership of that list. The full names of the users (if known) and the fully specified mailboxes are returned in a multi-line reply. If enabled, EXPN also expands groups.

### **Disable SMTP VRFY command**

If checked, the EIMS SMTP server will not respond to VRFY (verify) commands from SMTP clients. The VRFY command asks the SMTP server to confirm that a sent address identifies a user. If it is a user name, the full name of the user (if known) and the fully specified mailbox are returned.

### Maximum SMTP connections from one address

If checked, the EIMS SMTP server limits the maximum number of simultaneous connections from a specified address. Enter the number of times you want to limit the connection in the text box.

### Maximum POP3 connections from one address

If checked, the EIMS POP3 server limits the maximum number of simultaneous connections from a specified address. Enter the number of times you want to limit the connection in the text box.

## Connection preferences

The Connection Preferences window allows you to configure server settings that affect client connections with the server.

**Note.** Any settings made in the Connection settings windows do not take effect until the next time EIMS is started. However, the time-out settings take effect immediately. Also note that increasing the number of connections requires more memory and can affect performance at high connection allowances.

### Connection settings Preferences window

The screenshot shows the 'Preferences' window with a sidebar on the left containing icons for 'General', 'Connection settings' (selected), 'Sending setup', and 'Mail Routing'. The main area contains the following settings:

- POP3 server: TCP connections: 4, Timeout (seconds): 120
- SMTP server: TCP connections: 4, Timeout (seconds): 300
- Password server: TCP connections: 2, Timeout (seconds): 120
- Ph server: TCP connections: 2, Timeout (seconds): 120
- LDAP server: TCP connections: 2, Timeout (seconds): 120
- ACAP server: TCP connections: 2, Timeout (seconds): 120
- Outgoing SMTP connections: 4

Buttons for 'Cancel' and 'OK' are located at the bottom right. A note at the top states: 'Connection numbers take effect next time Eudora Internet Mail Server is launched.'

Following are the field and prompt definitions:

### POP3 Server

Specifies the maximum number of simultaneous connections to the POP3 server by POP3 clients. Additional connection attempts are not allowed to connect until a current connection is dropped by a POP3 client or by the server because the time-out has been reached. The Timeout value specifies the number of seconds that can elapse for an idle connection before the EIMS server disconnects. (Port #110)

### SMTP Server

Specifies the maximum number of simultaneous connections to the SMTP server by SMTP clients. Additional connection attempts are not allowed to connect until a current connection is dropped by an SMTP client or by the server because the time-out has been reached. The Timeout value specifies the number of seconds that can elapse for an idle connection before the EIMS server will disconnect. (Port # 25)

**Password Server**

Specifies the maximum number of simultaneous connections to the Password server by the clients, for example, Eudora Pro or Eudora Light. Additional connection attempts are not allowed to connect until a current connection is dropped by a Eudora client or by the server because the time-out has been reached. The Timeout value specifies the number of seconds that can elapse for an idle connection before the EIMS server will disconnect. (Port #106)

**Ph Server**

Specifies the maximum number of simultaneous connections to the Ph directory server by Ph clients. Additional connection attempts will not be allowed to connect until a current connection is dropped by a Ph client or by the server because the time-out has been reached. The Timeout value specifies the number of seconds that can elapse for an idle connection before the EIMS server will drop the connection. (Port #105)

**LDAP Server**

Specifies the maximum number of simultaneous connections to the LDAP directory server by LDAP clients. Additional connection attempts will not be allowed to connect until a current connection is dropped by an LDAP client or by the server because the time-out has been reached. The Timeout value specifies the number of seconds that can elapse for an idle connection before the EIMS server will drop the connection. (Port # 389)

**ACAP Server**

Specifies the maximum number of simultaneous connections to the ACAP server by ACAP clients. Additional connection attempts are not allowed to connect until a current connection is dropped by an ACAP client or by the server because the time-out has been reached. The Timeout value specifies the number of seconds that can elapse for an idle connection before the EIMS server will disconnect. (Port #674)

**Outgoing SMTP connections**

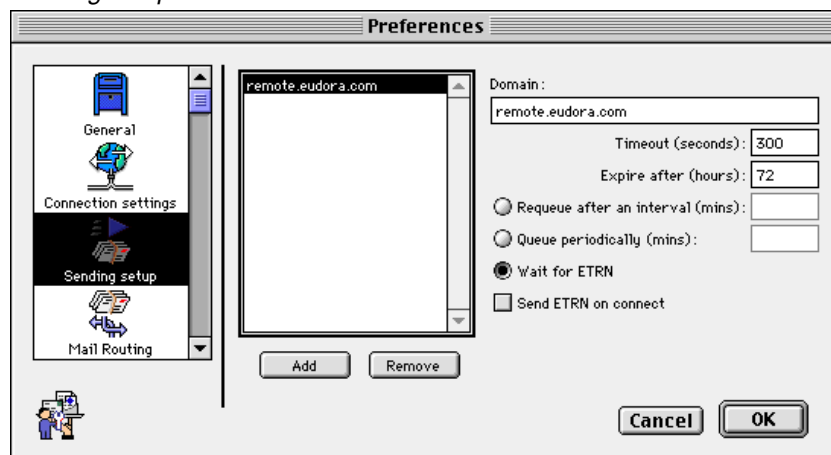
Specifies the number of outgoing SMTP connections EIMS uses to forward e-mail to outside domains.

**Remote Administration** (Port 4199) (not shown)

**Sending setup**

The Sending setup preferences are used to configure connection and queuing options for outgoing mail. This can be useful when e-mail is destined to either domains that are slow or domains that are only intermittently connected.

Sending setup Preferences window



To add and configure connection and queuing options for a host or domain, perform the following steps:

- 1 Click **Add** to activate the Domain field.
- 2 Enter the name of the host or domain to specify for which sending setup options.
- 3 Specify a time-out value when routing mail to this host or domain. The default time-out is 300 seconds. To change the default, simply edit the field.
- 4 Specify an expiration time for message attempting to be routed to this host or domain. The default is 72 hours. If the SMTP server is unable to forward e-mails to the host or domain after this value, the e-mail is returned to the sender.

**Note.** If an entry is not found in the Sending setup with a default time-out of 300 seconds, retry every 60 minutes. This expires after the default 72 hours.

- 5 Specify a queuing option from the following choices:

**Queue after an interval**—This selection instructs the EIMS SMTP server to attempt the resend messages to the selected domain after a certain number of minutes. The default is 60 minutes. If the first attempt to forward mail is at 1:45 p.m., then the next attempt will be at 2:45 p.m.

**Queue periodically** —This selection instructs the EIMS SMTP server to attempt to resend messages to the selected domain at a specific time interval. For example, a value of 60 in this field instructs the SMTP server to send only queued mail to the domain every hour; a value of 120 in this field is every other hour, and a value of 25 is every 25 minutes, etc.

**Wait for ETRN**—This selection instructs the EIMS SMTP server to queue all mail for the domain indefinitely (up to the expiration time set earlier) until an ETRN command is received from the remote domain. However, the ETRN does not have to be sent specifically from the remote domain, it can be sent from anywhere to the server as an AppleEvent. This option is for EIMS to be used by an ISP hosting domains for intermittently connected companies.

- 6 Specify whether an ETRN should be sent to the host or domain when the SMTP server connects. The ETRN command instructs the remote host to process all queued mail destined for the local domains hosted by the EIMS Server.

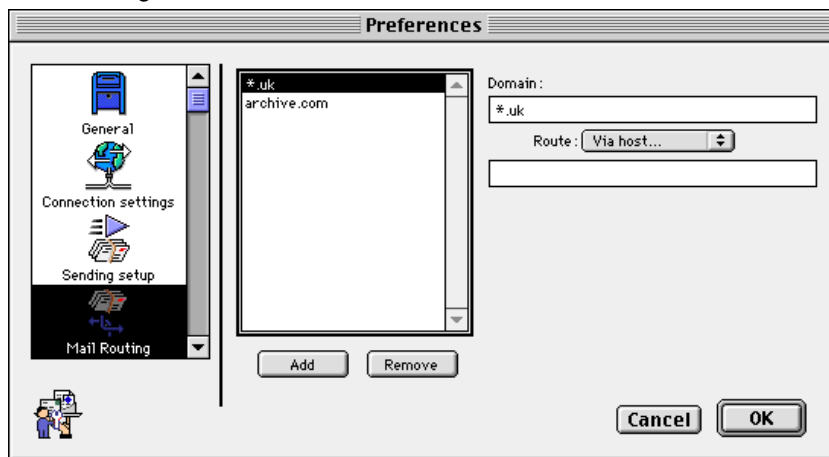
**Note.** The Sending setup is automatically sorted for EIMS if an entry matches any of the entries in the list. Destination host or domain names are matched in the order that they are in the list, \* wild cards can be used for matching destination host names.

In the particular example below, any mail destined for the host `remote.eudora.com` is queued until an ETRN is received by the EIMS server which instructs it to process e-mail destined for the `remote.eudora.com` domain. Once an ETRN is received, the EIMS server sends an ETRN to `remote.eudora.com` and instruct the host to send any e-mail destined for local domains hosted by this EIMS server.

## Mail Routing

The Mail Routing preferences are used to specify mail routing conditions for different hosts and domains. For example, you may wish to route all outgoing mail via a relay host when a mail server is intermittently connected, or inundated with queued up messages, or if the mail server is operated behind a firewall.

### Mail Routing Preferences window



To add and configure mail routing instructions for a host or domain, perform the following steps:

- 1 Click **Add** to activate the Domain field.
- 2 Enter the name of the host or domain to specify for which sending setup options.
- 3 Select a routing option in the Route selection box. The options available for each host or domain are as follows:

**Via host...**—The SMTP server routes all e-mail to the host or domain through a specific host that is entered in the field directly below the routing selection button. If you need to specify the queueing options for the host you are relaying to, you will need to add a separate entry for that host. For example, if you have specified the domain `eudora.com` to relay mail to `relay.isp.net` and wish to use ETRN, you must add another entry `relay.isp.net` and check the ETRN box.

**Save as files...**—Instead of routing mail destined for the host or domain, the EIMS Server will instead save each e-mail to a file. All files are placed in the folder which is specified in the field directly below the routing selection button.

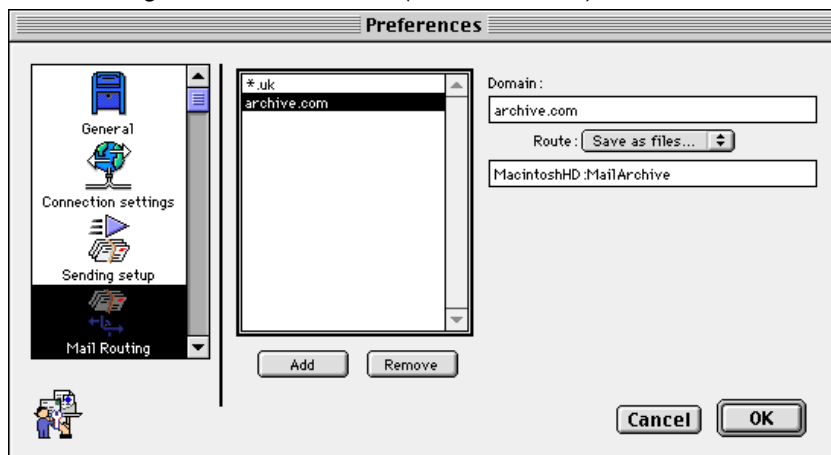
**Note.** The Mail routing is automatically sorted for EIMS if an entry matches any of the entries in the list. Destination host or domain names are matched in the order that they are in the list, \* wild cards can be used for matching destination host names.

In the following windows, two custom entries have been added in the Mail routing preferences: 1) \*.uk, which uses a wildcard to mean any domain or host in the United Kingdom, and 2) archive.com, which is a domain. When an e-mail is received by the EIMS server, and it is determined not to be for a local domain, the EIMS server then consults the Mail routing entries for a match. If no match it found, it does a DNS lookup and sends the e-mail to the next hop. If a match is found, it uses the rules configured for the specific domain.

In the particular example below, any mail destined to a domain ending in .uk will be routed directly to a host named `relay.co.uk`. This direct routing is different from the normal routing which would be via a DNS lookup for the next mail hop. The settings for the host where mail is being relayed to are still looked up in the Sending setup.

In the particular example below, any mail destined for the domain `archive.com` is not relayed, but instead saved to individual files in the folder `MacintoshHD:MailArchive`. This could be used to provide a convenient archival/backup mechanism where people can forward e-mails to a particular domain to have them automatically archived.

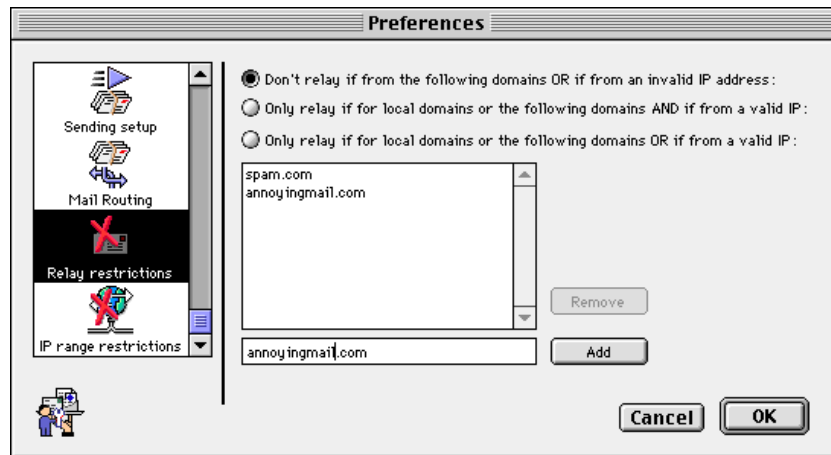
#### Mail Routing Preferences window (domains added)



### Relay restriction preferences

The Relay restrictions setting allow you to set rules as to how EIMS routes e-mails received by the SMTP server.

## Relay restrictions Preferences window



Following are three general relay options are available:

**Don't relay for the following domains OR if from an invalid IP address** —This option informs the EIMS server to route the e-mail only if one of the following conditions is met:

- 1 If the sender of the e-mail (determined from the SMTP FROM address) is in the list of restricted domains, then the e-mail is only delivered if the recipient of the e-mail is a local user in a local domain. If the sender of the e-mail is from a restricted domain and the user is not local, then the e-mail is returned.
- 2 If the recipient of the e-mail (determined from the SMTP TO address) belongs to a domain in the restricted list, then the e-mail is delivered only if the sender of the e-mail is a local user (determined from the SMTP FROM address).
- 3 If neither the sender or recipient of the e-mail is in the restricted list, then the e-mail is routed.
- 4 Don't relay mail to this domain(s) if it's from an invalid IP address.

**Only relay if from local domains or the following domains AND if from a valid IP** — This option informs the EIMS server to route the e-mail only if one of the following conditions is met:

- 1 If the sender of the e-mail (determined from the SMTP FROM address) is a local user, the e-mail is routed.
- 2 If the sender of the e-mail is from a domain listed in the list, the e-mail is routed.
- 3 If the recipient of the e-mail is a local user, then the e-mail is routed.
- 4 If the recipient of the e-mail is from a domain listed in the list, then the e-mail is routed.
- 5 Relay the mail to this domain(s) only if the IP address is valid.

In the examples below, the following actions occur:

- If an e-mail is received from a user who belongs to either the `bigspam.com` or `vexingmail.com` domains, it is routed only if the recipient is a local user.

- If an e-mail is received whose destination is a user in the `bigspam.com` or `vexing-mail.com` domains, then it is delivered only if the sender of the e-mail is from a local domain.
- If an e-mail is received which is not sent from `bigspam.com` or `vexingmail.com`, nor is it being sent to anybody at `bigspam.com` or `vexingmail.com`, then the e-mail is routed.

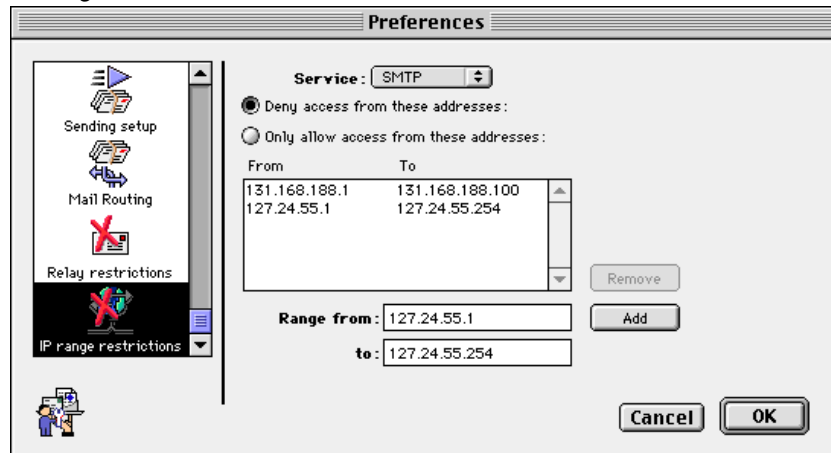
**Only relay if from local domains or the following domains OR if from a valid IP**—This option informs the EIMS server to route the e-mail only if one of the following conditions is met:

- 1 If the sender of the e-mail (determined from the SMTP FROM address) is a local user, the e-mail is routed.
- 2 If the sender of the e-mail is from a domain listed in the list, the e-mail is routed.
- 3 If the recipient of the e-mail is a local user, then the e-mail is routed.
- 4 If the recipient of the e-mail is from a domain listed in the list, then the e-mail is routed.
- 5 If mail is not for this domain(s), mail can still be relayed from valid IP addresses.

## IP range restriction preferences (security)

The IP range restriction settings allow you to secure the server by allowing or denying access to the individual server components of EIMS based on IP address. For example, this allows you to specifically deny access to EIMS's SMTP server for known unsolicited e-mail senders.

### *IP range restrictions Preferences window*



To secure access to a particular server component, perform the following steps:

From the Service selection box, select the server component you wish to secure. The following selections are available:

- **POP3**—the POP3 mailbox server
- **SMTP**—the SMTP server for sending e-mail through the server



- **Password**—the Password server for changing passwords through a Eudora client
- **Directory**—the directory service server
- **Mail Relay**—the mail relay server. The Mail Relay IP range restriction is used to prevent anyone outside your network from relaying mail through your server. A message will not be relayed to an outside server unless the IP address it is being sent from meets the restrictions specified.
- **Auto-configure**—the mail relay server.
  - 1 Select, by default, whether to allow or deny access to systems attempting to connect to the selected server component. To set the default allowing all connections, select Deny access from these addresses. To set the default to deny all connections, select Only allow access from these addresses.
  - 2 You can enter exceptions to the default entered in Step 2. For example, if you choose the Deny access from these addresses option, all connections are allowed except for the specific IP address ranges you enter. To enter an exception, enter the IP address range in the Range from: and to: fields. For a single address, simply list the address in the Range from: field and click Add. Continue until all IP address ranges have been added.
  - 3 Go back to Steps 1-3 to select a different server component to configure.
  - 4 Click **OK**.

**Note.** To remove an existing IP address or address range, select the address in the list and click **Remove**.

## Enabling/disabling incoming and outgoing SMTP

You, as administrator, have the ability to temporarily set a configuration for the server to turn on/off incoming or outgoing SMTP. To access these settings, select the Server menu option of the EIMS Server. The two menu items “Disable incoming SMTP” and “Disable outgoing SMTP” can be toggled from this menu.

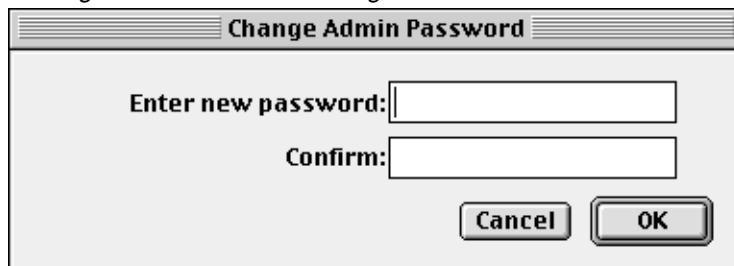
If an issue is found with the server which requires administrator intervention, you can use these options to temporarily disable the server while the issue is resolved.

## Changing the administrator's password

To change the password that must be entered in the EIMS Admin tool to connect to an EIMS Server, perform the following steps:

- 1 Launch the EIMS Admin tool and connect to the desired EIMS Server.
- 2 From the **Admin** menu, choose **Change Admin Password**.
- 3 In the Change Admin Password dialog box, enter a new Admin password for the server, then confirm by entering the same password again.

Change Admin Password dialog box

A screenshot of a dialog box titled "Change Admin Password". The dialog box has a title bar with the text "Change Admin Password". Inside the dialog box, there are two text input fields. The first field is labeled "Enter new password:" and the second field is labeled "Confirm:". Below the input fields, there are two buttons: "Cancel" and "OK".

- 4 Click **OK**. Your password has now been changed.

## Allowable characters

EIMS limits the characters you can use in Internet domain and user names, as follows:

- **Domain names.** Only the following characters are permitted: A - Z, a - z, 0 - 9 and hyphens. Domain names must not be comprised of only numeric characters, so 12345.com is not a permissible domain name, but A2345.com is.
- **User names.** Most printable characters are accepted, with the following exceptions:
  - No spaces
  - No leading or trailing periods
  - No sequence of periods (e.g., j...doe)
  - None of the following characters: < > ( ) [ ] \ , ; : " @ %
  - No control characters
  - No 8-bit characters

These limits are imposed to facilitate communication with other mail servers that may not be able to support these characters.

**Note.** 8bit characters are supported for Full Name information fields. For Ph, these are translated to the closest ISO-8859-1 character. LDAP uses UniCode allowing the MacRoman character-set to be available.

# Managing the EIMS Directory Server

## Introduction

The EIMS Directory Server stores user information in an internal database. This database directory is managed from the EIMS Admin tool where you can add, delete, or modify directory data. The directory data is available via any Ph and LDAP client such as Eudora Pro or Eudora Light. From almost any system in the world, people can look up information such as e-mail addresses for the EIMS users in your company.

The Directory Server is automatically populated with e-mail addresses of user accounts added to the EIMS server. Via the EIMS Admin tool, you, as administrator, can specify 19 individual fields of information, such as name, phone number, address, etc.

The directory services used by EIMS is Ph and LDAP. Ph and LDAP are online, fully indexed, fast access white-pages directory services developed and freely distributed. The EIMS Server supports directory access to selected fields of account data.

This chapter summarizes how to administer and maintain the EIMS Directory Server.

## Managing the Directory

The EIMS Directory Server directory is basically a database that is made up of records, each of which contains information about a single user. Initially the directory set up by the EIMS Directory Server is populated only with the e-mail address and full name of each user with an EIMS server account.

Each user record in the directory contains one or more fields, each field representing one item of information about the user. EIMS Server users, for example, may have data for the following fields: e-mail address, full name, phone number, address, etc.

## Entering/modifying directory records

To access the directory record for a particular user, first bring up the configuration window for the particular user perform the following steps:

- 1 From within the EIMS Admin Tool, select the Admin menu, then Domains. This opens the Domains window which lists the currently configured domains.
- 2 Double-click the domain which contains the user for whom you wish to enter directory data, for example, `mac.eudora.com`. This opens the domain configuration window.
- 3 In the Users & Groups list, double-click the user for whom you wish to enter directory data, for example, Robert Clark. This opens the user configuration window.

The e-mail address of the user and the user's full name specified in this window form the basis of the directory record. The user's full name can optionally be left blank.

User account dialog box

To access the additional fields associated with the user's record you click Ph Info... located on the user configuration window. This opens a window which displays a series of additional standard fields that are available.

Directory dialog box (default)

**Note.** With the exception of the e-mail address, no fields associated with a user are used by the Internet Mail server for sending or receiving e-mails. Therefore, there are no guidelines as to the format or content of the data. You may enter data in any form or fashion as desired. The maximum number of characters that can be entered per field is 225.

The standard fields available are:

#### Default Fields

**E-Mail address**— contains the e-mail address automatically generated based on the user's account name and cannot be changed.

**Full Name**— contains the user's full name and this particular field is entered via the User configuration window.

### Standard Fields

**Description**—contains any generalized description of the user and/or e-mail account.

**Title**—contains the user's title or other information.

**Work Phone**—contains the user's work phone number or other information.

**Fax**—contains the user's fax phone number or other information.

**Department/Division**—contains the user's department, division or other logical work group.

**Work Address**—contains the user's work address, mailstop, PO Box, etc.

**Pager Number**—contains the user's pager phone number including access password if required.

**Mobile Number**—contains the user's mobile phone number or other number where the person can be reached when not in the office.

To expand the dialog box to display more fields, click the arrow on the bottom left. Additional fields are displayed.

### Directory dialog box (complete)

The screenshot shows a dialog box titled "Directory: Bob.Clark@mac.eudora.com". It contains a list of fields for user information. The fields are: Full Name (Robert Clark), Description, Title, Work Phone, Fax, Department/Division, Work Address, Pager Number, Mobile Number, URL, Manager, User ID, Secretary, Business Category, Work Room, Department Number, Home Address, Employee Number, and Home Phone. There are "Revert" and "Save" buttons at the bottom right.

### Additional Fields

**URL**—the URL (Universal Resource Locator) associated with this user. Could be the user's home page, the user's departmental home page, or other location.

**User ID**—any identification associated the particular user, such as drivers license number, social security number, etc.

**Business Category**—any information associated with the function and/or role the person provides within a company.

**Employee Number**—contains the user's employee number, if applicable.

**Manager**—contains the user's manager, supervisor or other superior.

**Secretary**—contains the user's secretary, assistant or other personnel data.

**Work Room**—contains a location associated with the user, for example, an office, lab, etc.

**Home Address**—contains the user's home address or other location.

**Home Phone**—contains the user's home phone number or other information

## Deleting directory records

The entire directory record associated with a user is automatically deleted when you remove the user from the server.

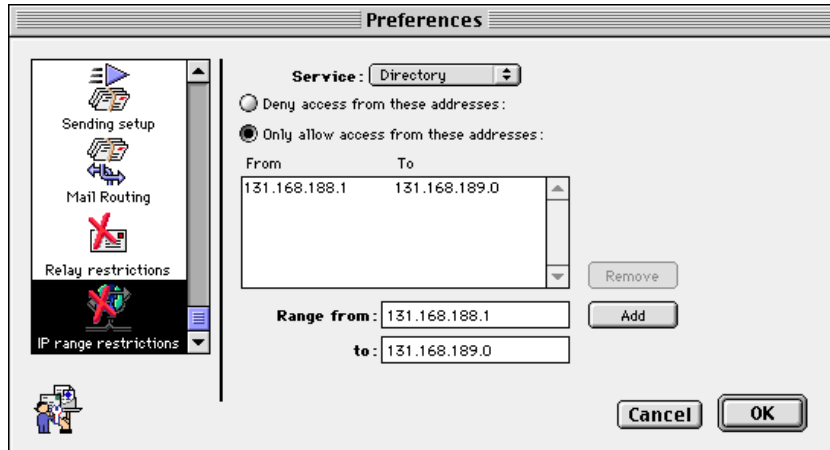
If you do not wish to make other information available for a particular user, you must not fill in the specific information in the data entry screens. There is no other mechanism for hiding data for a particular user.

## Controlling access to the Directory Server

You, as administrator, can control access to the directory server via settings in the EIMS Admin tool. To configure access to the Directory Server, do the following:

- 1 From the **Admin** menu, choose **Preferences**.
- 2 In the Preferences window, scroll and select the **IP range restrictions** icon. The IP range restrictions dialog box is displayed.

*IP range restrictions Preferences (displaying IP address range)*



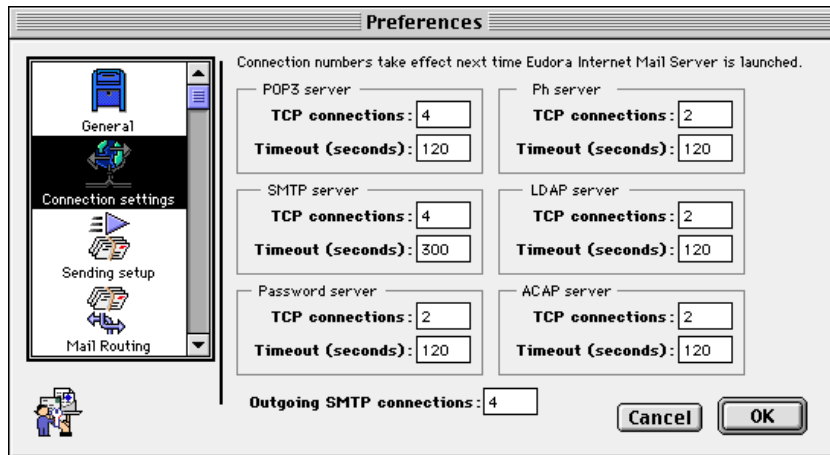
- 3 In the Service list, select **Directory**.
- 4 Choose whether to deny access to a specific list of IP addresses and/or ranges, or to only allow access from specified IP addresses and/or ranges.
- 5 Enter the IP addresses and/or ranges in the **Range from:** and **to:** fields and click **Add**. Repeat this step until all addresses are entered.
- 6 IP addresses and/or ranges can also be removed by highlighting them in the list and selecting **Remove**.
- 7 When finished, click **OK**.

By default, only two simultaneous connections are allowed to the Ph and LDAP servers. This can be increased if large numbers of clients access the Ph and LDAP servers. Please note, however, that increasing the number of connections increases memory usage by the EIMS server.

To configure the maximum number of simultaneous connections to the Directory Servers to set the amount of time the Ph and LDAP servers will wait for responses from a Ph and LDAP client (time-out), do the following:

- 1 From the **Admin** menu, choose **Preferences**.
- 2 In the Preferences window, scroll and select the **Connection settings** icon. The Connection setting dialog box is displayed.

#### *Connection settings Preferences window*



- 3 In the **Ph** and **LDAP** server sections of the window, specify the maximum number of TCP connections to the server.
- 4 In the **Ph** and **LDAP** server sections, specify the time-out in seconds before the Ph and LDAP servers drop a connection due to inactivity.
- 5 When finished, click **OK**.





# Troubleshooting

## ***If you cannot send mail to a domain created in EIMS***

Check that the domain is properly registered in the DNS and that your TCP/IP setup on your Macintosh is configured to support DNS.

## ***If a user does not receive new mail***

*Cause:* The user's address may be incorrect.

*Solution:* The user address may not be following the organization standard or may have been changed from a previously decimated address. You might consider setting up forwarding for the user to cover any common variations of the address.

*Cause:* The user's mailbox may be full.

*Solution:* Check the size limit of the user's account. If the mailbox is full, you should call the user and instruct him or her to delete messages from his or her mailbox. The size limit, shown in the following figure, is the limit for disk space usage for the particular account, in Kilobytes. In the example, the user's mailbox is limited to 4 Megabytes. For an unlimited amount of disk space, uncheck the box. If an incoming message is larger than the total size limit of an account, then it is permanently rejected by the SMTP server. If an incoming message is larger than the amount of space left in an account, then it is temporarily rejected.

### *User account dialog box*

The screenshot shows a dialog box titled "Bob.Clark@mac.eudora.com". It contains the following fields and controls:

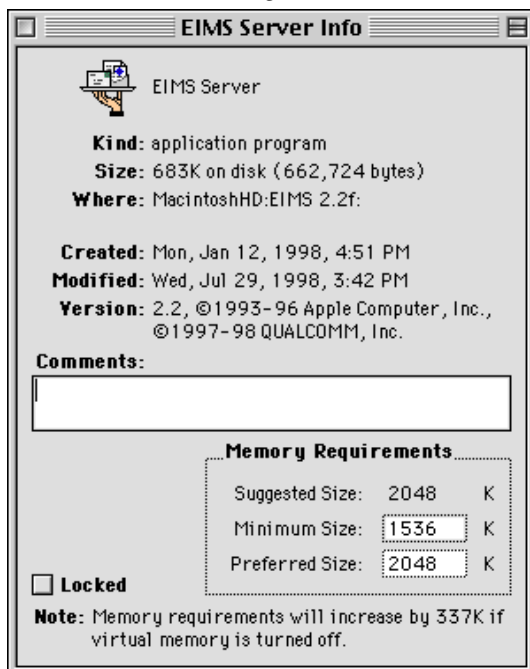
- Account Name:** Bob.Clark
- Password:** Masked with dots
- User's Full name:** Robert Clark
- Checkboxes:**
  - Login Enabled
  - Account Enabled
  - Require APOP authentication
  - Don't leave mail on server
  - Don't show in directory
  - Size Limit: 1024 K
- Groups:** An empty list box with up and down arrows.
- Mail Action:** A dropdown menu set to "None".
- Keep copies
- Buttons:** Directory Info..., Revert, Save

**The EIMS Server has a large number of messages queued for delivery or takes a large amount of time for clients to connect.**

*Cause:* The EIMS Server might need more memory.

*Solution:* Allocate more memory to the EIMS Server. The suggested memory requirement for the server is 2 Megabytes. If you have a large amount of user's and or e-mail relayed through the server, you may need to increase this amount. To do this, click on the EIMS Server icon and from the File menu, choose Get Info. Increase the amount of memory in the Minimum Size and Preferred Size fields. You must restart the EIMS Server for this change to take effect.

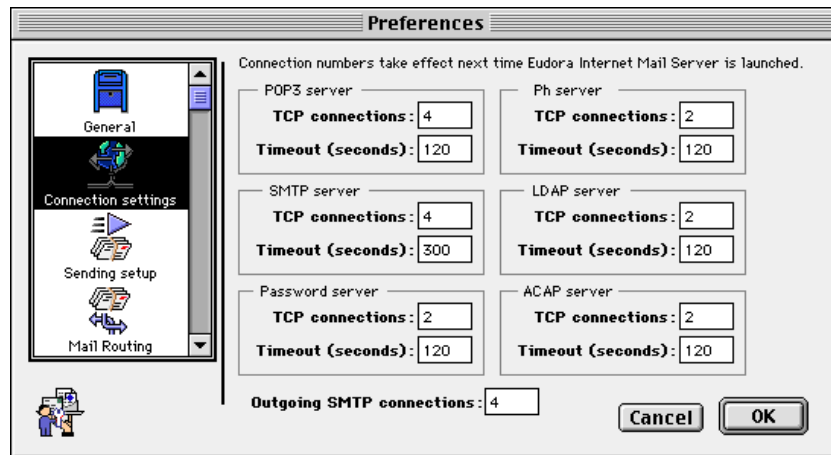
*EIMS Server Info dialog box*



**Client connections are being refused or connected clients time-out.**

*Cause:* The EIMS Server might need a higher maximum number of connections and /or longer time-out values for the different server components.

*Solution:* Increase the maximum number of simultaneous connections and time-out values for the server. Launch the EIMS Admin tool, login to the EIMS Server having the trouble, and select Preferences from the Server menu. The default number of maximum connections allowed to the POP Server, Password Server, SMTP Server, and Ph Server is 4, 2, 4 and 2 respectively. Please note that increasing the maximum number of connections will increase EIMS memory use.

*Connection settings Preferences window****Messages sent out are being bounced back to the sender.***

**Cause:** A mail loop exists. This occurs when EIMS goes to send a message, but the DNS lookup returns an address and points back to itself

**Solution:** Since the DNS configuration may have been set up incorrectly, you need to make sure that the domain in question doesn't point to this server. Or the domain needs to be added or added as an alias to an existing domain.



# *EIMS Import and Export file format*

The EIMS file format is tab separated text, the fields are as follows:

**user name**

**full name**

**password**

**size limit**

**flags**

**forward address**

**last login time**

**last login IP address**

**Ph description**

**Ph title**

**Ph work phone**

**Ph fax number**

**Ph department**

**Ph work address**

**Ph pager number**

**Ph mobile number**

**Ph URL**

**Ph user ID**

**Ph business category**

**Ph department number**

**Ph employee number**

**Ph manager**

**Ph secretary**

**Ph work room**

**Ph home address**

**Ph home phone**

The Ph fields are only exported if the EIMS with Ph file type is selected.

The flags field will contain the following characters if the setting they represent is turned on:

- E** - account enabled
- L** - login enabled
- A** - APOP required
- D** - don't leave mail on server
- P** - don't show in Ph
- C** - keep copies
- 0** - no forwarding
- 1** - Forward to...
- 2** - Save as archive...
- 3** - NotifyMail to...
- 4** - NotifyMail to last IP
- 5** - Mailing List...
- 6** - Save as Files...
- 7** - Auto Reply...

If the flags field contains the word **delete** when importing a user, the user with the same name will be deleted if he/she exists.

# Glossary

**Alias.** Another name for an existing user's address.

**Application Configuration Access Protocol (ACAP).** ACAP is a protocol that allows applications to store and retrieve arbitrary configuration data from a central server.

**APOP.** Authenticated Post Office Protocol is an MD5-based login command that does not send passwords in clear text over the network.

**Body.** The part of an e-mail message that contains the main text of the message. The body can contain text, graphics, sound, and video clips.

**Browser.** A World Wide Web client that is able to send and receive messages using HTTP and read and format HTML documents.

**Client.** A computer or software program that accesses resources over the Internet. It is also an application that requests a server to perform a function. In the Internet mail environment, the term client indicates a mail user agent, for example, Eudora Pro.

**Custom domain.** An Internet Mail component that is configured with special routing information for SMTP mail settings. Multiple custom domains can be configured; messages sent to a custom domain are handled and routed according to its specifications, i.e., through static routes or gateways. Custom domains are added and configured on the Sending setup preferences in the EIMS Admin tool.

**Domain.** In general, a group of computers and other devices under the management of a single administrator or administrative entity. In the Internet, a domain identifies a range of IP addresses and mail-forwarding information. See *DNS*.

**DNS.** Domain Name System. The naming service used by Internet Mail to support message routing. It maps domain addresses to IP addresses so Internet messages can be delivered to a particular server. It is also used extensively to map machine addresses to IP addresses.

**Envelope.** The part of an e-mail message that contains the information needed to forward a message to the recipients. The envelope is important to messaging servers and is not usually seen by users.

**Gateway.** In general, software that translates information between one protocol and another.

**Header.** The part of an e-mail message that precedes the message. It contains information such as the originator, recipient, and subject of the message.

**Home page.** An HTML document that resides in a data directory and is the primary starting point for anyone navigating that directory. It is possible to create multiple home pages by configuring virtual paths. In this way, it is possible to assign a different home page for each directory that a virtual path references.

**HTML.** Language used to create Web pages. A Web client interprets HTML and displays documents and graphics accordingly. HTML also allows document authors to establish hypertext links between documents in various locations on the Internet and to create forms and image maps that enable users to interact with Web documents.

**HTTP.** The standard way of transferring information across the World Wide Web. It supports a variety of media and file formats across a variety of platforms.

**IAB.** Internet Activities Board. The organization (within the U.S. Department of Defense) that is charged with administering the Internet.

**IETF.** Internet Engineering Task Force. The standards-setting body of the Internet.

**Internet.** A giant, global network made up of many smaller networks, all connected using the TCP/IP protocol.

**Internet directory.** A directory that runs over TCP/IP and is widely implemented on the Internet. A directory implementing Ph, such as EIMS, is an Internet directory.

**Internet Directory server.** An EIMS server component that maintains Internet Mail user information in an Internet (Ph) directory where it can be viewed from the EIMS Admin tool or Ph client such as Eudora Pro.

**IP address.** The address that serves as a unique identifier of computers on the Internet. IP addresses have the following format: 210.170.2.45

The DNS converts IP addresses to the more familiar domain names.

**ITU-T.** The International Telecommunication Union, formerly the Consultive Committee for International Telegraphy and Telephony (CCITT), is responsible for communications, telecommunications, and networking standards throughout the world.

**Lightweight Directory Access Protocol (LDAP).** LDAP is a protocol that provides an online, fully indexed, fast-access white-pages directory service developed and freely distributed by the Regents of the University of Michigan. LDAP is included in EIMS' directory server.

**Mailbox.** A directory that stores messages for a single user.

**Mailbox user.** An Internet Mail user who uses a remote client to send and receive messages.

**Mailing list.** A group of recipients to whom users can refer by a common name (for example, a mailing list called Marketing). When users address a message to a mailing list, all members of the mailing list receive the message.

**MIME.** Multi-Purpose Internet Mail Extensions. A set of extensions to the Internet Mail standards that supports the inclusion of multi-part and multimedia files, such as sound and video, in e-mail messages.

**Network.** A group of connected computers that can communicate with one another. Networks enable computers to share files and resources and exchange messages.

**Ph.** Ph (Phone book) is an online, fully indexed, fast access white-pages directory service developed and freely distributed by the Computer and Communications Services Office at the University of Illinois at Urbana. The EIMS server supports Ph in its directory server.

**POP3.** Post Office Protocol 3. A protocol that provides a simple, standardized way for users to access mailboxes and download messages to their computers.

**Postmaster.** A special type of user responsible for tracking failed mail delivery. A postmaster is responsible for following up on queries from users and other postmasters. Internet standards require that the postmaster account be valid at every domain.



**RFC.** In the Internet community, Request For Comments are the working notes of the Internet research and development community. These documents contain protocol and model descriptions, experimental results, and reviews. All Internet standard protocols are written up as RFCs.

**Server.** An entity that provides a network service. A server can be hardware (such as a file server), software (such as a mail server), or services (such as a transportation service). A mail server is a program that accepts, relays, and delivers mail.

**SMTP.** Simple Mail Transfer Protocol. The protocol widely implemented on the Internet for exchanging e-mail messages.

**Static mail route.** A mail route that an administrator explicitly specifies on a particular domain. Static routes bypass domain name systems (DNS).

**TCP/IP.** Transmission Control Protocol/Internet Protocol. Includes standards for how computers communicate and conventions for connecting networks and routing traffic.

**Username.** A character string by which users are known (e.g., Idempster).

**World Wide Web.** Also known as the Web, the World Wide Web is a graphical interface to Internet resources. Web refers to the set of hypermedia pages accessible via the Internet.



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