



Demo Version 3.0

Administrator's Guide

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This manual was written for use with the Eudora® Internet Mail Server (EIMS) software demo version 3.0.

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Acknowledgments

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Introducing EIMS

Introduction

The Eudora Internet Mail Server™ (EIMS) for the Macintosh is an Internet-based mail server that provides messaging services for your users to send and receive mail over the Internet via connections using a Transmission Control Protocol/Internet Protocol (TCP/IP) network. EIMS sends mail messages using the Simple Mail Transfer Protocol (SMTP) and retrieves messages using the Post Office Protocol 3 (POP3) and the Internet Message Access Protocol (IMAP). EIMS is specifically designed for small organizations and businesses.

Important. Although EIMS is simple to install and use, you must have an Internet environment in place that allows the flow of mail to and from the server. This environment consists of the TCP/IP configuration of the sever, the physical network in which the server exists, the connection to the Internet, the Domain Name System (DNS) definition for the domain(s), DNS services available, and the proper configuration of a firewall router or gateway between an internal network and the Internet. This document explains EIMS functions and features only. You should have knowledge of Internet concepts and terms used to setup and operate EIMS. For more information, go to the EIMS technical support web site: <http://www.eudora.com/techsupport/eims>

EIMS consists of two main components: EIMS Server and the EIMS Admin tool.

- **EIMS Server** is a mail server that transports mail via a TCP/IP connection to and from mail clients, such as Eudora Email, and other SMTP servers through a local intranet or Internet network.

Mail clients connect with the server to send mail using an SMTP protocol. When a user sends a message, the message is sent to EIMS, which then forwards the message to the intended recipient or to another server closer to the recipient. Mail is exchanged with other mail servers using SMTP connections. This is how mail originating from a local domain is delivered to recipients at domains hosted at various locations on the Internet.

Mail clients connect to the server to retrieve mail using either POP3 or IMAP protocols. Unlike POP3, IMAP allows a user to store and maintain their mailboxes and messages on the server.

Another function of the EIMS Server is to provide Directory Services (Ph & LDAP), which are Internet white pages. EIMS stores information such as email addresses, names, and phone numbers in an Internet directory. Users can retrieve an email address by entering the person's name or some other search criteria in their email clients.

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 email 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 information they need.

- **EIMS Admin tool** is used to administer the mail system configuration and various settings used by the EIMS server. The 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 manage user records, view directory entries, monitor outgoing mail queues, and change various settings of the EIMS Server. You can remotely manage any computer that is running EIMS using the EIMS Admin tool.

The EIMS Admin tool connects to the EIMS Server via TCP/IP. The EIMS Admin tool can be installed and used on the same computer as the server, a computer on a local network, or a computer that has access to your server via the Internet. This allows remote management of the server provided that the connection is available. The EIMS Server allows only one Admin connection and that connection uses TCP/IP port 4199.

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.

Additional items included with EIMS are the EIMS Mail Utility and the Dialup Manager application. The EIMS Mail Utility is used to convert mailbox formats to EIMS 1, EIMS 2, or EIMS 3 formats. Also, you can use it to delete aged messages (messages kept past a specific date) stored in mailboxes.

The Dialup Manager is used to coordinate mail delivery when EIMS is used with an intermittent Internet connection. The Dialup Manager uses the SMTP ETRN (Extended Turn) command to start the local EIMS queues and the queue on an Internet Service Provider's (ISP) server that stores mail for your domain.

System Requirements for EIMS

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

- Macintosh 68040, PowerPC or later
- Macintosh System 7.5.5 or later
- 8 Megabytes of RAM
- Open Transport 1.1.2 or later
- Access to DNS
- TCP/IP connection

If you want to connect to the Internet, you need a dialup account or leased line with an ISP such as AT&T[®], PSI[®], or any local access provider.

When you sign up for a dialup account, you are asked for a hostname, domain name, and the IP address of the computer on which you install your mail server, which is 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** folder, choose **TCP/IP**. At the *Connect via* pop-up menu, scroll and choose the type of connection. At the **Configure** field, scroll and choose the type of configuration. If you must enter an IP address from your ISP, choose **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.

What's New in EIMS 3.0

The following new features and functions have been added to EIMS 3.0.

- **IMAP support.** EIMS now supports the IMAP protocol for retrieving mail from the incoming server.
- **Adding and removing domains.** Using AppleScript, you can now add and remove domains as well as domain aliases.
- **Mail Utility.** You can now delete old mail and convert mailbox formats.
- **Appearance Manager.** EIMS now supports Apple's Appearance Manager.
- **Performance improvements.** EIMS now has twice the throughput than earlier versions.
- **Maximum connections.** You can now configure port numbers and maximum connections from the same host for all services.
- **Ports for SMTP routing.** You can now specify port numbers for SMTP routing and NotifyMail (domain:port).
- **Address header expansion.** Expansion of address headers and adding missing address headers and now configurable options.
- **Bounced message headers.** You can set an option that only shows message headers in bounced messages.

- **Mailboxes in Incoming Mail folder.** You can now process mailbox files in the Incoming Mail folder.

Getting Help

Online Help

The online Help accessible from EIMS supplements and enhances the information contained in this manual. It contains Macintosh balloon help to give you immediate definitions to functions and features in EIMS. To display the balloon help, from the **Help** Menu, choose **Show Balloons**. To turn off Balloon help, choose **Hide Balloons**. To use balloon help, point the cursor at the object you want defined. The requested information appears.

To turn Balloon Help on, choose **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.

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 after reviewing all of the available materials—this Administrators Guide and the Balloon Help—you still need help, contact your Internet service provider or your company's Eudora support coordinator, or the EIMS Technical Support group. Refer to the EIMS mailing list by sending an email to listserv@qualcomm.co.nz with the following text in the first line of the message: SUBSCRIBE EIMS-L <your first name> <last name>. Then post your question to the mailing list.

If you need technical support immediately, go to the following web site:
www.eudora.com/techsupport/eims

If you have a question to ask about EIMS, write to the following email address:
eims-questions@qualcomm.com

If you have any suggestions or feature requests for EIMS, write to the following email address: eims-suggest@qualcomm.com

If you have a EIMS bug to report, write to the following email address:
eims-bugs@qualcomm.com

For more information on IMAP, go to the following web site:
www.imap.org/whatisIMAP.html

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 Application Configuration Access Protocol (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.

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EIMS Server and the EIMS Admin programs

EIMS consists of two distinct programs: the EIMS Server and the EIMS Admin programs. Following a brief overview of these two programs is described. 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 or IMAP mailbox.

The interface to the EIMS Server is through the Server Console window. When the EIMS Server is opened, the Server Console window appears after you see the EIMS logo.

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, SMTP and POP3 connection activity, and so on. See "Managing EIMS" on page 37 for more detailed information.

The EIMS Server program has other information windows that can be opened as well. While in the EIMS Server program, you can access these windows from the Server menu.

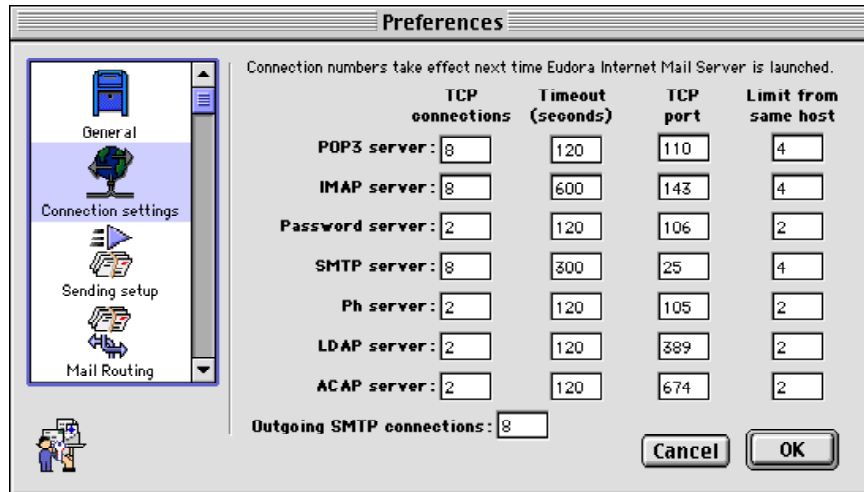
- **Mail Log**—displays a log of all mail sent and received
- **Error Log**—displays a log of mail errors that have occurred
- **Connection Statistics**—displays current, peak and maximum connection statistics for each of the individual server components.

EIMS Admin

The EIMS Admin tool is the program, you as server administrator, 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 dialog of the EIMS Admin tool where you can choose which aspect of the server you wish to configure.

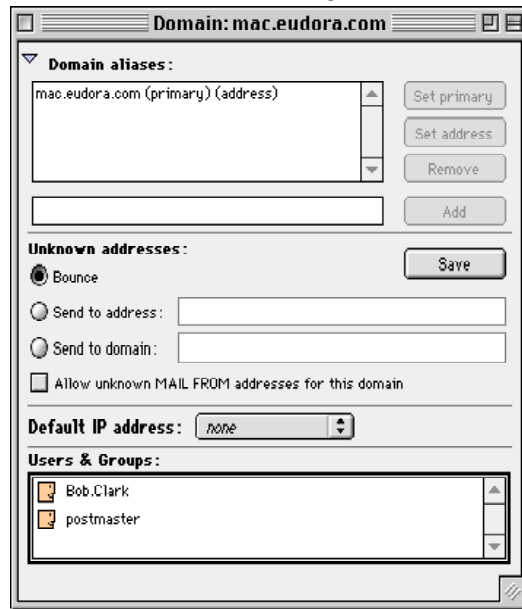
EIMS Admin Connection settings Preferences dialog



By clicking the icons on the left side of the dialog, 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 a sample domain configuration window.

EIMS Admin Domain Configuration window



See “Managing User Accounts” on page 23 for more detailed information on using the Domain Configuration window.

Lightweight Directory Access Protocol directory services

If you have upgraded from an earlier version of EIMS 2.x, check the connection numbers and timeouts for the LDAP server. EIMS 3.0 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

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 services:
 - POP3 mailbox
 - IMAP mailbox
 - SMTP
 - Password Change port
 - Directory Services
 - Mail Relay
 - ACAP

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

Note. When you first open the EIMS Server program, you are prompted to enter a password (as shown below) that is used to access the server via the EIMS Admin tool. Please remember this password.

EIMS admin password dialog



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 the 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 to 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 65.

Installing EIMS

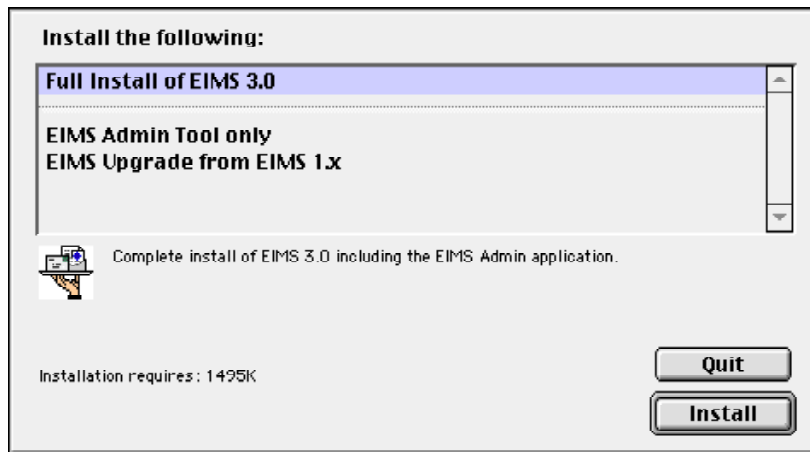
Important. Before installing EIMS 3.0 over a previous version, you must turn on *Account Enabled* to send mail and *Login Enabled* to relay mail for each user account (see “Modifying a user account” on page 30).

The mailbox format used by EIMS 3.0 is not backwards compatible with EIMS 2.x. If you decide to use EIMS 2.x after installing EIMS 3.0, you must use the Convert Mailboxes feature found in the EIMS Mail Utility. This changes the mailbox format from EIMS 3.0 to EIMS 2.x. Failure to do this may result in mail loss. EIMS 3.0 can upgrade any old format mailboxes to the new format automatically when the mailboxes are empty.

Before you begin to install EIMS, make sure to set your time zone via Date & Time from your Control Panel.

To install EIMS, do the following.

- 1 To open the EIMS 3.0 Installer, click **EIMS 3.0 Installer**. The EIMS 3.0 logo window appears.
- 2 Click **Continue**. The Software License Agreement window appears. You must agree to the terms of the license before the installation continues. To accept the agreement and proceed with the installation, click **Agree**. The Install windows appears. If you click **Disagree**, the installation terminates.

Install window

- 3 To install both the EIMS Server and the EIMS Admin tool, choose **Full Install of EIMS 3.0**.

OR

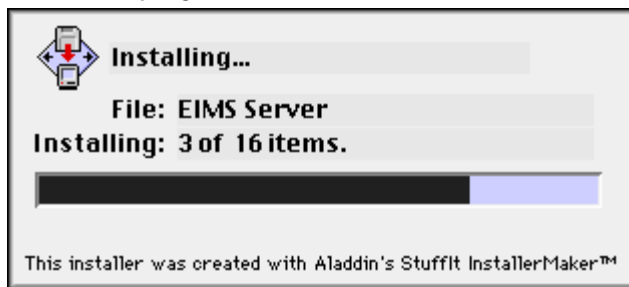
To install only the admin tool, choose **EIMS Admin Tool only**. This option assumes you are using the EIMS Admin tool to remotely connect to another EIMS server.

OR

If you are currently using an earlier version of EIMS or Apple Internet Mail Server (AIMS) and want to install and preconfigure EIMS 3.0 with your current domain, users, and groups, choose **EIMS Upgrade from EIMS 1.x**.

- 4 Click **Install**. The destination directory window appears. Choose a destination directory for EIMS 3.0. If you are upgrading from EIMS/AIMS 1.x, it is highly recommended that you choose a separate directory for EIMS 3.0.

EIMS 3.0 begins to install. Depending on the installation type you choose, one or more files are installed in the destination directory you designated.

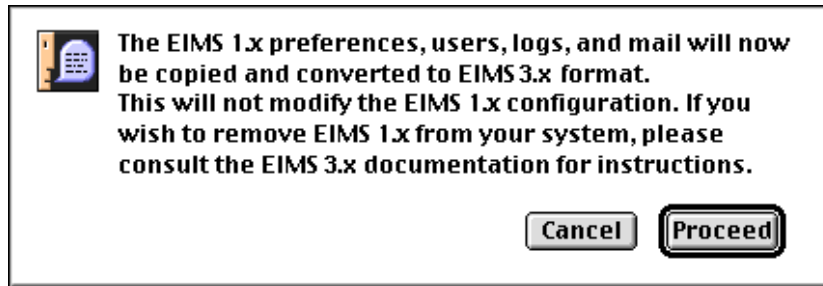
Installation progress window

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 3.0 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 3.0 upgrade does not modify any EIMS 1.x files or setup information. It just preconfigures EIMS 3.0 with all the existing EIMS/AIMS 1.x information.

If you choose to upgrade from EIMS/AIMS 1.x to EIMS 3.0, you are informed when the upgrade is about to start.

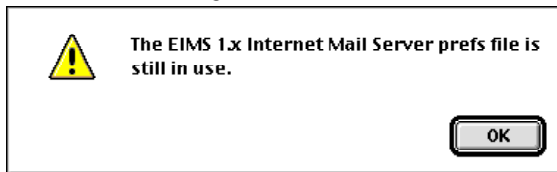
Upgrading window



If you click **Cancel**, you can restart the upgrade at a later time by running the Upgrade 1.x to 3 utility out of your EIMS folder at any time. Click **Proceed** to continue.

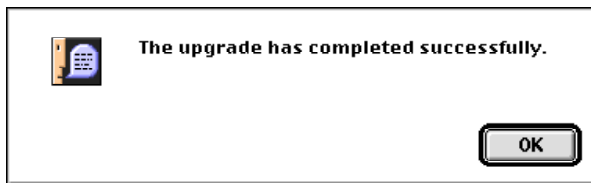
During the upgrade, if the upgrader detects that EIMS 1.x is running, you receive the warning displayed below, and the upgrader terminates. You must shut down EIMS 1.x and re-run the Upgrade 1.x to 3 utility to complete the upgrade.

EIMS 1.x warning window



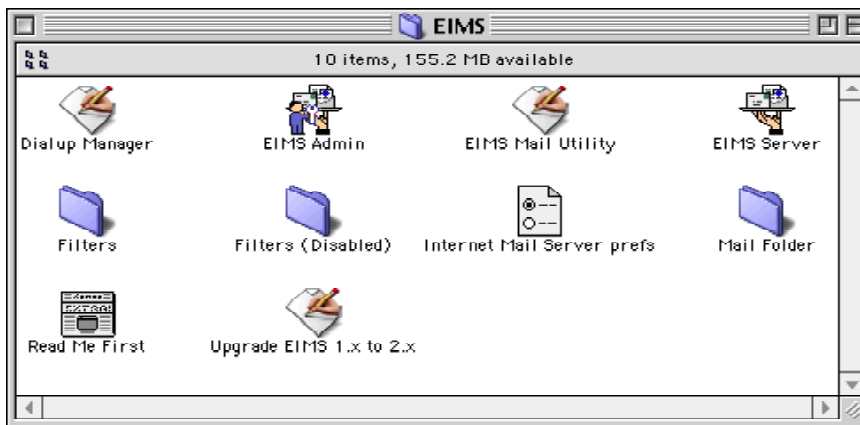
Once the upgrade is finished, the following window appears indicating that the upgrade was successful. Click **OK**.

Upgrade success window



The EIMS 3.0 folder appears.

EIMS 3.0 folder



Congratulations! Your EIMS 3.0 installation is now complete.

Uninstalling EIMS

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

- 1 From the desktop, choose 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.

Starting EIMS

To start EIMS, do the following.

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

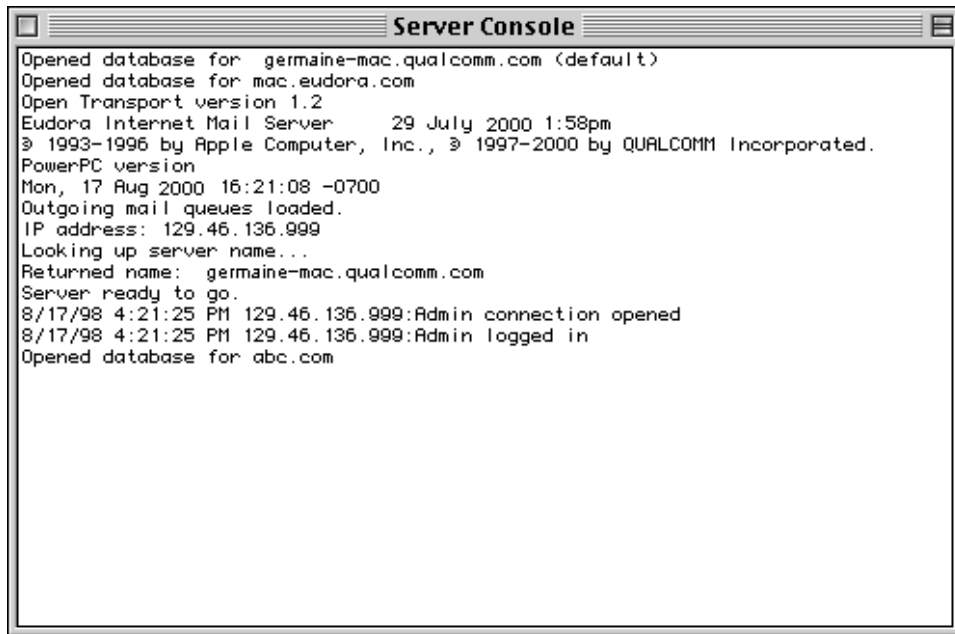
Important. You must open the EIMS Server before you can open EIMS Admin.

The administrator's password dialog appears. This dialog displays only one time when you first open the EIMS Server.

Enter admin password dialog



- 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 appears.

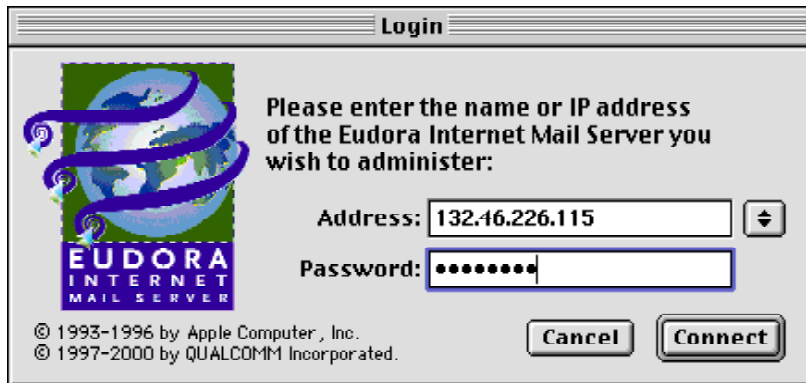
Server Console window


```

Server Console
Opened database for  germaine-mac.qualcomm.com (default)
Opened database for  mac.eudora.com
Open Transport version 1.2
Eudora Internet Mail Server      29 July 2000 1:58pm
© 1993-1996 by Apple Computer, Inc., © 1997-2000 by QUALCOMM Incorporated.
PowerPC version
Mon, 17 Aug 2000 16:21:08 -0700
Outgoing mail queues loaded.
IP address: 129.46.136.999
Looking up server name...
Returned name:  germaine-mac.qualcomm.com
Server ready to go.
8/17/98 4:21:25 PM 129.46.136.999:Admin connection opened
8/17/98 4:21:25 PM 129.46.136.999:Admin logged in
Opened database for  abc.com

```

- From the folder where EIMS was installed, open the **EIMS Admin** program. The Login dialog appears.

Login dialog

- 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.

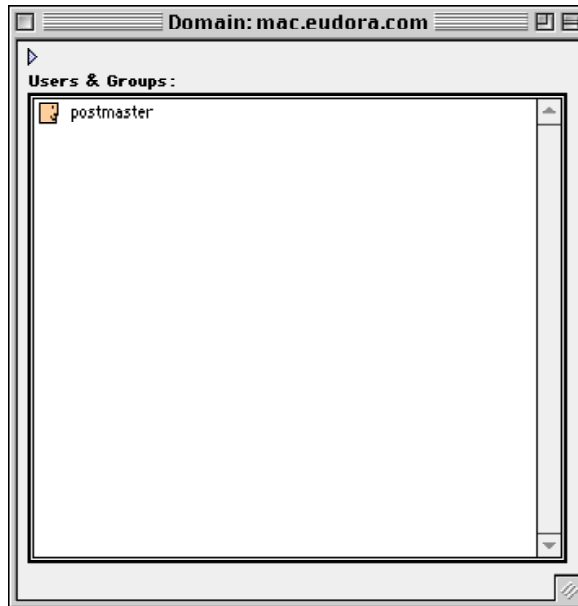
Note. If you leave the Address field blank, the EIMS Admin tool attempts to connect to the local machine. If you are running the EIMS Admin tool on the same system as the EIMS Server, you can leave the Address field blank. Also, note that a history is kept of the server with which you have connected.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

- Click **Connect**. You are now connected to the EIMS server. The Domain window for the default domain appears.

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 132.46.226.115. 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 23 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 Double-click the postmaster's icon to enter account information. The postmaster's account record appears.

Postmaster account record

The screenshot shows a dialog box titled "postmaster@mac.eudora.com". It has the following fields and options:

- Account Name:** postmaster
- Password:** masked with dots
- User's Full name:** Joe Camp
- Login Enabled
- IMAP Login Enabled
- Account Enabled
- Require secure authentication
- Don't leave mail on server
- Don't show in directory
- Size Limit: 1024 K
- Groups:** (empty list)
- Mail Action:** None
- Keep copies
- Buttons: Directory Info..., Revert, Save

- 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 is lost. The remaining fields in this dialog 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 65.

OR

Click **Revert** to start over.

OR

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

For option descriptions on the postmaster record, see "Additional EIMS features" on page 21.

Quitting the EIMS Admin program

To exit from EIMS Admin, do the following.

- From the **File** Menu, choose **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

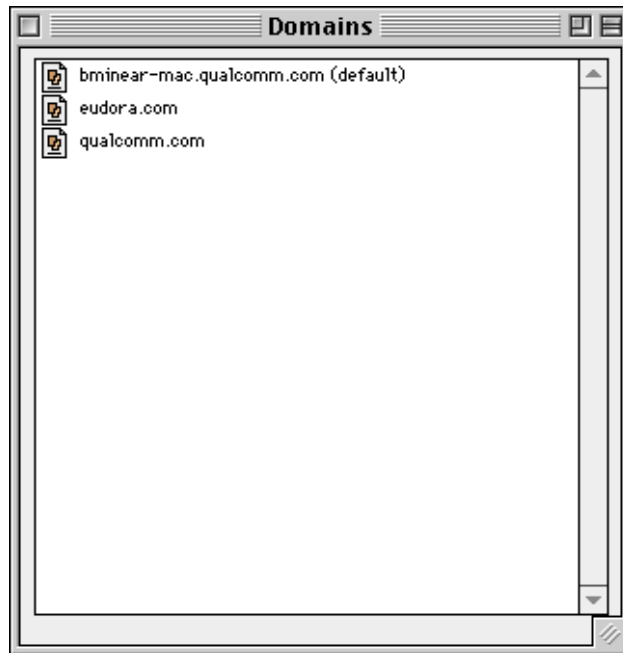
You can add almost an unlimited number of domains to EIMS depending on how much memory you have on your computer. Specifically, the number of domains is limited by the number of files the server can have open. If you running Mac OS 9, you can have over 8,000 files open.

You add domains from the EIMS Admin program.

To add a new domain, do the following

- 1 From the **Admin** menu, choose **Domains window**. The window containing your domains appears.

Domains window



- 2 From the **Domains** menu, choose **New Domain**. The new domain dialog appears.

New Domain dialog



- 3 Enter the name of the new domain and click **OK**. The new domain's window opens and shows the postmaster and the computer owner's account icons. You can double-click each icon to modify the account records.

Deleting a domain

To delete a domain, do the following.

- 1 From the **Domains** window, click the domain you want to delete.
- 2 From the **Domains** menu, choose **Delete domain**. A warning window appears.
- 3 Click **Delete**. The domain and all its users are deleted.

Note. EIMS supports AppleScript to add and remove domains and domain aliases. See “Account management via AppleScript” on page 31.

Choosing 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, do the following.

- 1 From the **Domains** window, choose the domain you want as the default.
- 2 From the **Domains** menu, choose **Set Default domain**. The domain you selected is now the default domain.

Additional 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 23 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, timeout limits for making connections or transferring data, and the maximum number of concurrent connections.
- Ph and LDAP query servers are database servers that allow you to search and display information on other users.

About the Internet directory server

The Internet directory server stores information, such as email 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 email address.

Note. It is not necessary to use the Internet directory server to send and receive mail over the Internet. However, storing the email addresses of your users makes it easier for other users to find email 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 65.

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.

Managing User Accounts

Overview

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

An Internet incoming mailbox, also referred to as a POP or IMAP server, provides the means to process and store the mail delivered by SMTP mail outgoing servers. Mail arriving from an outgoing server for a particular user is delivered to the mailbox that 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 by using a client such as Eudora. He or she can then use the client to read, file, or delete the messages.

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.

In this section, you will be able to add, modify, or delete a user account.

In “Configuring Users” on page 24, you will learn how to change passwords, enable/disable logins/accounts, and define mailbox parameters such as size limits. Also, you will learn how to set mail actions such as auto-reply and mail forwarding.

In “Adding a group list” on page 33, you will learn how to create mailing groups

In “Configuring Mailing Lists” on page 35, you will learn how to create mailing lists.

Configuring Users

Configuring users in EIMS is easy because all of the field parameters are in one dialog—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. See “Adding a new user account” on page 28.

You can configure users in the user account dialog.

User account dialog

The screenshot shows a dialog box titled "bruce.strayer@mac.eudora.com". It contains the following fields and options:

- Account Name:** bruce.strayer
- Password:** masked with dots
- User's Full name:** Bruce Strayer
- Login Enabled
- IMAP Login Enabled
- Account Enabled
- Require secure authentication
- Don't leave mail on server
- Don't show in directory
- Size Limit: 1024 K
- Groups:** (empty list box)
- Mail Action:** None
- Keep copies

Buttons at the bottom: Directory Info..., Revert, Save.

Account Name—This is the user's email login name. The name must not contain any spaces. Periods or underscores are commonly used to separate name elements (for example, bruce.strayer OR bruce_strayer).

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 65 for more details.

Login Enabled—Check this box if you want this user to be able to login into his or her POP account and relay mail. Uncheck this box to disable his or her account. Using POP, the user maintains all mailboxes, messages, and settings on their computer.

IMAP Login Enabled—Check this box if want this user to be able to login into his or her IMAP account. Uncheck this box to disable his or her account. Using IMAP, the user maintains all mailboxes and messages on the server.

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 secure authentication—Check this box if you want to this user to authenticate using APOP when accessing the POP server for mail. Also, if the user is using an IMAP or SMTP server, AUTH CRAM-MD5 is used for authentication. If users are using clients that support only AUTH PLAIN or LOGIN for SMTP, this field should be turned off.

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, the user's mail is deleted from the server after being retrieved by the user regardless of 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 "Adding members to the group list" on page 33 for more information.

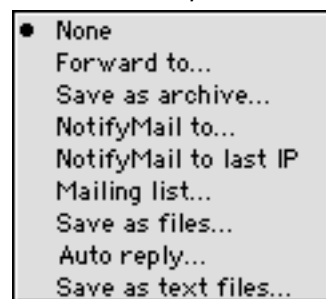
Keep copies—Check this box if you want to keep copies of all this user's mail on this domain. This option is used in conjunction with the following options on the Mail Action menu: Forward to, Save as Archive, Mailing List, Save as file, and AutoReply. A copy of each email sent elsewhere appears in this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

Mail Action

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

The 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 email address; for example, this user's mail is forwarded to his AOL address. When you choose Forward to, the text box becomes active. Just enter the email 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 email received appears in this user's mailbox for this domain.

Note. Unqualified email 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. When forwarding mail, address expansion uses the domain the account is in, not the default domain.

Forward to dialog

The screenshot shows a dialog box titled "Mail Action:" with a dropdown menu set to "Forward to...". Below the dropdown is a text input field containing the email address "bminear@aol.com". At the bottom of the dialog is a checkbox labeled "Keep copies" which is currently unchecked.

Save as archive...—The Save as archive option allows you to archive the email messages for this user in a specific folder on the Mac. When you choose 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 email 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

The screenshot shows a dialog box titled "Mail Action:" with a dropdown menu set to "Save as archive...". Below the dropdown is a text input field containing the folder path "Macintosh HD:Brian's Mail folder". At the bottom of the dialog is a checkbox labeled "Keep copies" which is currently unchecked.

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's 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


The screenshot shows a dialog box titled "Mail Action:" with a dropdown menu set to "NotifyMail to...". Below the dropdown is a text input field containing the computer name "mac-orbit.qualcomm.com". At the bottom of the dialog is a checkbox labeled "Keep copies" which is currently unchecked.

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 for the selected domain and enter the mailing list name as the new user. When you choose Mailing list from the Mail Action pop-up menu, the text box becomes active. Here you enter the text file where all the email addresses for this mailing list reside. If you check the Keep copies box, a copy of each email 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 email addresses reside in a text file, for example, Sales. Users may send an email to the users on this list by simply sending it to Sales. All users on the Sales mailing list receive the email. A group list is a group assembled in EIMS for this domain. For more information, see “Configuring Mailing Lists” on page 35.

Mailing List dialog

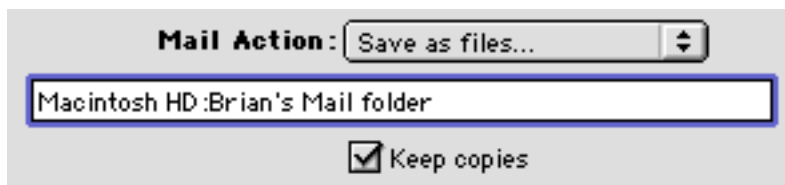


Mail Action: Mailing list...
Sales.mail
 Keep copies

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

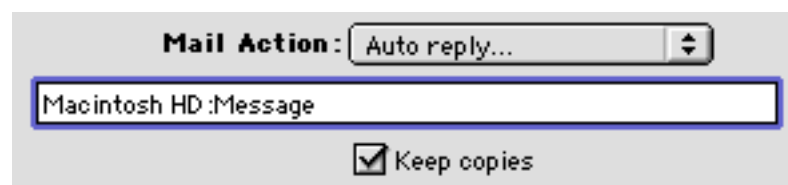


Mail Action: Save as files...
Macintosh HD:Brian's Mail folder
 Keep copies

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

When you choose 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 email returned with the auto reply appears in this user's mailbox for this domain.

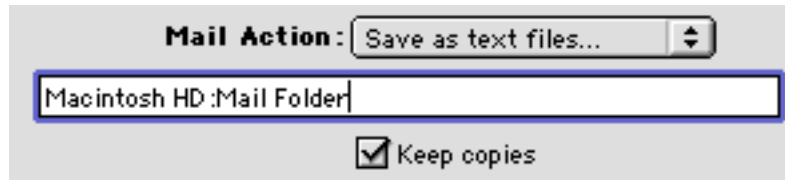
Auto reply dialog



Mail Action: Auto reply...
Macintosh HD:Message
 Keep copies

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

Save as text files dialog



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 65 for more information.

Adding a new user account

You can add an unlimited number of users to each domain depending on how much memory you have on your computer. You add domains and users from the EIMS Admin program. See the next section You must set up your domains before you can add users to them. See “Adding a new domain” on page 20.

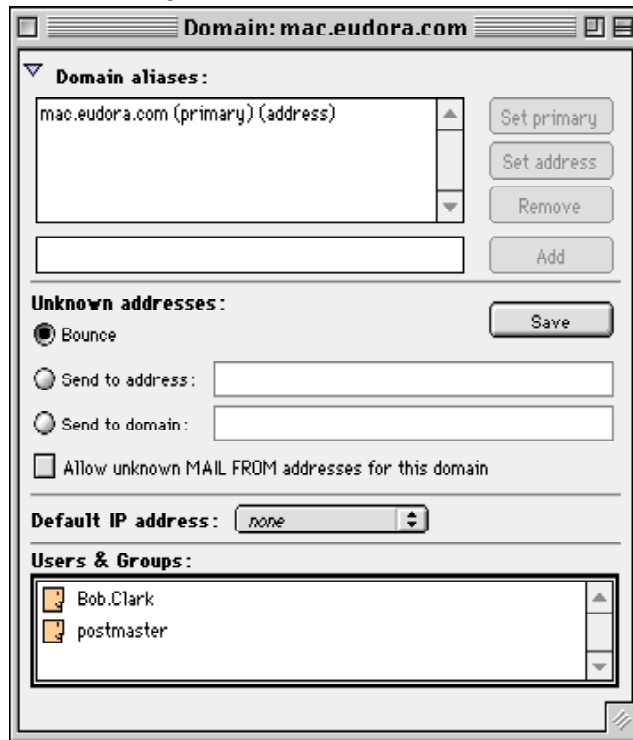
User names are not case-sensitive. To check what characters may be used, see “Allowable characters” on page 63. Common formats for user Bruce Strayer are:

```
bruce@eudora.com  
bruce_strayer@eudora.com  
bruce.strayer@eudora.com  
bruces@eudora.com  
strayerb@eudora.com  
strayer@eudora.com  
BS@eudora.com
```

To add a new user, do the following.

- 1 From the **Domains** window, double-click the domain to where you want to add the new user. The domain dialog displays showing all users in that domain.

Domain dialog



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

New user dialog

The screenshot shows a dialog box titled "new.user@mac.eudora.com". It contains the following fields and options:

- Account Name:** new.user
- Password:** (empty)
- User's Full name:** (empty)
- Login Enabled
- IMAP Login Enabled
- Account Enabled
- Require secure authentication
- Don't leave mail on server
- Don't show in directory
- Size Limit: 1024 K
- Groups:** (empty list)
- Mail Action:** None
- Keep copies

Buttons at the bottom: Directory Info..., Revert, Save

- 3 Enter the appropriate information for each field. For field descriptions, see "Configuring Users" on page 24.
- 4 To accept the entered information, click **Save**. The new user is added to the list of users in this domain.

The user is added and a mailbox is created, represented by a user icon. Mail for this user account should be directed to his or her username and domain address.

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

Modifying a user account

To modify a user account, do the following.

- 1 Double-click 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.
- 2 In the **Users & Groups** scroll window, choose the user whose account you want to modify and double-click. The user's account record appears.
- 3 Make the necessary changes to the user account you selected and click **Save**. To make changes to the Ph and LDAP information 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 Double-click the domain where the user you want to delete is located. The domain window displays showing all users in that domain.
- 2 In the **Users & Groups** scroll window, choose the user whose account you want to delete and from the **Users and Groups** menu, choose **Delete user**. A warning window displays confirming that you want to delete this user. Click **OK**. The user is deleted, and the Domains window appears.

New AppleEvents

For *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* verify an existing password in the `oldpass` property if it is present before proceeding. Make sure this property is present to prevent unauthorized changes to account information.

Account management via AppleScript

The *account management* AppleEvents are based around the user info 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 domain and username properties. If no address or domain property is present, the default domain is then 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 is 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. Make sure the oldpass property is present to prevent unauthorized 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 are changed to the value contained. If a property is not present, then the corresponding setting is not changed. Care must be taken to make sure the oldpass property is present to prevent unauthorized 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.

Configuring Groups

A group list is a list of email 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, choose the domain where you want to add a new group and double-click. The dialog containing the list of users for the selected domain appears.
- 2 From the **Users and Groups** menu, choose **New Group**. The New Group dialog appears.

New Group dialog



- 3 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`.

Adding 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, choose the icon for the user you want to add.
- 2 Drag it over your **Members** window in the **Group** dialog. The new users should be listed in the Members window.

Group window



- 3 Close the Group dialog.

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, choose 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.

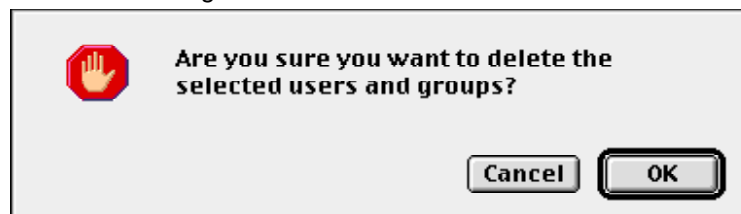
Deleting a group

To delete a group, do the following.

- 1 In the **Choose Domain** window, choose 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 appears without the deleted group icon's appearing. The group and all its members are deleted.

Configuring Mailing Lists

A mailing list is an account set up in EIMS that accesses its members' email 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 where the email address file is located for those users on this mailing list. All mail to this mailing list account go to each user's email 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' email 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, choose the domain where you want to add a new mailing and double-click. The dialog containing the list of users for the selected domain appears.
- 2 From the **Users and Groups** menu, choose **New User**. The New User dialog appears.

User account dialog

- 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's Full name** text box, enter a brief description of the mailing list or any other information (optional).
- 6 Check the appropriate boxes. See "Additional EIMS features" on page 21 for more information.
- 7 In the **Mail Action** drop-down list, choose **Mailing list...** The text box becomes active.
- 8 In the text box, enter the location and file name of the users' email 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. The new mailing list account icon now appears in the selected Domain window.

Messages sent to `Marketing.leads@eudora.com` include all users listed in the marketing leads list.

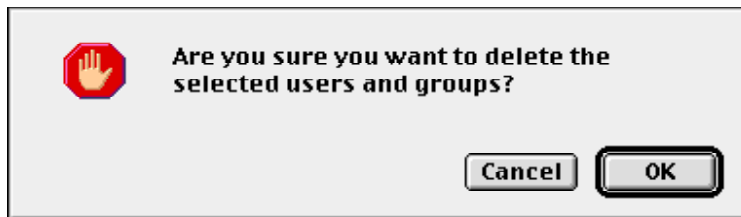
Deleting a mailing list

To delete a mailing list, do the following.

- 1 In the **Choose Domain** window, choose 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 appears 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 email between mail servers on the Internet.

The first step in delivering mail occurs when a user creates a message on a client, for example Eudora. 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 to a 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 or stored on the server using the IMAP4 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.
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 World Wide 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.

Important. Using CNAMEs with MX records is not recommended. This can cause problems with many systems. Since there are numerous ways to configure a CNAME incorrectly, pointing MX records to A records is a better method. MX records can contain only domain names because entering an IP address in an MX record is not valid and will not work reliably.

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

Do you need a backup MX server?

The majority of mail servers do not need a backup MX server. As mail servers will retry sending your mail for several days, you have several days to correct any problems before mail will be lost. If you have a backup MX, typically the mail will just sit in a queue on the backup MX during this time, offering no real advantage. An increasingly large amount of mail is bounced these days due to incorrectly configured backup MXs. This is mostly due to increased security for relaying, and the backup MX refusing to relay for the primary. A backup MX that bounces all your mail is a lot worse than not having backup MX. ‘

If you do decide you need a backup MX, first check with the manager of the server or your ISP. Do not assume they will do this automatically. Before adding a backup MX server to your MX records in the DNS, test it by setting it as the SMTP server for your mail client and by sending a message to a user on your mail server.

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 opened 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`

`eudora.com`

To do this, follow the steps listed below.

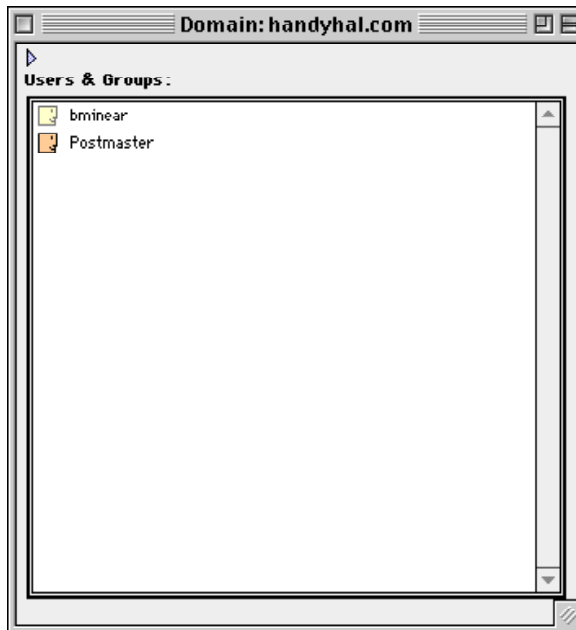
- 1 Make sure the domains are registered in the DNS server. Please consult your DNS documentation for information.
- 2 Start the **EIMS Admin** tool and log into the EIMS server
- 3 From the **Domains** menu, choose **New Domain**. The New Domain dialog appears.

New Domain dialog



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

Domain window



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

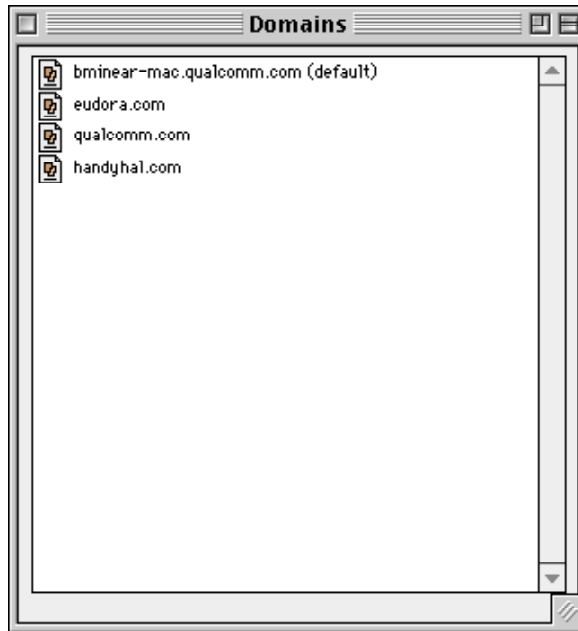
Additional configuration for each supported domain on the server can also be performed. The following configuration items are available for domains:

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`. Email could be sent to either address, and it is delivered to the same person's mailbox.

To add, remove, or modify domain aliases, do the following.

- 1 From the **Admin** menu, choose **Domains**. The Domains window appears.

Domains window



- 2 Double-click the domain you wish to configure. The Domain configuration window appears.

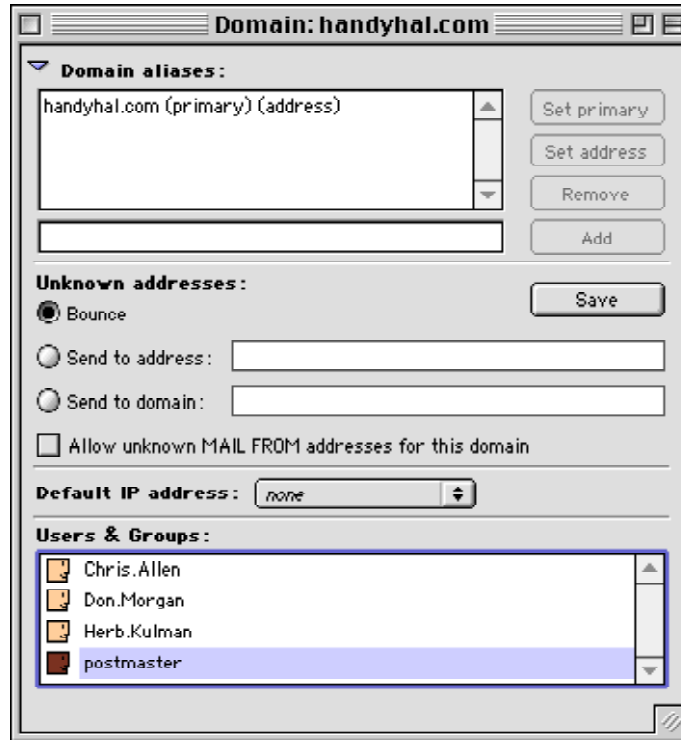
Domain window



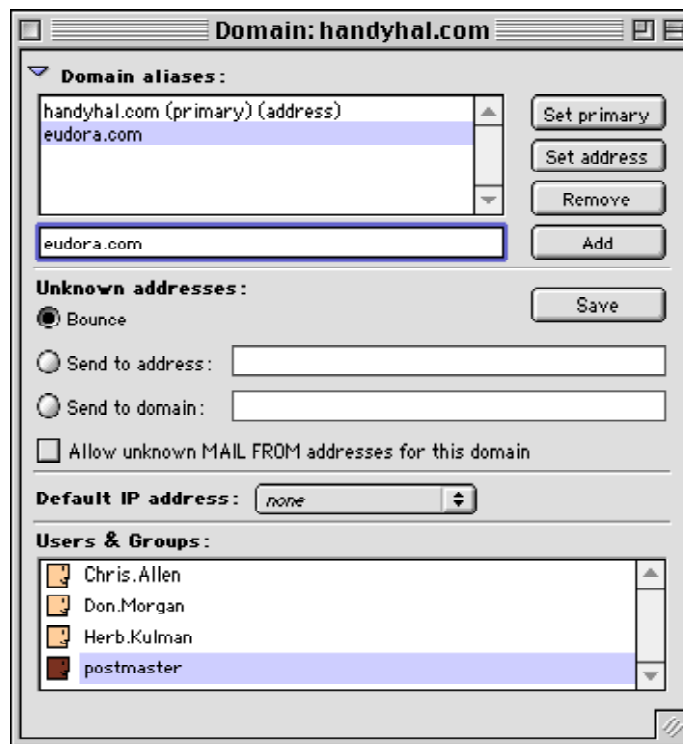
- Click the disclosure triangle (▾) to display all the Domain configuration options available.

Note. Normally, only the Users & Groups appears for the domain.

Domain dialog



- 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 eudora . com has been added for handyhal . com.

Domain dialog

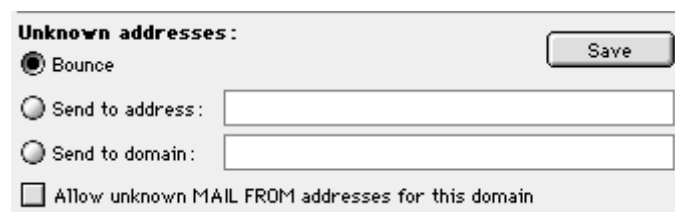
- 5 To delete an alias, choose the alias to be deleted; click **Remove**.
- 6 To change which domain name is primary (versus an alias), choose the domain and click **Set primary**. In the above example, handyhal.com is the primary domain name, and eudora.com is the alias. By choosing eudora.com in the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

Unknown Address handling

If emails 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 emails sent to unknown recipients.

Bounce—The email is returned to the sender with an unknown address error.



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

The screenshot shows a configuration window titled "Unknown addresses:". It contains three radio buttons: "Bounce", "Send to address:", and "Send to domain:". The "Send to address:" radio button is selected. Next to it is a text input field containing the email address "postmaster@handyhal.com". Below this is another text input field for "Send to domain:" which is currently empty. At the bottom, there is a checkbox labeled "Allow unknown MAIL FROM addresses for this domain" which is unchecked. A "Save" button is located in the top right corner.

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

The screenshot shows a configuration window titled "Unknown addresses:". It contains three radio buttons: "Bounce", "Send to address:", and "Send to domain:". The "Send to domain:" radio button is selected. Next to it is a text input field containing the domain "eudora.com". Above this is another text input field for "Send to address:" which is currently empty. Below this is another text input field for "Send to domain:" which is currently empty. At the bottom, there is a checkbox labeled "Allow unknown MAIL FROM addresses for this domain" which is unchecked. A "Save" button is located in the top right corner.

Allow unknown MAIL FROM addresses for this domain—Check this box if you want to accept unknown MAIL FROM addresses for this domain. 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 three radio buttons: "Bounce", "Send to address:", and "Send to domain:". The "Send to domain:" radio button is selected. Next to it is a text input field containing the domain "eudora.com". Above this is another text input field for "Send to address:" which is currently empty. Below this is another text input field for "Send to domain:" which is currently empty. At the bottom, there is a checkbox labeled "Allow unknown MAIL FROM addresses for this domain" which is checked. A "Save" button is located in the top right corner.

Configuring email clients to work with multiple domains

To let email clients log into EIMS for any domain other than the default domain, you need to configure the client to send an address with the domain included, or you need to use IP multi-homing using Open Transport 1.3 or later. Following are instructions for configuring different email clients to work with a domain other than the default domain.

- For clients that have a single field for the POP account, enter the account as `user%domain@server`
- 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.
- If you are using Eudora Pro 3.1 for Mac and have the Esoteric Settings plugin, check the *Send hostname with POP user command* checkbox in **Ports and Protocols** found in the **Settings** option under the **Special** menu.

- Using Eudora 4.x, specify the username of `user@server` and leave the **Mail Host** field empty or specify a username as `user@domain` and enter the server name in the **Mail Host** field. The *Mail Host* field is found in **Getting Started**, which is found in the **Settings** option under the **Special** menu.
- If you configure `user%domain@server` for the POP account with Claris EMailer, you need to install the EMailer Customer settings add-on from:
`ftp://ftp.fogcity.com/pub/Emailer/2.0/EmailerSettings-97-12-03.hqx`

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 account.

Server Console

The Server Console window is an information window for the EIMS Server that displays startup information and 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 appears automatically when the EIMS Server is opened. However, the Server Console window can be closed at any time and redisplayed by doing the following.

From the Server menu, choose **Server Console**.

Important. The information displayed in the Server Console window can be captured to a file by choosing the **Capture to file** option from the **Console** menu. 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. Deactivating the option from the menu when logging onto the Server Console is no longer desired.

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

- List of databases opened, one for each supported domain
- Version of Open Transport
- Version of the EIMS Server
- Copyright information
- Whether the 68K or PowerPC version of EIMS is being run
- Date and time
- Expiration date of the server if a demo version is being run
- Server's IP address
- Name of the server via a DNS reverse lookup using the server's IP address
- Status of the server

As the server runs, connection information, database creations for new domains, connection information from POP3 clients, etc. appear 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 2000 11:59:50 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 2000 11:59:52 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 2000 12:04:50 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 2000 12:04:53 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 2000 12:04:54 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 2000 12:04:57 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 2000 12:04:57 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 2000 12:04:59 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 2000 12:07:38 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 2000 12:07:38 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 2000 12:07:40 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 2000 12:07:42 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 2000 12:07:43 -0700 129.46.137.27 successful log in by brian.minear
Wed, 3 Sep 2000 12:07:44 -0700 129.46.137.27 POP3 connection closed
Wed, 3 Sep 2000 12:09:27 -0700 129.46.52.24 SMTP connection opened
Wed, 3 Sep 2000 12:09:27 -0700 129.46.52.24 ESMTTP connection from clea.qualcomm.
com (129.46.52.24)
Wed, 3 Sep 2000 12:09:27 -0700 129.46.52.24 Receiving message (1952105 bytes)
Wed, 3 Sep 2000 12:09:41 -0700 129.46.52.24 Message received OK (1978200 bytes)
Wed, 3 Sep 2000 12:09:42 -0700 129.46.52.24 SMTP connection closed
Local message...
brian.minear@bminear-mac.qualcomm.com
Wed, 3 Sep 2000 12:10:00 -0700 129.46.137.27 POP3 connection opened
Wed, 3 Sep 2000 12:10:00 -0700 129.46.137.27 successful log in by brian.minear

```

In the above example, several items have occurred.

- Six POP3 logins have been made by user brian.minear. The date 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 email 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)

If you have upgraded from an earlier version of EIMS 2, check the connection numbers and timeouts for the ACAP server. To use the ACAP auto-configuration, 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

Several filters are provided with EIMS 3.0, they are as follows:

DNS filter exclusions

Happy 99 Virus

MAPS DUL

MAPS RBL
MAPS RSS
Melissa Virus
Message-ID
NUL and LF
ORBS Filter
Papa Virus
Realtime Blackhole List (RBL)
Route Address

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 avoids 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.

See the Readme file included when you installed EIMS for more 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.

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 queues window displays 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.

Note. If the sender uses SMTP AUTH for SMTP authentication, the address field will have the authenticated account in brackets after the address.

Each domain that is a destination for an outgoing email is listed along with the number of emails destined for that domain. The Outgoing Mail window is activated by choosing 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. How often to attempt to send mail is a configurable item discussed later in this section.

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

Outgoing mail queues window

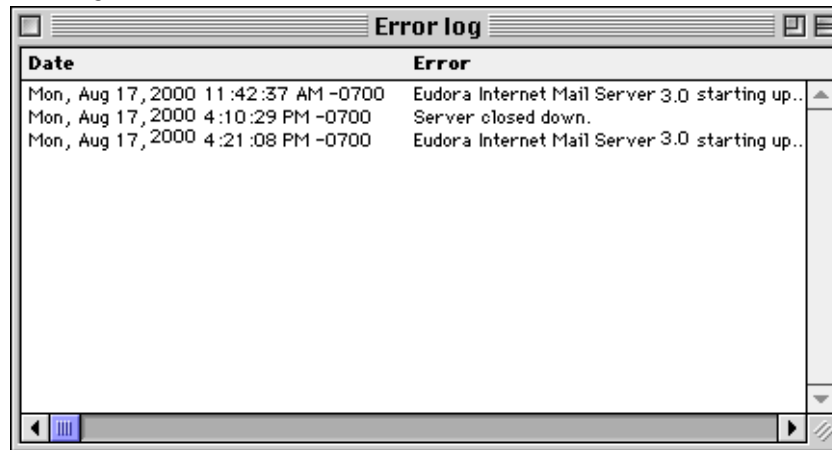
Domain	Messages Next try
future.golfpro.com	1 held
widgets.com	1 held
eudora.com	1 held

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 appears in the window along with the data and time the error occurred. You can activate the Error log window by choosing 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

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.

Following is the corresponding error log file to the Error log window.

```
Wed, Sep 3, 2000 8:05:12 AM Eudora Internet Mail Server 3.0 starting up...
Wed, Sep 3, 2000 9:42:19 AM SMTP incoming connection timed out to 129.46.137.215
Wed, Sep 3, 2000 2:31:36 PM Server closed down.
Wed, Sep 3, 2000 2:31:53 PM Eudora Internet Mail Server 3.0 starting up...
Wed, Sep 3, 2000 3:20:29 PM Eudora Internet Mail Server 3.0 starting up...
```

Mail log

The Mail log window displays the history of emails passing through the server. The Mail log window is activated by choosing the Mail log option in the Server menu of the EIMS Server. When activated, the following information is available:

Address—the address of either the originator or recipient of the email, depending on the value of the "kind" column.

Size—the size of the email in kilobytes or megabytes.

Kind—either "from" or "to" for either the originator or recipient of the email respectively. Kind can also be "sent" which is logged when a message is sent. In this case, the Internet address contains the address of 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 email header information. The ID forms a unique identifier for the email in the server.

Internet address—the IP address of the originator of the email.

In the following example, six emails 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, 2000 9:30:19 AM	3.0.3.32.20000903092711.00a79880@mys	129.46.50.81
brian.minear@bminear-mac.q		to			
bminear@qualcomm.com	755	from	Wed, Sep 3, 2000 9:30:22 AM	3.0.3.32.20000903093122.00a773d0@mys	129.46.50.81
brian.minear@bminear-mac.q		to			
brian@lavalamp.qualcomm.co	138873	from	Wed, Sep 3, 2000 11:47:31 AM	3.0.2.32.20000903114750.00e11678@wor	129.46.52.17
brian.minear@bminear-mac.q		to			
arouleau@qualcomm.com	197820	from	Wed, Sep 3, 2000 12:09:43 PM	3.0.3.32.20000903121130.00a4f8a0@worl	129.46.52.24
brian.minear@bminear-mac.q		to			
bminear@qualcomm.com	463	from	Wed, Sep 3, 2000 3:42:33 PM	v03110700b03397b28ed7@[129.46.137.27]	129.46.137.27
glenn.muncrief@future.golfpr		to			
bminear@qualcomm.com	450	from	Wed, Sep 3, 2000 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.

Following is the corresponding mail log file for the Mail Log window.

```

from bminear@qualcomm.com Wed, Sep 3, 2000 9:30:19 AM759 129.46.50.81
3.0.3.32.20000903092711.00a79880@mysa.qualcomm.com
to brian.minear@bminear-mac.qualcomm.com
from bminear@qualcomm.com Wed, Sep 3, 2000 9:30:22 AM755 129.46.50.81
3.0.3.32.20000903093122.10a773d0@mysa.qualcomm.com
to brian.minear@bminear-mac.qualcomm.com
from brian@lavalamp.qualcomm.com Wed, Sep 3, 2000 11:47:31 AM 1388732129.46.52.17
3.0.2.32.20000903114750.00e11678@worldmail1.yourfirm.com
to brian.minear@bminear-mac.qualcomm.com
from arouleau@qualcomm.com Wed, Sep 3, 2000 12:09:43 PM1978200 129.46.52.24
3.0.3.32.20000903121130.00a4f8a0@worldmail1.qualcomm.com
to brian.minear@bminear-mac.qualcomm.com
    
```

Connection Statistics

The Connection Statistics window displays 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, choose 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 "Connection preferences" on page 54 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.

IMAP server—The current and peak number of connections established by IMAP clients with the IMAP4 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.

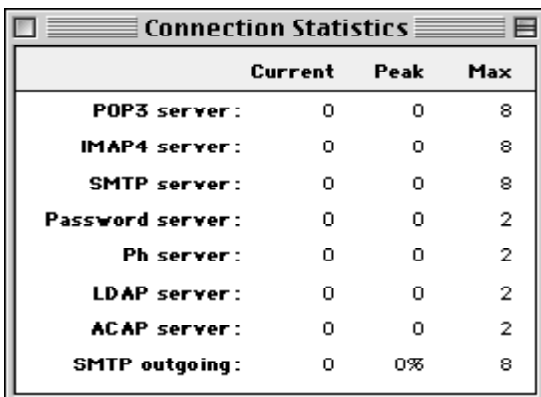
LDAP server—The current and peak number of connections established by LDAP clients with the LDAP server. The maximum number of connections allowed is also listed.

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 servers 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	8
IMAP4 server :	0	0	8
SMTP server :	0	0	8
Password server :	0	0	2
Ph server :	0	0	2
LDAP server :	0	0	2
ACAP server :	0	0	2
SMTP outgoing :	0	0%	8

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, do the following.

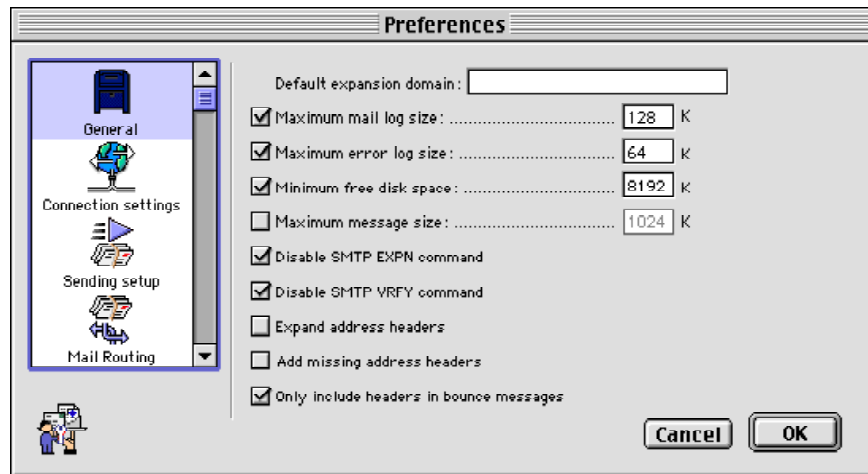
- 1 Open EIMS Admin, and connect to the server you want to configure.
- 2 From the **Admin** menu, choose **Preferences**. The Preferences window appears for you to configure EIMS for your particular needs.

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 email 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 email 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@biminear-mac.eudora.com`. These rules are used by EIMS for expanding all addresses everywhere.

Note. When forwarding mail, address expansion uses the domain the account is in, not the default domain.

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 to 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 does 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 does 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.

Expand address headers

If checked, the EIMS SMTP server expands incomplete addresses in message headers. If an address has no domain, the default domain is added. If an address has an incomplete domain, the default expansion domain is added.

Add missing address headers

If checked, the EIMS POP3 server adds all missing address headers, for example the From and/or To headers, if there is no alternative header, for example Resent-From, Cc, Bcc, and so on, when downloading mail.

Only include headers in bounce messages

If checked, the EIMS SMTP displays only the headers in messages that bounce.

Connection preferences

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

Note. Any settings made in the Connection settings preferences dialog do not take effect until the next time EIMS is started. However, the timeout 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 dialog

Preferences

Connection numbers take effect next time Eudora Internet Mail Server is launched.

	TCP connections	Timeout (seconds)	TCP port	Limit from same host
POP3 server:	8	120	110	4
IMAP server:	8	600	143	4
Password server:	2	120	106	2
SMTP server:	8	300	25	4
Ph server:	2	120	105	2
LDAP server:	2	120	389	2
ACAP server:	2	120	674	2

Outgoing SMTP connections: 8

Cancel OK

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 timeout has been reached. The *Timeout* value specifies the number of seconds that can elapse for an idle connection before the EIMS server disconnects. The *TCP Port* number is 110. The *Limit from same host* indicates the maximum number of connections from the same host, a client or server.

IMAP server

Specifies the maximum number of simultaneous connections to the IMAP server by IMAP clients. Additional connection attempts are not allowed to connect until a current connection is dropped by a IMAP client or by the server because the timeout has been reached. The *Timeout* value specifies the number of seconds that can elapse for an idle connection before the EIMS server disconnects. The *TCP Port* number is 143. The *Limit from same host* indicates the maximum number of connections from the same host, a client or server.

Password server

Specifies the maximum number of simultaneous connections to the Password server by the clients, for example, Eudora Email. Additional connection attempts are not allowed to connect until a current connection is dropped by a Eudora client or by the server because the timeout has been reached. The *Timeout* value specifies the

number of seconds that can elapse for an idle connection before the EIMS server disconnects. The *TCP Port* number is 106. The *Limit from same host* indicates the maximum number of connections from the same host, a client or server.

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 timeout has been reached. The *Timeout* value specifies the number of seconds that can elapse for an idle connection before the EIMS server disconnects. The *TCP Port* number is 25. The *Limit from same host* indicates the maximum number of connections from the same host, a client or server.

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 timeout has been reached. The *Timeout* value specifies the number of seconds that can elapse for an idle connection before the EIMS server drops the connection. The *TCP Port* number is 105. The *Limit from same host* indicates the maximum number of connections from the same host, a client or server.

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 timeout has been reached. The *Timeout* value specifies the number of seconds that can elapse for an idle connection before the EIMS server drops the connection. The *TCP Port* number is 389. The *Limit from same host* indicates the maximum number of connections from the same host, a client or server.

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 timeout has been reached. The *Timeout* value specifies the number of seconds that can elapse for an idle connection before the EIMS server disconnects. The *TCP Port* number is 674. The *Limit from same host* indicates the maximum number of connections from the same host, a client or server.

Outgoing SMTP connections

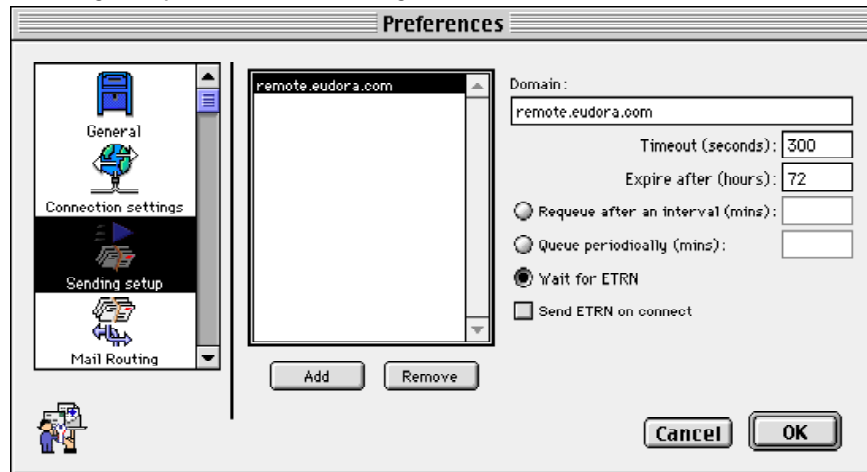
Specifies the number of outgoing SMTP connections EIMS uses to forward email to outside domains.

Remote Administration (Port 4199) This is the EIMS Admin port.

Sending setup preferences

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

Sending setup Preferences dialog



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 timeout value when routing mail to this host or domain. The default timeout 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 emails to the host or domain after this value, the email is returned to the sender.

Note. If an entry is not found in the *Sending setup* with a default timeout 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 (mins)—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 (mins)—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 choose icon 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.

- 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.

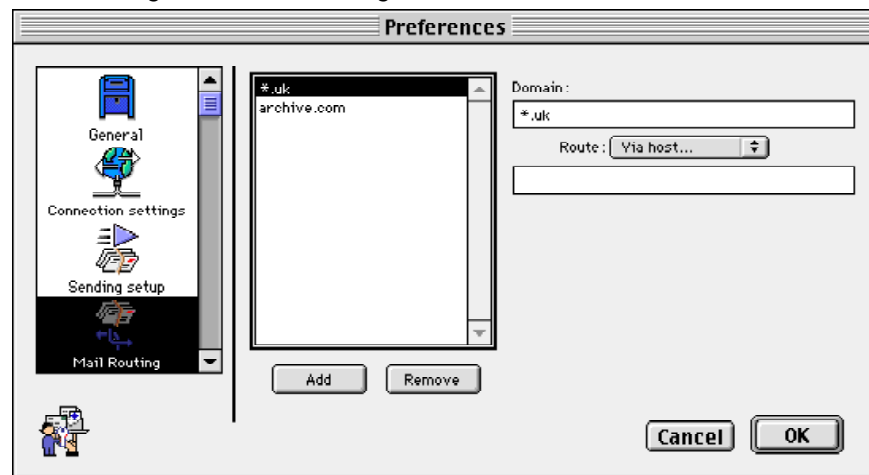
Note. The *Sending setup* is automatically sorted for EIMS if an entry matches any of the entries in the list. Destination host or domain names are matched in the order that they are in the list. * Wild cards can be used for matching destination host names.

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 email destined for the `remote.eudora.com` domain. Once an ETRN is received, the EIMS server sends an ETRN to `remote.eudora.com` and instructs the host to send any email destined for local domains hosted by this EIMS server.

Mail Routing preferences

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 dialog



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

- Click **Add** to activate the Domain field.
- In the **Domain** field, enter the name of the host or domain for mail routing.
- Choose a routing option in the **Route:** drop-down menu. The options available for each host or domain are as follows:

Via host...—The SMTP server routes all email 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 queuing options for the host you are relaying to, you need to add a sepa-

rate 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 email to a file. All files are placed in the folder which is specified in the field directly below the routing selection button.

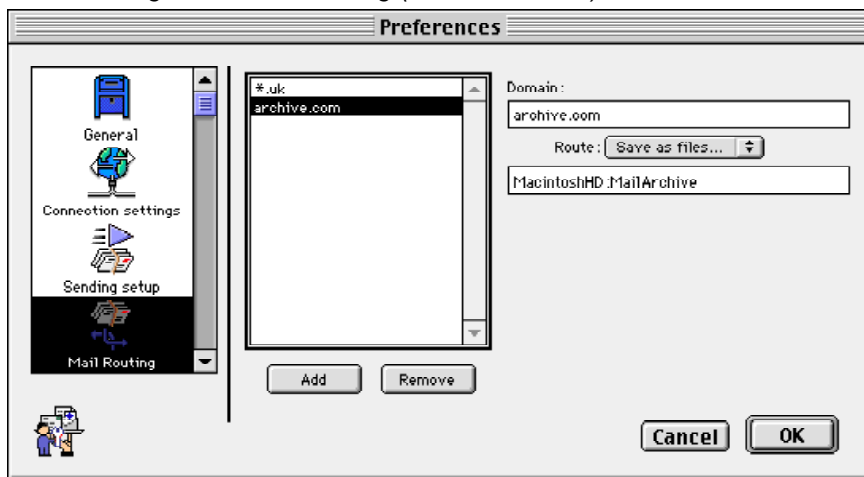
Note. The Mail routing is automatically sorted for EIMS if an entry matches any of the entries in the list. Destination host or domain names are matched in the order that they are in the list. * Wild cards can be used for matching destination host names.

In the following dialogs, 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 email 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 email to the next hop. If a match is found, it uses the rules configured for the specific domain.

In the following example, any mail destined to a domain ending in `.uk` is 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 following example, 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 emails to a particular domain to have them automatically archived.

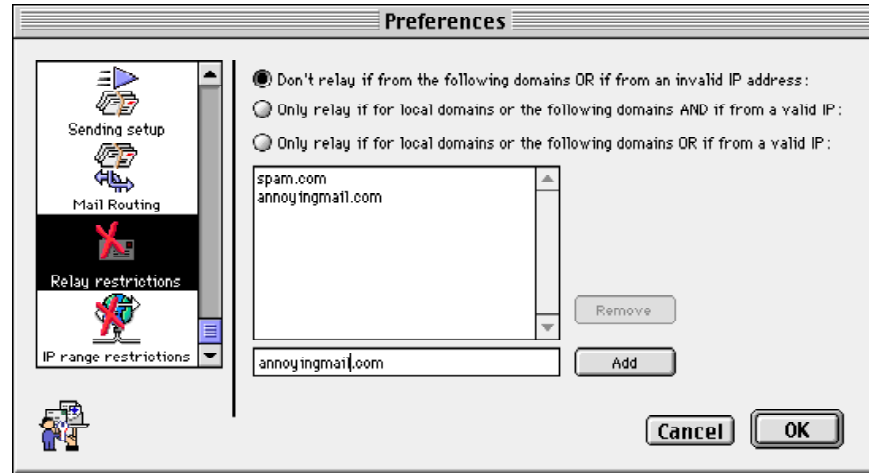
Mail Routing Preferences dialog (domains added)



Relay restriction preferences

The *Relay restrictions* setting allow you to set rules as to how EIMS routes emails received by the SMTP server.

Relay restrictions Preferences dialog



The following three general relay options are available:

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

- 1 If the sender of the email (determined from the SMTP FROM address) is in the list of restricted domains, then the email is only delivered if the recipient of the email is a local user in a local domain. If the sender of the email is from a restricted domain and the user is not local, then the email is returned.
- 2 If the recipient of the email (determined from the SMTP TO address) belongs to a domain in the restricted list, then the email is delivered only if the sender of the email is a local user (determined from the SMTP FROM address).
- 3 If neither the sender nor the recipient of the email is in the restricted list, then the email is routed.
- 4 Don't relay mail to this domain(s) if it's from an invalid IP address.

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

- 1 If the sender of the email (determined from the SMTP FROM address) is a local user, the email is routed.
- 2 If the sender of the email is from a domain listed in the list, the email is routed.
- 3 If the recipient of the email is a local user, then the email is routed.
- 4 If the recipient of the email is from a domain listed in the list, then the email 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 email 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 email is received whose destination is a user in the `bigspam.com` or `vexingmail.com` domains, then it is delivered only if the sender of the email is from a local domain.
- If an email 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 email is routed.

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

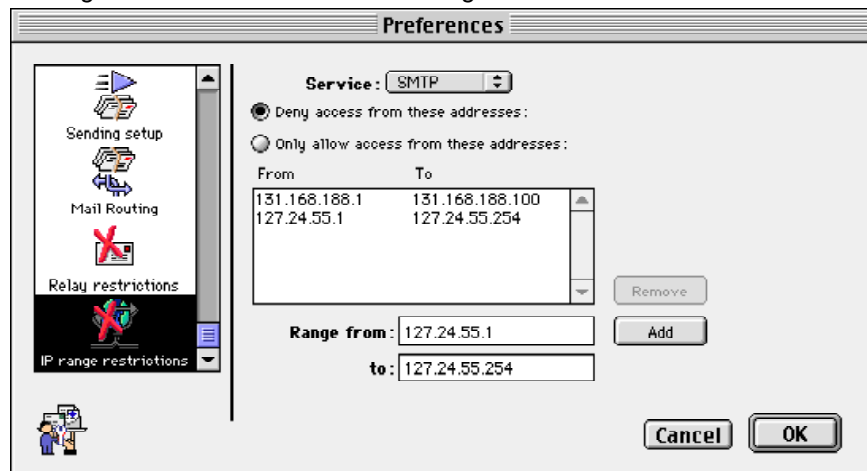
- 1 If the sender of the email (determined from the SMTP FROM address) is a local user, the email is routed.
- 2 If the sender of the email is from a domain listed in the list, the email is routed.
- 3 If the recipient of the email is a local user, then the email is routed.
- 4 If the recipient of the email is from a domain listed in the list, then the email 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 the EIMS SMTP server for known unsolicited email senders.

You can add the most secure relay restrictions by selecting the *Only relay if from local domains or the following domains AND if from a valid IP* option explained earlier and by setting the IP range restrictions for Mail Relay to allow access only from your local network.

A valid IP is one that meets the IP range restrictions for Mail Relay, or a user who uses SMTP AUTH to authenticate an SMTP server. See “Mail Relay” on the next page.

IP range restrictions Preferences dialog

To secure access to a particular server component, do the following.

From the **Service:** drop-down menu, choose the server component you wish to secure. The following services are available:

- **POP3**—The POP3 mailbox server
 - **SMTP**—The SMTP server for sending email 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 is 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 Choose, 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, choose **Deny access from these addresses**. To set the default to deny all connections, choose **Only allow access from these addresses**.
 - 2 You can enter exceptions to the default entered in Step 1. 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 and 2 to choose a different server component to configure.
 - 4 Click **OK**.

Note. To remove an existing IP address or address range, choose 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, choose 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.

SMTP authentication

Users can now authenticate the SMTP server from their email client software.

Following are email clients that offer SMTP authentication:

Mac and Win Eudora 4.3—To turn on, check the *Allow authorization/authentication* option in the Sending Mail settings. In EIMS, make sure the *Require secure authentication* option in the user account record is turned **on**.

Mac Eudora 4.2—To turn on, enter `<x-eudora-setting:264=Y>` in a new message. This creates a link. Double-click the link, then click *Set Setting*. In EIMS, make sure the *Require secure authentication* option in the user account record is turned **on**.

Win Eudora 4.2—To turn on, go to the Eudora.ini file located in the Eudora Pro directory. Change *SMTPAuthAllowed* from 0 to 1. Save and close the Eudora.ini file. In EIMS, make sure the *Require secure authentication* option in the user account record is turned **on**.

Netscape 4.x—Always on. In EIMS, make sure the *Require secure authentication* option in the user account record is turned **off**.

Win Outlook Express 4 and 5—To turn on, check the *My server requires authentication* option. In EIMS, make sure the *Require secure authentication* option in the user account record is turned **off**.

Mac Outlook Express 5.0.2—To turn on, check the *SMTP server requires authentication* option. In EIMS, make sure the *Require secure authentication* option in the user account record is turned **off**.

For more information, refer to the respective email client software's user manual.

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 Open 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, enter a new Admin password for the server, then confirm by entering the same password again.



- 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. 8-bit 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. From almost any system in the world, people can look up information such as email addresses for the EIMS users in your company.

The Directory Server is automatically populated with email 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 are 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 email 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: email 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, choose 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, Bruce Strayer. This opens the user configuration window.

The email 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

To access the additional fields associated with the user's record you click **Directory Info...** located on the *User configuration* window. This opens a window that displays a series of additional standard fields.

Directory dialog (default)

Note. With the exception of the email address, no fields associated with a user are used by the Internet Mail server for sending or receiving emails. 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 default fields available are as follows:

Email address (on the title bar)—contains the email 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.

The standard fields available are as follows:

Description—Any generalized description of the user and/or email account.

Title—The user's title or other information.

Work Phone—The user's work phone number or other information.


Fax—The user's fax phone number or other information.

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

Work Address—The user's work address, mailstop, PO Box, etc.

Pager Number—The user's pager phone number including access password if required.

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

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

Directory dialog (complete)



Directory: bruce.strayer@mac.eudora.com

Full Name : Bruce Strayer

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 : Home Phone :

Revert Save

The additional fields available are as follows:

URL—The URL (Universal Resource Locator) associated with this user. This 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 driver's 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—The user's employee number, if applicable.

Manager—The user's manager, supervisor or other superior.

Secretary—The user's secretary, assistant or other personnel data.

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

Home Address—The user's home address, or other location.

Home Phone—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.

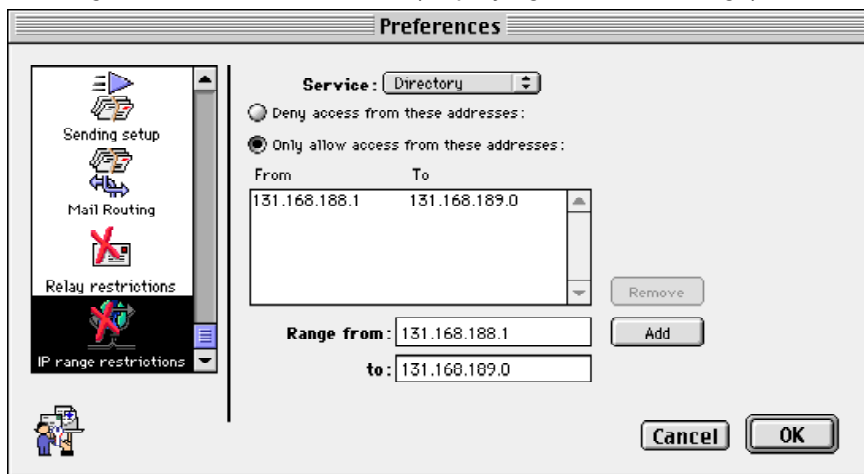
If you do not wish to make other information available for a particular user, you must not fill in the specific information in the data entry screens. There is no other mechanism for hiding data for a particular user.

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 choose the **IP range restrictions** icon. The IP range restrictions dialog appears.

IP range restrictions Preferences (displaying IP address range)



- 3 In the **Service** list, choose **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 choosing **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. 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 wait for responses from a Ph and LDAP client (timeout), do the following.

- 1 From the **Admin** menu, choose **Preferences**.
- 2 In the **Preferences** window, scroll and choose **Connection settings**. The Connection setting dialog appears.

Connection settings Preferences dialog

Connection numbers take effect next time Eudora Internet Mail Server is launched.

	TCP connections	Timeout (seconds)	TCP port	Limit from same host
POP3 server:	8	120	110	4
IMAP server:	8	600	143	4
Password server:	2	120	106	2
SMTP server:	8	300	25	4
Ph server:	2	120	105	2
LDAP server:	2	120	389	2
ACAP server:	2	120	674	2

Outgoing SMTP connections: 8

Buttons: Cancel, OK

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

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

The *flags* field contains the following characters if the setting they represent is turned on:

- E** - account enabled
- L** - login enabled
- I** - IMAP 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 is deleted if he or she exists.

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

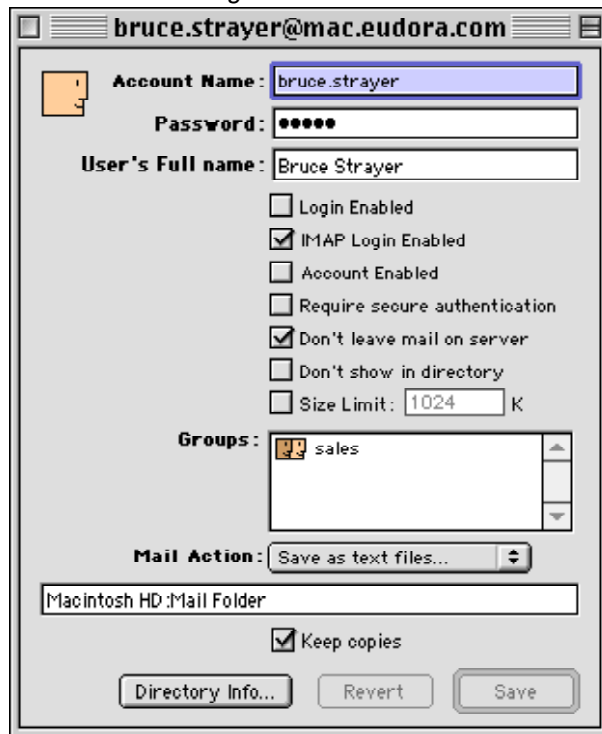
Possible Cause: The user's address may be incorrect.

Solution: The user's 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.

Possible 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

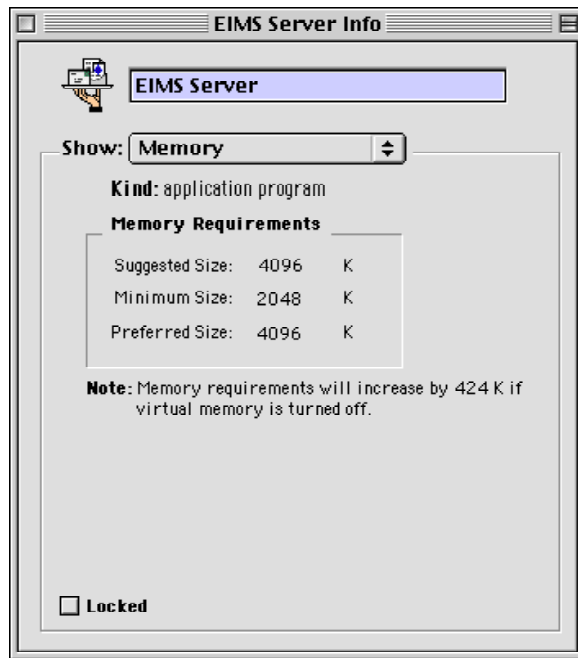


If the EIMS Server has a large number of messages queued for delivery or takes a large amount of time for clients to connect

Possible 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 users and/or email relayed through the server, you may need to increase this amount. To do this, click 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.

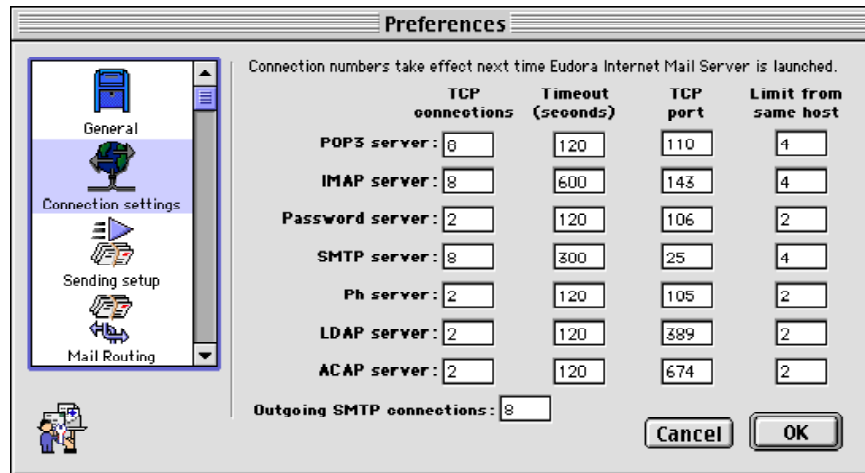
EIMS Server Info dialog



If client connections are being refused or connected clients timeout

Possible Cause: The EIMS server might need a higher maximum number of connections and /or longer timeout values for the different server components.

Solution: Increase the maximum number of simultaneous connections and timeout values for the server. Open the **EIMS Admin** tool, login to the EIMS Server having the trouble, and from the **Server** menu, choose **Preferences**. 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. Note that increasing the maximum number of connections raises EIMS memory use.

Connection settings Preferences dialog***If messages sent out are being bounced back to the sender***

Possible Cause: A mail loop exists. This occurs when EIMS sends a message, but the DNS lookup returns the address.

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.

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 email 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 email 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.

ETRN. Expanded Turn. This is a command sent to the EIMS server to queue mail for a certain domain and then delivery it.

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

Header. The part of an email 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.

Internet Message Access Protocol (IMAP). IMAP allows Eudora to access and manipulate electronic mail messages on a server, and it permits manipulation of remote mailboxes so they function like local mailboxes. IMAP provides a richer and more complex set of functionality than the POP3 protocol. IMAP is also called an incoming server.

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 Consultative 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 the 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 multipart and multimedia files, such as sound and video, in email 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 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 email 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., ldempster).

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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