

# Enhanced Email System

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Precedence Technologies Ltd 86 Kings Hedges Road Cambridge CB4 2PA

http://www.precedence.co.uk/ support@precedence.co.uk

Tel: 01223 562500 Fax: 01223 563522

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## Introduction

The new email system replaces a number of crucial components on your NetManager. It updates sendmail (the program in charge of delivering mails in and out) to the latest version. The delivery component of sendmail is enhanced to filter mails as they come in. Previously, only outgoing mails were checked; now both mails in and out are checked against a list of words. It also updates Apache (the web-server and proxy) to the latest version.

Most importantly, the web-based email system is completely replaced by a new version developed in-house by Precedence Technologies which offers a large amount of new features. For example,

- Attachments both in and out
- Address books (both per-user and global)
- Multiple folders
- Outgoing mails can be stored
- CC and BCC options
- Multiple mails can be deleted at once
- Displays HTML emails and attached graphics
- Automatically highlights links in emails
- Completely configurable on a per-user or per-group basis
- User-definable signatures

2 Introduction

## Installation

When the server is not being used, put the CDROM in the CDROM drive of your server. Log into the server as root (either at the server itself or from an NC). If you are at a command line (e.g. ncserver 1#), type cdromupdate and press Return. If you have an administration menu, choose option S (Apply software upgrades) and the option C (Apply software upgrades from CDROM).

You will be prompted to enter the mailbox of the user who will receive mails that fail the censorship checks. You may just press Return if you want to disable censorship. Alternately, specify a mailbox name. This should not be a full email address (i.e. with an @), it should be a local email user name.

The installation script will then install all the relevant options and configure them for you. Any NCs should be rebooted so that they go to the new mail system when the postbox is clicked on.

Installation 3

# **Using the mail system**

## **Connecting and logging on**

As before, the web mail can be accessed from an NC by clicking on the post box. This will automatically log you in.

Alternatively, you may go to the following URL:

#### http://ncserver/mail/

ncserver may have to be replaced by a different name or the IP address of your NetManager. This will give a login prompt for you to enter your username and password.

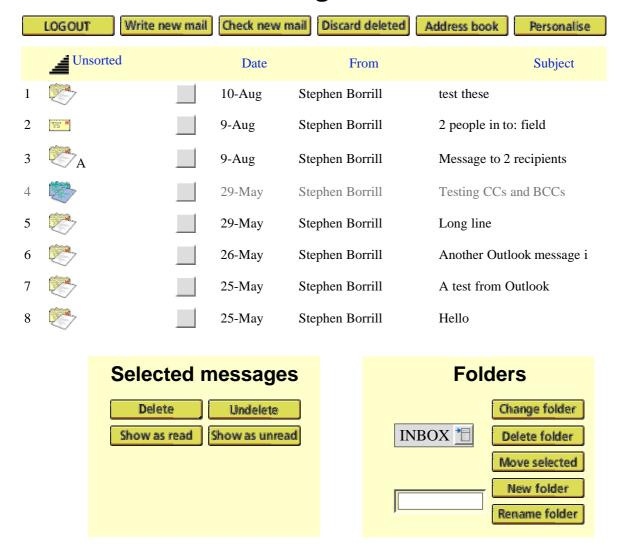
Successful use of the email system requires cookies to be enabled in your browser.

You will be automatically logged out after a period of inactivity. This timeout period can be configured to your requirements.

## **Browsing emails and using folders**

After logging in, the main folder display is shown. This lists the emails in the current folder as shown in the figure below (some buttons may be missing depending on what options you have disabled). The default folder is INBOX.

## 8 messages in INBOX



## Message status and reading messages

To read a message click on the envelope alongside the message. The message status is shown by the envelope being open, closed and/or greyed out. A greyed message has been marked for deletion. An unopen envelope has not been read. A letter A alongside the envelope indicated that the message has been answered.

The Selected messages section allows you to alter the status of multiple messages (e.g. to delete more than one message at once). Tick the check boxes corresponding to the messages you want to alter and then choose the option from the Selected messages section.

## Altering sort type and direction

You may alter the sort type by clicking on the Unsorted, Date, From or Subject links. The sort direction can be altered by clicking on the icon to

the left of the Unsorted link. N.B. When sorting by date, some messages may unexpectedly appear in the wrong place. This is due to the sender's mail client sending dates in the incorrect format. The Unsorted option displays the messages in the order they were received irrespective of the date they were sent.

## Using different folders

You may manipulate folders by using the options in the Folders section.

#### Change folder

Choose the folder you wish to view from the pop-up list of folders and then click on Change folder

#### Delete folder

Choose the folder you wish to delete from the pop-up list of folders and then click on Delete folder. You may not delete INBOX.

#### Move selected

Select the individual messages that you wish to move to a different folder by ticking their check boxes. Select the folder you wish to move them into from the pop-up list of folders and then click on Move selected.

#### New folder

Enter a new folder name in the writable section and click New folder.

#### • Rename folder

Choose the folder you wish to rename from the pop-up list of folders. Enter a new folder name in the writable section and click Rename folder.

## The buttons along the top

#### LOGOUT

Click to log out. You should always log out when you have finished to stop other people being able to read your mails.

#### • Write new mail

Allows you to compose a new message

#### • Check new mail

Checks to see whether any new mail has been received

## • <u>Discard deleted</u> (may not be present)

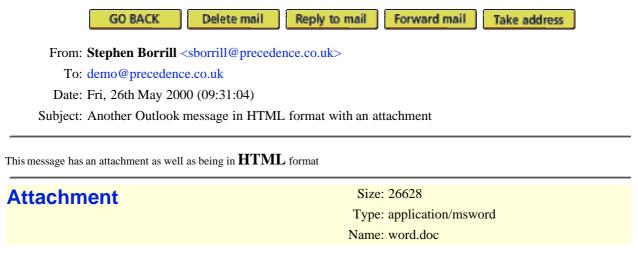
If automatic discarding is not switched on, this will permanently delete any messages marked for deletion.

#### Address book

Switches to the address book

## **Reading messages**

Once a message has been selected for reading from the folder list, the read message page is displayed:



The mail system supports HTML messages (as often sent out by Outlook) as well as attachments. Graphical or textual attachments will be displayed; other attachments can be viewed (or saved) by clicking on the Attachment link for the desired attachment.

The buttons along the top do the following:

#### GO BACK

Returns to the folder list

#### Delete mail/Undelete mail

Marks or unmarks the current message for deletion. Depending on the options set, this may return you to the folder list.

### Reply to mail/Reply to sender/Reply to all

If the message has only been sent to you, there will be one button that says **Reply to mail**. Click on this to reply. If the message has been sent to other people besides you, you may choose whether to reply only to the message sender or to all people that the message was sent to.

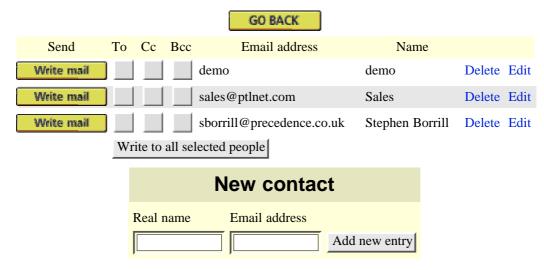
#### Forward mail

This is similar to replying to a mail, except that the message is not indented in the message composer and that no destination is chosen by default. N.B. Attachments are not forwarded.

#### Take address

This will take the name and email address of the person who sent you the mail and enter it in your addressbook. N.B. Duplicates are not checked for.

# <u>Using the Address book</u> Address book (3 entries)

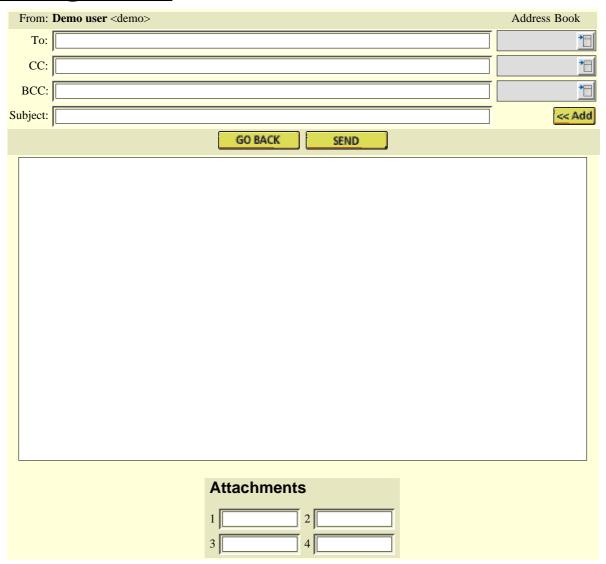


The address book is very simple to use. You may compose a new mail to any single person by clicking on the **Write mail** button. If you want to sent to multiple people or wish to CC/BCC recipients, you can select the relevant people and whether you want to put them in the To, Cc or Bcc fields by ticking the boxes. You can then click **Write to all selected people**.

New contacts can be added by entering a name and email address in the writable boxes and clicking on <u>Add new entry</u>. Alternatively, you can choose <u>Take address</u> when reading a message.

Entries may be deleted and edited by clicking on the relevant links.

## **Writing emails**



Once again, composing emails is a simple task. First choose your recipients. If you are replying to a mail or have reached this screen from the addressbook, then the To:, Cc: and Bcc: writable sections may contains some email addresses. You can add extra addresses by typing them in, separated by commas. Additionally, you can choose entries from your address book by choosing from the pop-up menus and then clicking on the << Add button. N.B. Clicking on the << Add button will clear any attachments you have chosen, so you should choose your intended recipients first.

Next write your message in the writable section. You can then include attachment for the message. The number of attachments you can send and the maximum size for each can be configured.

When your message is satisfactory, click on the SEND button. The

message will be filtered (if configured) and then sent to the recipients. You may click on the GO BACK button at any stage to return to the previous page.

A note about email addresses:

A document called RFC822 defines the standard for email messages including the format of email addresses.

A full RFC822-compliant email address is defined with the email address in angle brackets and the real name outside.

e.g.: Precedence Sales <sales@precedence.co.uk>

However, if no angle brackets are given, the rest will be used as an email (e.g. sales@precedence.co.uk).

# **Configuring the web mail system**

## Introduction

The web-mail is highly configurable. In addition, settings can be defined on a per-user or per-group basis. For example, staff members could be allowed to send large attachments, whereas pupils were limited to smaller attachments. Certain groups or users could even have their access disabled. Firstly, the global settings should be configured. Then you can set up group and/or user overrides. N.B. User overrides take precedence over group overrides.

The web-mail system has a web-based administration front end. This can be accessed as the following URL:

http://ncserver/mail/admin/

ncserver may be replaced by a different name or an IP address.

You will be asked to login. The user name is **mailadmin**. When first installed, no password is set.

## N.B. You should define a password immediately

The administration page looks like the figure opposite.

## Webmail administration

Main	settings Shared	addressbook	
Save global settings		Default values Edit global settings	
Per-group settings New group co	onfig 📲	Delete group config Edit group config	
Per-user settings New user con	fig *	Delete user config Edit user config	
	Global settin	as a second	
Administration password		Leave blank to not change the password	
Administration password		Enter a second copy to confirm	
IMAP server		Leave empty to use local server	
Email address to send censored mail to		Leave blank to disable censorship	
Show graphics attachments with message	<u> </u>		
Show HTML attachments with message	<u> </u>		
Make URLs into links	<b>✓</b>	_	
Number of messages to show per page	20	Set to zero to show all messages	
Reply indent	>	N.B. Note trailing space(s)	
Domain to append to username			
Prefer HTML messages over plain text	<b>√</b>		
Width to wrap message to	75		
Timeout for login	10		
Path to mail folders	mail/	Trailing slash is important	
Footer to add to each message			
Set of buttons to use	small 📆		
Allow different mail folders	<u></u>		
Allow operations on multiple messages	<b>✓</b>		
Discard deleted messages automatically			
Allow messages to be CC'd	<b>√</b>	Carbon copies	
Allows messages to be BCC'd	<b>✓</b>	Blind carbon copies	
Account disabled	<b>✓</b>		
Account read-only			
Number of attachments	4	Set to zero to disable attachments	
Maximum attachment size (in Kbytes)	100	Set to zero to set no limit	
Force email address to			
Force name to		Ignored if force email is blank	
Folder to store sent messages in	SentMail	Leave empty to disable	
Address book folder		Leave empty to disable address book	
Personal settings	<u> </u>	e.g. signatures	
Automatically check for new mail	0	Time in minutes between checks. Set to 0 to disable	
Disable cookies for user tracking			

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# **Individual options**

Options	Default	Description
Administrative password	none	The password that is used to stop unauthorised access to the mail admin system. Specify the password twice.
IMAP server	none	The name or IP address of the IMAP server that holds the mail boxes. If no server is specified, the local server is used.
Email address to send censored mail to	none	If an address is specified here, all outgoing mail sent using the web-mail system will be checked.
Show graphic attachments with message	Yes	If ticked, any images attached to a message will displayed in the mail reader. Otherwise, you will have to view the attachments separately.
Make URLs into links	Yes	If ticked, the message will be scanned for URLs (e.g. web site addresses) and they will be made into links
Number of messages to show per page	20	This defines an upper limit to the number of messages shown in the folder listing. If set to zero, all the messages will be shown
Reply indent	>+space	When a message is replied to, each line will have this indent applied to it. N.B. you should put a trailing space in.
Domain to append to username	none	Normally, the mail server will force the correct domain to be used to form the email address. However, you can explicitly specify a domain (i.e. the bit after the @ in an email address
Prefer HTML messages over plain text	Yes	If ticked, then if a message has the same text in alternative formats (e.g. plain text, HTML), the HTML version will be displayed. Otherwise, the plain text version will be displayed.
Width to wrap message to	75	This is the number of columns to which the message is formatted on screen.
Timeout for login	10	This defines the number of idle minutes after which users will be logged out.
Path to mail folders	mail/	This is path (usually relative to the home directory) in which mail folders are stored.

		N.B. INBOX is held elsewhere. N.B.2. The trailing / is important
Footer to add to each message	none	A footer can be appended to each message if required. The user cannot delete this or stop it happening.
Set of buttons to use	small	Only one set of buttons is included by default, but other ones may be provided in future.
Allow different mail folders	Yes	If ticked, the Folders section that allows you to change folders, etc. will be shown. If not ticked, it will be disabled
Allow operations on multiple messages	Yes	If ticked, the Selected messages section that allows you to delete multiple messages, etc. will be shown. If not ticked, it will be disabled.
Discard deleted messages automatically	No	If ticked, any messages marked for deletion will be discarded upon logging out or changing folder.
Allow messages to be CC'd	Yes	If not ticked, all references to Cc: when composing messages will be removed
Allow messages to be BCC'd	Yes	If not ticked, all references to Bcc: when composing messages will be removed
Account disabled	No	If ticked, the account will not be allowed to log in.
Account read-only	No	If ticked, all references to composing messages will be removed. However, the user can still read their email.
Number of attachments	4	Sets the maximum number of attachments that can be sent with a message. Set to zero to disable attachments.
Maximum attachment size (in Kbytes)	100	Sets the maximum attachment size in kilobytes. Set to zero to remove any limit.
Force email address to	none	Forces all outgoing messages to be sent a certain address, irrespective of the user.
Force name to	none	If an email is being forced, this sets the real name to be used for outgoing messages. Otherwise, it is ignored.
Folder to store sent messages in	SentMail	Defines a folder in which a copy of all messages sent should be stored. Leave empty

		to disable keeping a local copy.
Address book folder	Address- Book	Defines a folder which is used to keep the address book details. This folder will not be listed in the folder list. Leave empty to disable all addressbook features.
Personal settings	Yes	Switches on the Personalise button allowing users to tailor the email to their needs (e.g. set up a signature)
Automatically check for new mail	0	The index page will refresh at the defined internal (in minutes). Set to zero to disable. N.B. Auto-check will stop sessions being automatically logged off when idle.
Disable cookies for user tracking	No	Stops cookies being used (if your browser does not support them) at the expense of some security.

## **Setting features**

Firstly, set the global settings. These apply to all users which have no overrides set. When you have finished, click on <u>Save global settings</u>. If you want to return to the global settings at any stage, click the <u>Edit global settings</u> button. If you wish to return to the default values, click the <u>Default values</u> button.

Once you have set the global settings to your satisfaction, you may edit a group or user configuration. An existing configuration can be edited by choosing a group or user from the pop-up menu in the respective row. The menu will list existing settings only. It will not list the groups or users on the system who do not have an email configuration. Leave the menu set to **New group/user config** to define a new setting. When a group or user-specific override is being set, an extra column of tick boxes is shown on the left. These boxes define whether the option is overridden or not. If the box is ticked, the background will be highlighted and the value of the option for the group or user being edited will be displayed. Otherwise, the global value will be shown.

You should tick the boxes of values, you wish to override and then set the values accordingly, e.g. to disable a particular user, tick the left hand box corresponding to the Account disabled option and then tick the option box to set the disabled state.

For example, in the example below, the **Show graphic attachments with message** option will be forced off irrespective of the global value. However, all other options which are unticked will be use the global values.

# Override global? IMAP server Email address to send censored mail to Show graphics attachments with message Make URLs into links Number of messages to show per page

When you have defined your group or user setting, you may apply it to a certain user or group by entering the user or group name in the writable area in the respective row and then click on **Save group/user settings** at the top left. Alternatively, you can choose a group or user from the pop-up menus before clicking on save.

You may delete a group or user override by choosing the group or user to be deleted and then clicking **Delete group/user config** in the respective row. Similarly, you may edit a configuration by choosing a group or user and then clicking **Edit group/user config**. If you are editing a chosen group and you enter a new name in the writable box, a copy will be saved with the new name. N.B. The old group will not be renamed. If you wish to rename a group override, you must save it with a new name and then delete the old one.