IMail Server

Getting Started Guide

Software Version 7

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Contents

About IMail Server 1
About this Guide 1
Glossary 1
Other IMail Server Information 1
What's New in Version 7.0? 2
Components of an Internet Mail System 2
Planning Your Installation 4
Step 1: What Do You Need? 4
Step 2: How Many Users Will You Support? 5
Step 3: Create DNS Entries for Your Mail Server 5
Step 4: Choose the Type of User Database 7
Step 5: What E-Mail Services Do You Want to Provide? 8
Step 6: Determine Security Levels and Access Control 9
Step 7: One Mail Host or Multiple Hosts? 10
Installing IMail Server 11
Step 1: Start the Installation Procedure 11
Step 2: Set the Official Host Name for Your Server 11
Step 3: Select the User Database 11
Step 4: Select the Location for Installed Files and Folders 12
Step 5: Set Security Options 12
Step 6: Select the IMail Services You Want to Offer 13
Step 7: Add a Test User 13
Step 8: Restart your system 13
Testing Your IMail Server Installation 14
Step 1: Confirm your DNS Settings 14
Step 2: Confirm Your IMail Server Installation 16
Step 3: Confirm User Database Setup 17
Step 4: Sending and Receiving Mail in a Test Account 18
Enabling Wizards 19
Technical Support 19

Glossary 21

Index 27

About IMail Server

IMail Server is a standards-based mail server that delivers reliable service under even the most demanding e-mail conditions. IMail Server provides SMTP, POP3, IMAP4, and a web interface for sending, reading, and transporting mail.

IMail Server is a comprehensive electronic mail solution designed for today's evolving Internet and corporate intranet messaging requirements. Easy to install and administer, IMail Server significantly reduces both the initial cost of mail implementation and the on-going cost of administration. Its easy-to-use features improve productivity and provide a robust alternative to proprietary or complicated UNIX-based mail systems.

About this Guide

This **Getting Started Guide** provides you with step-by-step instructions on planning, installing, and testing your IMail Server system.

Glossary

In this document, words or phrases appearing in SMALL CAPS indicate that a definition can be found in the "Glossary" on page 21.

Other IMail Server Information

- The *IMail Server User's Guide* provides a complete reference for user registration, advanced configuration, services options, mailing lists, and more.
- IMail Server provides help on all screens and dialogs.
- IMail Server product pages and a Knowledge Base of technical articles and updates can be found at:

  http://www.ipswitch.com/Support/IMail

What's New in Version 7.0?

IMail Server version 7.0 includes new functions, enhancements to the user interface, and to performance. A complete listing of the new functions is provided in Chapter 1 of the *IMail Server User's Guide*.

Some of the important changes in this release include the following:

- **IMail Web Calendaring** — A new feature that lets you have multiple calendars for scheduling, task management, and appointment setting. You can also schedule e-mail reminders to alert you about impending events and appointments.
- **IMail Web Messaging** — An updated and more intuitive interface includes a spell checking capability. Web Messaging now uses cascading style sheets to provide easily alterable font styles and quick click features.
- **IMail Administrator** — Improved interface and the ability to administer multiple IMail Servers from a secure, remote connection.

Components of an Internet Mail System

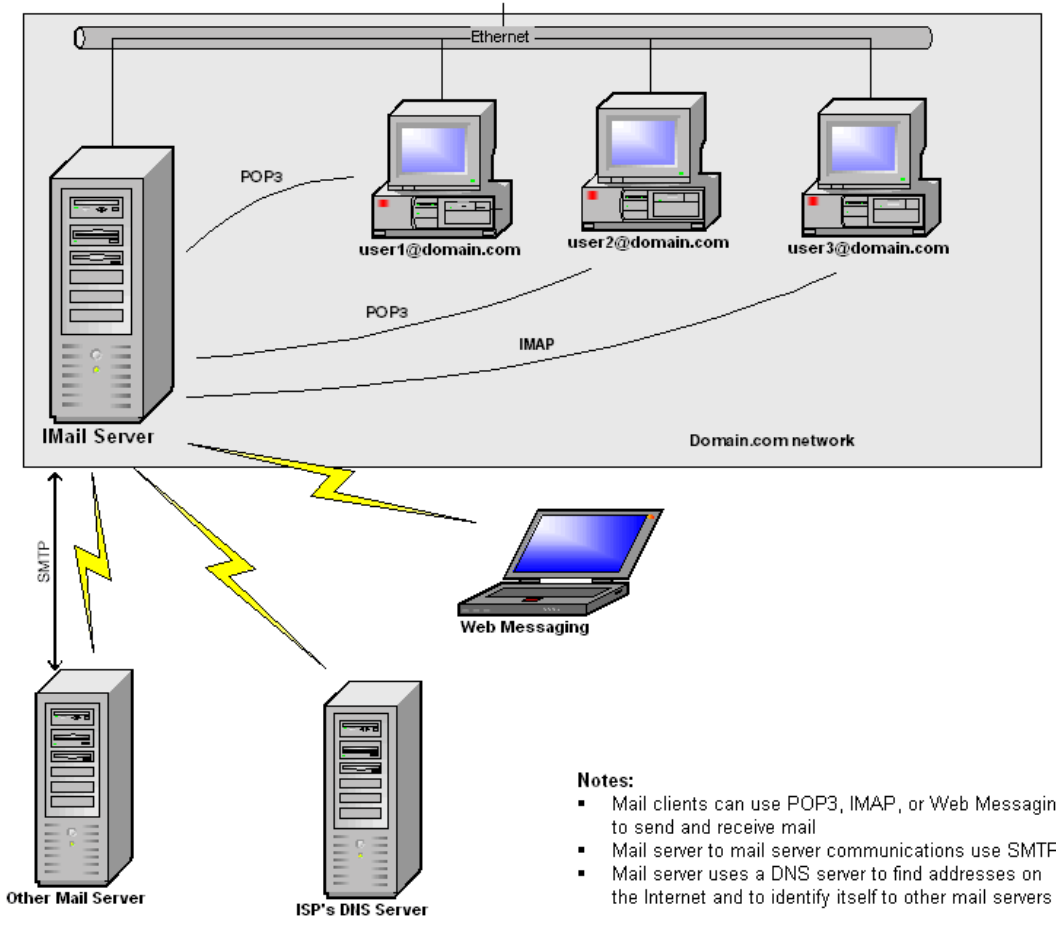
IMail Server provides the following basic services required to implement an Internet-based mail system. (The illustration on the next page shows these components.)

- SMTP server lets IMail Server communicate with other mail servers on the Internet.
- POP3 server lets e-mail client software retrieve mail from the mail server.
- IMAP server provides another method whereby e-mail client software can access mail on the mail server.

This guide focuses on setting up the mail server; however, you also need the following software components to connect your mail system to the Internet and to provide mail capabilities for your users:

- A DOMAIN NAME SYSTEM (DNS) server. The DNS server can be on your network or hosted by your Internet Service Provider.
- For each mail user, e-mail CLIENT software, such as Microsoft's Outlook Express® or Qualcomm's Eudora®, is needed.

Alternatively, mail users can use IMail Server's WEB MESSAGING to read and send mail through any web browser.



Notes:

- Mail clients can use POP3, IMAP, or Web Messaging to send and receive mail
- Mail server to mail server communications use SMTP
- Mail server uses a DNS server to find addresses on the Internet and to identify itself to other mail servers

Planning Your Installation

If you possess a working knowledge of Windows-based applications and operating systems, you will find that installing IMail Server is as quick and easy as installing some of our other popular software products. We do, however, recommend that you plan the installation to ensure an IMail Server configuration that works for your organization.

Step 1: What Do You Need?

To get the best performance and the ability to expand your mail service, we recommend that you designate a computer to function as your e-mail server and you do not run other servers on the computer.

System requirements are:

- Intel (Pentium processor or higher)
- Microsoft Windows 2000 or NT 4.0 or later with Service Pack 6; however, IMail Server will run on Windows NT 3.51.

  Note

  IMail Server is ***not*** compatible with Windows 95, Windows ME, Windows 98, or Win32s.

  It is recommended that the NTFS (rather than FAT) file system be used for increased operability and security.
- Network interface card installed and configured to use Microsoft's TCP/IP for Windows NT or Windows 2000; OR a dial-up TCP/IP connection
- A full-time or dial-up connection to the Internet
- Modem (optional, but needed for mail-to-pager, mail-to-fax, and notifications).

Step 2: How Many Users Will You Support?

Determine how many active users you plan to have and the hardware system needed to support them. The following table depicts system requirements based on the number of users:

			Hard Drive Space	
Active Users	**Processor**	**RAM**	POP[1]	IMAP[2]
250 or less	Pentium 100 MHz	64 MB	2 GB	6 GB
250 - 1000	Pentium 200 MHz	128 MB	4 GB	12 GB
1000 - 10,000	Pentium II 300 MHz	256 MB	8 GB	24 GB
10, 000 - 100,000	Pentium II 400 MHz	512 MB	16 GB	48 GB
100, 000+	Dual Pentium II+	1 GB	32 GB+	96 GB+

1. POP retrieves mail from the server and deletes it from the server.

2. IMAP leaves mail on the server.

Step 3: Create DNS Entries for Your Mail Server

Determine the DOMAIN NAME SYSTEM (DNS) settings required for your mail server. Before you create DNS entries, you will need the following information from your Windows TCP/IP settings:

- **Primary Host**. The primary host is the system on which you install IMail Server.
- **Host Name** (of Primary Host). The host name for your e-mail server; for example, *imailbox*
- **IP ADDRESS** (of Primary Host). The IP Address is a numerical address for the e-mail server host; for example: *156.21.50.15*
- **DOMAIN NAME**. The domain name identifies the network that the host is on. For example, a domain could be named *domain.com*.

To identify your mail host in DNS, you will use the Host Name plus the Domain name; for example, *imailbox.domain.com*. This is also know as the Fully Qualified Domain Name (FQDN).

To get the DNS information on Windows NT system, double-click the **Network** icon in the Control Panel, select the **Protocols** tab, select **TCP/IP Protocol**, and then click **Properties**. The TCP/IP window appears. Click **DNS** to view the domain information.

To get the DNS information on a Windows 2000 system, click the **System** icon in the Control Panel, select the **Network Identification** tab, then click **Properties**. The Identification Changes dialog box shows the domain information.

To properly send and receive e-mail, the following records should be added to your DNS server. If an Internet Service Provider (ISP) is hosting your DNS server, contact your ISP to have the appropriate records added to the DNS server.

- **MX RECORDS**. A Mail eXchanger (MX) record is used to identify the computer that processes mail for a domain. If you will host multiple domains, you'll need an MX record for each domain. The MX record points to the (fully qualified) host name of the IMail Server (the Primary Host). For example:
  domain.com IN MX 10 *imailbox.domain.com*
- **A RECORDS**. You will need an Address (A) record for the IMail Server that has the IP address of the IMail Server (the Primary Host). Ex: *imailbox.domain.com* IN A 156.21.50.15
- **PTR RECORDS**. A pointer (PTR) record is used for reverse lookups. You will need a PTR record that resolves the IP address of your IMail Server (the Primary Host) to the Official Host Name of your IMail domain. Ex: 156.21.50.15 in-addr.arpa. *host=imailbox.domain.com*

If you need more information about setting up the DNS entries, see:

- A primer with examples in Appendix I of the *IMail Server User's Guide*.
- DNS tutorials in the IMail Support Center at:

  http://www.ipswitch.com/Support/IMail/dns.html
- Our Knowledge Base in the IMail Support Center at:

  http://www.ipswitch.com/Support/IMail

Step 4: Choose the Type of User Database

Identify the database used by the Primary Host to register and authenticate users. The Primary Host can use one of the following databases for registration and authentication: (Registration is the process by which user mail accounts are created. Authentication is the process by which user IDs and passwords are verified.)

- **IMail Database.** All user IDs and passwords for mail accounts are stored, separately from either the Windows NT or 2000 user database or any external database, in a proprietary database in the Windows registry.

  You can also import Windows NT or 2000 users into an IMail user database, without having them linked to the Windows NT or 2000 user database. For details on importing Windows NT or 2000 users, refer to the *IMail Server Users Guide* "Importing NT Users" section in Chapter 4.

- **Windows NT Database.** This database provides automatic creation of user mail accounts for any user listed in the Windows NT or Windows 2000 user database on your host machine.

  Please note that the Primary Mail Host needs access to the Windows NT or 2000 user database for your network.

  To view a current listing of users in your Windows NT or 2000 user database, use the appropriate administrative tool as described in your Windows documentation.

  You will not be able to add or delete users using the IMail Administrator; instead, you must use the appropriate Windows administrative tool (these are different for Windows NT and Windows 2000).

  Note

  A mailbox and other user files are created for a user when the mail server receives a message for that user, or when a user first accesses the IMail Server through a mail client.

- **External Database.** IMail Server can use an external database to register and authenticate users. This option lets you specify an existing ODBC-compliant user database and lets you add and delete users either from the IMail Administrator or the external

database. IMail Server supports Microsoft SQL Server or Microsoft Access.

If you will use an external database, make sure you have set up the database connection in the Windows ODBC Data Source Administrator. Before you start the IMail Server installation, you will need the ODBC System DSN name for the database and the User ID and password for logging on to the database.

Notes:

- For more information on setting up the external database connection, refer to the *IMail Server Users Guide* "Configuring the External Database Interface" section in Chapter 3.
- If you want to use a different ODBC database, you can modify IMail Server's ODBCUser.dll file to support it. For more information, read the ODBC topics in our Knowledge Base at:

  http://support.ipswitch.com/kb

  To display the topics, enter **ODBC** in the **Search for** box, select *IMail Server* from the product list, then click **Search**.
- You can download the source code for the ODBCUser.dll from:

  ftp://ftp.ipswitch.com/Ipswitch/Product_Support/IMail odbcuser7.zip

Step 5: What E-Mail Services Do You Want to Provide?

Besides the basic SMTP service, identify the other services you would like your e-mail server to provide. For example:

- Service Monitoring (IMail Monitor Service) lets the mail administrator monitor the status of all IMail Services (SMTP, POP3, IMAP, Web Messaging).
- Web Messaging lets users read mail from the server and send mail using a web browser.
- POP3 service lets users retrieve mail and send mail using clients like Qualcomm's Eudora Pro and Microsoft's Outlook. With POP3, user mail is usually stored on the user's PC.
- IMAP4 service lets users read mail from the server and send mail using clients like Qualcomm's Eudora Pro and Microsoft's Outlook. With IMAP4, mail is usually stored on the mail server.

Note

You will have the opportunity to specify these services and more during installation.

Step 6: Determine Security Levels and Access Control

Identify the levels of security and access control needed to ensure the integrity of your mail server. IMail Server provides several ways to secure your e-mail server; for example:

- SMTP Mail Relay options

  The mail relay options allow you to set appropriate security that determines who can use your mail server and who cannot. IMail Server provides five options for mail relay:

Note

During installation, you can select from three options: **No mail relay**, **Relay mail for anyone**, and when upgrading: **Do not change my existing local mail relay settings**. After installation, you can change the relay setting in the SMTP Security tab in IMail Administrator.

  - Relay Mail For Anyone

    This option is the least secure; it allows your server to be used by anyone to send mail to anyone (not recommended).

  - Relay For Local Hosts Only

    This option checks to make sure the "From" address contains a valid IMail Server host name. This option is more secure than the previous one, but it is possible to forge the "From" address and circumvent this security.

  - Relay For Local Users Only

    This option checks to make sure the "From" header contains a valid IMail Server host name and that the user is a user on that host. As with the previous option, it is possible to circumvent this security option by forging the "From" header.

  - No Mail Relay

    The server will refuse to accept mail destined for other hosts (any host not on the IMail Server machine).

- Relay Mail For Addresses

  If mail is received from the specified addresses, this option allows the server to accept mail destined for other hosts.

For more information on Mail Relay options and other security features, see Chapter 8 in the *IMail Server User's Guide*.

- SMTP Authentication

  SMTP Authentication lets you verify each user who attempts to send mail through your mail server. SMTP Authentication is always enabled on the IMail Server. Users need to set their mail clients to do an SMTP login; for example, in Microsoft's Outlook, select the option **My outgoing mail server requires authentication**.

  SMTP Authentication is used in the following cases:

  - If you use the **No Mail Relay** option for SMTP relay.
  - If you use the **Relay for Addresses** option. SMTP Authentication enables users who send from IP addresses that you do not list; for example, users who are travelling and do not have a static IP address.

- Secure Sockets Layer (SSL)

  SSL provides user authentication and encryption for your Web Messaging and Web Calendaring communications.

  For more information about SSL, see the help file for the IMail SSL Configuration Utility (available from **Start->Programs->IMail** menu). The Introduction topic provides background information on SSL and how it works.

Step 7: One Mail Host or Multiple Hosts?

You can have multiple hosts on one IMail Server system, with each host handling the mail for a single domain. This feature lets you provide separate mail services for separate organizations.

Hosts can be added to the IMail Server after you have completed the installation of the primary host.

For information about setting up additional hosts and information about other advanced configuration options, see Chapter 3 in the *IMail Server User's Guide*.

Installing IMail Server

To install IMail Server, complete the following steps:

Step 1: Start the Installation Procedure

1 Log on to Windows NT or Windows 2000 as System Administrator, or to an account with System Administrator privileges.

2 Back up your Windows registry. (Run *regedit.exe* and select **Export Registry File** from the **Registry** menu.)

3 If you purchased an IMail Server CD-ROM, insert it in the CD-ROM drive. If the installation program does not automatically start, select **Run** from the **File** menu, and then enter the CD-ROM drive path followed by *install\setup.exe*, (for example: *d:\install\setup.exe*).

   If you downloaded IMail from the Internet, run the downloaded *imailec.exe* application.

The installation program starts.

Note

As you proceed through the installation questions, note that you can get help on any installation screen by pressing F1.

Step 2: Set the Official Host Name for Your Server

The first installation screen (**Official Host Name**) asks you to confirm (or enter) the official host name of your primary system. This will be the "primary host" for your IMail Server installation.

If you don't know the Official Host Name, see "Step 3: Create DNS Entries for Your Mail Server" on page 5.

If needed, you can add other "virtual hosts" after completing installation of the primary host.

Step 3: Select the User Database

The next screen **(Database Options)** asks you to select the user database option you prefer. See "Step 4: Choose the Type of User Database" on page 7.

If you selected **External Database**, you must specify the ODBC **System DSN** for the database, along with the user ID and password to log on to the database server. IMAILSECDB is the default name that the IMail ODBC link uses. For example, for the **System DSN**, you would enter: `imailsecdb;UID=imailuser;PWD=password`

Step 4: Select the Location for Installed Files and Folders

In the next screen (**Choose Destination Location**), enter the directory where IMail Server will be installed. Please note: this directory must *not* be moved or renamed after installation, and the path and directory must *not* contain spaces.

In the **Select Program Folder** screen, confirm or enter the Program Group in which IMail Server will appear (on the **Start** menu).

Step 5: Set Security Options

The next two screens ask whether you want to install SSL keys, and what SMTP security you want to set. After you complete the installation, you can change either of these settings by using the IMail Administrator. In the *IMail Server User's Guide*, see Chapter 6: Web Messaging and Chapter 8: SMTP Security.

SSL applies only to Web Messaging. In the **SSL Keys** dialog box, select one of the following options:

- If you already have a third-party SSL certificate, click **No**. After installing IMail, run the IMail SSL utility by selecting **Programs** -> **IMail Server** -> **IMail SSL Configuration Utility** from the **Start** menu, and then follow the instructions in Help.
- If you do NOT already have a third-party SSL certificate, but want to run the IMail web server using a "self-signed" SSL certificate, click **Yes**.
- If you would like to read more about SSL before making a decision, click **No**. (You can always install default keys later.)

In the **SMTP Security** screen, you can select the mail relay option you want to use. See "Step 6: Determine Security Levels and Access Control" on page 9. This setting is important as it determines who can and cannot use your e-mail server (meaning your users vs. spammers).

Step 6: Select the IMail Services You Want to Offer

The install program displays a list of IMail SERVICES (**Service Start Options**) already running on your system. (If you have never installed IMail Server before, these services are **IMail SMTP Server**, **IMail System Logger Service** and **IMail POP3 Server**). Select any others you want to start by default.



Note

You can also specify default services at any time after the installation.). However, to send and receive e-mail, as a minimum, the **IMail SMTP Server** box must be checked.

Step 7: Add a Test User

If you selected the IMail Database option, the **Add User** screen appears. We recommend you add a few “stand-in” users now so you can test the installation. (Note that you can also add users at any time after the installation.)

Step 8: Restart your system

If you are prompted to restart your system, it is because the installation could not properly set up a file. A Dynamic Link Library (DLL) is most likely to cause this problem. To ensure that IMail Server runs properly, restart as soon as possible.

Testing Your IMail Server Installation

This section provides some quick tests to ensure that you have a working IMail Server configuration.

Step 1: Confirm your DNS Settings

To check the DNS records for your IMail Server installation, you can use either of the following tools:

- If you selected to install an evaluation copy of WS_Ping ProPack, you can use the Lookup tool that is a part of this suite of diagnostic tools.
- The “nslookup” command in Windows NT or 2000 operating system.

To check your DNS settings using WS_Ping ProPack:

1 From the **Start** menu, select **Programs->WS_Ping ProPack-> WS_Ping ProPack**, and then click the **LookUp** tab.

2 View the **MX record** to verify that the domain name is pointing to the correct host name. To do this, enter the following:

- **Name or IP address**: Enter the domain name (for example, *domain.com*).
- **DNS Server**: Enter the host name or IP address of the domain name server you want to use or, select **stack** from the drop-down list to use your operating system’s network stack.
- **Query Type**: Select **MX** from the list.

Click **Start**. You will get information like the following:

```
>domain.com
  10,imailbox.domain.com
```

3 View the **A record** and verify that host name is pointing to the correct IP address. To do this, enter the following:

- **Name or IP address**: Enter the Official Host Name of the IMail Server host (for example, *imailbox.domain.com*).
- **DNS Server**: Enter the host name or IP address of the domain name server you want to use; or, select **stack** from the drop-down list to use your operating systems’s network stack.
- **Query Type**: Select **A** from the list.

Click **Start**. You will get information like the following:

```
>imailbox.domain.com
  156.21.50.10
```

4 View the **PTR Record** and verify that the IP Address points to the official host name. To do this, enter the following:

- **Name or IP address**: Enter the IP address of the IMail Server host (for example, *156.21.50.10*).
- **DNS Server**: Enter the host name or IP address of the domain name server you want to use; or, select **stack** from the drop-down list to use your operating system's network stack.
- **Query Type**: Select *PTR* from the list.

Click **Start**. You will get information like the following:

```
>10.50.21.156.in-addr.arpa.
    host = imailbox.domain.com.
```

5 Record any errors. If you host your own DNS server, correct the entries. If your DNS service is hosted by an ISP, contact them and request the changes.

To check your DNS settings using the "nslookup" tool:

1 Run the Windows "nslookup" command to view the **MX record.** View the **MX record** to verify that the domain name is pointing to the correct host name. For example, enter:

```
nslookup
>ls -t MX domain.com
```

The command returns information like the following:

```
>domain     MX 10   imailbox.domain.com
```

2 Under the Windows "nslookup" command, view the **A record** and verify that host name is pointing to the correct IP address.

```
nslookup
>ls -t A imailbox.domain.com
```

The command returns information like the following:

```
>imailbox.domain.com  A  156.21.50.10
```

3 Under the Windows "nslookup" command, view the **PTR Record** and verify that the IP Address points to the official host name.

```
nslookup
>ls -t PTR 156.21.50.10
```

The command should return information like the following:

```
>imailbox.domain.com  PTR  156.21.50.10
```

4 Record any errors and, if you host your own DNS server, correct the entries. If your DNS service is hosted by an ISP, contact them and request the changes.

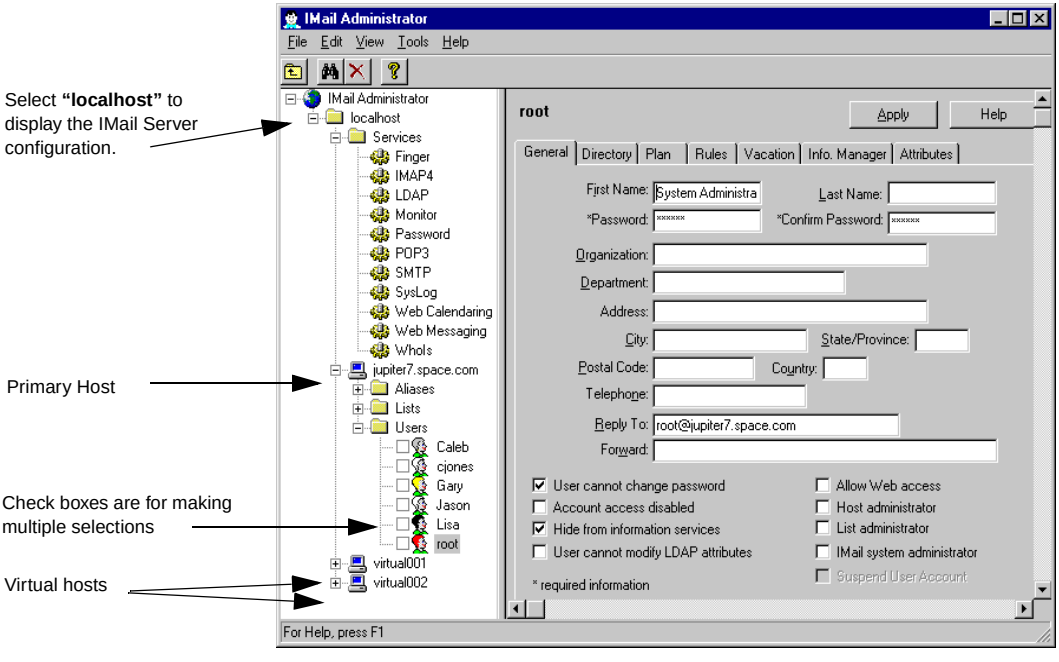
Step 2: Confirm Your IMail Server Installation

To confirm your IMail Server installation, do the following:

1 From the **Start** menu, select **Programs** > **IMail** > **IMail Administrator**.

The IMail Administrator appears. The left panel provides access to system defaults, services, and to primary and virtual host settings. For each host, there is access to users, aliases, and list-server mailing lists.

Select an item in the left panel to view its properties in the right panel.



2 In IMail Administrator, expand the **localhost** folder, and then select the **primary host**. The right panel shows the General properties for your primary host. Check the following:

- **Official Host Name**. Make sure this matches the host name, as entered in the Windows TCP settings, for the PC on which you installed IMail Server.
- **Host Aliases**. If you want users on the primary host to get messages addressed to the domain name, create an alias for the host. For example, mail to the user *elena* is addressed as *elena@emmitt.company1.com*. If you create a host alias of *company1.com*, the user (*elena*) can also receive mail addressed to *elena@company1.com*.

For more information about configuring IMail Server, see "Chapter 3: Configuration" in the *IMail Server User's Guide*.

Step 3: Confirm User Database Setup

To verify that you can send and receive mail, you should have at least one user for your primary host.

If your primary host uses the IMail user database, you may have created a user during the installation. Check whether users were created: in the left panel of IMail Administrator, expand the **localhost** folder, select the **primary host**, and then expand the **Users** folder. If you see only the "root" user, perform these steps to add a test user:

1 Select the primary host and click the **General** tab.

2 In the right panel, click **Add User**, and then follow the instructions. A user ID must be 3 to 30 characters with no hyphens or spaces. For now, leave **Show Advanced Settings** turned off.

3 Click **Next** and then **Finish** to add the user. The user ID is added to the list of registered users for the primary host. The user properties appear in the right panel.

If your primary host uses the Windows NT or Windows 2000 user database, you should have two default accounts: Administrator and Guest. If you need to add a user for test purposes, add the account in the appropriate Windows administrative tool.

If your primary host is based on an external database and the external database is not populated, perform these steps:

1 In IMail Administrator, in the left panel, expand the primary host and the **Users** folder.

2 Select the user named **root**.

3 On the **General** tab, turn off **Account Access Disabled**.

4 Next, as described in the following section, add a few users .

Any users you have added can now receive mail through IMail Server at the host name specified in your Windows TCP/IP parameters. For example, if you added the user *elena*, and the host name is *emmitt.company1. com*, the user can now receive mail addressed to *elena@emmitt.company1.com*. (See the previous step for information about host aliases.)

Step 4: Sending and Receiving Mail in a Test Account

To send and receive mail in a test account, complete the following steps:

1 Check to make sure the mail servers are running. To do this, from the left panel, expand the **localhost** folder and select the **Services** folder to see if the SMTP, POP3, and IMAP4 servers are running. The status of SMTP should be "running;" this is automatically started.

Note

If the POP3 and IMAP4 are not "running," you must start them.

2 Start up your e-mail client.

If you are using IMail Client (**Start > Programs > IMail > IMail Client**), the users you added will appear in a drop-down list. Log on using one of the user accounts you created, and send mail to another user. Then check that the mail appears in the second user's *Main* mailbox.

3 Next, you need to send a test message to test mail service to remote systems. To do this, if you are connected to the Internet, send mail to *imailtest@ipswitch.com*. We will reply to your mail. You can also test by sending mail to a user on another host and ask them to reply.

4 When you are satisfied that the mail server works properly, you can add more hosts and users.

Enabling Wizards

The IMail Administrator provides several wizards that help you enter information. For example, the New User wizard steps you through the creation of an account for a new user. If you enable wizards, a wizard will start when you do the following:

- Add host
- Add user
- Add alias
- Add list

To enable wizards, from the Tools menu, select **Use Wizards**. To disable wizards, select it again.

Technical Support

For more information about Ipswitch Technical Support, visit our Support Center at:

http://www.ipswitch.com/support/

Glossary

A record

"A" records map a host name to an IP address.

alias

An alias is another name assigned to a host name that can be used in place of the host name (plus domain name). Aliases are often used to shorten long host names for convenience.

client

A client is a program running on a networked computer that requests services from a **server** program, which is usually running on another networked computer. The client communicates with the server using a protocol. For example, a mail client communicates with a mail server using the POP3 or IMAP4 protocol.

domain

A term that refers to the subdivisions of the Internet network. Domain can mean the major subdivision of which your network is a part (for example, .com, .edu, .gov, .net, .us, .uk) or it can refer to your part of the network (for example, ipswitch.com). See also **Domain Name System**.

Domain Name System (DNS)

A distributed database system that translates host names (for example, tortoise.ipswitch.com) to IP addresses (for example, 156.21.50.10). All hosts on the Internet are named using the conventions specified by the Domain Name System. Host Names are used because they are easier to remember than numerical addresses (IP addresses). An example host and domain name is tortoise.ipswitch.com, where tortoise is the host name, and ipswitch.com is the domain name. The domain represents the network where the host is located.

domain name server

A host that keeps a table of host names and IP addresses and provides the lookup service for client programs. A domain name server is used by client programs to look up the IP address of a host. A domain name server provides host name to IP address mapping for the local network and provides access to the Domain Name System to look up hosts in other domains.

A *primary* name server contains all the information for the domain in its database files. If you add a second name server for backup or to off-load the primary server, you can set it up as a *secondary* server. A secondary name server obtains its domain information by copying the database files from the name server that is primary for that domain. The advantage of using secondary servers is that you can maintain the domain information on one name server (the primary).

Finger

The Finger protocol is a common Internet language that allows remote users to see information about users registered on a system. This includes the last time a user read their mail and a “plan” file provide by the user that contains any additional information the user wishes to provide in response to Finger requests.

gate host

A **Gate Host** is the name of another host to send mail to for further delivery when the mail cannot be delivered directly to the destination host.

IMAP4

Internet Message Access Protocol version 4 (IMAP4) is a method of accessing electronic mail messages that are kept on a (possibly shared) mail server. It permits a client e-mail application to access remote message stores as if they were local.

in-addr.arpa domain

A special domain on the Internet that maps IP addresses to domain names. This domain is used to do reverse lookups, where the IP address is known and the application is querying for the host name.

IP

Internet Protocol; the protocol that determines how packets (bundles of data) traverse the Internet network to find their destination. See also **TCP**.

IP address

All hosts on the Internet are identified by a unique numeric code, called the IP address. 156.21.50.1 is an IP address. The Domain Name System is used to map the IP address to a name.

LDAP

Lightweight Directory Access Protocol (LDAP) is a method of accessing directory information stored on a server. It permits an LDAP-enabled client to search for and view user information stored in an LDAP directory.

list server

A List server provides an automated way to manage mail discussion groups. All messages for a mail discussion group received by a List server are sent to all the members of that mail discussion group.

The List server manages the adding and removing of users from the subscriber list as well as the distribution of messages to all subscribed users. Users subscribe to a list by mailing a subscription request to the List server, which automatically adds them to the list.

Mailing lists

See **list server**.

MX record

The MX record identifies the host name of the computer running the mail server (in this case, the IMail Server computer).

name server

See **domain name server**.

namespace

Synonymous with domain.

ODBC

Open DataBase Connectivity is a standard database access method that makes it possible to access data from any application, regardless of which database management system (DBMS) is handling the data. ODBC inserts a layer, called a database driver, between an application and the DBMS. This layer translates the application's data queries into commands that the DBMS understands.

POP3

Post Office Protocol version 3 (POP3) is the most common protocol for communicating with a mail server (otherwise known as a post office) to retrieve messages for a user. Since POP3 servers are always available to receive incoming mail, individual users do not have to have their PCs turned on at all times. POP3 servers hold mail for users until they connect to download their messages. IMail Server is a POP3 mail server.

protocol

A set of rules that define how computers will exchange information.

PTR record

The PTR record maps an IP address to the host name and is used for reverse lookups.

reverse lookups

When the client program requests the host name of a given IP address, the DNS server does a reverse lookup. This is the reverse of the normal DNS lookup procedure, where the IP address for a given host name is sought. Reverse lookups use a special domain, the **in-addr.arpa** domain, which maps IP addresses to domain names.

server

A server is a program running on a networked computer that processes requests for services from a **client** program, which is usually running on another networked computer. The client and server communicate using a protocol. For example, an FTP client communicates with an FTP server using the FTP protocol.

service

“Service” is a formal Windows NT term for an executable object that is installed in a registry database maintained by Windows NT’s Service Control Manager. A service is a program that can be automatically started when the system is booted and will continue to run until the system is shut down. The service will continue to run even when no one is logged on the system.

SSL

Secure Sockets Layer (SSL) is used for communications between a browser and the server. SSL encrypts your mail communications so they can be read only by the intended recipients. SSL is a protocol that uses “certificates” to authenticate the client and server and uses a public/private key “pair” to encrypt and decrypt communications. All of the major browsers are SSL enabled.

SMTP

Simple Mail Transfer Protocol (SMTP) is designed to efficiently and reliably transfer mail across TCP/IP networks, including the Internet. SMTP defines the interaction between mail systems to facilitate the transfer of electronic mail even when the mail systems are on different types of computers or running different operating systems. SMTP is required to send or receive mail over the Internet. IMail Server is an SMTP server.

Spamming

When a bulk mailer sends unsolicited mail to thousands of other people, it is known as “spamming.” Spam mailers may try to use your system to relay their messages to other Internet mail users, tying up your valuable system resources. IMail Server provides anti-spamming features.

TCP

Transmission Control Protocol; the protocol that controls how data is assembled and disassembled in packets. See also **IP**.

Web Messaging

A browser-based application that provides e-mail client functionality for users and remote access to mail server administration functions for administrators.

Whois

The Whois protocol is a common Internet language that allows remote users to search for mail addresses of users.

Index

A

A record 21
    viewing 14
adding users 18
alias 17
authentication,SMTP 10

C

clients
    e-mail 2

D

database
    confirming setup 17
    external 7
    IMail 7
    selecting 11
    Windows 7
database, users 7
DNS entries 5
    A records 6
    background information 6
    confirming 14
    MX records 6
    PTR records 6
DNS server 2
domain name 5

E

e-mail clients 2
external user database 7

G

Gate Host 22

H

host
    official name 11
    primary 5
host alias 17
hosts
    multiple 10

I

IMail Administrator 16
    using wizards 19
Imail user database 7
installation 11
    planning 4
    selecting location 12
    testing 14
IP address 5

K

Knowledge Base 1

L

lookup 14

M

mail client 3
mail gateways 22
    sending mail 22
mail server
    DNS entries 5
    installing 11
    number of users 5
    security 9
    services 8
    setting security 12
    testing 14
mail services
    selecting 13
mail system
    components 2
MX record 21
    viewing 14

N

new features 2
new in version 7 2
nslookup 14
NTFS 2, 4

O

ODBC database 7
Official Host Name 11

P

PTR record
    viewing 15

R

relay options 9
requirements 4

S

security 9, 10
    setting 12
    SSL 12
services
    selecting 13
services, mail 8
SMTP Authentication 10
spamming
    see security 12
SSL 12
system requirements 4

T

technical support 19
testing
    send and receive mail 18

U

user database
    confirming setup 17

W

Windows user database 7
wizards, in IMail
    Administrator 19
WS_Ping ProPack 14