IMail Server

Addendum to User's Guide

Software Version 7.1

Ipswitch, Inc.

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IMail Server 7.1 Addendum to User's Guide

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Addendum to IMail Server User's Guide

This addendum describes the new features and enhancements in version 7.1 of IMail Server and is intended to supplement the IMail Server 7.0 User's Guide. The sections of the 7.0 User's Guide which are no longer accurate with respect to version 7.1 are specifically described in this addendum. In all other respects, the IMail Server 7.0 User's Guide remains accurate. You should keep this addendum with your IMail Server User's Guide.

More detailed information about version 7.1 changes can be found in the updated *IMail7.pdf* file, located in the IMail top directory and in HTML format, on the Ipswitch website at: *www.ipswitch.com/support/IMail/index.asp.*

In this Addendum

- **New in version 7.1.** Gives a general overview of new features.
- **New Host Settings.** Describes the new options which appear on a host's General tab.
- **Advanced Options** Describes new advanced SMTP, IMAP4 and POP3 options.
- **Delivery Rules** Describes how to create inbound and outbound delivery rules in both IMail Administrator and Web Messaging.
- **Web Messaging Changes.** Briefly describes changes to the Web Messaging Server and templates.

Other Resources

- **IMail Server Release Notes**. The *ntimsvc.txt* file, found in the IMail Top Directory, describes all enhancements and bug fixes.
- **IMail Server Help.** The IMail Server Help has been updated to reflect the changes in version 7.1.
- **IMail Web Messaging Help.** The IMail Web Messaging Help provides detailed explanations of all new functionality.
- **IMail Support Center.** Visit the IMail Server Support Center for knowledgebase articles and other helpful resources at *http://www.ipswitch.com/support/IMail/index.asp*.

New in Version 7.1

This version of IMail Server contains the following new features and functionality:

- New “Advanced” tabs for IMAP4, POP3 and SMTP, contain settings that were previously only accessible through the registry, such as hello messages.
- New sub-mailbox settings allow administrators to decide what to do with mail that is addressed to a sub-mailbox. Administrators can choose to create the sub-mailbox, bounce the message or send it to the user’s Inbox. This setting is configurable per domain.
- Administrators can limit the size of outgoing messages.
- Users and administrators can be notified through e-mail when their mailboxes are near capacity.
- Improved inbound delivery rules, and the ability to create outbound delivery rules for a host. All rules support multiple conditions.
- An x-imail-rule line is placed in the header of all locally delivered messages that are captured by a rule. This line identifies which rule caught the message.
- Web Messaging and Web Calendaring now support 128 bit SSL.
- Enhanced Web Messaging templates that support inbound and outbound rules, multiple conditions, sub-mailbox creation settings, and advanced SMTP options.
- Fifteen new dictionary files for use with the Web Messaging Spell Checker.
- If you have IMail Anti-Virus Server installed, you can enable/disable virus scanning, per domain, in IMail Administrator and in IMail Web Messaging.

New Host Settings

The following new settings are located on the **General** tab of each mail host. The settings on this tab apply to the entire domain.

Max Outbound Msg Size. The maximum size of an outbound message. Any message larger than this size will be bounced.

Full Mailbox Notify%. If there is anything entered in this box, the user will be notified when their mailbox is within a certain percentage of being full. For example, if 80 is entered, the user will receive an e-mail when their mailbox is 80% full. The user will get a maximum of one message a day, for three days.

The e-mail message that is sent to the user is configurable. The text for this message can be customized by creating a *Notify.txt* file which should be placed in the top directory of the domain. If there is no *Notify.txt* file, the notification will contain the standard text as follows:

"User<!--imail.user--> Host <!--imail.host--> Your mailbox is nearly full, please remove some messages. If you have any questions, see your system administrator."

The two tags above will be replaced with the User ID and the domain.

Full Mailbox Notify Address. Enter an additional address where an e-mail will be sent when a user's mailbox is almost full. For example, this could be the system administrator's address.

Sub-Mailbox Creation. This setting allows administrators to specify what to do when a message arrives for a user and is addressed to a sub-mailbox which does not exist. Select one of the following actions:

- **Create.** Creates the sub-mailbox and delivers the message.
- **Send to Inbox.** Does not create the sub-mailbox. Instead the message is delivered to "main".
- **Bounce.** Bounces the mail as an invalid user.

Virus Scanning. If you have IMail Anti-Virus installed, you will see a virus scanning option, which allows you to enable/disable virus scanning for the current domain only. If you do not have IMail Anti-Virus installed, you will not see this option.

New Advanced Service Options

Several advanced service options that were previously available only through the registry, have been added to the IMail Administrator interface on the SMTP, POP3 and IMAP4 Advanced tabs. Below is a description of each option available on these tabs.

SMTP

The following options appear on the **SMTP Advanced** tab. To get there, expand the **Services** folder and select the SMTP service. In the right panel, click on the **Advanced** tab. The default settings on the Advanced tab should be appropriate for most installations. If you alter these settings, be aware that they can change the operation of the server. Misconfiguring these options can cause e-mail delivery to fail.

- **Maximum recipients per message.** The maximum number of addresses that a message can be sent to. The default setting for this option is 0, which means unlimited.
- **Delay between recipients.** Sets a delay (in milliseconds) between the time that IMail Server receives a message, and when it will accept delivery of the next message.
- **Port.** The port that the SMTP service listens on. The default setting for this option is 25.

  Note

  Misconfiguring this option can cause e-mail delivery to fail.

- **Maximum Processes.** The number of simultaneous SMTP processes that IMail Server spawns. By default this option is set to 30. If you see heavy mail traffic or run several large list-server mailing lists, you may want to increase this number.
- **Mailbox delimiter.** Enter the character or characters that will be used to delimit the mailbox name in a user ID. If nothing is entered here, the default delimiter of - (dash) will be used.

  Note

  Before changing the mailbox delimiter, check for existing usernames and aliases that contain the new delimiter character. Otherwise, these aliases or usernames will contain delimiters, causing their incoming mail to be undeliverable or delivered to another user whose username matches the portion of the address preceding the new delimiter.

- **Host delimiters.** Enter the character or characters to use as a host delimiter. Each character is seen by IMail Server as equivalent to the @ in e-mail addresses. By default, the characters used are: @ % * : $ and &. Any of these characters can be used between the user ID and the virtual host name in the POP3 or IMAP4 login user ID.

  Note

  The @ character is required by IMail Web Messaging.

- **Delivery Application.** If you want to replace the delivery application with an external program, enter the full pathname of the file in this textbox.
- **Hello Message.** Use this box to change the text of the SMTP service hello message. Changing the message may help protect your server from spammer or hacker attacks. The text is limited to 400 characters. If over 400 characters are entered, the default message is used.

IMAP4 and POP3

When logging on to IMAP4 or POP3, the service returns a Hello message that identifies the mail server version, vendor. You can use the IMAP and POP3 Advanced tabs to change the service Hello messages, if you want to hide this information. The text for the **Hello Message** text box, is limited to 400 characters. If over 400 characters are entered, the default message is used. When APOP is enabled, if the message plus the timestamp exceed 400 characters, the message will be truncated.

- **To Change the Hello Message for IMAP 4:**

  Expand the **Services** folder and select the IMAP4 service. In the right panel, select the **Advanced** tab. On the IMAP4 Advanced tab, enter the text you want to be displayed in the IMAP4 service Hello message.

- **To Change the Hello Message for POP3:**

  Expand the Services folder and select the POP3 service. In the right panel, select the Advanced tab. On the POP3 Advanced tab, enter the text you want to be displayed in the POP3 hello message.

Delivery Rules

IMail Server supports inbound and outbound delivery rules as well as multiple conditions. An **Outbound Rules** tab has been added to allow host administrators to create outbound rules. Tabs which were called **Rules** in previous versions are now called **Inbound Rules**. Changes have also been made to the these tabs to support multiple conditions.

Delivery rules can be applied at three levels:

- Mail host (Inbound and Outbound rules)
- List-server mailing list (Inbound rules)
- Individual users (Inbound rules)

Creating an Inbound Delivery Rule

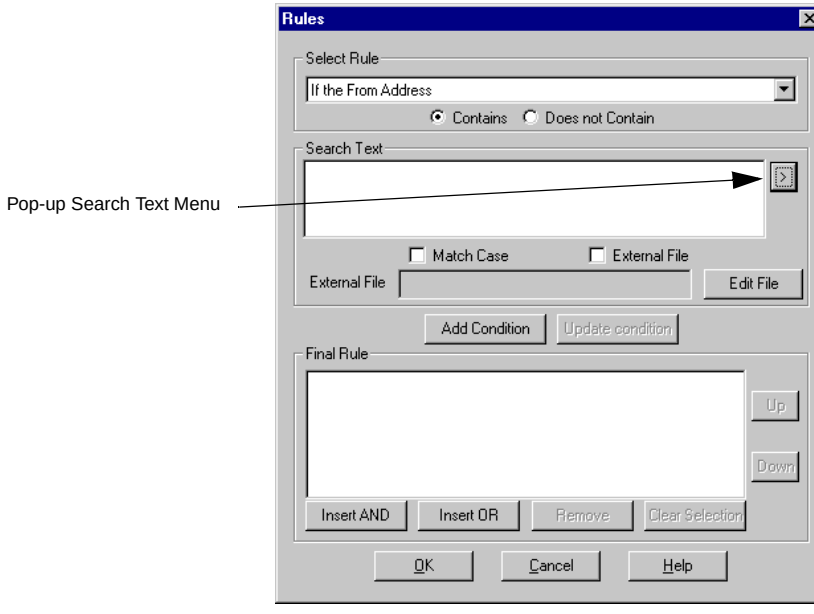
Inbound delivery rules, are used to sort incoming mail messages for mail hosts, users, and mailing lists. The following procedure describes the creation of an inbound delivery rule for a host. Note that this procedure is the same for mail hosts, users and lists.

1 In the left panel, do one of the following:

   - To create a delivery rule for a mail host, select the host.
   - To create a delivery rule for a user, expand a host and the "**Users**" folder, and then select a user.
   - To create a delivery rule for a list-server mailing list, expand a host and the "**Lists"** folder, and then select a list.

2 In the right panel, select the **Inbound Rules** tab, and click **Add.**

The **Rules** dialog box is displayed as shown below.



3 From the **Select Rule** list box, select the type of rule that you want to create (From, To, Subject, Sender, Body Text, Header Text).

4 Select **contains** to have the delivery rule look for messages that contain the search text. Select **does not contain** to look for messages that do not contain the search text

5 To enter search text, you can either enter it into the **Search Text** box as described below, or specify an external file that contains the search text you want to use.

Enter the search text by doing one or more of the following:

- Enter the literal text that you want to search for. For example, if you want to find the word jazz, type: *jazz.*
- Type search expressions and quantifiers.
- Use the popup menu to insert a generic form of a search expression and then edit the inserted expression.

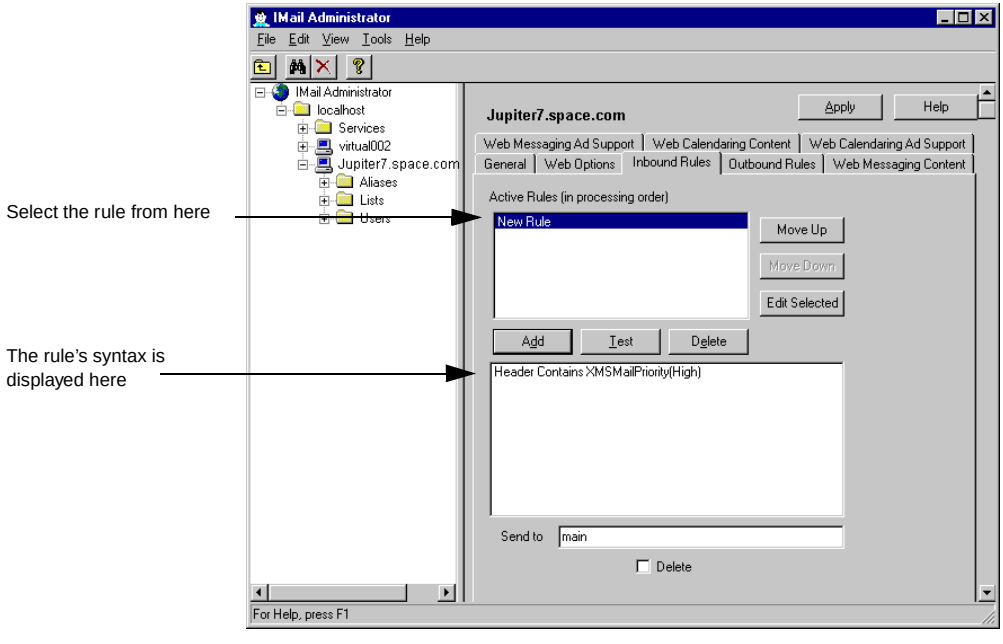
- Paste a portion of a mail message that meets your search criteria. For example, you could copy and paste text such as "XMSMailPriority(High)" from the header of a message; this example would search for High priority messages.
- Select **External File**, if you have placed the search text in an external file. The list box displays the existing external files.

6 Select **Match Case** to search for text that matches the case of the search text. To ignore case, clear **Match Case**.

7 Click **Add Condition**. The condition that you just created is added to the rule and is displayed in the Final Rule text box.

8 If this is the only condition you want the rule to have, click **OK** and you will return to the Inbound Rules tab (shown below). If you want to add multiple conditions to the rule, read “Adding Multiple Conditions to Rules” on page 12.

The **Inbound Rules** tab now looks like this:



A placeholder is placed in the **Active Rules** list just under the selected slot (if any). The rule is temporarily named *New Rule*.

You cannot name delivery rules, because they are identified in the **Active Rules** list only by their sequence in the list. To identify a delivery rule, highlight one of the rules (e.g., *rule1, rule2*) and read its contents in the lower text box.

9 From the Active Rules text box on the **Inbound Rules** tab, select the rule you just created and in the **send to** box, enter either an address or a mailbox to which messages meeting the rule criteria will be sent. See below:

- **Enter an Address.** Enter the mail address to which messages meeting the rule criteria will be sent.
- **Enter a Mailbox.** Enter the name of the user's mailbox to which messages meeting the rule criteria will be sent. If you enter a mailbox that does not exist, one will be created for this user on the IMail Server system. A POP3 user will see this mailbox only if he logs on to this mailbox using the format userid-newbox.
- **Select Delete.** Select the **Delete** option to discard the message.

Note

If the text in the **Send to** box contains an @, the text will be treated as an address, otherwise, the text will be treated as a mailbox. By default, if nothing is entered in the **Send to** box, messages meeting the rule criteria will be sent to the user's *Main* mailbox.

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10 When you are done, click **Apply** to save your changes.

When the screen is refreshed, the delivery rule, previously identified as *New Rule*, will appear in the format *Rule#* to identify its sequence in the **Active Rules** list. Any existing delivery rules are renamed to reflect the new sequence.

Creating an Outbound Delivery Rule for a Host

Outbound delivery rules, are used to sort outgoing mail messages that are initiated by local users, and can only be created at the host (domain) level. IMail Server stores outbound delivery rules in the *orules.ima* file, located in the mail host's directory. If you have more than one host on your IMail Server system, you may have multiple *orules.ima* files. The following procedure describes the creation of an outbound delivery rule.

1 In the left panel, select the host. In the right panel, select the **Outbound Rules** tab, and click the **Add** button. The **Rules** dialog box is displayed.

2 From the **Select Rule** list box, select the rule that you want to create (From, To, Subject, Sender, Body Text, Header Text).

3 Select **contains** to have the delivery rule look for messages that contain the search text. Select **does not contain** to look for messages that do not contain the search text.

4 To enter search text, you can either enter it into the **Search Text** box as described below, or specify an external file that contains the search text you want to use.

   Enter the search text by doing one or more of the following:

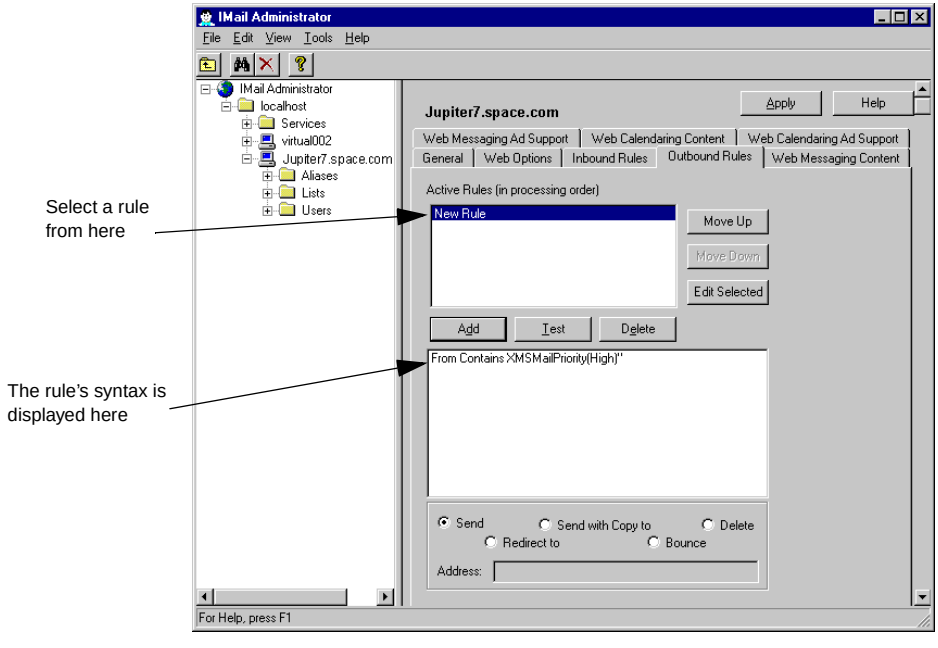
   - Enter the literal text that you want to search for. For example, if you want to find the word jazz, type: *jazz*.
   - Type search expressions and quantifiers.
   - Use the popup menu to insert a generic form of a search expression and then edit the inserted expression.
   - Paste a portion of a mail message that meets your search criteria.
   - For example, you could copy and paste text such as "XMSMailPriority(High)" from the header of a message; this example would search for High priority messages.
   - Select **External File**, if you have placed the search text in an external file. The list box displays the existing external files.

5 Select **Match Case** to search for text that matches the case of the search text. To ignore case, clear **Match Case**.

6 Click **Add Condition**. The condition that you just created is added to the rule and is displayed in the Final Rule textbox.

7 If this is the only condition you want the rule to have, click **OK** and you will return to the Inbound Rules tab (shown below). If you want to add multiple conditions to the rule, read "Adding Multiple Conditions to Rules" on page 12.

The **Outbound Rules** tab now looks like this:



A placeholder is placed in the **Active Rules** list just under the selected slot (if any). The rule is temporarily named *New Rule*. You cannot name delivery rules, because they are identified in the **Active Rules** list only by their sequence in the list. To identify a delivery rule, highlight one of the rules (e.g., *rule1, rule2*) and read its contents in the search text box.

8 From the Active Rules text box on the Outbound Rules tab, select the rule you just created. In the lower section of the Outbound Rules tab, select the action you want to occur when a message is caught by the rule. You can choose from the following actions:

- **Send.** Processes the message as normal by sending it to the addressee.

- **Send with Copy to.** Processes the message as normal by sending it to the addressee, and also sends a copy to the address that you entered in the Address text box.
- **Delete.** Deletes the message.
- **Redirect to.** Does not send the message to the addressee. The message is sent to the address entered in the Address text box.
- **Bounce.** Bounces the message back to the sender, without delivering it.

Note

If you choose either **Send with Copy to** or **Redirect to**, you must also enter an address in the **Address** text box.

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9 When you are done, click **Apply** to save your changes.

Adding Multiple Conditions to Rules

Multiple conditions can be created for all rules. By using multiple conditions, you can combine multiple rules into one.

Example: If you want all e-mails from your supervisor containing the company newsletter to be sent to a specific mailbox in your account, you would set a rule with two conditions. Condition1: The message must be from your supervisor. Condition 2: The message must contain the words “company newsletter” in the subject or body of the e-mail.

To add a rule with multiple conditions:

1 Follow the steps to creating a rule as described earlier. Then, while on the Rules dialog box, create the first condition for the rule and click **Add Condition**.

2 Click either the **Insert AND** or the **Insert OR** button. Click the **Insert AND** button to state that all the rule conditions must be met in order for the message to be trapped. Click the **Insert OR** button to state that at least one of the conditions must be met in order for the message to be trapped.

3 Create the second condition as you did the first, and click **OK**.

4 Continue adding conditions until you are satisfied with the rule, and then click **OK**.

5 When you return to the Inbound or Outbound Rules tab, do one of the following:

- If you created an inbound rule and are on the Inbound Rules tab, enter a mailbox or address that you want the rule to be sent to if it is trapped. For more information, see “Creating an Inbound Delivery Rule” on page 6.
- If you created an outbound rule and are on the Outbound Rules tab, select one of the rule actions listed on this tab. For more information, see “Creating an Outbound Delivery Rule for a Host” on page 9.

6 When you are finished creating the rule, click **Apply** to save your changes.

Testing a Delivery Rule

To test a delivery rule:

1 On the **Inbound** or **Outbound Rules** tab, select a rule in the **Active Rules** text box, and click **Test**. Observe that the “Rule Tester” dialog box appears.

2 In the **Test Text** box, enter a message that meets your intended search criteria.

3 Click the **Test** button.

If the delivery rule does what you set it to do, **TRUE** is displayed in the **Test Result** box.

If the delivery rule does not test true, **FALSE** is displayed in the **Test Result** box. Edit the rule and test again.

4 Click **OK** to save the rule.

Note

You cannot edit the rule from the Rule Tester dialog box. To edit the rule, you must return to the **Inbound** or **Outbound Rules** tab, select the rule and click **Edit**.

Rule Syntax

When you create a delivery rule, the rule is entered into a file named either *rules.ima* for inbound rules, or *orules.ima* for outbound rules. The rule is entered into these files in the following format:

Single condition rule:

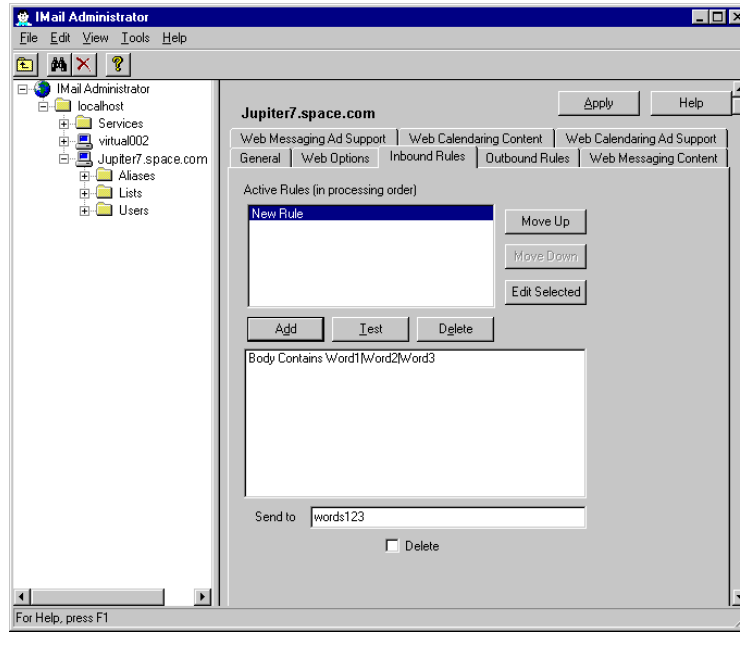
message_area condition search_text quantifier: mailbox_name

Multiple condition rule:

message_area condition search_text quantifier !AND!/!OR!
message_area condition search_text quantifier: mailbox_name

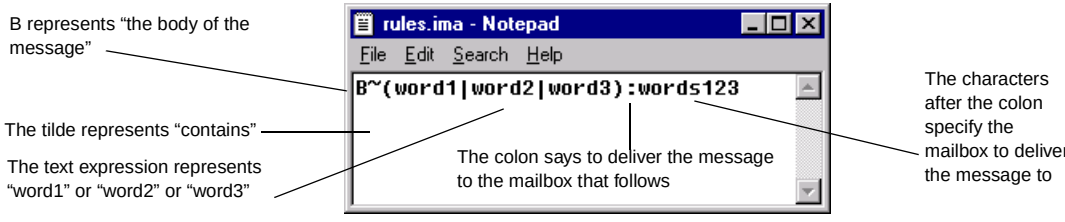
Note that *search_text* can be any combination of literal text and text patterns.

For example, a rule with a single condition that looks like this in the **Inbound Rules** dialog box:

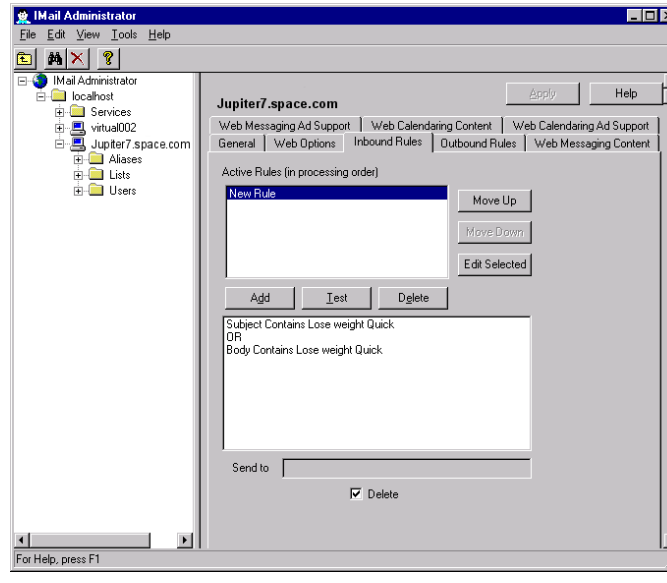


... will search the message body for the words *word1* or *word2* or *word3*; if at least one of the words is found, the message will be delivered to the *words123* mailbox.

The above rule looks like this in the *rules.ima* file:

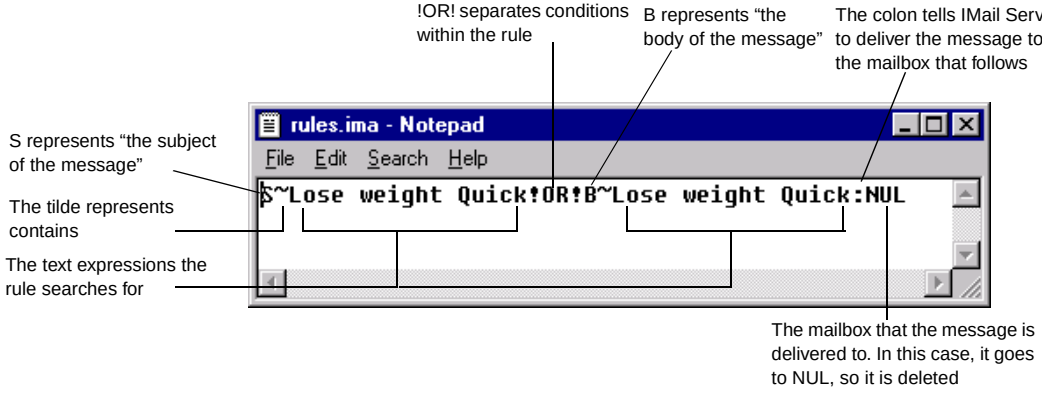


Example 2: A rule with multiple conditions that looks like this in the Inbound Rules dialog box:



... will search both the subject of the message and the message body for the words “Lose Weight Quick.” If those three words are found in either location, the message will be deleted.

The above rule looks like this in the *rules.ima* file:



Determining Which Rule Trapped a Message

When a message is trapped by a rule, an X-IMail-Rule line is placed in the message header, to identify which rule caught the message. If multiple rules trap a message, only the last rule will be placed in the X-IMail-Rule line in the header. The X-IMail-Rule line will also contain up to 30 characters of the message data that caused the message to be trapped. Message data will not be included in the X-IMail-Rule line when a message is trapped by a negative rule (does not contain or does not equal). The maximum length of any X-IMail-Rule line in the header is 250 characters.

If a domain rule traps a message, the X-IMail-Rule line will be added to all local deliveries. If a message is trapped by a user defined rule, the X-IMail-Rule line will only be added to deliveries to that user. When a message that is destined for local delivery is trapped by an outbound rule, a line with the rule which caused the trap will be written to the Queue file. When this message is delivered, and that line exists in the Queue file, it will be written as an X-IMail-Rule line in the message header. Outbound messages that are not delivered locally, will not have an X-IMail-Rule line in the header.

Example X-IMail-Rule line:

X-Imail-Rule: S~Company Newsletter:Newsletter-Monthly Company Newsletter

The rule text is placed here, up to 199 characters.

The data that caused the message to be trapped is placed here, up to 30 characters.

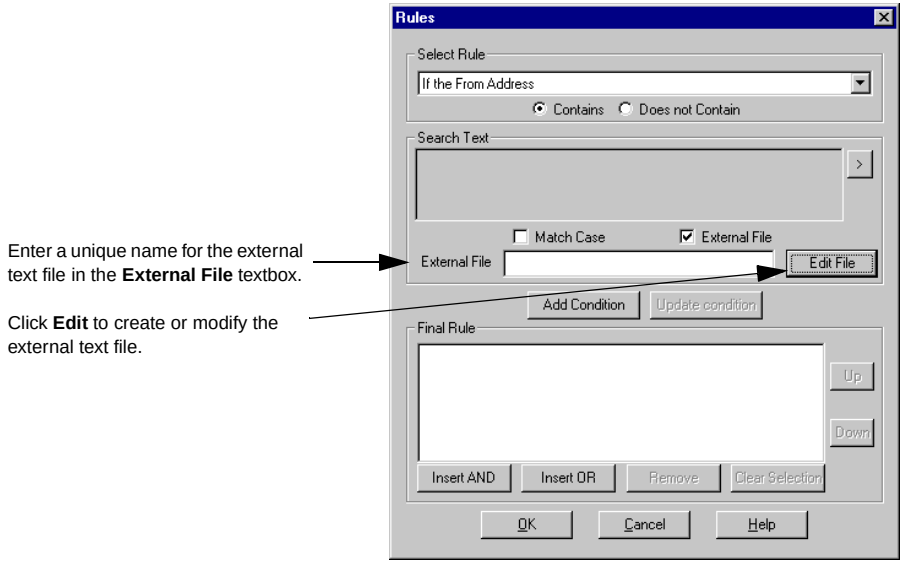
Note

Because IMail Server inserts the rule and 30 characters of the message in the header, special care should be taken if a trapped message is then forwarded to another recipient. Some e-mail clients will include the header in the forwarded message. If this occurs, and you have a rule set up to search the body of the message for the specified text, then the message will be trapped again.

Storing Search Text in External Files

To create a delivery rule that references an external text file:

Select the mail host, user, or list for which you want to create a rule. Click either the **Inbound** or **Outbound Rules** tab (depending on which type of rule you are creating), and click **Add**.



1 In the **Rules** dialog box, select the **External File** option and do one of the following:

- If the external text file already exists, select the file from the list box. For example, select `:rulefilename` where *rulefilename* is the name of the *.rul* file you want to reference.
- If the external text file does not exist, enter a new, unique name for the *.rul* file. Do not enter the file extension *.rul* as IMail Server will append it to whatever you enter.

2 Click **Edit File** to open and edit the *.rul* file in Windows Notepad (or your default text editor). If the rule file does not exist, it will be automatically created. See “Rule Syntax” on page 13 to create search text.

3 From **Select Rule**, select the area that you want to search (From, To, Subject, Sender, Body text, or Header text).

4 Select **contains** to have the delivery rule look for messages that contain the search string; select **doesn’t contain** to look for messages that do not contain the search string.

5 Select **Match Case** to search for text that matches the case of the search string; to ignore case, clear **Match Case**.

6 Click **OK**. You are returned to the **Inbound** or **Outbound Rules** tab. Select a message action as described in “Creating an Inbound Delivery Rule” on page 6 and “Creating an Outbound Delivery Rule for a Host” on page 9.

7 Click **Apply** to save the rule.

Web Messaging Changes

IMail Web Messaging now supports 128 bit SSL for more secure transmissions. The IMail Web Messaging templates have also been updated to support Inbound and Outbound Delivery Rules, as well as multiple conditions for rules. Administrators can create and edit inbound processing rules, and create multiple conditions, using the **Edit Inbound Rule** page. In addition, administrators can now create and edit outbound rules using the **Edit Outbound Rule** page.

Users can create and add multiple conditions to their inbound processing rules using the **Edit Rule** page.

New SMTP Options

The advanced SMTP options, such as maximum outbound message size, full mailbox notifications and sub-mailbox creation, can be configured on the **Add Virtual Host** and **Modify Virtual Host** administration pages.

New Dictionaries

There are fifteen new dictionaries to choose from when using the Web Messaging Spell Checker. The new dictionary files include medical

and legal terms, as well as support for the following languages: Brazilian Portuguese, Danish, Dutch, Finnish, French, German, Italian, Norwegian Bokmal, Portuguese, Spanish, and Swedish.

Anti-Virus

If you have IMail Anti-Virus installed, administrators can also enable/disable virus scanning per domain from the **Add** and **Modify Virtual Host** administration pages, as well as from IMail Administrator.

For detailed information on how to perform new functions, see the Web Messaging Help in the IMail Web Messaging interface.

Note

For a complete list of template changes, see the IMail Server release notes (*ntimsvr.txt*) located in the IMail top directory. Also see the *Upgrade6to7.txt* document, located in *IMail/Web/Upgrade Help*.
