Welcome to

Getting Started

with

Netscape® Messaging Server for NetWare®

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Chapter

1

Welcome

Welcome to the Netscape® Messaging Server for NetWare®. Netscape servers on NetWare provide the best of both worlds when it comes to management and administration. This guide introduces you to the Messaging Server, shows you how to install the server (see “Installing the Messaging Server” on page 8), and how to perform the most common tasks (see Chapter 1, “Welcome,” and Chapter 3, “Configuring the server”).

If you want to explore the Messaging Server for NetWare in greater depth or learn about some of the more technical aspects of the Messaging Server, the first topic in this section (see “Finding the information you need” on page 5) points you to other sources of information.

Finding the information you need

Accessing NWAdmin online help

Netscape Messaging Server for NetWare comes with online help that is easily accessed through any Messaging Server forms in NetWare Administrator (NWAdmin). To access the online help, perform the following:

1. Within NWAdmin, double-click the Novonyx Services object found beneath the root of your Novell Directory Services™ (NDS) tree until your messaging server object is visible.
2. Under the Object pull-down menu select Details.
3. When the Messaging Server form appears, click Help.
4. Online help for NWAdmin Messaging Server will appear.

The Messaging Server online help can be accessed from any Messaging Server related form in NWAdmin. Clicking help will display the help you need for the specific action you are performing.

Accessing Administration Server online help

Online help is the primary source of information about the Administration Server. Online help describes the user interface for the Administration Server and documents how to use it to configure the servers.

The server is configured and managed using a browser, such as Netscape Communicator ™(included on the CD). After installing the Netscape Messaging Server for NetWare and launching a browser to begin configuring the server, you will find a link to the online help. To read the Help, click Help on the Administration Server page.

The online help contains two electronic (HTML) books:

1. *Managing Netscape Servers*: Describes the Netscape administration server and covers basic concepts common to all Netscape servers.
2. *Novonyx™-Netscape Messaging Server for NetWare*: Contains information about administering the Messaging Server.

Context-sensitive help can be accessed by clicking Help in the form for the specific action you are performing.

Getting help over the web

If you are not able to find answers to your questions in the online documentation, you should look at the following tools available on the Novell® website at

`http:// support.novell.com/products/Novonyx.htm` (this URL is case sensitive).

- Knowledgebase: Provides a free and convenient search feature on our technical support knowledgebase. This is a continually evolving database of technical information documents (containing solutions to previously encountered problems) created by our Novell technical support engineers.
- File Finder: Provides a list of software patches, readme files, utilities, and updated files available for free download. Each file contains a description of its use, the file size, and posting date. Many of these files are referenced in the Knowledgebase entries as potential solutions to problems.
- Forums: Hosts support-oriented Forums. Not only does Forums contain answers to many frequently asked questions, but provides customers with an opportunity to submit their own technical support inquiries regarding Netscape products. Other Forum participants, including members of the Novell technical support team, provide suggestions and solutions.
- Additional Support: Provides the tools and programs you need to get your job done, from alternative methods of obtaining support to special programs designed for developers to finding a service partner. Includes links to electronic support, other programs, support programs, Novell service partners, and telephone support.
- Site Assistant: Helps you find answers on how to use Support Connection. Provides the most frequently asked questions to help you know what to look for on the website.

Installing the Messaging Server

System requirements

Netscape Messaging Server for NetWare is a series of NetWare Loadable Module™ (NLM) designed to run on intraNetWare and NetWare 4.x network operating systems. Messaging Server is not processor or memory intensive and generally will run on most NetWare configurations without requiring additional memory.

The Messaging Server software requires

- 1MB of server disk space for the program files and an extra 30MB if you plan to install the Administration Server
- a very conservative allocation of approximately 10MB of disk space per user. Additional space is required for storing incoming messages. Disk space for message storage varies depending on the number of messages sent and received per day, along with the size of file attachments (files sent via e-mail).

Note In POP3 configurations sufficient storage space must be allocated on users' local disk drives because POP3 configurations store messages on users' computers once the message has been retrieved from the Messaging Server.

Messaging Server installation

If this is the first version of Messaging Server that you are installing, follow the instructions in this section. If you are installing over a previous version of Messaging Server, please see “Installing over a previous version” on page 10. If you participated in Novonyx Messaging Server Beta or have a beta version of Messaging Server installed on your system, please see “Important instructions for beta users” on page 11

To install Messaging Server, perform the following:

1. From a Windows® network client, login and authenticate as an Admin user or equivalent to the NetWare network server where you want to install the Messaging Server software. You must have rights to the root of the NDS tree in order to successfully install the software.

2. Map a drive to the `SYS:volume` of the network server where you intend to install the Messaging Server software.

3. Run the program `Setup.exe` found on the product's CD and follow the installation program's on-screen instructions.

During the installation process you will be prompted to enter information, including the following:

- Domain Name: Type the e-mail domain name, such as `Company.com`, which will be serviced by the Messaging Server. After installation, additional domain names can be added through NWAdmin or Administration Server.
- DNS Server: Type the IP Addresses of the DNS servers that your network uses for resolving domain names and IP addresses. You will only be prompted for DNS information if you selected the Internet installation option.
- Admin User/Password: Type the fully distinguished username (e.g.,`.admin.novell`) and password of your NetWare network's Admin user.

Note If you do not type the fully distinguished username and password, the installation will fail.

The installation process

During installation of Messaging Server, three important events take place:

1. Your NetWare server's NDS schema is extended to include the Novonyx Services, Messaging Server, and Messaging Agent objects. Extending the NDS schema tightly integrates Messaging Server with NDS, allowing the Messaging Server to take advantage of the management power and flexibility of NDS.

2. A NetWare Administrator (NWAdmin) snap-in for Messaging Server is installed on the workstation from which you are installing Messaging Server. This snap-in allows you to administer all aspects of Messaging Server from this workstation. If desired, you can also install this snap-in on other network workstations by running `NWMSGPLG.EXE` from the system directory.

3. An NDS container object called Novonyx Services is created under the Root of your NDS tree. To enable you to begin using your Messaging Server right away, during installation a Messaging Server object and all the necessary messaging agent objects are automatically created and configured beneath the

Novonyx Services object. As needed, you can reconfigure these Messaging Server and messaging agent objects through NWAdmin. Refer to the online help for more information on creating and configuring the Messaging Server and messaging agents with NWAdmin.

Administration Server installation

Although the NWAdmin snap-in installation is automatic, you must choose to install the Administration Server if desired. The Administration Server is a browser-based server that allows for easy modification of certain configuration parameters of the Messaging Server.

To install the Administration Server, perform the following:

1. On the Windows Task bar, click Start | Run, and then type

   `D:\MsgSrv\Setup.exe`

   where `D:` is the letter of your CD drive.

2. Press Enter. The Installation dialog box appears.

3. Click Finish to continue. The files are extracted, and the Welcome screen appears. Follow the instructions on the screen to complete the installation.

Installing over a previous version

If you have installed a previous version of the Messaging Server on your network server you must remove all the Messaging Server objects found beneath the Novonyx Services container object, including the Messaging Server and messaging agent objects, before installing this version of Messaging Server. These objects must be deleted within NWAdmin. If you do not delete these beta Messaging Server objects, you will not be able to successfully install your new Messaging Server.

To delete these objects, perform the following:

1. Within NWAdmin, double-click the messaging server object until all of its associated messaging agents appear.

2. Individually highlight and then delete each messaging agent object.
3. After all the messaging agent objects are deleted, highlight and delete the messaging server object.
4. You will also need to delete all the index files (*.IDX) in all of the mailboxes in order for the new version to work correctly. You will not lose any data/messages by doing this. Because of Single Copy Message Store capabilities introduced in this version of Messaging Server, indexes from prior versions are incompatible. By default the users mailboxes are stored in the `SYS:Novonyx\Mail\Users\` directory.

You are now ready to proceed with the installation of the release version of Messaging Server.

Important instructions for beta users

If you have installed a beta version of the Messaging Server on your network server, before installing the release version of Messaging Server, you must remove all the Messaging Server objects found beneath the Novonyx Services container object, including the Messaging Server and messaging agent objects. These objects are deleted within NWAdmin. If you do not delete these beta Messaging Server objects, you will not be able to successfully install your new Messaging Server. To delete these objects, perform the following:

1. Within NWAdmin, double-click the Messaging Server object until all of its associated messaging agents appear.
2. Individually highlight and delete each messaging agent object.
3. After all the messaging agent objects are deleted, highlight and delete the messaging server object.
4. You are now ready to proceed with the installation of the release version of Messaging Server.

What’s next?

Chapter 2, “Post installation: now what?,” provides the basic information you need after installation for your Messaging Server to run smoothly and efficiently.

Chapter

2

Post installation: now what?

E-mail users and groups

Creating an e-mail user or group for Messaging Server is as easy as creating a NetWare® user or group in NDS™; in fact, they're the same thing. Any NetWare user created in NetWare Administrator is automatically enabled to send and receive e-mail; however, users can be disabled, preventing them from receiving e-mail. NetWare usernames and passwords automatically correspond to Messaging Server usernames and passwords. Messaging Server does not require the creation of any mail accounts, mailboxes, or post offices. NetWare users simply configure the IMAP4 or POP3 settings in their e-mail client software to use the newly installed Messaging Server. Once a NetWare user uses the Messaging Server e-mail, e-mail storage is automatically allocated within the configured message store location. The default location is `SYS:Novonyx/Mail/Users`.

Caution Even though e-mail storage is automatically allocated on the `SYS:volume`, it is recommended to change this to another volume, because once the `SYS:volume` is filled the server will fail. However, if the server only has a `SYS: volume`, it can be used as a message store location. In this case, the use of the Minimum Disk Space (Min Diskspace) parameter is highly recommended. See "Minimum Diskspace" under "NWAdmin NMAP Agent" on page 24 for more information.

NWAdmin Message Store

To change the location of the message store in NWAdmin, perform the following:

1. Within NWAdmin double-click the NMAP Agent.
2. Select the Queue option bar on the right-hand side of the form.
3. In the Message Store field, select a new volume by clicking the browse button to the right of the field and selecting a new volume from the list.

Administration Server Message Store

To change the location of the message store in the Administration Server, perform the following:

1. Click Server Manager | Server Preferences | Message Stores.
2. In the Message store field, type the volume of the location where you want to store e-mail messages on your network. The volume name format is `<servername>/<volumename>:` For example, `SERVER1/MAIL:` The default directory path is `Novonyx/Mail/User/User`.
3. Click OK.

User e-mail options

Netscape® Messaging Server for Netware relies extensively on NDS for e-mail user management, including security, aliases (alternate e-mail usernames), and group accounts. In addition to standard NDS user and group attributes, Netscape Messaging Server for Netware provides e-mail users or groups with additional messaging options including E-mail Forwarding and AutoReply.

Note The administrator may check the user disabled box to prevent a user from using the Messaging Server. Only the administrator may modify this setting, even though it appears as a property of a user object. Multiple users may be selected for mass modification of this setting (and the users' disk quota) by holding down the CTRL key while clicking on multiple user objects. When the desired users have been selected, choose the Object pull-down menu | Details on Multiple Users | Novonyx Mail Options Page. Modify the enabled/disabled status for the selected users.

Note The administrator needs to enable the agents in NWAdmin before the features are available to users.

E-mail Forwarding Agent

E-mail users can have all their e-mail messages forwarded to a different e-mail address by performing the following:

1. Within NWAdmin highlight the desired NetWare user or group.
2. Under the Object pull-down menu select Details.
3. Click the Novonyx Mail Options button on the right side of the form.
4. Select the Forward Mail to box on the left; on the field to the left, type the e-mail address to which messages should be forwarded.

AutoReply Agent

E-mail users who are unable to respond to e-mail messages for a temporary period of time can appropriately notify anyone who sends them messages of their inability to respond in a timely manner by using the AutoReply option. To enable AutoReply, perform the following:

1. Within NWAdmin highlight the desired NetWare user or group.
2. Under the Object pull-down menu select Details.
3. Click the Novonyx Mail Options button on the right side of the form.
4. Select the Vacation box and in the scrolling box below enter the desired reply message to be automatically sent to all senders of e-mail to that user or group.
5. Check User Disabled if you want to disable a user.
6. Select Disk Quota to specify a maximum number of K allowed.

Exporting Address Book from NDS

The administrator can export an address book from NDS to an LDIF file. The LDIF can then be imported into address books for Microsoft® Outlook™ or Netscape®.

To export an address book from NDS, perform the following:

1. From the `mailmon` screen on the server console, select Export Address Book.

2. Hit Enter.
3. The address book will be saved in the Public Directory on your server. The filename will be `ADDRBOOK.LDIF`.

What’s next?

Chapter 3, “Configuring the server,” overviews the Internet and the technology that makes it work, as well as briefly lists the features of the Messaging Server that allow it to take advantage of Internet technology.

Chapter

3

Configuring the server

Configuring Messaging Server parameters

After installation all of the configuration parameters for the Messaging Server and its associated agents can be modified through either NWAdmin or Administration Server. Configuration options are accessible through NWAdmin by selecting Details of the Messaging Server or its messaging agents' objects found beneath the Novonyx Services container object at the Root of your NDS™ tree. Configuration options are accessible through the Administration Server by clicking the Server Manager and the appropriate buttons and links.

The following sections briefly present some of Messaging Server's configuration options. More detailed configuration explanations can be found in the online help, including information on creating Messaging Servers and agents.

Creating Messaging Servers

You can create a new Messaging Server without reinstalling another Messaging Server by performing the following:

1. Copy over the .NLM files in the system directory under the server volume.
2. Within NWAdmin highlight Novonyx Services object.

3. Under the Object pull-down menu select Create.
4. Highlight Messaging Server icon.
5. Click OK.

Configuring Messaging Servers

This section lists some of the NWAdmin Messaging Server configuration options.

Identification properties

- NetWare Host: Indicates the full context name of the NetWare® server where your Messaging Server resides. Click the browse button (...) to assist in locating the server.
- Postmaster: Contains the full context name of the user who will manage this Messaging Server. The Postmaster user can be changed by clicking the button to the right of the entry box and searching for a new user to be designated as Postmaster. The Postmaster will receive e-mail notifications of problems associated with the operation of the Messaging Server. The Postmaster will likely require more rights than the typical user to correct these problems.
- Context: Contains the NDS context name(s) containing the users and groups to be serviced by this Messaging Server. A single Messaging Server may support multiple contexts.
- Official Domain Name: Contains the e-mail extension used by Messaging Server to check the authenticity of received messages. It checks whether a message is recognized as an official domain name. The Official Domain Name does not necessarily have to represent an actual domain name or sever name.

Security levels

Netscape® Messaging Server for NetWare allows you take advantage of the Internet-standard Secure Sockets Layer (SSL) protocol. SSL is an Internet protocol that was developed to enable secure commercial transactions using authentication and data encryption techniques. The following security parameters can be configured for Messaging Server:

- SSLv2 security

- SSLv3 security
- X.509 Client Certificates (Requires SSL 3.0): Allows clients to authenticate with a certificate instead of name and password.

Note Although SSL does encrypt one step of the transmission of a message, SSL does not encrypt the entire path of the message. S/MIME and PGP are recommended for increased security.

LDAP Server

Netscape Messaging Server for NetWare allows the use of Lightweight Directory Access Protocol (LDAP) servers in addition to or in place of NDS for storing e-mail user and group information. The LDAP server will only be used if a user cannot be identified via NDS. To make an LDAP server available to the Messaging Server, you must specify the IP address or domain name of the LDAP server and database to be used.

NWAdmin LDAP configuration

To configure the LDAP server, perform the following:

1. Within NWAdmin highlight Messaging Server under the Novonyx Services configuration.
2. Under the Object pull-down menu select Details.
3. Click the LDAP button on the right side of the form.
4. In the LDAP Server field, type the IP address or domain name of the LDAP server.
5. In the Search Base field, type the main directory name.
6. Click OK.

Administration Server LDAP configuration

To configure the LDAP server, perform the following:

1. Click Server Manager | Server Preferences | System Configuration.
2. Scroll down to the LDAP Bind Account form.

3. In the LDAP Server to bind with field, type the IP address or domain name of the LDAP server.
4. In the LDAP Search Base field, type the main directory name.
5. Click OK.

Note For both NWAdmin and the Administration Server, the LDAP Search Base directory name has special commands. For example, if your organization is called Great Bikes and your suborganizations are called marketing, accounting, and sales, in the LDAP Search Base you would type

```
o=GreatBikes,ou=marketing,ou=accounting,ou=sales
```

NWAdmin Server status

Through Messaging Server status, you can

- identify whether the Messaging Server is running or shutdown
- identify the IP address of the Messaging Server
- temporarily disable your Messaging Server.

To view the status of your server, perform the following:

1. Within NWAdmin under Novonyx Services highlight Messaging Server.
2. Under the Object pull-down menu, select Details.
3. Click the Status button on the right side of the form.

Simple Network Management Protocol (SNMP) information

Netscape Messaging Server for NetWare supports SNMP and can be managed by SNMP-compatible network management tools. Messaging Server allows you to present basic identification information regarding your Messaging Server to SNMP management agents.

Note The NWAdmin SNMP agent and Administration Server SNMP subagent refer to the same agent type.

NWAdmin SNMP configuration

To configure the SNMP agent, perform the following:

1. Within NWAdmin under Novonyx Services highlight Messaging Server.
2. Under the Object pull-down menu, select Details.
3. Click the SNMP Configuration button on the right side of the form.
4. In the Organization field, type the name of the organization. This is the same name designated for your organization when Messaging Server was installed.
5. In the Location field, type the location of the organization. This is usually the street address.
6. In the Contact field, type the address (street or e-mail) used to contact the organization.
7. In the Name field, type the name of the organization’s contact.
8. Click OK.

Administration Server SNMP configuration

To configure the SNMP subagent, perform the following:

1. Click Server Manager | Server Status | SNMP Subagent Configuration.
2. In the Organization field, type the name of the organization. This is the same name designated for your organization when Messaging Server was installed.
3. In the Location field, type the location of the organization. This is usually the street address.
4. In the Contact field, type the address (street or e-mail) used to contact the organization.
5. In the Name field, type the name of the organization’s contact.
6. Click OK.

Creating Messaging Agents

Before you can configure Messaging Agents, you need to create the agents so they will be available to the users. To create a Messaging Agent, perform the following:

1. Under Novonyx Services, highlight your Messaging Server.
2. Under the Object pull-down menu, select Create.
3. A list of available agents will appear. Select the agent you want to create.
4. Click OK.

Configuring Messaging Agents

This section contains information on configuration options for messaging agents.

Internet Message Access Protocol (IMAP) Agent

IMAP is an Internet standard that allows clients to remotely access and manipulate e-mail messages on a Messaging Server in addition to remote manipulation of mailboxes. This includes creating, deleting, and renaming mailboxes; checking for new messages; permanently purging messages; and selective retrieving of message attributes and texts. Messaging systems that use IMAP store e-mail messages on the messaging server computer's physical storage as opposed to POP3, which stores e-mail messages on the user's client computer. Either an IMAP agent, POP3 agent, or Messenger Express agent must be running on your Messaging Server in order for users to access their e-mail. Currently the only configuration option for IMAP agents is to enable or disable the agent. When the IMAP agent is created, it is enabled by default. You can disable the agent only within NWAdmin.

Novonyx® Message Access Protocol (NMAP) Agent

Administrators can modify message store and mailbox quotas through NMAP. Within NWAdmin the administrator can identify the messaging agents that currently take advantage of NMAP. Additionally, the administrator can temporarily disable the NMAP agent as needed.

NWAdmin NMAP Agent

The following are the available features for the NWAdmin NMAP Agent:

- Message Store: Specifies the server volume on which messages will be stored. You can specify the message store location by clicking the browse button to the right side of the field and then browsing the NDS tree for the desired server volume. All messages will be stored in the `Novonyx/Mail/Users/<username>` directory structure where `<username>` is the NDS (or LDAP) user ID of the Messaging Server user. For exceptions to this structure, see “Single Copy Message Store” on page 21. Only the server name and volume name need to be entered in the Message Store field in the format

  `<servername>/<volumename>:`

  where `<servername>` is the name of the NetWare server on which Messaging Server is running, and `<volumename>` is a valid volume on that server, for example,

  `SERVER1/MAIL:`

- Queue Interval: Specifies the time period at which the server will attempt to deliver queued mail until it is delivered, or the queue timeout is initiated.When e-mail is sent on your server, it is not always deliverable because the domain of the recipient is inaccessible. The queue interval runs from 15 to 120 minutes.

- Queue Timeout: Specifies the period at which e-mail is returned to the sender, if e-mail is undeliverable during the queue interval. The queue timeout period can be from two days to two weeks.

- Mailbox Quota: Allows the administrator to modify system-wide quota options. User mailbox quotas can be specified in two ways: individual user or system-wide basis. If you wish to assign all users the same mailbox quota, check the system-wide mailbox quota box and enter the desired minimum size in kilobytes. If you wish to assign a mailbox quota of 15MB per user, type 15000 as the mailbox quota. To assign a different quota to each user, select the Per user mailbox quota. To specify individual quotas, type the desired quota in the Novonyx Mail Options page for the appropriate user object. Even though users have rights to modify their user object in NWAdmin, they will not be able to change the mailbox quota information.

Note Any mailbox quota setting in the user’s Novonyx Mail Options page will override the system-wide quota.

In the Quota Return Message field, type the message that users will receive when their mailbox quotas have been reached. For example, you many type the message: “Mailbox quota exceeded. You must delete or archive some contents of your mailbox before you can receive new messages.”

- Trusted Hosts: Allows the administrator to specify the IP addresses of the servers who are trusted hosts and who have access to the local message store through NMAP. This is particularly useful in a distributed message store environment, which allows message stores to exist on multiple servers and allows remote servers to access a local message store. In this environment, you would specify the IP address of the Messaging Server that needs to access the local message store through NMAP.

- Single Copy Message Store (SCMS): Stores one copy of a large e-mail in a specified location on the server. SCMS is particularly useful in environments that have many messages with large attachments addressed to multiple recipients. In the absence of SCMS, each recipient has a copy of the message in his or her own mailbox. With large attachments to multiple recipients, it is easy to rapidly consume large amounts of disk space. When SCMS is enabled, it places a single copy of the message and its attachment(s) in the shared storage directory, `Novonyx/Mail/SCMS`, and then sends pointers to the message and its attachments in the users’ mailboxes. When the last user deletes the message from his or her mailbox, the copy in the SCMS directory is also deleted.

  To enable SCMS, type the minimum number of recipients and the minimum message size for single copy message storage. Both criteria must be met in order for a message to be placed in SCMS directory; otherwise, each mailbox will receive a copy of the message. For example, a minimum number of recipients setting of 3 and a minimum message size of 100 would cause the SCMS to be used only if a message is addressed to at least 3 recipients and is at least 100k in size.

- Minimum Diskspace: Allows a minimum disk space threshold to be set on the volume which contains the message store. Messaging Server will ensure that at least the specified amount of disk space is available before allowing any operation which would increase the size of the message store. If the threshold has been reached, users can still read and delete messages; however, they cannot send new messages, create folders, or copy items to other folders until additional space is available on the volume.

Administration Server NMAP Agent

The following are the available features for the Administration Server NMAP Agent:

- Single Copy: Stores one copy of a large e-mail in a specified location on the server. (Single Copy is equivalent to NWAdmin’s Single Copy Message Store.)
- Message Store: Lists the directory where all e-mail is currently stored.
- Mailbox Quota: Allows the administrator to modify system-wide quota options.
- Queue Interval: Specifies the interval at which the server will attempt to deliver queued mail until it is delivered, or the queue timeout is initiated.When e-mail is sent on your server, it not always deliverable. The queue interval period can be from 15 to 120 minutes.
- Trusted Hosts: Allows the administrator to specify the IP addresses of the servers who are trusted hosts and who have access to the local message store through NMAP.

Post Office Protocol, version 3 (POP3) Agent

POP3 is a standard Internet protocol for retrieving e-mail from messaging systems. With POP3, all users’ e-mail messages are stored on the users’ client computers. When users login to the messaging system using POP3, all their messages are downloaded to the users’ client computer. When the download is complete, all of those messages are often deleted off the Messaging Server, freeing up the system’s storage space. Deleting actions are configured in the e-mail client. Either a POP3 agent, Messenger Express agent, or IMAP agent must be running on your Messaging Server in order for users to access their e-mail. Currently the only configuration option for POP3 agents is to enable or disable the agent. When the POP3 agent is created it is enabled by default.You can disable the agent only within NWAdmin.

Simple Mail Transfer Protocol (SMTP) Agent

The SMTP agent is responsible for distributing e-mail communications between messaging systems. The SMTP agent must run on your messaging server in order for messages to be processed and sent.

NWAdmin SMTP Agent

For proper delivery of your e-mail, ensure that the SMTP agent has entries for all the domain names in the messaging system's corresponding DNS server. The following represent some of the available configuration options for the NWAdmin SMTP agent:

- Domain Names: Corresponds to your organization's preferred e-mail extension such as `XYZCorp.com`. You can assign additional e-mail domain names to correspond to your messaging system through this SMTP agent. You must also identify the IP address of your DNS server where these domain names are registered.
- IP addresses of your DNS servers: Allows Messaging Server to resolve IP addresses and domain names. This is necessary for the server to deliver mail to remote users.
- Enabling or disabling authentication required: Requires senders to authenticate as local users. The authentication of local users is only useful for intranet servers that do not have an Internet connection. However, enabling required user password prevents the reception of mail from other servers.
- Enabling or disabling external routing: Prevents the abuse of your messaging system by nonlocal users who attempt to attach to your Messaging Server and broadcast large quantities of e-mail to other nonlocal users. Such practices may use up considerable CPU processing cycles, in addition to having your Messaging Server’s domain name associated with e-mail from unauthorized users. When external routing is disabled it allows only local users to send e-mail from the server and allows remote users to send e-mail to local users. The default is enabling external routing. To disable external routing, check the external routing disabled box on the SMTP Agent form.
- Message size limit: Allows you to prevent users from sending or receiving e-mail messages over a designated size.
- Disabling the SMTP agent: Allows Messaging Server to be shut down without actually deleting the agent with its associated configuration information. By default, the SMTP agent is enabled when it is created.
- Options: Contains three commands that the administrator uses to increase Messaging Server security.
    - VRFY: Verifies the existence of a user on the server. By default, VRFY is not enabled.
    - EXPN: Lists all members of a group. By default, EXPN is not enabled.

Note Enabling VRFY and EXPN allows outside access to group names and verifies the existence of users.

- Verify recipient address: Verifies the e-mail address at the time the SMTP agent receives the e-mail. For example, if a user misspells an e-mail address, verify recipient address checks the authenticity of the address before accepting the message. By default, this function is enabled.

Administration Server SMTP Agent

The following represent some of the available configuration options for the Administration Server SMTP agent:

- Enabling or disabling authentication: Requires senders to authenticate as a local user. The authentication of local users is only useful for intranet servers that do not have an Internet connection. However, enabling required user password prevents the reception of mail from other servers.
- Enabling or disabling external routing: Prevents the abuse of your messaging system by nonlocal users attempting to attach to your Messaging Server and broadcasting large quantities of e-mail to other nonlocal users. Such practices may use up considerable CPU processing cycles, in addition to having your Messaging Server's domain name associated with e-mail from unauthorized users. When external routing is disabled it prevents any except local users from sending e-mail from the server or remote users sending to local users. The default is enabling external routing. To disable external routing, check the external routing disabled box on the SMTP Agent form.
- Message size limit: Allows you to prevent users from sending or receiving e-mail messages over a specified size.

Messenger Express Agent

The Messenger Express agent allows users to remotely access their e-mail over the Internet from any standard web browser. Users can read, send, and manage e-mail from any computer with a web browser and an Internet connection, without the required server configurations. When users want to access their e-mail over the Internet from their web browser via Messenger Express, they must enter their Messaging Servers' Internet address followed immediately by a colon and the logical portnumber of their Messenger Express agent. For example,

```
http://mail.novell.com:1010/
```

For SSL, the URL is

```
https://server:port/
```

Messenger Express automatically defaults to portnumbers 1010 and 1011 for the Standard Port and SSL Port, respectively. The Postmaster or messaging system administrator may modify the portnumbers to be used. However, these portnumbers must be valid and not already in use on the network server where the Messenger Express agent is running.

Additionally, when the Messenger Express agent is created it is enabled by default. If desired, NWAdmin Messenger Express can be temporarily or permanently disabled without losing any of your configuration information.

Messenger Express contains the following options:

- Folder: Allows the user to store messages in folders that the user creates.
- Inbox: Stores e-mail messages. This title changes to match the name of the folder.
- Compose: Allows the user to write e-mail and send attachments.
- Logout: Terminates the session.

AntiSpam Agent

The AntiSpam agent provides the capability to reduce mailbox clutter by eliminating unwanted and unsolicited e-mail messages. The AntiSpam agents creates a black-out list of undesirable e-mail domains and e-mail addresses. The messaging system will not accept e-mail messages sent from domains and e-mail addresses contained in your black-out list. This black-out list is created in NWAdmin or Administration Server.

Caution The black-out list is sensitive to *all* e-mail from the user and domain for *any* recipient. Use the AntiSpam agent carefully. Also AntiSpam agent does not support wildcards because you can create specific addresses, domains, or parts of domains to match all items which are close to possible incoming spam e-mail.

The following additional AntiSpam options are also available through NWAdmin or Administration Server:

- Send Back: Returns e-mail messages back to black-out list members, notifying them that their message was rejected by the system.
- CC: Postmaster: Allows the Postmaster of your Messaging Server system to be notified anytime an attempt is made by a black-out list member to send e-mail to any of your users.

AutoReply and Forwarding Agents

Netscape Messaging Server for NetWare contains an AutoReply feature that allows e-mail users who are unable to respond to e-mail messages for a temporary period of time to have the messaging system send a custom response to anyone who sends them messages during this period of unavailability. This works in conjunction with the e-mail forwarding feature.

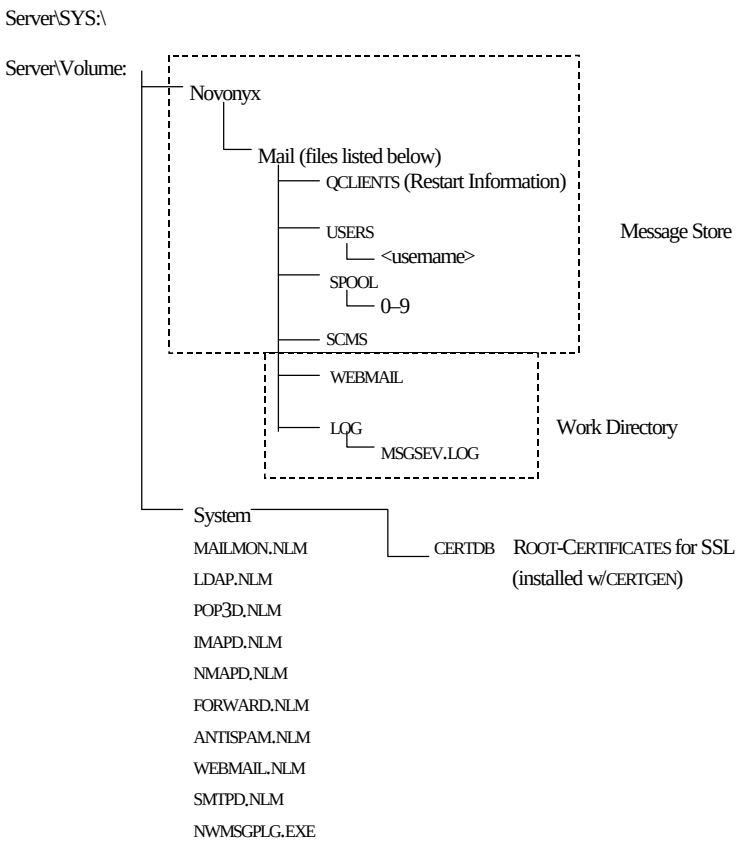
E-mail forwarding allows e-mail users and groups to have all their e-mail messages temporarily or permanently forwarded to a different e-mail address. When the AutoReply & Forwarding agent is created in NWAdmin, it is enabled by default. The agent can only be disabled in NWAdmin, allowing the messaging agent to be shut down without actually deleting the agent with its associated configuration information.

The Account Management URL in Administration Server, which is accessed by clicking Server Manager | Server Preferences | System Configuration, enables the administrator to specify the URL that will manage the mail users (for example `http://mail.novonyx.com:2000/`). Account Management URL allows the administrator to specify the URL from which users can modify their e-mail capabilities. Users then type in that IP address to modify the following:

- password: Allows the user to change passwords.
- general information: Allows the user to change general information, such as phone number and home address.
- delivery options: Allows the user to enable E-mail Forwarding.
- vacation message: Allows the user to type the notification message that senders will receive while the user is on vacation.
- account information: Allows the user to specify the information available to outside access. This feature is unsupported at this time.

Directory Structure

The main directory of your Messaging Server contains folders and files necessary for your server to run smoothly and efficiently. The directory structure for the Messaging Server is shown in the figure on page 30, which lists important filenames (in smallcaps), such as the `.nlm` files necessary for your Messaging Server to run agents.



IMAPD.NLM Technical Spec

IMAP requires 200K per connection. This is the most resource intensive client.

What’s next?

Chapter 4, “Getting Help” overviews available technical support provided by Novell® to answer questions or concerns involving your Messaging Server.

Chapter

4

Getting Help

This chapter provides contact information for the Novell® Technical Support team.

Novell Technical Support

Novell offers several technical support options designed to meet our customers' varied needs. Novell encourages customers to take the following steps in obtaining technical support:

1. Contact Novell Technical Support directly. This is a fee-based service. To purchase support on a pay-as-you-go basis, call 1-800-NETWARE or 1-800-429-5588 in the Americas, +49-211-5277-744 in Europe and the Middle East, and +61-2-925-3133 in Asia Pacific.

2. Use NetWire®, Novell's technical information forum that gives you access to the most up-to-date technical information about Novell products and technologies. When logged on to NetWire, you can search for and download information or troubleshoot your questions with help from other experienced users. Novell

system operators (Sysops) monitor the CompuServe® forums and have direct access to Novell support engineers when necessary. The only fee for NetWire is the standard connect charge of the online service you use.

NetWire includes

- Downloadable files, patches, and drives
- Thousands of Technical Information Documents (TIDs)
- Product documentation
- NetWare Application Notes™
- GroupWare Professional's Guide
- Novell Labs certification bulletins.

You can visit NetWire at one of the following locations:

Table 4.1 Service Locations

World Wide Web	`http://netwire.novell.com` or `http://netwire.de`
FTP	`ftp://ftp.novell.com` or `ftp://ftp.novell.de`
Gopher	`gopher://novell.com` or `gopher://gopher.novell.de`
CompuServe	Enter `GO NETWIRE` at the CompuServe prompt

3. Use the Network Support Encyclopedia Professional Volume™ (NSEPro). The Network Support Encyclopedia is a knowledge based Novell technical information on CD-ROM. Updated and delivered twelve times a year, this extensive collection provides you with a convenient, hands-on information source and is accessible through Windows®, DOS, and Macintosh®.

   The NSEPro includes

   - Downloadable files, patches, and drivers

- Thousands of Technical Information Documents (TIDs)
- Product documentation
- Novell Application Notes
- GroupWare Professional’s Guide
- Novell Labs certification bulletins.

To order your NSEPro annual subscription directly from Novell, call 1-800-377-4136 in the United States and Canada.

The NSEPro is also available from any Novell Authoried Reseller representative. For more information, call 1-800-828-3362.

Novell Technical Support

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