



# **EMAIL HANDBOOK and USER GUIDE**

**Axigen Enterprise Server 6  
Microsoft Outlook 2003/07  
Firefox Web-Mail**

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## Choosing the right Email Client

The mail server runs the IMAP protocol which is the Internet Mail, so there are several ways to collect your email, each having these pro and cons:

<i>Email Client</i>	<i>Pros</i>	<i>Cons</i>
<i>Firefox Web Mail</i>	<ul style="list-style-type: none"> <li>● Universal user experience for local and remote mail.</li> <li>● Shared folders</li> <li>● Assign permissions for Calendar, Contacts, Tasks, Journal and Notes folders</li> <li>● Does not suffer from windows profile meltdowns.</li> <li>● Security is better using the text viewer and group policies.</li> <li>● Company Contacts do not require setting up.</li> <li>● Email is not stored locally.</li> <li>● Passwords can be changed from the browser settings tab.</li> <li>● Read and Sent receipts.</li> <li>● <b>Out-of-office responder .</b></li> </ul>	<ul style="list-style-type: none"> <li>● Cannot save email messages easily to Windows Folders.</li> <li>● Spell checking needs to be setup with a Firefox plug-in.</li> </ul>
<i>Outlook Native IMAP</i>	<ul style="list-style-type: none"> <li>● All Mail is delivered sequentially while connected.</li> <li>● Read and Sent receipts function as expected.</li> </ul>	<ul style="list-style-type: none"> <li>● Groupware features are not available.</li> <li>● Contacts must be stored in a local personal folder</li> <li>● This means there are two mail folders which may lead to mail being delivered to the 'contacts folder'.</li> <li>● Embedded code in the email body can be executed with the embedded HTML viewer - iE6?.</li> <li>● Mail is not automatically deleted and needs to be purged periodically.</li> </ul>
<i>Outlook: Axigen Connector</i>	<ul style="list-style-type: none"> <li>● Email messages are easily moved to Windows Folders.</li> <li>● Shared folders</li> <li>● Permissions for Calendar, Contacts, Tasks, Journal and Notes folders</li> <li>● Spell checking is done via Word.</li> <li>● Company Contacts do not require setting up.</li> <li>● There is just one mail folder.</li> <li>● Costs for the connector are included with the Enterprise Edition.</li> </ul>	<ul style="list-style-type: none"> <li>● Embedded code in the email body can be executed with the embedded HTML viewer - iE6?.</li> <li>● <b>Known Problems:</b></li> <li>● Sequential mail delivery can be a problem for Outlook 200x, but mail delivery is assured when Outlook is started.</li> <li>● The New Mail taskbar notification is not functional.</li> </ul>
<i>Thunderbird Native IMAP</i>	<ul style="list-style-type: none"> <li>● Fully tested and supported for use with Axigen IMAP</li> <li>● Very Secure with text viewing of message body.</li> </ul>	<ul style="list-style-type: none"> <li>● Groupware features are not available.</li> </ul>

# Groupware: Friend or Foe?

## **Introduction**

Groupware provides a centralized location for data storage and synchronization of software applications which enables people increase their productivity through the collaboration and sharing of information.

## **Centralized Storage**

Groupware software is located on a centralized server and which is designed to store and manage all data in the central database. This means groupware users have the ability to post as well as access documents easily from the database. Instant messaging, web conferencing, database access, document versioning, shared calendars, task management and even email access are all examples of avenues of communication that are provided through groupware.

Some examples of groupware servers are the Enterprise edition of the Axigen Mail Server and Microsoft's Exchange Server.

## **Universal Access**

The Internet provides the ideal vehicle for the transporting of Groupware applications via java enabled web browsers. By providing this access, groupware improves collaboration and communication by making it faster, clearer, and more efficient. In addition, miscommunication due to a lack of relevant information or slow communication can be eliminated.

*Current generation Groupware Servers even have web-mail to mobile phone capabilities.*

## **Benefits of Groupware**

Since groupware allows all workgroup members to have access to the same pertinent data, decision-making becomes proactive rather than reactive. With quick and easy access to the most accurate information workgroups can always work from the same point of reference. Efficiency is increased as less time is spent sifting through stacks of data, and more time is spent on specific project tasks.

- *One very useful example of groupware is where a meeting room is assigned an Axigen account and permission given to all or a group of people so that they can book and invite attendees to a proposed meeting.*
- *Example 2: Allow each Personal Assistant of Departmental Managers full access to the managers calender to arrange meetings etc.*
- *Example 3: Allow each Departmental Manager read only access to view the the tasks of a the IT Manager.*
- *Example 4: Allow each user to setup their own out of office notifications for holidays etc. This feature is currently available via the Axigen Web GUI.*

*The increased collaboration that can be achieved by using an effective groupware server can make a big difference in the efficiency of your company.*

## Web-Mail with Firefox

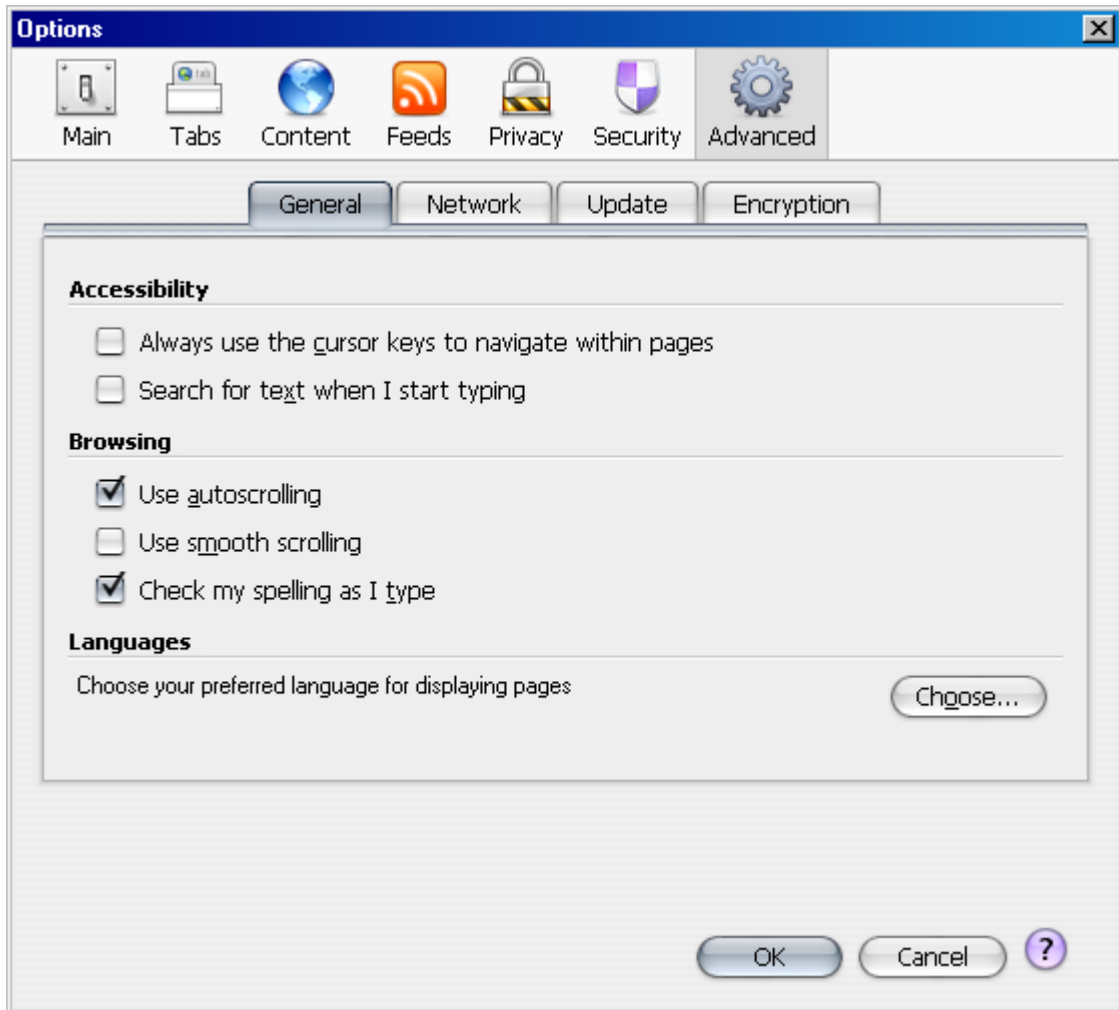
Firefox is the web browser that is recommended for security reasons, although Internet Explorer with java enabled can also be used.

### Java Requirement

Java has to be installed on the computer with browser pop ups enabled for the Mail Server to deliver new mail notifications.

### Web Spell Checker

In the Firefox web browser, under the **Tools, Options** spell-check and language options can be set.



To use the spell checker when creating a new message, right click in the field or message body and click on **“Spell check this field”**. A check mark should appear on the left of the text with a language option.

### WebMail from the Internet

Departmental Managers can access their mail anywhere on the Internet but you will need your username and password, however, please contact the system administrator if this does not meet your requirements.

The url for the Mail Server is: [http://mail."your\\_domain".com.au:800](http://mail.)

### Passwords

Passwords can be changed by each user from the Settings link in the upper right hand side toolbar.

Where passwords are changed by the user then they will not be traceable by the system administrator.

For your security, the system administrator can only change passwords and not view them, although we do have a record of your default passwords.

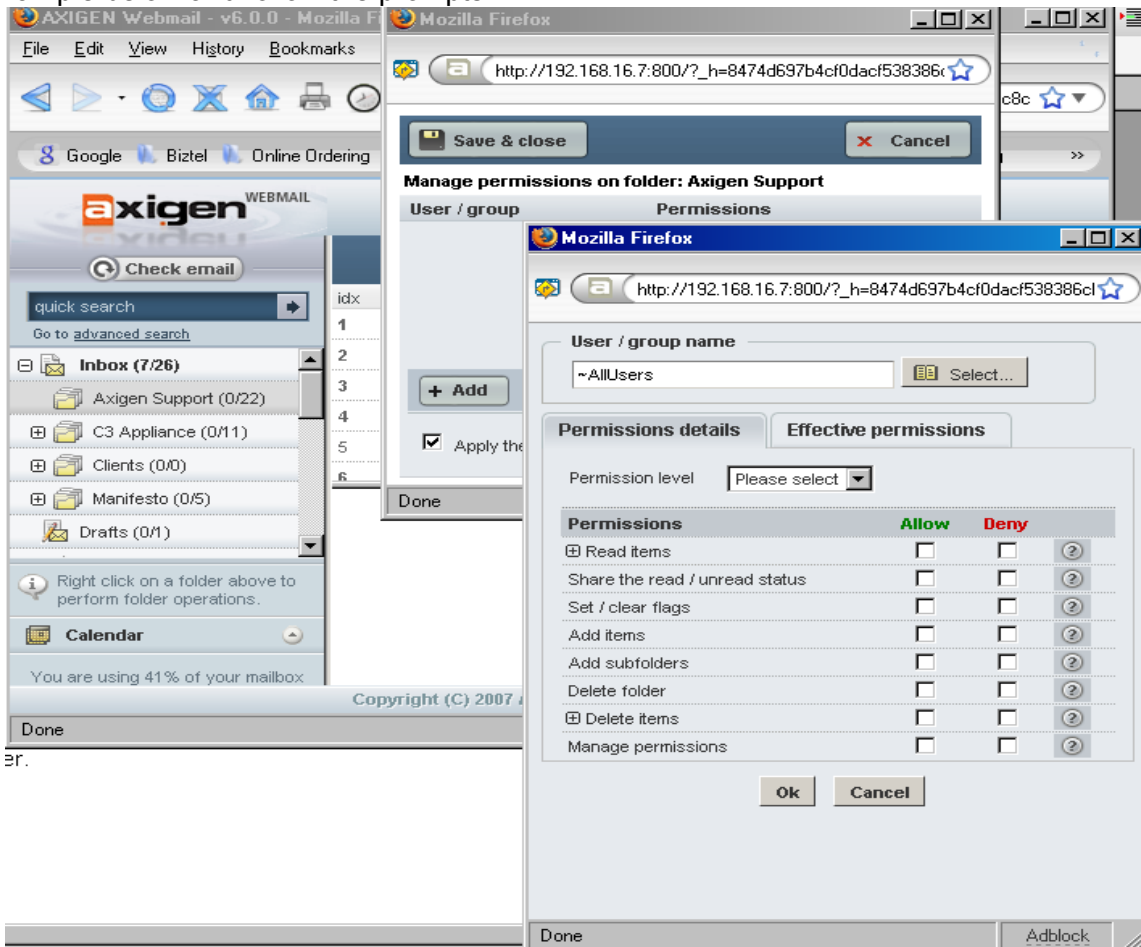
Password and login security, therefore is the responsibility of each individual.

## Message Folders

Email Folders may be created and shared and users specified to gain access to it by right clicking on the selected folder. Messages can also be moved from the in box to a newly created folder.

## Sharing your Resources

Sharing resources is easy: simply right click on the resource in the left hand window as in the example below and follow the prompts:



## Using the Contact Folders

The Axigen Mail server has three basic contact folders which are stored on the server:

1. Domain Contacts which list everyone in the business
2. Public Contacts which lists common external email addresses and
3. Personal Contacts which may also be shared to specific user accounts
  1. Only Outlook contacts with a valid email address can be copied into the Personal contact Folder
  2. In Outlook 200x open up the contacts section
  3. Then under the File, export/import menu items export the contacts as a csv format to file contacts.csv
  4. In the Web Mail Contact section, import contacts.csv

## Sharing Your Tasks

This is where you create a project with tasks that is accessible from almost anywhere in the world. You can assign a task to people, set completion dates and monitor their performance.  
[http://www.axigen.com/docs/en/Working-with-your-Tasks\\_307.html](http://www.axigen.com/docs/en/Working-with-your-Tasks_307.html)

## Sharing Your Calender

This is where you can have a calender accessible from almost anywhere in the world. You can invite people to attend and monitor their acceptance.  
[http://www.axigen.com/docs/en/Working-with-your-Calendar\\_304.html](http://www.axigen.com/docs/en/Working-with-your-Calendar_304.html)

## Out of Office Auto Responder

This facility is configured via the Web-Mail Settings menu item at the top right hand corner of your web browser. You could configure a simple responder with one respond action or a more elaborate version with two actions.

In the following example, there are two actions

1. Send a message back to the sender and
2. Forward the message to another recipient.

To setup your Auto-Responder:

1. Under Filters, select [Click here to edit your filters](#)
2. Select the **New Responder** box
3. The result should look something like this:

The screenshot shows a configuration window for an auto-responder. It is divided into two main sections: 'Matches' and 'Actions'.

- Matches:** A box containing the text 'Match any email message' and a green plus icon (+).
- Actions:** A larger box containing:
  - A dropdown menu set to 'Respond'.
  - A 'Subject' field with the text 'out of office'.
  - A 'Message' text area containing: 'Hello I am out of the office for 3 weeks and I have forwarded your message to fred for his action' followed by 'thank you.' on a new line.
  - A 'Days between subsequent responses' field with the value '7'.
  - An 'Additional own email addresses' field which is empty.
  - A 'Redirect to' dropdown menu set to 'Email'.
  - An 'Email' field with the text 'fred'.

At the bottom of the window, there are two buttons: 'Cancel' and '>> Save changes'.

After configuring this action, you can simply enable or disable it at will from the Filters menu.

## Outlook 200x Mail using Native IMAP

### ***Personal Folders***

Mail is delivered here and is stored on your local hard drive so sent mail ***must be*** moved into the IMAP account to ensure it is stored securely on the server.

### ***Known Limitations***

1. Groupware features are not available, so this is used only where basic email resources are required.
2. Outlook does not delete IMAP messages only marks them for deletion: workaround is to manually **Purge Deleted Messages** via the added icon in the Outlook toolbar. Outlook 2007 has additional purge options to enable automatic purging of deleted items via the Internet E-mail Settings dialog box, selecting the *Purge items when switching folders while online* checkbox

## Outlook 200x Mail using the Axigen Connector

### ***Groupware Features***

All of the groupware features described in the Web-Mail section are available using standard Outlook features.

### ***Known Limitations as at 10-Aug-08***

1. Receiving emails, even manually can be irregular. The workaround is to close Outlook and reopen it regularly.
2. Message notifications are not functional. The workaround is to setup web-mail and minimize it , thus receiving web-mail notifications.
3. Requesting a read receipt is not functioning and there is no workaround.

# Managing Spam

## What is Spam?

Spam is defined as unsolicited bulk email and the amount of spam received is directly proportional to the number of times you enter your email address in an Internet form.

## Testing for Spam

Spam filters such as Spamassasin have around 200 criteria in their spam analysis to determine a hit value.

This list can be viewed at: [Spamassasin Tests](#)

The mail server also has several other checks for mail including checking the blocked ip database and also checking for reverse dns servers. The block list includes known spammers and the reverses dns checks to see if the mail really did come from the server that the mail envelope reported.

## Checking Your Mail for Spam

There are several folders that spam will appear in your email account:

Server Generated Spam Folders	
<b>Inbox</b>	In an ideal system there should be no spam here and spam located here is known as missed spam.
<b>Spam</b>	Mail is stored here by the server depending upon the filter setting at the Mail Server which has a good chance of being spam. Valid mail that is located here is known as a <b>false positive</b> , while real spam is referred to as a hit.
<b>Trash</b>	Mail is stored here by the server depending upon the filter setting at the Mail Server which has a high chance of being spam. Valid mail that is located here is known as a <b>false positive</b> , while real spam is referred to as a hit.
Outlook Generated Spam Folder	
<b>Spam Email</b>	Outlook can be setup to filter collected mail based upon pre-defined rules as a mop up for the Server based filter. A rule can also be set up to include a domain in the white list which does not check for spam content.

## Evaluating Spam Filtering

As there are many variables for filtering mail on the server for spam, it would be helpful to undertake analysis to determine if there is an over zealous or slack filtering regime at the server. This table would provide invaluable feedback to the system administrator:

Leaving spam mail in your folders during this evaluation period will greatly assist in fine tuning of the mail server.

<b>Email Account:</b>		
<b>Date Started:</b>		
<b>Date Finished:</b>		
<b>Folder</b>	<b>Number of Hits</b>	<b>False Positives</b>
<b>Inbox</b>		
<b>Spam</b>		
<b>Trash</b>		
<b>Spam Email</b>		

## Tips and Hints

### **IMAP**

The Internet message access protocol is used mainly by company mail systems which have a centralized backup and archiving process. This system does not store and forward mail but simply stores the mail. Email clients can delete this mail or in the case of Outlook, can move the message out of the storage container into a windows filing system.

The default port is 143.

### **POP3**

The Post Office Protocol version 3 is the most usual type of Mail Server. This is a store and forward system that does not store messages on the server once it has been collected. There is usually an option in the mail client to allow for the storage of mail for x days, but many isp's do not like this as there is usually a finite storage limit on each mail account. This means that when a mailbox is full, new mail will be returned to the sender.

The default port is 110.

### **SMTP**

All mail is sent via this server and most servers do not allow mail to be relayed via another smtp server. This server is hosted by your internet service provider.

The default port is 25.

### **Storage Quotas**

Mail is stored on the server with each user having a 500MB hard limit managed by the system administrator. When this limit is reached you will not be able to receive new emails.

### **Further Information:**

- [www.ietf.org/rfc/rfc2821.txt](http://www.ietf.org/rfc/rfc2821.txt) - Simple Mail Transfer Protocol
- [www.ietf.org/rfc/rfc822.txt](http://www.ietf.org/rfc/rfc822.txt) - Format of ARPA Internet text messages
- [www.ietf.org/rfc/rfc974.txt](http://www.ietf.org/rfc/rfc974.txt) - Mail routing and the domain system
- [www.ietf.org/rfc/rfc1891.txt](http://www.ietf.org/rfc/rfc1891.txt) - SMTP Service Extension for Delivery Status
- [www.ietf.org/rfc/rfc3501.txt](http://www.ietf.org/rfc/rfc3501.txt) - Internet message access protocol (version 4rev1)

