



**Enhanced
Email
System**

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Introduction

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

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

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

Installation

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

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

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

Using the mail system

Connecting and logging on

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

Alternatively, you may go to the following URL:

`http://ncserver/mail/`

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

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

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

Browsing emails and using folders

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

8 messages in INBOX

| | | LOGOUT Write new mail Check new mail Discard deleted Address book Personalise | | | |
|---|--|---|--------|-----------------|---------------------------|
| |  Unsorted | Date | From | Subject | |
| 1 |  | <input type="checkbox"/> | 10-Aug | Stephen Borrill | test these |
| 2 |  | <input type="checkbox"/> | 9-Aug | Stephen Borrill | 2 people in to: field |
| 3 |  A | <input type="checkbox"/> | 9-Aug | Stephen Borrill | Message to 2 recipients |
| 4 |  | <input type="checkbox"/> | 29-May | Stephen Borrill | Testing CCs and BCCs |
| 5 |  | <input type="checkbox"/> | 29-May | Stephen Borrill | Long line |
| 6 |  | <input type="checkbox"/> | 26-May | Stephen Borrill | Another Outlook message i |
| 7 |  | <input type="checkbox"/> | 25-May | Stephen Borrill | A test from Outlook |
| 8 |  | <input type="checkbox"/> | 25-May | Stephen Borrill | Hello |

Selected messages

Delete **Undelete**

Show as read **Show as unread**

Folders

INBOX 

Change folder

Delete folder

Move selected

New folder

Rename folder

Message status and reading messages

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

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

Altering sort type and direction

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

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

Using different folders

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

- **Change folder**
Choose the folder you wish to view from the pop-up list of folders and then click on Change folder
- **Delete folder**
Choose the folder you wish to delete from the pop-up list of folders and then click on Delete folder. You may not delete INBOX.
- **Move selected**
Select the individual messages that you wish to move to a different folder by ticking their check boxes. Select the folder you wish to move them into from the pop-up list of folders and then click on Move selected.
- **New folder**
Enter a new folder name in the writable section and click New folder.
- **Rename folder**
Choose the folder you wish to rename from the pop-up list of folders. Enter a new folder name in the writable section and click Rename folder.

The buttons along the top

- **LOGOUT**
Click to log out. You should always log out when you have finished to stop other people being able to read your mails.
- **Write new mail**
Allows you to compose a new message
- **Check new mail**
Checks to see whether any new mail has been received
- **Discard deleted** (may not be present)
If automatic discarding is not switched on, this will permanently delete any messages marked for deletion.
- **Address book**
Switches to the address book

Reading messages

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



From: **Stephen Borrill** <sborrill@precedence.co.uk>
To: demo@precedence.co.uk
Date: Fri, 26th May 2000 (09:31:04)
Subject: Another Outlook message in HTML format with an attachment

This message has an attachment as well as being in **HTML** format

Attachment

Size: 26628
Type: application/msword
Name: word.doc

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

The buttons along the top do the following:

- **GO BACK**
Returns to the folder list
- **Delete mail/Undelete mail**
Marks or unmarks the current message for deletion. Depending on the options set, this may return you to the folder list.
- **Reply to mail/Reply to sender/Reply to all**
If the message has only been sent to you, there will be one button that says **Reply to mail**. Click on this to reply. If the message has been sent to other people besides you, you may choose whether to reply only to the message sender or to all people that the message was sent to.
- **Forward mail**
This is similar to replying to a mail, except that the message is not indented in the message composer and that no destination is chosen by default. N.B. Attachments are not forwarded.
- **Take address**
This will take the name and email address of the person who sent you the mail and enter it in your addressbook. N.B. Duplicates are not checked for.

Using the Address book

Address book (3 entries)

GO BACK

| Send | To | Cc | Bcc | Email address | Name | |
|-------------------|--------------------------|--------------------------|--------------------------|---------------------------|-----------------|---|
| Write mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | demo | demo | Delete Edit |
| Write mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | sales@ptlnet.com | Sales | Delete Edit |
| Write mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | sborrill@precedence.co.uk | Stephen Borrill | Delete Edit |

Write to all selected people

New contact

| Real name | Email address | |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | Add new entry |

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

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

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

Writing emails

From: **Demo user** <demo> Address Book

To:

CC:

BCC:

Subject:

Attachments

1 2

3 4

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

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

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

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

A note about email addresses:

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

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

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

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

Configuring the web mail system

Introduction

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

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

`http://ncserver/mail/admin/`

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

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

N.B. You should define a password immediately

The administration page looks like the figure opposite.

Webmail administration

Main settings

Shared addressbook

Save global settings

Default values

Edit global settings

Per-group settings

New group config

Delete group config

Edit group config

Per-user settings

New user config

Delete user config

Edit user config

Global settings

Administration password Leave blank to not change the password

Administration password Enter a second copy to confirm

IMAP server Leave empty to use local server

Email address to send censored mail to Leave blank to disable censorship

Show graphics attachments with message

Show HTML attachments with message

Make URLs into links

Number of messages to show per page Set to zero to show all messages

Reply indent N.B. Note trailing space(s)

Domain to append to username

Prefer HTML messages over plain text

Width to wrap message to

Timeout for login

Path to mail folders Trailing slash is important

Footer to add to each message

Set of buttons to use

Allow different mail folders

Allow operations on multiple messages

Discard deleted messages automatically

Allow messages to be CC'd Carbon copies

Allows messages to be BCC'd Blind carbon copies

Account disabled

Account read-only

Number of attachments Set to zero to disable attachments

Maximum attachment size (in Kbytes) Set to zero to set no limit

Force email address to

Force name to Ignored if force email is blank

Folder to store sent messages in Leave empty to disable

Address book folder Leave empty to disable address book

Personal settings e.g. signatures

Automatically check for new mail Time in minutes between checks.
Set to 0 to disable

Disable cookies for user tracking

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Individual options

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

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

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

Setting features

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

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

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

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

Group-specific :

| Override global? | | |
|-------------------------------------|--|--------------------------|
| <input type="checkbox"/> | IMAP server | <input type="text"/> |
| <input type="checkbox"/> | Email address to send censored mail to | <input type="text"/> |
| <input checked="" type="checkbox"/> | Show graphics attachments with message | <input type="checkbox"/> |
| <input type="checkbox"/> | Make URLs into links | <input type="checkbox"/> |
| <input type="checkbox"/> | Number of messages to show per page | <input type="text"/> |

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

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