SCO*office* Mail Server

Client User's Guide

The SCO Group, Inc.

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About This Book

This book introduces mail client software support for SCOoffice™ Mail Server, a highly reliable, scalable messaging server that runs on the Caldera® OpenLinux® and Open UNIX® 8. It is intended for mail client software users.

The contents of this book are intended to be read principally from SCO*office* Mail Server **Preferences Manager** Help screens. That is, when you click on **Help** in the **Preferences Manager**, you will see one of the chapters or sections of this book, which are intended to provide background information necessary to manage your SCO*office* Mail Server preferences. You can follow the links within each section to see the Table of Contents and other topics. Your mail administrator might also make this book available to you in HTML or PDF format.

Chapter 1. About the SCO*office* Mail Server

What Is a Messaging Server and Why Should I Care?

In most cases, it should not be necessary for you to know the details of your mail delivery system. Nonetheless, it is useful to understand the difference between *mail clients* and *mail servers*. A mail client usually refers to the software that you use to receive, read, compose and send your email messages. It may also include features such as address books and email *distribution lists*. These productivity features usually record personal information and store it on your personal computer.

A mail server is a computer that manages the distribution and storage of email messages. In addition to managing mail distribution, mail servers can also be used to store information for productivity features. However, the information stored on a server can be shared automatically by many users in a network. For example, everyone in a company with a SCO*office* Mail Server installed could share their home phone numbers using the same database as their mail server; it would take a long time for everyone to collect and share this information individually.

The SCO*office* Mail Server allows mail client users to access information and features on the server using the **Preferences Manager** graphical interface.

Using the Preferences Manager

The **Preferences Manager** is a program that runs in your Internet browser (such as Internet Explorer, Netscape Communicator, and many others), and provides access to shared information that is stored on the SCO*office* Mail Server. You would use it occasionally to provide services not available from your mail client software, as described in the following sections:

- Chapter 3 "Logging in to the Preferences Manager"
- Chapter 4 "Managing Your Profile"
- Chapter 5 "Avoiding Junk Mail"
- Chapter 6 "Forwarding Your Email to Another Account"
- Chapter 7 "Setting a Vacation Mail Notice"

- Chapter 8 "Changing Your SCOoffice Mail Server Password"
- Chapter 9 "Viewing Other SCOoffice Mail Server Users"
- Chapter 10 "Managing Mail Aliases"

Your Mail Administrator

A *mail administrator* is the person responsible for managing mail accounts and ensuring that incoming email is delivered properly. Their duties usually include:

- creating your email account.
- instructing you about using your email software.
- responding to your questions and solving mail problems.
- protecting your mail account against unsolicited email (*spam*) and viruses.

In a SCO*office* Mail Server environment, it is the mail administrator who enables you to access the **Preferences Manager** and use the SCO*office* Mail Server shared information and capabilities.

The mail administrator also sets policy for:

- where received messages are stored. For example, your mail client software can probably be configured either to read and store messages on the mail server (an IMAP server) or download and store messages on your desktop machine (a POP server).
- mailbox and folder quotas; that is, the amount of message data you are allowed to keep on the SCO*office* Mail Server.
- size and type of attachments.
- mail forwarding and vacation preferences.
- mail alias preferences.
- multiple account support.

Chapter 2. Configuring Mail Clients for the SCO*office* Mail Server

All *mail client* software – programs that allow you to receive, read, compose and send email – must be configured to recognize a *mail server* – a program that directs messages intended for you to your mail client software. In some cases, your mail server might also provide your mail client with calendar information.

To configure your mail client, you must log in to the **Preferences Manager**. To do so, your mail administrator will supply a:

- UserID
- password
- **Preferences Manager** secure "URL" or web address, which will be similar to:

  `https://`**`mycompany.com`**`/msg`

> **Note:** We recommend that you use *https* URLs whenever possible, because they are more secure than conventional *http* URLs.

The following sections describe how to configure your mail client to recognize the SCO*office* Mail Server. For Outlook and Outlook Express clients, this can be done with an automated utility; other clients must enter configuration information manually. To configure IMP webmail, you need only enter your account name and email address.

Using Outlook and Outlook Express with the SCO*office* Mail Server

1. Close Outlook or Outlook Express if you are currently using it.

> **Note:** If you are running an Outlook 2000 or Outlook 98 mail client, your mail administrator might direct you to configure your mail client in either *Corporate/Workgroup* mode or *Internet Email*

Only mode. If this is the case, you must configure your mail client before running the **Preferences Manager**.

2. Log into **Preferences Manager** by pointing your browser at:

   *https://**hostname**/msg*

   where ***hostname*** is the system name supplied by the mail administrator for **Preferences Manager** access.

3. When the **Preferences Manager** screen appears, enter your mail account name and password.

4. Click on **Client Setup** in the **Preferences** menu. This displays configuration information used by your mail client software to communicate with the SCO*office* Mail Server.

5. Run the client configuration program by clicking the **Configure** button. The client configuration screen includes instructions on how to respond to further prompts.

6. In the **File Download** dialogue window, select **Run this program from its current location**.

   > **Note:** If you are using the Netscape browser, you may see a dialogue window indicating "Unknown File Type". If you see this message:
   >
   > a. Click on **Pick App** in the dialogue window. A new dialogue window displays.
   >
   > b. Type "wscript" in the box and click on **OK**. A new dialogue window displays.
   >
   > c. Select the **Open It** checkbox and click on **OK**.
   >
   > You can now proceed to the next step.

7. When prompted to configure your system with the SCO*office* Mail Server, click on **Yes**.

   During the installation, you might be informed that Outlook is being started. If this is the first time Outlook has been run on your system, you will be prompted to select a networking mode; select `Corporate/Workgroup` or `Internet Email Only` depending on your Mail Administrator's instructions. If you are prompted to create an email account, click on **Cancel** or **Close** to exit the account creation dialog; it is not necessary to configure an account at this time.

You might see a dialog box informing you that your Outlook client is configured in Internet Email Only mode. If this is correct, click on **Yes** to continue. If not, click on **No** to cancel the installation, configure your Outlook client in Corporate/Workgroup mode, and restart the **Client Setup** procedure.

8. The **InstallShield Wizard** informs you that it is preparing to install the SCO*office* Mail Server Com-Addin if it is not already present on your system. Click on **Next** to continue.

   After a short time, you are informed that SCO*office* Mail Server Com-Addin files are being copied to your system. Click on **Finish** when prompted by the **InstallShield Wizard**, and click on **OK** when SCO*office* Mail Server configuration is complete.

This completes mail client configuration. When you start your Outlook client, you will be able to receive email with your new account.

> **Note:** The **Outlook Configuration Tool** indirectly configures Outlook XP by setting up Internet Email Accounts. When Outlook XP is started after running the **Outlook Configuration Tool**, it will prompt the user to import the new Internet Email Accounts that it has found. The user *must* click on **Yes** to have these new accounts configured within Outlook XP. Note that the LDAP address book for the SCO*office* Mail Server will be configured but will not appear in the list of address books until Outlook XP is restarted after importing the accounts.

Configuring Outlook Free/Busy Calendaring

The SCO*office* Mail Server includes support for the Microsoft Outlook "free/busy" calendar feature. When scheduling a meeting or other activity, this feature allows the person who is scheduling the meeting to see when others are free or busy.

> **Note:** This feature is provided for Microsoft Outlook clients but not Outlook Express.

Although the SCO*office* Mail Server configuration process adds this calendar feature to your Outlook client by default, the actual publication of your "free/busy" information is not enabled; this decision has

been left to you. If you wish to enable publication of your "free/busy" information, you can do so within the Outlook **Free/Busy** configuration dialog:

1. In the Outlook **Tools**, click on **Options**, then **Calendar Options**.

2. In the **Free/Busy Options** dialog box, check **Publish my free/busy information**.

3. If you are configuring Outlook XP, go to Step 4.

    Enter your SCO*office* Mail Server password in the *ftp://*URL in place of
    `password_for_`***yourname***`_here`.

4. Click on **Apply** to complete the procedure.

Using Netscape Messenger with the SCO*office* Mail Server

1. Close Netscape Messenger if you are currently using it.

2. Log into the **Preferences Manager** by pointing your browser at:

   *https://**hostname**/msg*

   where ***hostname*** is the system name supplied by the mail administrator for **Preferences Manager** access.

3. When the **Preferences Manager** screen appears, enter your mail account name and password.

4. Click on the **Client Setup** in the **Preferences** menu. This displays configuration information used by your mail client software to communicate with the SCO*office* Mail Server. Keep this screen available or print its contents.

5. Start Netscape Messenger.

6. In the **Edit** menu, select **Preferences**, then open **Mail & Newsgroups**.

7. In the **Identity** preferences panel of **Mail & Newsgroups**, enter your user information in the boxes. The *Your name* and *Email address* fields are required, and the *Your name* field in Netscape Messenger must have the same contents as the *Name* field in the **Preferences Manager** client configuration display.

8. In the **Mail Servers** preferences panel of **Mail & Newsgroups**, click on **Add** under **Incoming Mail Servers** to add the SCO*office* Mail Server machine.

    a. Under the **Mail Server Properties General** panel:

      Server Name

          Enter the machine name on which the SCO*office* Mail Server resides.

      Server Type

          Select *IMAP Server* or *POP3 Server* according to your mail administrator's instructions.

      User Name

          Enter the *Account name* from the **Preferences Manager** client configuration display.

    b. If you selected *IMAP Server*, under the **Mail Server Properties Advanced** panel:

      IMAP service directory

          enter **user.name**, where ***name*** is the value you entered for *User Name*.

9. In the **Mail Servers** preferences panel of **Mail & Newsgroups** under **Outgoing Mail Server**:

  Outgoing mail (SMTP) server

      Enter the machine name on which the SCO*office* Mail Server resides.

  Outgoing mail server user name

      Enter value you entered for *User Name*.

This completes mail client configuration. When you restart Netscape Messenger, you will be able to receive email with your new account.

> **Note:** For Netscape Messenger Release 4.7, there is no SCO*office* Mail Server support for using the SCO*office* Mail Server LDAP directory for roaming access.

To set up the Netscape Messenger LDAP address book to use the SCO*office* Mail Server:

1.   Start Communicator.

2.   Select **Communicator→Address Book**.

3. In the Address Book screen, select **File→New Directory**.

4. Enter:

    ```
    Description : SCOoffice Mail Server
    LDAP Server : server_name
    Server Root : server_root
    ```

    You can obtain the *Server Root* value from the **Client Setup** screen as the *Searchbase* parameter.

Using Eudora Mail with the SCO*office* Mail Server

1. Close Eudora Mail if you are currently using it.

2. Log into the **Preferences Manager** by pointing your browser at:

   *https://**hostname**/msg*

   where **hostname** is the system name supplied by your mail administrator for **Preferences Manager** access.

3. When the **Preferences Manager** screen appears, enter your mail account name and password.

4. Click on the **Client Setup** in the **Preferences** menu. This displays configuration information used by your mail client software to communicate with the SCO*office* Mail Server. Keep this screen available or print its contents.

Further configuration depends upon whether you are:

*   configuring your Eudora client for the first time.

*   configuring your Eudora client with SSL security.

*   reconfiguring your Eudora client for the SCO*office* Mail Server.

Initial Configuration with the Eudora Setup Wizard

The first time you launch Eudora, the **Eudora New Account Setup Wizard** appears. Proceed through the setup screens, entering information as requested and clicking on **Next** to continue.

1. In the **Account Settings** screen, select **Create a brand new email account**.

2. In the **Personal Information** screen, enter **Your Name** from the **Name** field in the **Preferences Manager Client Setup** display.

3. In the **Email Address** screen, enter the **Email Address** from the **Preferences Manager Client Setup** display.

4. In the **Login Name** screen, enter **Login Name** from the **Name** field in the **Preferences Manager Client Setup** display.

5. In the **Incoming Email Screen** screen:

   • enter **Incoming Server** from the **Server Name** field in the **Preferences Manager Client Setup** display.

   • select **POP** or **IMAP** according to administrator guidelines.

   If **IMAP** is selected, an **IMAP Location Prefix** screen will be displayed. Leave the **Location Prefix** box blank.

6. In the **Outgoing Email Screen** screen:

   • enter **Outgoing Server** from the **Server Name** field in the **Preferences Manager Client Setup** display.

   • select **Allow Authentication** (this should be the default).

7. Click on **Finish** to complete configuration and exit the **Setup Wizard**. When you restart Eudora, you will be able to receive email with your new account.

SSL Configuration for Eudora Mail

Eudora Mail and the SCO*office* Mail Server both provide SSL (Secure Socket Layer) security by default. Eudora provides a commercial Certificate Authority (CA) key, and the SCO*office* Mail Server provides a demonstration key with the option of enabling a commercial key.

However, the Eudora default security configuration does not work correctly with the SCO*office* Mail Server. Eudora tries to determine if TLS (Transport Layer Security) is supported by mail servers it connects with, and if not, to configure mail service without SSL. This check fails with this version of SCO*office* Mail Server and Eudora 5.1; Eudora does not find the SSL alternate port and does not transfer mail.

To work around this problem, you must manually enable or disable SSL on your Eudora client. To do so:

1. Start Eudora and select **Tools→Options**.
2. Click on **Checking Mail**.

   The default value for the **Secure Sockets when Sending** field is **Use TLS if Available**. You must change it to one of the following entries:

   Never

      to receive mail without SSL security.

   Required, Alternate Port

      to receive mail with SSL security.

   Other selections will disable mail transfer.
3. Click on **Sending Mail**.

   The default value for the **Secure Sockets when Receiving** field is **Use TLS if Available**. You must change it to one of the following entries:

   Never

      to send mail without SSL security.

   Required, Alternate Port

      to send mail with SSL security.

   Other selections will disable mail transfer.
4. Restart Eudora.

   If you elected to disable SSL, this completes Eudora client configuration. Mail users can now use Eudora to send and receive email without SSL security.

   If you elected to enable SSL, you must have a server key and certificate of authority. If you have not already done so, you must use **Webmin** to generate a Certificate Signing Request (CSR) from a

commercial Certificate Authority (CA) provider, or generate a self-signed certificate and key. For more information, see "Enabling SSL" in the *Administrator's Guide*.

If you obtained a server key and certificate from a company for which Eurora already provides trusted client certificates (such as Verisign®), this completes Eudora client configuration. Verify that Eudora has accepted the server certificate:

   a. Select **Tools→Options**

   b. Click on **Checking Mail**.

   c. In the **Last SSL Info**, confirm that the server certificate is in the trusted list.

5. If you did not obtain a server key and certificate from a company for which Eurora already provides trusted certificates or you generated your own key and certificate, you must manually configure Eudora to authenticate with the SCO*office* Mail Server.

   Start Eudora and select **Tools→Options** You will be prompted to provide the password for your account, after which the download of the mail will fail.

   Attempt to download mail a second time; this will also fail, but the error message will indicate that Eudora does not trust the certificate supplied by the server.

6. From the Eudora menu bar, select **Tools→Options**. Then click on **Checking Mail** and select **Last SSL Info**.

7. In the **Certificate Not Trusted** dialog box, click on **Certificate Information Manager**. Select the server certificate for your mail server from the list of known untrusted server certificates, then click on **Add to Trusted**.

8. Restart Eudora.

   This completes Eudora client configuration. Mail users can now use Eudora to send and receive email with SSL security.

Modifying Eudora Configuration

   1. In the Eudora **Tools** menu, select **Options**.

   2. Click on **Getting Started**, then enter:

Real Name

from the **Name** field in the **Preferences Manager Client Setup** display.

Return Address

from the **Email Address** field in the **Preferences Manager Client Setup** display.

Mail Server

from the **Server Name** field in the **Preferences Manager Client Setup** display.

Login Name

from the **Name** field in the **Preferences Manager Client Setup** display.

SMTP Server

from the **Server Name** field in the **Preferences Manager Client Setup** display.

Allow Authentication

check the box (this should be the default).

3. Click on **Checking Mail**, then enter:

Mail Server

from the **Server Name** field in the **Preferences Manager Client Setup** display.

Login Name

from the **Name** field in the **Preferences Manager Client Setup** display.

other fields

use defaults.

Allow Authentication

check the box (this should be the default).

4. Click on **Incoming Mail**, then enter:

Server Configuration

select **POP** or **IMAP** according to administrator guidelines.

Authentication Style

> select **Passwords**.

other fields

> use defaults.

5. Click on **Sending Mail**, then enter:

Return Address

> from the **Email Address** field in the **Preferences Manager Client Setup** display.

SMTP Server

> from the **Server Name** field in the **Preferences Manager Client Setup** display.

other fields

> use defaults.

6. Click on **OK** to complete configuration and exit. When you restart Eudora, you will be able to receive email with your new account.

Using KMail with the SCO*office* Mail Server

1. Close KMail if you are currently using it.

2. Log into **Preferences Manager** by pointing your browser at:

   https://hostname/msg

   where *hostname* is the system name supplied by the mail administrator for **Preferences Manager** access.

3. When the **Preferences Manager** screen appears, enter your mail account name and password.

4. Click on the **Client Setup** in the **Preferences** menu. This displays configuration information used by your mail client software to communicate with the SCO*office* Mail Server. Keep this screen available or print its contents.

5. Log into your Linux system and start KMail. If this is the first time KMail has been run, click on **OK** to create a *Mail* subdirectory in your home directory.

6. In the KMail **Settings** menu, select **Configuration** .

7. Click on **Identity**, then click on **New Identity**. Enter **New Identity** from the **Account Name** field in the **Preferences Manager Client Setup** display, and select "**With empty fields**".

8. When your **New Identity** is displayed, enter:

    Name

    from the **Name** field in the **Preferences Manager Client Setup** display.

    Email Address

    from the **Email Address** field in the **Preferences Manager Client Setup** display.

    Reply To Address

    from the **Email Address** field in the **Preferences Manager Client Setup** display.

    Signature

    specify a file or enter a signature message in the box.

    Click on **Apply** to save your selections in the **Identity** screens.

9. Click on **Network** and **Sending Mail**, then select:

    SMTP

    Enter **Server** from the **Server Name** field in the **Preferences Manager Client Setup** display, and use the default port number (unless instructed otherwise by your mail administrator).

    Incoming Mail

    Select **Pop3**, then enter:

    Name

    from the **Name** field in the **Preferences Manager Client Setup** display.

    Login

    from the **Account Name** field in the **Preferences Manager Client Setup** display.

    Password

    of your choice; you can elect to have KMail remember this password.

Host

from the **Server Name** field in the **Preferences Manager Client Setup** display.

Port

use the default.

other fields

Enter additional information as desired.

Click on **Apply** to save your selections in the **Network** screens.

10. Set **Network Properties** as desired and click on **Apply** to save your selections in the **Network** screens.

11. Click on **OK** to complete configuration and exit. When you restart KMail, you will be able to receive email with your new account.

Using IMP Webmail with the SCO*office* Mail Server

A *webmail client* provides the ability to read email using an Internet browser on any networked computer, rather than a dedicated mail program on a single computer. This is useful if you need to read your email from different locations or on different machines.

To log into the IMP webmail client, you need the following information from your mail administrator:

- your SCO*office* Mail Server account name and initial password.

- your SCO*office* Mail Server email address.

- the IMP client URL, usually:

  *https://**hostname**/horde/imp*

If your IMP client has not already been configured for the SCO*office* Mail Server:

1. Log into IMP by pointing your browser at:

    *https://**hostname**/horde/imp*

2. Enter your account name and password.

3. Click on **Preferences** and enter your SCO*office* Mail Server account name and email address.

This completes IMP client configuration. To view and modify your SCO*office* Mail Server user preferences, log into **Preferences Manager** by pointing your browser at:

*https://**hostname**/msg*

where ***hostname*** is the system name supplied by the mail administrator for **Preferences Manager** access. When you enter your mail account name and password, you will see the **Preferences Manager** screen.

> **Note:** The IMP webmail client does not work consistently on Netscape 6.0 and 6.1 browsers; you must upgrade to Netscape 6.2. You can also connect to the SCO*office* Mail Server from an IMP client on Netscape 4.7.

Chapter 3. Logging in to the Preferences Manager

To manage your personal SCO*office* Mail Server mail preferences, you must log in to the **Preferences Manager**. To do so, you'll first need to know your:

- UserID
- password
- **Preferences Manager** secure "URL" or web address, which will be similar to:

  `https://`**`mycompany.com`**`/msg`

Your mail administrator will assign your UserID, initial password, and **Preferences Manager** URL. We recommend that you change the initial password as described in Chapter 8 "Changing Your SCOoffice Mail Server Password".

> **Note:** We recommend that you use *https* URLs whenever possible, because they are more secure than conventional *http* URLs.

You can start the **Preferences Manager** in any of the following ways (depending on your mail software and how it is configured):

- by starting your favorite Internet browser (for example, Microsoft Explorer or Konqueror) and entering the **Preferences Manager** URL.
- by clicking the **SCOoffice Mail Server Preferences** icon on your desktop or mail software, and entering the **Preferences Manager** URL (the SCO*office* Mail Server installs this icon on Windows desktops and Outlook mail software).
- by selecting **SCOoffice Mail Server Preferences** in the **SCOoffice** menu of your mail program.

If you do not see the **Preferences Manager** login screen, verify that you entered the correct URL and that your network is functioning.

When the **Preferences Manager** login screen appears in your browser or mail program, enter your UserID and password in the appropriate boxes and click on **Login** (or press Tab and Enter). You should then see the **Preferences Manager** welcome screen.

If you are unable to log in:

• verify that you entered your UserID correctly.

• verify that you entered your password correctly. If you have forgotten your password, your mail administrator can supply a new one.

• seek assistance from your mail administrator.

Chapter 4. Managing Your Profile

Your Profile contains information about your SCO*office* Mail Server email account, as well as any personal information that you or your company might wish to share with other SCO*office* Mail Server users. To display your Profile, in the **Preferences Manager** select **Preferences**, then **Your Profile**. Your Profile is also displayed when you first log in to the **Preferences Manager**.

Most information in your Profile can be modified by you at any time. To do so, click on **Modify**, enter new information or edit existing information in the field boxes, then click the **Apply** button to enter your changes. Some fields (indicated below with asterisks "*") cannot be edited; you must ask your mail administrator to do so for you.

> **Note:** The SCO*office* Mail Server might be configured to enable display but not modification of your Profile. If this is the case, you cannot enter changes in Your Profile fields and you must ask your mail administrator to do so for you.

Your Profile also contains information about your SCO*office* Mail Server *mail quota*; that is, the total amount of space allocated by the Mail Administrator for your mailbox and folders on the SCO*office* Mail Server. When you click on **Quota**, the **Preferences Manager** displays your quota in Megabytes (Mb), how much is used and free, and what percentage has been used. If your Mail Administrator has set no quota, the **Quota** field displays OFF and the other fields are empty.

> **Note:** When your message usage exceeds 90% of your quota, a warning will be displayed by your mail client. Once you exceed the quota, no new messages will be delivered and mail will *bounce* (be returned to the sender as undeliverable). If you exceed your quota, you must remove messages or contact your Mail Administrator to restore mail delivery.

Profiles consist of the following information:

User ID*

Your unique identification name for the SCO*office* Mail Server (example: *sues*).

First Name

Your first name (example: "Sue").

Last Name

Your last name (example: "Smith").

Display Name

Your first and last name (example: "Sue Smith"). You can also add brief distinguishing information, such as a job title (example: "Sue Smith, Account Supervisor").

Mail address*

Your primary Internet email address. In most cases this will be your *User ID* with the SCO*office* Mail Server *mail domain* name appended; the mail domain is often a company or Internet service provider name.

Note: When you send email, your message header includes **Display Name** and **Mail address** by default (unless your mail administrator has modified the defaults); for example:

```
Sue Smith, Account Supervisor <sues@mycompany.com>
```

Work Phone

Your business phone number.

Mobile Phone

Your mobile phone number.

Home Phone

Your home phone number.

Pager

Your pager number.

FAX

Your facsimile telephone number.

Title

Your job title or other distinguishing information.

Office Location

Your office name or other information necessary for a physical delivery.

Alternate Mail*

An alternate email address; for example, an external private email address that you might wish to share, or to which you might want to forward personal messages.

Chapter 5. Avoiding Junk Mail

The SCO*office* Mail Server allows you to filter out *junk mail* (also known as *spam*), so that unwanted email does not arrive in your mailbox. When the junk mail filter is turned on, you will not receive any mail sent to you as a BCC (Blind CC); this is the way that most junk mail is sent. In addition, you can create a list of *exceptions*, which allow to explicitly allow or deny delivery of email from certain addresses.

> **Note:** The SCO*office* Mail Server might not be configured to allow you to set your own junk mail preferences. If this is the case, you will not see a **Junk Mail** field in the **Preferences** menu of the **Preferences Manager** and you must ask your mail administrator to control junk mail filtering for you.

To turn junk mail filtering on or off, in the **Preferences Manager** select **Preferences** and **Junk Mail**, then click on **On** or **Off**. You can also:

Destroy or save filtered mail:

> In the **Preferences Manager**, select **Preferences** and **Junk Mail**, then click on **Destroyed** or **Saved in your junk mail folder** . If you select **Destroyed**, filtered mail is not saved. However, you might want to examine mail saved to your junk mail folder to discover exceptions that you want to allow.

Set exceptions:

> In the **Preferences Manager**, select **Preferences**, **Junk Mail**, and **Add Exception**. Then:

> Enter a full or partial email address.

>> The full address filters only that user, but a partial address filters all users at that address. For example, if you enter the partial address `xyz.com`, it affects mail from bob@xyz.com, cora@xyz.com, and all other users at xyz.com.

> Select **Allow** or **Deny**:

>> **Allow** permits delivery of mail from a specific user address or range of users at a partial address, even if the message is sent as a BCC. **Deny** prevents delivery of mail from a specific user address or range of users at a partial address.

> Click on **Add** when you have entered the exception. You can remove exceptions from the list on the **Junk Mail** display.

Note: Your Mail Administrator can set global restrictions on mail filtering that precede your personal settings. For example, if you set an exception to allow delivery from an email address that has been denied in the global restrictions, mail from that address will not be delivered to you. The **Preferences Manager** cannot detect global restrictions.

Chapter 6. Forwarding Your Email to Another Account

The SCO*office* Mail Server allows you to *forward* (or redirect) your email to another mail account. For example, you might wish to do this if you take an extended leave and you want another person to receive and respond to your mail.

> **Note:** The SCO*office* Mail Server might not be configured to allow you to set email forwarding. If this is the case, you will not see a **Forward Email** field in the **Preferences** menu of the **Preferences Manager** and you must ask your mail administrator to set email forwarding for you.

To enable forwarding:

> In the **Preferences Manager**, select **Preferences**, then **Forward Email**. Enter the full email address of the person to whom your mail will be forwarded (example: "billw@mycompany.com"), and click on **Apply**. If you want to save copies of all forwarded mail, click in the **Keep a copy in my mailbox** checkbox.

To modify forwarding:

> In the **Preferences Manager**, select **Preferences**, then **Forward Email**. Edit the email address shown in the box and click on **Apply**.

To disable forwarding:

> In the **Preferences Manager**, select **Preferences**, then **Forward Email**, and click on **Remove**.

<div style="border:1px solid black; padding:1em;">

Caution

The SCO*office* Mail Server does not check the validity of the email address you enter. If you enter an incorrect address, messages will be returned as undeliverable.

</div>

Chapter 7. Setting a Vacation Mail Notice

The SCO*office* Mail Server allows you to set a *vacation notice*. A vacation notice is an automatic reply for all email you receive during a vacation or extended absence, with a subject heading and message content that you can specify.

> **Note:** The SCO*office* Mail Server might not be configured to allow you to set your own vacation notice. If this is the case, you will not see a **Vacation Notice** field in the **Preferences** menu of the **Preferences Manager** and you must ask your mail administrator to set vacation notices for you.

To compose or edit a vacation message:

In the **Preferences Manager**, select **Preferences**, then **Vacation Notice**. Enter a **Notice Subject** (example: "Vacation Message from Sue Smith") and a **Notice Message**; the message might include the days you plan to be gone and the person to contact in your absence. Click on **Apply** to save your message.

If you do not enter a subject or content, the following defaults are set:

Subject

```
Absence notification
```

Message

```
This is an automated reply: This person is temporarily out of the
office
```

To enable vacation notices:

In the **Preferences Manager**, select **Preferences**, then **Vacation Notice**. After you have entered a **Notice Subject** and **Notice Message**, select **Vacation Notification: On** and click on **Apply**.

To disable vacation notices:

In the **Preferences Manager**, select **Preferences**, then **Vacation Notice**. Select **Vacation Notification: Off** and click on **Apply**. You might want to leave the **Notice Subject** and **Notice Message** as they are and edit them for your next vacation.

Chapter 8. Changing Your SCO*office* Mail Server Password

Your SCO*office* Mail Server password assures secure access to your email account.

> **Note:** If you forget your password, your mail administrator can issue a new one for you.
>
> The SCO*office* Mail Server might not be configured to allow you to change your own password. If this is the case, you will not see a **Password** field in the **Preferences** menu of the **Preferences Manager** and you must ask your mail administrator to change your password for you.

To change your password, in the **Preferences Manager** select **Preferences**, then **Change Password**. After entering your old password, enter your new password and re-enter your new password for confirmation, then click on **Apply**. If any of your entries are incorrect, you will be prompted to start again.

Here are some basic guidelines for choosing and maintaining passwords:

- Change your password if you think it has been compromised, or according to your mail administrator's directions.
- Make the password at least eight characters in length, and include letters, digits, and punctuation marks (for example: `frAiJ6*`). A password cannot be a null string (that is, simply pressing the Enter key).
- Do not use a password that is easy to guess. A password must not be a name, nickname, proper noun, or word found in the dictionary. Do not use your birthday or a number in your address.
- Do not use words spelled backwards.
- Do not start or end a password with a single number. For example, do not use `terry9` as your password.
- Use different passwords on different machines. Do not make the passwords reflect the names of the machines.
- Keep your password secret. A password should never be written down, shared with another person, sent over email, or spoken. Treat your password like the PIN number for your bank card.
- Do not reuse a password. This increases the probability of someone guessing it.
- Do not type a password while someone is watching your fingers.

Chapter 9. Viewing Other SCO*office* Mail Server Users

In most cases, the SCO*office* Mail Server is used to manage email traffic for a particular organization (such as a company or government bureau) within a single *mail domain*. You can use the **Preferences Manager** to locate other email users in your mail domain and share your Profile information.

To view other SCO*office* Mail Server users in your mail domain, in the **Preferences Manager** select **Users**. You can then select:

Find Users

Allows you to search for users. You can search on `UserID`, `Name`, and `Email Address` fields, and you can enter partial strings (one or more adjacent letters of a word). If your search yields no results, you are prompted to **Find Another** or **Show All**.

You can also browse the complete list of email users by clicking the **Show All**, which displays the complete list of email users. For each account listed, you can view their Profile and the Aliases of which they are owners or members.

> **Note:** If you have large numbers of users or aliases on your SCO*office* Mail Server, it may take some time to load the display, and the display may occupy many screens.

Chapter 10. Managing Mail Aliases

The SCO*office* Mail Server allows mail users to create email *aliases*. A mail alias name represents a group of users (or other aliases) that is translated by the SCO*office* Mail Server into a list of email addresses. Mail aliases are similar to email *distribution lists* in that both allow you to refer to many addresses by one name. However, aliases are different from distribution lists in two significant ways:

• An alias is a valid email address that can be used by any email user, internally and externally, while a distribution list can only be used by one user.

• Aiases are maintained and dynamically updated by the SCO*office* Mail Server and made available to all users on the system, while distribution lists must be updated and distributed manually.

For shared groupings of users, aliases are much more efficient and powerful than distribution lists.

Use the **Preferences Manager** to view and manage mail alias information. In the **Aliases** menu, click on:

Your Aliases

Displays all aliases of which you are an **Owner** (that is, aliases which you created or manage) or a **Member** (that is, aliases to which you subscribe).

When you click on an alias name, you can also:

Modify

Change the description and membership restrictions for an alias you own.

Members

Add or remove yourself from an Open alias, or add and remove members from a Restricted alias if you are the owner.

Owners

Add or remove owners for an alias you own.

Delete

> Delete the alias if you are an owner.

Find Alias

Search for an alias in your mail domain. You can enter a full or partial word to be found in the `Alias` or `Name` fields.

When you click on **Show All**, it lists all aliases in your mail domain, sorted by `Alias`.

> **Note:** If you have large numbers of users or aliases on your SCO*office* Mail Server, it may take some time to load the display, and the display may occupy many screens.

To become a member of an alias that is:

Open

> Click on **Add Yourself** in the **Alias View** screen. You cannot add other members unless you are also an owner.

Restricted

> You must contact one of the alias owners.

Create Alias

Create a new alias (required entries are marked with asterisks "*"):

*Alias

> A unique identification name for the alias, appended with the name of your mail domain under which the alias resides.

Description

> The description of the mail alias. Example: "The Company Glee Club".

*Owner

 The email address(es) of owner(s) of the alias; there must always be at least one owner. By default, when you create an alias, you are automatically listed as an owner and a member. Multiple owners are permitted, each of whom has the ability to modify alias attributes, add and remove owners, and delete the alias. Only existing owners can add or remove other owners; if an alias is restricted, only owners can add or remove members.

*Membership

Radio buttons indicating whether the alias is **Open** or **Restricted**; the default is **Open**. You can add or remove yourself to or from an **Open** alias, but you cannot add or remove others from an **Open** alias unless you are also an owner. To add or remove yourself to or from **Restricted** aliases, you must ask the owner(s).

*Member(s)

The email address(es) of members of the alias. At least one member must be added, in a comma-separated list. Members can be entered as:

- **User ID**s (if in the current mail domain).
- aliases (if in the current mail domain). A mail alias can contain the names of other aliases.
- complete email addresses (if in a different mail domain).

In addition to manually entering individual names, you can also click on **Browse** to view lists of users and aliases in the current domain. To add a user or alias to the new alias, click on **Add** and close the **Browse** window when you have finished selecting new members.

Note: If you have large numbers of users or aliases on your SCO*office* Mail Server, it may take some time to load the display, and the display may occupy many screens.

When you have entered all required and optional information, click on **Create** to enter the new alias information.