


■ cyberStrategies *internet* **New Mail Systems** *technical solutions* ■

This is a brief introductory note to announce two enhancements for our hosted customers whose email is processed through our servers. If you have any additional questions, please contact us at tech-support@csz.com. This includes customers who are using packages which support email boxes on our servers, but who are not currently using them. Please remember, if for any reason, the email for your domain never comes through our servers, neither of these systems will apply to your site. Also, you may have to make minor changes to your email set up to use either of these systems.

The first system allows you to control how email coming into your domain is handled (e.g., who receives the mail address to sales@mydomain.com). It also allows both your mail administrator and individual mail account user to remotely change passwords on mail accounts.

The second system allows you to view your mail from any web browser securely. You may continue to use your local email client, completely switch over to using web-based email or use a combination of both (e.g., web based email when traveling and your normal client when in the office). This system can also be used to control email filtering on our servers.

This document introduces both systems. Both come with extensive on-line help which should be consulted first. Just click on the s or the [help](#) links on screen for help

While these systems can be set up for you at no additional charge, non-email technical support, when not due to a CyberStrategies, Inc. error or unclear documentation, may be billed in accordance with our current service agreement at <http://www.csz.com/serviceagreement.htm>.

Background Material.

How your incoming mail is handled

Email addressed to someone in your domain (e.g., sales@mydomain.com or fred@mydomain.com) is first checked against a list of public names defined for your site's mail (called mail aliases). For each name on the list there is a corresponding real e-mail destination. If there is a * in the list of mail aliases, any mail which has not already been assigned a destination goes to the real e-mail which is on that line. Our new system ensures that you can put only one * in your list and always places it last so all other public names are tried first. The real e-mail destination can be either a local mail box (e.g., mydmn1), an address in some other domain (e.g., fred@earthlink.net), or one of your mailing lists (e.g., mydmn_list5). In the first case, the mail is put in the local INBOX corresponding to that name. In the second case, the server tries to send the mail on to the mail-server serving the other domain (mail.earthlink.net in our example). In the third case, the mail-server gets the email addresses on the list and makes a copy of the original email for each address

and then processes each copy with the new address either forwarding it on or saving it into a local INBOX. **Note:** mail servers will try to send mail for up to five days. If after that time the mail is not delivered, it comes to the attention of our technical support staff.

Managing the flow

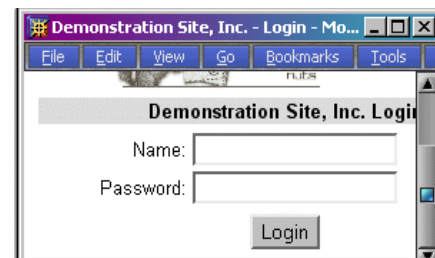
The first of our new systems is dedicated to enabling a remote administrator to manage this flow. You will begin by going to <http://www.csz.com/managemail> which will take you to a login screen. If a normal mail user logs in here, they will be able to change their password. However, if the site's mail administrator logs in they will be able to: change any or all of the passwords for the site's email accounts (if any have been set up); manage site specific mailing lists, and manage mail aliases for the site. Once the administrator logs in they will see a page which displays a long web page with a section devoted to each of these functions. There are two requirements to use this system. First, the user names for any mail accounts must be in the form of the mail manager's username followed by a number (e.g., if the mail manager's name is mdmn then the mail user's name could be mdmn1'). Second, your email comes through our servers.

Web-mail - How to read your mail anywhere:

This system allows you to view email held on our servers from anywhere you can access the Internet with a web browser. As an added benefit, the entire transaction occurs on our secure server so your privacy is enhanced (however emails should still not be used to send sensitive information). While there is a quick link to accessing the mail system (<http://www.csz.com/webmail>), this will display the CyberStrategies, Inc. Logo.



If you are a PWDA with us and would like your own colors and logo, please contact us about customizing it. After we do customization, you can use the link <https://secure1.csz.com/domainname/mail> where *domain name* is either PWDA or PWDA's client specific. Colors and logo can then be customized. There will be a slight charge for the customization.



Setup and limitations:

The first time a user uses the web-mail client they need to ensure that you configure it to use their public email name (e.g., sales@mydomain.com). To do this they need to click on the Options and the Personal Information link and fill out the information. At a minimum they need to fill out the Full Name and Email Address fields (see Personal Information Options Page figure). Change the Timezone Option if you want your mail not to have California Time. Use the Help link for an explanation of the other options).

CyberStrategies, Inc. Webhosting. Web Mail - Mozilla

File Edit View Go Bookmarks Tools Window Help

Folders
Last Refresh:
Thu, 11:27 pm
(refresh folder list)

INBOX
Drafts
Sent
Trash

[Sign Out](#)

[Compose](#) [Addresses](#) [Folders](#) [Options](#) [Search](#) [Help](#)

Options - Personal Information

Name and Address Options

Full Name:

Email Address:

Reply To:

Signature:

Multiple Identities: [Edit Advanced Identities](#) (discards changes made on this form so far)

Timezone Options

Your current timezone:

Reply Citation Options

Reply Citation Style:

User-Defined Citation Start:

User-Defined Citation End:

Signature Options

Use Signature: Yes No

Prefix Signature with '--' Line: Yes No

Personal Information Options Page.

If you want to use this as your sole mail client, just go to the appropriate link from any browser and use your mddmn1 style username and login. However, if you want to be able to view mail that you will also view using a traditional email client, you need to ensure that your traditional email client uses the IMAP rather than POP3 protocol. Once an email message is removed from the server, the web-mail client will be unable to view or manipulate it.

For occasional Webmail users use the following steps to ensure that all your email gets properly saved in your traditional email client.

- Delete the messages you don't want to save on your traditional email client.
- When you send a message you want to keep a record of, put your own email address down in the BCC (blind carbon copy) line.
- When you get back to the office, move these BCC messages to your normal sent mail folder and the other emails to their normal folders.
- When you get a chance go back and delete the BCC messages from the Webmail's Sent mail folder.

Terms used in this document:

- Web-server: the computer which serves the web pages which make up your site.
- Mail-server: the computer which holds your mail account(s). Usually this is the same computer as the web-server. However, you may specify that another computer is to be sent all e-mails related to your web-site.
- Hosting: the hardware, software and processes needed to ensure your web-site is available for viewing.
- Fully qualified domain name: the letters and symbols which uniquely identify a computer to the rest of the internet (e.g., www.mydomain.com, mail.mydomain.net). CyberStrategies standard setup for hosting is to assign a series of names to the same internet address, any one of which may be used to address the same computer (i.e., ftp.csz.com, www.csz.com, csz.com, mail.csz.com all will give you the same web-server or mail-server).
- IMAP (Internet MAil Protocol) server or POP3 (Post Office Protocol v.3) server: the computer responsible for holding e-mail for an account until it is removed by your e-mail client. These two servers just use slightly different approaches to handling the mail. POP assumes you will pick up and manage your mail from a single computer. The folders where you save mail after you receive it are all on your computer not the server. IMAP is geared to the person who will be accessing their e-mail from multiple locations so it **can** support folders on the server (please remember that any email stored on our servers does count against your contracted allotment, but you will be warned before you are billed).
- SMTP (Simple Mail Transport Protocol) server: the computer responsible for **sending** mail out across the Internet, identified by a fully qualified domain name. Normally this will be the same server as the IMAP/POP3 server. However, certain companies such as Earthlink do not allow you to use any but their own SMTP servers.
- Email client: the program or process you use to view your email (e.g., Netscape/Mozilla Messenger, Outlook Express, yahoo.com s mail system or our web mail system (see below). For programs that you run on your computer (e.g., Outlook Express) you must decide whether you will use IMAP or POP3 protocol to get your mail. Some web-based mail clients (e.g., our web mail system) may use only IMAP protocol.
- Public email address: the address you tell other people to use to reach a person or service at your web-site (e.g., info@mydomain.com, sales@mydomain.com).
- Name on the server (more properly, name on the IMAP|POP3 server): This is the unique name we assign you and it is normally related to your domain name (e.g., mydomain.com s users would have names like mydmn1, mydmn2). You will need to know this only when setting up your e-mail client or accessing the e-mail on the web. You use your Public e-mail address everywhere else.
- Mailing list: a list of real e-mail addresses associated with a unique name on the mail server. Creating and managing mailing lists is a new feature for most of our users. It should be used to exchange e-mails between a small group or where one email should go to several people. We have other solutions for sending out something like a newsletter.
- Email Filter: A set of instructions which allow the mail server/client to send email to a particular folder (e.g., email from a particular mailing list to a folder, a known spammer to trash). If applied on the server, IMAP protocol must be used by all email clients so that they can find the folders.