



Version 6.0

Getting Started Guide

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"SpearMail" Sets up Complete Messaging System

1.0 Introduction :

SpearMail is a Mail Server that allows Organisations to set up a messaging system in their Organisations.

The messaging system will ensure that

- ✓ Every user has a separate and private e-mail address
- ✓ Users can send and receive e-mail right from their desktop, without dialling out each time
- ✓ Users can send mail within the Organisation as well as to the external world.

SpearMail also has a host of features, which enables Organisations to set up a powerful and cost effective mailing system in their organisations.

Note:

SpearMail is not an e-mail client. This means user cannot read and write mail-using SpearMail. Users need to use any standard e-mail client like Microsoft Outlook, Outlook Express, Netscape, Eudora to read and write mail.

SpearMail is a post office for Internet mail clients. Mails sent by the users will be collected by SpearMail and sent out as and when it is scheduled to automatically dial out. SpearMail will also receive the mail addressed to your organisation, store in its database and pass it on to the clients as and when there is a request.

2.0 Requirements:

Operating System

- Windows® 98SE + MSIE 6 + PWS
- Windows NT® 4.0 SP5 + MSIE 6
- Windows® 2000 + MSIE 6 + IIS 5.0
- Windows® XP + MSIE 6 + IIS 5.1
- Windows® Server 2003 + MSIE 6 + IIS 6.0
- Windows® Vista + MSIE 7 + IIS 7.0

CPU

- Pentium III 500 Mhz and Above

Memory

- Windows® 98SE and Windows ME – 256 MB of RAM
- Windows NT® 4.0 SP5 + MSIE 5 - 512 MB of RAM
- Windows 2000 and Windows XP - 512 MB of RAM
- Windows Server 2003 - 512 MB of RAM
- Windows Vista - 1 GB of RAM

Additional Notes and Requirements

- You must have a properly operating TCP/IP network in order to use SpearMail 6.0.
- Microsoft Internet Explorer 6.0 or later is required to use all features.
- Internet Connection - If SpearMail is used to send and receive Internet mail then you must have Internet Connectivity via Dial-up or Cable/DSL or Leased Line.
- SMTP/POP3 clients : MS Outlook, MS Outlook Express, Netscape. Many e-mail clients like Outlook Express and Eudora are available free of cost. The help manual of SpearMail provides step by step instructions on how to ensure that your e-mail clients can be configured to talk to SpearMail.

The Anti-virus Plug-in provides 1 year of anti-virus updates from the date of registration

3.0 Features

SpearMail is a feature rich Mail Server. In addition to providing both Internet and Intranet messaging system, it can perform various other functions that will increase the productivity in your organisation. Here are some of the important features

3.01 Privacy

SpearMail permits users to password protect their mailboxes. All incoming and outgoing messages are stored in individual Mailboxes.

3.02 True Multiple Domains Support:

Organisation using more than one domain name within the same LAN (for example – spearheadtech.com, spearmail.com, SpearMail.co.in etc), can use a single license of SpearMail to send and receive mails from all accounts simultaneously.

That means you can use multiple default account of different domains.

3.03 User Level Domain Mapping :

You can have all users in all domains or you can have certain user in certain domains.

3.04 Multiple Type Connectivity Support

SpearMail work with any type of connectivity but many companies still have dial-up connection. SpearMail is equipped to work using Dial up accounts too. SpearMail will also work efficiently in scenarios where ISPs provide dynamic IP addresses. Thus, SpearMail is designed to save you money and provide best messaging solution for your Organisation.

SpearMail also comes complete with its own dialer that can be scheduled to connect to your ISP at pre-determined intervals and process e-mail collection and delivery. Each time SpearMail dials it processes e-mail for all users at one go.

3.05 Alternate SMTP Server :

Now you can also send mails using alternate SMTP Server if Primary SMTP server fails. Means if your primary SMTP server fails to connect after certain tries then SpearMail will send mails using secondary SMTP Server. Even if Secondary server fails to connect in certain tries then SpearMail will try to send the mails using direct delivery (MX Resolution).

3.06 External mail integration

SpearMail can collect e-mail from any number of mailboxes for each user. For example if you have a personal e-mail account apart from your company account, SpearMail can be configured to download messages from your personal e-mail account also.

3.07 Spam Filter

Unsolicited email or Spam mail is a serious threat that is being faced by all e-mail users. SpearMail is capable of blocking much of this nuisance with its Spam filters. SpearMail can block mail from e-mail addresses that you specify (Example: spammer@spammer.com) and also block all mail originating from a specific domain. To configure SpearMail mail filter, select tools in the main menu and then Spam filters.

Now admin can specify user wise Spam List. Any mail recd from those senders will be stored in spam older. Receiver as well as SpearMail admin will get alert message for same.

Admin can create the Global Spam List. Whenever new user gets added into SpearMail (after creating Global Spam List) then in that user properties default Spam list will be loaded automatically. Each user/domain can have different Spam list.

3.08 Recipient Block List :

Now admin can specify user wise recipient block list. Any mail sent to blocked recipient will be store in blocked folder. Sender as well as SpearMail admin will get alert message for same.

Admin can create the global Blocked List. Whenever new user gets added into SpearMail (after creating global blocked list) then in that user properties default blocked list will be loaded automatically. Each user/domain can have different blocked list. This feature is useful for the clients who has got multiple office and need to communicate with the head office or regional office or to certain clients only

3.09 Outgoing Mail Filter

Outgoing Mail Filtering in SpearMail works in two ways. Administrator could either list all the Domains or Email Addresses to which it wants to allow users to send mails; or the Administrator could prevent users from sending mails to listed domains or email addresses.

Adding values to the list and other properties are similar to Spam (apart from the fact that, in the case of outgoing mails all the blocked mails are moved to the Blocked Folder and in the case of Spam, mails are moved to the Spam Folder)

3.10 Content Filtering:

SpearMail Mail Server has a very powerful and intuitive content filter tool. Admin can specify user wise Content Filter List. Any mail recd having objectionable keywords in subject or in body of the message will be stored in from those senders can be stored in Spam folder or deleted directly. Receiver as well as SpearMail admin will get alert message for same.

Admin can create the Content Filter List. Whenever new user gets added into SpearMail (after creating Global Content Filter List) then in that user properties default Content Filter list will be loaded automatically. Each user/domain can have different Content Filter list.

3.11 Attachment Filtering :

You can add attachment name which you want to block. Example *.exe or your_msg.exe. This option only can be setup at server level. This will act as first level of protection from viruses.

3.12 IMAP A/c Integration:

Now SpearMail support IMAP Protocol also. Mobile users whose is accessing WebMail account all the time but when they come to office they want just view what are the messages in his inbox without downloading messages. They can view just the heading and the sender of the mail and then decide whether to download the mail. He can also create and manipulate folders or mailboxes on the server, delete messages etc.

Actually it is not True IMAP but it is a proxy IMAP. You can download mails of IMAP A/c and will synchronise all the folders. SpearMail will not have any control on this accounts like message size, content filtering, Spam Filtering feature or Antivirus scanning will not be available for this accounts.

3.13 Backup /Restore :

Now we have added very useful backup feature for taking configuration and full backup. There is a separate application, which will be running in system tray. You can schedule it for taking configuration backup or full data backup daily so that in case SpearMail crashes you will be able recover the data. This will save lot of time reconfiguration of SpearMail and you will be able to restore data from last backup

3.14 Groups:

A Group is a special user that has one or more users listed as members under it. All mails received by the Group are forwarded to its members. This is very useful as it enables you to create accounts with department name (like sales@yourcompany.com). SpearMail can then redirect mail received at sales@yourcompany.com to your sales manager. Group member can be local user or remote user also.

3.15 Auto Forward.

Auto forward facility allows mail addressed to one user (incoming mail) to be sent to another user or account. Forward accounts are particularly useful for people at remote sites, or who may be travelling or are on vacation.

Earlier SpearMail use to forward copy of mail to forward address and mail use to remain in original mailbox. But now you can forward mails to without keeping mails in local account.

3.16 Auto-responders

SpearMail can automatically reply to mail received at certain addresses. For example, you can set SpearMail to automatically reply with a thank you note whenever a customer sends a mail to enquiry@yourcompany.com.

Also it is possible to attach any type of file while sending auto reply. For example, you can set SpearMail to automatically reply with a product details and brochure whenever a customer sends a mail to productdetails@yourcompany.com.

Now you can setup auto response along with the attachment. Assume that you want that if some one sends message productinfo@yourdomain.com, you want to send autresponder along with brochure which is there in word Format. Now it is possible with SpearMail Ver. 6.0

3.17 Limit Access rights of users

You can bar certain users from using Internet mail completely or limit the size of message a user can download or upload.

By default, all users have access to Internet mail and no restriction of size is imposed

3.18 Internet Mail Access Rights :

In earlier SpearMail admin can restrict user to send and receive Internet mails but now you can allow user only to send or only to receive Internet mails.

3.19 Maximum recipient Per Mail:

Now days many of the ISP's does not allow to send mails to multiple recipient in single mails due to Spamming Problem. Assume that your ISP has specified maximum no of recipients 25 then in SpearMail you can specify Maximum no of recipients. If user has sent mail to more than 25 users then SpearMail will send messages to only 25 users and will send alert messages to sender saying that it has not sent message to remaining users. But again SpearMail will try to send mails to remaining recipients.

3.20 Batch Downloading :

Earlier SpearMail can download mails in batches based on batch size i.e. In MB, but now you can specify

3.21 Domain Level Signature :

Organisation having group companies sitting in same place but have different domains for each group companies then you can put different signature for each domain. It is not necessary force all users to use domain-wide signature it can be disabled for certain users.

3.22 Receive Small Message First :

Earlier SpearMail (Ver 5.3) use to just receives smaller message, but now SpearMail Ver. 6.0 will send smaller message first also. Now SpearMail can override priority to send smaller mails but it is optional.

3.23 Send Small Message First :

Earlier SpearMail (Ver 5.3) use to just receives smaller message, but now SpearMail Ver. 6.0 will send smaller message first also. Now SpearMail can override priority to send smaller mails but it is optional.

3.24 Mailbox Quota :

Now you can set quota for each user. In case user has quota of 1,00,000 KB and if there is no space to store new mails then SpearMail will send Alert Message to SpearMail admin saying that particular user has exceed the quota and that mail will be pushed to Spam Folder. Later on once admin increase quota to that user he can push that mail to user inbox.

3.25 Download/Upload Retries:

In SpearMail now you can specify the no of attempts to be made for connecting pop3/smtp server. It is possible that pop3 server might be down for few seconds so at next retry SpearMail will try to connect to pop3 server. Even if when SpearMail is not able to connect to SMTP server in first attempt then it will try to connect at next retry.

If SpearMail is not able to connect to pop3/SMTP server it will send alert message to SpearMail Admin.

3.26 Mobile Users :

Now user can maintain same email address in SpearMail as well as on Internet. They do not need to maintain 2 account one for internal and one for external.

User has to just select status "**I am Away**" if he is travelling so that any local mail sent to him will be routed to another specified account. If user do not want to download copy of his mails then he can disable to external account, so that SpearMail will not download the mails. These changes can be done thru Main Interface of SpearMail or user can make the changes thru web mail access.

3.27 Multiple Admin:

Now you can have multiple admin in SpearMail. If boss and admin both want to have a control of SpearMail then it is possible. Admin can give rights to another user to act as a admin, but that user can't give admin rights to another user. This will be useful when admin is not present and you want to make the changes in SpearMail.

3.28 Alerts Messages:

In earlier SpearMail you have to check console all the time to check whether SpearMail is sending/ receiving the mail. You never come to know whether there is a problem with connecting to your SMTP or pop3 server or because of some invalid email address or size restriction SpearMail is not able to send the message.

Now SpearMail Ver. 6.0 will send alert message to admin if it is not able to connect to pop3 server.

SpearMail Also give alert message if message is not sent because of any other reason. Example Virus found, max no of recipient, Spam Mail recd , attachment blocking.

3.29 Leave Copy for No of days:

In earlier SpearMail you just leave messages on pop3 server forever, but now you have a option for to select for how many days you want to keep the mails on pop3 server.

3.30. SMTP Server Validations :

1. If mail is sent to Remote ID of same domain and if SMTP server is checking for the recipient on the fly whether user is exist on the server or not and rejecting that mail then SpearMail will try to send messages to next recipients.
2. If message is sent with invalid attachment, which blocked on the remote server or on Firewall then in that case remote server terminate SMTP session. In that case SpearMail will send the next mail and will send alert message to sender that message could not be sent because remote server has rejected your message because of invalid attachment send by you with all header information..
3. If message of large size is sent more than allowed size on SMTP server to remote ID then normally remote server terminate SMTP session. In that case SpearMail will send the next mail and send alert message to sender that message could not be sent because remote server has rejected your message because of Maximum message size than allowed with all header information.

If message is sent to multiple recipients in single mail more than allowed size on SMTP server to remote ID's then normally remote server terminate SMTP session. In that case SpearMail will send messages to allowed no of recipients and will send alert message to sender that message could not be sent to so and so recipients because remote server has rejected your message because you have sent mails to max no of recipients in single mail. But again SpearMail will send

3.31 . POP3 Server Alerts :

1. Many time User changes their pop3 password and forget to change the password in SMTP Authentication Tab then in that case SpearMail will send alter messages to Admin saying your mails are not going because of SMTP Authentication is failed.
2. Many time user changes is password on WebMail and then forget to change the password in external account them SpearMail will send the alert message to admin/user saying your mails are not getting downloaded because of pop3 password is invalid.
3. Now SpearMail can send alert message to receiver as well as admin if Spam Mail is detected and Moved to Spam Folder. Later on Admin can move that message from Spam Folder to user inbox. Same Alert system is followed for content filtering, Outgoing Mail Filtering, Attachment Filtering

Additional Plug-in's

1. Web Access

Remote Web Administration :

SpearMail WebMail Service supports remote administration options for mail administrators. The Remote GUI is a user-interface that interacts with Mail Server over the network while providing a familiar interface to enact changes and updates to SpearMail MailServer from a computer other than the server itself. The Web Administration utility gives an administrator complete control of the mail server through a any standard web browser connection remotely (Anywhere* in LAN as well as Anywhere in world**)

* WebMail Service is not a part of the Mail Server module, you need to buy Web server module separately

** If you want to access SpearMail remotely outside your LAN then you should have Static IP Address from your ISP

WebMail :

The SpearMail Web-Mail Client combined with the SpearMail Gold Edition a powerful combination for accessing mail remotely (Anywhere* in LAN as well as Anywhere in world**)

Most mail client programs require that they be reconfigured each time they are used by a different user accessing from single machine. This feature is a definite boon to any user who does not have dedicated machine for him*, travels or works from outside the office on occasion**.

Web-Mail Client allows you to access your email, address books through a any standard web browser connection remotely (Anywhere* in LAN as well as Anywhere in world**). Web-Mail Client makes it possible for you to access your email using your favorite web browser rather than from a workstation dependent email client. This tool is perfect for mobile staff and users who do not have a dedicated machine from which to access their email. Web-Mail Client is equipped with a complete suite of email client features: send and receive email, manage your email in multiple personal folders, Manage you display interface, Manage your account settings, manage address book.

* WebMail Service is not a part of the Mail Server module, you need to buy Web server module separately

** If you want to access SpearMail remotely outside your LAN then you should have Static IP Address from your ISP

WebMail Rights :

Web Mail will be available to certain users only, admin can gives right to the user to check their mails thru WebMail.

2. Antivirus Protection :

Now we have integrated Quick Heal™ Antivirus as a plug-in. It will not be part of Mail server you need to buy it separately. Antivirus can be scheduled to download updates, once it download updates it will send alert message to sender saying it has updated Antivirus Definition successfully. You need to subscribe for a period of 1 year so that you can get the updates for a year.

Now we have integrated Quick Heal™ Antivirus as a plug-in. It will not be part of Mail server you need to buy it separately. Antivirus can be scheduled to download updates, once it download updates it will send alert message to sender saying it has updated Antivirus Definition successfully. You need to subscribe for

4.0 Working Principle of SpearMail

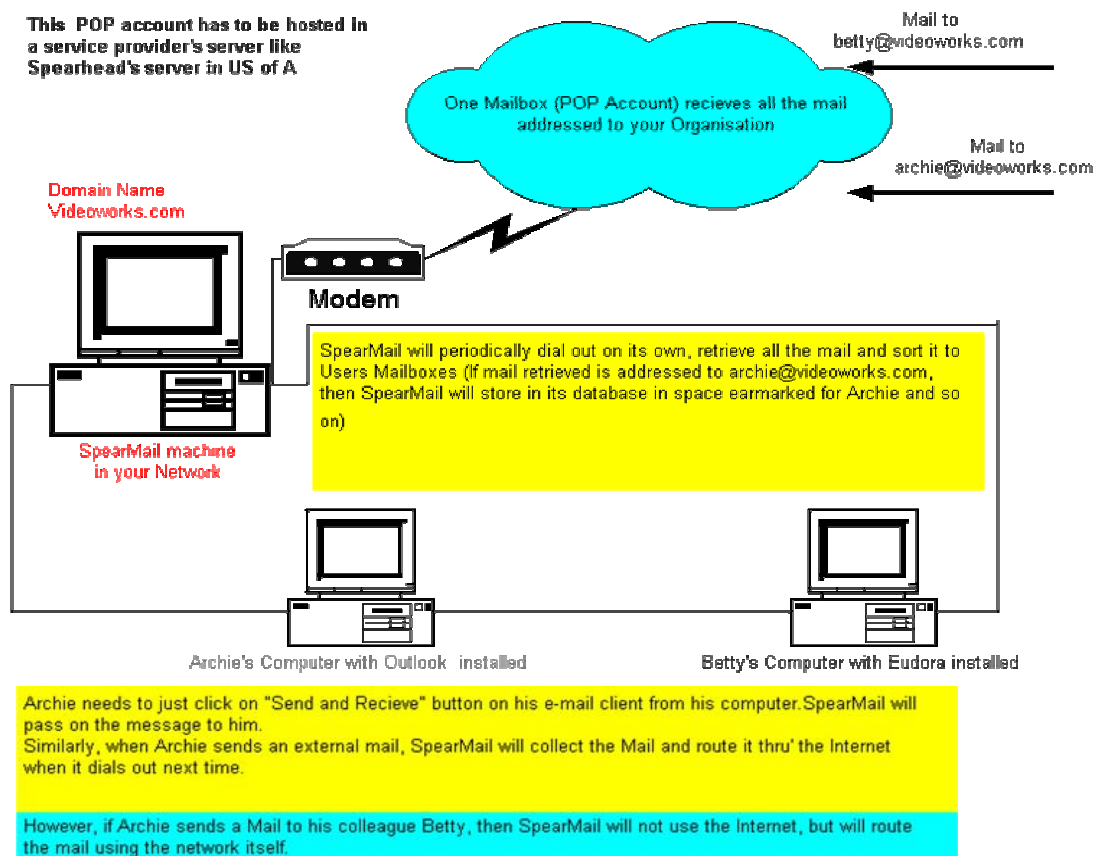


Figure 1 : Working Principle of SpearMail

Working principle of SpearMail can be best explained by an example.

Videoworks is an organisation that has domain name registered as videoworks.com and has an e-mail box mail@videoworks.com. Videoworks have three employees - Archie, Reggie and Betty and they would like to provide separate e-mail addresses to all the three employees using the single mailbox. The e-mail addresses need to be archie@videoworks.com, reggie@videoworks.com and betty@videoworks.com (The e-mail address "archie@videoworks.com" consists of two parts - archie, the Username or userID and videoworks.com, the domain name)

To do this, the organisation needs to arrange with their ISP such that all mails addressed to videoworks.com is forwarded to their mailbox account - mail@videoworks.com irrespective of the username. This forwarding is called Aliasing. Implementing this is simple.

Once this is done, SpearMail can be installed effortlessly. SpearMail will then log into the single e-mail account mail@videoworks.com retrieve the mail and sort them according to the username and stores them in appropriate locations in the SpearMail database.

SpearMail does following checks before delivering mail to user :

- ❖ Antivirus Plug-in (If purchased) checks for the Virus.
- ❖ Checks for Internet Mail Rights to user.
- ❖ Checks for Size restriction of user.
- ❖ Checks for Spam Domain or Email address in header.
- ❖ Checks for the attachment inside email.
- ❖ Checks for objectionable content in email

When the user logs in using his favourite e-mail client and decides to retrieve the mail, SpearMail passes on the appropriate mail from its database to him immediately. Similarly when the user composes a new mail using his favourite e-mail client and clicks the Send button, SpearMail collects the mail and stores then in the database. If the message is meant for the external world then SpearMail collects all such mail and sends them across to the Internet whenever the built-in dialer of SpearMail dials out. If it is a local mail then the mail is transferred immediately so that the recipient can read the mail instantly.

SpearMail can still be used by Videoworks even if they did not have the domain name "videoworks.com" registered. However, in this case the e-mail addresses of the employees will be of the form - vworks@bom2.vsnl.net.in(archie) i.e. the normal email address followed by the user's name in brackets. This is not recommended as this facility is provided not by using the process like aliasing but by using the naming conventions of e-mail. The brackets appearing after the e-mail address is referred as comments. This feature of comment is used by SpearMail to distinguish mail to various users. It could so happen that some servers along the way may delete the comment or modify to such an extent that it may not be readable by any e-mail client.

Note that even in these circumstances, SpearMail ensures that mail will not be lost but will be delivered to the admin account.

5.0 Deployment planning

Deployment planning in SpearMail mainly consists of :

1. Collecting Information from your ISP
2. Assessing the needs of your Organisation and the users of SpearMail.

Information gathered while assessing will be useful in configuring SpearMail

Information from Internet Service Provider (ISP)

Ensure that you have

1. Domain SMTP server name Or IP address
2. Domain POP3 server name Or IP address
3. Login name of the POP account
4. Password of POP3 Account
5. Dial up access number if you are using the dial-up connection

These details are required while configuring SpearMail.

Assessment of Needs:

1. List of all users who need to be part of SpearMail system.
2. Determine whether some users need to have access to only to internal mail.

For conserving bandwidth, some users might not be provided with access to Internet mail. They will be part of SpearMail mailing system only to send and receive local (Internal) mail.

3. Check with users whether they have separate mailboxes (POP accounts), which need to be integrated.

If the users in your company have personal e-mail account apart from your company account, SpearMail can be configured to download messages from their personal e-mail account also.

4. Check with the users whether the mails they receive need to be forwarded to another e-mail account.

Many of the Users prefer to forward their mail to other accounts like Hotmail to enable them to read their mail even when they are not physically present in the Organisation. In some cases due to certain Organisation policies, mail of certain users might need to be forwarded to their managers.

5. Determine whether you need backup emails of particular accounts to different account.

By doing this admin can have track of all emails sent or received by those particulars users

6. Determine whether you need to limit the size of mail that certain users can send or/and receive

For conserving bandwidth, Administrator might decide to limit the size of messages certain users can send and receive. Note, by default SpearMail does not impose any restriction on size of the mail users can send and receive.

7. Groups

Most organisations prefer to create special accounts called " Group Accounts". Typical example would be a group account called sales@yourcompany.com. Mail addressed to this addressee could be forwarded to one or more salespersons in your company. Determine the number of such accounts that need to be created and users who will be assigned to such accounts.

8. Auto Responders

Many users might like to utilise the Auto Responder feature. For example, if you create a separate group account called recruit@yourcompany.com then you can ensure that whenever anybody sends a mail to the Recruit Account, SpearMail responds with a mail thanking the sender. Determine such accounts that need to be created.

6.0 Four checks before installing SpearMail™ and set up e-mail Messaging System.

Ensure that following are installed on the machine in which SpearMail will be installed :

- ✓ Dial Up Networking Installed.
- ✓ TCP/IP installed and configured.
- ✓ Latest Service Packs of Operating Systems installed.

- ✓ Antirust must be installed with latest definition files

DO NOT install SpearMail™, if any of the above (esp. if TCP/IP is not present)

7.0 Using SpearMail Configuration Wizard

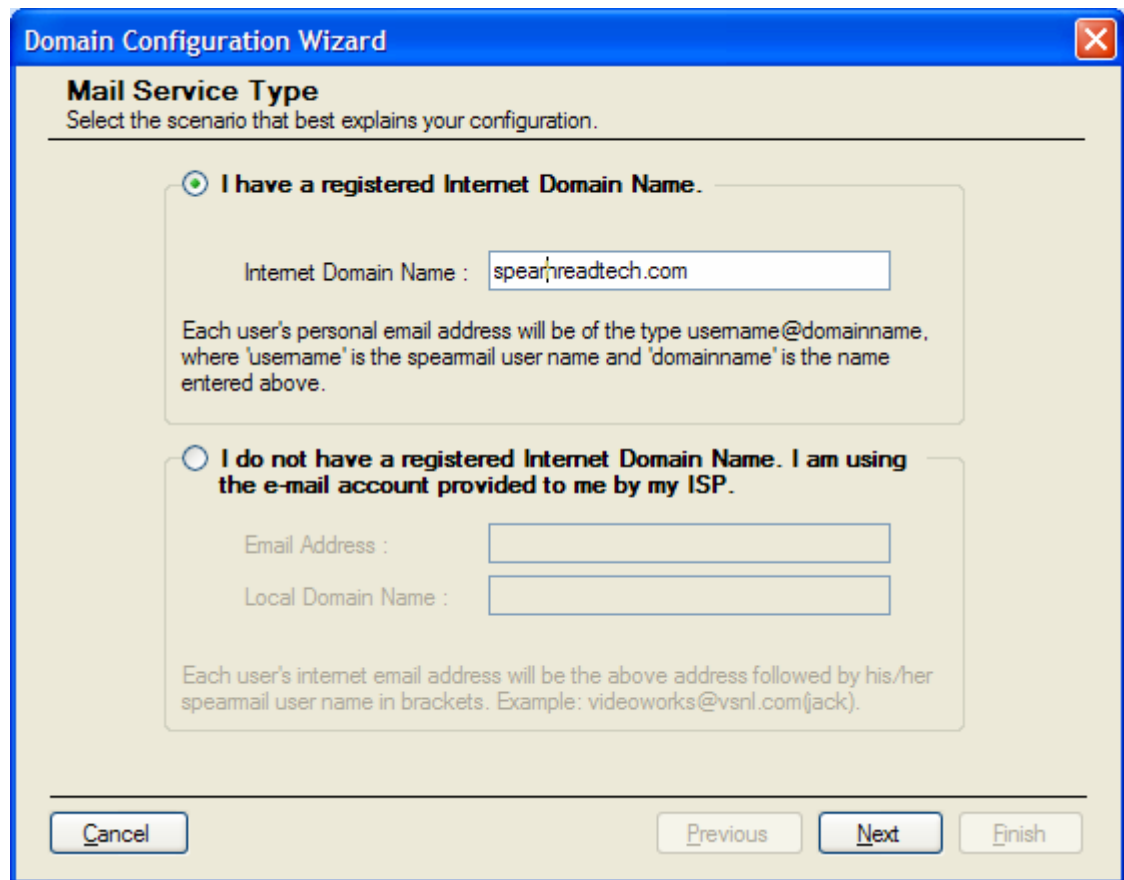
The following document provides further details on SpearMail Configuration Wizard. The first task after installing SpearMail will be to configure SpearMail. Please note that apart from this document SpearMail comes built with a context sensitive Help file.

Step 1 : Mail Service Type

If you have a registered domain name, select the first option and enter the domain name.

Case 1 : Select “ I have a registered Internet Domain name”

If Your Organisation has the Domain name registered enter the Domain Name



The screenshot shows a window titled "Domain Configuration Wizard" with a close button in the top right corner. The main heading is "Mail Service Type" with the instruction "Select the scenario that best explains your configuration." There are two radio button options. The first option, "I have a registered Internet Domain Name.", is selected. Below it is a text box for "Internet Domain Name" containing "spearheadtech.com". A note states: "Each user's personal email address will be of the type username@domainname, where 'username' is the spearmail user name and 'domainname' is the name entered above." The second option, "I do not have a registered Internet Domain Name. I am using the e-mail account provided to me by my ISP.", is unselected. Below it are two text boxes: "Email Address" and "Local Domain Name". A note states: "Each user's internet email address will be the above address followed by his/her spearmail user name in brackets. Example: videoworks@vsnl.com(jack)." At the bottom are four buttons: "Cancel", "Previous", "Next", and "Finish".

Fig 2 : Mail Service Type - “ I have a registered Internet Domain name”

Domain name is a unique name that identifies an Organisation across the net.

Domain name is registered by an International Organisation called InterNIC

Spearhead can assist you in registering your Domain Name. **Example** www.spearheadtech.com

Case 2 : Select “ I Do not have a registered domain name”

If your organization does not have a registered domain name, but intends to provide multiple users individual e-mail addresses out of a single mail account obtained while signing up with the ISP then select the second option and enter the name of the local domain.

Domain Configuration Wizard (videoworks.com)

Mail Service Type
Select the scenario that best explains your configuration.

☐ I have a registered Internet Domain Name.

Internet Domain Name :

Each user's personal email address will be of the type username@domainname, where 'username' is the speamail user name and 'domainname' is the name entered above.

☒ I do not have a registered Internet Domain Name. I am using the e-mail account provided to me by my ISP.

Email Address :

Local Domain Name :

Each user's internet email address will be the above address followed by his/her speamail user name in brackets. Example: videoworks@vsnl.com(jack).

Fig 3 : Mail Service Type - “ I Do not have a registered domain name”

Example: The e-mail account obtained by Videoworks when they signed up with their ISP is vworks@vsnl.com

Now from this single account they can provide individual e-mail address to their employees Archie, Reggie and Betty using SpearMail.

E-mail address of Archie will then be vworks@vsnl.com(archie) and so on

Step 2 : Incoming Mail Server

Domain Configuration Wizard (spearheadtech.com)

Incoming Mail Server
Please refer to the document provided by your ISP to obtain the information below.

POP Server Name : Example : mail.videoworks.com

POP Login Name :

Password : POP Port No. :

POP Settings

☐ Leave a copy of mail on server for days.

☒ Delete mails from server after downloading mails.

☐ Delete mails from server after downloading KBs.

☒ Download small mails first. ☒ Send POP connection error message to administrator.

Number of times the Server should try to contact POP Server :

☒ Do not download mails with size greater than KBs and mail server.

☒ Notify Administrator. ☒ Notify User.

☐ Delete all the mails which are left on server due to size restriction after days.

☐ Notify Administrator.

Fig 4 : Incoming Mail Server**Case 1: Organisation has a registered Domain name****POP3 Server Name :**

This name will be provided by either Spearhead Infotech Systems or their service provider (person who got their domain name registered) e.g. mail.spearheadtech.com

POP3 Login name and Password

This name will be provided by either Spearhead Infotech Systems or their service provider (person who got their domain name registered) e.g. mail@spearheadtech.com

Case 2 : Organisation does not have the Domain name**POP3 Server Name :**

The POP3 server name will be the name as provided by the ISP at the time of activating the account.

POP3 Login name and Password

The POP3 login name and password will be the name as provided by the ISP at the time of activating the account.

Leave Copy On server:

By default, Spearmail deletes mails from the mail-server once the mails have been downloaded.
 (Note: Mails are deleted only after downloading all the new mails in the current session.
 For example, if there are 100 new mails in the inbox, during the current connection, the mails are deleted only after downloading all the 100 mails. If the connection is terminated after downloading 99 mails, those 99 mails will not be deleted from the mail-server and these mails would be deleted only the next time. Note that, these 99 mails will not be re-downloaded)

This feature is represented by the set of properties shown below:

☐ Leave a copy of mail on server for days.

☒ Delete mails from server after downloading mails.

☐ Delete mails from server after downloading KBs.

If you want to periodically delete mails, while downloading, in the first radio button property (Delete mails from server after downloading 0 mails) give a non-zero value (0 represents 'all the mails')
 If you want to delete mails based on downloaded data size, then select the second radio button property (Delete mails from server after downloading 0 kbs), give a non-zero value.
 For example, if you give 100kbs as value in this property, Spearmail will download 100kbs of data and then delete all the mails represented by this 100kbs of data.

If you do not want to delete mails from the mail-server, to preserve it for future use, select the check box (Leave a copy of mail on server for 0 days). In this case, mails will not be deleted for the mentioned days. All the mails older than the set value (in days) will be deleted from mail-server.

Check the property ☒ Download small mails first. if you want to download small mails prior to downloading larger mails.

Many times while trying to connect to mail-server, it will return error (there are many reasons for this).
 If you want to inform your administrator about all such errors, select the property.

☒ Send POP connection error message to administrator.

Spearmail could retry to connect to your POP server, in case of error; you could mention such number of retries, Spearmail should attempt, by using the property:

Number of times the Server should try to contact POP Server :

You could restrict the size of mail which could be downloaded by Spearmail, to save bandwidth. All the mails which are not downloaded due to size restriction could be set to be either deleted from the mail-server or to be left as it is. For every such restricted mail, administrator or the intended user could be informed by alert, by selecting 'Notify Administrator' and/or 'Notify User' properties.

☒ Do not download mails with size greater than KBs and mail server.

☒ Notify Administrator ☒ Notify User.

In the above property, if mails above certain size are set to be left on server, all such mails could be deleted after a certain number of days. And after such an action, administrator could be informed of the action.

☐ Delete all the mails which are left on server due to size restriction after days.

☐ Notify Administrator

Step 3 : Outgoing Server Name

The server name will be same in both cases i.e. even if the Organisation has a domain name registered or if they do not have domain name registered

Enter the name of your primary SMTP server, using which all the outgoing mails are to be sent out.

Case 1: Organisation has a registered Domain name

SMTP Server Name :

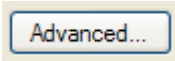
This name will be provided by either Spearhead Infotech Systems or their service provider (person who got their domain name registered) e.g. mail.spearheadtech.com

Case 2 : Organisation does not have the Domain name

Primary SMTP Server Name :

The SMTP server name will be the name as provided by the ISP at the time of activating the account.
e.g. smtp.vsnl.com

SMTP Authentication:

If your primary SMTP requires authentication to connect, then click on  button corresponding to primary SMTP.

Select the property 'SMTP server needs authentication' and select one of the following authentication mechanism:


1. Use APOP/POP before SMTP method.
2. Use Login details entered here.

Select the first option if SMTP server requires APOP (POP before SMTP) kind of authentication.
Select the second option, if your SMTP requires 'Auth Login'.

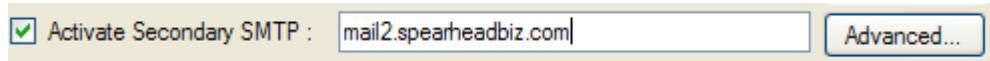
In the case of 'Auth Login', SMTP server needs Login Name and Password to connect. If this information is same as POP information, then you need not do anything, because those values are automatically filled in for you. But if the Auth-Login information is different than that of POP, then enter those values manually.



The 'Advanced SMTP settings' dialog box shows the 'SMTP Port No.' set to 25. Under the 'SMTP server needs authentication.' section, the 'Use login details entered here.' option is selected. The 'SMTP login name' field contains 'mail@spearheadtech.com', and both the 'SMTP Password' and 'Retype Password' fields are masked with 'xxxx'.

And click on  to apply the settings and return back to previous screen.

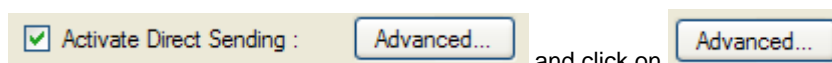
You might wish to provide Secondary SMTP information, to send mails, if your primary SMTP server fails. In this case, select the property and continue as in the case of primary SMTP.



A bar with a checked checkbox labeled 'Activate Secondary SMTP :', followed by a text field containing 'mail2.spearheadbiz.com' and an 'Advanced...' button.

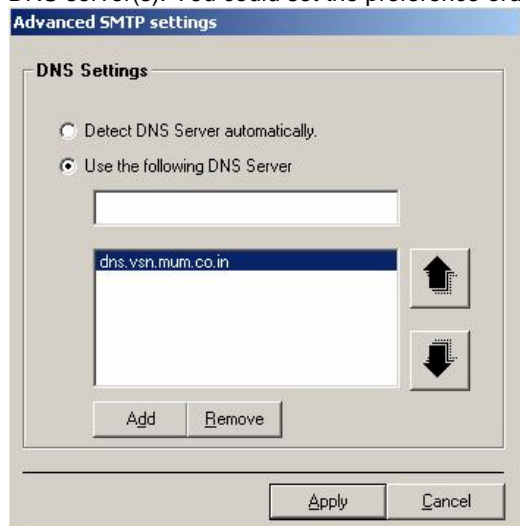
You could also set SpearMail to send your mails directly to the recipient by using Direct Delivery. This kind of delivery is not recommended because your server would be black-listed very soon and then you will not be able to send mails.

If you want to send mails using Direct Delivery, select the property



A bar with a checked checkbox labeled 'Activate Direct Sending :', followed by an 'Advanced...' button, and then another 'Advanced...' button.

By default, SpearMail is set to detect DNS server automatically. But if you wish to change this property, select the second option (Use the following DNS server) and manually add DNS server(s). You could set the preference order for all such DNS servers using the arrow buttons.



The 'Advanced SMTP settings' dialog box shows the 'DNS Settings' section. The 'Use the following DNS Server' option is selected. A list box contains 'dns.vsn.mum.co.in'. To the right of the list box are up and down arrow buttons. At the bottom of the list box are 'Add' and 'Remove' buttons. The 'Apply' and 'Cancel' buttons are at the bottom of the dialog.

If you want to restrict the size of the mails which could be uploaded, then select the below shown option and enter a non-zero value.

You could also notify administrator and user about any mails restricted because of this property.

☒ Do not upload mails greater than KBs.
☒ Notify Administrator ☒ Notify User.

You could set Spearmail to upload smaller mails first.

☒ Upload small mails first.

You could restrict the maximum number of recipients in a single mail.

Maximum Recipients :

SpearMail could send alert messages to sender if any of his mails are undelivered due to any reasons.

☒ Send alert message to sender on undeliverable recipients.

Many times while trying to connect to mail-server, it will return error (there are many reasons for this). If you want to inform your administrator about all such errors, select the following property

☒ Send SMTP connection error message to administrator.

SpearMail could retry to connect to your SMTP server, in case of error; you could mention such number of retries, Spearmail should attempt, by using the property:

Number of times the Server should try to contact SMTP Server :

If SpearMail, due to any reason is not able to send mail(s), will keep all such mails in a repository known as spooler and try to send the mail(s) during next connection. It will send the Alert message after certain attempts to sender saying that message could not be delivered, so that sender will come to know that message has not been delivered yet.

☒ Send alert message to sender for undeliverable recipients on every tries.

The maximum number of attempts, SpearMail should try, to send a mail is denoted by the following property. After this maximum no of attempts SpearMail will delete from Queue and alert message will be sent to sender that message has been deleted.

☒ Delete mail from spooler after tries.

Note that, SMTP connection error would not result in increment of tried value for a particular mail.

Step 4 : Spam Filtering

Junk mails or Spams could be recognized by Spearmail and necessary steps could be taken so that a User's inbox is not cluster with such mails.

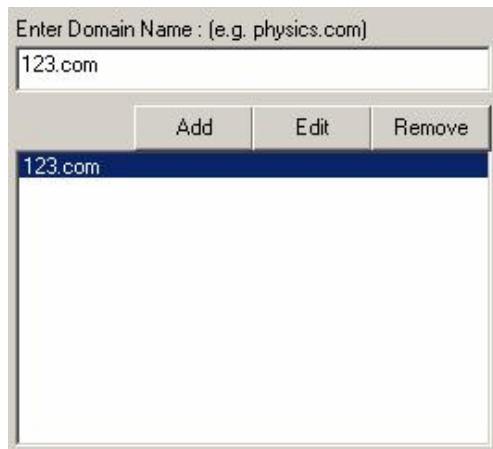
There are two ways to do this, you could either enter all the domains and/or addresses, mails from which you want to block or you could enter all the domains and/or addresses, only from which you want to accept mails. This is explained in **User's Spam screen**.

There are two ways to populate the list. Either you could manually add the list. Or you could import all the values from a text file.

To manually add values, enter domain (or account) name and click on

If you want to make changes to existing values, select the value from the list. The selected value will be shown in the top text box, make changes and click on .

If you want to remove a value from the list, just select it and click on .



Enter Domain Name : (e.g. physics.com)

123.com

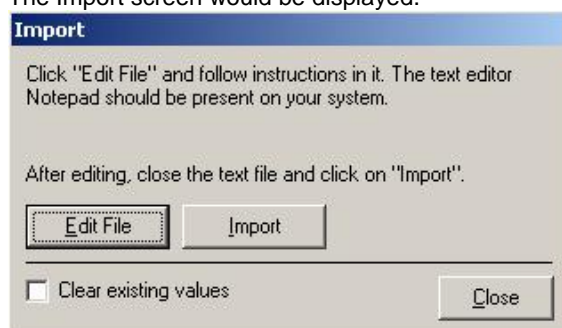
Add Edit Remove

123.com

The screenshot shows a web-based interface for managing domain names. At the top, there is a text input field labeled "Enter Domain Name : (e.g. physics.com)" containing the text "123.com". Below the input field are three buttons: "Add", "Edit", and "Remove". Underneath these buttons is a list box that currently contains the single entry "123.com".

The second way to add values to the list is to import the values.

To import, click on **Import** button.
The Import screen would be displayed.



Import

Click "Edit File" and follow instructions in it. The text editor Notepad should be present on your system.

After editing, close the text file and click on "Import".

Edit File Import

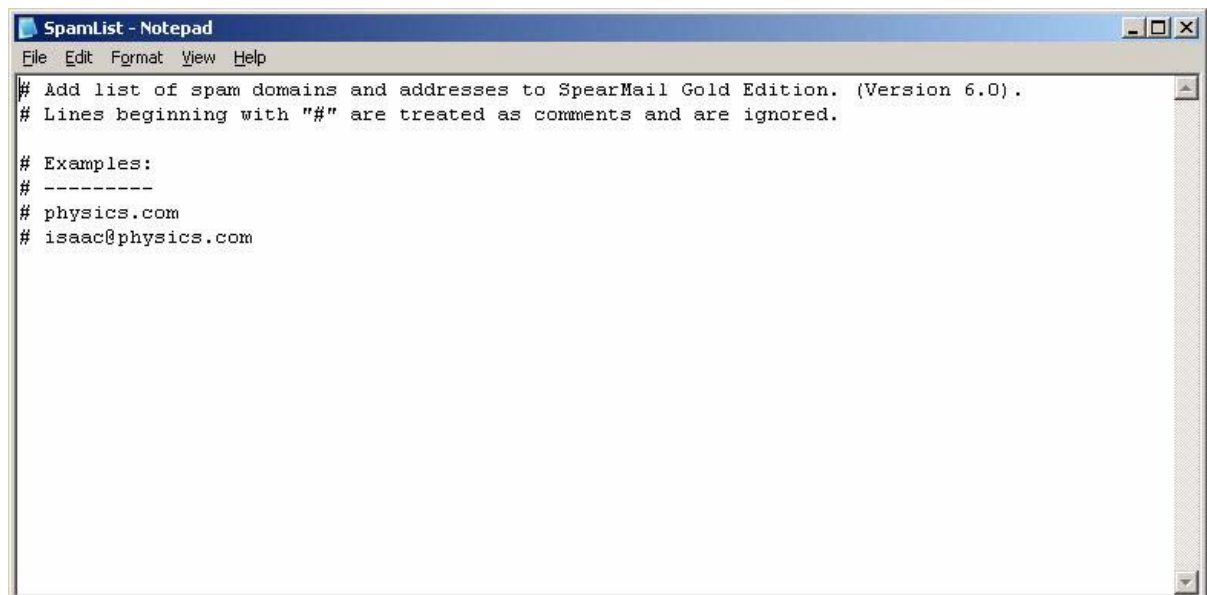
☐ Clear existing values

Close

The screenshot shows a dialog box titled "Import". It contains instructions: "Click 'Edit File' and follow instructions in it. The text editor Notepad should be present on your system." and "After editing, close the text file and click on 'Import'." At the bottom, there are two buttons: "Edit File" and "Import". Below these buttons is a checkbox labeled "Clear existing values" and a "Close" button.

To import values, the values has to already be in a file. In our case, the file is a plain text file.

Click on **Edit File** to open the text file.



```
SpamList - Notepad
File Edit Format View Help
# Add list of spam domains and addresses to SpearMail Gold Edition. (Version 6.0).
# Lines beginning with "#" are treated as comments and are ignored.

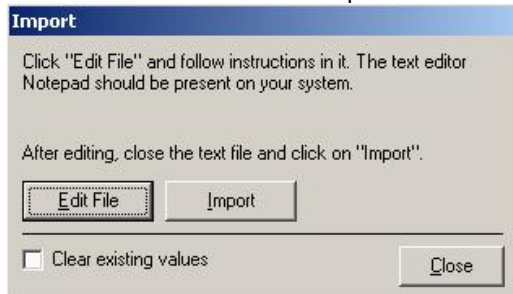
# Examples:
# -----
# physics.com
# isaac@physics.com
```

The screenshot shows a Notepad window titled "SpamList - Notepad". The menu bar includes File, Edit, Format, View, and Help. The text area contains the following content: "# Add list of spam domains and addresses to SpearMail Gold Edition. (Version 6.0).", "# Lines beginning with '#' are treated as comments and are ignored.", "# Examples:", "# -----", "# physics.com", and "# isaac@physics.com".

Now, type all the values in the formats mentioned. Save the file and close it.



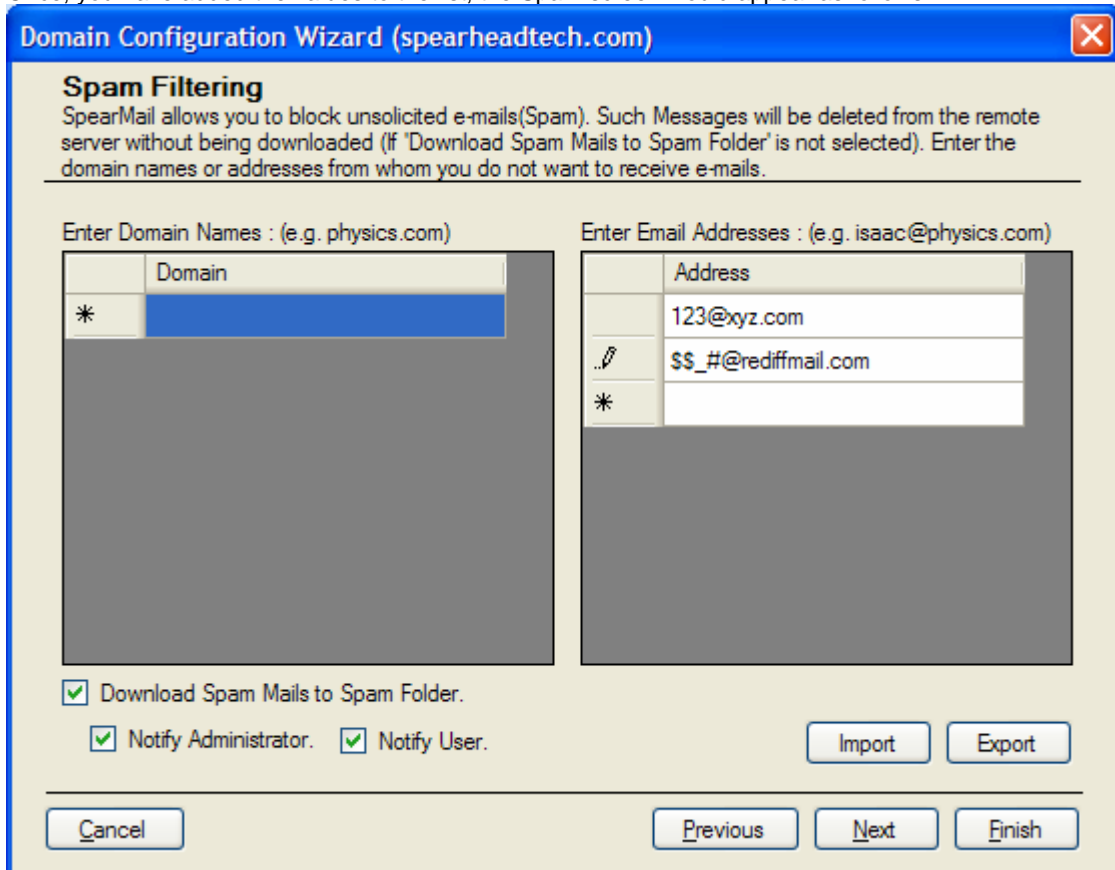
You would be taken back to the previous screen:



Now, click on **Import** button, to import all the values to the corresponding Spam list.

If you want to clear existing values, select the property ☐ **Clear existing values** before importing.

Once, you have added the values to the list, the Spam screen would appear as follows:



You could set the action to be taken, when Spemail encounters a Spam mail.
If you want to deliver the mail to Spam folder of the user select the following option:

☒ Download Spam Mails to Spam Folder.
☒ Notify Administrator ☒ Notify User.

For every Spam mail, moved to the Spam folder, Spearmail could notify Administrator and/or User.
Click the corresponding property for this.

If you do not check the property 'Download Spam Mails to Spam Folder', spam mails will be deleted forever.

You could also export the current Domain's Spam list to other domain or Users in the current domain. Click on Export; two options would be displayed, select the one required.


A screenshot of the 'Export' button in the 'Export to Users' dialog box. The button is labeled 'Export' and is located at the bottom of the dialog. Below it, the text 'Export to Users' and 'Export to Domains' are visible.

If you selected 'Export to Domains', a window will be shown with a list of currently defined Domains other than current domain.

[illegible]

If you want to over-write the target domains' spam list, double click on the domain name; the column 'Overwrite' would change from 'No' to 'Yes' (or vica-versa), for the selected domain.

[illegible]

Click on  to export the list.
Exporting to users is similar to exporting to domains

Step 5 : Outgoing Mail Filter (Filtering)

Mail Filtering in Spearmail works in two ways. Administrator could either list all the Domains or Email Addresses to which it wants to allow users to send mails; or the Administrator could prevent users from sending mails to listed domains or email addresses.

Domain Configuration Wizard (spearheadtech.com)

Outgoing Mail Filter (Filtering)
SpearMail allows you to send mails to selected e-mail addresses. Rest messages will be deleted from queue (If 'Move Filtered Mail to blocked Folder' is not selected). Enter the domain names or addresses to which you want to send e-mails.

Enter Domain Names : (e.g. physics.com)

	Domain
✎	yahoo.com
*	

Enter Email Addresses : (e.g. isaac@physics.com)

	Address
▶	abc@hotmail.com
*	

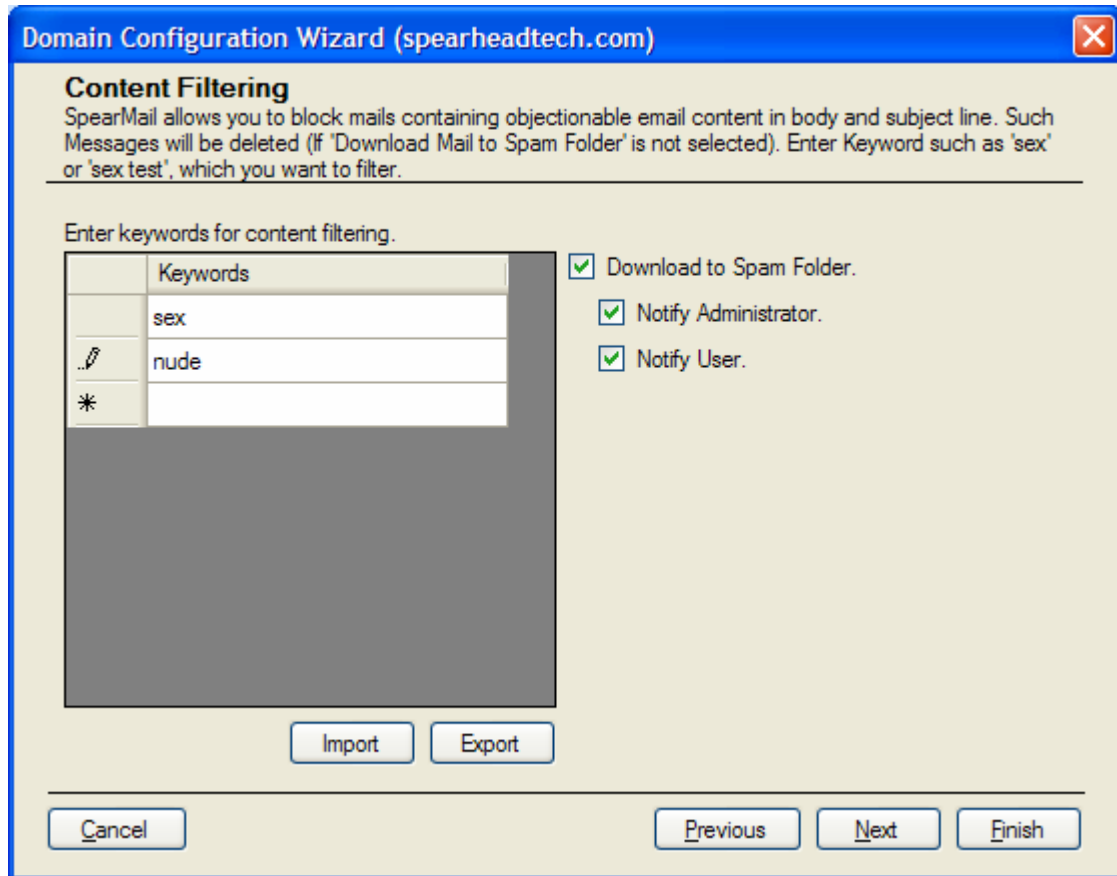
☒ Move Filter Mails to Blocked Folder.
☒ Notify Administrator. ☒ Notify User.

Buttons: Cancel, Previous, Next, Finish, Import, Export

Adding values to the list and other properties are similar to [Spam](#) (apart from the fact that, in the case of outgoing mails all the blocked mails are moved to the Blocked Folder and in the case of Spam, mails are moved to the Spam Folder)

Step 6 : Content Filtering

All the incoming mails can be thoroughly scanned by Spearmail to check for objectionable body contents (only subject and body line will be checked).




Domain Configuration Wizard (spearheadtech.com)

Content Filtering

SpearMail allows you to block mails containing objectionable email content in body and subject line. Such Messages will be deleted (if 'Download Mail to Spam Folder' is not selected). Enter Keyword such as 'sex' or 'sex test', which you want to filter.

Enter keywords for content filtering.

	Keywords
	sex
	nude
*	

☒ Download to Spam Folder.
☒ Notify Administrator.
☒ Notify User.

Import Export

Cancel Previous Next Finish

Adding values to the list and other properties are similar to [Spam](#).

Step 7 : Attachment Filtering

All the incoming mails could be checked for objectionable attachments. If found, all such mails are moved to Spam folder.

Administrator and User (recipient) could be notified about such a mail.

Domain Configuration Wizard (spearheadtech.com)

Attachment Filtering
SpearMail allows you to block mails containing objectionable email attachments. Such Message will be moved to spam/blocked folder. Enter name of the attachment such as '*.scr', 'message.zip' or 'filename.gif.scr', which you want to block.

Enter Attachment Types : (e.g. .txt, .bmp, etc.)

Attachment Type
*.app
*.bas
*.bat
*.cmd
*.com
*.cpl
*.crt
*.dmg
*.exe

Incoming

- ☒ Download to Spam Folder.
- ☒ Notify Administrator.
- ☒ Notify User.
- ☐ Remove the blocked attachment and deliver the mail to user.

Outgoing

- ☒ Notify Administrator.
- ☒ Notify User.

All other properties are similar to [Spam](#).

Step 8 : General Properties

Administrator could set domain level signature for every Domains defined. All the outgoing mails will contain the signature if mentioned in the **user properties**.

Select the below option:

☐ Set signature in all outgoing mails.

Select the position of the signature in the mail.

Insert signature at the Bottom
Top
Bottom

Enter the plain text signature in the left box.

Plain Text Signature	HTML Signature
www.spearmail.com	

Press <tab> or set the cursor to HTML signature box, the plain text signature would be converted to HTML tags and added to HTML signature box. You could change this, if you wish.

Plain Text Signature	HTML Signature
www.spearmail.com	 www.spearmail.com

If an account remains unaccessed for a long time, mails could accumulate and take up space. To prevent this, you could delete mails from unaccessed accounts.

Select below shown property and enter a non-zero value for representing days.

Before mails are deleted, you can inform the administrator, about this intended action, few days in advance.

☒ Purge mails from the server, if the account is not accessed for Days.
☒ Notify Administrator Before Days.

If Spearmail forwards a mail to another account, due to any reason, it could add a tag "Fwd:" before the actual subject of the mail, to denote that this is a forwarded mail. To enable this option, select the property:

☐ Edit mail headers before forwarding the mail.

You could prevent users from storing very old and junk mails, by allocating a restricted amount of Hard-Disk space to each account. Users cannot use more space than that is allotted to him.

Default Account Space : KBs.

Click on Next to finish the configuration and confirm your settings.

Click on Finish to apply the new settings or to add the new domain to the list of Domains.

8.0 Adding Users and Groups

You can add a User to SpearMail system one by one (through a Wizard) or you can add multiple users (by editing a pre built text file).


Before adding multiple users through "Import" option, it is recommended to use the Wizard and add at least one User.(so that you get familiar with all properties that can be assigned to a user)

Users

This screen lists all the users created in Spearmail (if any).


You could use this screen to create new users or to edit or delete existing users.

[illegible]

Click on  to open up the user creation (or editing) wizard.

Click on **External POP A/c.** to open up the screen to define new external account.

Click on  to define new groups.

Click on  to export the current user list. Note that export will only export list of users and not properties for each user. You would have to use 'Backup and Restore' tool to take backup of user list, properties and mails.

Adding Users using "Import " Option

Click on  to import a user list to Spearmail. It would open up Import screen:

Click "Edit File" and follow instructions in it. The text editor Notepad should be present on your system.


After editing, close the text file and click on "Import".

☐ Clear existing values

Click on  to edit the text file:

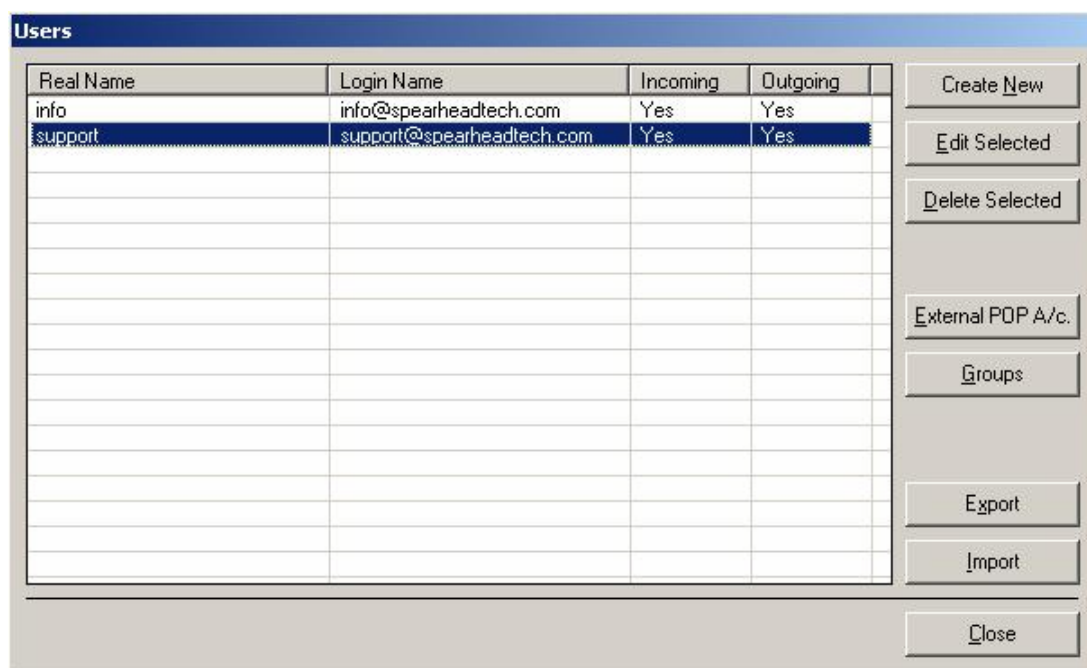


Add all the users here, in the fashion mentioned. Save the file and close it.

Now, click on  to import all the users with default settings.

Adding Users using "Add User " Wizard

1. Click on Users button in the main toolbar of SpearMail.
You will be presented with a screen "User List" which is as follows :



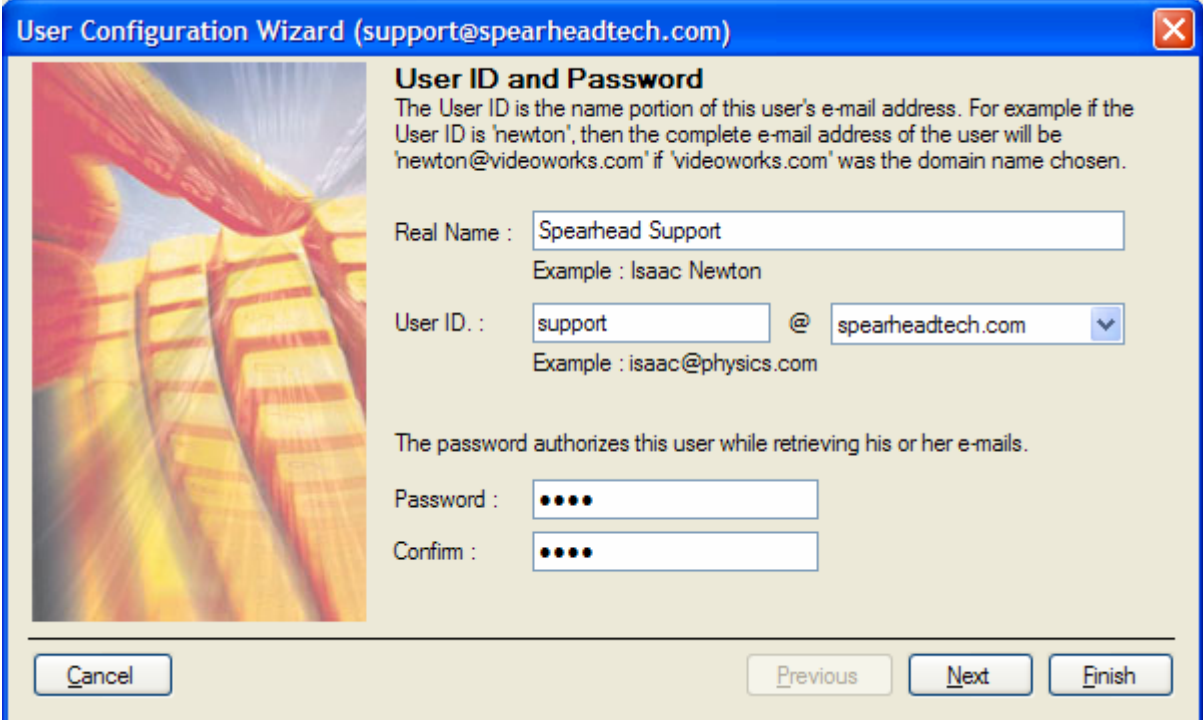
The whole process of adding or editing Users are divided into various steps using this wizard. The steps are as mentioned below:

1. [User ID and Password](#)
2. [Email Settings](#)
3. [Auto Forward](#)
4. [Spam Filtering](#)
5. [Outgoing Mail Filtering](#)

6. [Content Filtering](#)
7. [Monitoring Mails](#)
8. [Auto Reply](#)
9. [Aliases](#)
10. [Other Options](#)

1. User ID and Password

Enter the display name (Real Name), and User ID. Select a domain from the selection. Enter a password and confirm it.



User Configuration Wizard (support@spearheadtech.com)

User ID and Password
The User ID is the name portion of this user's e-mail address. For example if the User ID is 'newton', then the complete e-mail address of the user will be 'newton@videoworks.com' if 'videoworks.com' was the domain name chosen.

Real Name :
Example : Isaac Newton

User ID : @
Example : isaac@physics.com

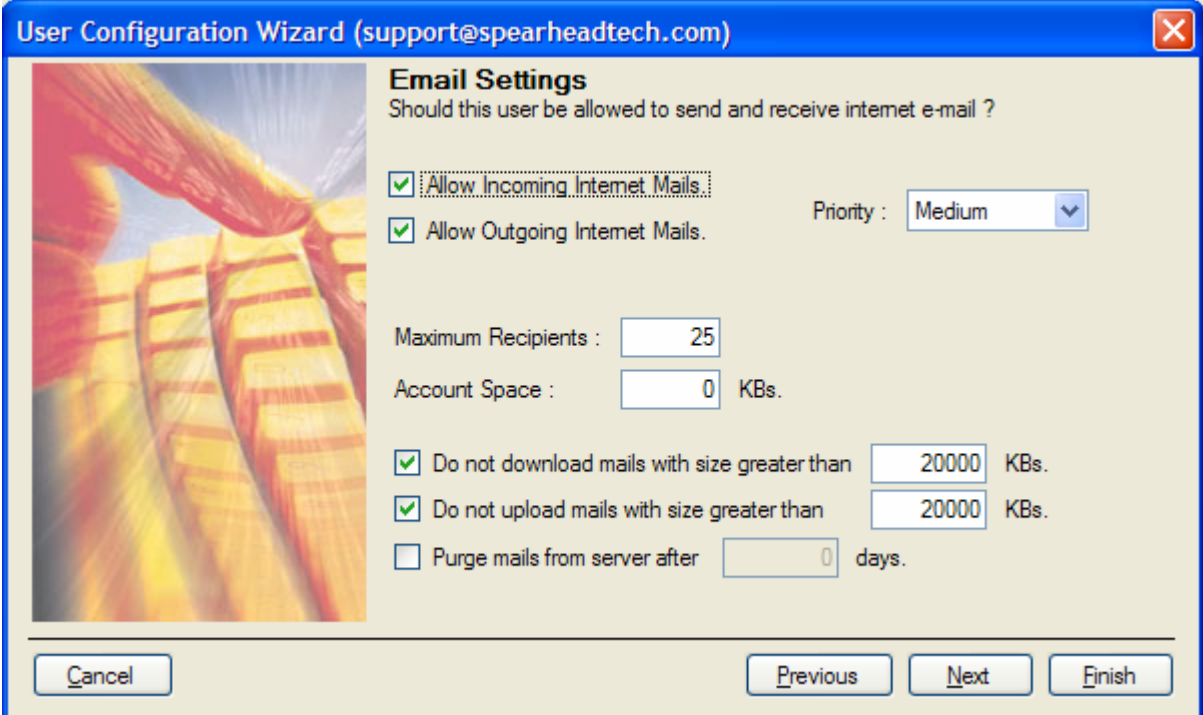
The password authorizes this user while retrieving his or her e-mails.

Password :

Confirm :

2. Email Settings

Various settings related to an user's account could be set in this step of wizard.



User Configuration Wizard (support@spearheadtech.com)

Email Settings
Should this user be allowed to send and receive internet e-mail ?

☒ Allow Incoming Internet Mails. ☒ Allow Outgoing Internet Mails. Priority :

Maximum Recipients :

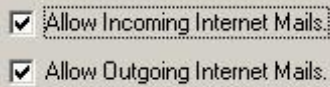
Account Space : KBs.

☒ Do not download mails with size greater than KBs.

☒ Do not upload mails with size greater than KBs.

☐ Purge mails from server after days.

By default, users are allowed to send and receive mails from the internet. You could disable this feature. If you disable these properties, the user will only be able to send or receive mails to and from local users (i.e. users defined in the SpearMail).



☒ Allow Incoming Internet Mails.

☒ Allow Outgoing Internet Mails.

By default all the users are given 'Medium' priority. You could set it to High or Low too. Users with High priority will receive their mails before anyone else. Similarly, mails belonging to users with High priority will be sent before sending mails belonging to others.



Priority : Medium

High

Medium

Low

You could set the maximum recipients to which a user could send a single mail. By default, this value is set to what is set in domain level (domain to which this user belongs).

The account space, which is set in domain level for users, is also set here. You could change this value.

Mail size restriction (for sending and receiving), which is set in domain level, is automatically set here. These values could also be changed.



Maximum Recipients : 25

Account Space : 2000 KBs.

☒ Do not download messages with size greater than 20000 KBs

☒ Do not upload messages greater than 20000 KBs.

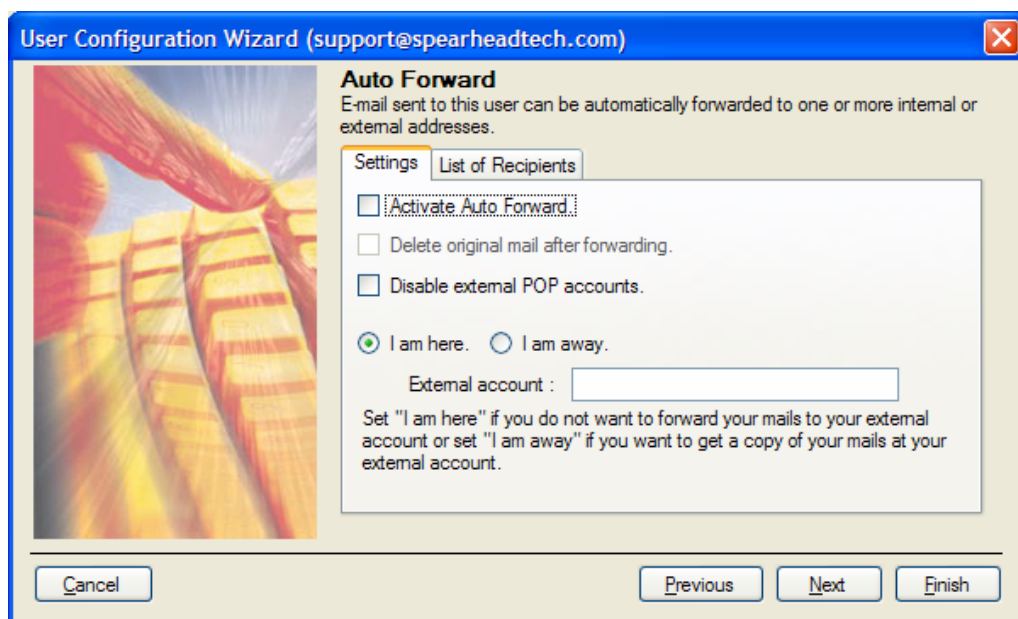
If you have set to leave mails on Spearmail server after downloading using your mail client (eg. Outlook Express), then mails would keep on accumulating in the server. These mails could be deleted after a certain number of days. Set this value in the following property.



☐ Purge mails from the server after days.

3. Auto Forward

You could forward mails intended for this account to any other external or internal account.



User Configuration Wizard (support@spearheadtech.com)

Auto Forward
E-mail sent to this user can be automatically forwarded to one or more internal or external addresses.

Settings | List of Recipients

☐ Activate Auto Forward.

☐ Delete original mail after forwarding.

☐ Disable external POP accounts.

☒ I am here. ☐ I am away.

External account :

Set "I am here" if you do not want to forward your mails to your external account or set "I am away" if you want to get a copy of your mails at your external account.

Cancel Previous Next Finish

You could activate or deactivate auto-forward property using this option.

☐ Activate Auto Forward.

☐ Delete original mail after forwarding.

If you choose to activate auto-forward, you have the choice to delete the original mail, after forwarding, or not.

Users could have external POP accounts configured. Suppose that you want to auto-forward all your mails to your external POP account. In this case, if you get a mail, a copy would be send to your external POP account too. If you have enabled your external POP account, it will download mails from this account too and ultimately you will get two copies of the same mail. To prevent this scenario, you could disable your external POP account(s).

☒ Activate Auto Forward.

☒ Delete original mail after forwarding.

☐ Disable external POP accounts.

If you are on leave and want to auto-forward your mails to a specific external account, you could select '**I am away**' and enter an external account. Mails will be auto-forwarded to this account. You could disable auto-forward now, so that mails will be forwarded to only this external account. This way, you will have privacy while you are away.

☒ I am here. ☐ I am away.

External account :

In the second tab, you could mention all the accounts to which you want to auto-forward your mails.

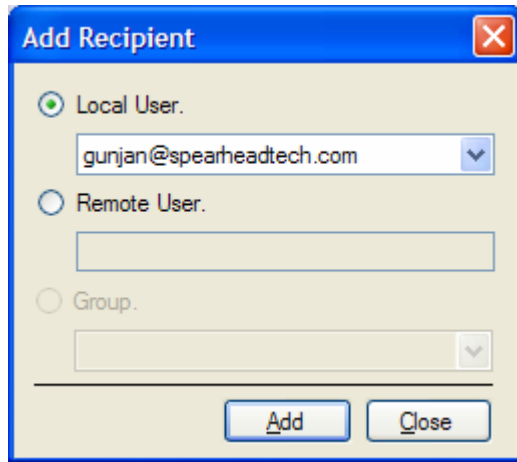
User Configuration Wizard (support@spearheadtech.com)

Auto Forward
E-mail sent to this user can be automatically forwarded to one or more internal or external addresses.

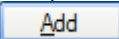
Settings | **List of Recipients**

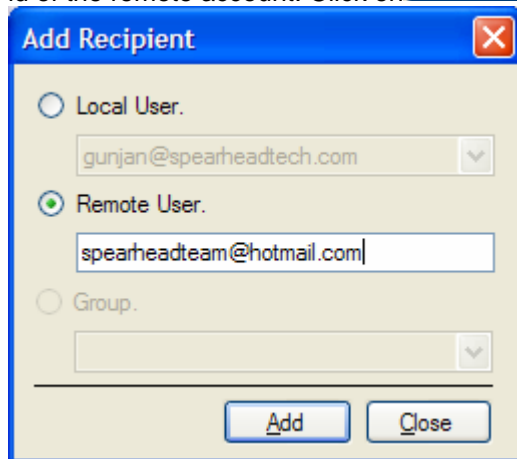
Type	Recipient	Add
*		<input type="button" value="Add"/>

To add to the list, click on , the following screen would be shown. If you want to add a local account, to auto-forward to, then select 'Local User' and pick a user from the list. Click on . This way you could add multiple local users.



The 'Add Recipient' dialog box has a blue title bar with a close button. It contains three radio buttons: 'Local User.' (selected), 'Remote User.', and 'Group.'. Below 'Local User.' is a dropdown menu showing 'gunjan@spearheadtech.com'. Below 'Remote User.' is an empty text field. Below 'Group.' is an empty dropdown menu. At the bottom are 'Add' and 'Close' buttons.

If you want to add an external (remote) user, select 'Remote User' and enter the mail id of the remote account. Click on .

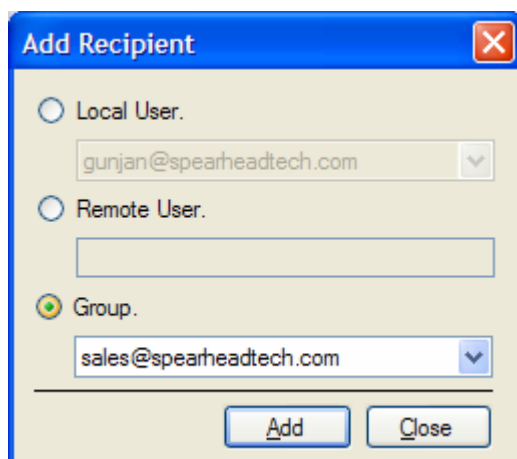


The 'Add Recipient' dialog box shows 'Remote User.' selected. The dropdown menu for 'Local User.' still shows 'gunjan@spearheadtech.com'. The text field for 'Remote User.' now contains 'spearheadteam@hotmail.com'. The 'Group.' dropdown remains empty. 'Add' and 'Close' buttons are at the bottom.

All the account(s) to which you want to auto-forward to, will be listed in the list box.

If you want to add an group , select 'Group' and then again select the user which you want to add.

Then Click on .



The 'Add Recipient' dialog box shows 'Group.' selected. The dropdown menu for 'Local User.' shows 'gunjan@spearheadtech.com'. The text field for 'Remote User.' is empty. The dropdown menu for 'Group.' now shows 'sales@spearheadtech.com'. 'Add' and 'Close' buttons are at the bottom.

You could remove an account from the list by selecting an account and pressing delete button .

User Configuration Wizard (support@spearheadtech.com)

Auto Forward
E-mail sent to this user can be automatically forwarded to one or more internal or external addresses.

Settings | List of Recipients

	Type	Recipient	Add
▶	Remote	spearheadteam@hotmail.com	<input type="button" value="Add"/>
*			<input type="button" value="Add"/>

Cancel Previous Next Finish

4. Spam Filtering

The Spam list(s) set in the domain of the current user, would be automatically set at user level too. You could modify the list, according to the requirement.

The actual Spam Filtering would be implemented using the list set at user level. Domain level setting is for reference.

User Configuration Wizard (support@spearheadtech.com)

Spam Filtering
SpearMail allows you to block unsolicited e-mails(Spam). Such Messages will be deleted from the remote server without being downloaded(if 'Download Spam Mails to Spam Folder' is not selected). Enter the domain names or addresses from whom you do not want to receive e-mails.

Enter domains. Enter e-mail addresses.

	Domain		Address
▶*		*	

☐ Allow mails from above list. ☒ Block mails from above list.

Cancel Previous Next Finish

By default, mails from the listed domains or accounts are blocked. You could modify this property to accept mails from the listed domains or accounts. In this case, mails from all other domains or accounts would be considered as spam.

☐ Allow mail from above list. ☒ Block mail from above list.

5. Outgoing Mail Filtering

The Mail Filtering list(s) set in the domain of the current user, would be automatically set at user level too.

You could modify the list, according to the requirement.

The actual Mail Filtering would be implemented using the list set at user level. Domain level setting is for reference.

By default, mails to the listed domains or accounts are blocked. You could modify this property to allow mails to the listed domains or accounts. In this case, mails to all other domains or accounts would be blocked.

☒ Block mail to above list. ☐ Allow mail to above list.

6. Content Filtering

Keywords set at domain level are automatically set at user level. You could modify the list.

By default, Content Filtering is enabled; you could disable it:

☒ Activate Content Filtering.

7. Monitoring Mails

Mail Monitor is a process in which a copy of all the incoming and outgoing mails to a user could be forwarded to another account(s).

This way, you could keep track of a user's activity.

Incoming and Outgoing mails are treated differently and so you could choose to monitor both or any one or none.

User Configuration Wizard (support@spearheadtech.com)

Monitoring Mails

Send a copy of all incoming mails to the below specified users.


Type	Recipient	Add
▶*		

Send a copy of all outgoing mails to the below specified users.

Type	Recipient	Add
*		

☐ Monitor Internal Mails.

Cancel Previous Next Finish

In both the cases, to add an account, to which you want to send a copy of mail, click on . If you want to add a local account, select the first option and select the user from the list. If you want to add a remote user, select the second option and enter the external email account manually. If you want to add group account, then select third option and select the group from the list.

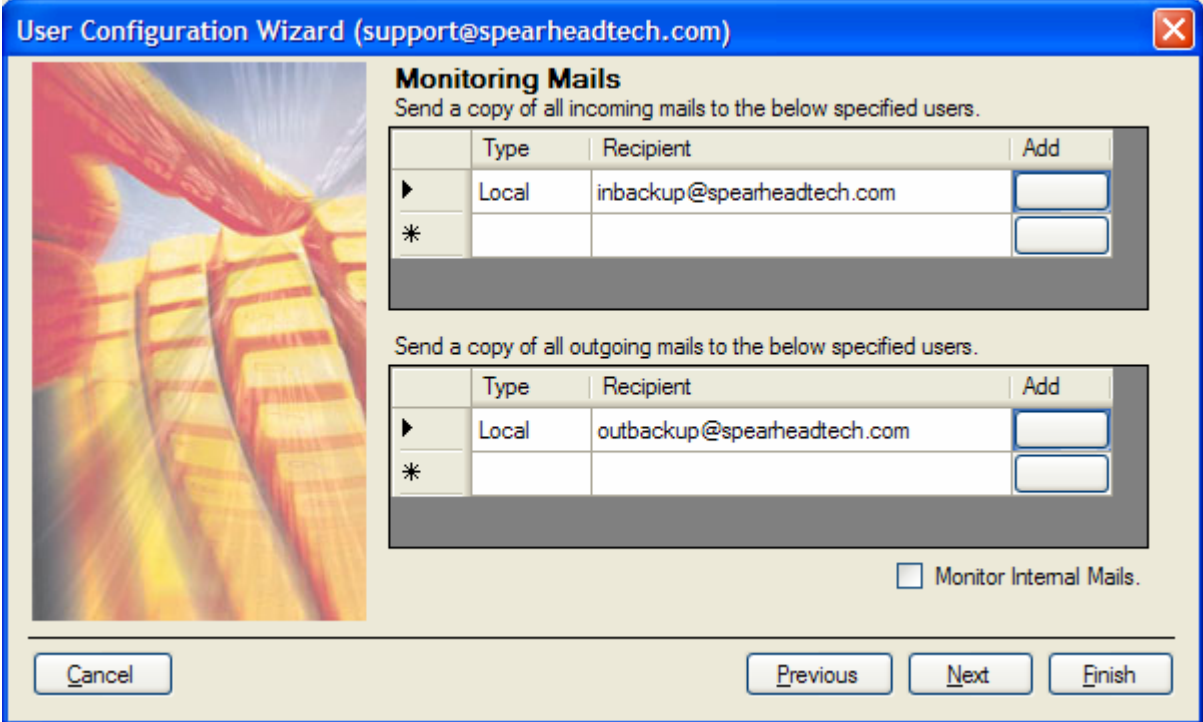
Add Recipient

☒ Local User.
inbackup@spearheadtech.com

☐ Remote User.

☐ Group.
sales@spearheadtech.com

Add Close



User Configuration Wizard (support@spearheadtech.com)

Monitoring Mails
Send a copy of all incoming mails to the below specified users.

	Type	Recipient	Add
▶	Local	inbackup@spearheadtech.com	<input type="button" value="Add"/>
*			<input type="button" value="Add"/>

Send a copy of all outgoing mails to the below specified users.

	Type	Recipient	Add
▶	Local	outbackup@spearheadtech.com	<input type="button" value="Add"/>
*			<input type="button" value="Add"/>

☐ Monitor Internal Mails.

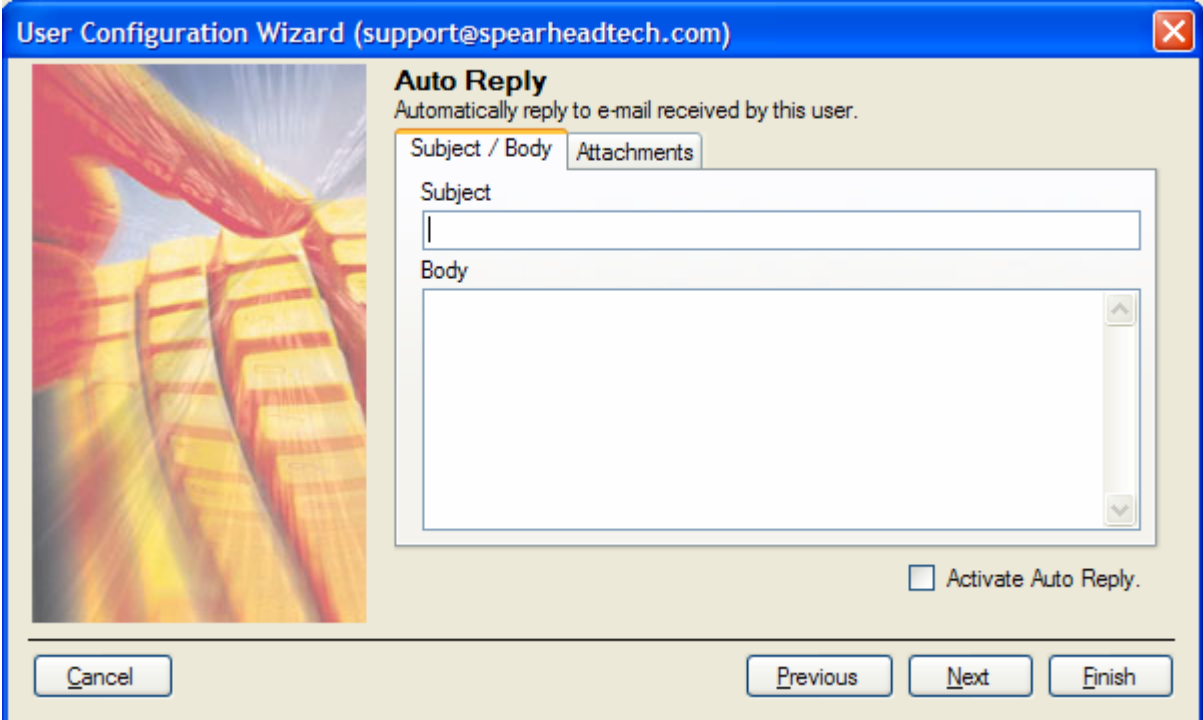
You could choose to monitor internal mails too. By default, this option is disabled.

☐ Monitor internal mails.

8. Auto Reply

You could set user wise auto-reply so that Spearmail sends a mail as reply to the sender of the mail intended for this user.

You could set the subject tag and body of the auto-reply mail. You could also add an attachment.



User Configuration Wizard (support@spearheadtech.com)

Auto Reply
Automatically reply to e-mail received by this user.

Subject / Body Attachments

Subject

Body

☐ Activate Auto Reply.

By default, auto reply is disabled; you could enable this.

☐ Activate Auto Reply.

Along with the auto reply message you can attach the attachment. Like if there is id called productinfo@domainname.com then you can set auto reply along with the brochure as attachment.

User Configuration Wizard (support@spearheadtech.com)

Auto Reply
Automatically reply to e-mail received by this user.

Subject / Body Attachments

	Attachment Path	Select
*		

☐ Activate Auto Reply.

Cancel Previous Next Finish

9. Aliases

You could create aliases for every user. An Alias is an extra name given to the same user. The advantage of using aliases is that you could have multiple accounts without actually creating multiple users. Users could have multiple aliases.

User Configuration Wizard (support@spearheadtech.com)

Aliases
Create aliases for this user. If user 'Isaac' is a entity of marketing department, then 'marketing@physics.com' could be set as his alias.

	Alias
✎	helpdesk@spearheadtech.com
*	

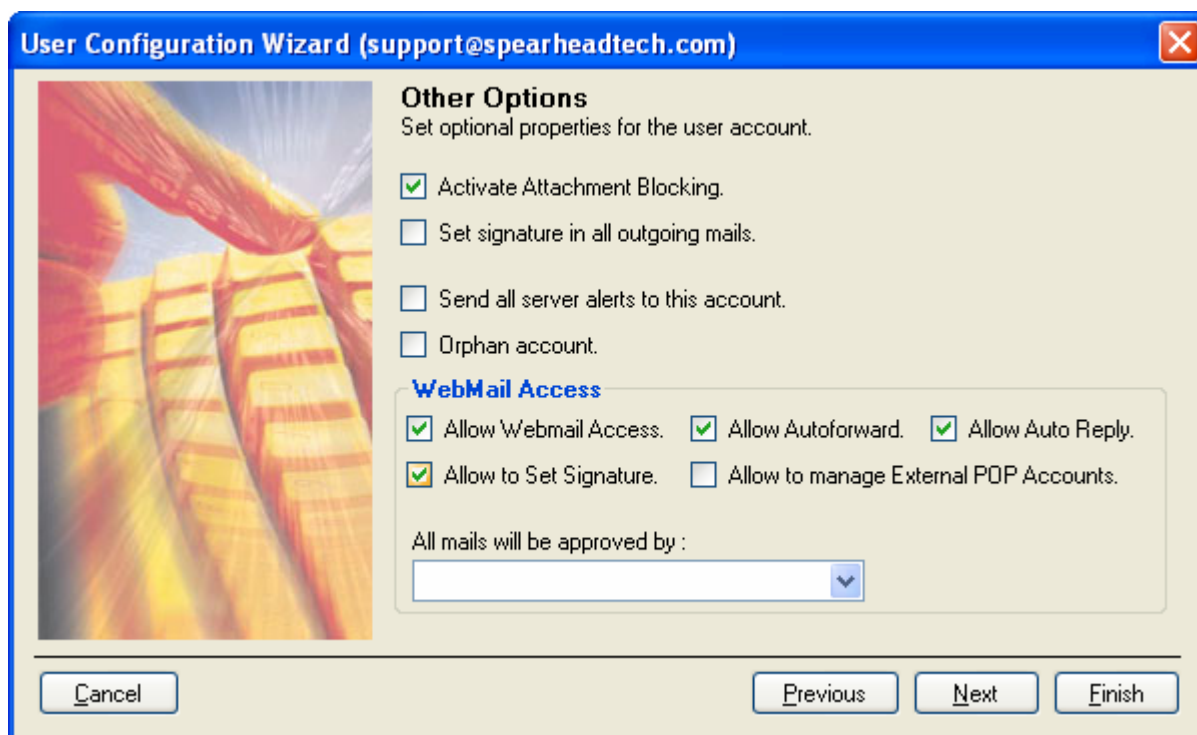
Cancel Previous Next Finish

To create an alias, type in the name of the alias

Create Alias : and click on

10. Other Options

Various miscellaneous options are set in this page.



Activate Attachment Blocking :

Blocked attachments are set in the domain level, in Attachment Filtering. But to apply the attachment blocking, you would have to enable the following property in user wizard.

☒ Activate Attachment Blocking

Set Signature in all outgoing mails :

Signature for the current domain is set in the domain wizard, but to apply signature to all the outgoing mails for the current user, you would have to enable the following property:

☒ Set signature in all outgoing mails.

Send all server alerts to this users:

Several alerts are created to inform administrator of various activities in Spearmail; all such alerts has to be directed to one account (per domain). You could make the current account (user) the destination for all such alert messages.

☐ Send all server alerts to this account.

Orphan account :

All the undeliverable mails in the current domain could be delivered to an account referred to as Orphan account. You could make the current account, as an Orphan account, by enabling following property.

☐ Orphan account.

WebMail Access:

Allow WebMail Access :

Administrator could give web-mail access to users. He could also control various other properties of webmail.

Allow Autoforward :

He could choose to give the user the option to set auto-forward.

Allow to Set Signature:

He could choose to give the user the option to set signature (This signature is different than that at Domain level).

Allow Auto Reply :

He could choose to give the user the option to set auto-reply.


All mails will be approved by :

Admin could also set another account which would approve all the outgoing mails of the current user. If this is set, all the mails sent out by this user would be moved to 'Approval' folder of the mentioned user. The approve user, could read the mail, make modifications to it and then send the mail. And only when the approve user sends it, will the mails be actually sent to the destination.

Allow to manage External POP Accounts :

User can now add pop3 account via web mail access as well as they can update password of their external pop account.

Click on  to continue to the final page of the wizard.

Click on  to save the settings and return back to Users list.

Note :

User properties of all users created by using multiple users will be the same
You cannot create groups using "Add multiple User" option

Adding Groups:

Group : Most business set ups are split into functional identities like Finance, Marketing etc. SpearMail maps this business reality using the Groups feature.

Using Groups you can create an account say Finance and include users working in the Finance department as members of the group account "finance". Groups are just like user accounts with autoforward enabled. However, unlike in Autoforward a copy of the message is not saved in the group account.

Groups are virtual entities. Groups cannot be configured to retrieve mail using any e-mail clients. Only members of the group can retrieve the mail. Members of the group can either be a user from the SpearMail User List (Local User) or external to the SpearMail System (Remote User)

Note:

If finance@videoworks.com (where "finance@videoworks.com " is a group account with Archie and Betty as its members) receives a mail it is forwarded to its members. If Archie replies to the mail, then the From address displayed will be archie@videoworks.com and not finance@videoworks.com.

To add a Group Click on Users button in the main toolbar of SpearMail. You will be presented with a screen "User List"

Click on Group button, select Create New, below screen will be displayed. Enter Group name in below specified format.

Group Name : sales@spearheadtech.com

Members Auto Reply Reply Attachments

Type	Address	Add
▶*		

Import Apply Cancel

Now, to add users to this group, click on add. The user will be added to the group.

Similarly, you could add more users to the group.

Add Recipient

☒ Local User.

jack@spearheadtech.com

☐ Remote User.

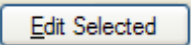
☐ Group.

Add Close

If you want to add an Remote user to a group, select Remote users and enter the remote user email address and click on add. If you have finished adding the users then click on Apply.


The external account will added to the group.

You could also import users to the list. Importing a user to a group is similar to importing users in [Users](#) screen.

Use  to edit the name of an existing group.

Use  to delete an existing group.

External POP Account (support)	
POP Server Name :	pop.rediffmailpro.com
POP Login Name :	personal@spearheadtech.com
POP Password :	xxxxxxx
Confirm POP Password :	xxxxxxx
POP Port No. :	110
<hr/>	
<input type="checkbox"/> Leave a copy of mail on server for	<input type="text"/> days.
<input checked="" type="radio"/> Delete mails from server after downloading	<input type="text"/> mails.
<input type="radio"/> Delete mails from server after downloading	<input type="text"/> KBs.
<input checked="" type="checkbox"/> Download small mails first.	
<input checked="" type="checkbox"/> Do not download mails with size greater than	
<input type="text"/> 20000 KBs and	<input type="text"/> Leave on <input type="text"/> mail server.
<input type="checkbox"/> Delete all the mails which are left on server due to size restriction after <input type="text"/> days.	
<hr/>	
<input type="button" value="Apply"/>	<input type="button" value="Cancel"/>

Click on  to save the account and return back to the previous screen. The newly added external account will be listed.

The newly added external account will be listed.

External POP Accounts

Domain wise Users / Groups

- List of Domains/Users
 - spearheadtech.com
 - support
 - info
- List of Groups

List of external POP accounts.

POP Server	Login Name	Leave a Copy
pop.rediffmailpro.com	personal@spearheadtech.c...	No

You could add an external account for a Group too.

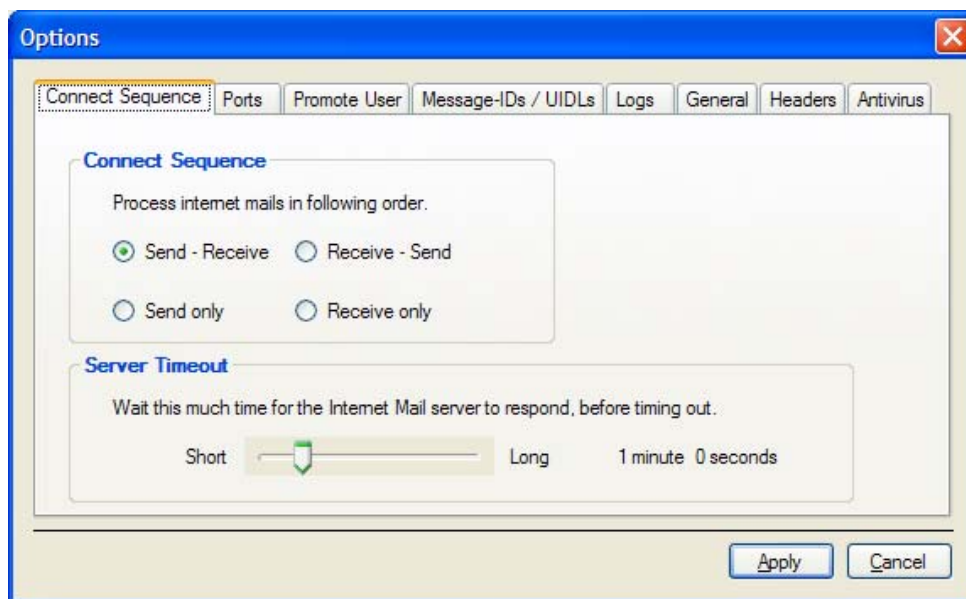
10.0 Options

All the general options relating to Spearmail could be manipulated using this screen. The Options screen is divided into seven parts:

1. [Connect Sequence](#)
2. [Ports](#)
3. [Promote User](#)
4. [MessageID/UIDL](#)
5. [Logs](#)
6. [General](#)
7. Headers
8. [Antivirus](#)

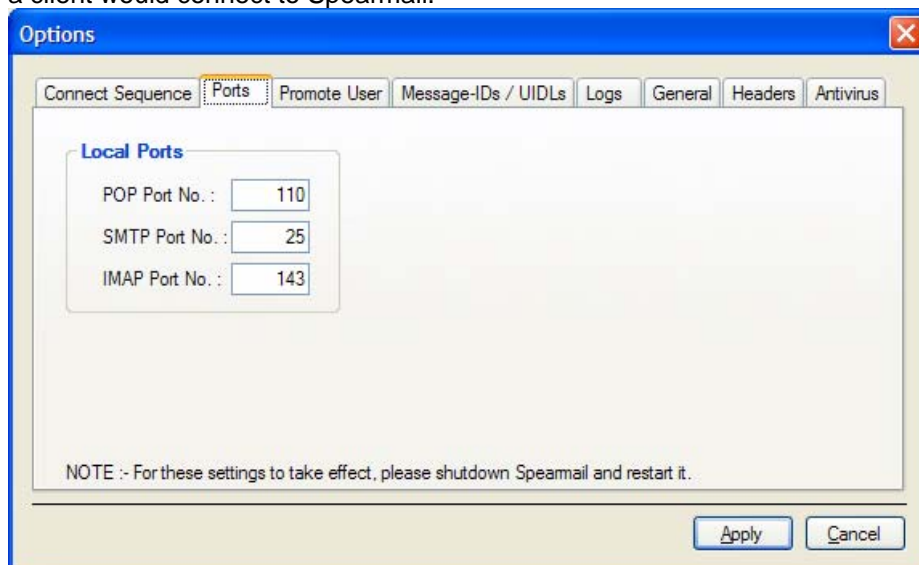
10.1 Connect Sequence

You could set the connection sequence and also the time after which server would time-out. Note that keeping a very low value in server timeout is not advisable; if you have a large number of clients in your network, keep the time high.



10.2. Ports

You could set ports for various services, for the local Spearmail server. These are the ports in which a client would connect to Spearmail.



10.3. Promote User

Administrator can change his access password by using the left pane of this window. Administrator can promote another single user as an administrator. He could do this if he is physically moving away from the server for a long time. The promoted user can perform all the functionalities administrator can do, except to promote another user.

Options

Connect Sequence Ports **Promote User** Message-IDs / UIDLs Logs General Headers Antivirus

Administrator

Enter current password.

Enter new password.

Confirm new password.

Promote User to Administrator

List of Users.

- ☐ jack@spearheadtech.com
- ☐ jill@spearheadtech.com
- ☐ inbackup@spearheadtech.com
- ☐ outbackup@spearheadtech.com
- ☐ support@spearheadtech.com

NOTE :- Promoted user will get administrative rights, but he cannot promote any other user as administrator.

10.4. MessageID/UIDL

Spearmail stores MessageID and UIDLs of all the mails downloaded by it. You would need to delete these MessageID's and UIDLs to re-download older mails from the mail server.

To delete, select domain(s) from the list, select the date range accross which MessageID and UIDL

has to be deleted, and click on and

Options

Connect Sequence Ports Promote User **Message-IDs / UIDLs** Logs General Headers Antivirus

Delete all the saved message-ids / uidls between selected date range.

Date Range

From : 01/02/2007 ▼

To : 16/02/2007 ▼

List of Domains / Accounts	Type
<input type="checkbox"/> jack@spearheadtech.com	External
<input type="checkbox"/> spearheadtech.com	Internal

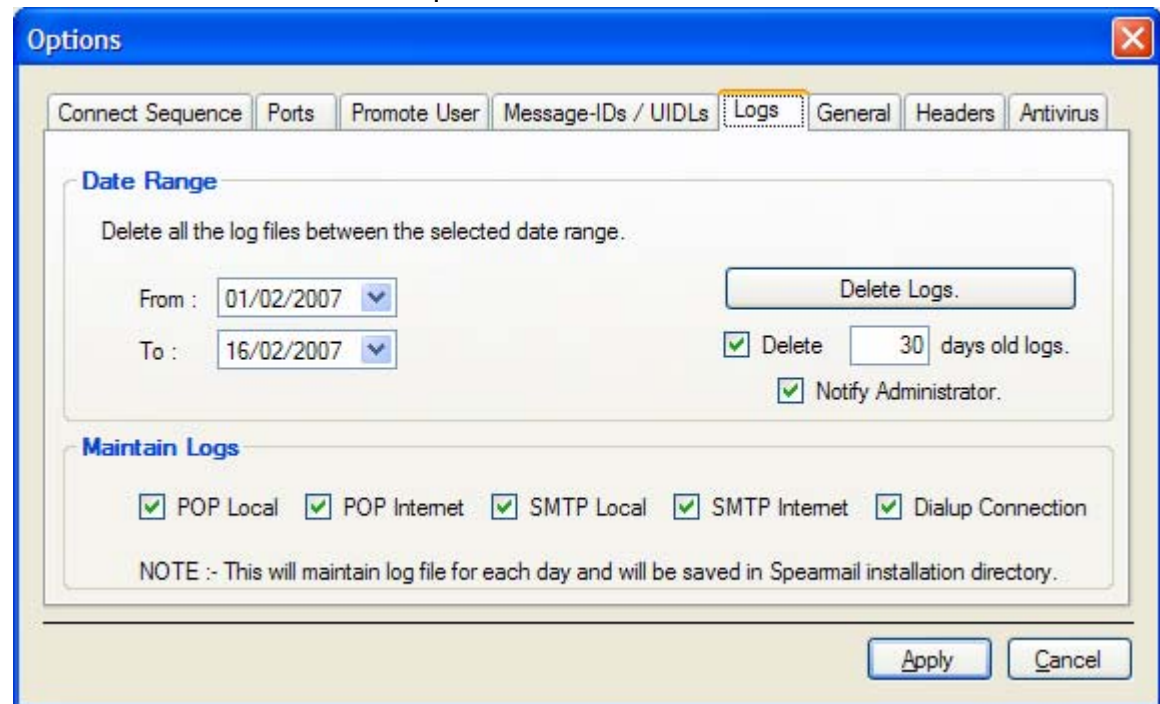
☐ Select All.

10.5. Logs

You could select the services for which logs has to be maintained.

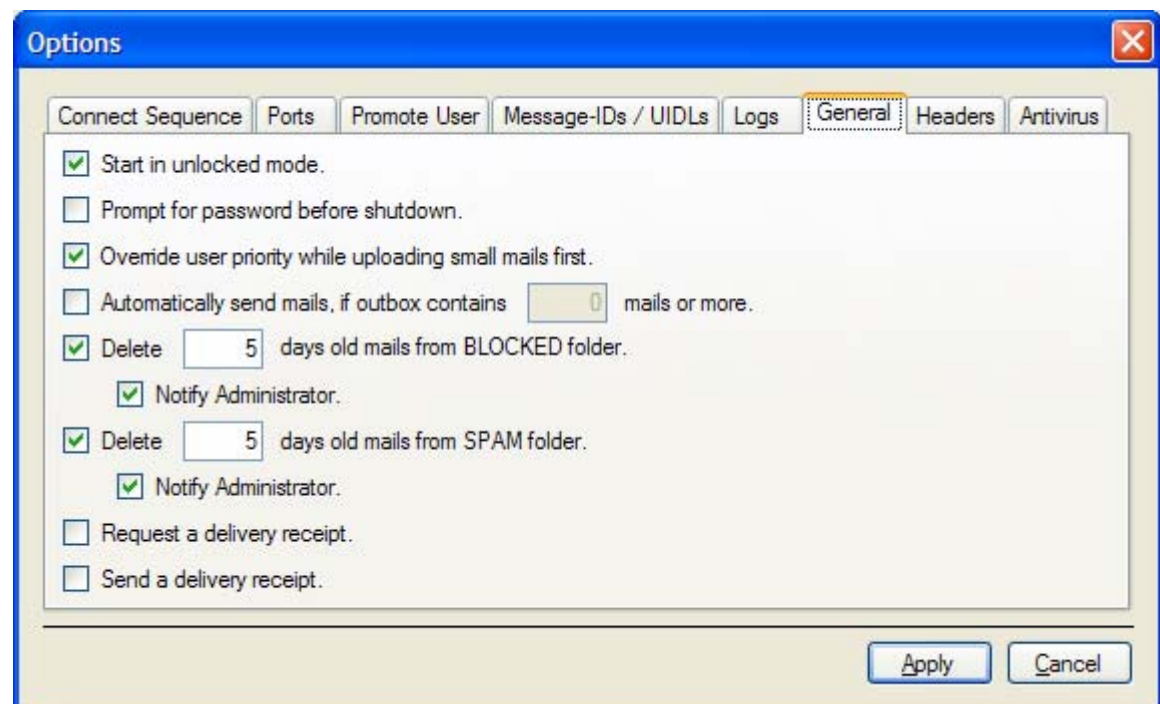
Logs are maintained day-wise. In the course of time, a lot of logs will be accumulated in your computer. By default, logs older than 30 days are deleted and a notification is send to the administrator. You could change these properties.

And if you wish to delete older mails manually, select the date range and click on



10.6. General

Various general properties can be modified in this section of the options screen.



You could disable the property ☒ Start in unlocked mode. to start Spearmail in Locked mode. To access all the options in the main screen, a user would need to enter administrative password. This way, you could restrict access to Spearmail.

If you would like Spearmail to ask for password before shutting down, check the property

☐ Prompt for password before shutdown. This way unauthorized user will not be able to shutdown Spearmail.

Every user could be given a priority to send/receive mails. Another property 'Upload Small Mails First' in Domain Configuration Wizard -> Outgoing Mail Server, could conflict with the previous property. To over-ride the first property with second property, check ☒ Override user priority while uploading small mails first.

By default, Spearmail sends mails to external recipients only on next scheduled connection or when administrator manually 'Send' them. You could set Spearmail so as to send mails automatically whenever

a particular number of mails are there in the outbox. To do so, enable the option

☐ Automatically send mails, if outbox contains mails or more. and enter the number of mails.

In this case, as soon as the entered number of mails reaches outbox, Spearmail connects to the SMTP server and delivers all the mails.

Due to various restrictions, mails are blocked by Spearmail and moved to Blocked folder. If administrator

do not take any step with these mails, they would keep on accumulating; to prevent this you could automatically delete older mails and notify administrator about the step.

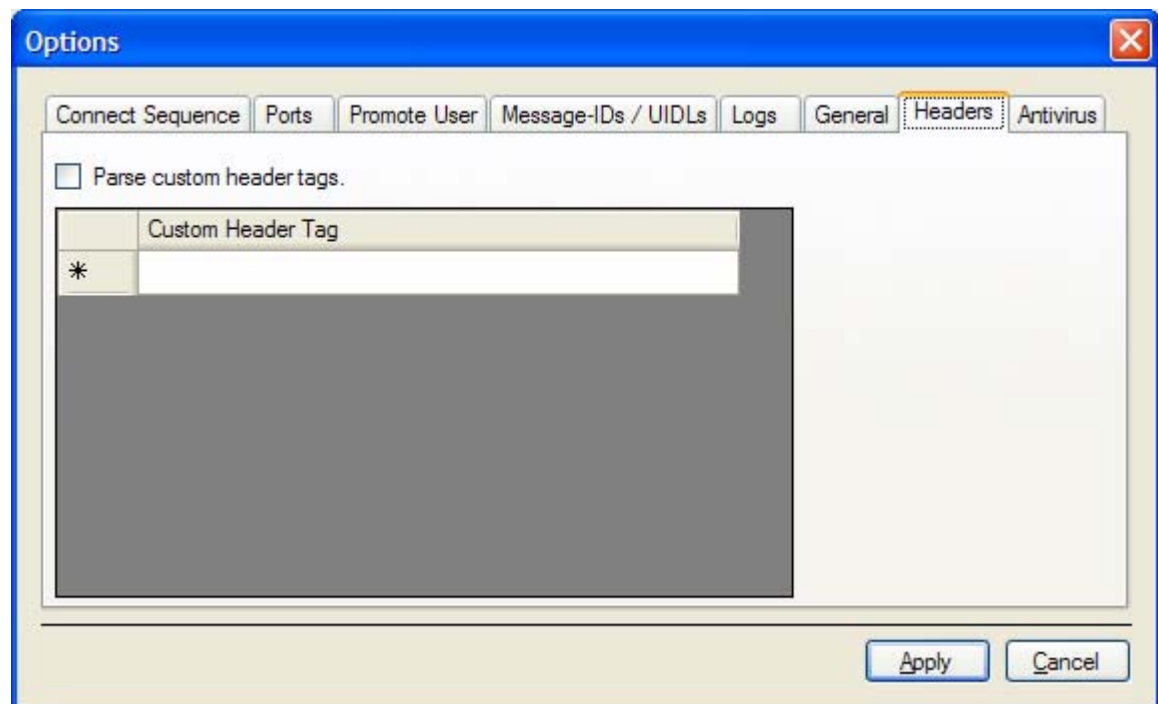
☒ Delete days old mails from BLOCKED folder.

Use properties ☒ Notify Administrator. to set this function.

Similarly you could delete old Spam mails by using

10.7. Headers

If any of the mail is coming with non-standard error those mails will be downloaded in Orphan account. Here you can add custom Headers so that SpearMail will parse those headers and distributes the mails according to the headers.



11.0 Antivirus

If you bought Anti-virus plug-in with Spearmail, this section would enable you to control various properties related to Anti-virus.

Antivirus is divided into two sections:

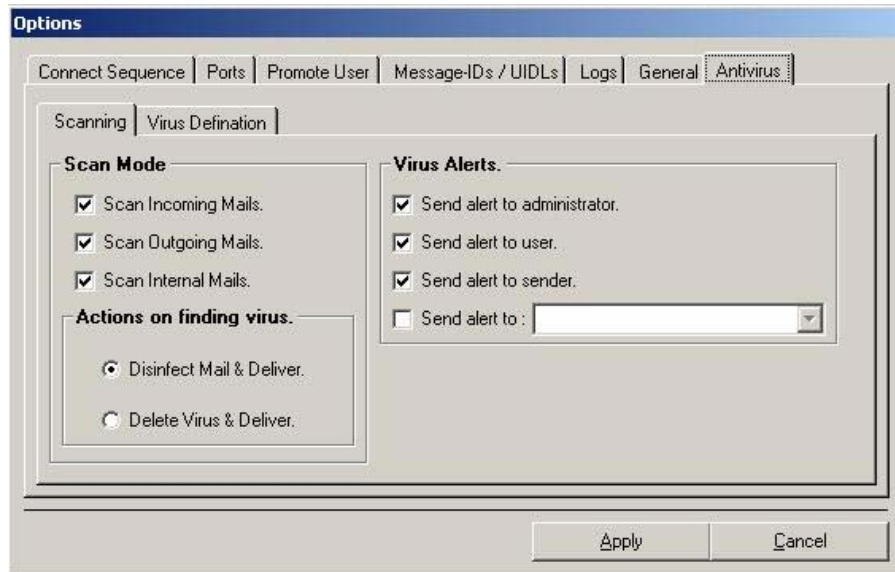
- a. [Scanning](#)
- b. [Virus Definition](#)

a. Scanning

You could select the scan mode to inform the engine to scan incoming/outgoing/internal mails.

Set the action to be taken on finding a virus; by default, anti-virus would try to disinfect mail and deliver the mail. If it cannot disinfect the virus, then it would try to delete the part containing virus (e.g. attachment) and then would deliver the mail. If it cannot remove the virus, then the mail will be deleted.

You could choose whom to send virus alerts.



b. Virus Definition

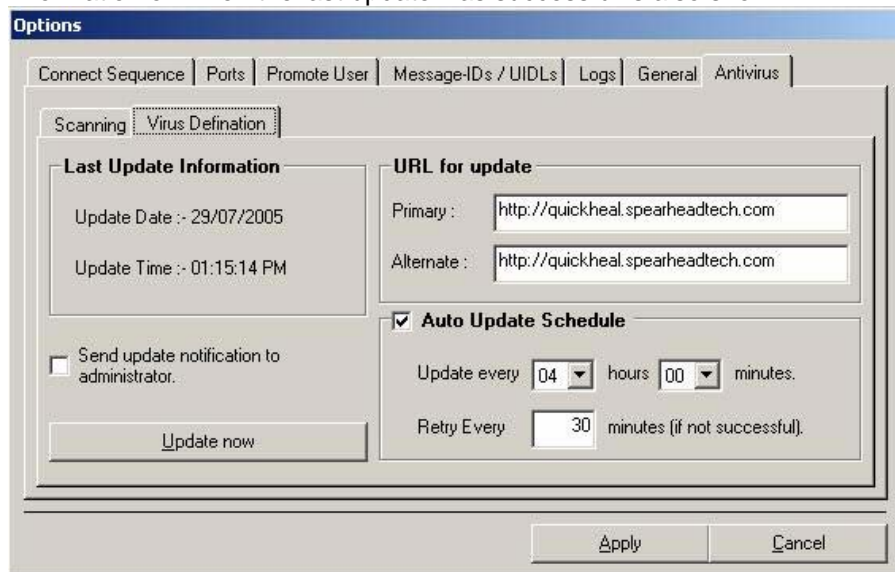
You could enter Primary and Alternate URL from where the antivirus would update its definitions.

You could also schedule the anti-virus to update itself automatically or you could manually update

by clicking on .

You could choose to send a notification to administrator on successful updation.

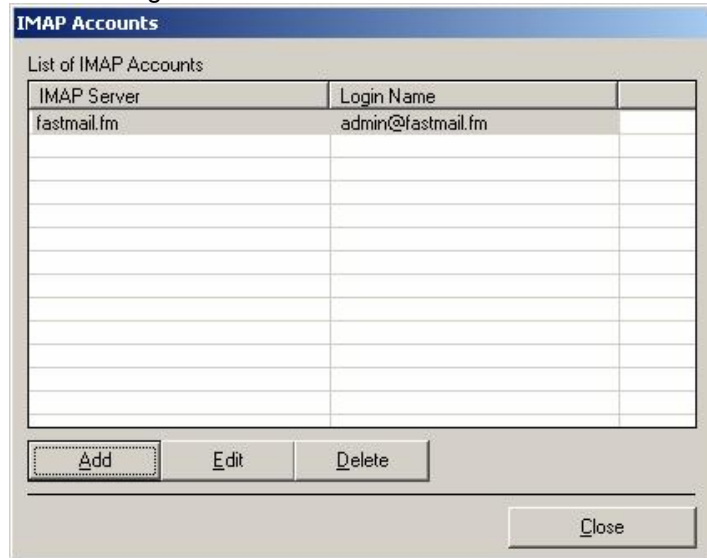
Information on when the last update was successful is also shown.



12. IMAP Account Configuration :

IMAP Accounts

All the configured IMAP accounts are listed in the shown window.



The screenshot shows a window titled "IMAP Accounts" with a subtitle "List of IMAP Accounts". It contains a table with three columns: "IMAP Server", "Login Name", and an empty column. The first row contains the text "fastmail.fm" and "admin@fastmail.fm". Below the table are three buttons: "Add", "Edit", and "Delete". At the bottom right is a "Close" button.

IMAP Server	Login Name	
fastmail.fm	admin@fastmail.fm	

Click on **Add** to add a new IMAP account.
The following screen would be shown.

Enter all the details and click on **Apply** to save the settings.



The screenshot shows a window titled "IMAP Account" with the following fields: "IMAP Server Name" (fastmail.fm), "IMAP Login Name" (admin@fastmail.fm), "IMAP Password" (masked with xxxxxx), "Confirm Password" (masked with xxxxxx), and "IMAP Port No." (143). At the bottom are "Apply" and "Cancel" buttons.

Please note that IMAP accounts configured here is a mirroring IMAP account. You need continuous internet connection to access an IMAP account. Mails downloaded will not be checked for any restriction or Properties. e.g. Spam, Outgoing filtering, Attachment Filtering, Virus Scanning. It will just download all the mails as it is.

13. Schedule :

The schedule screen is divided into two parts:

1. [Schedule](#)
2. [Connection Type](#)

1. Schedule

You can schedule Spearmail to send/receive mails at various intervals automatically.

You could either connect at periodic intervals or you could schedule at fixed times.

By default, scheduler is set to connect periodically at every 15 minutes.

Schedule

Schedule | Connection Type

☒ **Periodical Intervals**
Process internet mails every minutes.

☐ **Fixed Times**
Process internet mails at the following times:

<input type="checkbox"/> 8:30:00 AM	<input type="checkbox"/> 12:30:00 PM	<input type="checkbox"/> 4:30:00 PM
<input type="checkbox"/> 9:30:00 AM	<input type="checkbox"/> 1:30:00 PM	<input type="checkbox"/> 5:30:00 PM
<input type="checkbox"/> 10:30:00 AM	<input type="checkbox"/> 2:30:00 PM	<input type="checkbox"/> 6:30:00 PM
<input type="checkbox"/> 11:30:00 AM	<input type="checkbox"/> 3:30:00 PM	<input type="checkbox"/> 7:30:00 PM

Apply Cancel

If you wish to schedule Spearmail at fixed times, select the second option and use the text boxes given to enter the fixed times. Merely entering the time will not schedule Spearmail, you will have to select the check box corresponding to each time.

Schedule

Schedule | Connection Type

☐ **Periodical Intervals**
Process internet mails every minutes.

☒ **Fixed Times**
Process internet mails at the following times:

<input type="checkbox"/> 8:30:00 AM	<input type="checkbox"/> 12:30:00 PM	<input type="checkbox"/> 4:30:00 PM
<input checked="" type="checkbox"/> 9:00:00 AM	<input checked="" type="checkbox"/> 1:00:00 PM	<input checked="" type="checkbox"/> 5:00:00 PM
<input type="checkbox"/> 10:30:00 AM	<input type="checkbox"/> 2:30:00 PM	<input type="checkbox"/> 6:30:00 PM
<input checked="" type="checkbox"/> 11:00:00 AM	<input checked="" type="checkbox"/> 3:00:00 PM	<input type="checkbox"/> 7:30:00 PM

Apply Cancel

2. Connection Type

You can set the connection type using this screen. By default, it is permanent connection.

Schedule

Schedule **Connection Type**

☒ Permanent Connection

☐ Dial-Up Connection

Profile Name	Login Name	Tries

Add Edit Delete

Apply Cancel

If you use Dial-up connection, select the appropriate option.

Schedule

Schedule **Connection Type**

☐ Permanent Connection

☒ Dial-Up Connection

Profile Name	Login Name	Tries

Add Edit Delete

Apply Cancel

To add dial-up profile, click on **Add**; the following screen will be displayed:

Dialup Profile

Select Profile: **New** **Edit**

Login Name:

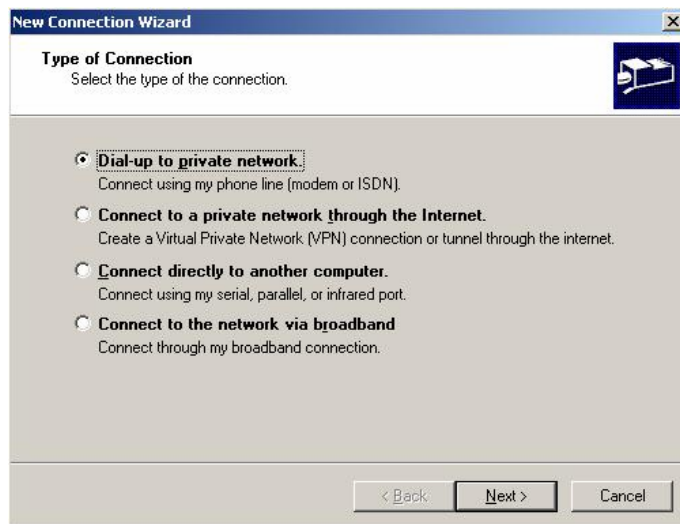
Password:

Tries: 1

Apply Cancel

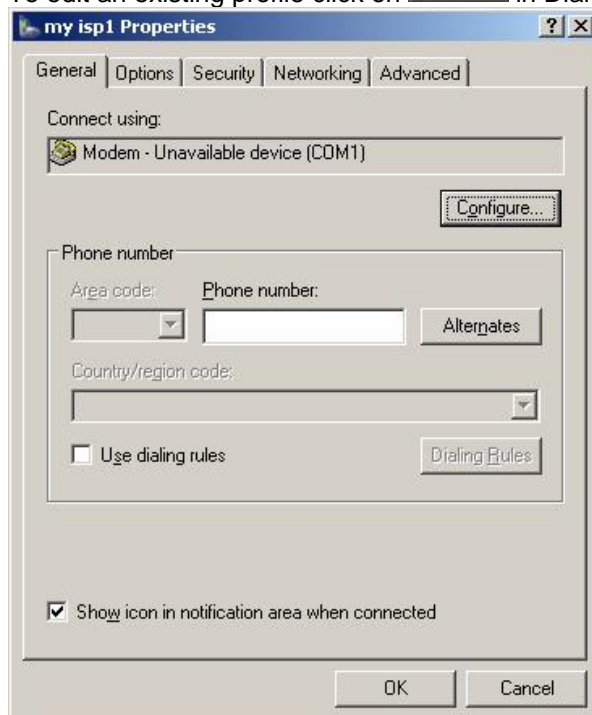
Select the profile from the list provided.

If you wish to add a new profile, click on **New**; the following screen will be displayed:

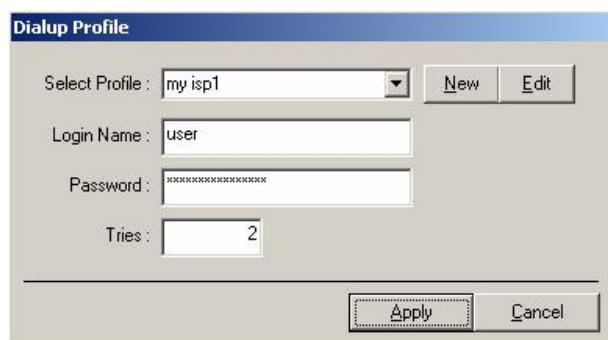



Use the above wizard to add a new profile.

To edit an existing profile click on  in DialUp Profile screen.



Make the necessary changes and click on OK to return back.



Enter the number of tries Spearmail should attempt to connect to internet using this profile. Click on  to apply the new settings are return back.

Schedule

Schedule | Connection Type

☐ Permanent Connection

☒ Dial-Up Connection

Profile Name	Login Name	Tries	
my dialup 2	user	2	
my isp1	user	2	



↑

↓

Add Edit Delete

Apply Cancel

All the added dial-up profiles are shown in the list, as shown above. You could set the connection

order of the profiles using buttons:  and .

Schedule

Schedule | Connection Type

☐ Permanent Connection

☒ Dial-Up Connection


Profile Name	Login Name	Tries	
my isp1	user	2	
my dialup 2	user	2	

↑

↓

Add Edit Delete

Apply Cancel

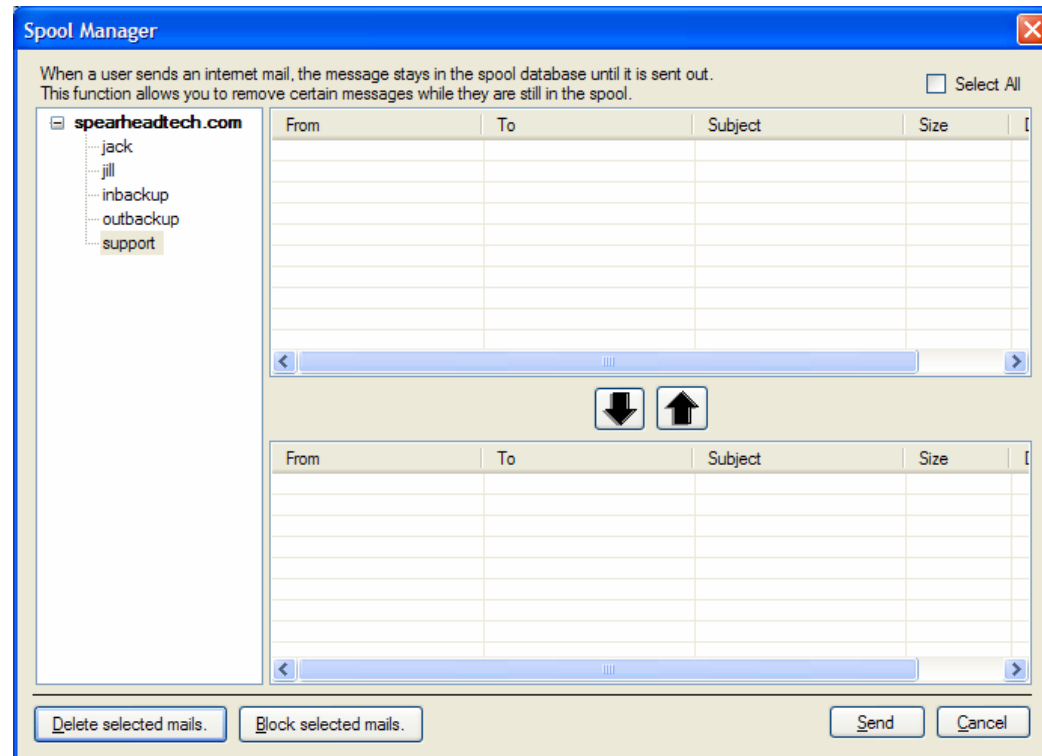
Click on  to save the changes and return back to the main screen.

14. Spool Manager

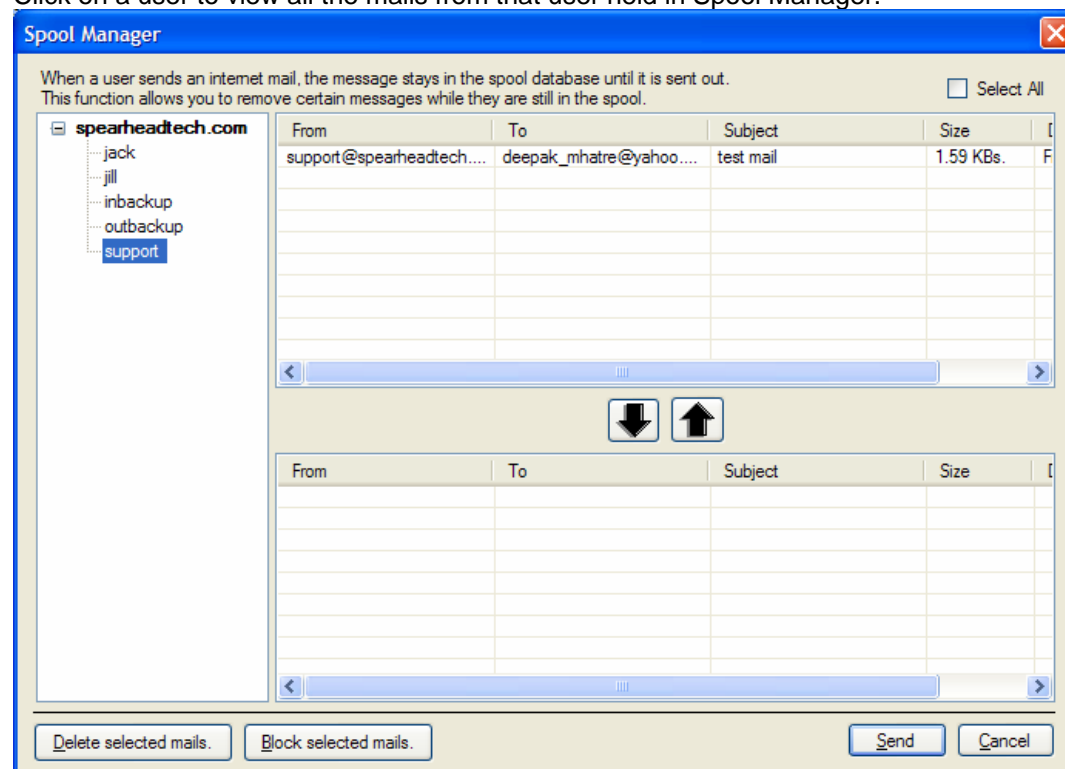
Whenever a user composes a mail and sends it, that mail is received by Spearmail; all such mails are held in

a temporary location until Spearmail connects to the internet and sends it. Spool Manager provides a means to manage mails in this temporary location.

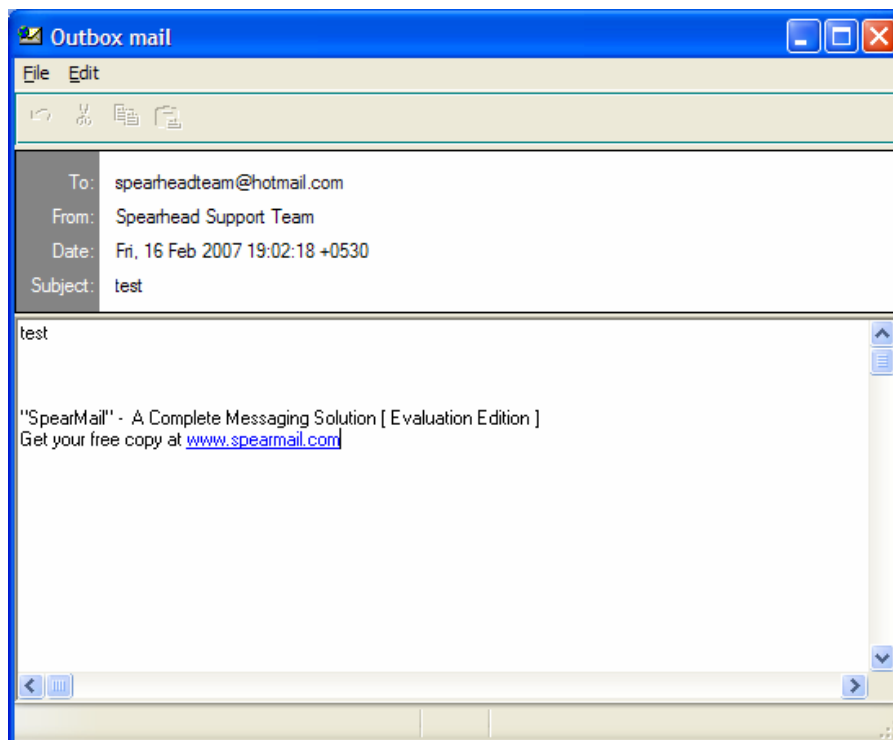
Spool Manager lists all the domains and users defined in SpearMail.



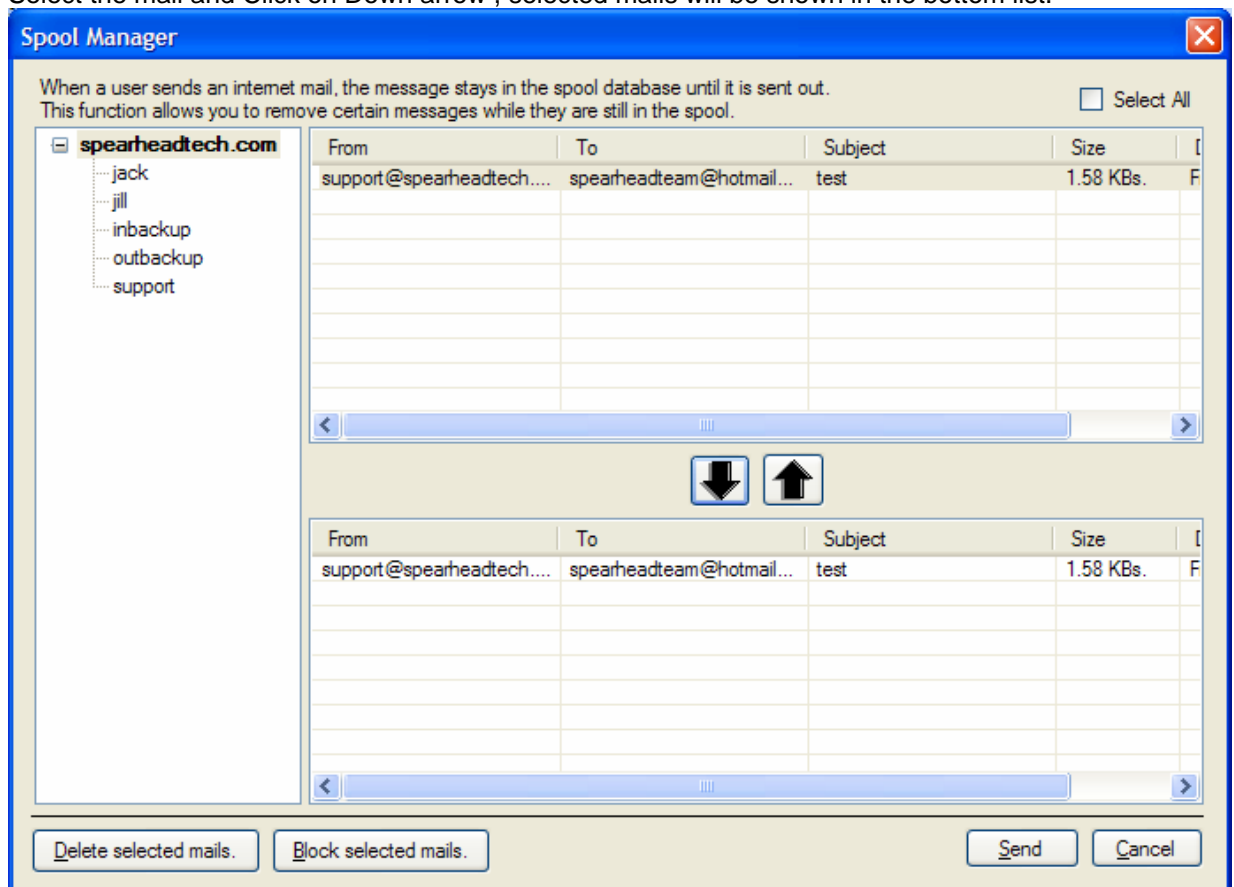
Click on a user to view all the mails from that user held in Spool Manager.



You could double-click on a mail to see its content.

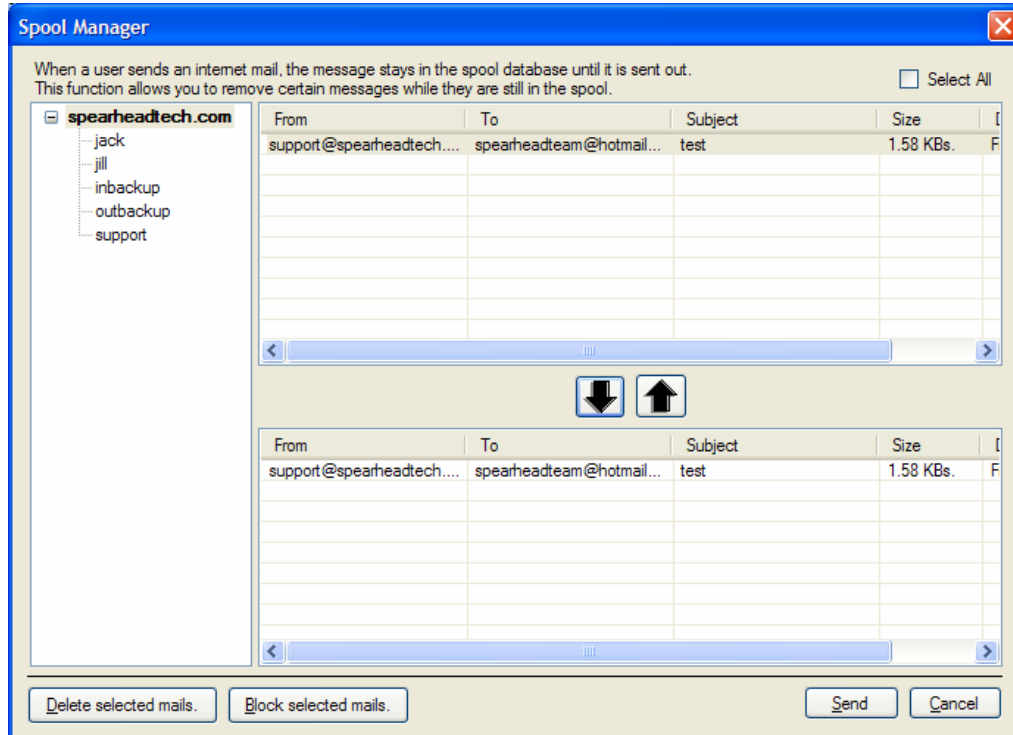


You could delete, block or send instantly mails in the spool manager.
Select the mail and Click on Down arrow , selected mails will be shown in the bottom list.

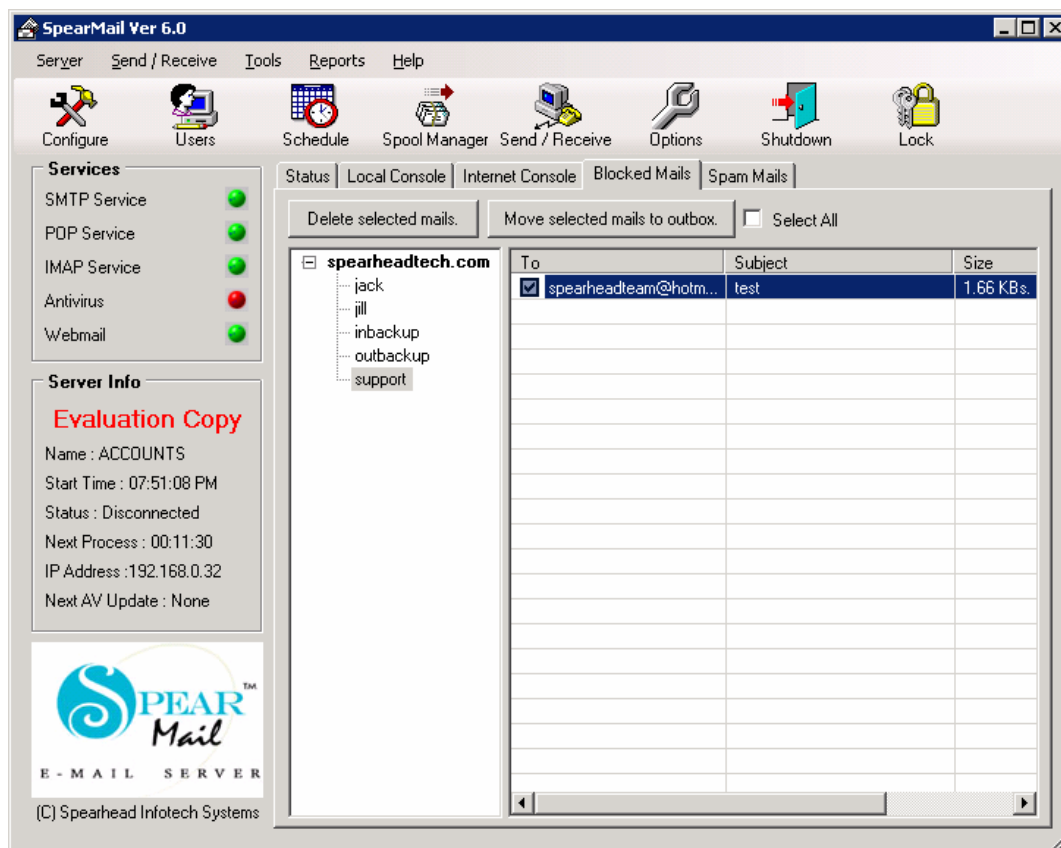


Click on  to delete selected mails.

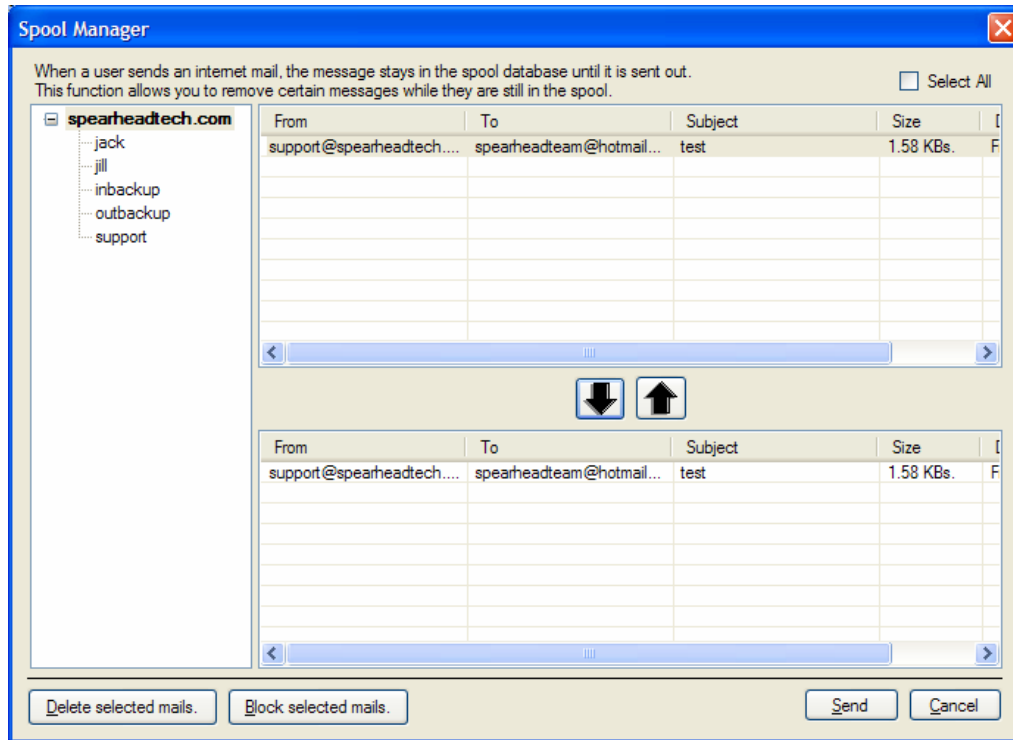
Select mail(s) and click on **Block Selected Mails** to block that/those mail(s). All blocked mails will be moved to Blocked folder of that user.



All such blocked mails are shown in the blocked section of that user.



To send a mail directly from the Spool Manager, select the mail and click on **Send**.



This way selected mails could be send directly, without having to wait for Spearmail to connect to internet the next time.

15. Reports :

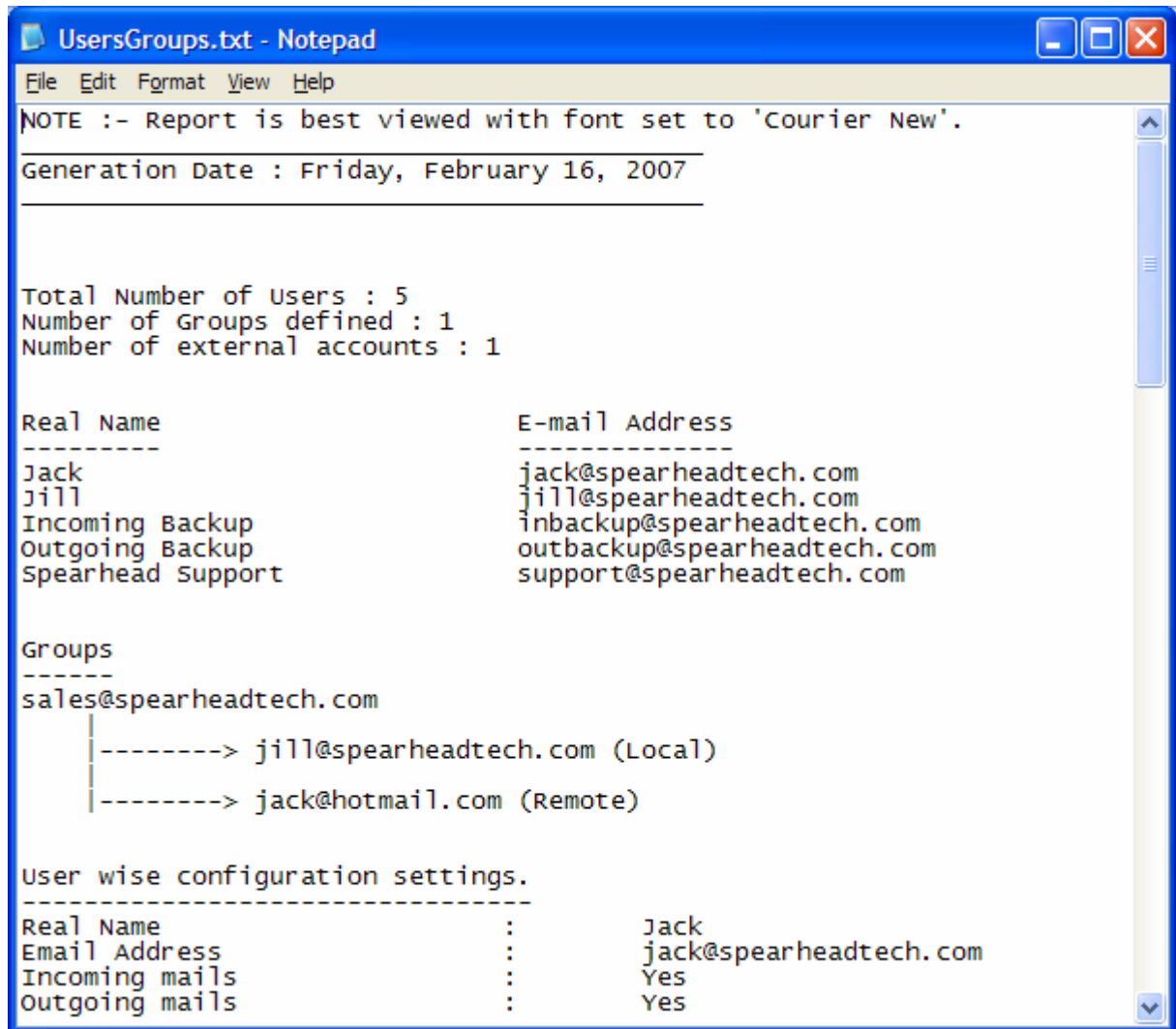
Reports

There are five reports:

1. [User/Groups](#)
2. [Server Configuration](#)
3. [Internet Usage](#)
4. [User wise mail Transfer Info](#)
5. [Detailed Report](#)

1. User / Groups

All the users and groups defined in Spearmail along with individual settings is listed in this report.



```

UsersGroups.txt - Notepad
File Edit Format View Help
NOTE :- Report is best viewed with font set to 'Courier New'.
Generation Date : Friday, February 16, 2007

Total Number of Users : 5
Number of Groups defined : 1
Number of external accounts : 1

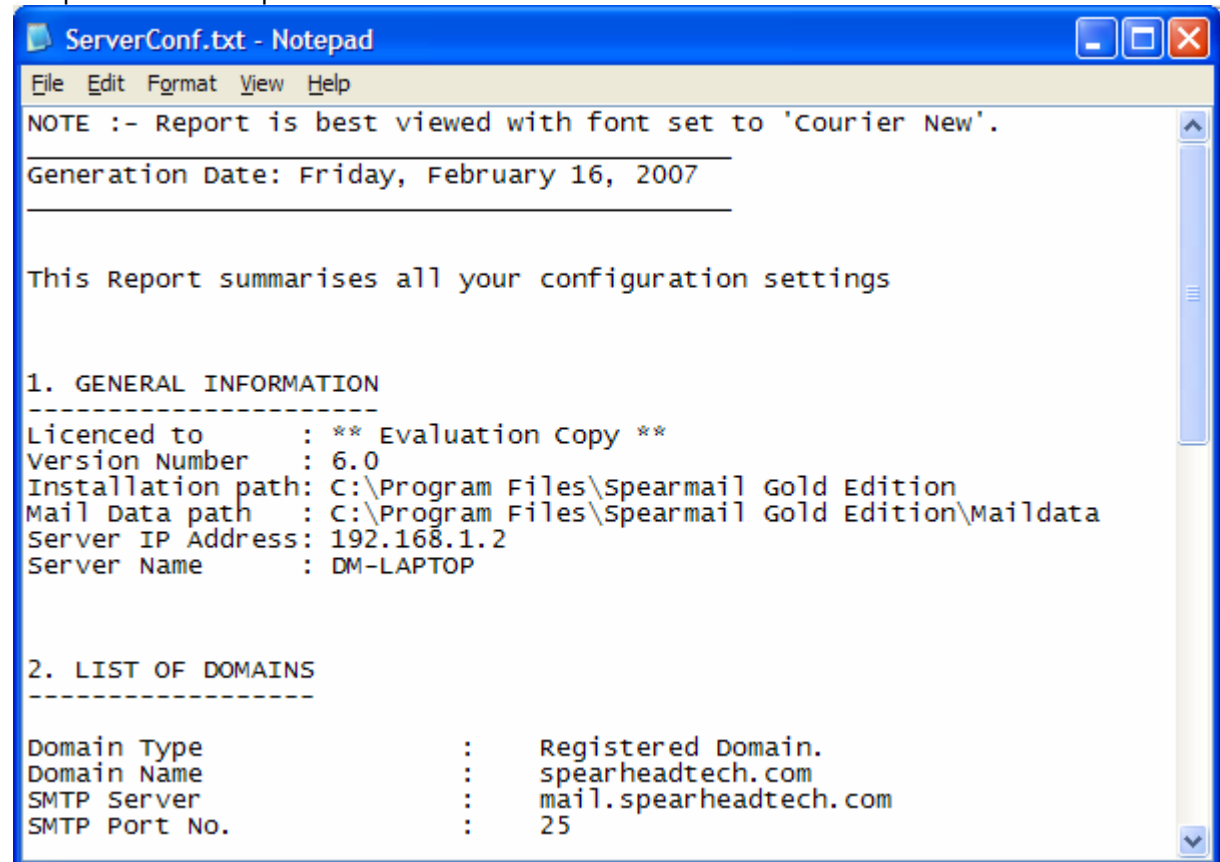
Real Name                                E-mail Address
-----                                -
Jack                                    jack@spearheadtech.com
Jill                                    jill@spearheadtech.com
Incoming Backup                        inbackup@spearheadtech.com
Outgoing Backup                        outbackup@spearheadtech.com
Spearhead Support                      support@spearheadtech.com

Groups
-----
sales@spearheadtech.com
    |-----> jill@spearheadtech.com (Local)
    |-----> jack@hotmail.com (Remote)

User wise configuration settings.
-----
Real Name      :      Jack
Email Address  :      jack@spearheadtech.com
Incoming mails :      Yes
Outgoing mails :      Yes
  
```

2. Server Configuration

All the domains configured in Spearmail is listed with individual properties. Also, a little information about the computer on which Spearmail is installed is also shown.

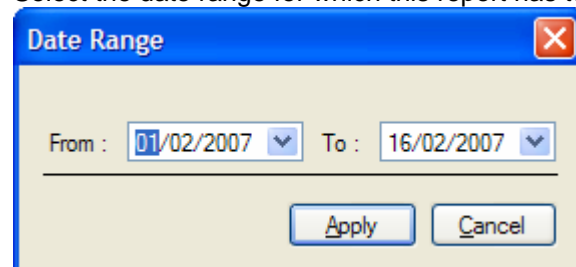


3. Internet Usage

Date wise internet usage time is listed in this report.

Select the date range for which this report has to be generated and click on

Apply



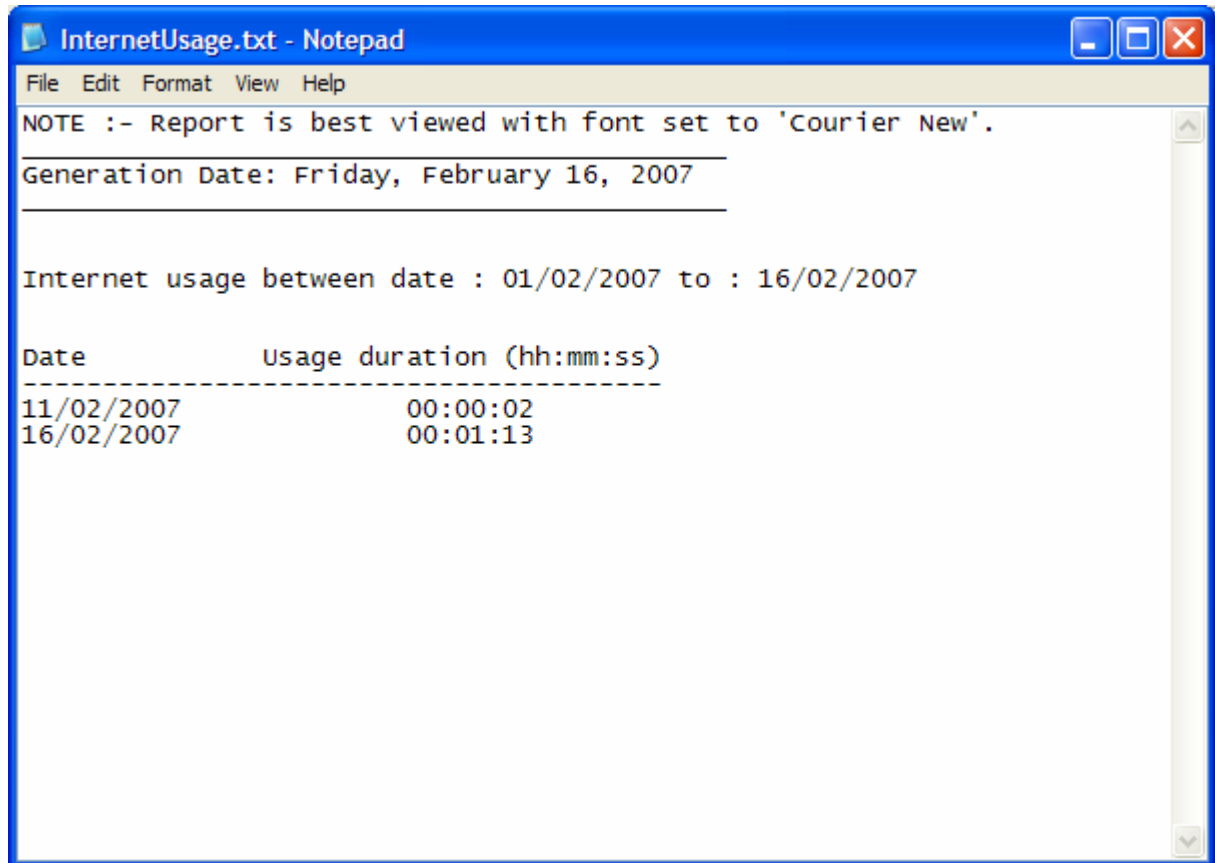
4. User wise mail Transfer Info

Select the date range for which this report has to be generated

Date Range

From: 01/09/2005 To: 26/09/2005

Apply Cancel



Data transfer details for both Internet and Intranet mails will be listed.

MailTransfer.txt - Notepad

File Edit Format View Help

NOTE :- Report is best viewed with font set to 'Courier New'.

Generation Date: Friday, February 16, 2007

User wise Mails transfered, from date : 01/02/2007 to : 16/02/2007

	<-----Intranet Mails----->				<-----Internet Mails----->			
	Count	Sent Size (Kbs.)	Received Count	Size (Kbs.)	Count	Sent Size (Kbs.)	Received Count	Size (Kbs.)
Deepak [SPEARHEAD]	51	1474.88	25	985.46	161	2694.78	262	20065.98
Spearhead Sales	8	3157.04	2	0.55	8	184.13	22	1850.99
Spearhead Support	7	200.57	1	24.96	128	2066.87	232	4947.06
Domain Registration	0	0.00	0	0.00	0	0.00	27	126.07
SpearMail Registration	0	0.00	0	0.00	0	0.00	79	128.05
imailreport								
virusalert	0	0.00	0	0.00	1	1.27	1	2.02
vibhuti	0	0.00	0	0.00	0	0.00	1	4.61
Vidyanand	14	1329.41	5	141.34	33	1702.27	10	61.17
Swapnil Gavhankar	5	146.63	26	984.40	20	489.35	32	1549.54

5. Detailed Report

Microsoft Excel - DetailReport.xls

File Edit View Insert Format Tools Data Window Help Adobe PDF Type a question for help

Arial 10 B I U \$ % , .00 .00

A1 User Name

	A	B	C	D	E	F
1	User Name	Email Address	Type	Mail Size	Mail Count	Mail Date
2	sales@spearheadtech.com	hari@yahoo.com	Received	28.84	14	16/02/2007
3		ganesh@supremind.com	Received	12.1	2	16/02/2007
4	sales@spearheadtech.com	hari@yahoo.com	Sent	13.93	3	16/02/2007
5		ganesh@supremind.com	Sent	4.46	1	15/02/2007
6	support@spearheadtech.com	hari@yahoo.com	Received	2.21	1	16/02/2007
7		ganesh@supremind.com	Received	4.37	1	16/02/2007
8	support@spearheadtech.com	hari@yahoo.com	Sent	6.02	1	16/02/2007
9		ganesh@supremind.com	Sent	6.81	1	16/02/2007
10						
11						

DetailReport

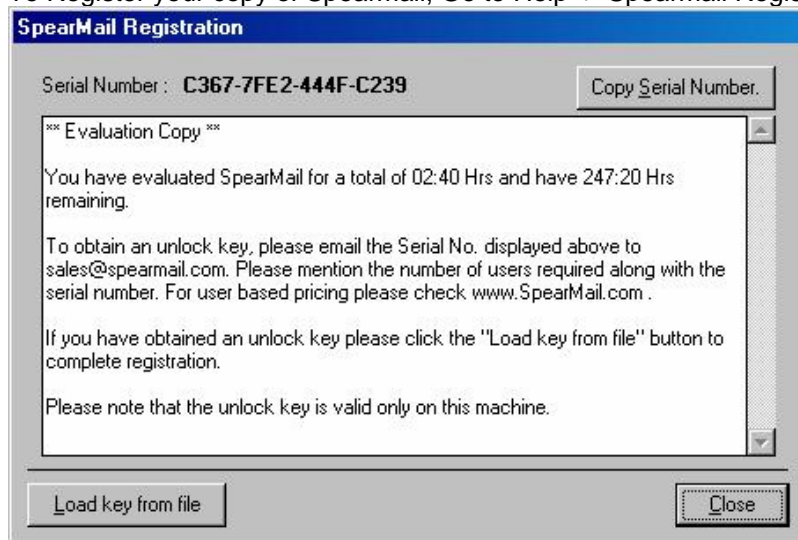
Ready

16. SpearMail Registration :

By default, Spearmail runs in demo mode. You can identify demo mode by looking at the Server Info pane:

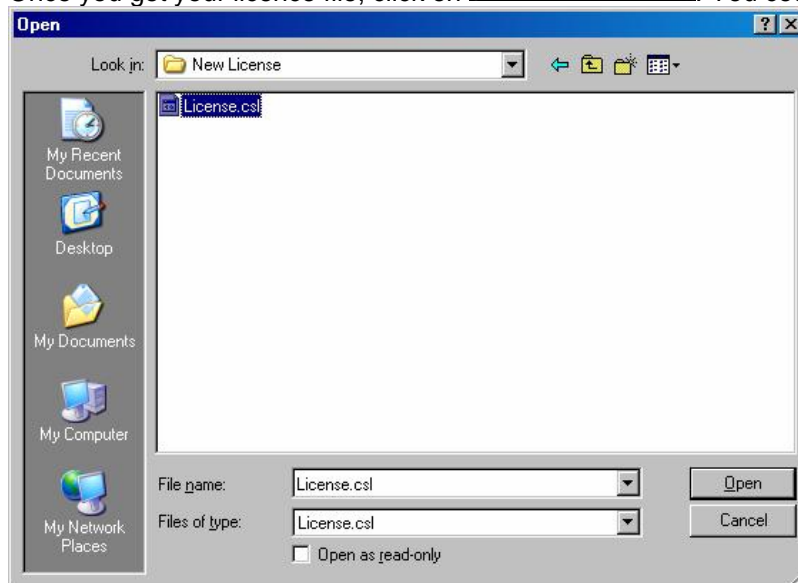


To Register your copy of Spearmail, Go to Help -> Spearmail Registration in the main menu



To get your licence file, copy the mentioned Serial No and contact Spearhead Infotech Systems.

Once you get your licence file, click on **Load key from file**. You could browse for your license file.



Select the CSL file. If the CSL file is correct, your copy of Spearmail will be registered.

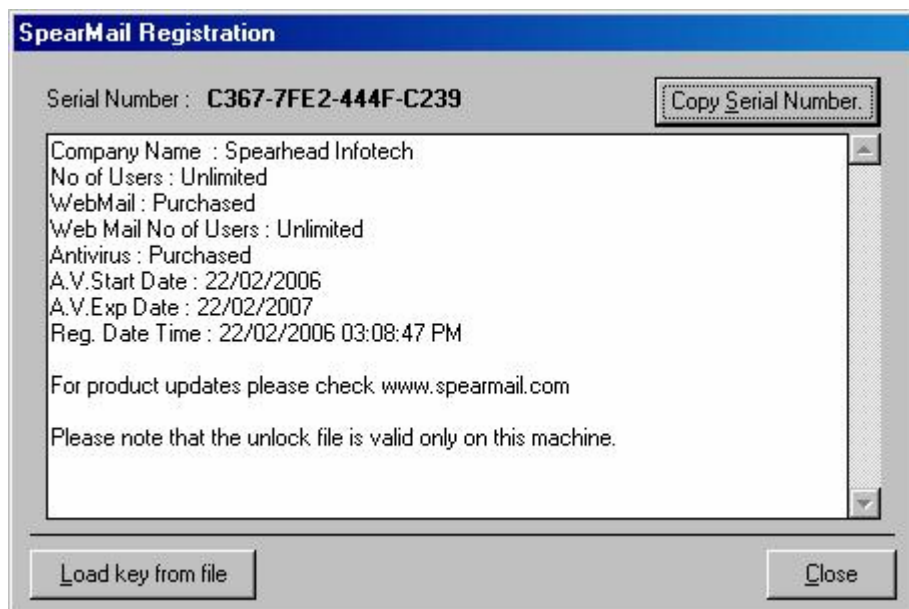


You would have to restart Spearmail for the changes to take affect.

Once you restart, if Spearmail is successfully registered, you can see that the tag "Evaluation Copy" is removed from the Server Info pan.



You can go to Help -> Spearmail Registration, to see your registration info



9.0 Frequently Asked Questions

We are presenting the information in an FAQ (Frequently Asked Questions) format that we hope will be useful. Our knowledge relates primarily to mail servers in general use, although the information offered here should cover almost any mail server. We welcome feedback and comments from any readers on the usefulness or content.

All aspects of the Internet are constantly changing. We are providing the best information available to us as at date of writing and intend to update it at frequent intervals as things change and/or more information becomes available. However we intend this FAQ as a guide only and recommend that users obtain specific information to determine applicability to their specific requirements. (This is another way of saying that we can't be held liable or responsible for the content).

Featured below is a comprehensive list of possible queries that your sales team might across during your endeavor to convince the potential customer the benefits of adopting the SpearMail Mailing system for their organisation.

This list will be updated frequently and newer queries and the answers to the same will be appended regularly.

If you come across a query that you feel has not been covered in this list please feel free to inform us by calling us on **27894387 / 27895727** or send a mail to support@spearheadtech.com. We will ensure that the same is added in the next edition. This will be invaluable for us to enrich the entire channel network with this information.

Please note that Technical details regarding the Installation, Configuration and other Technical knowledge are separately covered in another document.

Queries

A. General

1.1 What is SpearMail?

SpearMail is an e-mail server. It acts as a post office for Internet mail clients. It is more like a carrying and forwarding agent of your mails. It also ensures that an organisation enjoys the benefit of personal e-mail addresses for all their employees using just one internet account that they might have invested in. Using SpearMail you cannot read or write e-mail. You will read and write mails using e-mail clients like Outlook, Outlook express, Netscape Messenger or Eudora.

SpearMail will ensure that mail sent is forwarded to the right recipient at their desktops.

Additionally, with SpearMail you need not have permanent connection to the net. Users can read and write mail offline and SpearMail will send and collect all their mail in one go. Thus SpearMail is the most cost-effective solution for a Small To Medium Enterprise (SME) to set up an efficient E-Mail system in their organisation.

To sum up:

"1 Internet account + SpearMail = E-mail system for your entire organisation."

Note: SpearMail is a registered trademark of Spearhead Infotech Systems Pvt. Ltd.

1.2 What are the difference between a Mail Server and a Mail Client?

Mail Servers as the name suggests are capable of servicing many users (clients). Typically Servers will collect and store both incoming and outgoing mails. Users hardly ever need to interact with mail servers. - Clients are the ones, the users use to read and write mail. Clients pass on all the messages to the server and collect mail meant for the user from the server.

Clients need to be installed at each and every desktop. Server needs to be installed in only one machine.

SpearMail is a server while Outlook, Outlook Express, Eudora are clients.

1.3 How is that SpearMail can provide e-mail ids to many individuals out of a single POP Account?

SpearMail can provide this function through e-mail parsing and sorting. All e-mail messages addressed to an organization are forwarded to a single mail box, called a POP3 (**Post Office Protocol Version 3**) account. SpearMail can collect e-mail messages from this mailbox and distribute it to the users by sorting the mail. Users can then read the mail from their desktops

1.4 After deploying SpearMail, how will the e-mail addresses of the customer's organisation look like?

If the customer has a registered domain name: **username@domain name**

For example: jack@videoworks.com

If you do not have a domain name: **companyname@ispaddress (username)**

For example: vworks@bom2.vsnl.net.in(archie)

Spearhead can provide guidance/help in every aspect related to the setting of the e-mail system.

1.5 What is a Domain Name and how does an organisation get it registered?

A domain name uniquely identifies your company across the entire Internet.

For Example: www.hotmail.com, www.microsoft.com etc. In today's business scenario, it is imperative that businesses that look beyond local areas get their Domain Name registered for enhancing their corporate image and to simplify communication modes.

You can register a Domain Name by paying \$12 (approx. Rs.500). The company can then have a domain name like www.yourcompany.com provided it is not already registered with some other organisation. The same domain name can be used for hosting your web site too.

With a domain name you can provide addresses like user@yourcompany.com to all your employees.

Spearhead Infotech Systems can assist in registering the Domain Name and maintaining it.

1.6. By only registering Domain Name can I have email address?

No. You need have space to create email address. i.e. Domain has to be hosted at some Internet Data Center.

1.7 What about the E-mail security?

100%, SpearMail understands that Privacy is very critical in any mail system. No one, even the Administrator, can ever read any employee's mail without providing the valid password of the user.

Thus, no more snooping on each other's messages !

1.8 Do the users in the organisation need to learn a lot of new stuff after deploying SpearMail?

Not at all.

Infact, except the designated Administrator, the users need not interact with SpearMail at all. They can use their chosen e-mail clients like Outlook, Outlook Express, Netscape Messenger etc.

Even the Administrator will find the Graphic User Interface (GUI) and features of SpearMail extremely simple and intuitive.

1.9 Does the user need to dial out to the Internet each time he wishes to send a message.?

No. SpearMail comes complete with its own Auto-Dialer that can be scheduled to connect to your ISP at pre-determined intervals and process e-mail collection and delivery. Just provide the details of the **ISP Log On** settings according to your requirements and SpearMail takes care of the rest.

If you are using ADSL/Cable Internet Connection or Leased Line connection SpearMail will just connect to POP and SMTP server at specified regular interval.

1.10 What are the hardware / software requirements for installing SpearMail?

First and foremost, SpearMail has to be installed on just one terminal on the network with Internet Connection. For detailed requirement kindly see User Manual.

Hardware Requirements of the terminal on which SpearMail is installed:

- Pentium III 500 MHz or above
- 256 MB RAM

To use Internet Mailing Features:-

- Internet Connection via Cable/ADSL Modem or Leased Line or Modem.
- Dial-Up Networking installed and configured.
- A TCP/IP Internet Access Account with any ISP (If internet connection is via Modem)

Note: If the organisation needs to set up just an Internal Mailing System then Internet Connection is not required.

On your LAN:

- TCP/IP must be enabled

Software:

- The machine on which SpearMail is installed should have Windows98SE, (or above). running on it.
- Every machine has an e-mail client software like Eudora, Outlook Express, Outlook, Pegasus, Netscape Messenger. In fact ,any e-mail client which is SMTP/POP3 compliant will do fine.

1.11 Will I have to install SpearMail on every user's machine?

No. SpearMail being a server needs to be installed on only one machine (in fact, any machine) that is a part of the customer's network.

1.12 Can an organisation use SpearMail as a Internal Mailing system?

Yes. In this case you do not even need an Internet Account and Modem.

1.13 My client has a Novell NetWare based network. Can I install SpearMail?

Sure. The network server can be based on NetWare, Windows NT or Unix. The only requirement is that you should have at least one Windows 95/98/NT machine in the network on which SpearMail can be installed.

Further, you have to enable TCP/IP on your network. The Help manual of SpearMail provides step by step instructions on how to set up the TCP/IP Network.

1.14 What kind of modem is needed for using SpearMail?

Any standard modem that is supported by the Internet service provider's network can be used.

1.15 Does SpearMail require a dedicated machine?

No. SpearMail is designed for working in a multitasking environment. You can use the machine on which you have installed SpearMail for routine applications too. Once minimized, SpearMail will remain in the System Tray and will still do all its functions efficiently.

1.16 Does SpearMail use Internet time for local mails too?

No. SpearMail transfers local mail instantly without using any Internet time.

1.17 Is installing and deploying SpearMail very difficult?

No. In fact, it is extremely simple.

The SpearMail CD itself has the installation procedure.

Once installed, the Online Help provided in SpearMail guides the Administrator through the entire process.

1.18 SpearMail is available in how many users pack?

SpearMail 6.0 is available in 6,10,25,50,100,250 and 500 user license pack.

B. Features

2.1 What happens if the Internet Connection is lost while SpearMail is sending or receiving mail?

SpearMail will either retrieve the mail in the next attempt or send the mail in the next attempt. Mail will not be deleted till the process is complete.

2.2 How can one know whether a mail sent by him from his e-mail client has been sent out to the Internet or still in SpearMail?

In case any mail does not get delivered SpearMail sends sender alert message saying message not delivered.

2.3 When the recipient of a mail replies by hitting the Reply button, will the sender receive the mail through SpearMail?

Yes. Provided the user has configured his e-mail client appropriately.

2.4 Does SpearMail support attachments and MIME?

Yes. When an e-mail containing a file attachment is sent through SpearMail, it relays the message as is.

2.5 Does SpearMail Support Multiple Domains?

Yes. You can configure as many domains you want. SpearMail can download mails from two different catchall accounts of two different domains and distributes the mail.

2.5 What happens to an e-mail addressed to a person not on SpearMail's user list ?

Whenever SpearMail retrieves mail for a user-name not mentioned in the SpearMail User list, SpearMail allows you the flexibility to store such mail in any specified mailbox. This also ensures that even e-mails addressed to misspelt user names will never be lost as it finds itself in a specified mailbox.

With SpearMail, no mail is ever lost !

2.6 How can one ensure that he gets all his mail even while he is on the move?

To receive your mail even while you are away from the office, you can have separate POP3 account or you can sign up with free e-mail service providers like Hotmail. You then need to configure SpearMail such that it forwards all your mail to your POP3 or Hotmail account.

Details for the same are available with Help on User Configuration

2.7 How can a user use the Auto Respond feature?

SpearMail allows you to create both Real and Group accounts. Suppose you create a Group Account calls sales@yourcomany.com. Further you can set an auto responder which contains the sales brochure of your company. So, each time a customer sends a message to sales@yourcompany.com, SpearMail will ensure that automatic reply as specified by you is sent immediately.

You can attach file e.g. sales brochure with auto reply.

Steps to set the Auto Responder feature is explained below:

Step 1: Create a separate user account called Sales (or Info).

Step 2: In the User properties ->Auto responder, set the right properties

Step 3: In the subject line, write " Response to your mail SpearMail will automatically send the brochure whenever it receives a sales account. For further details refer help file.

As SpearMail does not impose any limitations on the number of users, you can create accounts like support, response, info etc easily and configure the auto responder utility to maximize your customer satisfaction.

2.8 Many of the users have email accounts on various other sites on the Internet. Can one integrate them with SpearMail - the company mailing system?

Sure.

SpearMail will allow users to download mail from their private mailboxes. Please refer Help on User configuration for more details.

Note: You can download mails only from POP3 accounts.

2.9 To save bandwidth can the Administrator limit the size of e-mail that certain users in the SpearMail User List can send and receive?

Yes.

Once specified, SpearMail will send automatic messages to the sender/recipient in the SpearMail User List mentioning his mailbox limitation. Based on the importance/relevance of the message the user can then inform the Administrator to temporarily increase his upload/download limit.

Please refer Help on User Configuration for more details.

2.10 Can the organisation use SpearMail along with Proxy Server?

Yes.

In Options, the Administrator needs to provide different port numbers and not the default ones if the proxy is having a mail-service running on the same ports.

2.12 Can The Administrator restrict some users from accessing Internet Mails?

Yes.

SpearMail permits the Administrator to allow specified users access to only internal mail.

Please refer Help on User configuration for more details.

2.14 Is it possible user to change his password without help of administrator?

Yes.

Using SpearMail Web Client user can login in to his account and change the password.

2.15 Is it possible to change content of alert messages?

No.

It is not possible to change alert messages, it is hard-coded.

2.16 When I delete User ID then what will happen to those messages?

When you delete user Id SpearMail ask you whether to save those messages or not. Those messages will be saved in Deleted Users folder under SpearMail installation folder.

2.17 How do I ensure that nobody does any changes in configuration except admin?

Administrator can keep SpearMail in locked mode, and whenever changes need to be done he can unlock it. SpearMail can be kept in unlock mode when it starts. Even admin can configure such a way that without admin password it can't be shut downed.

2.18 How do I monitor incoming and outgoing mails coming to certain users?

SpearMail has feature of Mail Monitoring by which you can incoming and outgoing mails. It is possible to monitor mails of certain users or all the users.

Drop mail to support@spearmail.com or call our support team at +91 22 27894387/527 to get detailed information or help.

2.19 How can I setup signature in all outbound email

Since SpearMail supports multiple domain you can set different signature for each laptop.

Go to SpearMail Configurations General section, put tick mark on "Set signature in all outgoing mails" and enter contents which should appear as a signature.

2.20 Why am I not able to add new users after installing a new license?

Possible reasons are :

1. Serial key which you have sent while requesting for license is correct.
2. You have requested incorrect number of users license.

2.21 What ports are used by SpearMail MailServer.

SpearMail uses Port No 110 for POP3, Port No 25 for SMTP and Port No 143 for IMAP.

2.22 How do I back my SpearMail MailServer data, users and settings?

SpearMail ver 6.0 has Backup and Restore utility which can be configured to take backup of complete data or only configuration at scheduled time.

2.23 How do I restore my SpearMail MailServer data, users, and settings from a backup?

SpearMail ver 6.0 has Backup and Restore utility by using which you can restore SpearMail MailServer last backup set. If you wish to restore only configuration that is also possible.

2.24 How can I import users into the MailServer?

You can go to SpearMail Users section and click on Import -> Click on Edit File -> Type User ID's as given in example and the close file and click in Import -> and click in Close

2.25 How do I move SpearMail MailServer from one machine to another?

You need to follow below steps :

1. Shutdown SpearMail
2. Copy MailData Directory from SpearMail Installation directory (e.g. c:\program files\SpearMail 6.0) to directory on another machine where you are going o install SpearMail.
3. Copy BackupRestore.mdb from SpearMail Installation directory (e.g. c:\program files\SpearMail 6.0) to directory on another machine where you are going o install SpearMail.
4. Install SpearMail on new machine.
5. Copy MailData Directory from directory where you have copied earlier to SpearMail Installation directory (e.g. c:\program files\SpearMail 6.0)
6. Copy BackupRestore.mdb from directory where you have copied earlier to SpearMail Installation directory (e.g. c:\program files\SpearMail 6.0)
7. Start SpearMail.
8. Now your SpearMail will be running in 30 Hrs. evaluation mode.
9. Go To Help -> SpearMail Registration -> Copy Serial No and send it to support@spearmail.com along with your complete details.
10. Once you receive the License key follow the instruction given in email.

2.26 How do I register my trial version of SpearMail MailServer?

1. Go To Help -> SpearMail Registration -> Copy Serial No and send it to support@spearmail.com along with your complete details.
2. Once you receive the License key follow the instruction given in email.

2.27 How do I configure Email Clients?

Kindly refer to the support section of www.spearmail.com

2.28 How do I change my domain name?

Go to SpearMail Configuration select the domain name which you want to edit and overwrite with new domain name. But if you have changed the domain name you need to update in email address and login name in each email clients.

2.29 How do I reset the password of admin if I've lost access to the administration?

You need to send data.mdb in zip format from c:\program files\SpearMail 6.0\MailData Directory to support@spearmail.com. Spearhead Support Team will revert back to you with the admin password.

2.30 I am logged out from WebMail shortly after login, with error "Your session has expired. Why?

In SpearMail value has been set after that time session expires. This is been done because of security reasons so in case admin or user has forgot to logout nobody can make the change in configuration.

2.31 Can I run anti-virus software to scan the local system on which SpearMail MailServer resides?

Yes, You can run any antivirus

2.32 Is password given in SpearMail is case sensitive?

Yes

2.33 Is email address case sensitive?

No email address is not case sensitive.

2.34 Is it possible SpearMail to send messages instantly?

Yes, you can set SpearMail to set SpearMail as soon as 1 message is there in Spool.

2.35 Is it possible SpearMail to send messages instantly?

Yes, you can set SpearMail to set SpearMail as soon as 1 message is there in Spool.

2.36 SpearMail does not download any message, just says “No Mails were downloaded”

This will happen when you have set SpearMail to keep copies of the messages which is being downloaded.

2.37. Email Client is not able to download the message from SpearMail.

Possible reasons :

1. There is network problem between client machine and SpearMail machine.
2. SpearMail Local ports are mismatching with ports configured in Email client
3. Password which you have supplied in email client is incorrect.

2.38 Why users are not able to send certain type of attachments?

Check whether SpearMail is configured to block certain type of attachments.

2.39 Is it possible to exclude one of the users from attachment blocking?

Yes it is possible. You can go to SpearMail user configurations other options section and remove tick mark from “Active attachment blocking”

2.40. How do I ensure that I do not loose any message?

You select any of the user account as Orphan account so that any message addressed to invalid local user will get delivered to that user.

2.41. I am getting message addressed to non-local user in one of the user account. Why?

Check whether you have selected any of the user as Orphan account.

2.42. How do I set SpearMail to send delivery receipt of each message which has requested delivery receipt?

Go To SpearMail -> Tools -> Options -> General and put tick mark on “Send a Delivery receipt”

2.43. How do I set SpearMail to request delivery receipt of each message which has passed through SpearMail?

Go To SpearMail -> Tools -> Options -> General and put tick mark on “Request a Delivery receipt”. It is depends on recipient server whether it support delivery receipts or not?

2.44 I do not receive frequent mails how do I set SpearMail to download mails at specific time only?

SpearMail can be scheduled to download mails at fixed times. Go to Schedule -> Select Fixed Times.

2.45 I do not have Broadband or ADSL internet connection then how SpearMail can download emails?

It is not necessary have Broadband or ADSL internet connection, you can use Dialup Modem or ISDN modem or leased line to connect to internet.

2.46 Is it possible to stop mails once it has been sent by user?

It is possible, only when if that mails has not cleared from SpearMail Outbox. Administrator can delete or block the mails from SpearMail.

2.47 What happens if I do not renew antivirus services? Will my SpearMail stop working?

No. SpearMail will not stop working. Only Antivirus Services will stop functioning and mails will not be scanned for viruses.

2.48 Is it possible give admin rights to some other user? so that in absence of administrator he can operate SpearMail.

Yes you can promote any user a admin, but that user can't promote any user a admin.

Go to Tools-> Options -> Promote users -> Select User -> Apply

2.49 Is it possible that SpearMail should parse specific headers so that it can distribute mails efficiently and accurately?

Many email programs add Non-RFC standard custom headers in Mail, due to which mails do not get distributed properly or mails get delivered to orphan account. SpearMail 6.0 can parse custom headers. You can add custom headers Tools -> Options -> Headers -> Select "**Parse Custom Headers Tags**" and add custom headers. Be sure that you are adding correct headers otherwise mails will not get distributed properly.

2.50 Does SpearMail logs daily activity?

Yes, SpearMail keeps log of daily activity of last 30 days by default. SpearMail maintains day wise incoming and outgoing mails transactions.

Go c:\program files\SpearMail 6.0\Logs and select the folder and open the file with notepad.

2.51 Can I get report of Mail transacted?

Yes

Go to Reports -> Select "Detailed Report" there you will get last 30 days reports of mail transacted.\

2.52 Can I get how much internet usage SpearMail has done?

Yes

Go to -> Reports -> Select "Internet Usage"

This will show you internet time SpearMail has consumed while uploading and downloading mails.

2.53 Does SpearMail has Content Filter?

Yes SpearMail can filter mails based on the given keywords. Keywords can be in Subject or body of the message.

2.54. Do I restrict any user from sending mails to particular ID?

Yes. You can restrict any user for sending mails to their personal email address or any other email address. You can either specify allowed email address or you can specify blocked email address.

2.55. Can I restrict user from sending mass mailers?

Yes. You can specify user wise Maximum recipient in single mail, if any user send mail to more than maximum recipients mails will be sent to only no of allowed recipients. In this case alert message will be sent to sender saying mail could not be delivered to so and so recipients.

2.56 Does SpearMail can be configured to block certain attachment?

Yes. SpearMail can be configured to block certain type of attachments. You can either specify extensions or you can specify the attachment name.

2.57 If illegal attachment comes in email then can I get only text part of the message?

Yes it is possible to get text message, SpearMail will remove the attachment and deliver rest of the message as it is.

2.58 What happens if user does not access his mailbox for long time?

By default SpearMail will keep messages in user inbox as it is. You can configure SpearMail to purge messages if user does not access his account for x days.

2.59 Can I give Quota to each user?

Yes you can give quota to each user so SpearMail will not use excess disk space.

2.60. What happens if user exceeds the quota?

User will get notification for each message he receives saying Mailbox is full delete some messages from his mailbox and then messages will be moved to Spam folder of that user.

Later on administrator can move those messages to user inbox, once user download and delete old messages.

2.60 Can I set Secondary SMTP to send may outgoing mails?

Yes, you can specify secondary SMTP, if your primary SMTP fails, SpearMail will send messages using secondary SMTP.

2.61 Is it possible to send smaller message first without checking for users priority?

Yes. Go to Tools -> Options -> General -> Select "Override user priority while uploading smaller messages first.

2.62. Is it possible mobile users to maintain same email address while they are traveling?

You can setup mobile users account in such a way any mail coming to their local accounts will be forwarded to his pop3 account. Also you can stop downloading from their pop3 account, so that mobile users can view their mails through web mail.

2.63 How do I sent common mail to all the users?

You can create group in SpearMail and add all users as a member of that group.

2.64 Does SpearMail scans incoming and outgoing mails?

No. SpearMail does not by default scan mails. You need to buy separate plug-in along with SpearMail which scans incoming and outgoing mails.

SpearMail Antivirus Plug-in is based on Quick Heal Antivirus Scan Engine.

2.65 Which all Antivirus SpearMail supports?

SpearMail supports all antivirus packages.

2.67 How does SpearMail Spam Filtering works?

You can block emails coming from particular id's or particular domains. You have to just add email address and domain name which has to be blocked.

2.68 Can SpearMail download mails from email accounts which supports SSL?

No, SpearMail 6.0 does not support SSL.

2.69 I would like to retain mails on the server, is it possible?

Yes, you can retain mails for any number of days on pop3 server.

2.70 Is there any Remote Administration Console available thru which I can control SpearMail?

Yes. It is available as a separate plug-in.

You administer SpearMail 6.0 through browser based remote administration console. You can add, modify or delete users, also you can view current logs.

If you have static IP address from your ISP you can control SpearMail from outside your network or any part of the world.

2.71 Is there any web interface available to check the mails?

Yes. You can check mails through browser. It similar to email client by using which you can send or receive mails.

2.71 Does SpearMail supports IMAP Protocol?

Yes. SpearMail has IMAP Client which will synchronises your mails with remote IMAP Server.

C. Troubleshooting

3.1 When a person tries to send a mail from USA.NET to spearbom@bom2.vsnl.net.in (deepak), it gives an error message. Why?

Certain e-mail service providers like USA.NET do not allow one to send e-mail to an account having this type of naming scheme. In case of USA.NET, a person can send the message to "deepak"<spearbom@bom2.vsnl.net.in>. SpearMail supports a variety of naming schemes.

The long-term solution is to get the customer to get his company a registered domain name so that it can be used universally.

3.2 A user can send/receive mails from one machine on the Network but cannot send from another machine. Why?

This is a symptom of improper TCP/IP network configuration. In all probability, the machine from which you cannot send the mail and the machine on which SpearMail is installed are on different subnets i.e. different sub-networks within a Network.

Please check the TCP/IP setting. If you still cannot solve the problem contact the local Network Administrator or Support Cell at Spearhead on 27894387 / 27895727.

3.3 Mail received for some user goes to Administrator, even when though e-mail address appears correct. Why?

The mail must be originating from a Mass Mailing List, which uses Mailing List name and not users e-mail ID, in the "To:" field.

3.4 Sometimes SpearMail does not close the connection automatically. Why?

SpearMail will close the connection only when it has used its own Auto Dialler and not otherwise. So if the connection was set up manually by dialling out to the Internet, SpearMail does not interfere with the connection.