



<http://www.argosoft.com>

## Argosoft Mail Server Pro User Guide



June 2002

## Introduction

Thank you for choosing **Argosoft Mail Server Pro**. This lightweight and extremely affordable mail server is robust, stable, easy to configure, easy to manage and is fully capable of competing *head to head* with any mail server on the market. It can perform all basic e-mail tasks, and much more. It is fully functional mail system, which supports most popular protocols, SMTP, POP3, Finger, and has a built-in Web server, to give users quick and easy access to their email via any Web browser, which supports HTTP 1.0 or later. The web interface can also be used to administer the mail server.

While this easy to use mail server is pretty much obvious in terms of use there are few little things that even a seasoned e-mail expert may not stumble across immediately. This document is basic guide to getting started!

## Features

- Has true support of multiple domains - you can create accounts with the same name, which belong to different domains
- Supports multiple IP homes (virtual domains)
- Has built in mailing list server
- Has [WAP](#) interface
- Allows setup of domain administrators - users who can change domain related information via the Web interface;
- Filtering of mail according to IP addresses of server which attempts to relay mail to local users
- [ORDB](#) and [MAPS](#) support
- Supports distribution lists;
- Supports auto responders;
- Supports basic filters;
- Unlimited message size (there is a limit of 5 Megs for freeware version);
- Can listen on single IP address, rather than all addresses available on your computer;
- Has built-in web server. It means, the server can be accessed from anywhere in the World, using any popular Web browser:
  - Administrator can control the server, and do the maintenance of users;
  - Users can access their accounts: read and send email, change their own settings;
- Web output, generated by server, can be customized;
- Finger server can be disabled
- Easier specification of IP addresses, which do not require SMTP authentication. Instead of listing addresses, you can specify ranges and masks
- Supports Server Extensions - special external dll's, which can be plugged into the server, and process mail the way the creator of dll's prefers
- Ability to verify addresses of senders of arrived messages

- Has built in utilities for diagnosing local or remote domains, allows browsing of user mailboxes
- Allows to temporarily disable or enable users, and domain administrators

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## How E-Mail Works

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### High-level Concepts

#### Mail-boxes

A mailbox is a file, or possibly a directory of files, where incoming messages are stored.

#### User Agents

A mail user agent, or MUA, is an application run directly by a user. User agents are used to compose and send out-going messages as well as to display, file and print messages, which have arrived in a user's mailbox. Examples of user agents are elm, mailx, mh, zmail, Netscape, ...; more information is provided about these in the [Specific Applications](#) section below.

#### Transfer Agents

Mail transfer agents (MTAs) are used to transfer messages between machines. User agents give the message to the transfer agent, who may pass it onto another transfer agent, or possibly many other transfer agents. Users may give messages to transfer agents directly, but this requires some expertise on the part of the user and is only recommended for experts.

Transfer agents are responsible for properly routing messages to their destination. While their function is hidden from the average user, theirs is by far the most complex part of getting messages from their source to their destination. The most common transfer agent is `sendmail(1m)`.

#### Delivery Agents

Delivery agents are used to place a message into a user's mail-box. When the message arrives at its destination, the final transfer agent will give the message to the appropriate delivery agent, who will add the message to the user's mail-box. The standard delivery agent for Solaris, starting with 2.5, is `mail.local(1m)`.

### Low-level Concepts

#### Character Sets

A character set is simply a mapping of byte values to characters.

The most common character set is US-ASCII, which has 32 (non-printable) control characters and 96 (mostly printable) other characters, for a total of 128. These 128 characters can be encoded in 7 bits of data, so each 8-bit byte representing one of these characters has the lower 7 bits set to the appropriate value for the given character and the 8th (high) bit set to zero. US-ASCII is therefore considered a single-byte 7-bit character set.

Many European languages have accentuated characters (like the German ü, the French ç and é, the Danish ø and the Spanish ñ). Such languages are commonly represented by characters sets whose lower half (*i.e.*, values 0 - 127) are identical to those of US-ASCII, and whose upper half (*i.e.*, values 128 - 255) represent these accentuated characters. These are therefore considered single-byte 8-bit characters sets; an example is ISO-8859-1.

Many Asian languages have so many characters that they need multiple bytes to represent them all. They are therefore considered multiple-byte character sets.

## Headers & Bodies

Each message consists of two parts. The headers contain information about who authored the message, the intended recipients, the time of creation, the subject of the message, delivery stamps, ... Each header is of the form "*keyword: value*", where *keyword* is a special word (like **From** or **Date**) identifying the type of information contained in that header, and *value* is the information itself. More information about message headers can be found in [RFC 822](#) and [RFC 1123, section 5](#).

A blank line always separates the headers from the body.

The body contains the information the sender is trying to communicate. The "message" as most people think of it is really the body of the message.

## MIME

For many years, most messages were plain text in the US-ASCII character set, so no structure was needed for message bodies. The recent explosions of messaging in Europe and Asia and the transmission of multi-media messages have brought about such a need. *MIME* (Multipurpose Internet Mail Extensions, specified in RFCs 2045 - 2049, especially [RFC 2045](#) and [RFC 2046](#)), defines such a body structure. It specifies how a `Content-Type` header can be used to specify a particular character set or other non-textual data type for a message. For example, the header:

```
Content-Type: text/plain; charset=us-ascii
```

indicates that the message consists of plain text in the US-ASCII character set. MIME also specifies how to encode data when necessary (more on this below). It is the responsibility of the receiving user agent to use this information to display the message in a form that will be understood by the user.

## Transfer Protocols

The language spoken between [transfer agents](#) is known as a transfer protocol. There are many in existence; the most common is *SMTP* (Simple Mail Transfer Protocol); also well known are UUCP (Unix-to-Unix copy) and X.400. This document studies SMTP at length. For further information about SMTP, refer to [RFC 821](#) and [RFC 1123, section 5](#).

## Envelopes and Bodies

SMTP uses the concept of an envelope to transfer messages; this merely contains information about from whom the message originated and to whom it is destined. The originator address is important: in case there is a problem transferring or delivering the message, the originator can be notified.

The SMTP body is the entire message as defined above in [Headers & Bodies](#). So the message headers plus the message body equals the SMTP body. The term *SMTP body* is not used that commonly, but it is important to distinguish it from the message body.

## 7-bit data vs. 8-bit data

For historical reasons relating to the US-ASCII character set, SMTP is a 7-bit protocol, which means it limits bytes of data sent to use only the low-order 7-bits. If the 8th (high) bit of a byte is set, SMTP dictates that the bit must be zeroed out. In order for a message containing 8-bit data to be transferred without data loss, the message must first be encoded into 7-bit data. As most early e-mail users spoke English, however, and most computers used the 7-bit US-ASCII character set, this was not a problem.

In recent years, however, several factors have increased the need for 8-bit message transfer. As mentioned above, European languages often use 8-bit character sets, and Asian language character sets often require multiple bytes; their transmission is greatly simplified if all 8 bits can be transferred unaltered. Finally, the explosion of multi-media messages like audio and video clips have brought about a two-fold need for 8-bit message transfer: encoding messages into 7-bit data is not only cumbersome, but the resultant encoded message is significantly (typically 33%) larger than the original message.

To meet this need, SMTP has been extended to allow 8-bit data to be properly transferred between consenting transfer agents. The negotiating process used to verify consent is specified in [RFC 1869](#), which describes the general extension mechanism to SMTP (called *ESMTP*), and [RFC 1652](#), which describes the specific extension to allow 8-bit data transfer, called *8BITMIME*. If a transfer agent has a message containing 8-bit data and it cannot negotiate the proper transfer of that data, it must either encode the message into 7-bit data using MIME, or return the message to the sender indicating the reason for the return.

It is no coincidence that MIME and ESMTP have common rationales and goals; they were developed in conjunction with each other towards the same end.

## Routing

[RFC 974](#) describes Mail Routing and the Domain Name System; a brief overview of how sendmail implements this is given here.

Mail eXchanger (**MX**) records are maintained by domain name servers (DNS) to tell MTAs where to send mail messages. An MX record can be specified for a specific host, or a wild-card MX record can specify the default for a specific domain. The MX record tells an MTA where a message, whose ultimate target is a given host in a given domain, should be sent to next, i.e., which intermediate hosts should be used to ultimately deliver

a message to the target host. These MX records vary depending on the domain. To illustrate, here is an example of how a message from a.eng.sun.com destined for b.ucsb.edu might be routed:

The MTA on a.eng.sun.com looks up the MX record for b.ucsb.edu, which tells it to route the message to venus.sun.com. The MTA on venus.sun.com looks up the MX record for b.ucsb.edu, which tells it to route the message to hub.ucsb.edu. The MTA on hub.ucsb.edu looks up the MX record for b.ucsb.edu, which tells it to route the message directly to b.ucsb.edu. The MTA on b.ucsb.edu recognizes that the message has arrived at its intended destination and processes the message for local delivery.

## **Understanding E-mail Addresses**

Just as you need an address to mail a letter at the post office, you need an address to send e-mail through your computer. E-mail addresses generally look something like this: person@place.type. The first part of the address indicates the user name of the person you are trying to reach. The user name might be a first name, last name, or a nickname or any name that the user selected or was assigned. The @ symbol in the address is simply used to separate the user name from the rest of the address. After the @ symbol, you will find the name of the domain, which indicates the network where the user is located.

The domain can be considered the place that the user's mail is received. The extension following the domain indicates the type of organization involved. Some common extensions are:

- .com (commercial )
- .edu (educational institution)
- .gov (government)
- .int (international)
- .mil (military)
- .net (network)
- .org (organization)

You might also see foreign addresses that add a country code as the last several digits of the address, such as:

- .au (Australia)
- .ca (Canada)
- .fr (France)
- .it (Italy)
- .us (United States of America)
- .my (Malaysia)
- .sg (Singapore)

With the growing popularity of cell phones and the additional number of phone lines being installed in homes, many new area codes have been added to accommodate the growing number of telephone numbers. The same thing is already happening to Internet addresses. Many new domains are being added to support new Internet users.

The most important thing about e-mail addresses is that you must type the e-mail address exactly as it is. Even if one digit is wrong, it will be returned to you. Also, there are no spaces in Internet e-mail addresses.

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## ArGoSoft Mail Server Pro – Quick Start Guide

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How long does it take to get ArGoSoft Mail Server Pro installed, running and operational? If you have your MX record defined correctly and your server is ready to go, ArGoSoft Mail Server Pro can be installed in less than 3 minutes. Basic setup takes about 3 minutes, and defining a user takes about 1 minute. For a small e-mail system with ten users, that is about 16 minutes from installing the software to receiving your first e-mail. When it comes to fast, simple and reliable nothing can compete with ArGoSoft Mail Server Pro!

For the really impatient here are the steps to get going:

1. Define MX records in DNS

Install ArGoSoft Mail Server Pro

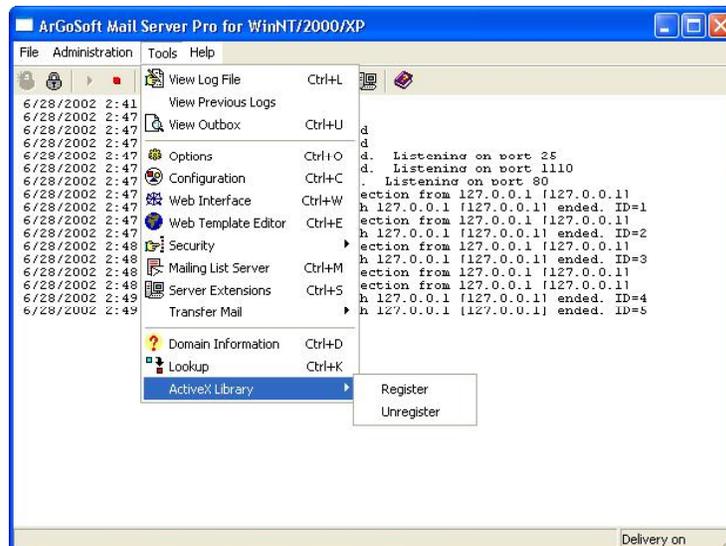
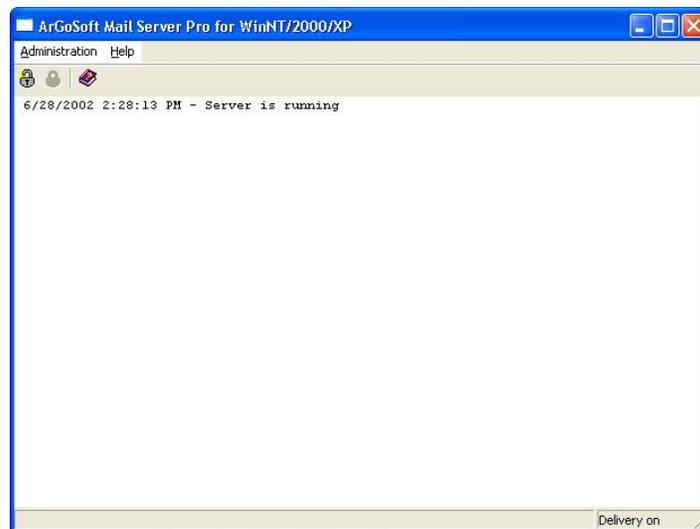
2. Under Administrator - Set Your Main Password.
3. Under Tools - Options
  - a. Define DNS server options – **your server is now ready to send mail!**
  - b. Ports - Your Web Interface Port: Change it from 80 to 8080 or 8180 or whatever you want, just as long as it doesn't take over port 80. ISS (Internet Service Manager) could interfere if you use the same ports between both programs. You may have to check what ports are in use.
  - c. Logging - Recommend everything but the Web-Interface logging.
  - d. Advance - Do not use finger (checked). Use Shared Memory for Data Exchange (if you are using v1.8.0.0 – 1.8.1.2).
  - e. Tools - Security - SMTP Authentication. All boxes should be checked.
4. Tools - Configuration. Create a new domain. For example: If your domain is www.mydomain.com, create a domain called mydomain.com.
5. Click on mydomain.com. To the Right Window - Right-Click and add new user. Create postmaster and any other users you wish to make at this time.
6. Close Configuration – Stop and Start the Argo Mail Server Pro service or reboot the server – **DONE!**

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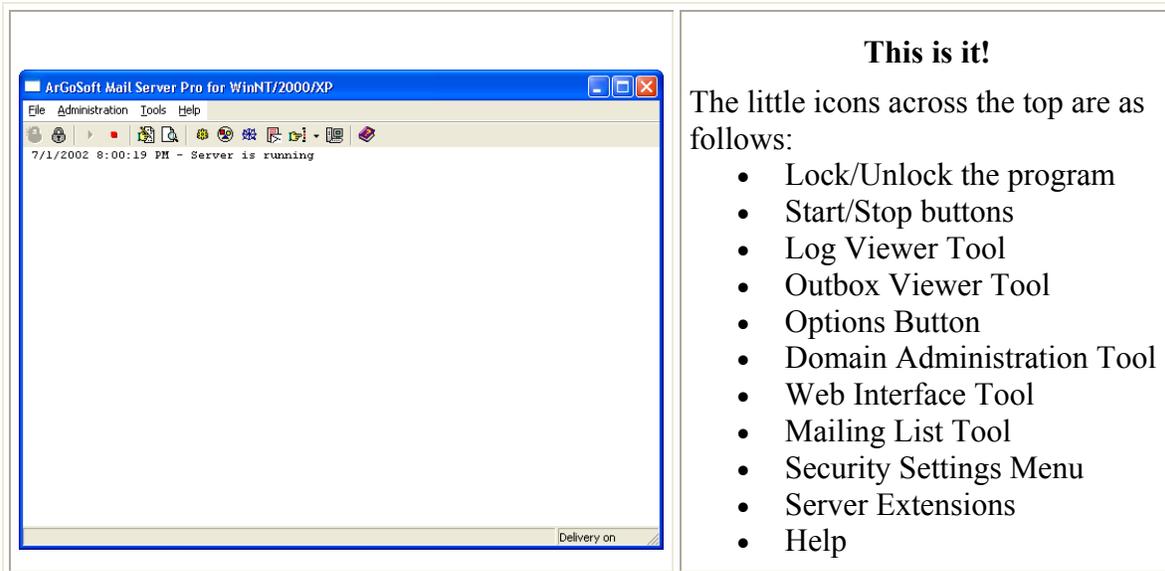
## Getting Started

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First thing is installing the program – just follow the basic yadda yadda and everything should go fine. If you have any problems or are upgrading from an older version view this hyperlink <http://www.argosoft.com/applications/mailserver/upgrade.asp> for more information. Once you get the program installed start it up and go into the administration menu and you will see the screens below – have a look around and visit the **Tools** menu – which gives you roughly the same options as the little tool buttons across the top of the administration applet.



This is the TOOLS menu – everything you need to manage the server, can be found here.



### This is it!

The little icons across the top are as follows:

- Lock/Unlock the program
- Start/Stop buttons
- Log Viewer Tool
- Outbox Viewer Tool
- Options Button
- Domain Administration Tool
- Web Interface Tool
- Mailing List Tool
- Security Settings Menu
- Server Extensions
- Help

Most of menu commands are accessible in Administration Mode

### File

**Start** - Starts up SMTP, POP3, Finger (if Do Not Use Finger Server, on Advanced tab of Options dialog, is not checked) and Web servers

**Stop** - Stops SMTP, POP3, Finger (if Do Not Use Finger Server, on Advanced tab of Options dialog, is not checked) and Web servers

**Suspend Delivery** - If checked, the Server suspends mail delivery. Mail is accepted by server, all services work, but outgoing messages are placed into the outbox. Server does not deliver mail to destination addresses

**Exit** - Win95/98/Me version: Stops the server and exits from program. WinNT/2000 version just closes the controller application. Services will remain running. See Differences Between Versions for more information.

### Administration

**Enter Administration Mode** - Allows you to enter Administration mode. If Administrator Password is specified, you will be prompted for it. If it is blank, you will be able to access Administration mode without entering password.

**Exit Administration Mode** - Closes Administration mode

**Change Administrator Password** - Allows you to change Administrator Password. This password will be used also if you attempt to access your server via Web Interface, for administration. If you reset the password to blank, you will not need to use the password for accessing administrator mode neither directly in program, nor via the Web interface.

### Tools

**View Log File** - Displays the log for current day. This option will be enabled only if Log to File option, on the Logging Tab of Options Dialog box is enabled

**View Previous Logs** - Launches Windows Explorer, which displays the folder of all log files. You will be able to select one for a specific day and view it

**View Outbox** - Allows you to view messages located in our outbox, messages, which are being delivered, or are scheduled for delivery.

**Options** - Displays Options Dialog Box

**Configuration** - Displays Server Configuration Dialog box, which allows you to set up local domains, users, and distribution lists.

**Web Interface** - Displays Web Interface Configuration box, which allows you to specify web interface options.

**Security** - Allows you to control security features of your server. It has following sub items:

**SMTP Authentication** - Lets you to control settings for SMTP Authentication

**Filters** - Displays Filters Box

**Trusted IP Addresses** - Allows you to specify IP addresses of trusted connections

**MAPS** - Allows you to enable or disable or enable [MAPS](#) filtering

**ORDB** - Allows you to enable or disable [ORDB](#) filtering

**Disallowed IP Addresses** - Allows you to specify disallowed IP addresses, from which server will not accept connections

**Mailing List Server** - Enables you to access the interface for mailing list server

**Server Extensions** - Allows to set up server extensions

**Transfer Mail** - Allows you to perform mail transfer to or from backup server. See Transferring Mail for more information.

**Domain Information** - Launches an utility, which allows you to check the information about particular domain. Check out Domain Info topic for more information.

**Lookup** - Allows you to perform a lookup for certain IP address, and resolve it to the domain name, or vice versa - resolve domain name to IP address.

**ActiveX Library** - Register

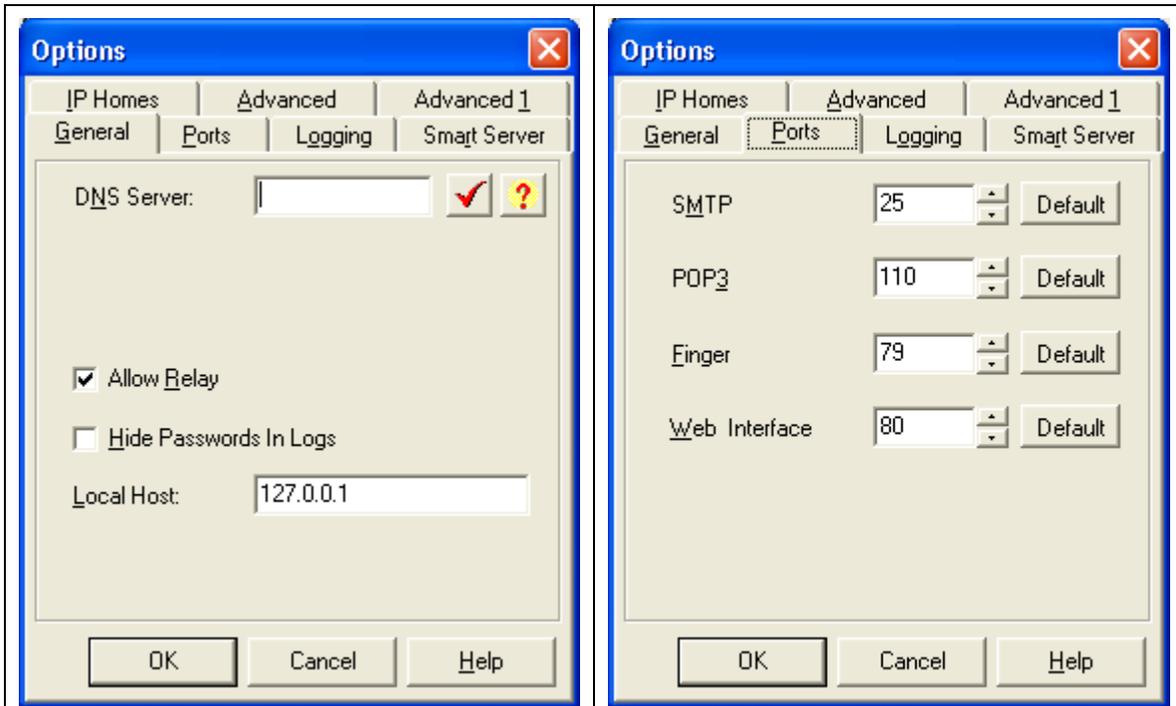
**ActiveX Library** - Unregister: Registers or unregisters ActiveX library MailServerX.dll. See the documentation of Automation Objects for more information.

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## Basic Setup Options

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Get Started Now! Click on the **Yellow Gear** (Options Button) to get to the screens listed below.

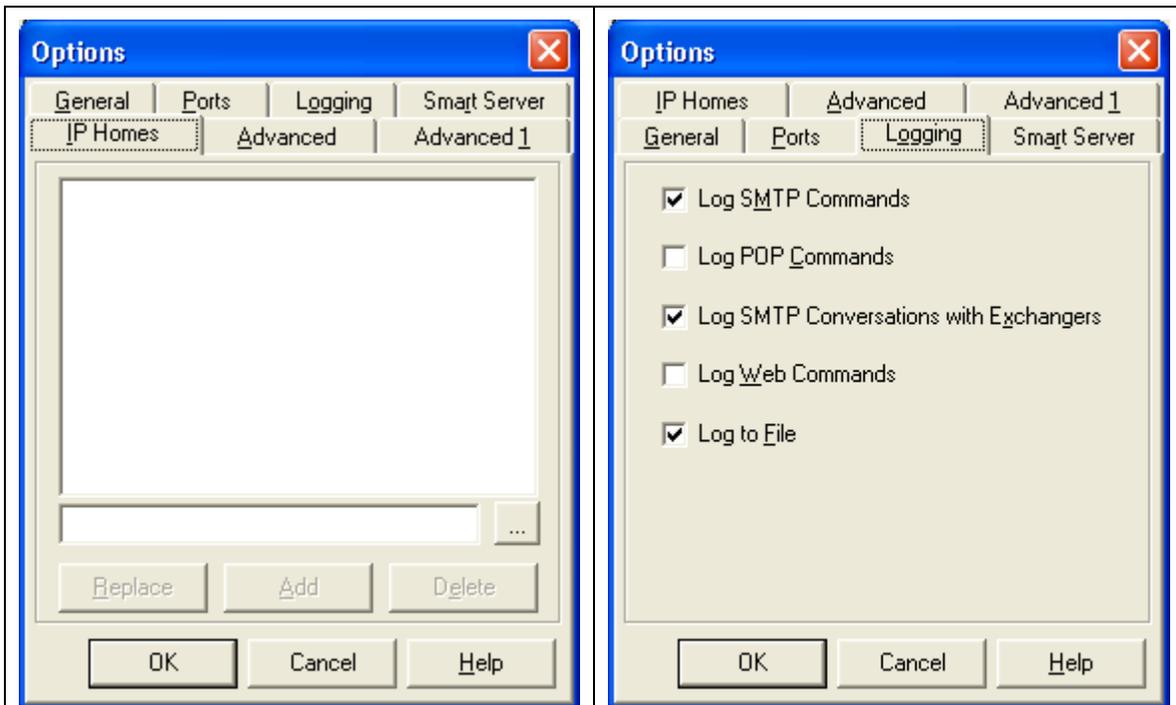


This is the most important screen – enter a working DNS server here and you should be ready to send mail.

Check Allow Relay Must be checked if you wish to allow relay of the mail to the outside domains. If this option is enabled, DNS Server IP address also must be specified (see above).

Local Host - Specify domain name you want to be sent with SMTP HELO or EHLO commands. If you leave this field blank, server will send your computer name, as found in Control Panel - Network - Identification.

Argosoft Mail Server Pro gives you full control over what ports it is using – set them here!



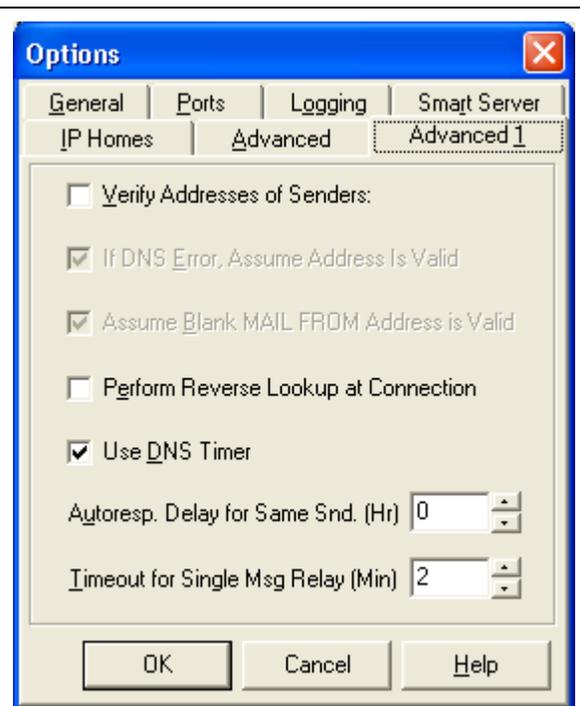
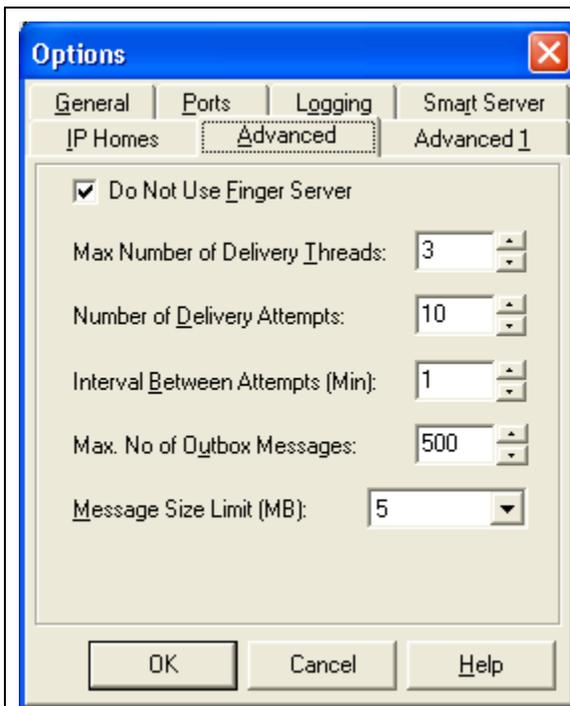
If you have multiple IP Addresses pay attention!

You should use this tab only if you have multi-homed computer: computer with different network cards with different IP addresses, and you want your server to listen only on certain IP addresses, not on all of them.

If you specify at least one IP home, server will listen on only that IP addresses. It will not see connections on other IP addresses, which also belong to you.

If the list of IP homes is empty, then server will listen on all available IP addresses.

Log whatever you want logged.



You can use advanced tab for selecting following options:

**Do Not Use Finger Server** - Selecting this option disables finger server. Since finger is not used very widely, you may want to select this option;

**Max(imum) Number of Delivery Threads** - If you have fast connection, it may speed up mail delivery. You can enter the number between 1 and 12 in this box.

**Number of Delivery Attempts** - If there was a non-fatal error when delivering the mail (e.g., remote server was busy), your Server will make this number of attempts to still deliver it. If mail is still not delivered, the report will be sent back to the sender, if possible.

**Interval Between Attempts** - Specify the time interval, in minutes, between the attempts between deliveries (see previous paragraph).

**Verify Addresses of Senders** - If checked, the server will perform domain name checking for addresses of senders, received with MAIL FROM command during the SMTP sessions. If server finds that the domain name of sender does not exist, then, it will not accept the address, specified with this command, and will send back error, with code 550, stating that the address is invalid. In other kinds of errors, behavior of it depends on the following setting:

**If DNS Error, Assume that the Address Is Valid** - works in conjunction of above option, and defines the behavior of server, when there is a non-fatal problem when verifying the address, such as, DNS timeout, or something similar. In other words, if this option is checked, and there is the doubt about the validity of address, server will assume that address is valid. If it is not checked, it will not accept the address.

**Assume Blank MAIL FROM Address is**

Maximum Number of Outbox Messages - Helps you to control the load of server. If server has too much messages in the delivery queue, and new messages are still arriving, then your outbox can grow infinitely. To avoid this, you can specify maximum number of messages, which can be placed in the delivery queue. If server already has outbox messages, number of which exceeds the number specified here, servers and clients, connecting to the server using SMTP protocol, will receive 421 Service Unavailable message. Default value is 500.

Message Size Limit - allows you to specify maximum size of message, which will be accepted by server. If message size exceeds the limit, server will reject message, sending back to the client '552 Too much mail data' error message. Note: If you decide to specify unlimited message size, the server will use more complicated message storage, which involves the information exchange between the memory and your hard disk. It will decrease the overall performance of server. You must exit from the server and restart it again if you decide to change this setting.

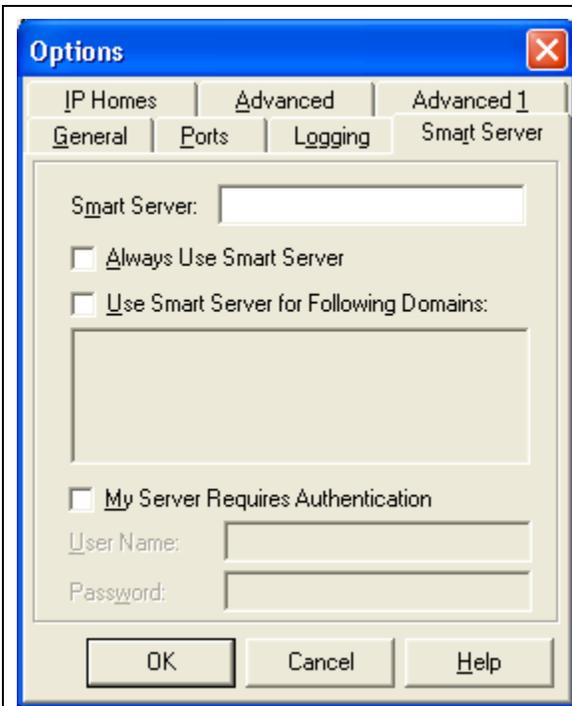
valid - if Verification of Addresses of Senders is on (see above), and this option is checked, server will assume that blank MAIL FROM address is valid, and will accept mail;

Perform Reverse Lookup at Connection - if this option is enabled, server will attempt to display the domain name of connecting computers in the logs. It involves additional DNS lookup, so, it may slow down your computer, but enabling this option could be helpful if you want to see who is connecting to your computer;

Use DNS Timer - if enabled (default), server will allocate a timer when performing DNS lookups. It will reduce consumption of your CPU time, but will increase load of your computer, by allocating additional timer and thread. We would recommend to keep this option checked, unless instructed from us;

Autoresponder Delay for Same Sender - If this value is non-zero, and autoresponder is enabled for particular recipient, it will be NOT sent to the same sender for specified amount of time. We highly recommend using this option, since it will help to avoid loops, in case if remote servers also have autoresponders. To disable this feature (to send autoresponders for each received message) set the time to 0.

Timeout for Single Message Relay - Server allocates 20 minutes when relaying the message to remote servers. If a transfer of single message takes longer, server will cancel it. Under usual circumstances, 20 minutes should be more than enough, but, if you are getting timeout errors after 20 minutes of connection because that either you, or remote server has bad connection, increase this value



If you check Use Smart Server for Following Domains box, then the server will use Smart server only for domains, listed in the box below (one domain per line, please).

In some cases, you may want to use SMTP server of your ISP for relaying messages, rather than your server, since certain domains do not accept the messages, relayed to your computer due to IP address restrictions. In this case, you may specify SMTP server of your ISP here.

Smart Server box contains the name, or IP address of SMTP server you wish to use;

If Always use Smart Server checkbox is checked, then the server will not attempt to deliver messages directly to remote domains; it will always transfer mail to Smart server. If this option is checked, you will not have to specify IP address of DNS server (see General tab) if you wish to allow relay.

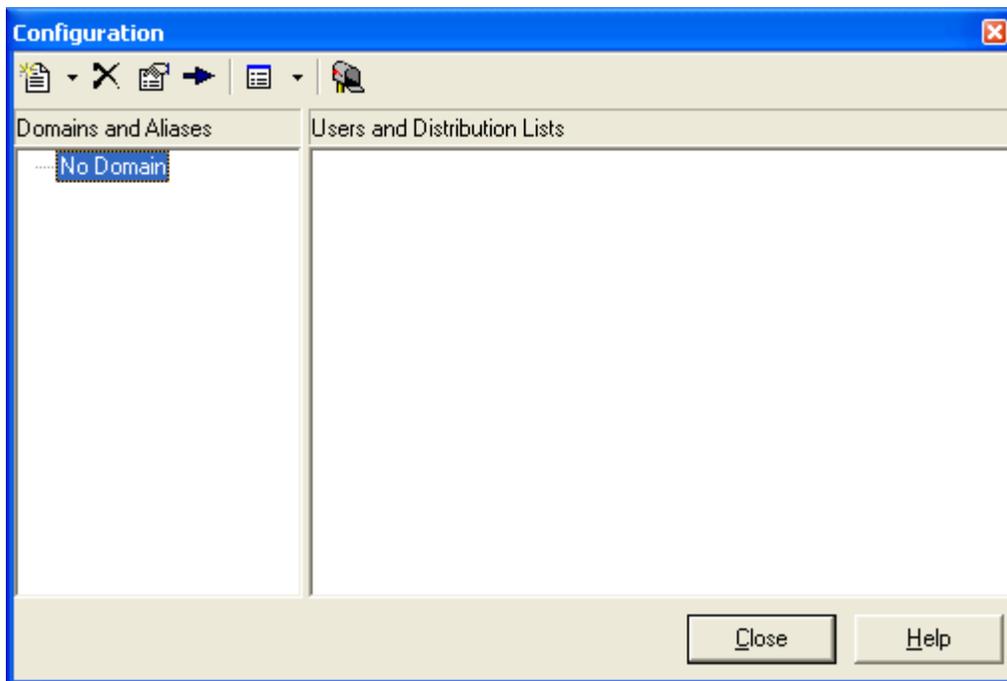
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## Domain Setup – Getting E-Mail into your server!

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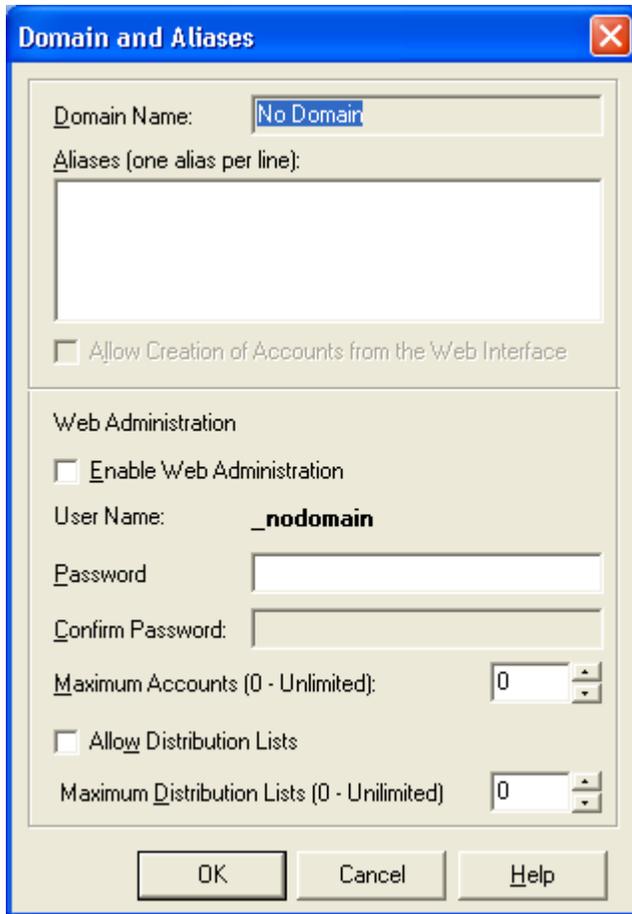
The first step in getting e-mail into your server is getting a domain name – if you don't have a domain name or you don't know what a domain is you will want to do some research and get perhaps get some help from a networking professional.

Once you have a domain name the next step is to get a proper MX record setup on the DNS that hosts your domain. A good article on setting MX records can be found at <http://www.han.com/dns.html>



This is perhaps one of the trickiest parts of setting up any mail server – that is deciding how you are going to set-up the domains and if your server is going to host more than one domain. Argosoft is fully capable of hosting multiple domains and you have two options: (1) setup real domains or (2) setup virtual domains.

When you start Argosoft and look the Domain Configuration Tool you will see that there is a No Domain that is listed – **don't try to delete this! This is needed for the server to operate properly.**



## Setting Up a Basic Virtual Domain

The simplest configuration is a single mail domain on your server so let's start there. Right mouse click on the **No Domain**, choose **Properties** and you will see the dialog box that you see on the right – not much to configure.

Enter your domain name under Aliases and if you wish enable Web Administration (of the users in the virtual domain(s) NOT the server itself) and set a password. If you want to service multiple domains simply add them Aliases box.

**Virtual Domain(s) Warning –**  
 Because these are virtual domains all users must have unique names!!!!!!  
 i.e. Joesmith@yourdomain.com and Joesmith@yourdomain2.com is not going to work – each user must have their own unique and separate name.

### Virtual Domains - Notes

- E-mail address is user@yourdomain.com
- Log into pop server as user
- All users - regardless of virtual domains - **must have** unique names

Domain and Aliases Editor is used when adding and removing local domains, and allows you to specify domain name and it's aliases, if you want to use them.

Domain Name - Specify the domain name you wish to add to the list of local domains;

Aliases - List any other domain names, which also belong to you, and resolves to your computer. If mail is sent to any of these aliases, the server will translate it to the main domain itself;

Allow Creation of Accounts from Web Interface - If this options is enabled, users will be able to create accounts for this domain via the Web interface. This option is disabled, if Allow Creation Accounts from the Web, on Advanced Tab of Options Dialog box is

disabled.

Next section enables you to set up an administrator, who will be able to administer the domain using Web Interface.

Enable Web Administration check box allows you to enable or disable web administration for this particular domain.

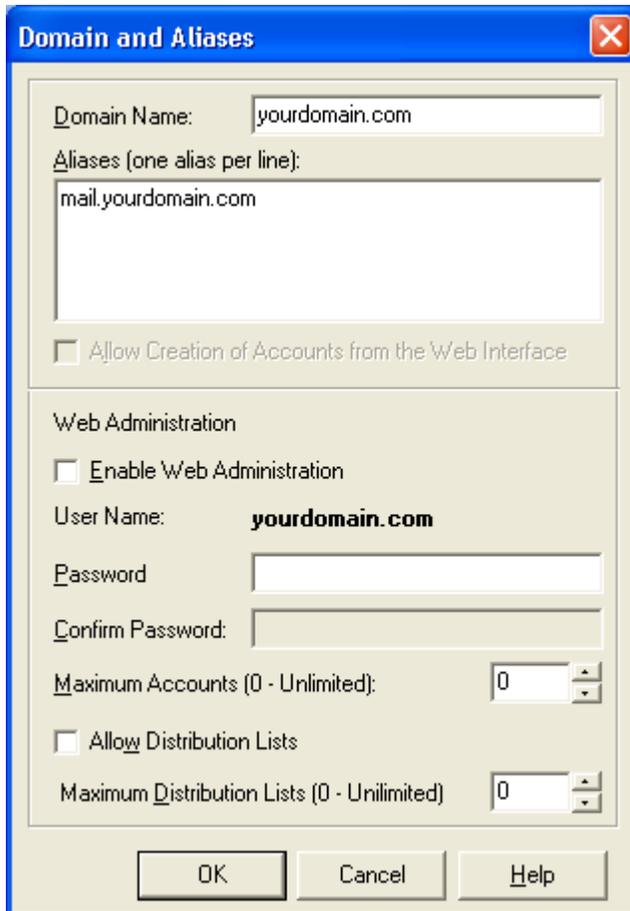
User Name shows the data, which will be entered as an user name, when domain administrator attempts to administer the server. It is the main domain name for the domain, or, for \_nodomain for blank domain.

Password and Confirm password boxes are allowing to specify password. This data also should be entered in login dialog box of browser.

Maximum Accounts - Allows you to specify maximum number of accounts for current domain, which can be added using by administrator for the domain. Specify 0 for unlimited users. Note, that this setting applies only to adding users via the Web interface, by web administrator.

Allow Distribution Lists - if this option is checked, then domain administrator will be able to create distribution lists via Web interface

Maximum Distribution Lists - Limits number of distribution lists, which can be added by domain administrator using Web interface. Is applicable only if Allow Distribution Lists check box is checked



## Setting Up Multiple Domains

Right mouse click on the **No Domain**, choose **New Domain** and you will see the dialog box that you see on the right. This is very similar to setting up a virtual domain except that you can now have the ability to have users with the same username as long as they are in their own unique domain.

Simply create the domains that you require and then add the users to the domains.

**Real Domain(s) Warning** – Because the mail server has multiple domains users must specify their complete e-mail address when logging into the POP server.

### Real Domain - Notes

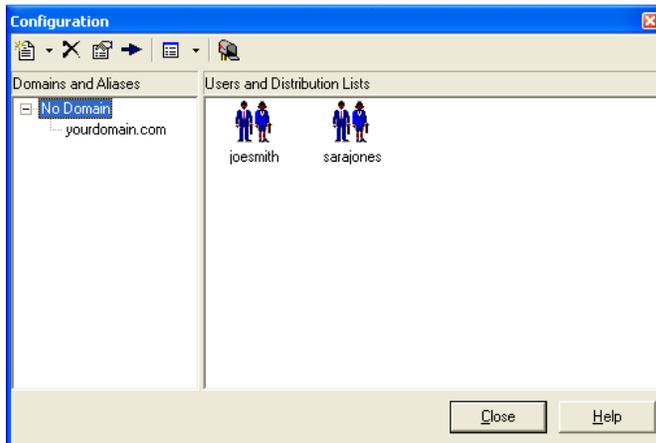
- E-mail address is user@yourdomain.com
- Log into pop server as user@yourdomain.com

Users in separate domains can have the same username

### Simple Domain Setup Guidelines

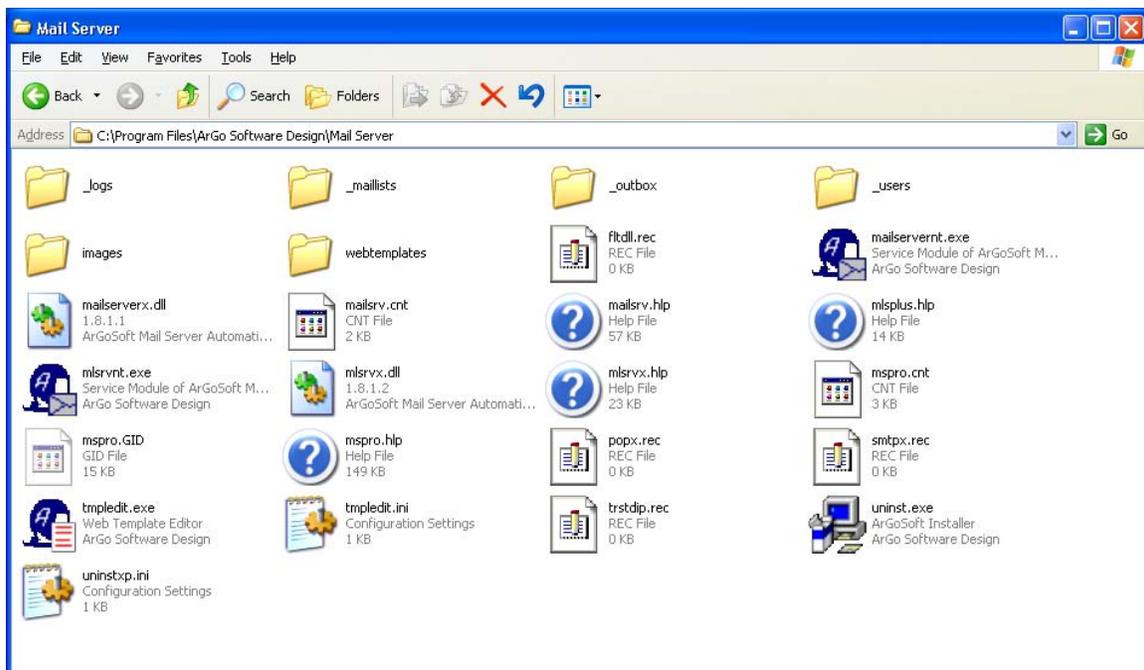
- Use virtual domains if at all possible to keep things simple for your end users. Most mail users are used to specifying only their username when setting up e-mail client software.
- Most ISP use virtual domains.
- Use real domains if you have multiple users with the same username. Users logging into the server must specify their full e-mail address.
- Using real domains creates separate directories for each domain. User data directories are created inside of the domain data directories.

## Argosoft Mail Server Directory Structure



Understanding where and how the e-mail server stores its data is essential in being fully able to manage your server. The Argosoft Mail server uses a very logical and simple to understand directory structure.

In this example we will look at a mail server that has a single virtual domain (yourdomain.com) and two users joesmith@yourdomain.com and sarajones@yourdomain.com.



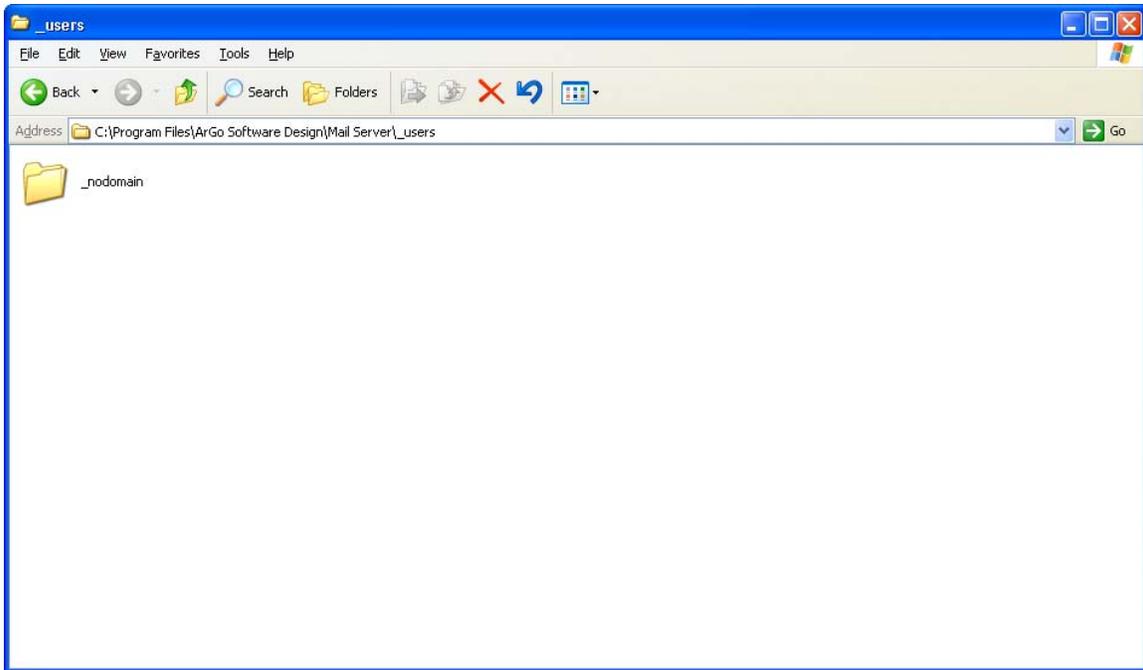
This is the basic structure of the mail server.

**\_logs** – where the log files are stored

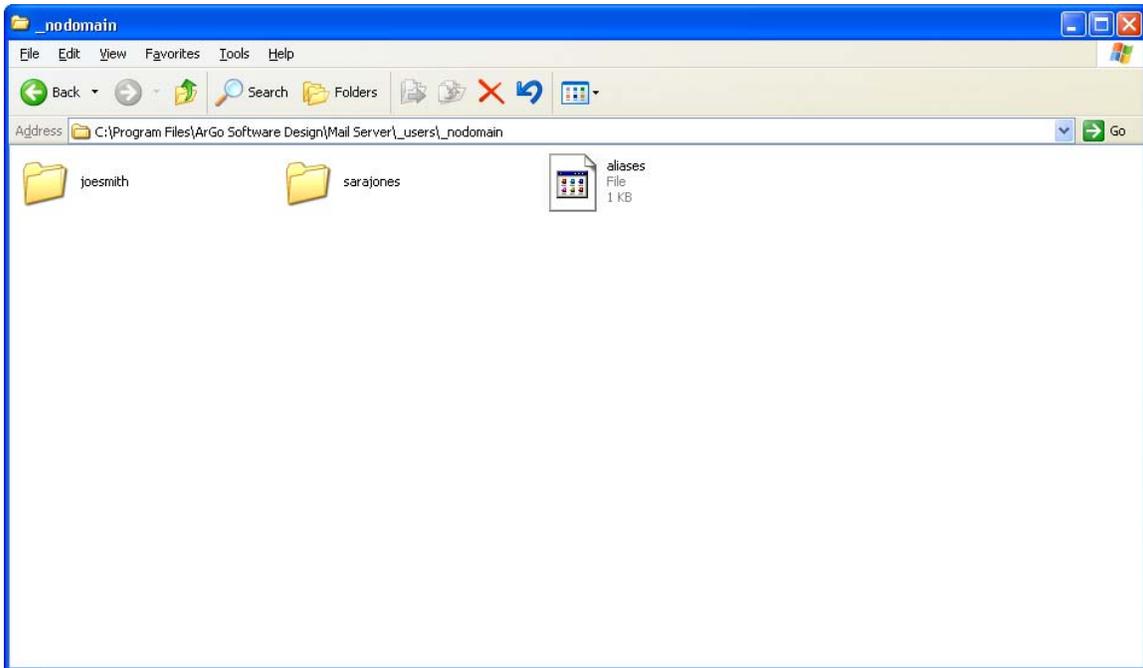
**\_maillists** – where the mailing list data is stored

**\_outbox** – this is where outgoing mail is stored (temporarily) while it is being sent

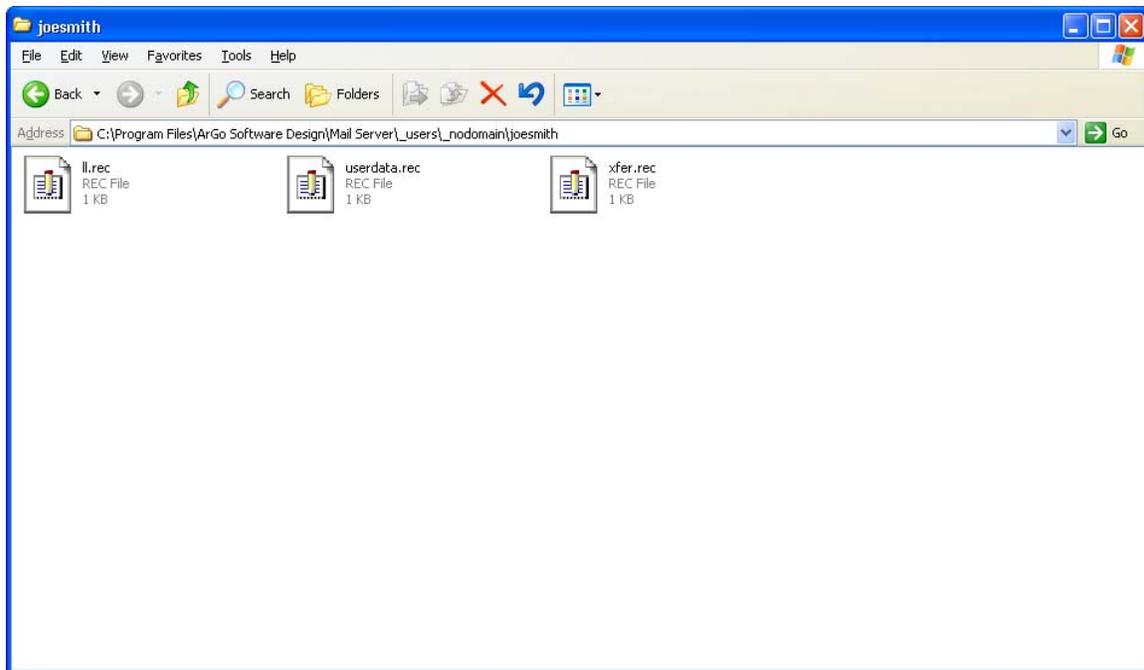
**\_users** – this is where domain information and user data is stored



Inside the \\_users directory is the \_nodomain folder. This is where users created in virtual domains are stored. **DO NOT** delete this folder – it is needed for proper server operations.



Here we can see the two users – joesmith and sarajones.

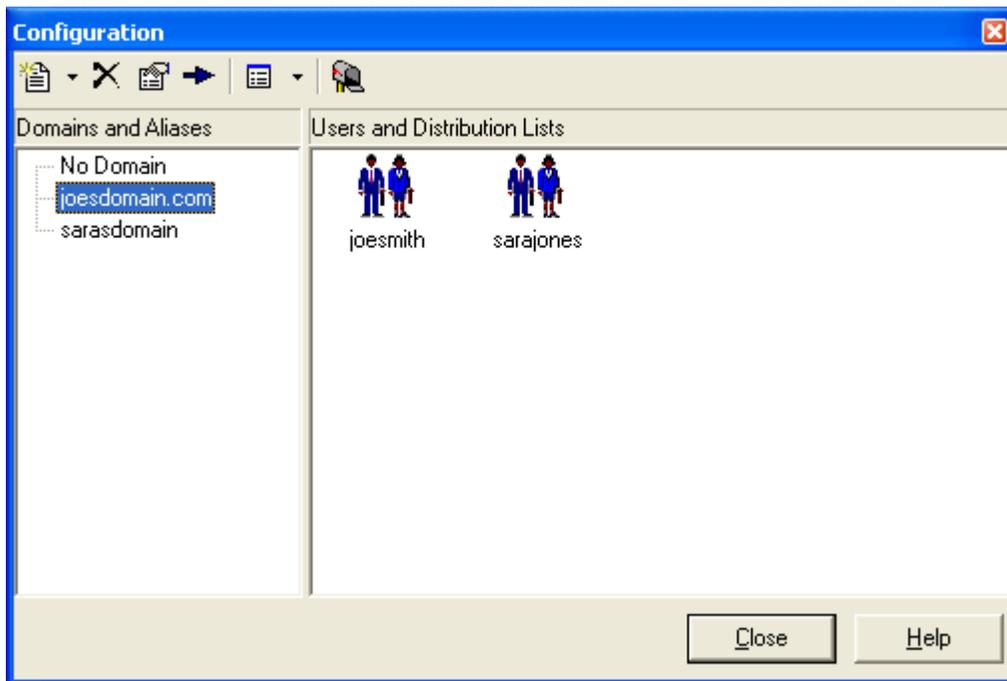


Exploring through the directories we can see that there is only the **\_nodomain** directory and both users have their own data directories created in the **\_nodomain** folder. As stated this is a virtual domain setup and as such no *REAL* domains are created.

Within the **\_nodomain** folder there are the two user data directories and the aliases file that stores the information about the virtual domains.

The users e-mail account information and e-mail data is stored within the user data directories.

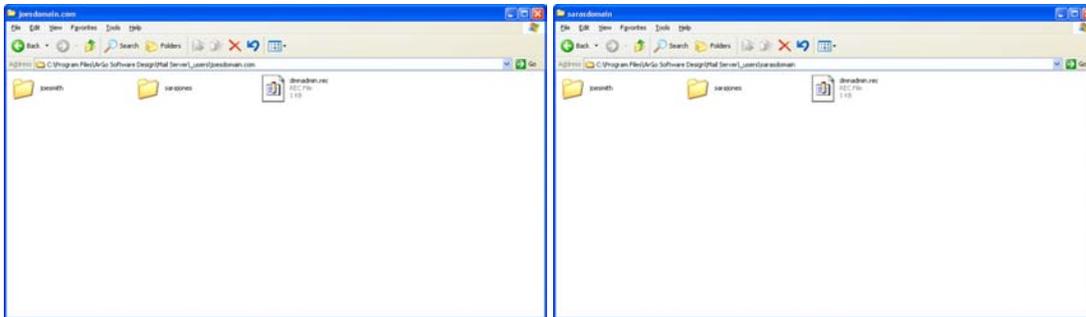
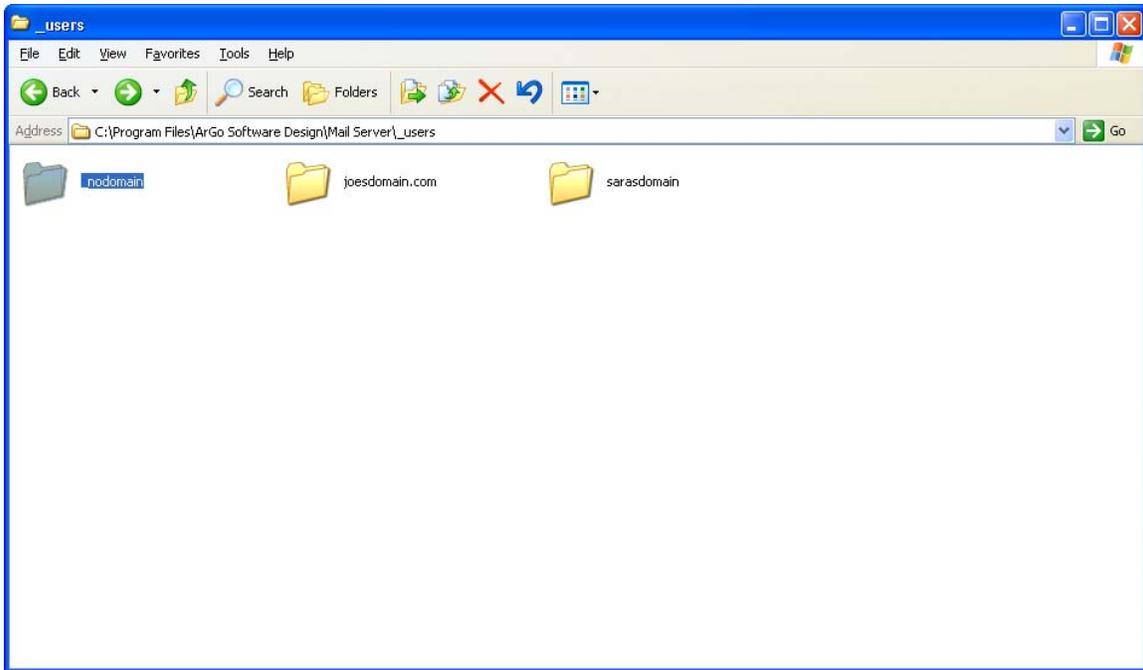
## A More Complex Example



In this example we will look at a mail server that has a two real domains (joesdomain.com and sarasdomain.com) and four users: joesmith@joesdomain.com, sarajones@joesdomain.com, joesmith@sarasdomain.com and sarajones@sarasdomain.com.

Since this server has real domains there is no problem with users with the same username.

Look closely at the directory structure – each domain is now a separate directory and the user data directories are sub-directories of the domain.



The entire mail server is structured quite simply – both the user information and the message stores are contained within the **\_users** directory.

If you choose to backup your mail server or migrate to another machine this single directory contains all the critical server information.

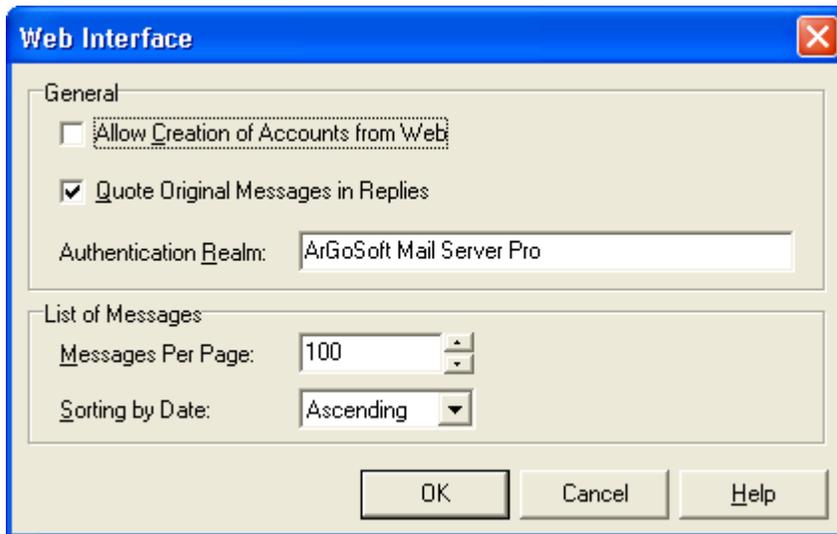
**FYI – Program Options are stored in registry key**

HKEY\_LOCAL\_MACHINE\SOFTWARE\ArGoSoft\Mail Server\Setup for Windows NT/2000/XP version, and in HKEY\_CURRENT\_USER\SOFTWARE\ArGoSoft\Mail Server\Setup for Windows 95, 98, Me version.

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## ArGoSoft Mail Server Web Based Administration

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The Argosoft Mail Server has a very functional and usable web based administration utility. This allows remote management your server.

If your server computer is accessible from the Internet, then you can administer the server from anywhere in the World using Web Interface. Let's assume, that the domain name of your computer is mydomain.tzo.com. In the address box if your browser type the following:

`http://mydomain.tzo.com/admin`

Or, if your server uses non default WWW port (other than 80, see Using non-default WWW port):

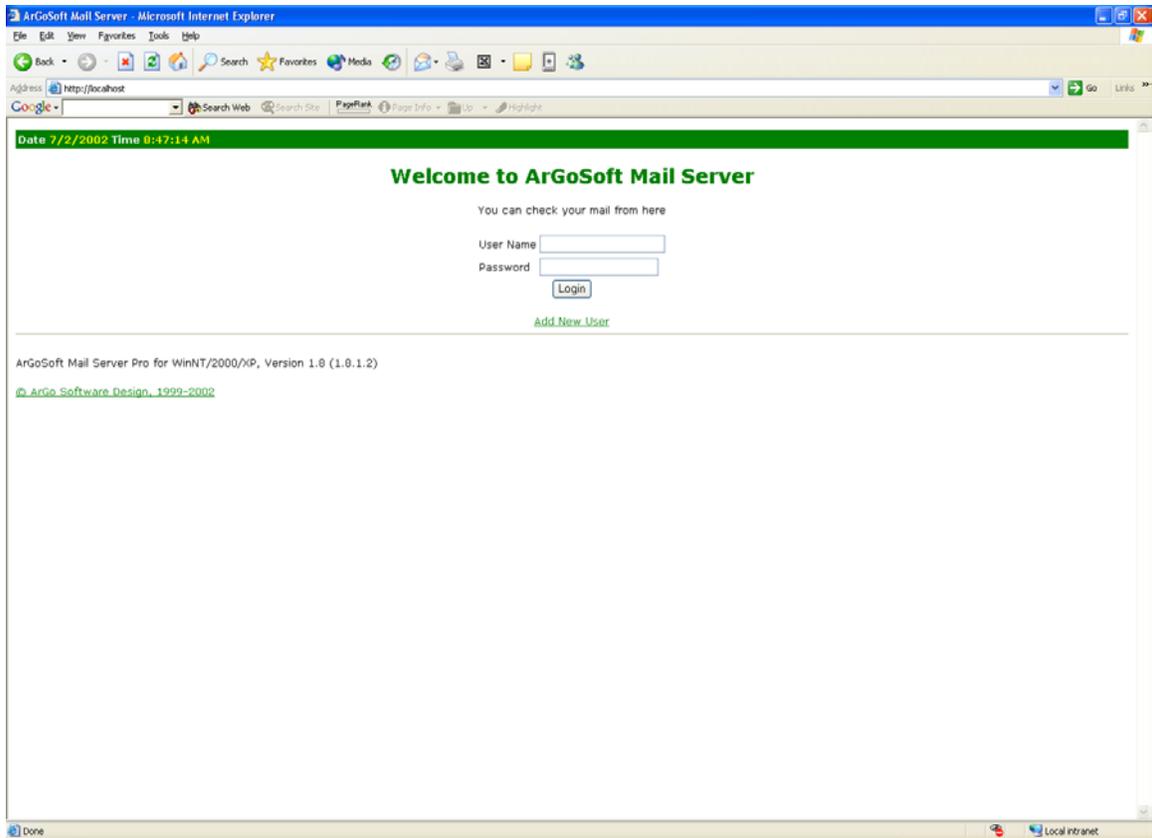
`http://mydomain.tzo.com:8080/admin`

Where 8080 is the port number.

If administrator password is blank, you will be directly taken to the administration page, if it is not, then you will be asked to enter the user name and password. User name can be anything you wish, even blank, in the password field you must enter your administrator password. If the validation is successful, you will be taken to the administration page.

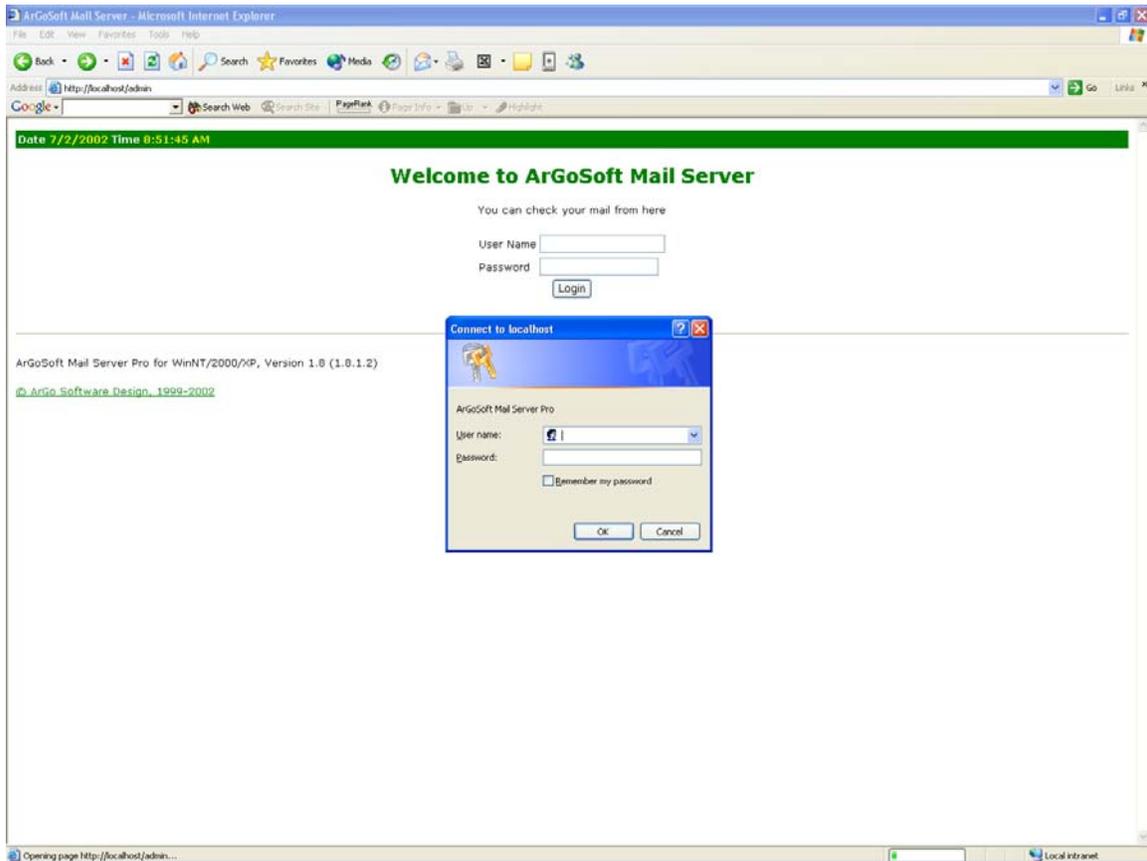
You can use this page to change certain settings of your server, also, add and remove users, and change their settings.

The screens below show the basics of the web administration interface.

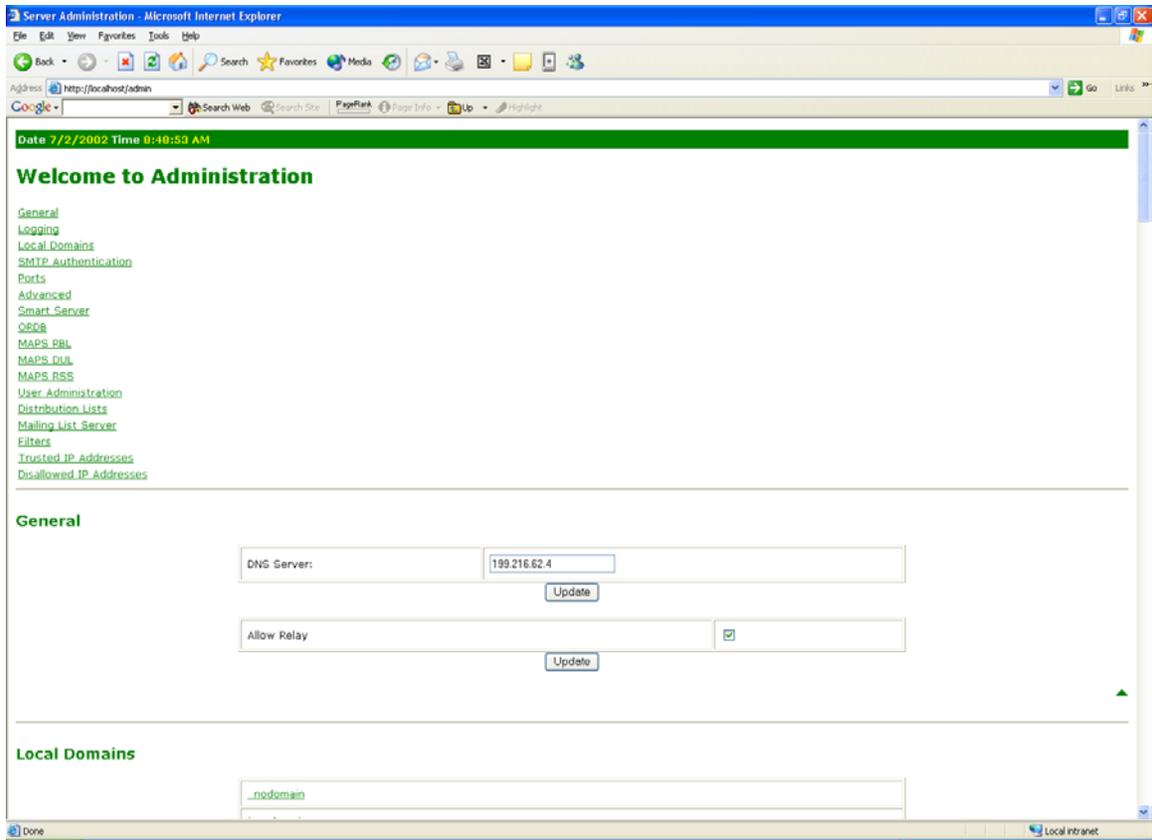


This is the basic login screen where users login to check their mail.

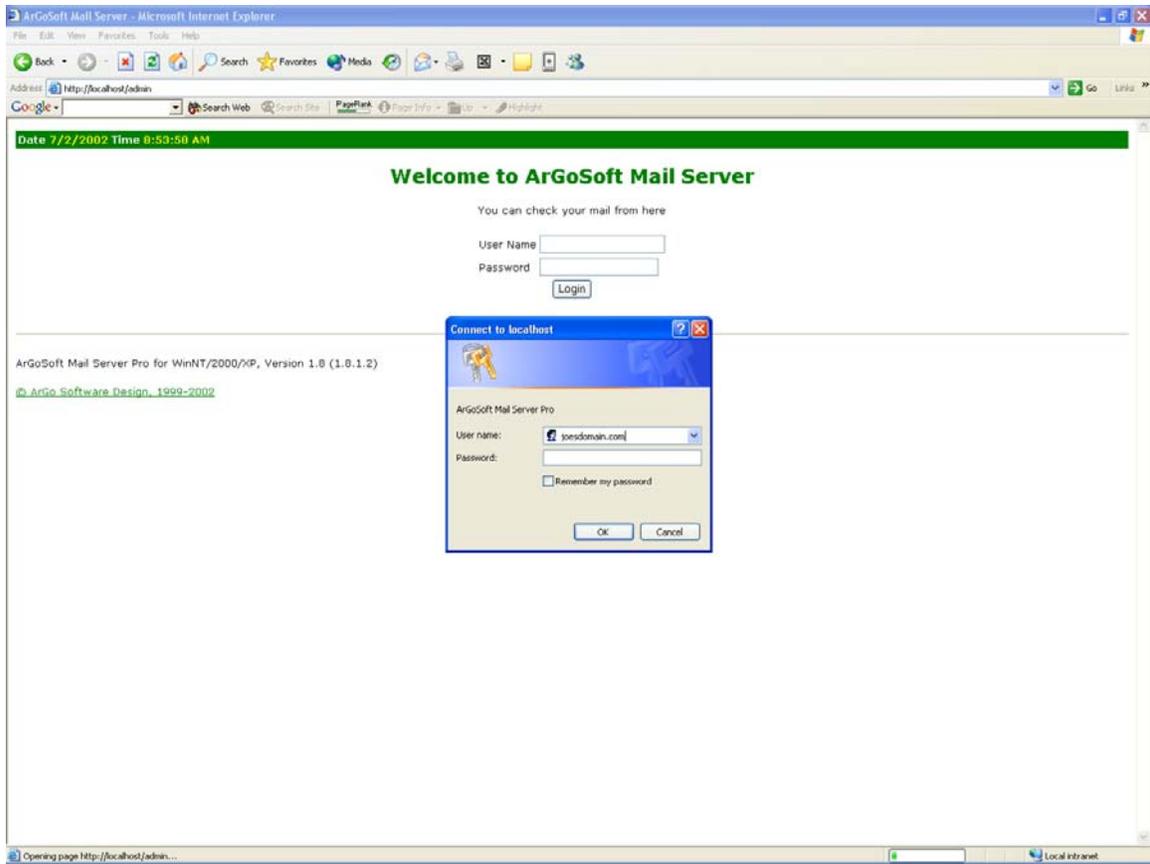
To administer the server go <http://whateveryourdomainis/admin>



To administer the server enter the administration password without a username.



All server functions can be easily managed from the web interface.

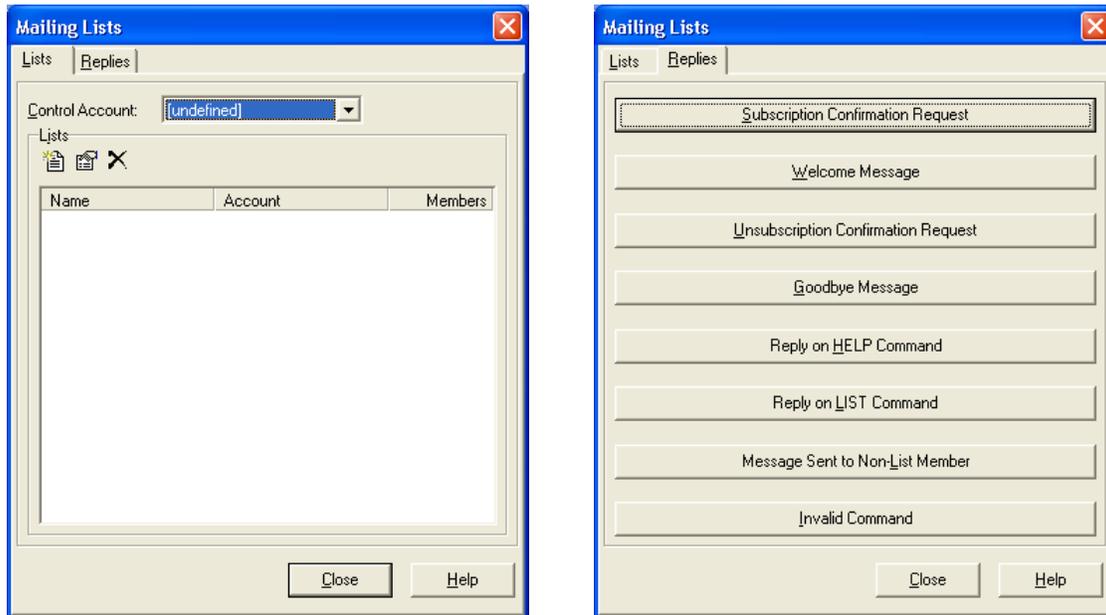


To administer a specific domain enter the domain name as the user along with the assigned password. Argosoft Mail Server Pro makes distributing the task of managing multiple domains easy.

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## Argosoft Mail Server Mailing Lists Administration

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The lists tab allows you to set up the lists, which will be hosted on your mailing list server.

Control Account box points to the account, which will serve as a control account for mailing list server. Messages sent to this account, will be treated as mailing list server commands, and will be processed accordingly. The account must be created earlier, using Users Setup Box.

The list box, which is located under Control Account box, shows the names and descriptions of lists, hosted on your server. It also shows the number of members of your list.

Use buttons on the right to add, delete or edit list properties. When adding or editing, you will see Mailing List Editor, which will allow you specify list data.

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## Argosoft Mail Server Security

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The Argosoft Mail Server Pro has many advanced security features. This tool set is extremely versatile and will allow you to make sure your server is secure.

Argosoft Mail Server Pro also has some of the most advanced SPAM fighting tools available – using these tools will help keep unwanted mail off of your system



Allows you to enable or disable, SMTP Authentication, which, in our opinion, is the most powerful method of protecting your server from unauthorized use.

If this option is enabled, only users, who have an authorization to relay mail via your server, will be able to use it.

SMTP Authentication also must be enabled in email clients.

Check Enable SMTP Authentication check box, if you want to enable it. If this box is checked, other options on this tab will also become available.

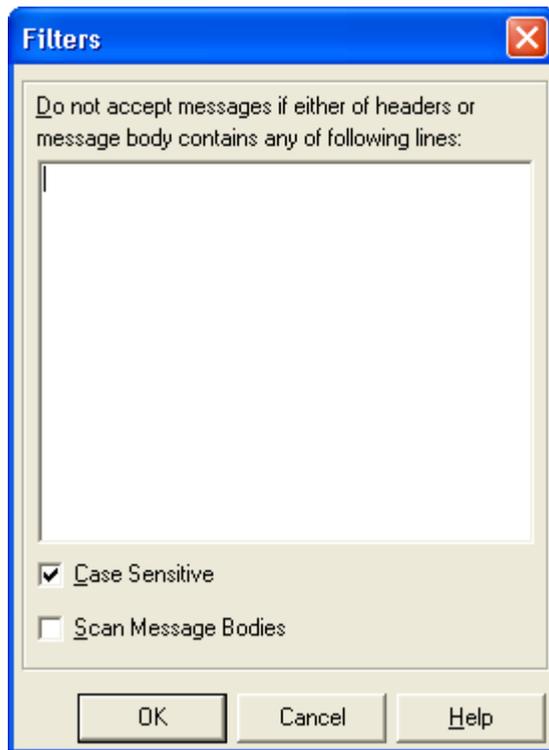
Following three fields will be enabled only if Use POP3 User Names and Passwords box is not checked. And, they are self-explanatory.

Require Authentication for Distribution Lists - if checked, server will not accept the message, sent to distribution list, if at least one of members of list is not local.

Require Authentication for Mailing Lists - if checked, server will not accept the message, sent to mailing list, if at least one of members of list is not local.

Use POP3 User Names and Passwords - if checked, the Server will require authentication according to settings of users of your server.

Note, that if connection originates from Trusted IP Address, then server will relay mail regardless of SMTP Authentication settings.



Filters can be specified by accessing Filters dialog box, either by selecting Tools - Filters, or by clicking button. This option is accessible only from Administration Mode.

You can specify one filter per line, one string, per line. By default, server scans only message headers. If you want to scan message bodies too, then check Scan Message Bodies checkbox, but keep in mind, that it will increase the load of your server.

If at least, one of the lines in message contains at least one string from your list, the message will be rejected by server, and the client will receive error message:

550 Message could not be sent due to filtering restrictions.

Leave the box empty if you don't want to use filters.

And, use caution when specifying them. Make sure that filters are long enough, to keep odds of matching as low as possible.

Case Sensitive box. If it is checked, then comparison of filters with headers will be case sensitive, otherwise - it will be not.

Scan Message Bodies box. If it is checked, server will scan message bodies, rather than only headers.

See also: Attachment Filters

## Getting Rid Of The SPAM

Argosoft Mail Server Pro has several advanced SPAM fighting features. Adding the Webeasy Bad Mail From list (e-mail addresses of known SPAMMERS) into the filters section is an excellent way to keep junk e-mails off of your server. Visit <http://www.webeasy.com/w2/spam/> to get the latest Bad Mail From list.

Argosoft Mail Server Pro also has the ability to block specific IP addresses from accessing the mail server. The Spamhaus project (<http://www.spamhaus.org/index.lasso>)

lists the IP addresses of the works SPAMMERS on the internet.

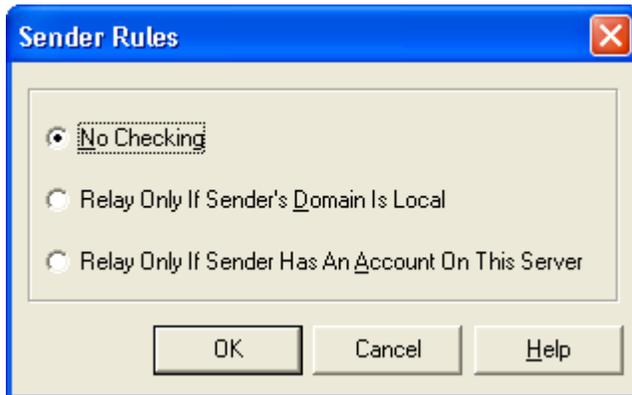


Attachment filters work the similar way as filters, but they are looking only for file names of attachments.

You can specify a mask, which uses standard wildcards (\*, ? and so on) in order to specify attachment file names, which will be not accepted by your server. You must specify one filter per line on filters box.

Keep in mind, that when checking for attachment, server attempts to parse entire received message. If you are receiving large messages, then it may increase the load of your server.

If server encounters an error when parsing the message, it will assume that filters do not apply, and message will be still accepted. Reason of an error can be very large size of message, or corrupted data.



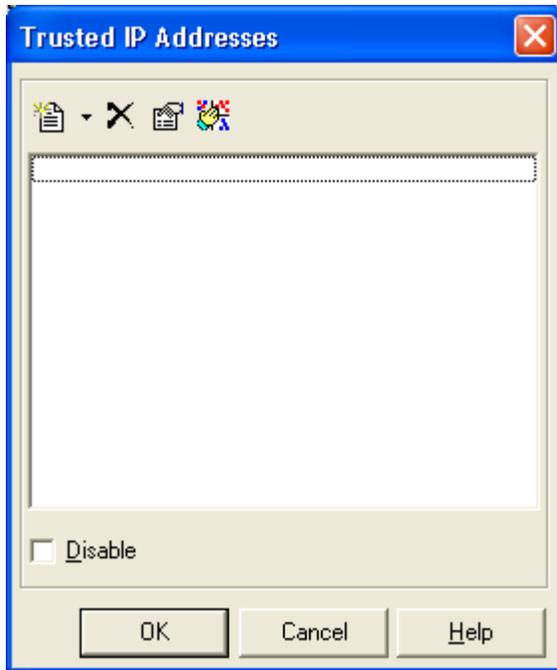
This is one more security feature of your server, which allows you to protect your server from unauthorized use.

If these rules are enabled, server will check the address transmitted by email client with MAIL FROM SMTP command, and, depending on enabled rules, either will allow the relay during that connection, or will deny it.

If you have enabled Relay Only if Sender's Domain is Local option, server will only verify the domain name of sender, and if it is local, if it is hosted by your server, it will allow relay.

If you have enabled Relay Only if Sender as an Account on this Server option, then server will relay mail only when domain is local, and user's account exists on your server.

Note, then this method is not very reliable, because everyone can specify any return address in their email client, including addresses of accounts on your server, and if this is the case, your server will not provide any protection against unauthorized use. In our opinion, the most reliable method of protecting your server is SMTP authentication.



This dialog box can be accessed from Tools - IP Rules - Trusted IP Addresses

This dialog box allows you to specify IP addresses, from which server will always accept connections. If SMTP Authentication is enabled, server will not require it in order to relay mail. If SMTP Authentication information is sent, it will be accepted.

Connecting entities from these addresses will not go through other IP filtering, but messages delivered through these connections, will still go through simple filters, and server extensions.

Make sure to uncheck Disabled box if you want to enable your trusted IP addresses.



Our server allows you to use MAPS lists. You can access MAPS dialog box from Tools - IP Rules - MAPS.

Box allows you to either enable or disable either of these lists. Usage of this feature is similar to Disallowed IP Addresses. Difference is that, with MAPS, you do not have to enter IP addresses yourself, list is provided by MAPS DNS servers. Each time your server checks IP addresses against the list, it connects to MAPS DNS servers. Enabling these options may increase load of your server.

As for Disallowed IP Addresses, SMTP Authentication and Trusted IP Addresses have higher priority, so, if an IP address of connecting server satisfied these two rules, MAPS checking will be not performed, and server will accept mail.

Our server also supports ORDB (Open Relay Database), which works the similar way as MAPS.

Mail Abuse Prevention System LLC is a non-profit organization, which provides DNS based service for verifying IP addresses.

Our server supports three lists, hosted by MAPS:- Realtime Blackhole List (RBL), DialUp Access List (DUL), and Relay Spam Stopper (RSS). At their opinion, if connection originates from these IP addresses, most likely, remote server attempts to deliver spam to your users.

For more information, visit MAPS web site at

<http://mail-abuse.org> for more information.

Note, that effective summer 2001, you have to subscribe on MAPS service in order to use their lists. Check out MAPS subscription and fee structure.



Method of checking ORDB is similar with MAPS, but ORDB has only Open Relay database, besides, they are listing servers individually, per IP address. MAPS, sometimes, lists dial-up IP addresses of entire ISPs, which means, it is possible, that they have certain good IP addresses listed in their database, and, if you are using MAPS, you can lose important data. That's why we would more recommend ORDB.

ORDB has one more advantage over MAPS. If your server, by some reason, gets listed with them, it is very easy to get out of their list. All you have to do is, just stop being open relay (e.g., by enabling SMTP Authentication), and submit your server to ORDB for testing. As soon as they verify that your server is no longer an open relay, you will be removed from their database.

As of with MAPS, if your entire ISP is blacklisted, it is very hard to leave their list.

ORDB stands for Open Relay Database, and is a non-profit organization, which keeps a database of open relay SMTP servers. Open relay server is a server, which allows everyone to send mail to any destination, and, potentially, are sources of spam.

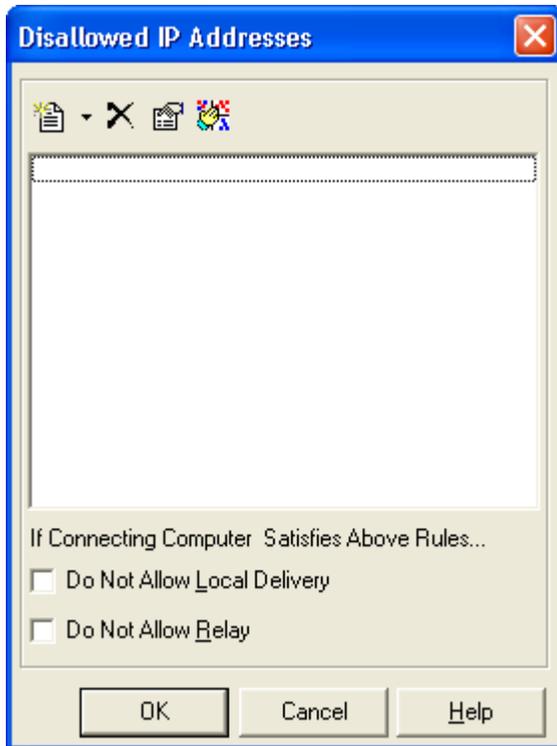
BTW, you also can become open relay, unless you use one of security features of our server. In order to protect your server from unauthorized use, we recommend to enable and use SMTP authentication.

Also, ORDB is free, and it does not require you to register your IP address.

ORDB web page is at <http://www.ordb.org>. If you find their service useful, you may want to make a donation to the organization.

To enable checking of connecting servers against ORDB, go to Tools - Security - ORDB, and put a checkmark in Enable box. If the option is enabled, and IP address of connecting is in ORDB, server will not allow relay to the Internet.

But, you have to remember, that if IP address of connecting computer is in Trusted addresses, or, if it successfully authenticated, IP address will be not checked with ORDB, and mail will be relayed.



This feature is similar to MAPS interface, but it allows you to use IP addresses which are not listed on MAPS servers.

Again, as we mentioned, SMTP Authentication and Trusted IP Addresses have higher priority, which means, if the connection originates from trusted IP address, or remote server successfully performed SMTP Authentication, settings with disallowed IP addresses will be ignored.

Can be reached by clicking Tools - IP Rules - Disallowed IP Addresses.

You can define two kinds of IP rules: range and mask.

To add the range to the list of IP rules, click Add Range button. To add the masked IP address - use Add Mask button.

If IP address of connecting entity is in the list, then server will reject connection, based on the action you have specified. If you enabled Do Not Allow Local Delivery option, and your server has received a connection from disallowed IP address, it will reject attempts to deliver mail to local users. If you enabled Do Not Allow Relay - then it will not relay mail to outside World. If you enabled both options, then server will not accept connection, unless remote server successfully performed SMTP Authentication, and/or IP address is also included in the list of Trusted IP Addresses.

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## FAQ

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[Speed of Delivery to Large Lists](#)  
[Additional Documentation](#)  
[Recommended AntiVirus plug-in](#)  
[Disabling user aliases from Web interface](#)  
[Phone support](#)  
[Catch-All Account](#)  
[Adding signatures to messages](#)  
[I am blacklisted as an open relay](#)  
[Invalid Filename Error in ASP](#)  
[Mail Does not Arrive](#)  
[Windows XP Compatibility](#)  
[Moving Mailboxes to Another Location](#)  
[MAPS issues](#)  
[Customizing Web Templates for Each Domain](#) (Pro Version)  
[Invalid Password Problem](#) (Pro Version)  
[Address Already in Use Error](#) (Freeware, Plus and Pro versions)  
[Logout link on Web Interface](#) (Plus and Pro versions)  
[Manual Installation](#) (Pro version)  
[Disabling Add New User Link](#) (Plus and Pro versions)  
[Speed of Mail Delivery for Different Versions](#)  
[Specifying SMTP and POP3 Servers in Client software](#)  
[Adding Local Domains](#) (Freeware and Plus Versions)  
[Installing Upgrades](#)  
[Email Addresses and Email Clients on LAN](#)  
[Completely Removing Mail Server From System](#)

**Q** I find that delivery of mail to the lists of multiple recipients is slow. Is there any way I can speed it up?

**A** Split your list into smaller parts. If you have only one list, server considers the message sent to it as a single message, and allocates for it one thread. If you use 2 or 3 smaller lists, and send mail to them simultaneously, server will allocate 2 or 3 threads, and will deliver mail faster. When doing that, you should remember, that when server allocates more threads, there are less threads remaining for other connections, so, if your priority is not to jam the server, and speed of delivery to the list is not an issue, it would be better to keep your list as one, mail to the list will be delivered slower, but your server will be free for other connections.

Splitting of lists will not work for freeware version, because it always uses one thread.

See also [Speed of Mail Delivery for Different Versions](#)

**Q** Is there any additional documentation available for mail server?

**A** We created a document, which is intended to give users a general understanding about email, and our server (accents are made for Pro version). This is not a manual, it is just an article which describes how email works. To access it, follow [this link](#) (requires free Adobe Acrobat Reader from [Adobe](#)).



**Q** Which software would you recommend to protect our users from viruses?

**A** [WebShield SMTP](#) from [McAfee](#) is working well with our server. It is very compact and affordable.

But, since it acts as a gateway between your server and the Internet (your server must be running on non-default SMTP port), you will be unable to use e.g. SMTP Authentication, to protect your server, also, if you are planning to use blocked and/or trusted IP addresses, and other security features of our server, it will not work, since our server will not see original IP addresses of connecting computers. *WebShield SMTP* does have it's own security features, but, in my opinion, lack of support of SMTP authentication is very bad.

**Q** I don't want to allow my users changing of aliases to their accounts. How do I disable aliases box?

**A** Find the web template called *usersettings.html*, comment out text box which handles aliases, and put it a hidden input box with name aliases, and value nochange:

```
<input type="hidden" value="nochange" name="aliases">
```

Aliases box will be hidden, and update of other values will not keep aliases of the user without change.

You also can download updated template *usersettings.html* (zipped) from [here](#).

**Q** I can't find your phone number anywhere on your site. Do you provide phone support?

No, I cannot provide phone support. And, that's why I keep the price of software so low. It is impossible for one man company to do development and phone support at the same time. But, I provide support via email. It is more convenient method, especially, for our software, I frequently need to look at logs of servers, and, of course, the best way of transmitting them is by email.

And, I don't think that any of our customers can say that I did not reply to their emails, and did not use all possible ways to help them.

But, I will be not answering questions like: *I just downloaded your software and installed it. What do I do now?* because it does not make any sense to recite entire help file in the reply.

**Q** Can I create a catch-all account for my domain?

Create an account called *postmaster*. If this account exists, and mail arrives to non-existing users, it will be placed there. Note, that this will not work with freeware version. In Pro version, you will have to create one postmaster account per top level (not-aliased) domain. And, it should be an account, not an alias to another account.

**Q** Can I add signatures to messages transmitted via mail server?

**A** You can add signatures to messages transmitted via Web interface of our server. To do that, create the file named *signat.txt*, and place it in the root of your mail server (Directory where you have installed the server). It will be appended to each message sent via Web interface. In Pro version, If you want to customize it based on domain, place the file in the root of the domain. E.g., if you have domain domain.com, place it in `_users\domain.com\` directory.

**Q** Some mail exchangers do not accept mail from my server, saying that I am an open relay. What does it mean?

**A** Being open relay means, that everyone can use your server to relay mail anywhere. It is a potential danger, that your server, if discovered by spammers, can be used for sending junk mail. Since certain servers are trying to protect their users from junk, they refuse to accept mail relayed from IP address.

Please note, that it is not your server what is blacklisted, it is your IP address.

Are you or are you not an Open Relay? If you did not enable security features of our server, then you are one. We would advice to enable SMTP authentication, which is the most reliable method of stopping being an open relay. Check your help file for more information about SMTP authentication.

If you are blacklisted by [ordb.org](http://ordb.org), then you can get out of their list very easily. After you stop being open relay (by enabling SMTP authentication, or trusted IP addresses, in Pro version), go to [ordb.org web site](http://ordb.org), and [submit your server for testing](#). Their automated system will perform the test, and after making sure that you are no longer open relay, will remove your server from their database.

But, in some cases, several services (e.g. [mail-abuse.org](http://mail-abuse.org)) are blacklisting entire all IP addresses of certain ISPs. If this is a case, you may try to email them and ask them to remove you from their database. If it does not work, you may want to consider changing and ISP, or use *Smart Server* feature of Plus and Pro versions of our server.

**Q** I keep getting *Invalid Filename* errors when I try to use your automation objects in ASP, even though, everything works fine if I use VBScript, or other tool which supports COM. What is wrong?

**A** In some cases, ASP engine refuses to read the registry properly. Since your mail server path data is stored in registry, and it is not read properly, COM objects do not work. Check out [this link](#) for solution.

**Q** I set up my server on my computer, added my domain to the list of local domains, but emails sent to them never arrive to my server. Why?

**A** You have to make sure that DNS settings for your server are correct: either there are no MX records, or one with the highest priority (lowest preference index) points to your server computer.

To set up MX records, contact an ISP who is responsible for DNS settings for your computer. If you have registered your domain with services like [register.com](http://register.com), or [mydomain.com](http://mydomain.com), then you can do it yourself.

After making changes, allow sufficient time (usually, about 24 hours) your changes to penetrate the Internet, and then, make sure that your settings are working.

You can use our [Domain Info page](#), which has ActiveX control for checking your domain settings.

**Q** Are your servers compatible with Windows XP?

**A** Yes, they are. All versions will work with Windows XP. Windows 98 version will run as usual, but it will not run as service. If you want to use full power of Windows XP, use Windows NT/2000 version.

**Q** I would like to move user mailboxes to another drive. Is it possible?

**A** Yes, if you are using mail server Pro version 1.7.0.3 or higher.

Follow these steps:

- Create directory where you want to keep mailboxes, e.g. *d:\users\*
- If you are using **NT/2000/XP version**, run server controller application, stop the server, and click File - Unregister service. Then, exit from controller application (File - Exit). If you are using **Windows 95/98 version**, stop server, and exit from it (File - Exit).
- Then, move all content of your <MailServer>\\_users folder to new directory, keeping subdirectory structure.
- Run *regedit*, for **NT/2000/XP** version, go to the key *HKLM\Software\ArGoSoft\Mail Server\Setup*, or, for **Win95/98** version, *HKCU\Software\ArGoSoft\Mail Server\Setup*, and add new **string value** called **Users Path**, with data *d:\users\* (name of your users directory).
- Run the server again. Make sure that you see your users if you click *Tools - Configuration*.

**Q** [MAPS](#) does not seem to be working on my server. What is wrong?

**Q** MAPS has changed their subscription policies. If you wish to access their servers, you will have to subscribe on their service. But, good news is, according to their fees schedule, their service will be free for the most of our users. Check out following pages at MAPS web site: [Subscriptions](#) and [Fee structure](#). When looking, keep in mind, that our server uses **QUERY** method to access MAPS database.

**Q** Your [comparison table](#) states, that I can customize Web interface based on the domain name. How can I do it?

**A** Let's assume, you want to customize templates for domain *domain.com*. In the directory <MailServer>\\_users\domain.com create two subdirectories, called *webtemplates* and *images*, then, copy files from <MailServer>\webtemplates and <MailServer>\images to these directories. Now, you can customize web templates and images in new directories.

**Q** I installed Pro version, set up the users and domains, but each time I attempt to retrieve mail, or access the server using Web interface, my password gets rejected. What am I doing wrong?

**A** Pro version of server has true support of local domains: you can have two users with same user name, but separate domains. Server has to tell the difference between two users with same user name, but different domains, and domain name becomes a part of user name.

It means, you should use *username@domain.com* format for user name, rather than just *username*, unless user belongs to *blank domain*, or to the domain which is aliased to *blank domain*.

You also can use **username#domain.com** or **username\$domain.com**, instead of **username@domain.com** since some email clients (including Netscape), do not like @ symbol in user name.

If you do not like to use user names with domain names, because you think that they confuse your users, then move the domain name as an alias of blank domain.

**Q** When I start the server, one of the services report that there was a start of starting it, because address is already in use. How do I solve this problem?

**A** This error indicates, that you are running some another server, or software, which uses the port designated for that service.

First, make sure that you are not running any other mail servers on your computer.

Most common applications, which cause this problem are:

For SMTP (port 25) - IIS SMTP service. Internet Information Server, comes with SMTP service. It is not installed by default, but most likely, it is in your case. Go to IIS administration, and stop it;

For POP3 (port 110) - Norton Antivirus. If you have it, disable email checking. NAV email checking acts as a "proxy" POP3 server. It hooks port 110;

For Web Interface (port 80) - any web server you are running on your computer. Change web port of our server. Go to *Tools - Options*, select *ports* tab, and change Web port from 80 to e.g. 8080. Then, you will be able to access your web interface as *http://www.domain.com:8080*, or, for administration, as *http://www.domain.com:8080/admin*.

**Q** Log Out link from the Web interface of Plus/Pro version does not work. I have to shut down, and restart my browser to log in as a different user.

**A** That's the way how HTTP Authentication works. We are using the method, which is part of HTTP protocol, it is not based on CGI script. It is based on the idea, that since you launched browser, and authenticated yourself, you are you, until you close it.

As far as we know, there is no elegant solution of this problem (if it can be considered as one).

Log out button just deletes temporary files and directories on the server. They are used for processing mail attachments.

**Q** I am having problems with executing setup program for Pro version of your mail server. Can I get instructions how to manually install it?

**A** Try to install the server manually. Detailed instructions are provided [here](#)

.

**Q** Users can set up the accounts for themselves via the Web interface. I would like to disable this feature. What do I do?

**A** Find the file *welcome.html*, which is located in Web Templates directory (by default, *c:\Program Files\ArGo Software Design\Mail Server\WebTemplates*), and either remove, or comment out the lines responsible for this. You will find the instructions inside of file.

You also may want to disable */addnewuser* URL from Web interface. In **Pro version**, go to *Tools - Web Interface*, and uncheck *Allow Creation of Accounts* checkbox. In **Plus version**, go to *Tools - Options - Advanced*, and uncheck *Allow Creation of Accounts* checkbox.

**Q** I am currently using freeware version of your server. Will the server deliver messages faster if I get Plus or Pro version?

**A** Yes, it will. Freeware version uses only one thread for relaying messages. It means, if one of mail exchangers (remote server, to which the server relays the message) problems, other queued messages will have to wait until the server is done with that slow server. In shareware version, which uses multiple threads (you can specify up to 12 of them) the server attempts to relay messages simultaneously, to different servers. So, if there is a problem, it will block only one of the threads, other messages will be delivered using another threads.

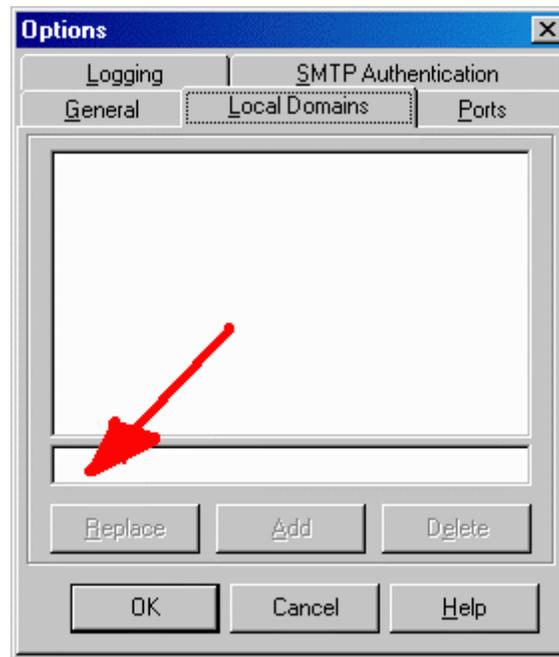
**Q** I installed your server. What should I specify as SMTP and POP3 servers in my client software?

**A** If you are using our server on the LAN, then specify the network name of server computer, as it appears in the Network Neighborhood icon. If it does not work, then go to the DOS prompt, and type *ipconfig* and press *Enter*. You will see an IP address of your computer, four dot-separated numbers. Use this IP address as your SMTP and POP3 servers in your client software.

If you are on the Internet (your server computer is connected to the Internet), then use internet IP address of your server computer, which can be obtained by using the same method as for LAN, by running *ipconfig*, or, its domain name. If you don't have a domain name, or have dynamic IP address, consider using a service such as TZO - <http://www.tzo.com>.

**Q** I cannot add my domain to the list of local domains. *Add* on the screen is grayed out.

**A** Just enter local domain name in the box, located above of *Replace*, *Add*, *Remove* buttons, and *Add* button will get enabled.



**Q** I downloaded updated version of your mail server. How do I install it without losing the data of users, which are already set up in the previous version?

**A** Check out [this](#) link for detailed instructions.

**Q** I am trying to use the server at LAN, so I don't need to define local domains, and I can use just user names, without domains names. But, I am having problems with my email client, which does not allow me to enter addresses without an @ sign and domain name.

**A** The problem is that, if you don't enter the domain name, your email client thinks that the data entered is an nickname of the user, specified in your address book, and complains if it does not find corresponding nickname/email address in the address book.

There are two ways to solve this problem. First, try to *cheat* your client. Go to the address book, and add the user, e.g. john, and enter e.g. john as an email address. The address book may warn you that it is not a valid email address, and if it still should add it to the address book. Answer Yes. If this method works, you can just type john in the box for the recipient, and everything will be find. If this method does not work, then you will have to *cheat* the server. Make up some fake domain name (e.g. mydomain.com), and enter it as a local domain name in the *Local Domains* box of your server. Then send the messages to e.g. john@mydomain.com (assuming that you have the user john set up in the server). When server receives this message, it will look up the list of

local domains, and when it finds that mydomain.com is the domain it has to server, will not forward the message to the Internet and deliver the message locally, to the mailbox belonging to john.

**Q** How do I completely remove mail server?

**A** We are sure that after you install our server, you will not want to remove it, but still, you never know...

Described procedures include operations with registry, so use extra caution.

**Freeware version, and Win95/98 versions of Mail Server Plus or Pro:**

1. Run mail server, if it is already running, maximize it by double clicking icon on the system tray, the stop the server (File - Stop), and exit from it (File - Exit);
2. Delete entire directory, where you have installed mail server (by default, *c:\Program Files\ArGo Software Design\Mail Server\*);
3. Run *regedit*, and browse to the key *HKEY\_CURRENT\_USER\Software\ArGoSoft\Mail Server*, and delete it, of course, if it exists;
4. Go to *HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\*, find the key called *ArGoSoftMailServer* and delete it.

**NT/2000/XP versions of Plus and Pro:**

1. Run controller application from control panel, stop the server, click File - Unregister service, then - File - Exit;
2. Delete entire directory, where you have installed mail server (by default, *c:\Program Files\ArGo Software Design\Mail Server\*);
3. Run *regedit*, and browse to the key *HKEY\_LOCAL\_MACHINE\Software\ArGoSoft\Mail Server*, and delete it, if it exists;
4. Go to *HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\*, find the key called *ArGoSoftMailServer* and delete it, if it exists;
5. Go to *HKEY\_LOCAL\_MACHINE\System\CurrentControSet\Services\*, find the key *msServerForm*, and delete it, if found;
6. Make sure that control panel is closed, and delete the file *msmlsrv.cpl* from *c:\windows\system32\* directory;
7. Reboot your computer.

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## Troubleshooting

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### Troubleshooting with Telnet

Taken from <http://argostuff.net:8000/>

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It's good to know some of the basic POP and SMTP commands that can be run manually with Telnet for troubleshooting purposes. Here's a list of the popular ones and how to use them (to the best of my knowledge).

#### POP3:

Run: `telnet yourserverip 110 [enter]`

After logging on with the user and pass commands, you can run any of the other commands in the order in which you choose (except quit, of course).

- user** Username to log on to the account.  
Usage: `user p.dibelli@25.i989.net [enter]`
- pass** Password for above.  
Usage: `pass MyPassWord [enter]`
- stat** How many messages in the mailbox, and total size in lines.  
Usage: `stat [enter]`
- list** Lists each message (numerically - starting with 1) and their respective size in lines.  
Usage: `list [enter]`
- top** Retrieves the header and specified number of body lines of a message.  
Usage: `top 1 0 [enter]` - displays just the headers for message #1.  
`top 2 25 [enter]` - displays the headers and the first 25 lines of the message body for message #2.
- uidl** Retrieves the message(s) identification number.  
Usage: `uidl 3 [enter]` - displays the identification number for message #3.  
`uidl all [enter]` - displays the identification numbers for all messages in the mailbox.
- retr** Retrieves the entire message  
Usage: `retr 2 [enter]` - displays the entire message #2.
- dele** Deletes a message  
Usage: `dele 1 [enter]` - marks message #1 for deletion upon quitting.
- noop** No operation - used to prevent time-outs.  
Usage: `noop [enter]`
- rset** Resets the list of messages.  
Usage: `rset [enter]`

**quit** Disconnects from the POP server.  
Usage: **quit** [enter] - deletes messages marked by the dele command.

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## SMTP:

Sending a plain-text message using Telnet is rather simple, but the structure of the message is critical. It's best to look at an example to see how it's done. Be careful of your 'spaces' and 'enters'. The following example is a message from me to someone else:

Run: **telnet yourserverip 25** [enter]

**helo anythingyouwant** [enter]

**mail from:** <p.dibelli@25.i989.net> [enter]

**rcpt to:** <johndoe@yahoo.com> [enter]

**data** [enter]

**subject:** This is a test. [enter]

**from:** Phil DiBelli <p.dibelli@25.i989.net> [enter]

**to:** John Doe <johndoe@yahoo.com> [enter]

[enter]

Hi John,

I'm just testing the method of sending an email with Telnet.

Hope the weather is nice on the gulf coast today.

- Phil

[enter]

.

[enter]

**quit** [enter]

## **Not Receiving Mail**

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Not receiving mail is the most common troubleshooting concern, simply because there's much more to receiving mail than there is for sending mail.

Generally, the ability to receive mail is directly dependant on whether your server can be seen on the Internet or not. The two factors that

usually interfere with this is improper DNS configuration for your domain, and an ISP that blocks port 25.

### **Three step troubleshooting:**

1. Is port 25 being blocked? With your mail server running, go to <https://grc.com/x/ne.dll?bh0bkyd2> and proceed to "Scan My Ports". Run this applet and see if your port 25 comes back as open or stealth. If it's open, proceed to step two, if it's stealth, it's either your ISP or your firewall that's blocking port 25.
2. Use a network information tool such as the one built into the Pro version to check your DNS configuration. Perform a lookup of the MX record of your domain with a known working DNS server to make sure it resolves to the proper IP address. If so, go to step three.
3. Using a web based email such as Hotmail or Yahoo, send yourself an email.

## **Using Your Server Log Files**

Never under estimate the value of the system log files. If you are having problems, be sure to check the system log files to help you resolve the problems.

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## Configuring Your Mail Client

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### Outlook 2000

#### **Configuring your Local Email Client (Outlook 2000, or upgraded Outlook 97/98):**

Follow the instructions below to configure Outlook 2000 for use with your Argosoft Mail Server Pro account.

Note: An example account name was used throughout the instructions. Please substitute your Argosoft Mail Server Pro POP3 email address information for the account used in the instructions.

The example email address is: yourname@yourdomain.com

The example Domain is: yourdomain.com

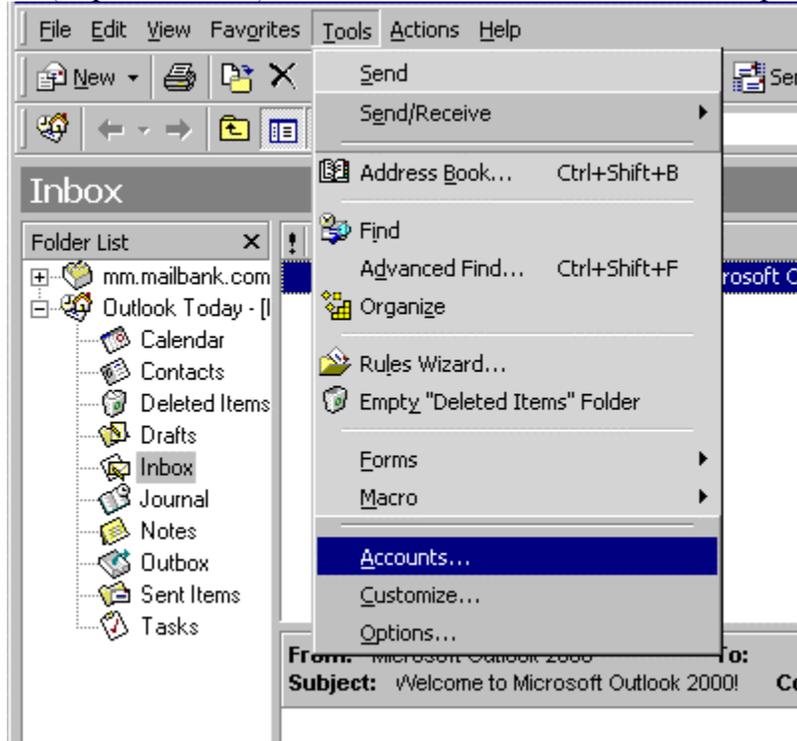
#### **Special Note to Outlook 97/98 users:**

The following instructions are for Outlook 2000 and Outlook 97/98' when the Accounts sub-option under the Tools menu is displayed (rather than the Services sub-option). In some cases, depending on how Outlook was installed or upgraded, the Services sub-option will be displayed on the Tools menu instead (in this case, use the Outlook 97' instructions for making the needed configuration changes).

#### **Configuration Steps**

1. Start Outlook 2000.

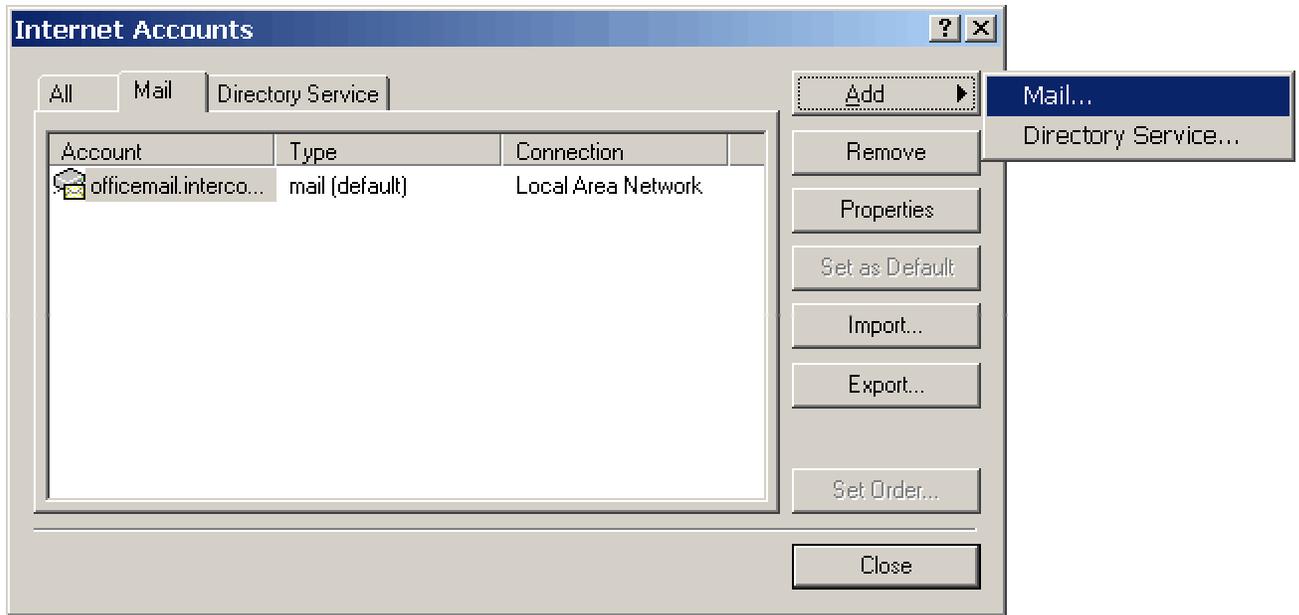
2. When the main Outlook 2000 screen appears, click on the Tools item on the top menu bar (or press ALT-T), then choose/click the Accounts sub-option (as shown below):



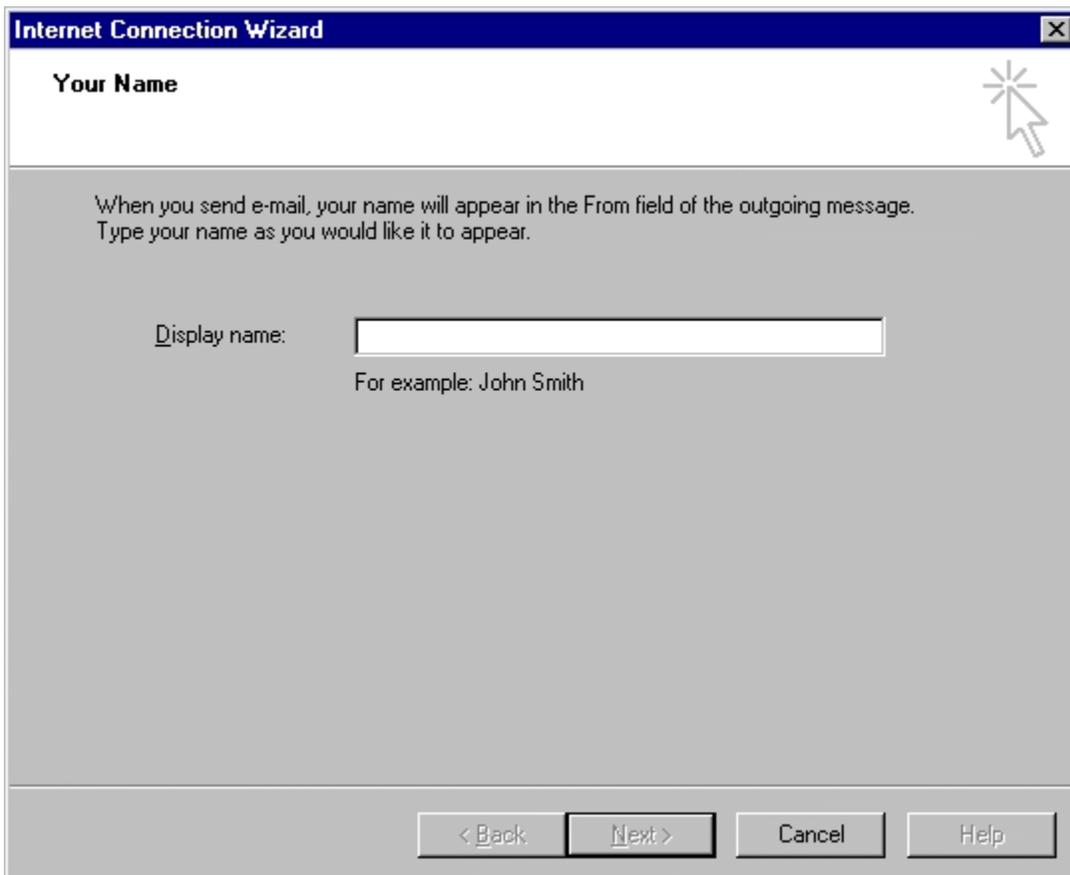
3. From the Internet Accounts screen, click on the [Mail] tab at the top. This will show all the mail accounts configured in your Outlook 2000 (it will be empty if you don't have an account set up already).

Click on the Add button on the right and choose the Mail option, this will add a new mail account using the Wizard. The Wizard will guide you through the information gathering and configuration steps.

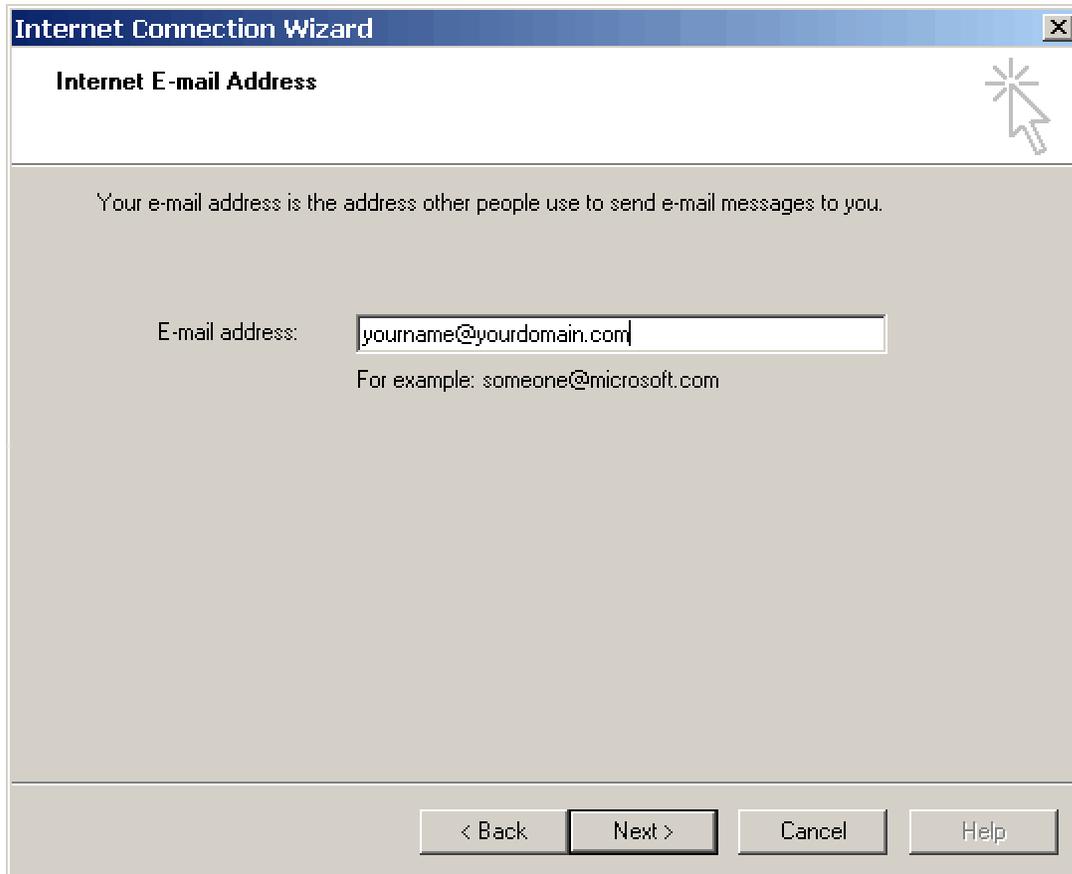
Follow the Wizard and enter in the information asked in each screen.



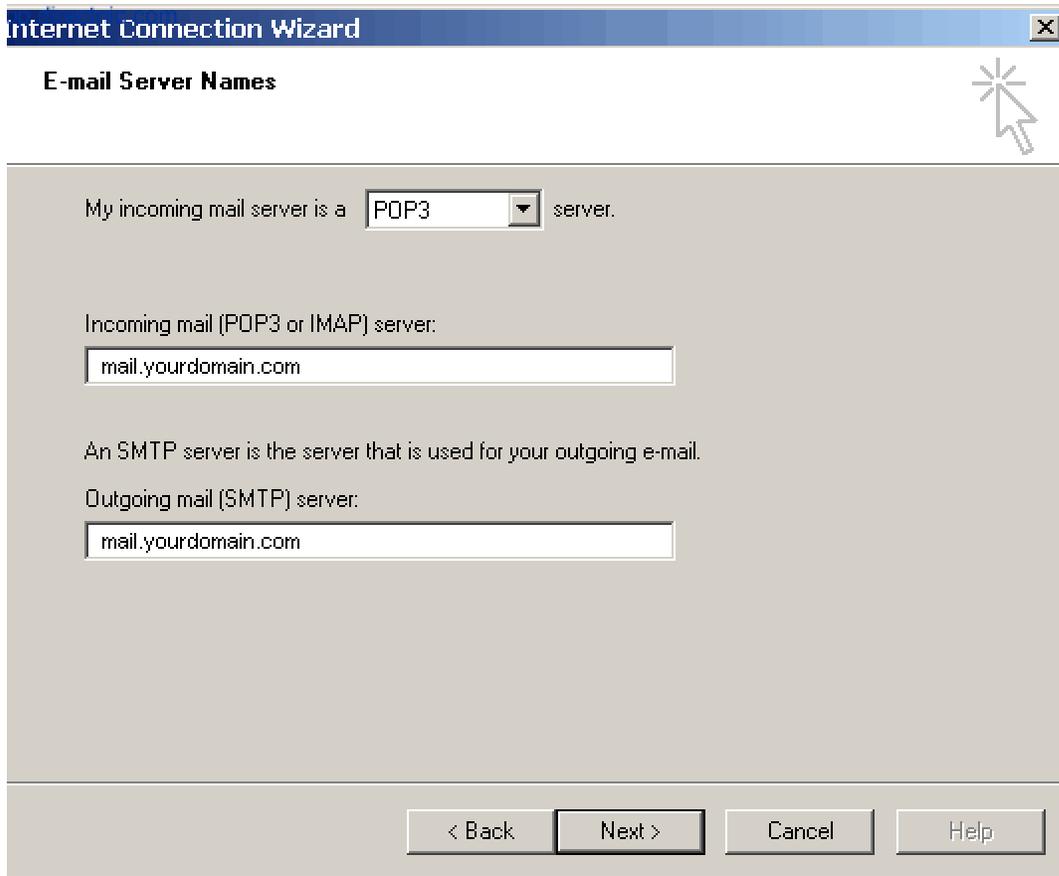
4. On the Your Name screen below, simply enter in your name. Whatever you enter here will appear in the “From” field when someone receives email from you. You can use your full name, or Webmaster, or anything you like. Then, click “Next.”



5. On the Internet E-mail address screen, enter in your Argosoft Mail Server Pro POP3 email address. The example account used is yourname@yourdomain.com. Please enter in your Argosoft Mail Server Pro POP3 email address. Click the Next button when you are finished.



6. On the E-mail Server Names screen, enter in the Argosoft Mail Server Pro POP3 email server names mail.yourdomain.com. Then, click the Next button.



7. On the Internet Mail Logon screen, enter your Argosoft Mail Server Pro POP3 email account name and password. Your account name is your FULL email address (yourname@yourdomain.com). You can select Remember password if you like.

Do not check the box labeled "Log on using Secure Password Authorization (SPA)".

Click the Next button when you are finished.

The image shows a screenshot of a Windows dialog box titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". The dialog box has a standard Windows window title bar with a close button (X) in the top right corner. Below the title bar, there is a small icon of a mouse cursor pointing at a starburst. The main area of the dialog box contains the following text and controls:

Type the account name and password your Internet service provider has given you.

Account name:

Password:

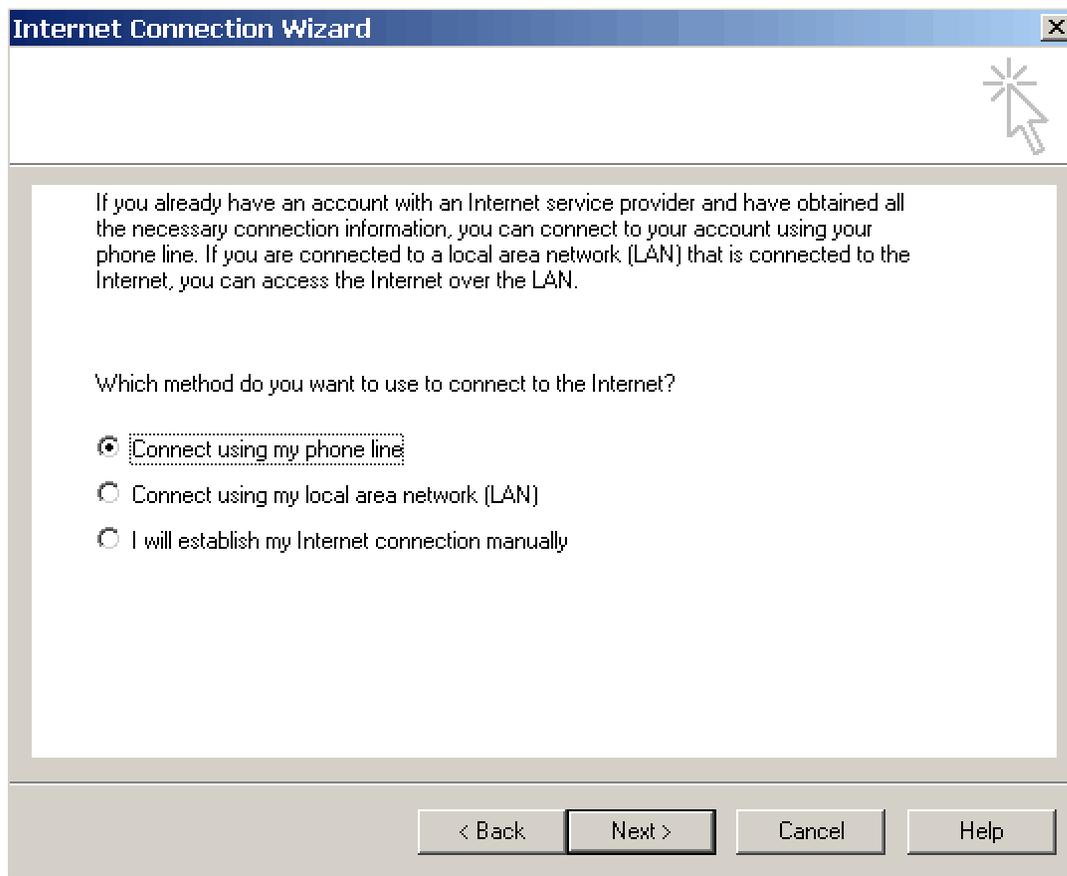
Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

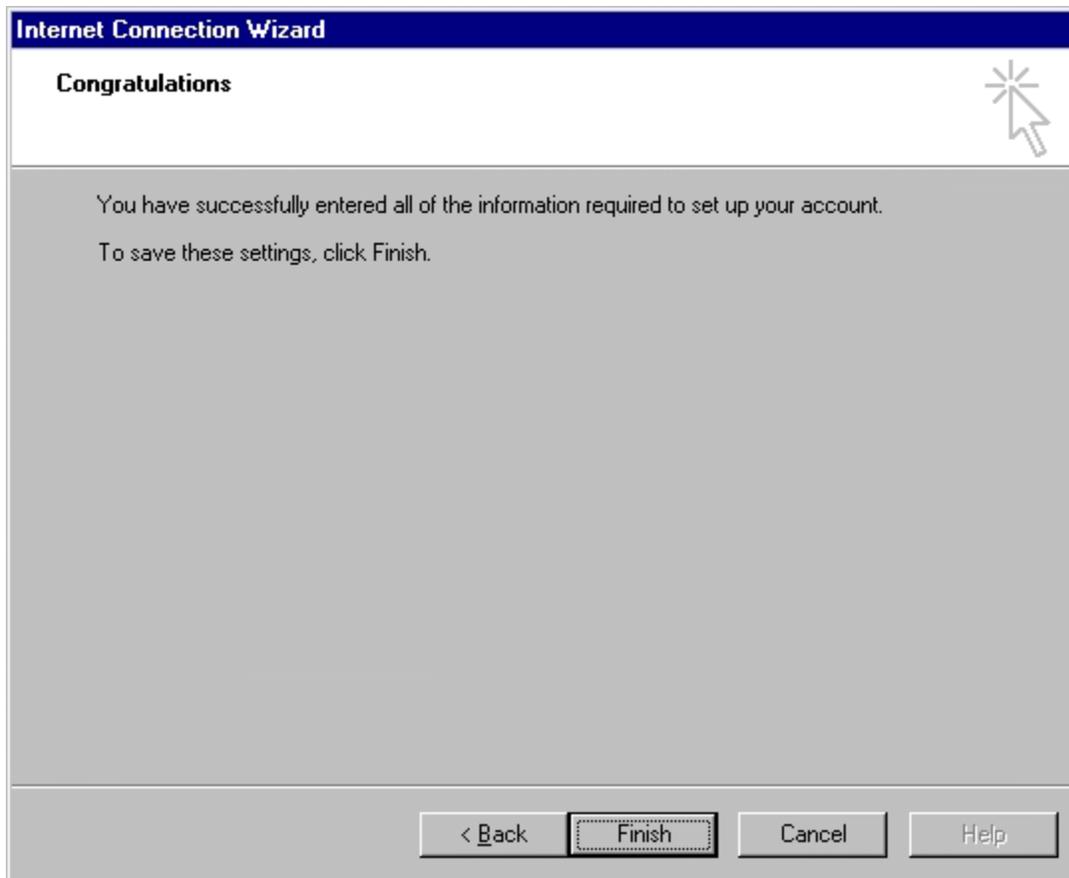
Log on using Secure Password Authentication (SPA)

At the bottom of the dialog box, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

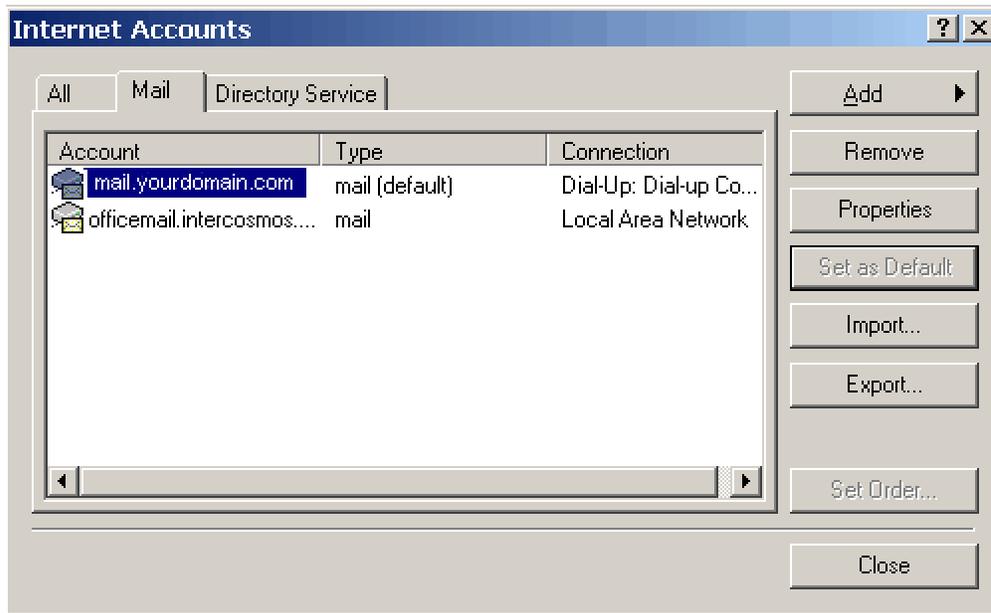
8. On the last screen of the Wizard, choose the option that describes your connection to the Internet. If you use an ISP, you will likely choose "Connect using my phone line". You may be prompted to enter your phone line information on the next screen. If you work in an office or have a dedicated Internet connection, you will probably choose the LAN option. When finished, click the Next button.



9. On the Congratulations screen, simply click the Finish button to return to the Internet Accounts screen.



10. At this point, you are returned to the Internet Accounts screen. You can set the new rule as your default if you want to use this address as your primary email account in your email program. Click Close when you are finished, then you will need to log out and restart your Outlook 2000.



The Wizard will automatically update the properties while you are setting up the account. From this screen, click on or highlight the mail account just created and click on the Properties button to the right. You can verify the information you just entered by clicking each tab. By default, My server requires authentication, a feature under the Servers tab is not checked. You do not have to enter your username and password every time you send out an email if this feature is not checked.

At the Account Properties screen, click on the Close button to return to the main Outlook 2000 screen.

Configuration is complete!

# Outlook Express

Follow the instructions below to configure Outlook Express for use with your Argosoft Mail Server Pro POP3 account.

Note: An example account name was used through the instructions. Please substitute your Argosoft Mail Server Pro POP3 email address information for the account used in the instructions.

The example email address is: `yourname@yourdomain.com`

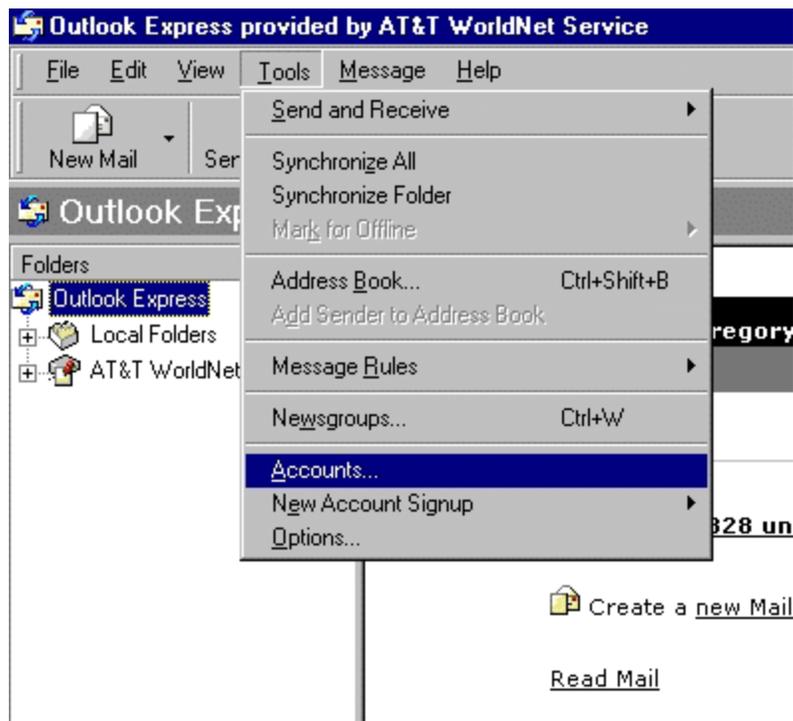
The example Domain is: `yourdomain.com`

Special Note:

The following instructions are for Outlook Express when the Accounts sub-option under the Tools menu is displayed (rather than the Services sub-option). In some cases, depending on how Outlook Express was installed or upgraded, the Services sub-option will be displayed on the Tools menu instead (in this case, use the Outlook 97 instructions for making the needed configuration changes).

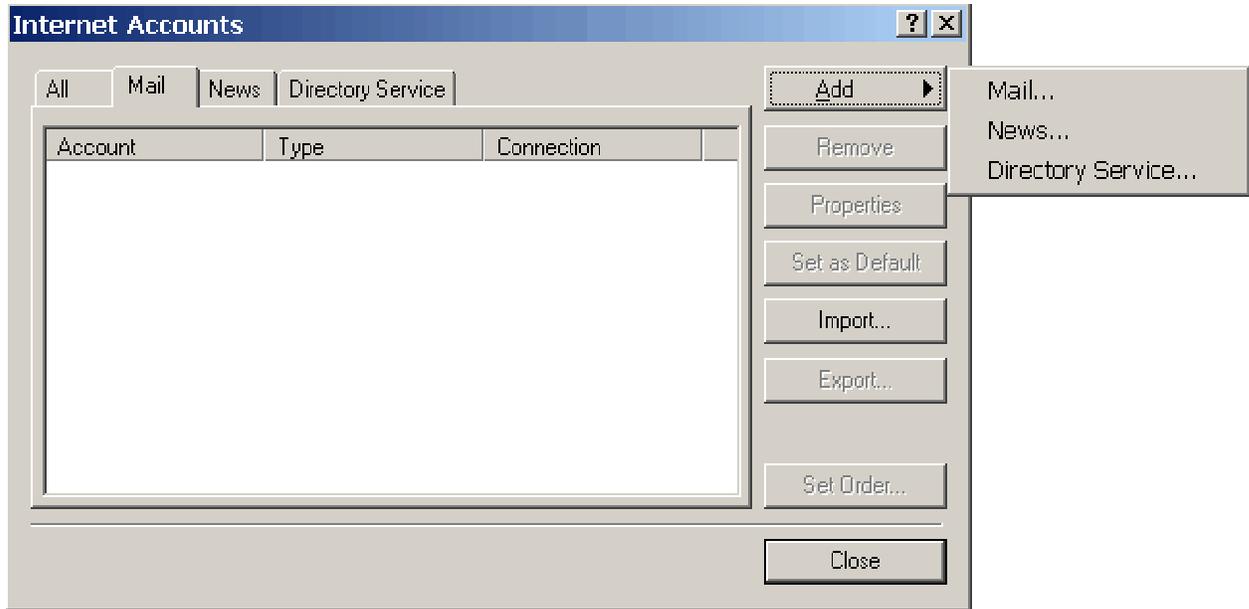
## Configuration Steps

1. Open Outlook Express.
2. When the main screen appears, click on the **Tools** menu item on the top menu bar (or press ALT-T), then choose/click the **Accounts** sub-option (as shown below):

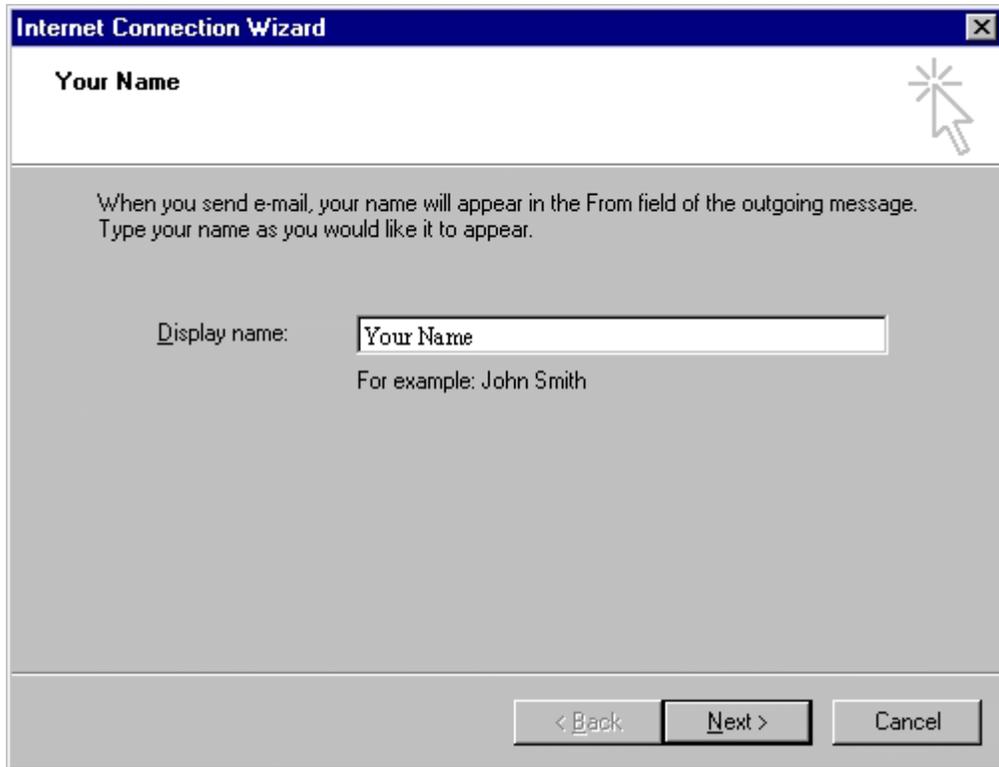


3. The Internet Accounts screen will present you the **Mail** tab interface. This will show all the mail accounts configured in your Outlook Express (it will be empty if you don't have an account set up already).

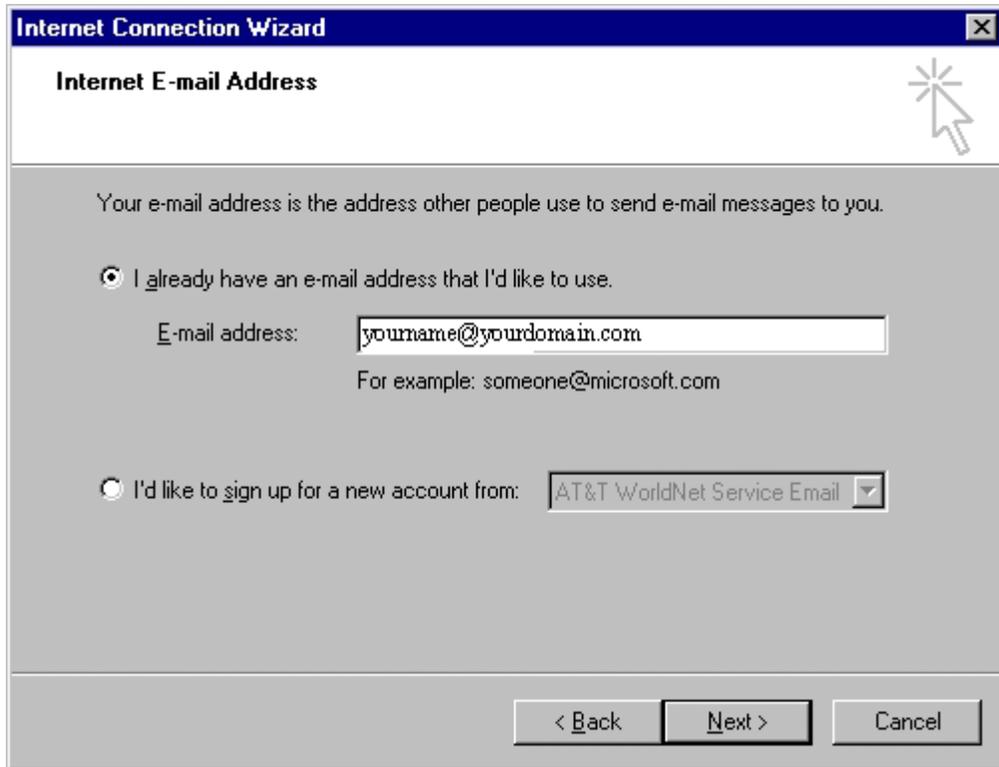
Click on the **Add** button on the right and choose the **Mail** option. The Wizard will guide you through the information gathering and configuration steps to create a new account.



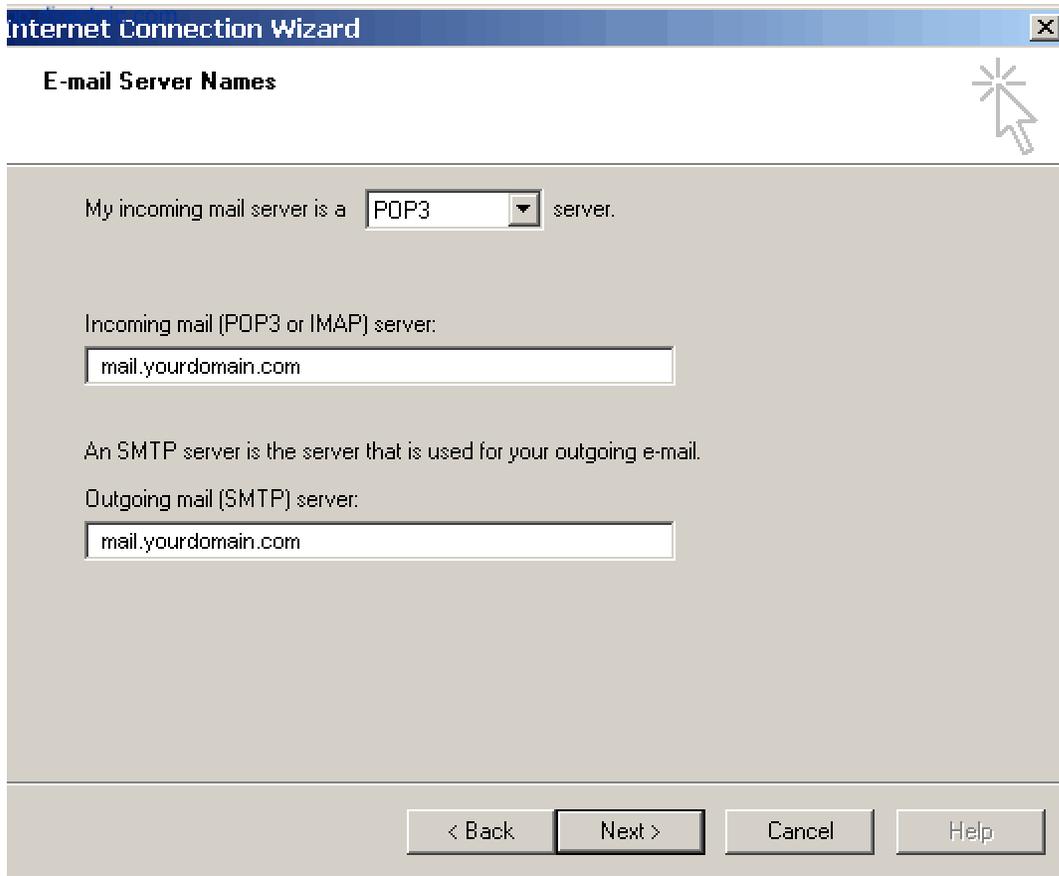
4. On the Your Name screen below, simply enter in your name. Whatever you enter here will appear in the “From” field when someone receives email from you. You can use your full name, or Webmaster, or anything you like. Then, click “**Next.**”



5. On the Internet E-mail Address screen, enter in your Argosoft Mail Server Pro POP3 email address. The example account used is **yourname@yourdomain.com**. Please enter in your own Argosoft Mail Server Pro POP3 email address. Click the **Next** button when you are finished.



6. On the **E-mail Server Names** screen, enter in the Argosoft Mail Server Pro POP3 email server names. The example domain used is **mail.yourdomain.com**. Then, click the **Next** button.



7. On the Internet Mail Logon screen, enter your Argosoft Mail Server Pro POP3 email account name and password. Your account name is your FULL email address (yourname@yourdomain.com). You can select **Remember password** if you like.

Do not check the box labeled "Log on using Secure Password Authorization (SPA)".

Click the **Next** button when you are finished.

The image shows a screenshot of a Windows dialog box titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". The dialog box has a blue title bar and a close button in the top right corner. Below the title bar, there is a mouse cursor icon. The main area of the dialog box is light gray and contains the following text and controls:

Type the account name and password your Internet service provider has given you.

Account name:

Password:

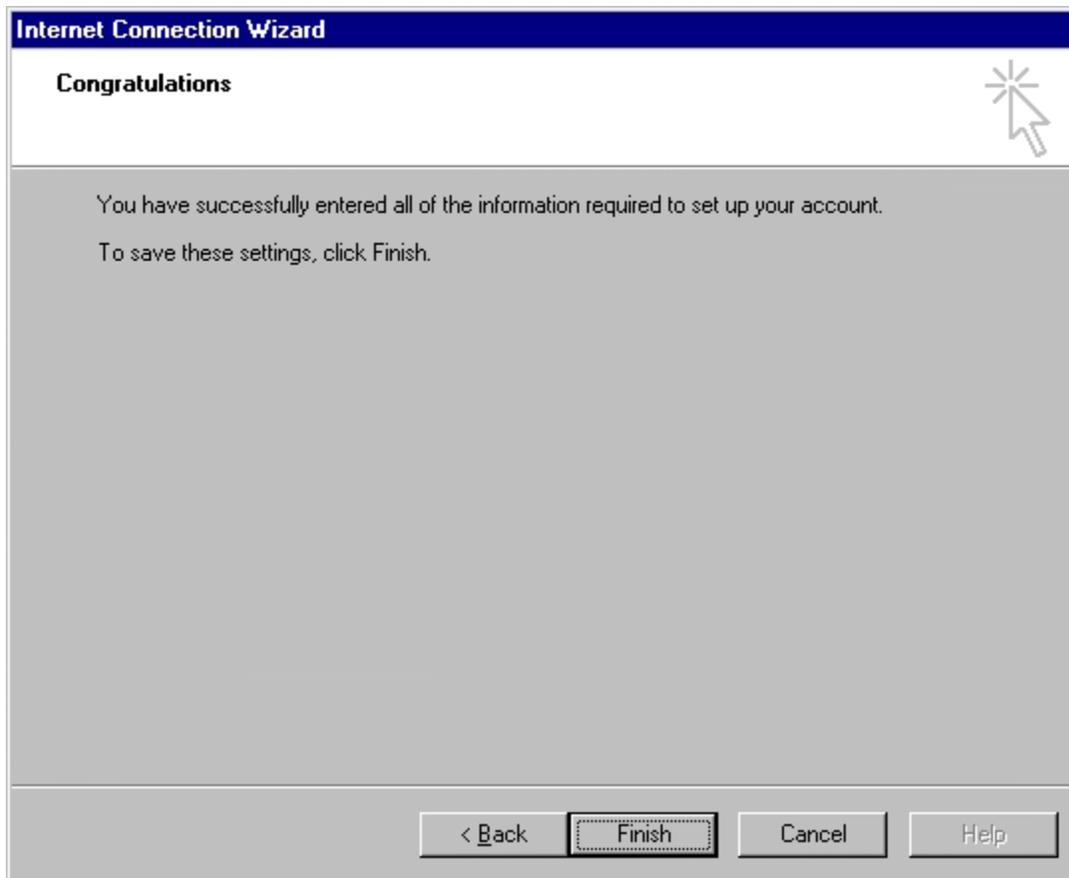
Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

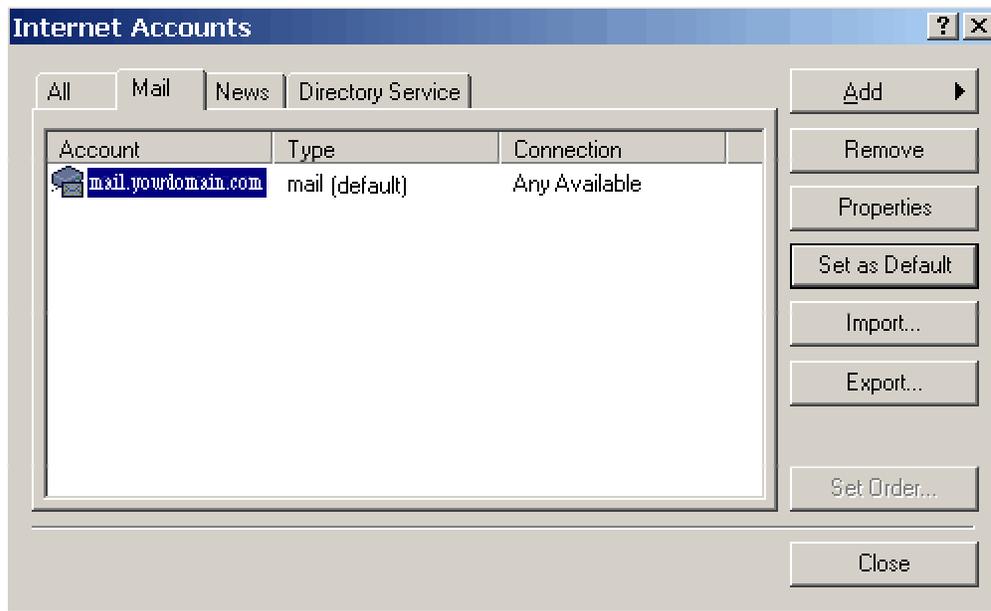
Log on using Secure Password Authentication (SPA)

At the bottom of the dialog box, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

**8.** On the **Congratulations** screen, simply click the **Finish** button to return to the **Internet Accounts** screen



9. At this point, you are returned to the **Internet Accounts** screen. You can set the new rule as your default if you were using another rule as your primary email account. Click **Close** when you are finished, then you will need to log out and restart your Outlook Express.



The Wizard will automatically update the properties while you are setting up the account. From this screen, click on or highlight the mail account just created and click on the **Properties** button to the right. You can verify the information you just entered by clicking each tab. As default, **My server requires authentication**, a feature under the **Servers** tab is not checked. You do not have to enter your username and password every time you send out an email if this feature is not checked.

At the **Account Properties** screen, click on the **Close** button to return to the main Outlook Express screen.

**Configuration is complete!**

# Eudora

## Configuring your Local Email Client (Eudora 4.3/5.0):

Follow the instructions below to configure Eudora 4.3/5.0 for use with your Argosoft Mail Server Pro POP3 account.

Note: An example account name was used through the instructions. Please substitute your Argosoft Mail Server Pro POP3 email address information for the account used in the instructions.

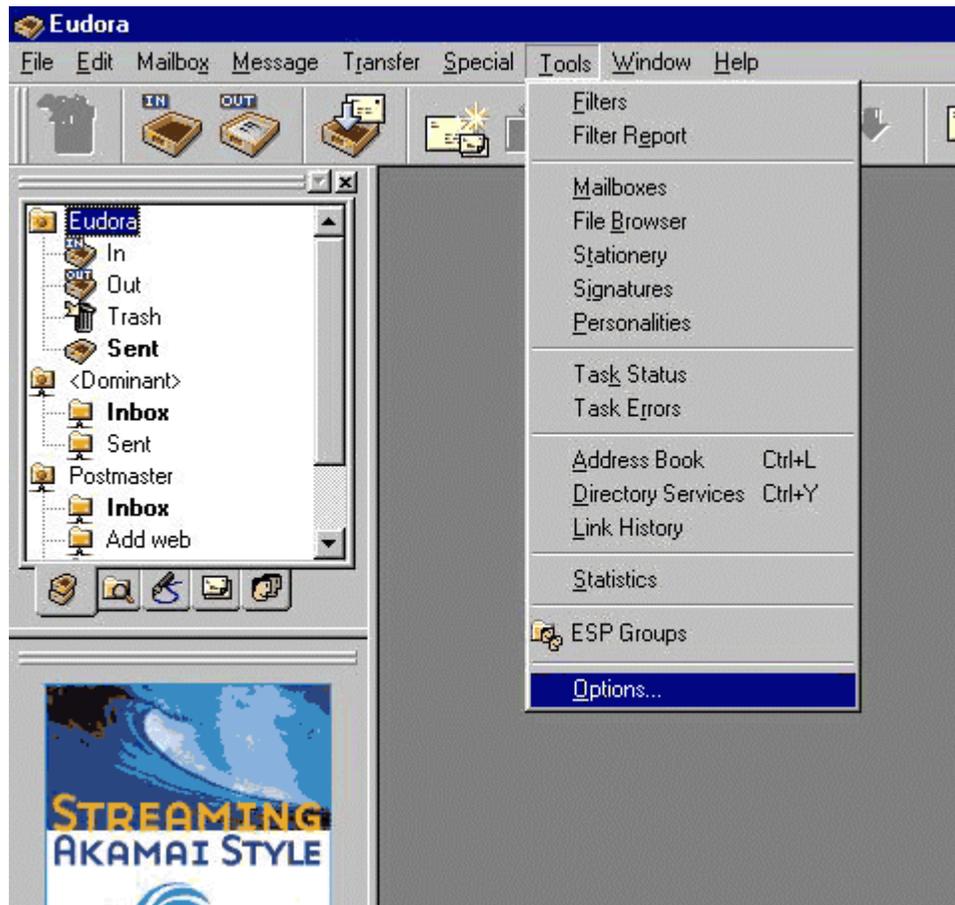
The example email address is: **yourname@yourdomain.com**

The example Domain is: **yourdomain.com**

## Configuration Steps

1. Start the Eudora program from your desktop or from the Eudora Program group menu (go to the Start button on Windows, choose Programs and then choose Eudora).

At the main Eudora screen, click on the **Tools** menu item, then select **Options** from the pull down menu. (see below)



2. Choose the **Getting Started** icon/button. On this screen you will need to fill in the **Real Name**, **Return Address**, **Mail Server (Incoming)**, **Login Name** and **SMTP Server (Outgoing)** values.

Mail Configuration Settings Values for Settings

---

Real Name: Your Name  
Return Address: yourname@yourdomain.com  
Mail Server (Incoming): mail.yourdomain.com  
Login Name: yourname@yourdomain.com  
SMTP Server (Outgoing): mail.yourdomain.com  
Allow Authentication: checked (turned on)

---

**Note:** Your login name is your FULL POP3 email address.

Eudora and Eudora Lite settings are similar, but the program requires users to be completely defined.

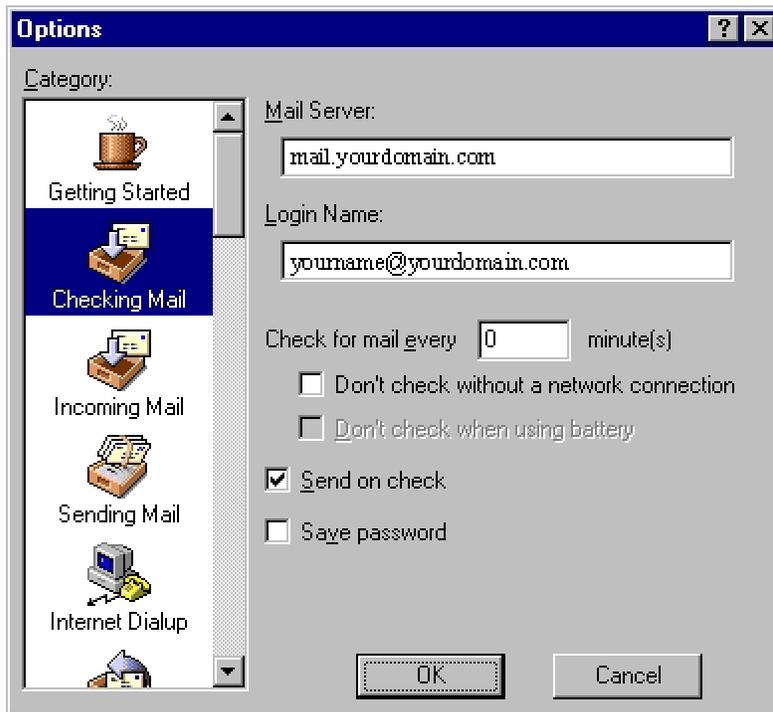
username%mail.domain name.com@mail.domain name.com

The above goes into the pop account box.

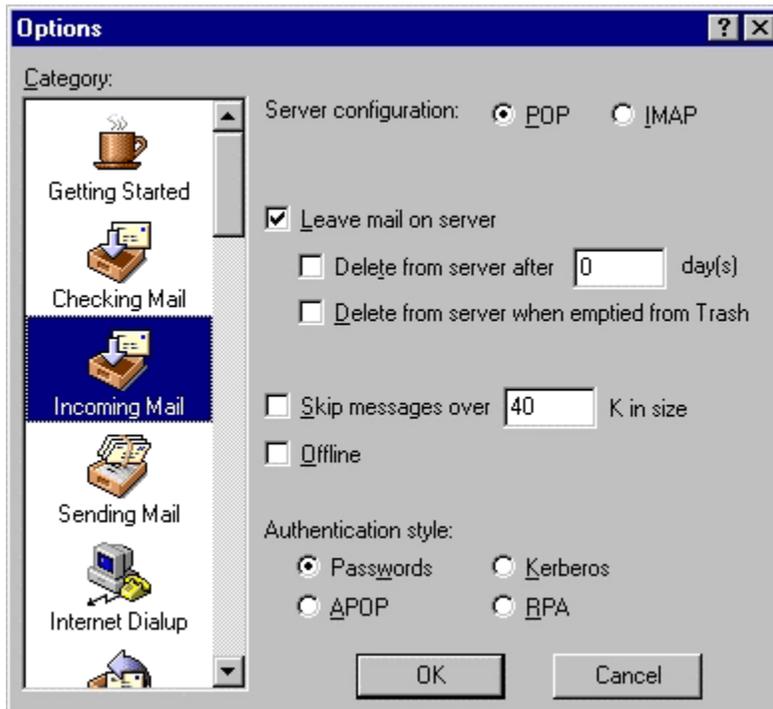


3. Click on the **Checking Mail** icon/button. The values for **Mail Server** and **Login Name** should already reflect your changes made earlier in step 2. (Verify that the Mail

Server and Login Name are completed.)



4. Click on the **Incoming Mail** icon/button.



5. Click on the **Sending Mail** icon/button. The values for **SMTP Server** and **Return Address** should already reflect your changes made earlier. If not, change them to the correct settings for your account.

Make sure that the **Allow Authentication** box is checked (turned on).



6. Click **OK** after making your changes.

**Configuration is complete!**

### **Configuring your Local Email Client (Netscape Messenger 4.X and 6.1):**

Follow the instructions below to configure Netscape Messenger 4.X and 6.1 for use with your Argosoft Mail Server Pro POP3 account.

Note: An example account name was used through the instructions. Please substitute your Argosoft Mail Server Pro POP3 email address information for the account used in the instructions.

The example email address is: **yourname@yourdomain.com**

The example Domain is: **yourdomain.com**

# Netscape

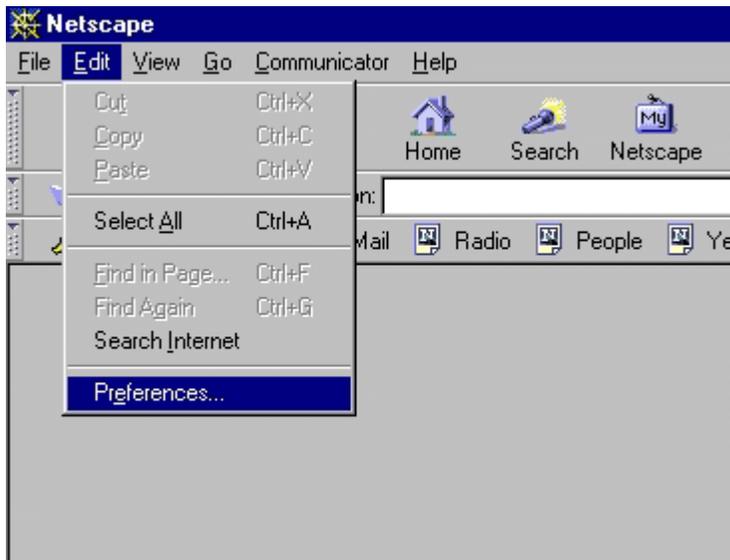
## [A. Netscape Messenger 4.X](#)

## [B. Netscape Messenger 6.1](#)

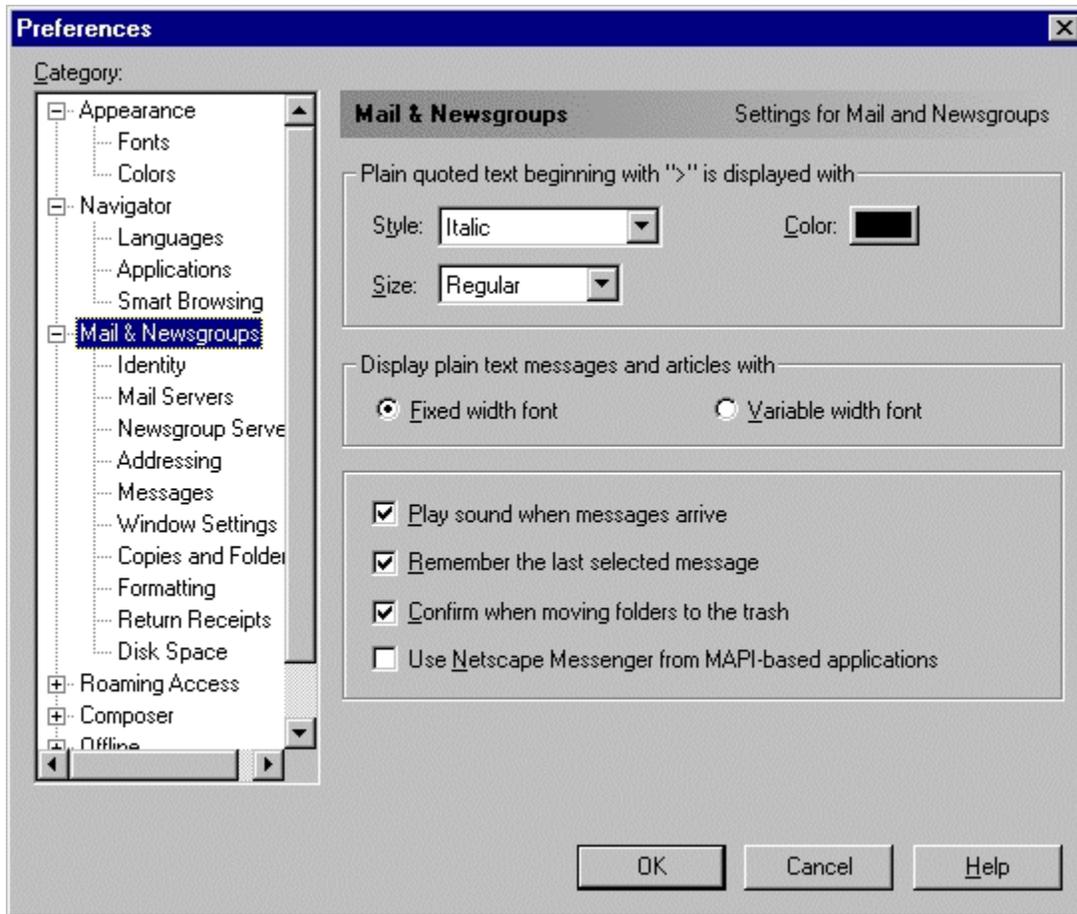
### A. Netscape Messenger 4.X

#### Configuration Steps

1. Start Netscape Navigator, when the Netscape Navigator main screen appears, click on the **Edit** menu item on the top menu bar (or press ALT-E), then choose/click on the sub-option called **Preferences**.

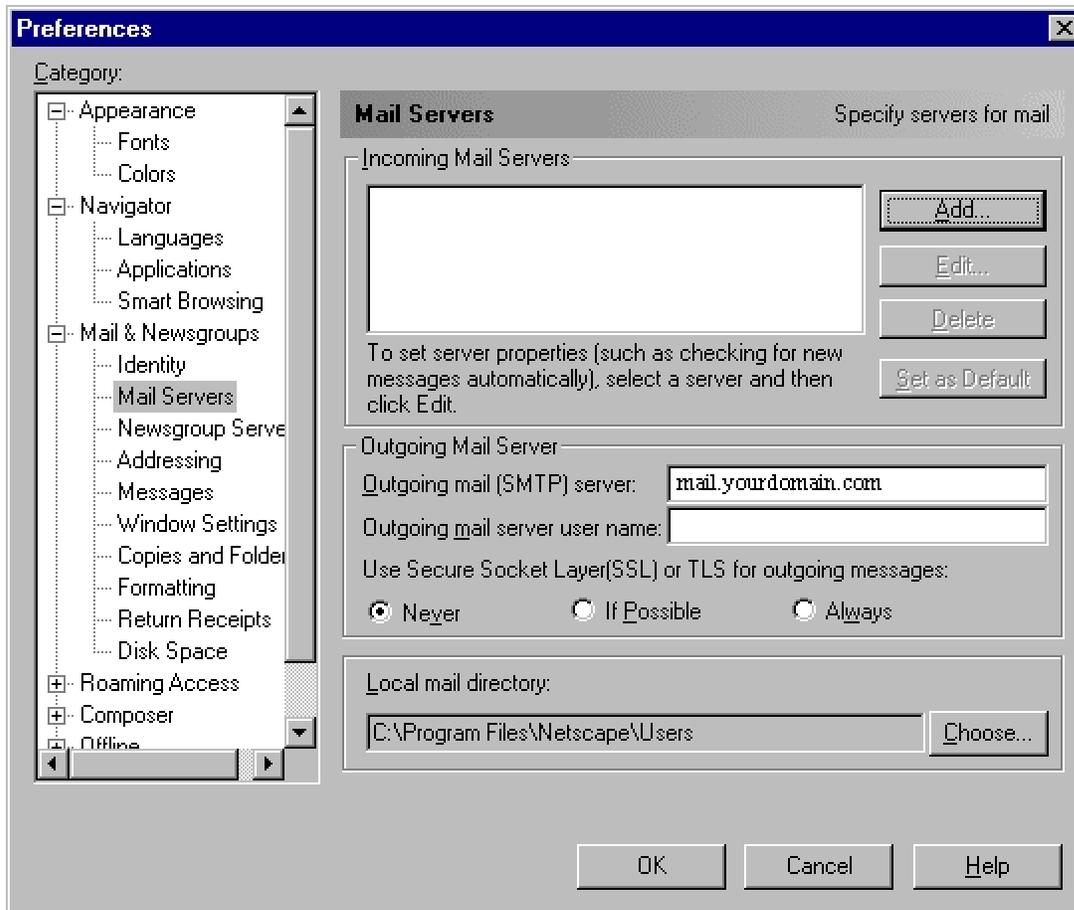


2. When the **Preferences** screen appears, click on the plus symbol next to the **Mail & Newsgroups** item listed on the left.



3. On the **Mail Servers** screen, enter the Outgoing mail (SMTP) server name:  
**mail.yourdomain.com.**

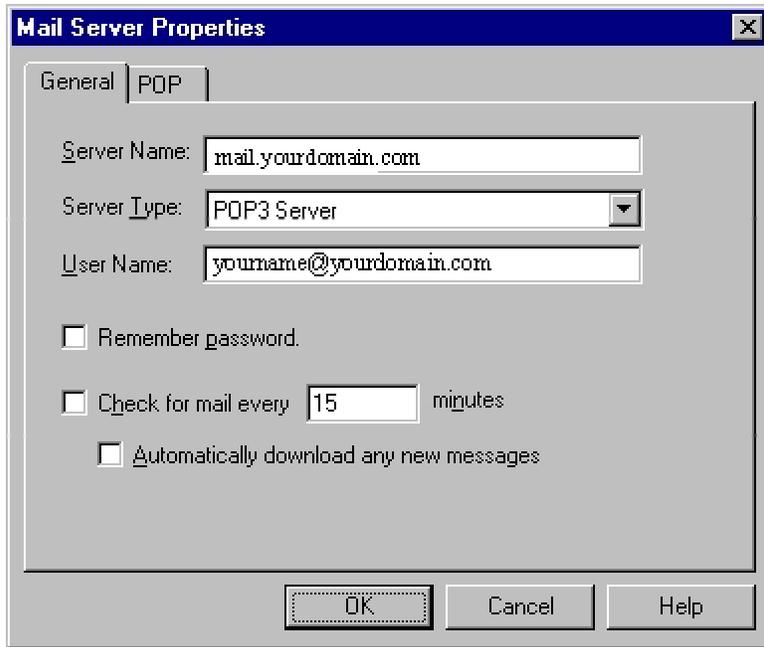
Please **DO NOT** enter anything in the Outgoing mail server user name box. Otherwise you will keep receiving "password incorrect" error messages.



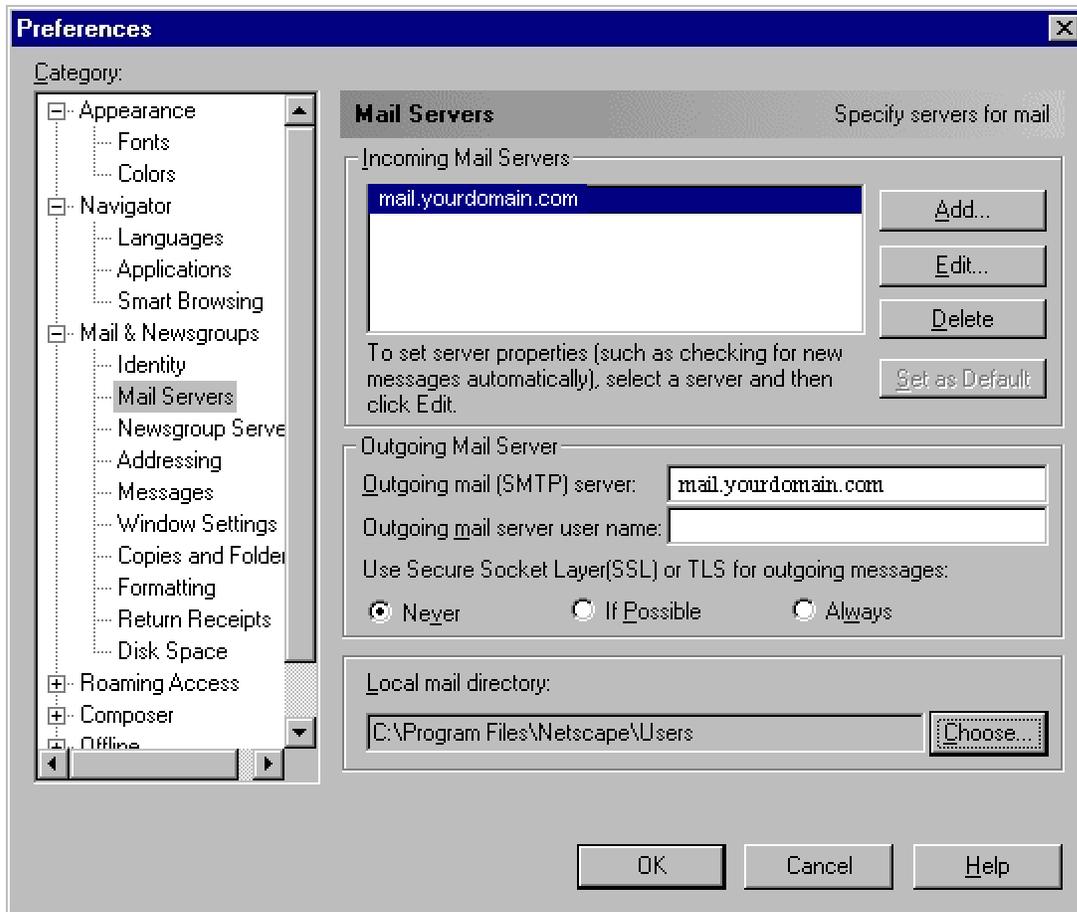
4. Next, still on the **Mail Servers** screen, click on the **Add** button to add your Incoming server name and parameters. This will bring up the **Mail Server Properties** screen for the account. Here you will enter in information regarding the server where you will get your mail from.

Make sure that the Server Type is set to POP3 on this screen, then enter the Server Name for your domain (this is your Incoming Server name). The example Server Name used is **mail.yourdomain.com**. Click the **OK** button when finished.

Enter the User Name as shown below, but if it doesn't work make your User Name like this: name%domain.com



5. Your settings should now look similar to the information below.



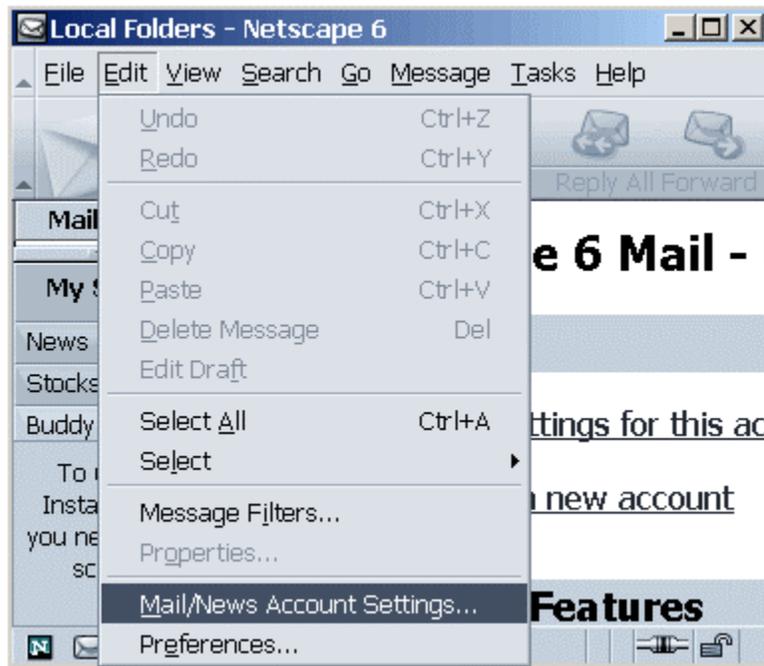
6. After verifying the above information is correct, click the **OK** button on all screens to return to the main Netscape Navigator screen. You may need to close Netscape Navigator and then start it again.

**Configuration is complete!**

## B. Netscape Messenger 6.1

### Configuration Steps

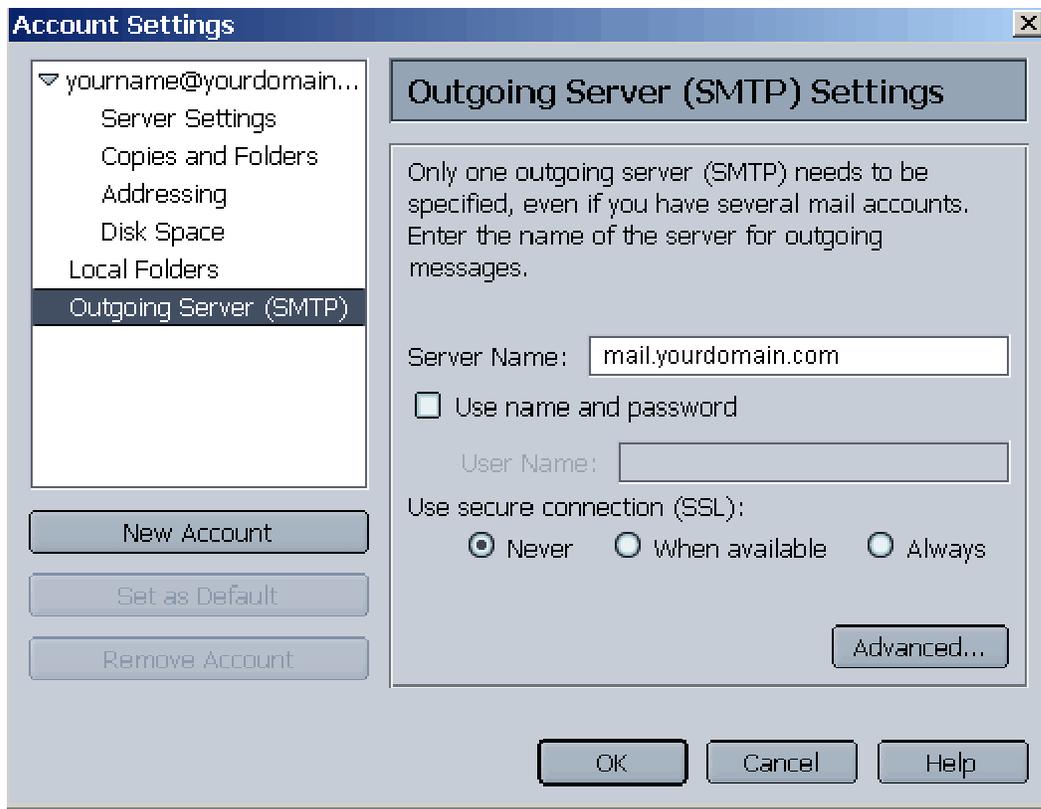
1. Open Netscape Mail from Start/Programs/Netscape 6/Mail. If you already have Netscape Navigator main screen open, click on the **Tasks** menu item on the top menu bar (or press ALT-T), then choose/click on the sub-options called **Mail**.
2. In the **Mail Window**, open the “**Edit**” menu and choose “**Mail/News Account Settings**.”



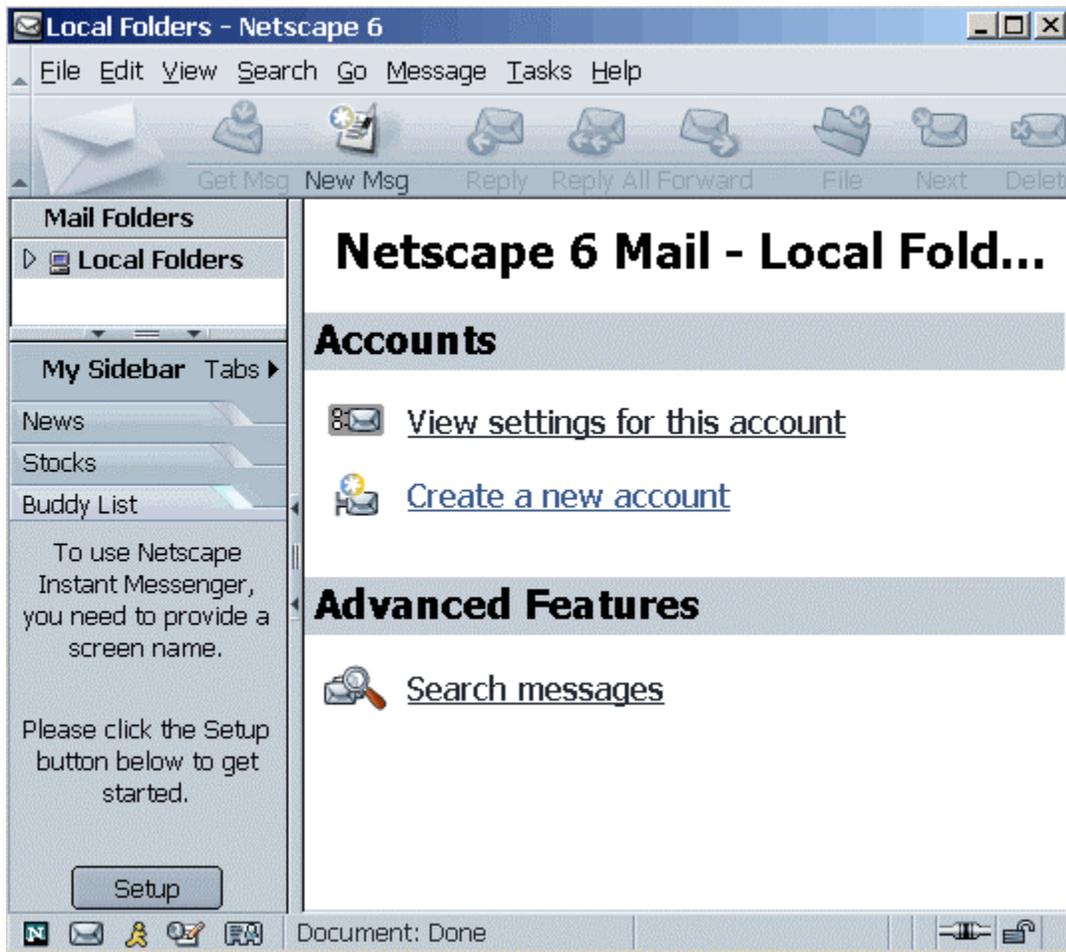
3. Then on the **Account Settings** dialog box, click choose "Outgoing Server (SMTP)" on the left window, and enter your mail server name, the example domain used is **mail.yourdomain.com** in the **Server Name** box on the right.

Please **do not** check the "User name and password" box. Under "Use secure connection (SSL), choose "**Never.**" Then, click **OK.**

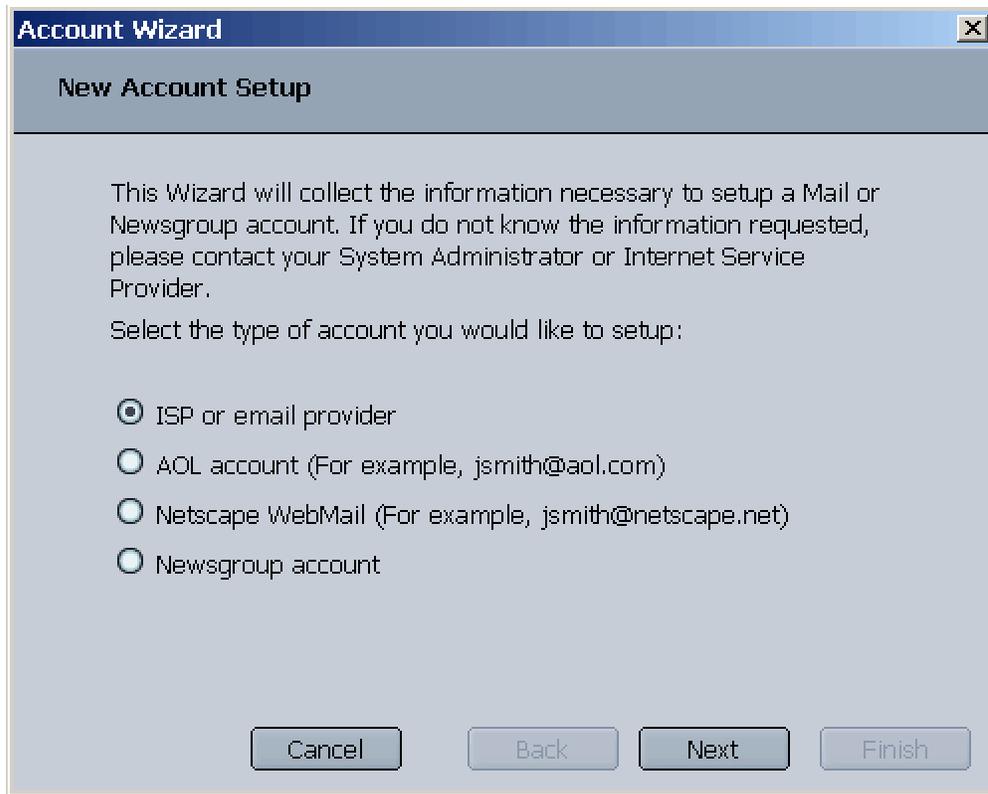
(You can click "**New Account**" and finish the Wizard first, and then come back and edit the Outgoing Server Settings.)



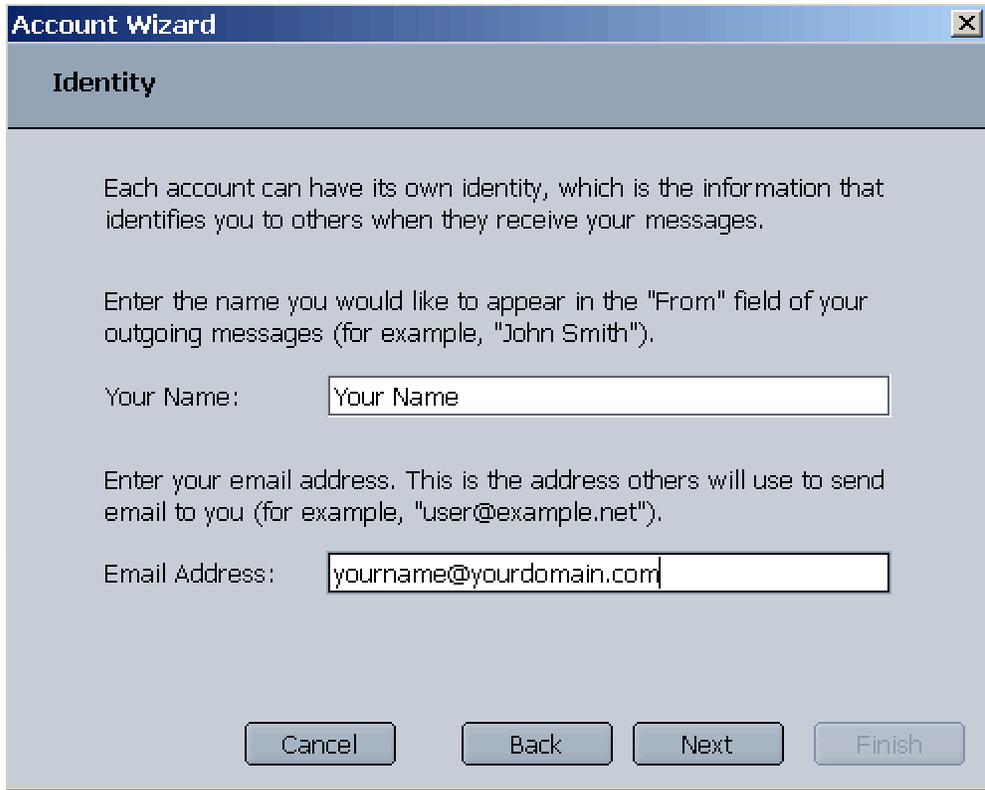
4. When you are back to the Local Folders window, click on the **"Create a new account"** link under **Accounts** to activate the New Account wizard.



5. Choose the type of account you want to set up, and click **Next**.

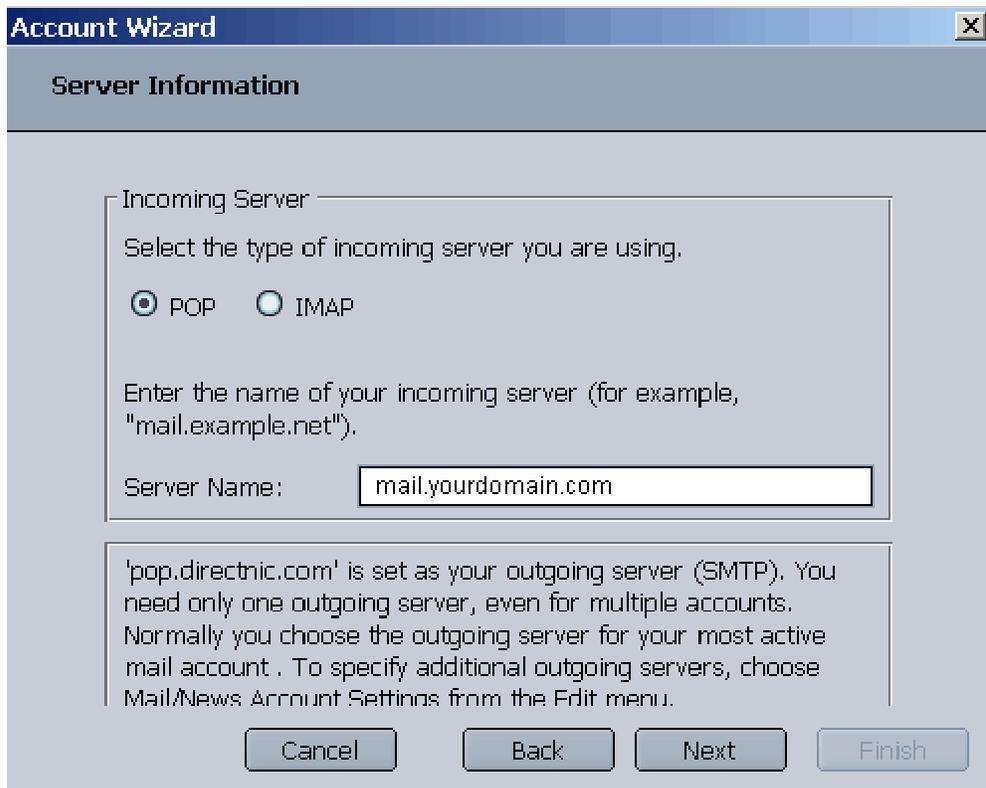


6. In the **Identity** section, enter your name (as you would like it to appear in the "From" field of messages you send) and email address (yourname@yourdomain.com), and click **Next**.

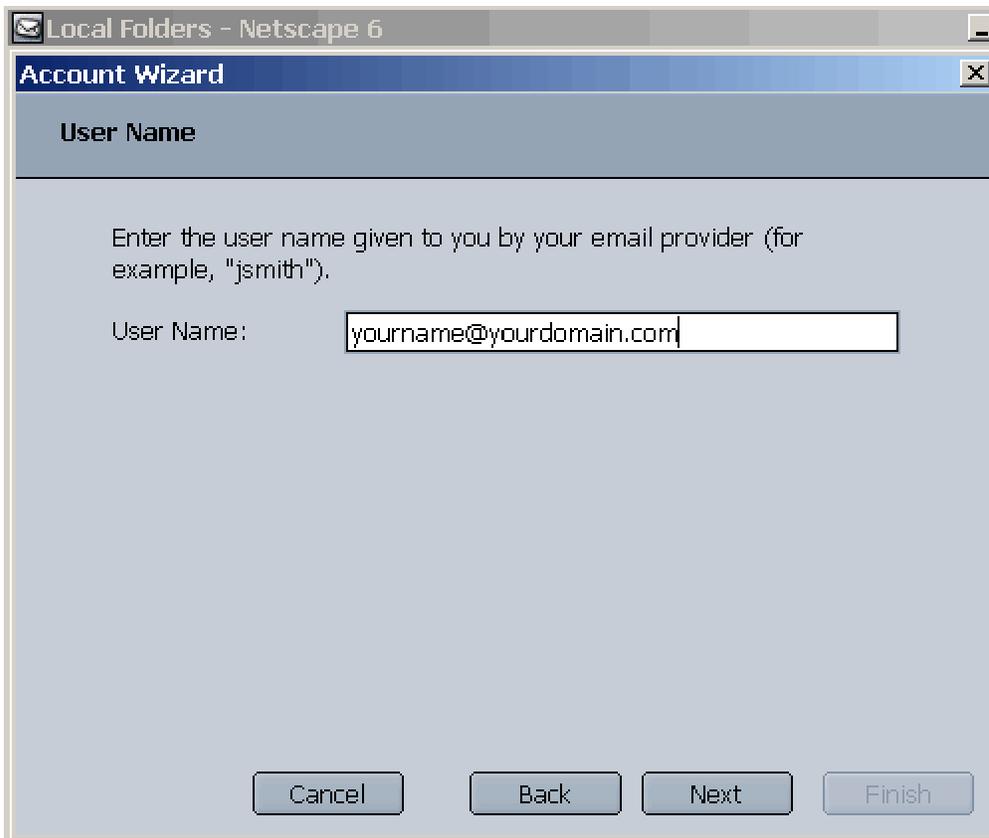


7. In the **Server Information** section, select the type of incoming mail server POP3. Enter the incoming server name and the outgoing (SMTP) server name. The example domain used is **mail.yourdomain.com**. Then click “Next.”

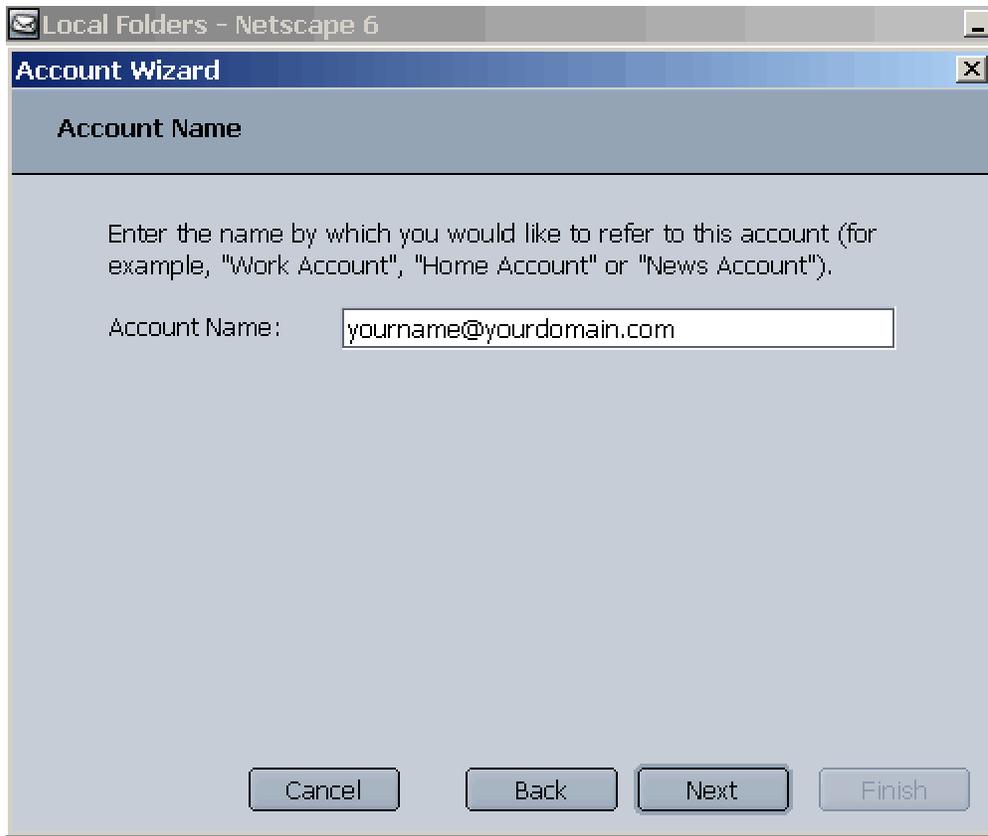
Note: Only one outgoing mail server (SMTP) needs to be specified, even if you have several mail accounts. If you have not configured the SMTP settings, then you should go back to steps 2 & 3 when you finish the wizard.



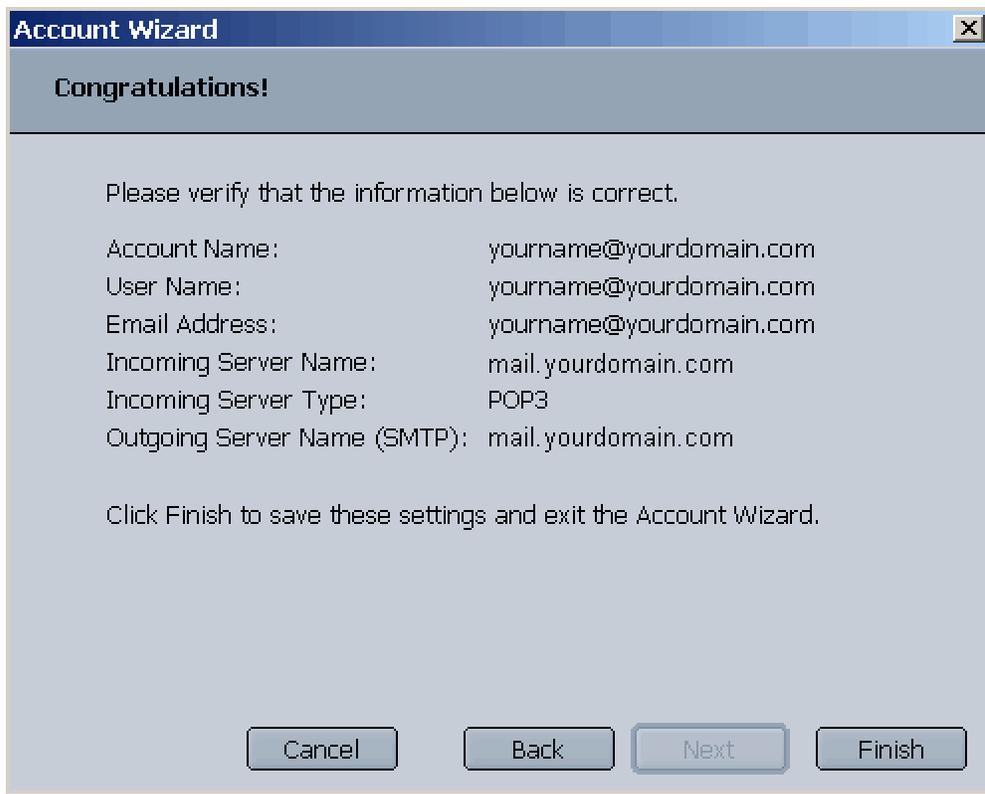
8. In the **User Name** section, enter your full email address (yourname@yourdomain.com) and click “Next.” If it doesn't work make your account name like this:  
yourname%yourdomain.com



9. In the **Account Name** section, assign a name for this account (for example, "Work" or "Family" or simply your email address), and click "Next."



10. Verify that the information you entered is correct. If necessary, verify the information you entered with your ISP or system administrator. Then click “**Finish**” to set up your account.



**Configuration is complete!**

# Pegasus

## Configuring your Local Email Client (Pegasus Mail):

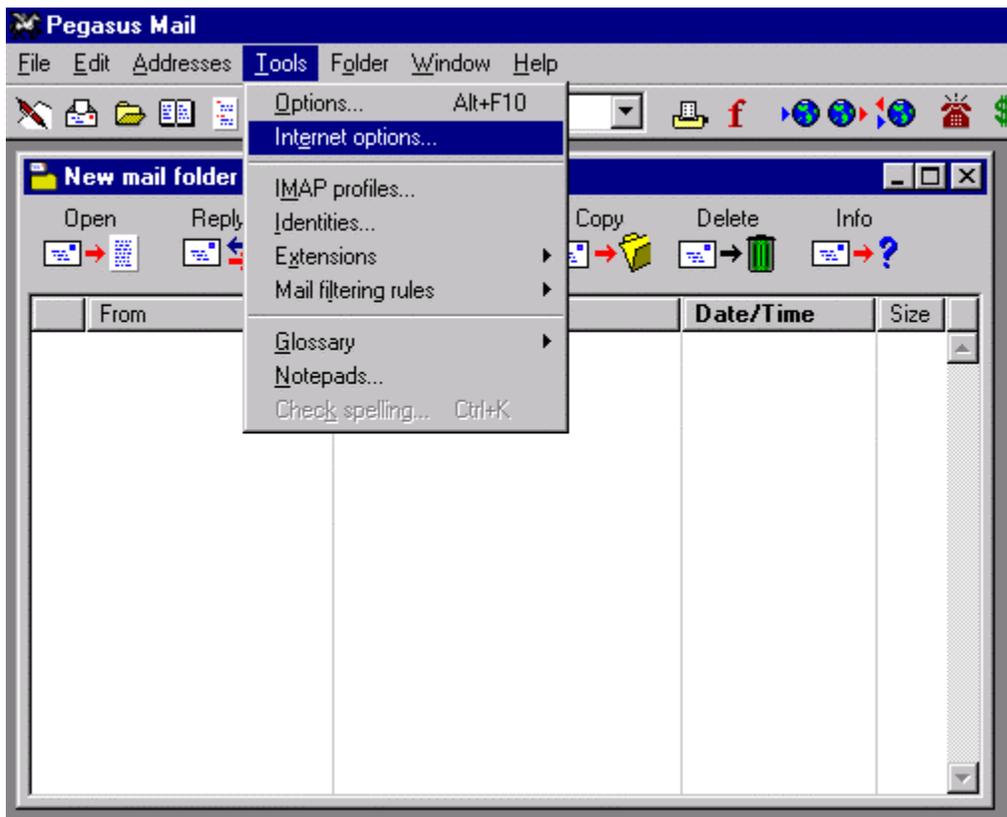
Follow the instructions below to configure Pegasus Mail for use with your Argosoft Mail Server Pro POP3 account.

Note: An example account name was used through the instructions. Please substitute your Argosoft Mail Server Pro POP3 email address information for the account used in the instructions.

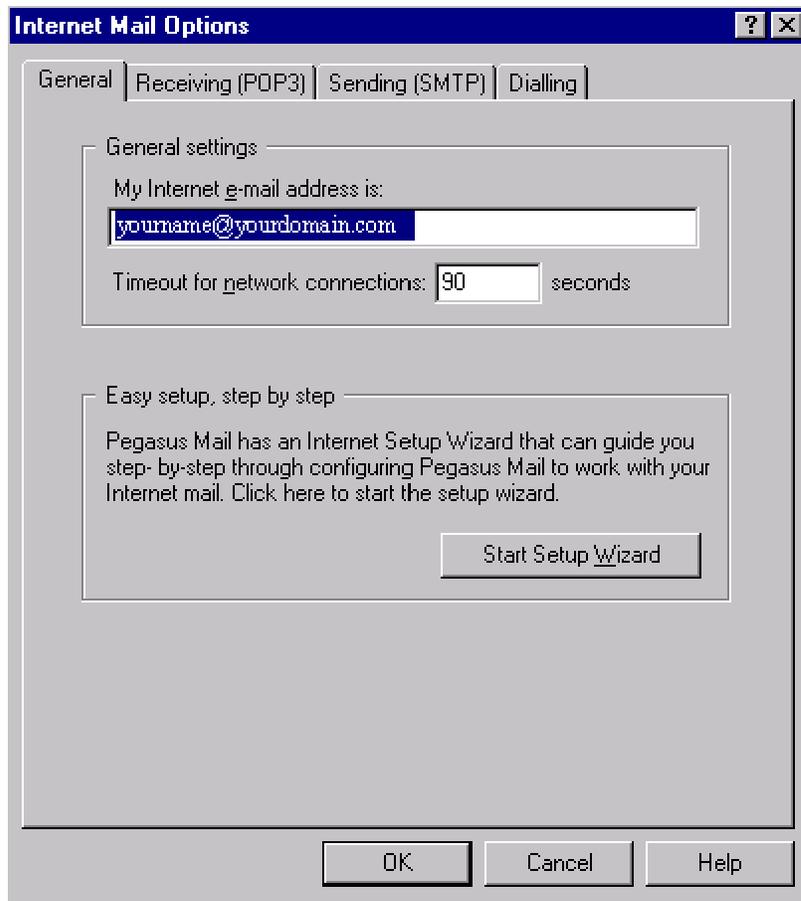
The example email address is: **yourname@yourdomain.com**  
The example Domain is: **yourdomain.com**

## Configuration Steps

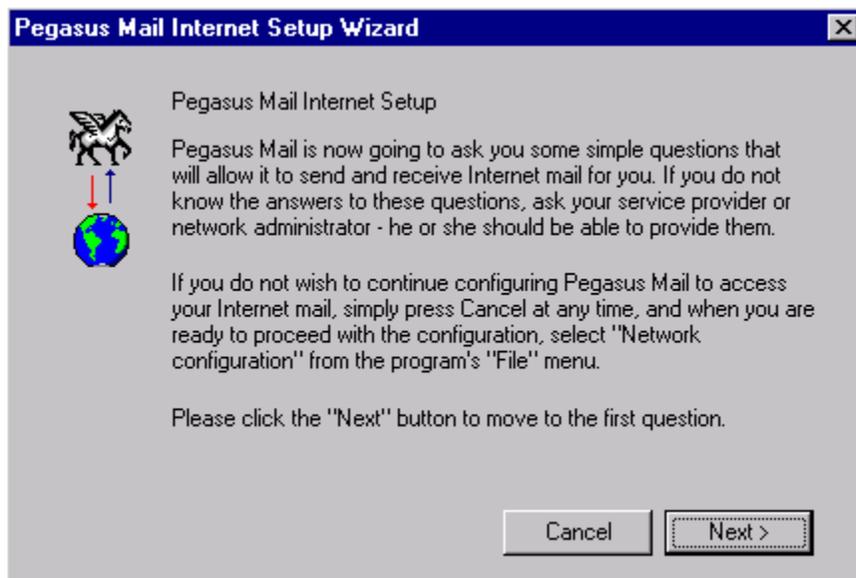
1. Start Pegasus mail from your desktop or from Start/Programs/Pegasus. Go to the **Tools** menu, then select **Internet Options**.



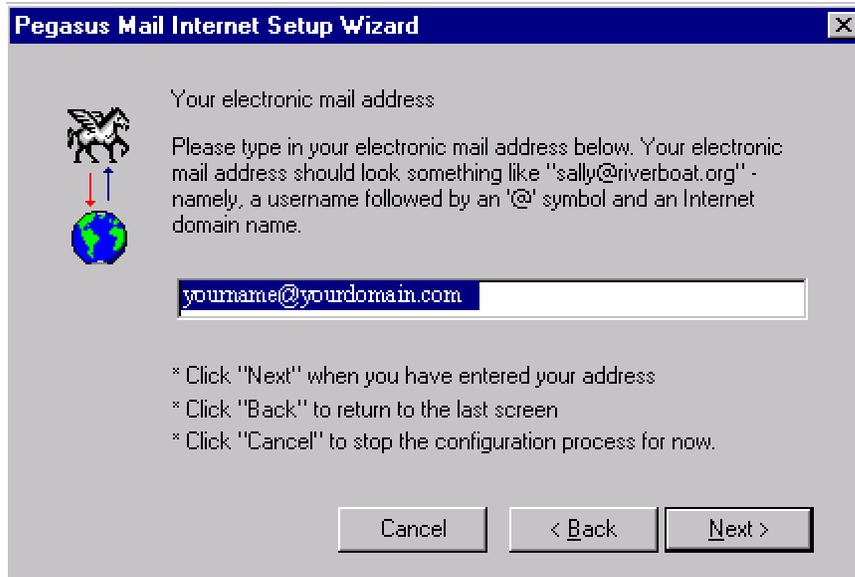
2. Click on the **Start Setup Wizard Box**.



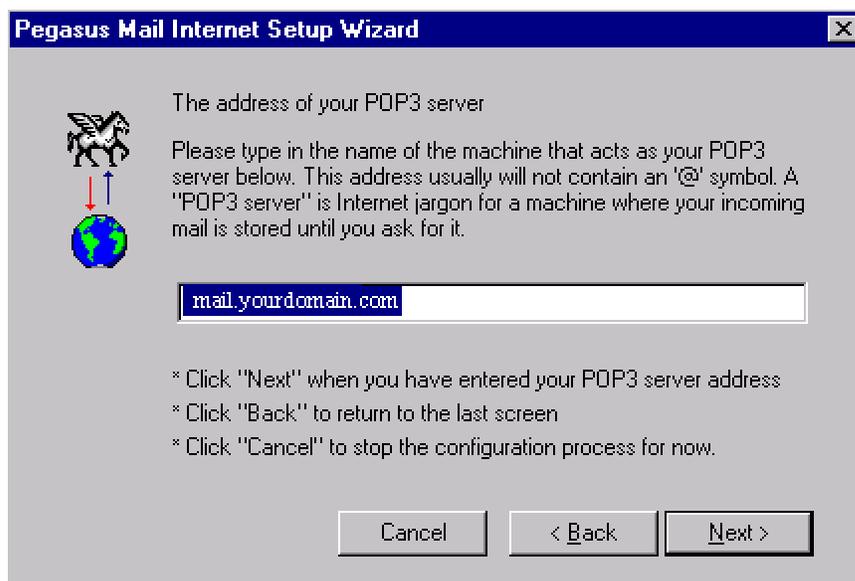
3. On the first screen, click **Next**.



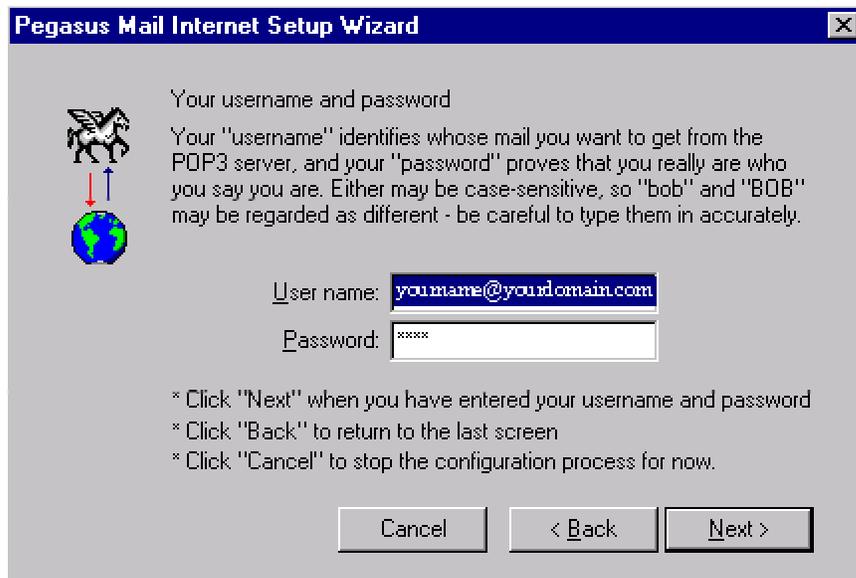
4. On the second screen, enter your email address, then click **Next**.



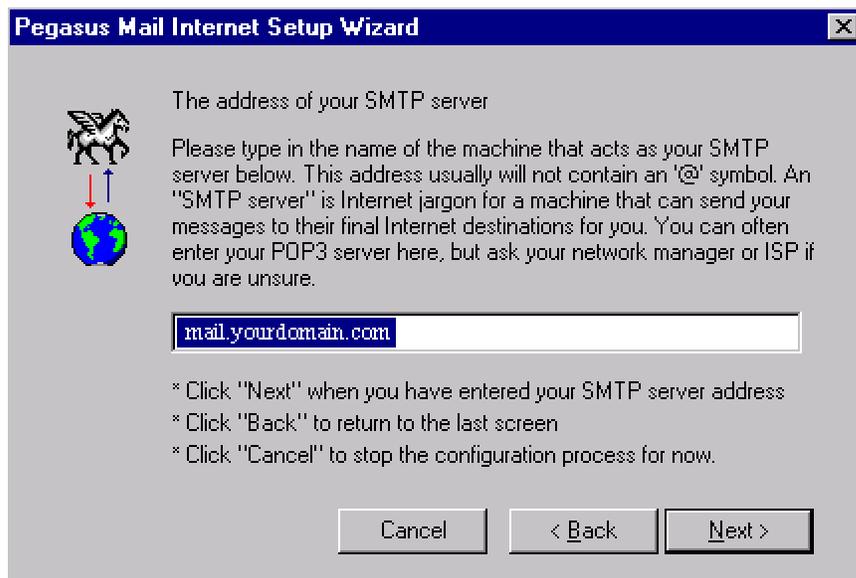
5. On the third screen, enter your POP3 Server. The example mail server used is **mail.yourdomain.com**. Then click **Next**.



6. On the fourth screen, enter your user name and password. Your user name is your full email address. In the example, it is yourname@yourdomain.com. Your password is your POP3 account password. Then click **Next**.



7. On the fifth screen, enter your SMTP server. The example domain used is **mail.yourdomain.com**. Then click **Next**.



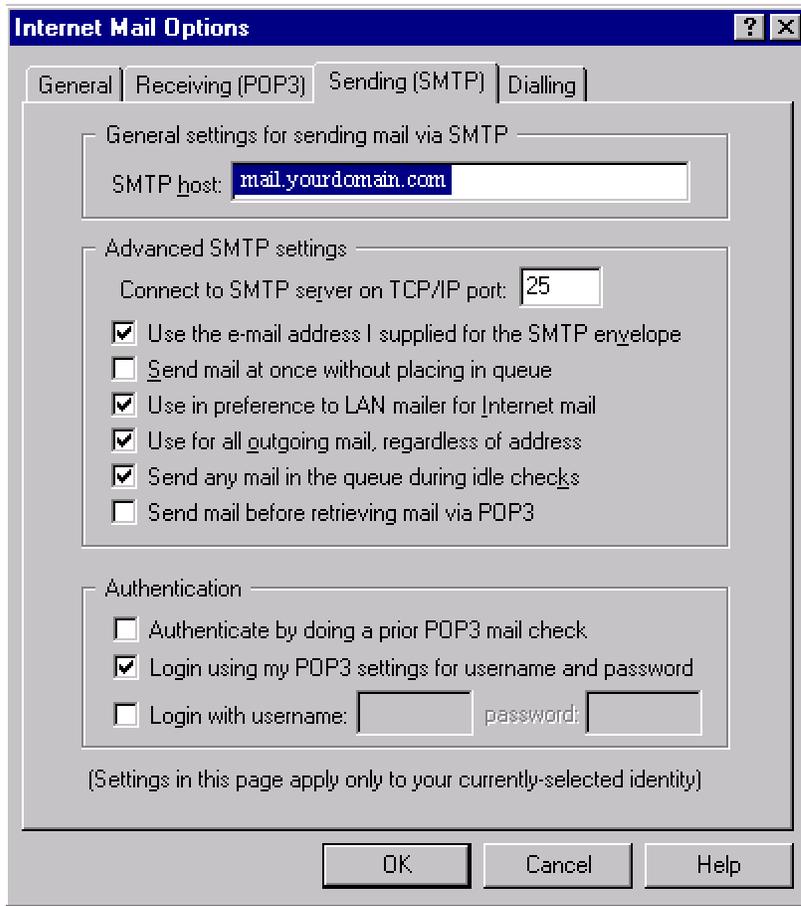
8. On the sixth screen, choose your Internet connection, Then click **Next**.



9. On the seventh screen, click **Finish**.



10. Back on the **Internet Mail Options** screen, click the **Sending (SMTP)** Tab. In the **Authentication** Box, check the **Login** using your POP3 settings for username and password. Click **OK**.



**Configuration is complete!**

## Generic Instructions

Note: An example account name was used through the instructions. Please substitute your Argosoft Mail Server Pro POP3 email address information for the account used in the instructions.

The example email address is: yourname@yourdomain.com

The example domain is: yourdomain.com

### Configuration Steps

1. Start your email program.
2. Find the Options/Accounts menu where you can input a new account. Look for key words such as your incoming/POP3 Server or outgoing/SMTP Server.
3. Go through the steps to add a new account to your email program, so that whenever you check mail using this email program it will check your Argosoft Mail Server Pro POP3 email account.
4. When you are asked to enter specific information regarding your new account, use the following as a reference:

Your Name: Enter your name as you'd like it to appear in the From field on your emails

User Name/Account Name/Subdomain/Alias: Enter the whole email address (yourname@yourdomain.com)

Email address: Enter your Argosoft Mail Server Pro POP3 email address

Incoming/POP3 Server name: [mail.yourdomain.com](mailto:mail.yourdomain.com)

Outgoing/SMTP Server name: [mail.yourdomain.com](mailto:mail.yourdomain.com)

Password: Enter your Argosoft Mail Server Pro POP3 account password

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## Online Resources

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<http://www.argosoft.com/applications/mailserver/>

<http://www.argostuff.net/>

<http://www.users.bigpond.net.au/theclub/>