



# GMS

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## The GMS User Guide

Fourth Edition

**Gordano Ltd**



# The GMS User Guide

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### **Autoport**

Gordano's "Autoport" technology is patented in the United Kingdom under patent number GB2391649.

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# Gordano Messaging Suite



## 1 Introduction

Your messaging system administrator has just installed The Gordano Messaging Suite. Depending on which GMS components are installed you will be able to benefit from:

- Access to your email from anywhere using any standards compliant web browser, standards compliant email client, Portable Digital Assistant (PDA), cell phone or other portable device.
- Protection from viruses.
- Protection from spam (unsolicited commercial email).
- Archiving and retrieval of any message you have sent or received.
- Being able to send Short Message Service (SMS) messages to mobile devices.
- Being able to send messages to pagers.
- Being able to communicate with friends and colleagues in real time using GMS Instant Messaging.
- Protection whilst browsing the internet through the Proxy server.

- Creating, managing and sharing your calendars, notes, tasks and address books with GMS WebMail Professional or Microsoft Outlook.
- Uploading, managing and sharing documents using document folders. Document folders also support document revision history.
- Maintain central address books which integrate with GMS WebMail Professional or Microsoft Outlook.
- Secure connections.

## 1.1 What is GMS?

Gordano Messaging Suite is a powerful combination of messaging products that will enable you to control the way in which you communicate with others. The various products are detailed below. If you are unsure which products have been installed on your system you should contact your administrator for further information.

## 1.2 What is GMS WebMail Professional?

GMS WebMail Professional is an advanced web based mail client that brings the power and look of a traditional workstation based mail client to your web browser. It will empower you to receive, reply and manage your e-mail securely from anywhere in the world. Like all Gordano products, GMS WebMail is easy and familiar to use, combining reliability with high performance. It includes an extensive range of features including unlimited address books, Aliases, Filters, and Folders for filing messages. Extensive support is provided for document management, including maintaining a revision history of each document and providing the ability to share documents with others. Calendars, Tasks, and Notes can also be provided by using GMS Web Organizer. This guide will explain how to use GMS WebMail Professional and its many features, to manage your e-mail.

## 1.3 What is GMS WebMail Express?

GMS WebMail Express is an alternative to the Professional client which is ideal for users with slower machines or slower internet connections. It has limited features when compared to the Professional client. The Express client is designed to keep page sizes and therefore load times to a minimum. It can also be accessed from all mainstream browser versions. This guide will explain how to use GMS WebMail Express and its many features, to manage your e-mail.

## **1.4 What is GMS WebMail Mobile?**

In addition to the Professional and Express clients GMS provides a mobile interface to your email account. This is a simple client designed for accessing your mail using a Personal Digital Assistant (PDA) or other hand-held device including iMode capable devices. This guide will explain how to access and use this client.

## **1.5 What is GMS Web Organizer?**

GMS Web Organizer allows you to use calendars to create important events and alarms to remind you when those events are due. It also allows you to maintain a Task List and free form Notes. Your Calendar, Task List and Notes can be shared with other users on the system allowing them to view your schedule and, depending on the access rights you give them, manage your events. This product is an essential tool in managing your busy working day.

## **1.6 What is GMS Anti-Spam?**

GMS Anti-Spam is an extremely powerful tool in the battle against unsolicited commercial email (UCE), also known as "spam". It allows you to set filters to prevent mail from people you don't know, known addresses you have banned and from senders using known "spam" techniques. Using this product can eliminate virtually all unwanted email you receive, hence reducing the time you spend each day deleting unwanted messages.

## **1.7 What is GMS Anti-Virus?**

GMS Anti-Virus is a server-based tool designed to protect the GMS Mail Client from malicious attacks. GMS Anti-Virus can be configured to work with any Internet mail server to provide automatic scanning and disinfection of email messages and attachments. This bi-directional process can remove potentially damaging viruses before they enter (or leave) the user's system. This capability is now essential given the emergence of viruses such as Nimda and Klez, which can infect Outlook users and their correspondents when they open, or simply preview, an infected email.

GMS Anti-Virus is integrated into the GMS server using a set of custom DLLs or shared libraries. Due to the close integration of these products performance is significantly increased. Coupled with the fact that GMS Anti-Virus is multi-threaded this results in significantly faster virus checking with minimal resource use. Multi-threading means many messages can be scanned at the same time. GMS Anti-Virus also removes the hassle of installing and configuring a separate third party virus checker.

Gordano's GMS Anti-Virus comes with two distinct Anti-Virus engines, providing both normal virus protection and protection from so called Zero Hour threats.

## **1.8 What are GMS SMS and Pager Gateways?**

GMS SMS (Short Message Service) and Pager Gateways enable you to send messages to cell phones and pagers from your desktop. This product, combined with Web Organizer, also provides the ability to generate alerts sent directly to your mobile phone or pager when a calendar event or task is due.

## **1.9 What is GMS Instant Messenger?**

GMS Instant Messenger (IM) allows you to have real-time text conversations with other users on your email system. It allows you to talk to single or multiple contacts at once. You can easily define which people you want to have in your contacts list and also block certain people from contacting you should you wish to. IM can also provide presence information allowing you to easily see when people are available to speak to and also to see how they would prefer to be contacted when they are not logged on to IM. GMS Instant Messenger can also be integrated directly into Outlook extending access to presence information while also allowing users to send Instant Messages, SMS (Text) Messages and Pager Messages directly from within the Outlook client.

## **1.10 What is GMS Collaboration?**

The GMS Collaboration server allows for the integration of Microsoft Outlook into the Gordano Messaging Suite. This allows for complete Outlook integration with all of the GMS eMail, Address books, Calendars, Note and Tasks, user access permissions allowing.

## **1.11 Who Should Read this Guide?**

This guide is for all users of GMS. If you would like to find out more about Gordano products or how to administer them, please download our other manuals from <http://www.gordano.com>.

## 1.12 Conventions

The following conventions are used in this guide:

<b>Convention</b>	<b>Used for</b>
Courier	Lines of code and e-mail messages.
<i>Italic</i>	Names of other guides, products and services.
<value>	Reference to information you must provide.
Option, page	The ", " abbreviates a sequence of actions. For example, "choose Content, Global Filters" means click the Content button on the toolbar, then choose the Global Filters page.

The following symbols are used in this guide:



Tip — gives optional extra information you may want to act on. You can ignore these if you wish.



Information — gives additional explanation of points. You should read these.



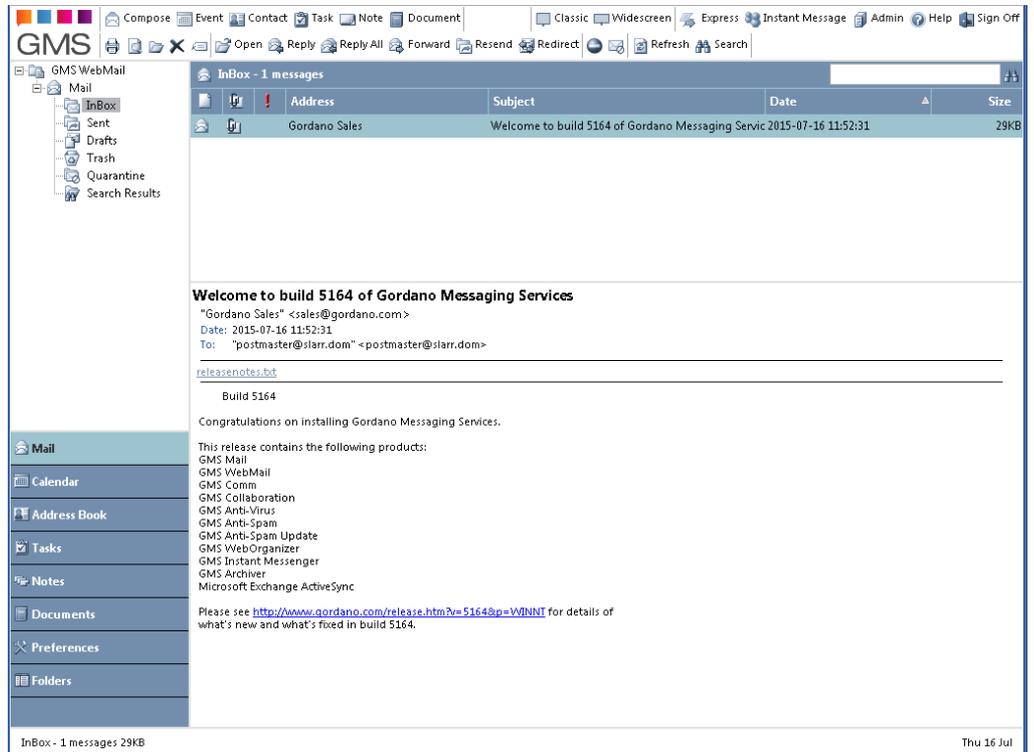
Warning — warns of areas where you could damage some element of your system. You must read these.

## 1.13 Help

Context sensitive on-line help is available within GMS products at any time by clicking on the Help icon. 



# WebMail Professional



The screenshot displays the GMS WebMail interface. The top navigation bar includes options like Compose, Event, Contact, Task, Note, Document, Classic, Widescreen, Express, Instant Message, Admin, Help, and Sign Off. The left sidebar shows a folder tree with Mail, InBox, Sent, Drafts, Trash, Quarantine, and Search Results. The main content area shows an email in the InBox with the subject 'Welcome to build 5164 of Gordano Messaging Services' from 'Gordano Sales'. The email body contains a welcome message and a list of products included in the build.

Address	Subject	Date	Size
Gordano Sales	Welcome to build 5164 of Gordano Messaging Serv	2015-07-16 11:52:31	29KB

**Welcome to build 5164 of Gordano Messaging Services**  
"Gordano Sales" <sales@gordano.com>  
Date: 2015-07-16 11:52:31  
To: "postmaster@slarr.dom" <postmaster@slarr.dom>

[releasenotes.txt](#)

Build 5164

Congratulations on installing Gordano Messaging Services.

This release contains the following products:  
GMS Mail  
GMS WebMail  
GMS Comm  
GMS Collaboration  
GMS Anti-Virus  
GMS Anti-Spam  
GMS Anti-Spam Update  
GMS Web Organizer  
GMS Instant Messenger  
GMS Archiver  
Microsoft Exchange ActiveSync

Please see <http://www.gordano.com/release.htm?v=5164&p=WNNT> for details of what's new and what's fixed in build 5164.

InBox - 1 messages 29KB Thu 16 Jul

# 1 Finding your way around

## 1.1 Introduction

GMS WebMail Professional has been designed to be intuitive to use. There are, however, certain aspects of the User Interface that need to be more explicitly described so that you can gain maximum benefit from them.

Additionally, it is useful to identify the various parts of the User Interface and how they are referred to throughout this User Guide.

## 1.2 The Display



*It is recommended that a screen resolution of at least 1024 x 768 is used when using the Professional WebMail client.*

Once logged on you will see the display, shown in figure 1. There are several parts to the screen as identified in the figure.

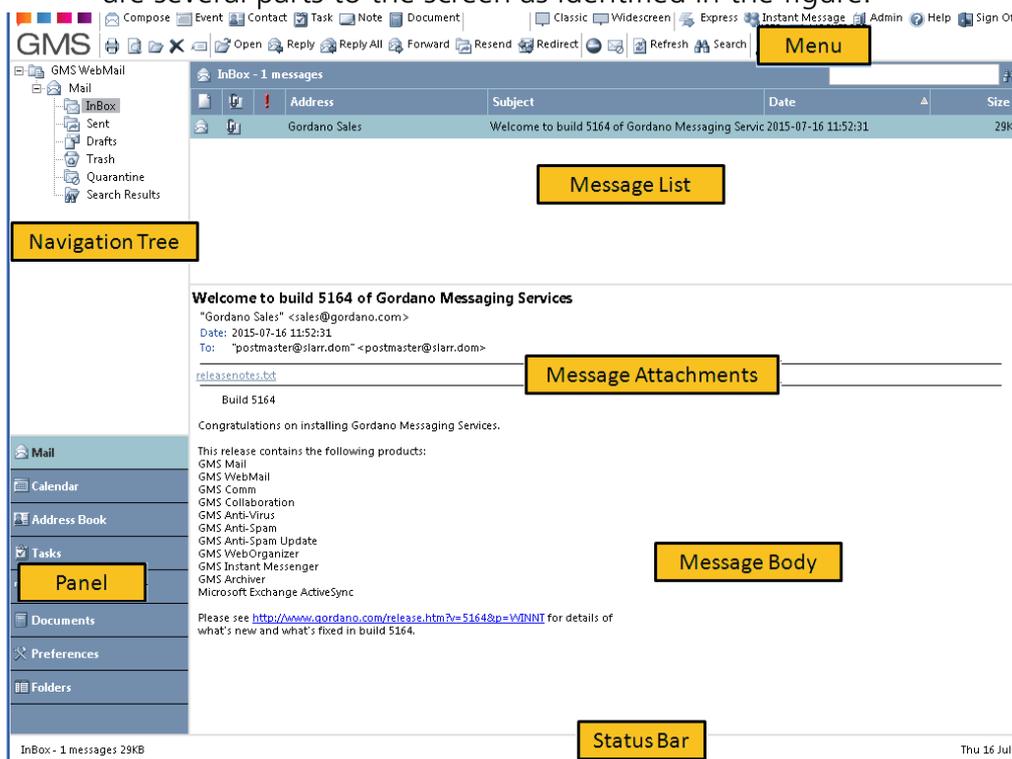


FIGURE 1.

### Menu

The menu bar along the top of the display provides you with options for using the address book, composing a message, context sensitive help, and so on. If you are using the Firefox web browser, this menu bar can be resized.

**Compose**

Click this to compose a new e-mail message.

**Event**

Click this to open a calendar event screen allowing you to add an event to a calendar. See "Calendars" on page 39. This is available with GMS Web Organizer.

**Contact**

Click this to add a new contact to your address books. See "Address Books" on page 63.

**Task**

Click this to open a Tasks screen allowing you to add a new task to your task list. See "Tasks" on page 79. This is available with GMS Web Organizer.

**Note**

Click this to open a Note screen allowing you to add a note to a folder. See "Notes" on page 93. This is available with GMS Web Organizer.

**Document**

Click this to open the Document screen allowing you to create or upload documents to the server. See "Documents" on page 101.

**Express**

This button allows you to switch from the Professional Interface to the Express interface which is more suitable if in low bandwidth situations.

**Instant Message**

Click this to launch an Instant Messaging window. See "GMS Instant Messenger" on page 297.

**Admin**

If you are the system administrator this switches you to the configuration display. If your e-mail account is with a GMS Mail server this will also take you to the GMS Mail configuration for your account. This icon is only available if you logon to GMS WebMail on the Administration GUI port.

**Help**

Click this for context-sensitive help at any time.

**Sign Off**

When you have finished remember to log out by clicking the Sign Off icon.

## Navigation Tree

The left portion of the display contains the Navigation Tree. When you click on the + sign the "branches" of the tree will expand to show more options. When you click on the - sign the "branches" will contract to hide the options. When you first log on, you will see the account summary that gives details of the status of your account. You can move directly to your Mail, Calendar, Task list, or other areas by clicking the appropriate buttons in the Panel, alternatively you can use the tree on the left to navigate to where you want to go. The use of the Panel is further described later.

## Message List

The list of message folders are already expanded. There are initially four folders available with two additional special folders for Quarantine and Search Results. To learn more about folders see "Folders" on page 31.

All messages that are sent to you will be placed in the folder called "Inbox". When you first log on, this will be highlighted in blue if there are any new messages for you.

When you send a message a copy will be placed in the "Sent" folder.

When you delete a message it will be moved to the "Trash" folder just in case you need it later (Trash is emptied when you sign off unless you change the preferences see page 122).

The "Drafts" folder contains messages you are composing but have not sent yet.

## Right-hand Side

On the right hand side of the display you will see the contents of the currently selected folder or a dialog asking for more information. When you first log on you can see the list of messages in your inbox at the top right of the screen and the message preview area below it.

## Status Bar

The final area of the screen is the "Status Bar" which runs along the bottom of the page. This confirms when operations are complete and displays additional information such as the last time you logged on or the number of messages in a folder.

## 1.3 General Functionality

### Resizing Screen Panes

If you wish to expand the bottom boundary of the message list, hold the mouse pointer over the boundary until the icon changes to a double ended arrow. Click and drag the boundary to your new chosen size.

You can also expand the Navigation Tree pane widthways in a similar way.

### Panel

The Panel in the lower left of the screen provides a means of quickly accessing nodes within the Navigation Tree. The appearance, or otherwise, of items in the Panel is configurable under **Preferences**.

You can reduce the number of items displayed as buttons in the Panel by dragging the Panel downwards in a similar manner to resizing screen panes as described previously. As you drag the Panel downwards, buttons are removed from the bottom of the Panel and replaced with icons. The reverse is also true.

### Drag and Drop

You can drag and drop items to various folders using the mouse. Clicking and holding the **left** mouse button when dragging and dropping an item will **move** the item. Performing the same operation with the **right** mouse button will **copy** the item.



*You can drag and drop items either onto the Panel or onto the Navigation Tree.*

---

Items can be dragged and dropped as follows. Note that the cursor changes to a 'No Entry' sign if an item cannot be dragged and dropped to the current location.

<b>Item in...</b>	<b>drag and drop to...</b>
Message List	Message folders or any other folder
Calendar Events	Calendar
Address Book	Address Books
Task List	Task folders
Note List	Notes folders

The drag and drop action with Mail messages has several outcomes, depending on which folder the message is dragged to:

<b>Message dragged to...</b>	<b>Results in...</b>
Address Book	New contact
Calendar	New event
Task Lists	New task
Notes List	New note

## 1.4 Navigation

### Cursor Keys

The cursor keys operate in different ways depending on which part of the screen has focus.

#### Navigation Tree

When this has focus, the Up and Down cursor keys move up and down through the folders. The right arrow expands the current node (if possible), the left arrow collapses the current node (if expanded), and the Enter key selects the currently-highlighted node.

#### Message List

When this has focus, the Up and Down cursor keys move up and down through the list of messages. Press Return or Enter to display the highlighted message. The Home key will go to the first message and the End key to the last message. Page Up and Page Down take you up and down a screen's worth of messages, respectively.

#### Calendar Date Selector

When this has focus, the Up and Down and the Page Up and Page Down cursor keys move through the calendar. Depending on the

Calendar view (Day, Week or Month), these keys operate as follows:

	<b>Day View</b>	<b>Week View</b>	<b>Month View</b>
Cursor Up	Up through the day in half-hour increments	Up through the day in half-hour increments	Up through the current column (that is the previous week)
Cursor Down	Down through the day in half-hour increments	Down through the day in half-hour increments	Down through the current column (that is the next week)
Cursor Right	Next day	Next day	Right along the current row (that is the next day)
Cursor Left	Previous day	Previous day	Left along current row (that is the previous day)
Page Up	Up a screen's worth of hours	Up a screen's worth of hours	Previous month
Page Down	Down a screen's worth of hours	Down a screen's worth of hours	Next month

## Other Keyboard Shortcuts

In addition to the cursor control keys, there are a number of other keyboard shortcuts available. These are fully described in a later chapter. (See "Shortcuts" on page 144.)

## Calendar

When in any of the calendar views you can move around the view using the keyboard. To enable keyboard navigation click anywhere in the calendar view. The following keyboard options will then be available:

<b>Keystroke</b>	<b>Result</b>
Arrow Keys	Date/Time selection (see above for details)
Enter	Selects and displays selected event
Delete	Deletes selected event



## 2 Reading Messages

### 2.1 Log in to GMS WebMail Professional

On your workstation, start up your web browser. Enter the URL your administrator should have provided and you will see a page displayed asking you to log on. The login page will ask you for your full e-mail address and password which will have been given to you by the system administrator. Enter these details, select GMS WebMail Professional from the **Interface** drop-down and click **Login**.

If you check the "Launch new window" option, GMS WebMail opens in a new browser window.

The following chapters describe how to use the Professional interface. The Express, Mobile and Instant Messaging interfaces have their own sections in this guide.

### 2.2 Viewing e-mail

To view your messages click the **Inbox** option in the navigation tree on the left of the display. A typical Inbox is shown in figure 2

To sort your messages click on a category in the bar above the list of messages. For example, click **Address** to sort by e-mail address. Click on it again to order in the opposite direction.

The widths of the columns may be changed, hold the mouse pointer over the boundary until the icon changes to a double ended arrow. Select and drag the pointer to change the column width.

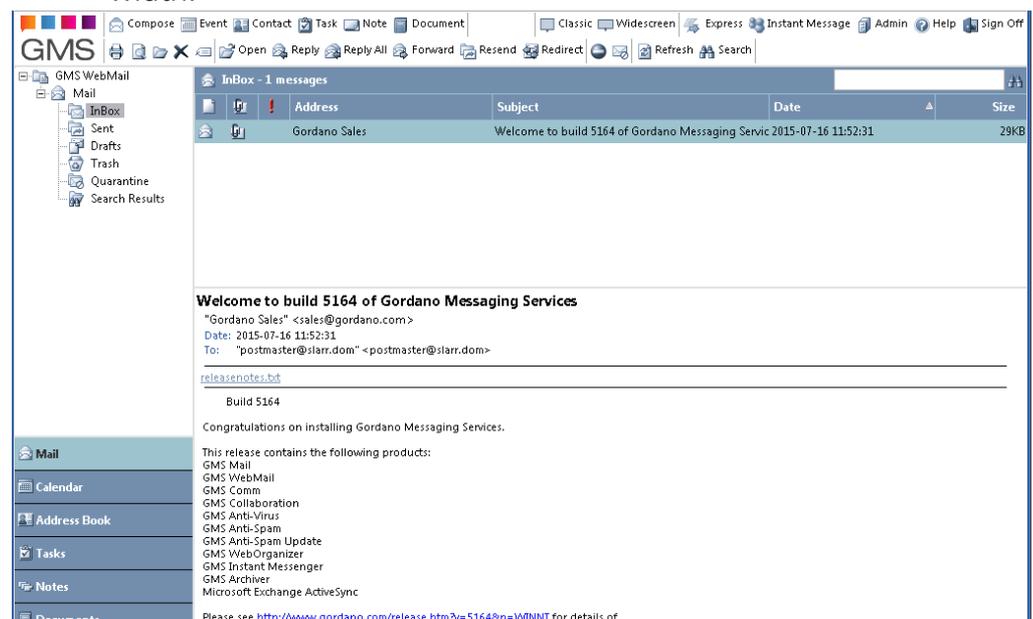


FIGURE 2.

Single clicking on a message will display the message content in the preview pane found below the list of messages. Double-clicking on a message will display it in a new window (See "Viewing method" on page 127).

In the preview pane, the information displayed is: the message Subject, who it is From, the Date sent (including the time), who it is To, any attachments. Below this you is the content of the selected message.

In the status bar you can see how many messages there are in the folder and how large the folder is.

Once a message has been selected a number of new buttons will appear along the top of the display.



### Send to printer

Click this to display the message in a separate window along with a dialog for printing the message.



### View message details

Click this to show the full message including all headers. It is useful to find out more details about where the message came from.



### Store

Click this to move or copy any selected messages to a folder you choose.



### Delete

Click this to remove any selected messages from the current folder and send them to the **Trash** folder. By default when you sign off from WebMail the contents of the **Trash** folder will be emptied.



### Tag

Click this to attach a tag to the message, which you can use to highlight and sort important e-mails. A colored marker is displayed next to the address to remind you it has been tagged. (See the chapter "Creating a new tag" on page 185). You can use tags in conjunction with filters to have messages highlighted in different colors in the message listing.



### Open

Click this to open the selected message.

**Reply to sender**

Click this to compose a reply to the currently selected message. The reply goes to the original sender only. The compose screen will be explained in the next section.

**Reply to all**

Click this to compose a reply to the currently selected message so that it is copied to all the original recipients. Once you have typed your reply, click **Send**.

**Forward**

Click this to send a copy of the currently selected message to another recipient. This will change the from address so that it appears the e-mail has come from you. You can add your comments to the e-mail before it is sent.

**Resend**

Click this to forward the message you are looking at to any other recipient with the difference that the original senders From address will be maintained and (by way of <your details>) appended.

**Redirect**

Similar to the Forward option but does not prefix each line.

**Block sender**

Click this to add the sender of the selected message to your blocked senders list. Once they have been added to the list messages from that person will no longer arrive at your Inbox. This feature is available with GMS Anti-Spam.

**Report as junk**

Click this to automatically report the message as spam. This will then be forwarded for review by your system administrator, unless he has decided to trust you to report spam directly. This feature is available with GMS Anti-Spam.

**Mark message as mail**

Adds details of the message to your Bayesian dictionary indicating that the message should be considered as good mail. This feature is available with GMS Anti-Spam.

**Mark message as junk**

Adds details of the message to your Bayesian dictionary indicating that the message should be considered as junk mail. This feature is available with GMS Anti-Spam.

**Refresh**

Click this to tell GMS Webmail to check if any new e-mail has arrived for you. When we discuss Preferences you will see how to automate this process. See page 119.

**Search**

Click this to launch the search tool. The search options are covered in the chapter "Searching" on page 37.



---

*Gizmos may add other buttons to those shown here. The actual buttons and their functionality are dependent on the particular Gizmo and are not described here.*

---



---

*Once you have logged out it is not possible to press the browser's BACK button to view your e-mail.*

---

## 2.3 Reading Attachments

When you receive a message with an attachment, a link to the attached file will be displayed below the message header. To view an attachment, click on the link and the application associated with the file will open within your browser. Alternatively you can save the attachment to another location. To do this right-click the link and pick the "Save Target As..." option from the pop-up menu. Specify the location you want to save to and the filename you want to use. If no program is associated with the attachment the "Save to disk" option will open automatically.

## 2.4 Reading Vcards

When you receive a message it might include an attached vCard (Electronic Business Card) which contains contact information about the sender of the message or even a third party. You can view and add the content of the vCard to your address book. To do this simply click on the link for the vCard below the message header. See "Address Books" on page 63 for more information about vCards.

### 3 Composing a Message

The screen for composing a message is the same as for replying to, forwarding and re-sending a message. If you have the GMS SMS gateway installed, you will also be able to send messages to mobile phones.

To compose a new message, click the Compose icon at the top left of the page.



To respond to a message select the message in the message listing for that folder. Then click one of the buttons along the top of the page. - The options are Reply, Reply All, Forward, Resend and Redirect as discussed in the previous chapter. Clicking any of these options will display the "Compose" screen (figure 3) but with some or all of the fields already filled in.

### 3.1 Composing an Email Message

The "Compose" screen allows you to compose your email message. Depending on your settings some of the options shown in figure 3 may not be displayed.

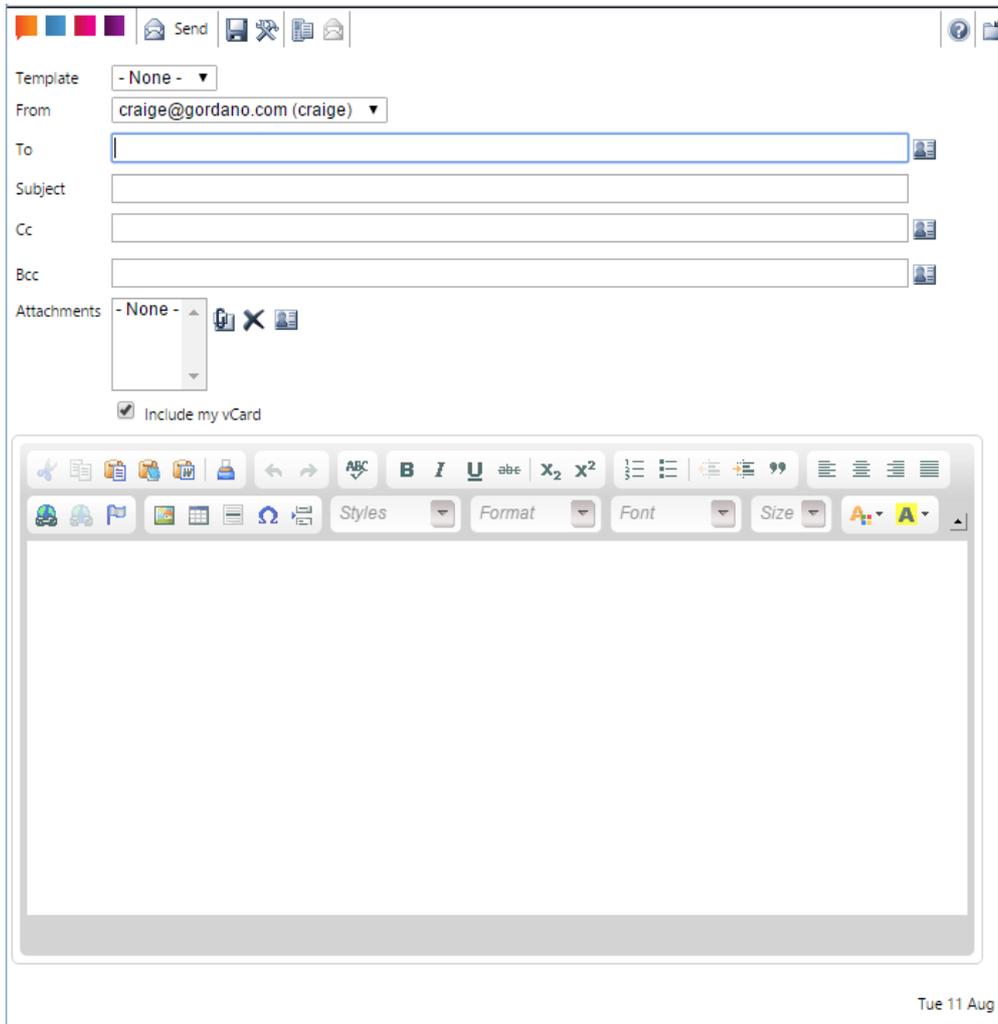


FIGURE 3.

Field	Description
Template	This drop down contains a list of your configured templates (See "Setting up Templates" on page 189). Simply choose which template you want to use, if any, and the message will be pre-filled with the details as configured in the selected template.
From	The From field has a selection box. When you start using GMS WebMail there will only be one choice. You can add "Personalities" in order to send from other addresses. (See page 153 for information on Personalities). You may also have the option to add disposable email addresses. (See page 115 for information on disposable addresses).
To	Enter the address of the person who is to receive the message. GMS WebMail will autocomplete an address for you. Enter sufficient characters for the address to be unambiguous and press the Tab key.  You can add a number of addresses separated by a comma (,). Clicking on the address book icon allows you to select contacts from one of your address books. The selected contacts will then be added to the message for you.
Subject	Enter the subject that the message relates to.
Cc	Enter the e-mail addresses of people that are to receive a Carbon Copy of the message. Note that all recipients will be able to see who else has received a copy. Multiple addresses must be comma separated. Clicking on the address book icon allows you to select contacts from one of your address books. The selected contacts will then be added to the message for you.
Bcc	Enter the e-mail addresses of people that are to receive a Blind Carbon Copy of the message. Other recipients will not see that the message has been sent to the addresses in the Bcc box. Multiple addresses must be comma separated. Clicking on the address book icon allows you to select contacts from one of your address books. The selected contacts will then be added to the message for you.
Attachments	See page 24.
HTML menu	Depending on your settings you may have a menu bar allowing you to change the look and color of the message that you compose. See page 28.
Message Body	Type the body of the message in the large text box towards the bottom of the page.

At the top of the compose window you will notice a number of icons. Depending on your configuration, not all buttons will be present.



Click this button to change to a SMS composition screen. See "Composing a SMS Message" on page 26.



Click this button to change to an email composition screen.



Click this button to display the context-sensitive help for the compose window.



Click this button to close the compose window.

When you have completed your message you have four choices:



Click **Save** to place the message in the **Drafts** folder for sending or editing later. This is useful for those occasions when you are not sure if you really want to send the message yet.



Click **Close Window** to discard the message.



Click **Send** to send the message immediately.



Click **Options** to open a second window, shown in figure 4, providing a number of additional options. Some of these options may not appear if they have not been enabled for your account.



*Use the Tab key on your keyboard to move from one entry to the next.*

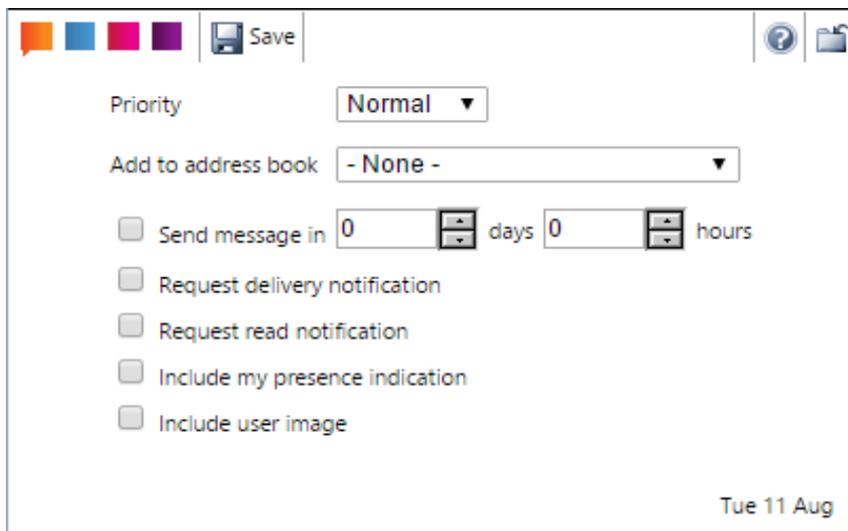


FIGURE 4.

Option	Description
Priority	If you wish to draw the recipient's attention to the Email message a priority can be given, which is then displayed to the recipient when they receive the message. If the message is very important, you would select a priority of Highest.
Add to address book	When your message is sent, the address(es) it is sent to will be added to the address book that is selected here. If the address is already in the address book no action will be taken. By default this option is set to <b>None</b> . If you prefer to change the default to be one of your address books you can do this by clicking on the "+" next to <b>Preferences</b> in the Navigation Tree (if present) and then selecting <b>Address Book</b> from the extended menu. The option to change is <b>Add outgoing email addresses to book</b> .
Send message in	This allows you to delay sending the message for up to 7 days. Simply select the number of days and hours into the future when you want the message to be sent and the message will be queued until that time.
Request delivery notification	If this option is checked then the message you send will contain a request for a delivery notification. This means that if the receiving mail server allows delivery notifications you will receive a message informing you that your message has reached its destination. By default this option is not checked. If you prefer to change the default to always request a delivery notification you can do this by clicking on the "+" next to <b>Preferences</b> in the Navigation Tree (if present) and then selecting <b>Composing Mail</b> from the extended menu. The option to change is <b>Request delivery notification</b> .
Request read notification	If this option is checked the message that you send will contain a request for read notification. This means that if the recipient's email program is set up to allow read receipts you will receive a message informing you that the recipient has opened your message. Note that most email programs allow you to choose whether or not a read notification is sent on a message by message basis. So the recipient may read your message but choose not to allow the read notification to be sent. By default this option is not checked. If you prefer to change the default to always request a read notification you can do this by clicking on the "+" next to <b>Preferences</b> in the Navigation Tree (if present) and then selecting <b>Composing Mail</b> from the extended menu. The option to change is <b>Request read notification</b> .

Option	Description
Include my presence indication	If this option is checked the message that you send will contain an image indicating whether you are currently logged on to GMS Instant Messenger. When the recipient reads the message it will check to determine your GMS Instant Messenger presence. The image shown will reflect whether you are online or offline. By default this option is not checked. If you prefer to change the default to always include your presence indication you can do this by clicking on the "+" next to <b>Preferences</b> in the Navigation Tree (if present) and then selecting <b>Composing Mail</b> from the extended menu. The option to change is <b>Include my presence indication</b> .
Include user image	If this option is checked the message that you send will contain an image. The image sent can either be specified by yourself, under your preferences (See page 127), or it may be configured by your administrator. By default this option is not checked. If you prefer to change the default to always include your image you can do this by clicking on the "+" next to <b>Preferences</b> in the Navigation Tree (if present) and then selecting <b>Composing Mail</b> from the extended menu. The option to change is <b>Include the following image</b> .

## Sending Attachments

To send attachments, click the paperclip in the compose window.



Next to the **Attach** button is a box listing the current attachments. Clicking **Attach** will display a new window, shown in figure 5, to allow you to browse for the location of any files you want to attach to the message.

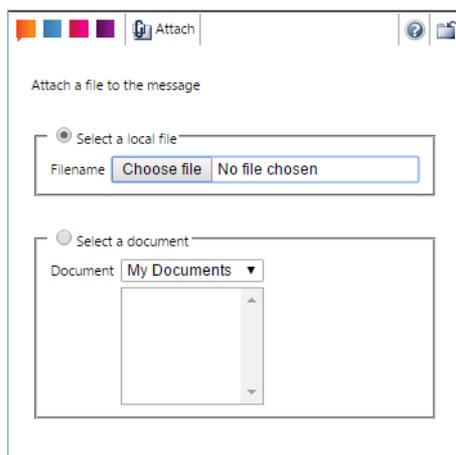


FIGURE 5.

Once you have found the file you want to attach, click **Attach** and this will add the file name into the attachments box on your message.

Should you want to remove an attachment, click on the file name in the list of attached files, then click the red cross. 



*If your administrator has installed GMS anti-virus software, your attachment will be automatically scanned. If a virus is found, the attachment will be rejected.*

## Sending vCards

GMS WebMail allows you to attach virtual business cards (vCards) to messages that you send. For example you might want to send your own vCard so that others know how to contact you. Your vCard contains the information that is held about you in your address book. This might include things such as your full name and contact telephone numbers. You can also attach vCards belonging to other contacts that are in your address books. For example if a customer asks you for the contact details of the sales department you could send them a vCard that contains all the relevant information. To attach your own vCard check the **Include my vCard** option. If you wish to send a different vCard click on the address book icon next to the list of attachments in the compose window.

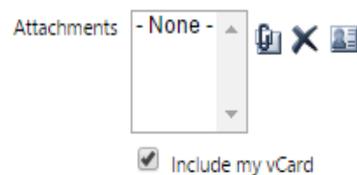


FIGURE 6.

This will open the address book window, shown in figure 7, which allows you to select which contacts to attach vCards for.

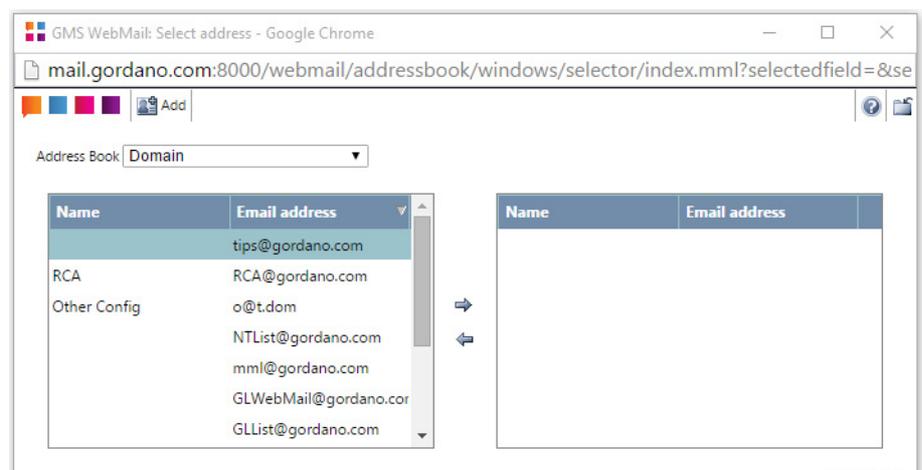


FIGURE 7.

In this window you can select different address books using the **Address Book** drop-down box. To add vCards select the contact

from the list in the left hand pane of the window. Next click on the top arrow button to add the contact to the right hand pane. Repeat this for each vCard that you want to attach to the message. When you have finished your selection, click the **Add** icon. This will add the vCards to the message as attachments with a file extension of .vcf. See "Address Books" on page 63 for more information on vCards.

Should you want to remove a vCard, click on the vCard in the list of attachments then click on the red cross. 

### 3.2 Composing a SMS Message

Composing a Short Message Service (SMS) message is very similar to composing email. Prior to sending your first SMS message you should ensure that at least one of your personalities has a mobile phone number entered in either the **Work details** or **Home details** sections of the address book. You will not be able to send a SMS message until this is entered because GMS needs to provide the number that the message is being sent from. The easiest way to add the number is to click on the "+" next to **Personalities** in the Navigation Tree (if present) and then select the personality you want to add the number to. Then click on the **Edit vCard** button in the dialog on the right of the screen. This will display the address book details for that personality in a new window. Select either the **Home details** or **Work details** tab and enter your mobile number.

To create an SMS message, click the **Compose** icon.



Once the message window has opened, if SMS is available on your account, you will see a "phone" icon at the top of the window.

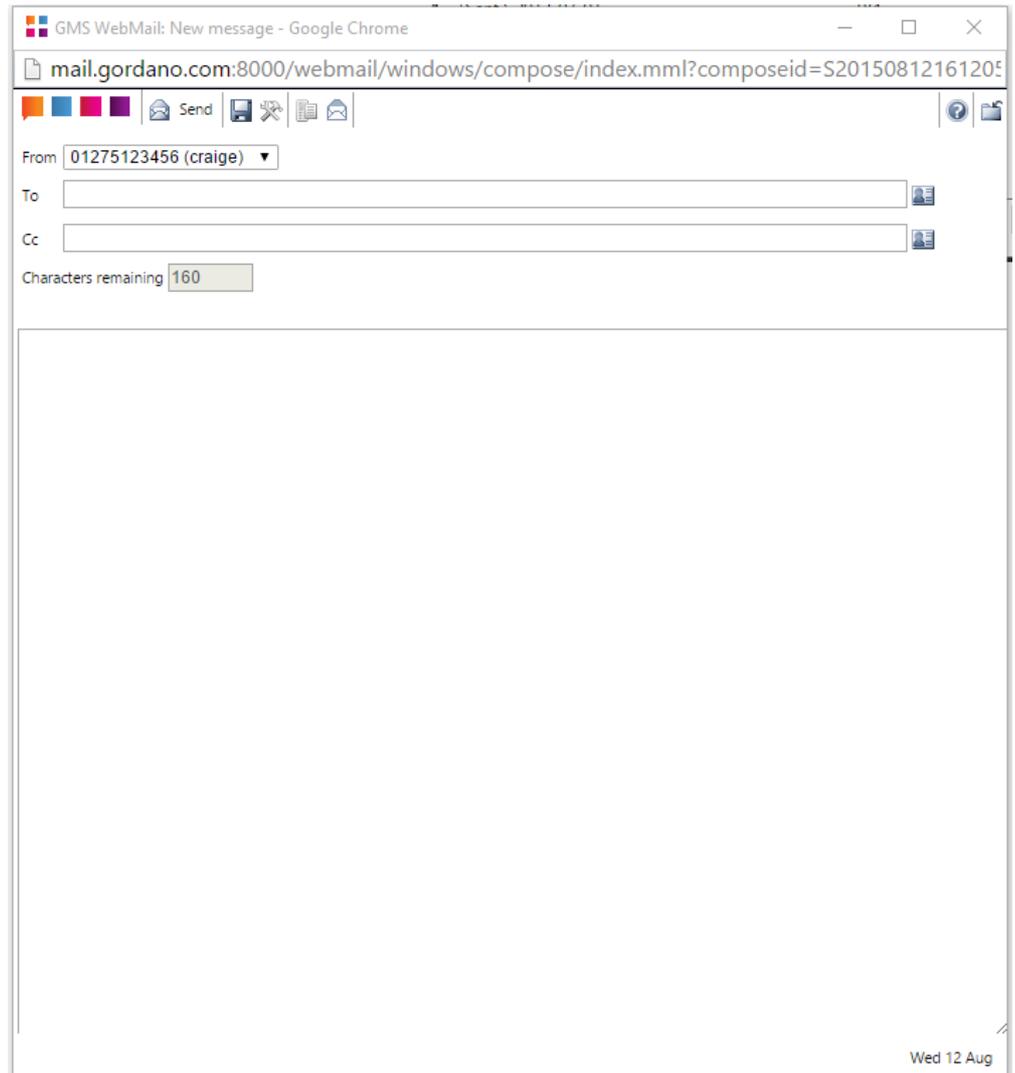


FIGURE 8.

Clicking this icon will display an SMS compose window, shown in figure 8. You can now enter the number of the phone you want the message to go to. Clicking on the address book icon allows you to choose recipients from your address book.



*It may be necessary to include the International dialling code in any numbers entered for SMS messages. If you are unsure ask your administrator for further details.*

When you have completed your message you have three choices:

- Click **Save** to place the message in the **Drafts** folder for sending or editing later. This is useful for those occasions when you are not sure if you really want to send the message yet.
- Click **Cancel** to discard the message.
- Click **Send** to send the message immediately.

A copy of the message will be saved in a folder called **SMS** beneath the **Sent** folder in the Navigation Tree.

### 3.3 Composing HTML messages

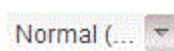
By default when you compose an email message using Microsoft Internet Explorer or Firefox you will see an extra menu bar in the compose window like the one in figure 9 allowing you to customise the look of your messages.



FIGURE 9.

The options available in this menu are described below:

Option	Description
	Removes the selected items from the message and copies them to the clipboard ready for pasting to another location.
	Copies the selected items in the message to the clipboard ready for pasting to another location.
	Pastes the contents of the clipboard into the message body.
	Pastes the contents of the clipboard into the message body in plain text format.
	Pastes the contents of the clipboard into the message body in MS Word format.
	Prints the current message.
	Undoes the last action.
	Redoes an action that has just been undone.

Option	Description
	Inserts an image into the message allowing you to set position, spacing, alternative text, etc.
	Inserts a table into the message allowing you to set the number of rows and columns, spacing, etc.
	Inserts a horizontal line into the message body below the cursor.
	Enables you to insert non-alphanumeric characters.
	Inserts a page break for printing.
	Launches a window allowing you to set the color of the next piece of text that you type in the message body. If you select a section of text prior to clicking on this option the color of the selected text will change to the color you choose from the new window.
	Launches a window allowing you to set the background color of the next piece of text that you type in the message body. If you select a section of text prior to clicking on this option the background color of the selected text will change to the color you choose from the new window.
	Makes any currently selected and subsequently typed lines into a numbered list. Clicking the option a second time allows you to add new lines that are not part of the numbered list.
	Makes any currently selected and subsequently typed lines into bullet points. Clicking the option a second time allows you to add new lines that are not preceded with a bullet point.
	Causes the selected or subsequent typed text to appear indented on in the message. Click on the button more than once to increase the size of the indent.
	Cancels any indents created by the previous option.
	Allows the text to be inserted within a block quote.
	This drop down contains a list of styles that can be applied to the text in the message.
	This drop-down contains a list of standard paragraph formats to choose from.
	This drop-down allows you to select the font face of any selected or subsequently typed text.
	This drop-down allows you to select the size of any selected or subsequently typed text

Option	Description
	Applies a Bold text style to any selected or subsequently typed text.
	Applies an Italic text style to any selected or subsequently typed text.
	Underlines any selected or subsequently typed text.
	Strikes through any selected or subsequently typed text.
	Transforms any selected or subsequently typed text into subscript format.
	Transforms any selected or subsequently typed text into superscript format.
	Left-aligns the currently selected and subsequent line(s) of the message.
	Centers the currently selected and subsequent line(s) of the message.
	Right-aligns the currently selected and subsequent line(s) of the message.
	Left- and right-aligns the currently selected and subsequent line(s) of the message.

You can disable this feature by clicking on the "+" next to **Preferences** in the Navigation Tree (if present) and then select **Composing mail** from the extended menu. Next un-check the **Send HTML email** option in the dialog on the right of the screen.

## 4 Folders

GMS WebMail provides a number of standard folders for you to use but you can also add your own folders. The standard folders are:

- **Inbox** - This is the folder that new messages will normally appear in.
- **Sent** - When you send a message, a copy of it is kept in your **Sent** folder for reference. You can configure GMS WebMail to delete the contents of this folder at log off if you wish. This folder can also be configured to be archived automatically each month. See page 121 for details. If your system has the GMS SMS and Pager gateways installed and you have access to use these features you will find sub-folders called "SMS" and "Pager" beneath the **Sent** folder.
- **Drafts** - If you click **Save** when composing a message, the message will be moved to this folder so that you can continue work on it at a later date.
- **Trash** - When you delete a message from any folder it is moved to the Trash folder. This allows you to retrieve the message should you need to do so. By default GMS WebMail empties the contents of this folder when you log off. This folder can also be configured to be archived automatically each month. See page 121 for how to stop the contents of the Trash folder being deleted.
- **Quarantine** - This folder is only displayed if you are using GMS Anti-Spam. The folder is used to hold messages that match the anti-spam filters that can be set up via GMS WebMail. If the filters are configured correctly only Unsolicited Commercial EMail (UCE) will end up in this folder. See page 79 for more information. You can configure GMS WebMail to purge this folder at log off. See page 122 for details. The Automatic Purge option is configurable from the Admin Interface.
- **Search Results** - GMS WebMail has a search facility that allows you to easily find messages among your different folders. The results of any search that you run will be displayed in this folder. See page 37 for more information on searches.



*You can get GMS WebMail to put messages into different folders as soon as they are delivered to your mail account using Filters (See page 176).*

---

### 4.1 Managing Folders

To manage your folders click on the word **Mail** in the Navigation Tree.

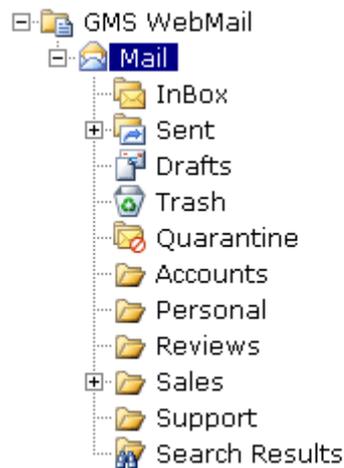


FIGURE 10.

This will display a folder summary window showing each folder, how many messages it contains, the current size of the folder contents and those contents expressed as a percentage of the capacity of the folder.

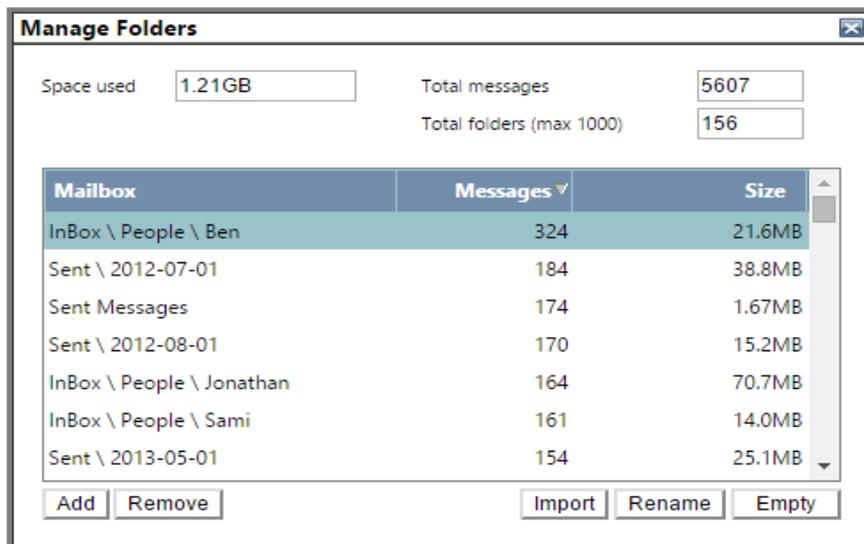


FIGURE 11.

There is also information on:

- Space used
- Space remaining
- Total messages
- Total number of folders



If your administrator has not put a limit on the disk space, you will not see the "Space remaining" information.

From the Manage folders page you can:

### Add a new folder

Click **Add** to display a new window allowing you to specify the name of the folder you want to create.

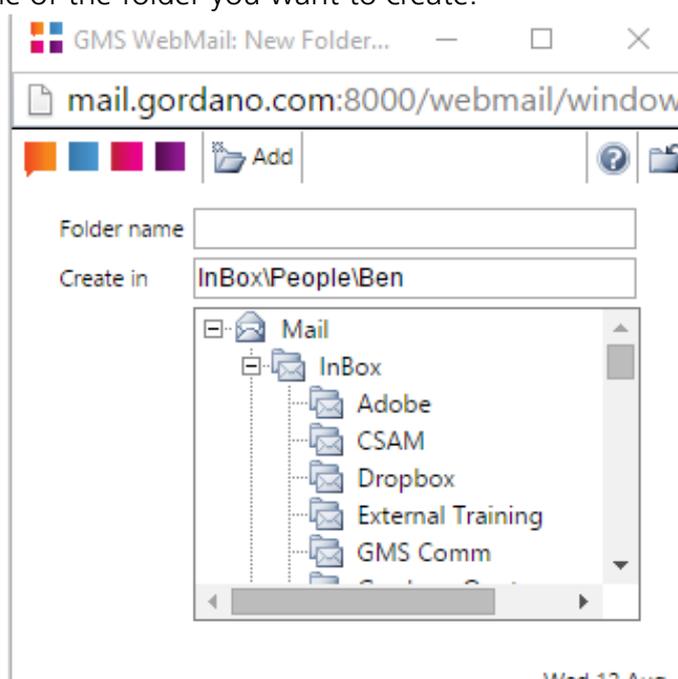


FIGURE 12.

You can create nested folders, that is folders within folders, by selecting the folder you want the new folder to appear under. In the above figure, the folder **Reports** will be nested under the **InBox** folder.

### Remove an existing folder

To remove a folder and all messages within it, select it from the list of folders and click **Remove**. A warning message will appear asking if you are sure you want to remove the folder and all of its messages. Click **OK** to confirm the deletion, click **Cancel** to abort the deletion.



The standard GMS WebMail folders can not be deleted.

### Empty the contents of an existing folder

Select the folder you want to empty from the list of available folders then click **Empty**.

### Import messages

This option allows you to Import messages from other email clients. See "Importing folders" on page 34. for full details.

### Rename folders

To rename a folder, select it from the list of folders, then click **Rename**. This will display a text box where you can enter the new name for the folder.



*The standard folders can not be renamed from here. They can only be renamed by selecting the folders option under Preferences in the menu tree.*

---

## 4.2 Importing folders

The import folders option allows you to import folders that you have created in other mail clients. You can import from:

- Eudora(v3, v4, v5)
- Netscape(v4)
- Outlook Express(v5)
- Unix mailbox



*Use the closest mail client to that required. If in doubt, contact your System Administrator.*

---

To import a folder:

1. Click **Import**. This will display a dialog where you can select the folder to be imported. Select the client from which you want to import from drop-down.
2. Type in the file location of the folder you want to import or use the browse option to select the file.

The following are default file locations for some popular clients:

### Eudora

basedir\\*.mbx "basedir" is the directory that Eudora is installed in.

### Netscape

basedir\users\username\mail\\* "basedir" is the directory that Netscape is installed in.

**Note** that the files in the mail directory that do not have a file extension are the ones holding your old mail messages. You can not import \*.snm files.

## Outlook Express

windir\profiles\username\application  
data\identities\GUID\microsoft\outlook express\\*.dbx "windir" is  
the windows directory "GUID" is the globally unique ID that MS  
assigns to each personality.

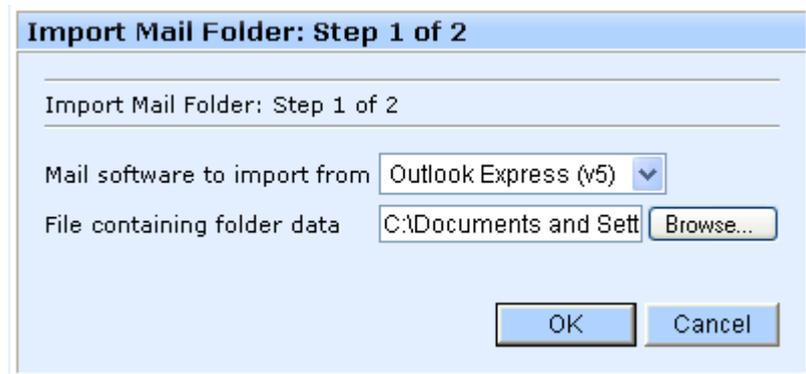


FIGURE 13.

3. Once you have made your selections, click **OK**.
4. You will now be asked which folder you want to import to. For example, if you are importing your inbox from Netscape you may want to put the messages in your GMS WebMail Inbox or another folder. You can also add a new folder for the contents of the Netscape Inbox, shown in figure 14.



FIGURE 14.

5. At this stage you can also Tag the messages you are importing (see "Setting up Tags" on page 185). This is useful if you are

importing the messages into a GMS WebMail folder that already has messages in it. By tagging the new messages you will be able to distinguish them from existing messages. If you don't have any suitable tags already defined you can add one at this stage by clicking **New...**

### 4.3 Moving and copying messages to folders

There are two ways to move messages between folders.

- When viewing a message you can move it to a folder by dragging and dropping it.
- Alternatively you can select the message you want to move or copy from the message list and click on the folder icon. 📁

This will display a page allowing you to select which folder you want the message to be moved to.

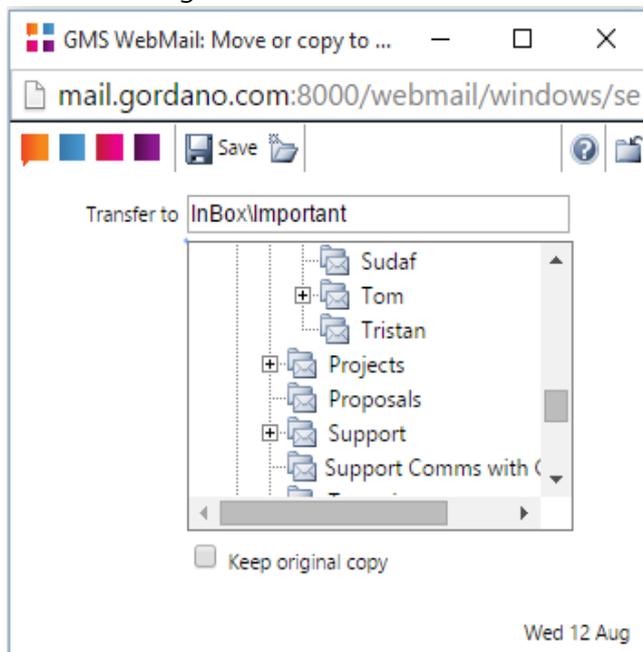


FIGURE 15.

Once you have selected the destination folder click the **Save** icon to move the message or the **Close** icon to abort the move. If you want to keep the original copy of the message where it is and create a copy of it in the destination folder check the **Keep original copy** option.

Click the **Add** icon to add a new folder to which the message can subsequently be moved or copied



*You can select more than one message to move by holding down the Shift or Ctrl keys on your keyboard whilst selecting the messages.*

## 5 Searching

GMS WebMail provides the ability to search folders for messages matching criteria that you define. The criteria that can be used to search by are:

- specific text in a message.
- specific text in the To: field.
- specific text in the From: field.
- specific text in the Cc: field.
- specific text in the Subject: field.
- messages with a particular tag or group of tags (see page 185).

You can also search in Address Book lists.

### 5.1 How to Carry out a Search

#### Types of Search

There are two types of search:

- Quick Search
- Advanced Search

#### Quick Search

Quick Search is only available for Mail and Address Books. When invoked, it searches every part of every item in the currently selected folder for the text string entered.

The Quick Search is accessed from the text box and icon at the top right of the WebMail Professional screen as shown in figure 16.



FIGURE 16.

Enter the text string to search for in the text box and click the icon. Any matching items will be displayed.

#### Advanced Search

The Advanced Search provides more features and allows you greater control over the search parameters.

To start a search click the Search icon in the tool bar. 

This will display a dialog allowing you to define the criteria you want the search to use.

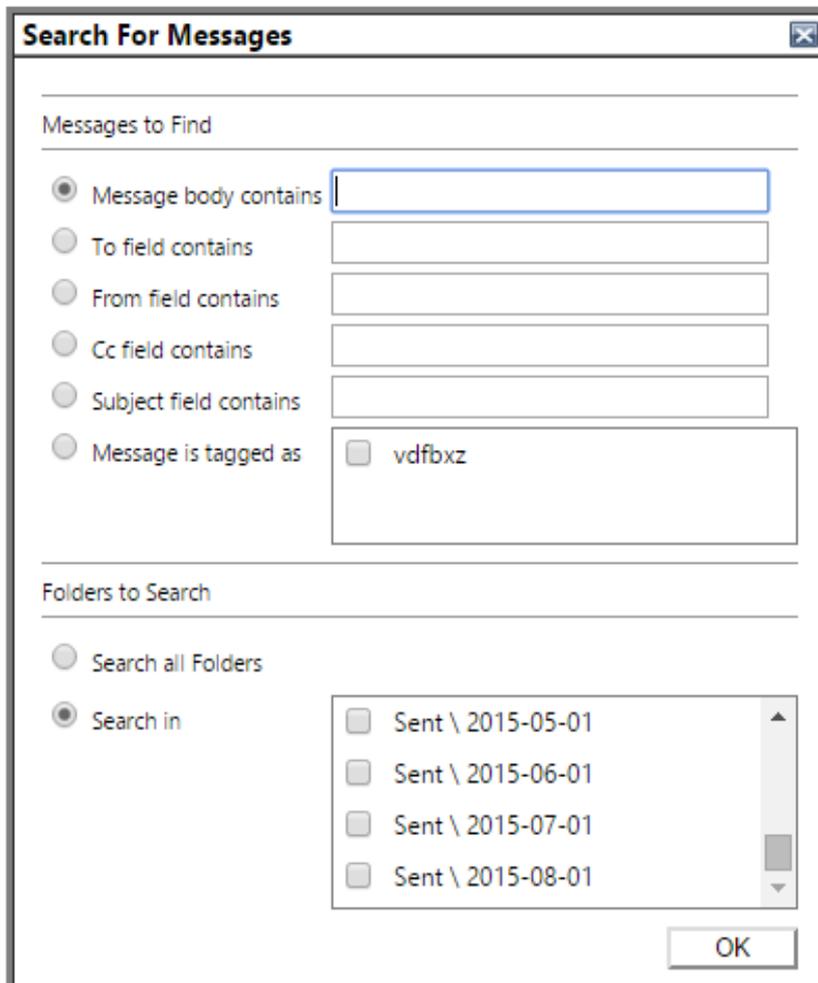


FIGURE 17.

Add the criteria you want to use under **Messages to Find**. Then select which folders you want to search through. If you want to search all folders make sure this option is selected. When you have finished defining your search click **OK** and all matching messages will be displayed. The results of the search will be kept in the **Search Results** folder in the Navigation Tree until they are removed with the **Clear** icon or another search is run.



You can also use the search tool to find contacts in your address books. See "Searching Address Books" on page 73.

## 6 Calendars

Calendars can provide you with an easy way to keep track of important events and allow you to set alarms which will remind you when those events are due. For example you can create calendar events for things such as meetings, an anniversary or a friend's birthday. If the events occur regularly you can create a single event that repeats. For example an anniversary event that repeats on the same date each year. You may also share your calendar with other users on your system, allowing them view your schedule and depending on their access rights add or delete entries.

By default, the calendar is displayed above the panel at the left of the screen as shown in figure 18. You can specify when this is displayed in Calendar Preferences.

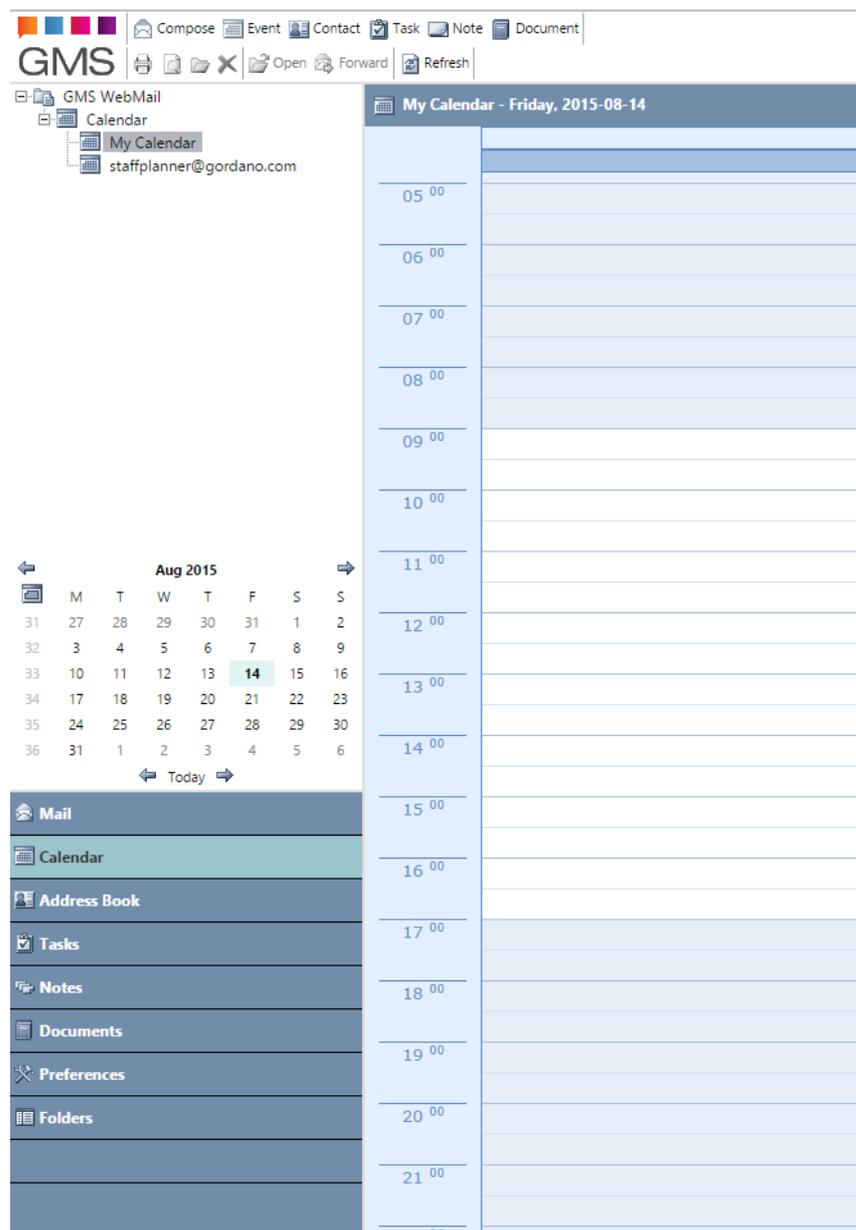


FIGURE 18.

## 6.1 Adding events to a calendar

Adding new events to your calendar is straightforward and can be done in three ways:

- Manual entry
- Automatically in response to an email
- Quick Add

### Manual Event Creation

Imagine your dentist has just telephoned to say your check up is due next week. You don't want to miss the appointment so you decide to create an event in your calendar with two alarms. One alarm for the day before the appointment and another an hour before the appointment. The steps you would take are described below.

The first thing to do is to log on to WebMail Professional. At the top of the page you will see the "Event" icon.

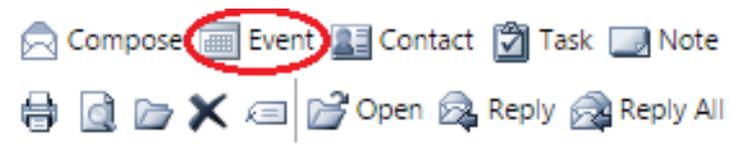


FIGURE 19.

Clicking the icon will display a new window (figure 20) which will allow you to set up your calendar event.

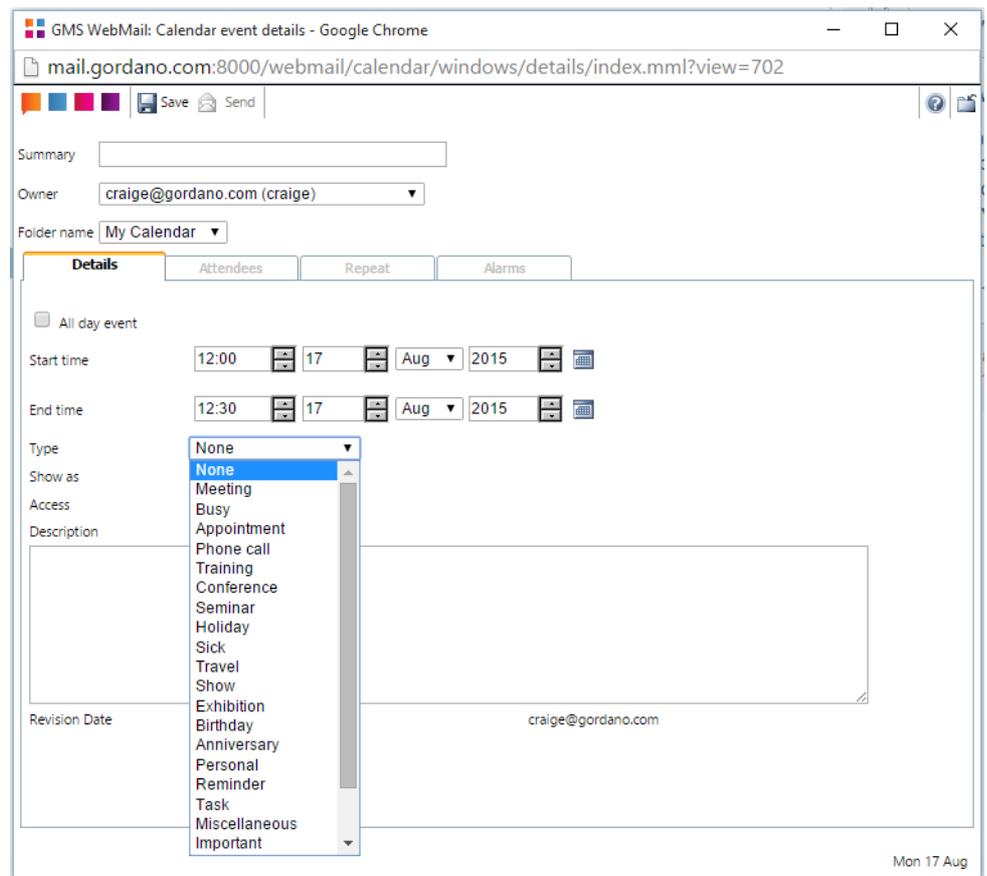


FIGURE 20.

The event creation window is made up of the following parts.

### Summary

Every event must have a short summary before it can be entered in your calendar. This can be any text that helps you to easily recall what the event is. In this example we have entered "Dentist appointment".

### Owner

Each event has an owner. By default the person that creates the event is the owner. You can share ownership of an event with other people. This is a particularly useful feature of group calendaring allowing other people to manage an event that you have created.

### Folder Name

The Calendar that you would like this entry written to. If you have access to other users calendars they will also appear in the drop down menu.

## Details

This tab allows you to enter the details of the event such as the start and end times, the event type, access and a description of the event. In our example we have chosen a type of "Appointment" and a description of "6 Month check up".

## Time and Date selection

You can set your start and end times by using the up and down arrows next to each of the entry boxes.

In addition you can set the hours and minutes by typing directly into the entry boxes. For example to set a time of six minutes past one in the afternoon you would type 1306 in the entry box. The ":" will be added automatically if you omit it so 1306 becomes 13:06.

To the right of the start and end dates you will see two calendar buttons. Clicking on these will display a drop-down allowing you to view a whole month at a time and select which day of the month you want your event to start or end on.

The screenshot displays the 'Calendar event details' page in Google Chrome. The browser address bar shows the URL: mail.gordano.com:8000/webmail/calendar/windows/details/index.mml?view=702. The page features a 'Summary' text box, an 'Owner' dropdown menu set to 'craige@gordano.com (craige)', and a 'Folder name' dropdown menu set to 'My Calendar'. Below these are tabs for 'Details', 'Attendees', 'Repeat', and 'Alarms'. The 'Details' tab is active, showing an 'All day event' checkbox, 'Start time' (14:30 on 18 Aug 2015), 'End time' (15:00 on 18 Aug 2015), 'Type' (Training), 'Show as' (Busy), and 'Access' (Private). A 'Description' text area is present. A calendar pop-up for August 2015 is open, with the 18th highlighted. The footer includes 'Revision Date', 'Last Modified By', and 'craige@gordano.com'. The page is dated 'Tue 18 Aug'.

FIGURE 21.

### Access

You can select whether an event is **Private** or **Public**. This setting affects which events people can see when you share your calendar with them. See “Sharing your calendar” on page 56.

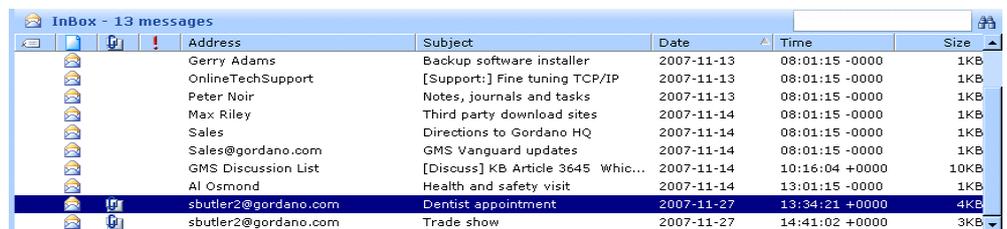
### Description

Enter details of the calendar event here.

When you have finished entering the event details click **Add** to create the event in your calendar.

### Automatic event creation

Imagine that instead of telephoning, your dentist has sent you an email reminder that your checkup is due soon. When you view this message in your Inbox you can use it to automatically create a calendar event.



	Address	Subject	Date	Time	Size
	Gerry Adams	Backup software installer	2007-11-13	08:01:15 -0000	1KB
	OnlineTechSupport	[Support:] Fine tuning TCP/IP	2007-11-13	08:01:15 -0000	1KB
	Peter Noir	Notes, journals and tasks	2007-11-13	08:01:15 -0000	1KB
	Max Riley	Third party download sites	2007-11-14	08:01:15 -0000	1KB
	Sales	Directions to Gordano HQ	2007-11-14	08:01:15 -0000	1KB
	Sales@gordano.com	GMS Vanguard updates	2007-11-14	08:01:15 -0000	1KB
	GMS Discussion List	[Discuss] KB Article 3645 Whic...	2007-11-14	10:16:04 +0000	10KB
	Al Osmond	Health and safety visit	2007-11-14	13:01:15 -0000	1KB
	sbutler2@gordano.com	Dentist appointment	2007-11-27	13:34:21 +0000	4KB
	sbutler2@gordano.com	Trade show	2007-11-27	14:41:02 +0000	3KB

When the message is selected in your list of messages as in the example above you can simply click on the message and drag it over to the **Calendar** node in the Navigation Tree, the Calendar pane, or onto the **Calendar** item in the Panel.

This opens the calendar event window with some of the fields pre-filled (figure 22). The event **Summary** will contain the subject of

the email message and the **Description** will contain the message body.

GMS WebMail: Calendar event details - Microsoft Internet Explorer

gms Save

Summary

Owner

Folder name

**Details** Repeat Alarms

All day event

Start time

End time

Type

Status

Access

Description

Dear Mr Butler,

According to our records you are due for your six-month checkup on the 30th November at 16:15. If you are unable to attend, please inform us as soon as possible so that an alternative appointment can be arranged.

Your Dentist

Revision Date Last Modified By sbutler@gordano.com

Tue 27 Nov

FIGURE 22.

You can then set your start and end times and configure any alarms that you want. When you have finished making any changes, click **Add** to create the event.

## Setting Alarms

The Alarms tab in the event details window allows you to set two alarms for the selected event.

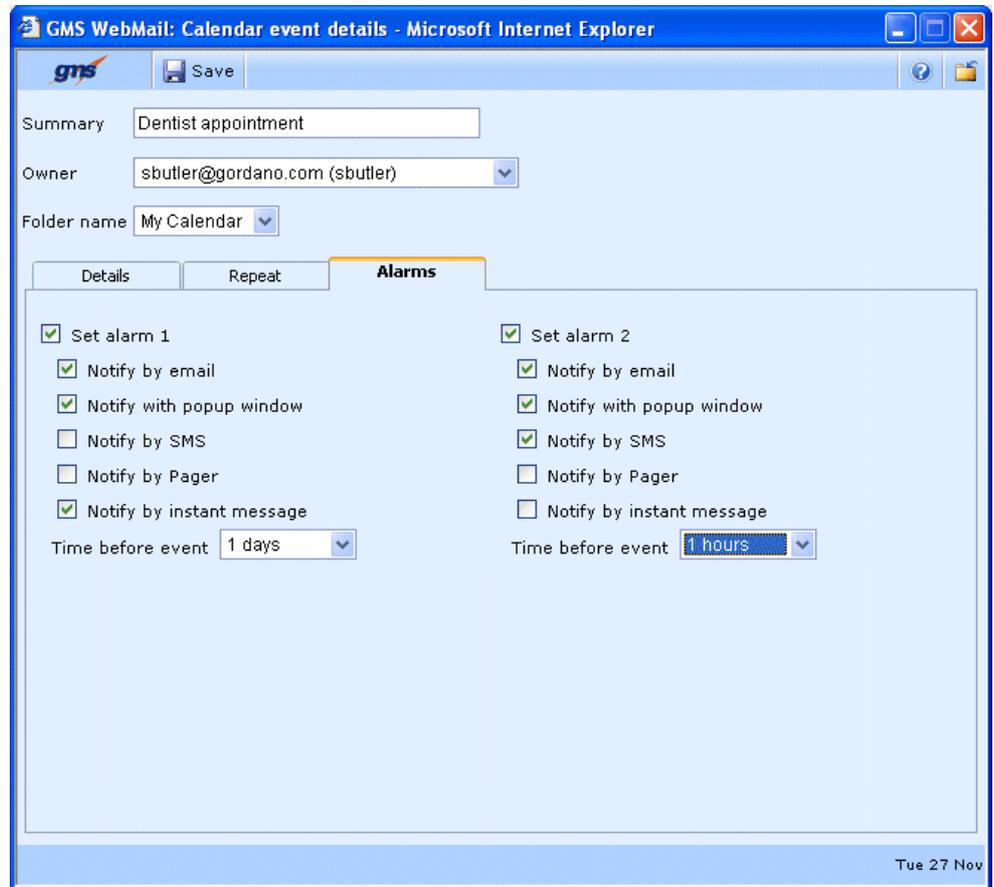


FIGURE 23.

The diagram shows both alarms set. The first will generate an email message, popup window and an instant message one day before the event is due and the second will generate an email message, popup window and an SMS message one hour before the appointment.



*Popups will only appear if you are actually logged on to your GMS WebMail account. If when you log on, you have missed any appointments a single popup window will appear listing all the due events.*

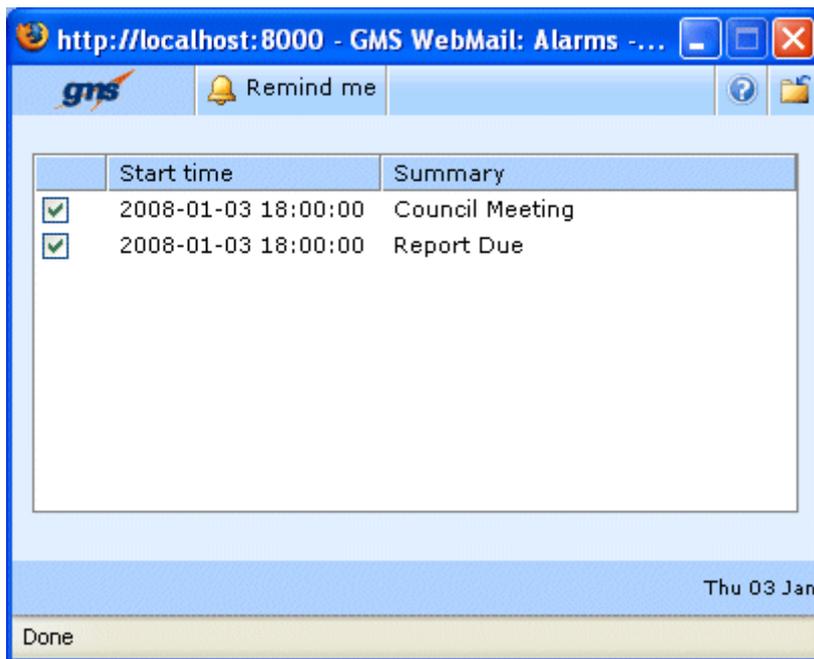


FIGURE 24.

The above popup alarm shows two events that are due. You may decide that you want a further reminder about the Council Meeting in a few minutes time. In that case you would just check the box next to the Council Meeting event and click **Remind Me**. Then the next time your mailbox and alarms are refreshed you will get a new popup box to remind you about the event. Alternatively if you don't want any further reminders you can just click **Close** to dismiss the popup.



You can change how often new alarms are checked for by selecting **Preferences** then **General** from the menu tree. The option to change is called "**Refresh mail and alarms every x minutes**". The default setting is 15 minutes.

## Quick Add

You can quickly create an event by simply selecting a cell in the calendar and starting to type, pressing the **Enter** key when complete. The event will be automatically created in the time slot you selected, and the text you type will be used as the event summary. If you need to add additional information then simply double click on the entry. Any alarms set up under Calendar Preferences will be automatically applied.

You can also double-click on any date in a Calendar Window (either Day, Week, or Month view) to open the event creation window. This method has the advantage that the date you clicked on is pre-selected in the event creation window.

## 6.2 Repeating Events

When creating your events you can set them to repeat at regular intervals whether it be daily, weekly, monthly or annually. To create a repeating event launch the event details window in the normal way (page 40), adding your event summary and the date/time of the first time you want the event to occur. You will then be able to select the **Repeat** tab (figure 25) and configure how you want the event to repeat.

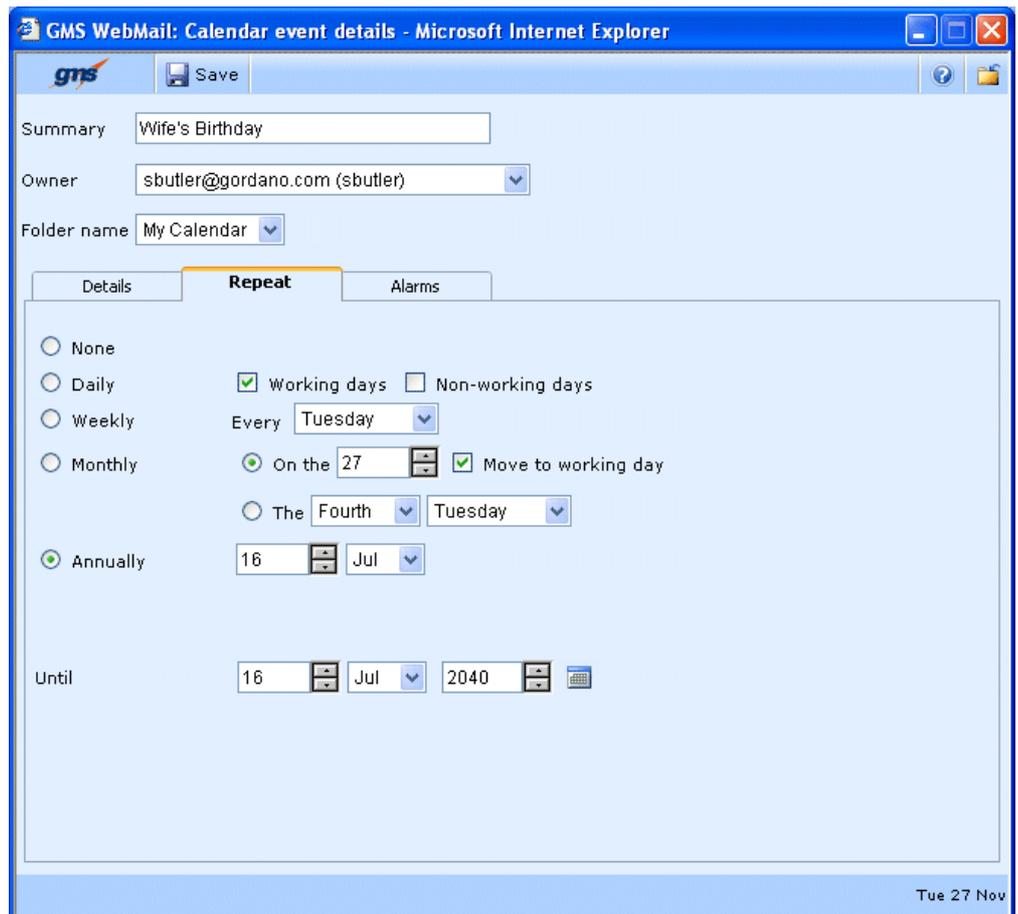


FIGURE 25.

The available options are:

### None

The event will appear in the selected calendar once only.

### Daily

The event will appear in the selected calendar every working and/or non-working day. You can define your working days and times by clicking on the "+" next to **Preferences** in the Navigation Tree and selecting **Calendar** from the expanded menu.

### Weekly

The event will appear in the selected calendar every week on the selected day. If you want the event to repeat on more than one day each week for instance every Monday and Friday you will need to create an event for Mondays and a second event for Fridays.

### Monthly

- **Specific date of the month.** The event will appear in the selected calendar every month on the selected date. If the selected date is on a non-working day for a particular month checking the **Move to working day** option will cause the event to appear in the calendar on the first working day after the selected date.
- **Specific day of the month.** This option allows you to set an event to repeat on, for example, the last Friday of each month.

### Annually

The event will appear in the selected calendar every year on the date you select.

### Until

The event will continue repeating up to and including the date selected here. Clicking the calendar icon next to the date launches a calendar selector window for easy date selection.



*It is the working days at the time an event is created that dictate which days events are created on. Changing your working days later will not change any events that have already been created.*

## 6.3 Viewing Calendar Events

### Date Selector Window

From time to time you may wish to see a list of events that you have in your calendar. The easiest way to display the events is to use the date selector window.



FIGURE 26.

The date selector is similar to a page in a traditional calendar. It displays the dates and days for one month at a time.

By default the date selector appears in a position dependent on context. In other words, it will only be displayed when you are in the Calendar. It can also be made to display at all times (on) or it can be hidden (off) by selecting **Preferences** then **Calendar** from the Navigation Tree and changing the **Date selector position** option.

Below the month and year selection are the abbreviated days of the week. By default the week starts on a Monday (M) although this can be changed to another day by selecting **Preferences** then **Calendar** from the Navigation Tree and changing the **Week start day** option.

Dates that have no events set for them are shown in black and dates that do have events are displayed in blue.

The small calendar icon in the top left of the selector allows you to select the whole month when displaying your calendar events.



FIGURE 27.

In a similar way the week numbers below it allow you to select individual weeks.



FIGURE 28.

A single day can be selected by clicking on the date number.

Clicking **Today** will display any events for the current day. The button to the right of the **Today** button will cause the next day, week or month to be displayed. The button to the left will cause the previous day, week or month to be displayed, depending on the selection made.

The left and right arrows in the bar at the top of the selector display the previous and next month, respectively, when clicked.

## Day, Week, Month View

Selecting any of these options will cause the events listing for the selected period to display in the top right pane of the GMS WebMail window. This listing will be displayed in the appropriate format.

In these views, you can use the mouse to perform the following actions:

- You can drag and drop events to move them to a new date and/or time (depending on the view you are currently in). You can also copy events by dragging and dropping using the right mouse button.
- Again, depending on the view, you can drag the boundaries of an event to change the start and/or finish time. The cursor changes to a double-headed arrow when you hover over an event boundary that can be changed in this way.

The left and right arrows in the bar at the top of the calendar display the previous and next month, respectively, when clicked.

My Calendar - 2007-10						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 Oct	2	3	4	5	6	7
8	9	10 09:30 fffff 10:30 ttttt	11	12	13	14
15	16	17	18 10:30 Interview 11:30 Sales Meet	19	20	21
22	23 12:30 Dentist App 14:30 Interview	24	25	26	27	28
29	30	31	1 Nov	2	3	4

FIGURE 29.

Figure 29 shows all the events listed for the month of October. The screen is laid out in a manner that is similar to a traditional desktop or wall calendar. Events are listed along with their start times. Non-working days are shown with a pale blue background. Hovering over an event will display a summary of the event in a pop-up. Clicking on an event will display the full details for the event in the details bar below the month view. Double-clicking on an event will launch the event details window allowing you to update the event. Events that have alarms set have a bell icon next to them in the display while repeating events have a repeat icon next to them.

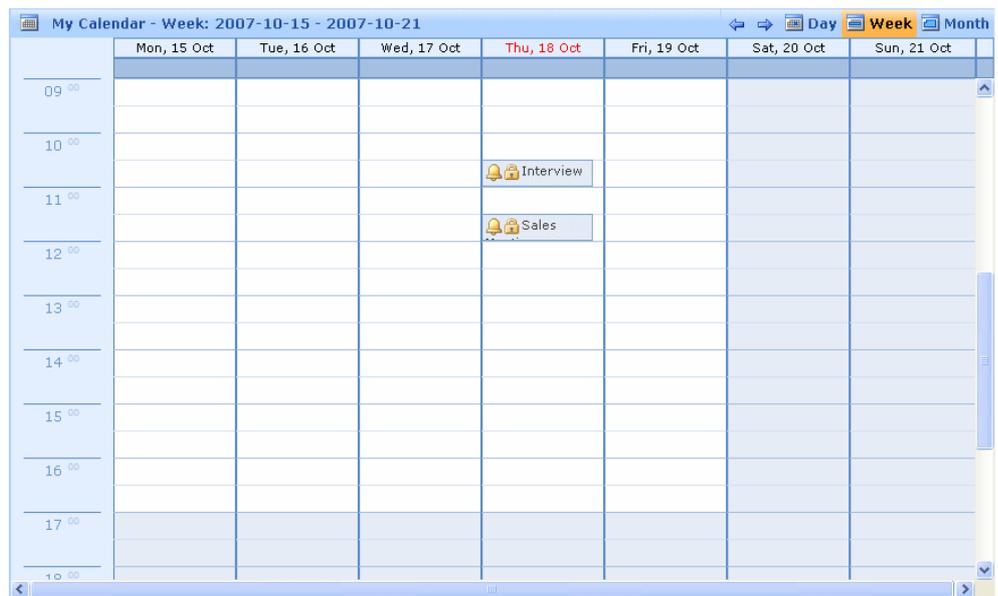


FIGURE 30.

Figure 30 shows the week view which is reached by clicking on the week numbers in the date selector. Events are shown extending from their start time to end time. Icons are displayed next to events to show if they have any alarms set or are repeating events. Non-working days are shown with a pale blue background. As with the month view if you click on an event, its full details are listed below

the week view and double-clicking an event opens the event details window allowing you to update the event.

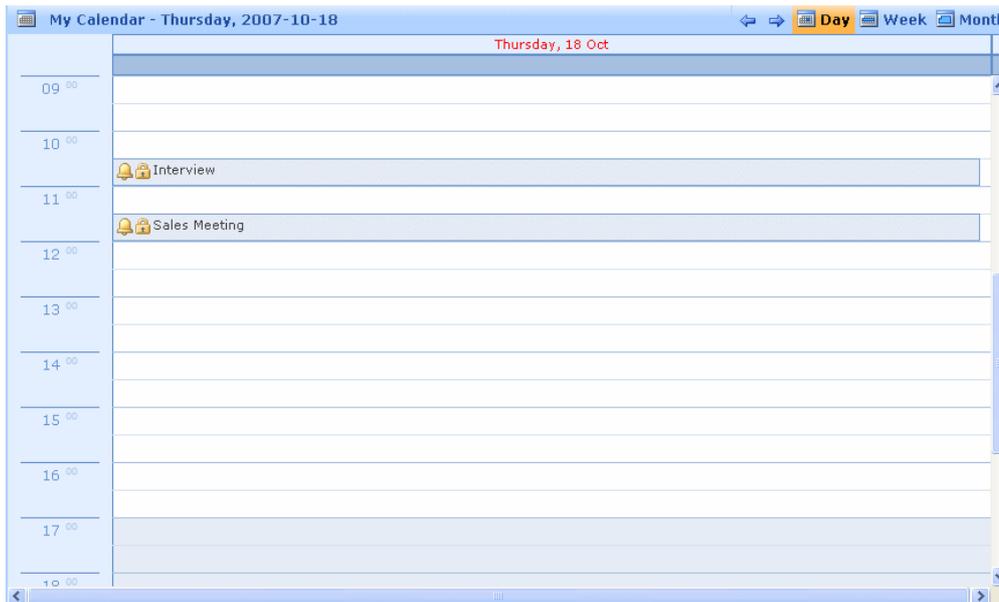


FIGURE 31.

Figure 31 shows the day view which is reached by clicking on the required date in the date selector, or if you want to see the events for today, by clicking on the **Today** button in the date selector. As before alarms and repeating events are marked with appropriate icons and clicking on an event displays its full details below the day view. Double clicking on an event opens the event details window allowing you to update the event.

### All-day Events

It may be that an event is scheduled to last all day. In this case, there is no start or end time.

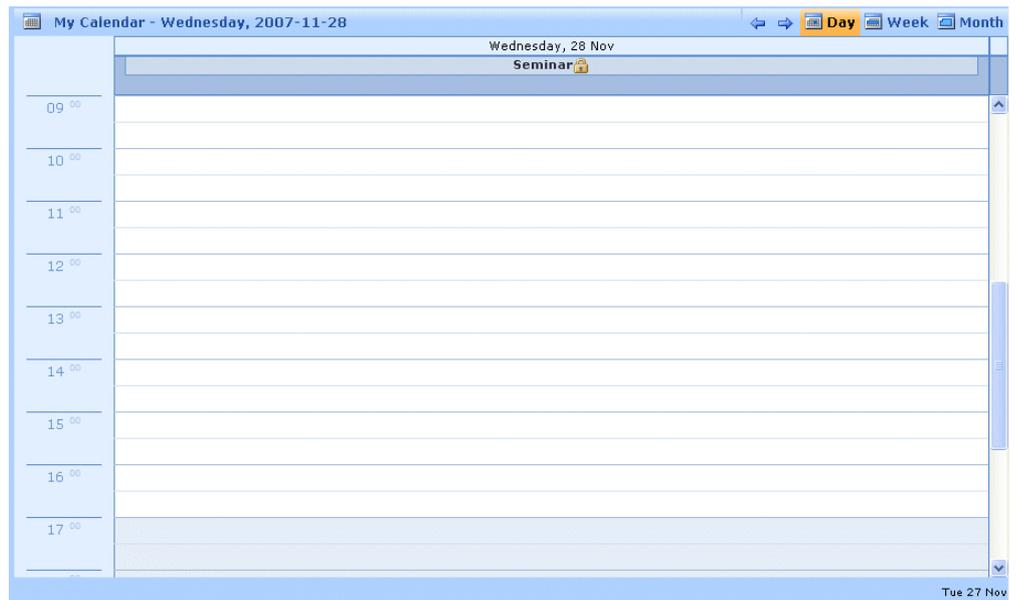


FIGURE 32.

Figure 32 shows an all-day event when viewed in Day mode. It is simply displayed as a continuous blue bar across the top of the display.

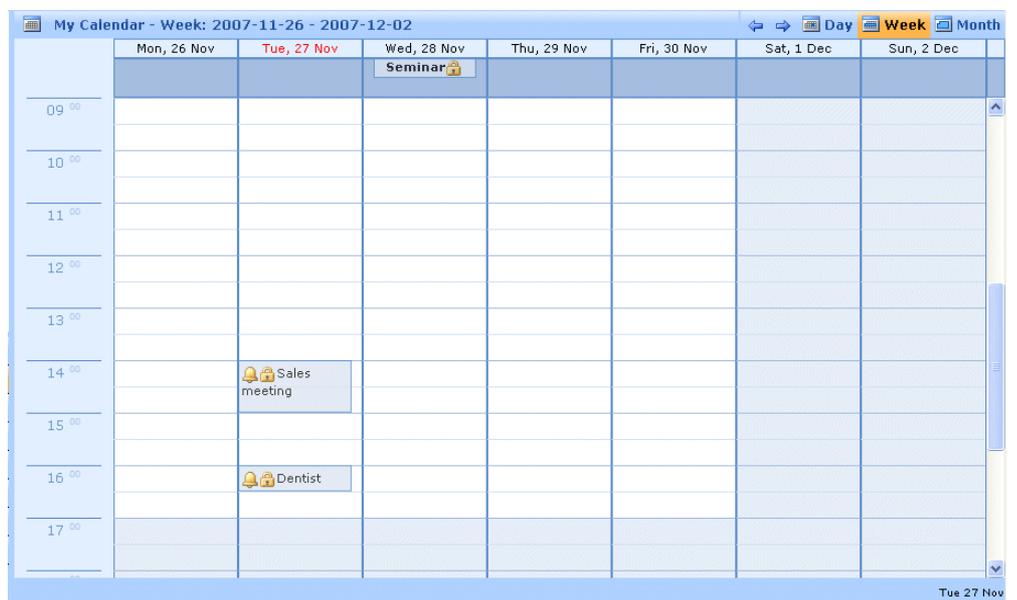


FIGURE 33.

Figure 33 shows an all-day event when viewed in Week mode. It is displayed at the top of the relevant day.



FIGURE 34.

Figure 34 shows an all-day event when viewed in Month mode. It is displayed in the relevant day, but without a start or finish time.

### Multi-day Events

There is also the occasion when an event is scheduled to last more than one day.

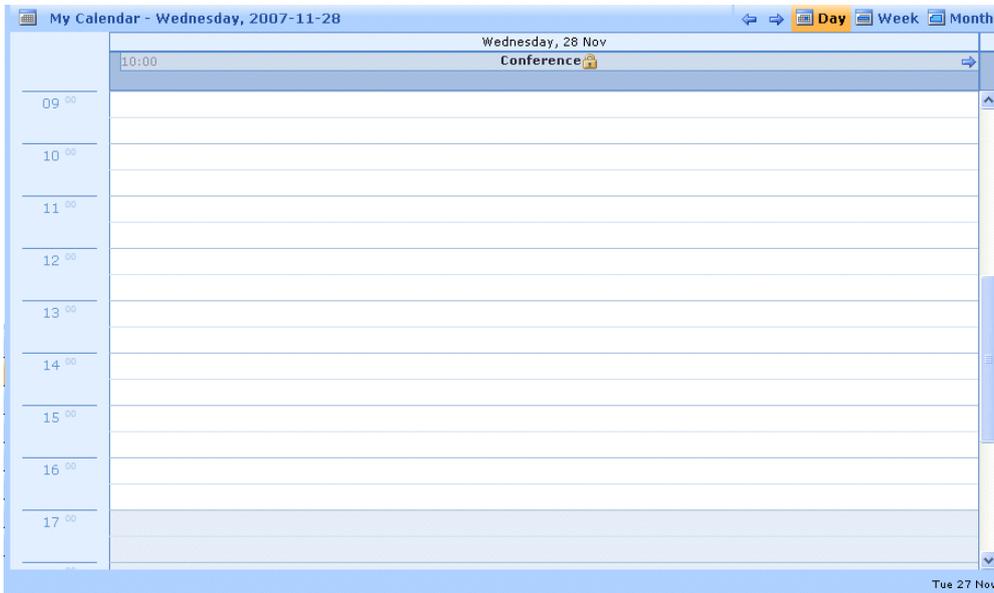


FIGURE 35.

Figure 35 shows a multi-day event viewed in Day mode. Similar to the all-day event, the event is shown as a blue bar across the top of the display. In this case, however, a small arrow is also displayed at

the right of the event showing that the event extends beyond the current view. When applicable, an arrow can also be displayed at the left of the the event.

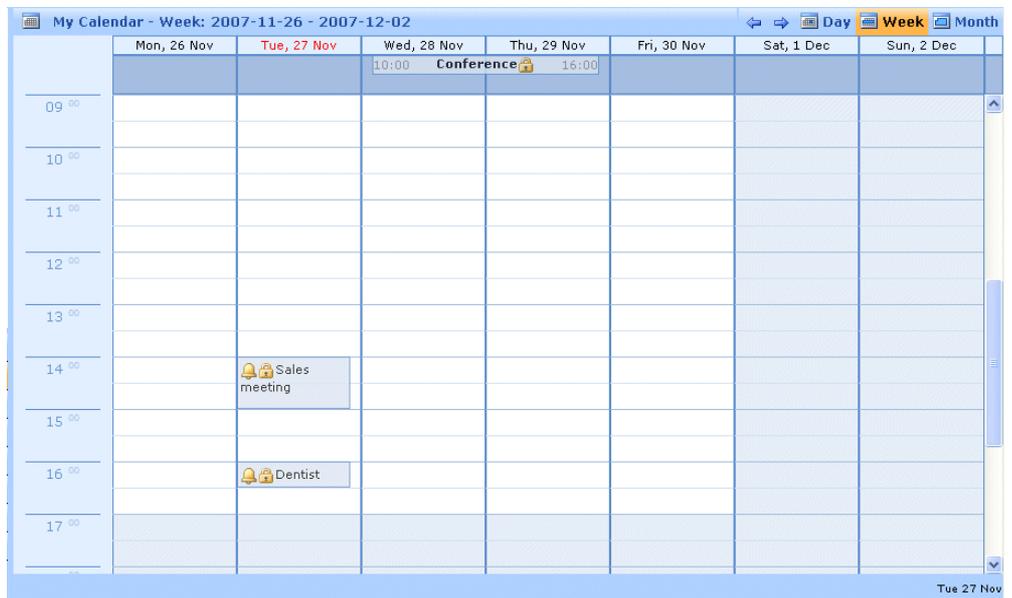


FIGURE 36.

Figure 36 shows a multi-day event viewed in Week mode. The event is shown straddling the days on which it occurs. If the event was scheduled to extend over a week boundary, then arrows would be displayed to either the left or right (or both) of the event in a similar way to that for the Day mode.



FIGURE 37.

Figure 37 shows a multi-day event viewed in Month mode. The event is shown straddling the days on which it occurs. If the event

was scheduled to extend over a month boundary, then arrows would be displayed to either the left or right (or both) of the event in a similar way to that for the Day mode.

## 6.4 Shared Calendars

Shared calendaring allows you to give others access to your calendar. This section explains how to enable access and the access levels you can issue.

### Sharing your calendar

To enable access to your calendar, select **Calendar** from the Navigation Tree under **Preferences**.

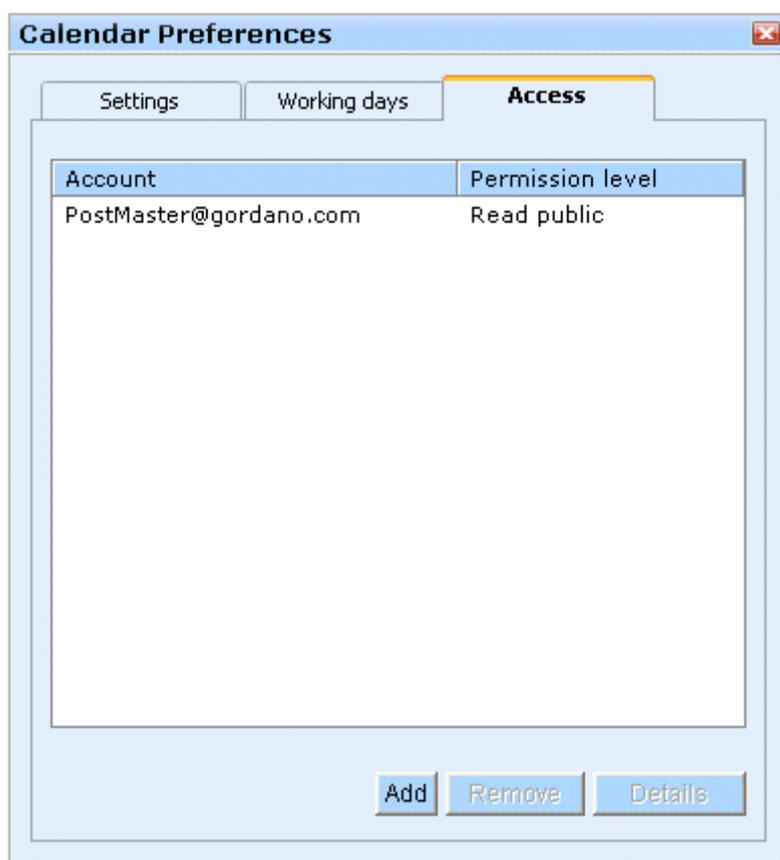


FIGURE 38.

The screen shown in figure 38 lists the accounts that your calendar is already shared with and the access rights that each account has for your personal calendar.

To stop a listed account from having access to your calendar select the account in the list and click **Remove**.

To edit the access right for a listed account select the account in the list and click **Details**.

To allow a new account to see your calendar click **Add**. The dialog shown in figure 39, enables you to add new users who can access your calendar.

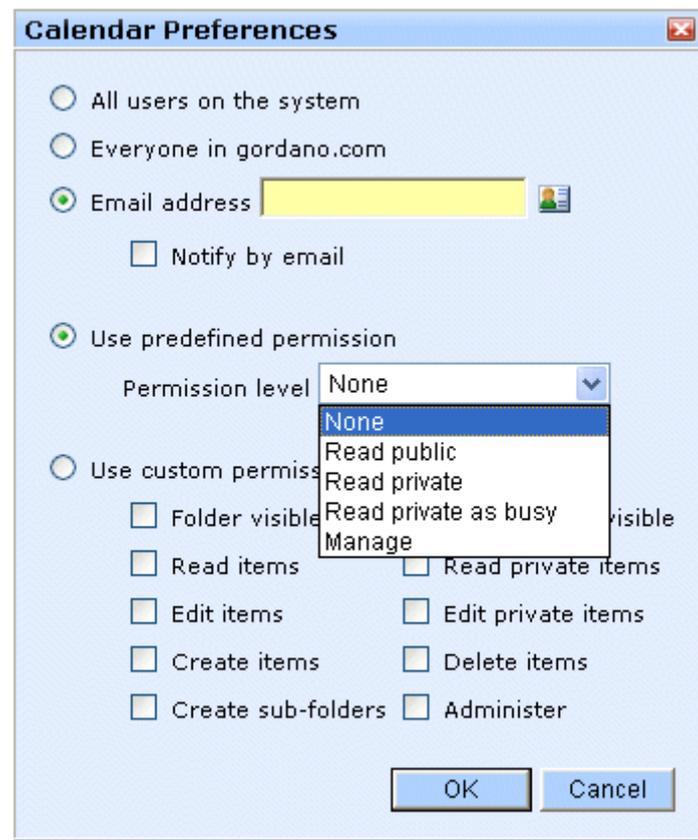


FIGURE 39.

- **All users on the system** - If you select this option and click **OK** all users that have an account on the system will have access to your calendar with the selected access rights. This option can be disabled by your system administrator so it may not be displayed.
- **Everyone in your domain** - If you select this option and click **OK** all users that have an account in your domain will have access to your calendar with the selected access rights. This option can be disabled by your system administrator so it may not be displayed.



*You need to have permission to share your calendar with the "All users" and "Everyone" groups to see these options.*

- **Email address** - To grant access to an individual user or group of users select this option and enter a comma separated list of email addresses that you wish to grant calendar access to. If you do not know the exact addresses you want to add or there are quite a few addresses click on the address book icon. This

displays a new window allowing you to select multiple addresses from a list on the left of the screen.



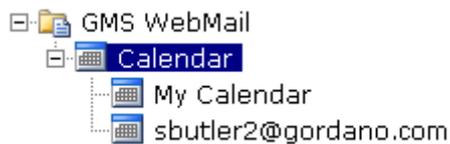
*You need to have access to the local address book for the address book icon to be displayed.*

---

- **Notify by email** - If this option is checked when you click on **OK** an email will be sent to each account that is being granted access to your calendar. The email will advise the user that they can now view your calendar and tell them what access right they have been granted. If you have granted access to a group account then each member of that group will get a copy of the message.
- **Access rights** - You can grant a variety of different access rights. See “Access Rights” on page 193.

## Viewing a Shared Calendar

If you have been granted access to someone’s calendar and you would like to view their calendar, select the **Calendar** option in the Navigation Tree as shown in figure 40.



**FIGURE 40.**

This will open a display showing the calendars you can currently view. To remove access to a calendar select it in the list and click **Remove**. To change whether or not show through is enabled select a calendar in the list and click **Details**. To add extra calendars click **Add**.

Clicking **Add** displays a list of calendars you have been granted access to and the access rights you have for those calendars.

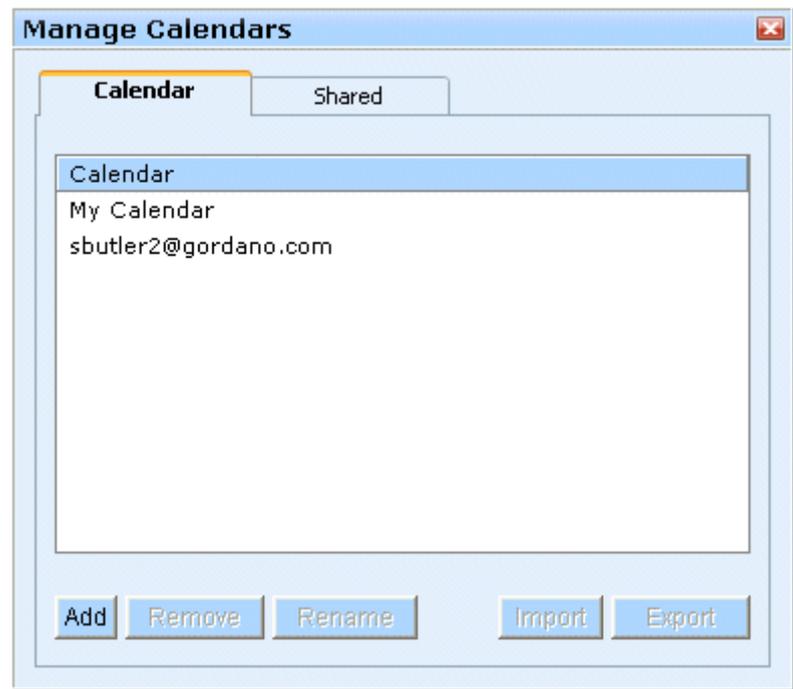


FIGURE 41.

To view one or more of these calendars, select the relevant account from the list. If you wish to be able to view the calendar within your own select the **Enable show through** box and click **OK**.

### Enabling Show Through

Show through is the ability to see another users calendar events within your own calendar. This removes the need for you to switch between calendars to view another user's entries. Show through is enabled by selecting the **Enable show through** option when configuring which calendars you wish to view as described in the previous section.

Figure 42 shows "My" Calendar in day view with events from "simont's" calendar showing through. These show through entries are shown in light blue.

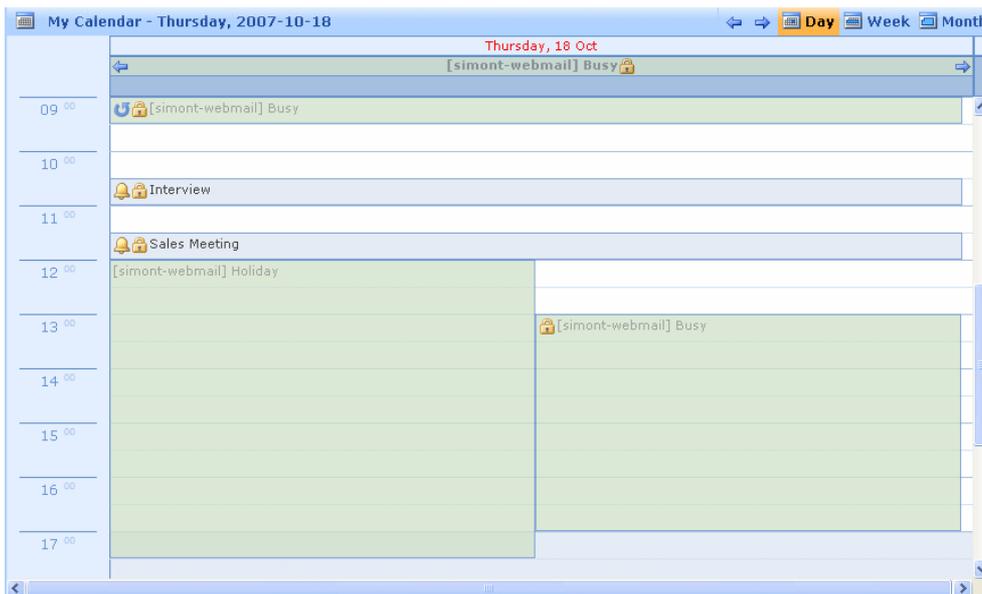


FIGURE 42.

From figure 42 it can be seen that "simont" has granted me "Read private as busy" access rights. You will note that the calendar entry shown lets me see that **simont** is busy during the time shown but does not provide any details of the event scheduled. For details of configuring access rights. See "Sharing your calendar" on page 56.

## 6.5 Deleting events

To delete an event use the date selector to display the event in the list of events (See "Viewing Calendar Events" on page 48). Then click on the event and either click **Delete** in the top menu bar or press the Delete key on your keyboard. If you are deleting a repeating event you will see a dialog as shown in figure 43.

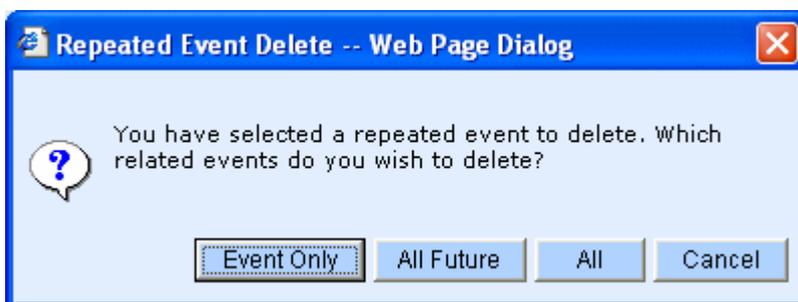


FIGURE 43.

This allows you to decide whether to delete just the selected event, all future occurrences of the event or all past, current and future occurrences of this event. Choose the option you require to proceed or click **Cancel** to continue without deleting any events.

## 6.6 Editing an Existing event

To edit an existing event use the date selector to display the event in the list of events (See “Viewing Calendar Events” on page 48). Then double-click on the event in the listing. This will open the event details window allowing you to change any of the information for that event including times and alarms. Once you have finished making your changes click **Save**.

## 6.7 Generating an email based on an event

We saw earlier how you can automatically create an event based on the content of an email message. You can also reverse this process and create an email based on the content of an event. For example you might want to remind someone else of a forthcoming event. You already have an event entered to remind you of the date of someone’s birthday and you can use this to email friends and remind them to purchase gifts. First display the birthday event by selecting the relevant date in the date selector window (see “Viewing Calendar Events” on page 48). Then double-click on the event to display the event details window.

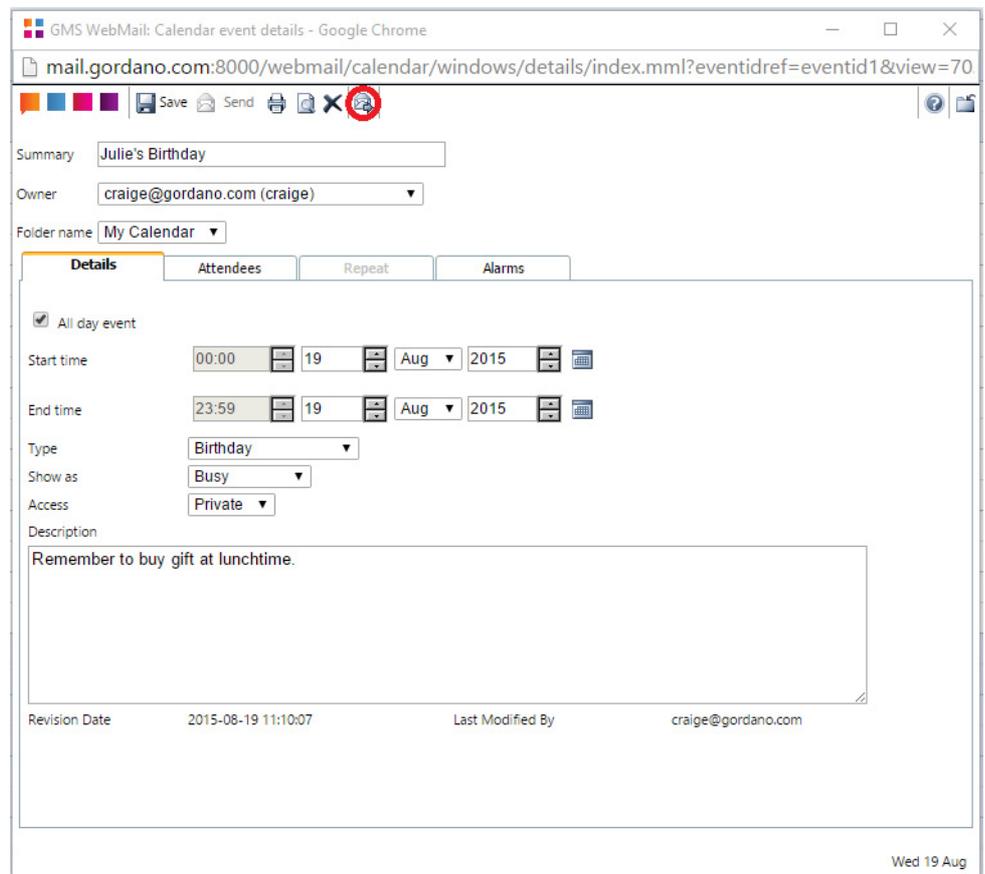


FIGURE 44.

Since this is an existing event you will notice that there is a new icon in the top menu bar called "Create message from event". If you click on this button a compose window will appear with the event summary as the subject and the event description as the message body. You can then go on to add recipients and edit the message as usual before sending it.

## 6.8 Printing an event

To print out the details of an event, double-click on the event to display the event details window as above. Then click the **Printer** icon in the top menu bar of the window. This will open a printer friendly version of the current event with the Print dialog open ready to send the entry to your printer.

## 7 Address Books

Your address book allows you to store details about anyone you have contact with. It can be viewed as a series of virtual business cards (vCards) which contain name, email address, postal address, and so on. vCards are a very powerful concept since they allow you to give other people information about you and store details very quickly and easily.

GMS WebMail will automatically display and generate vCards when new messages arrive. This will help you keep your contact list up to date.

GMS WebMail provides several collections of address books, a book containing those you never want to hear from and a special "Local" address book. The **Local addresses** book will be automatically updated as new people join and leave your organisation.

### 7.1 Types of address book

There are six types of address book:

- **Personal Address Books**

Every user can add addresses and contact details to their own personal address books. You can add multiple new address books. By default there is a personal address book already set up called **My Addresses**. Further personal address books can be created as required.

- **Block List Address Book**

By adding addresses to this book you can stop messages from those addresses ever appearing in your inbox. See "The Block List filter" on page 94 for more information.



*The block list address book is available in GMS Anti-Spam.*

---

- **Quarantine Address Book**

This is a special address book used by the Confirmation Process to store addresses of messages that have been quarantined. This prevents confirmation messages being sent repeatedly to the same address. See "Setting up Confirmation" on page 157 for more information.

- **Domain Address Books**

Domain address books are available to users on the same domain. Whether you can see these address books, edit the entries, or indeed set up new domain level address books will depend on what Access Rights the administrator has set up for those address books.

- **System Address Books**

System address books are available to users on the same mail system regardless of their domain name. Whether you can see these address books, edit the entries, or indeed set up new system level address books will depend on what Access Rights the administrator has set up for those address books.

- **Local Addresses**

This is a special address book that contains the contact details for all the other users in your organization. You can update your own entry in this address book but you can't update anyone else's information.



*An administrator can restrict whether or not any address book is visible. For example System address books might be visible but Domain address books might not.*

---

## 7.2 Adding a new address book

Changes and additions to address books are managed from the **Address book** branch of the Navigation Tree.

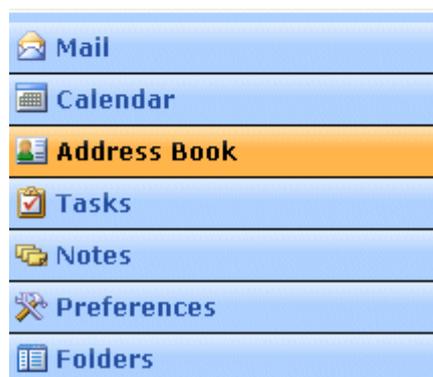


FIGURE 45.

Clicking **Address book** in the tree displays a dialog listing the currently available address books.

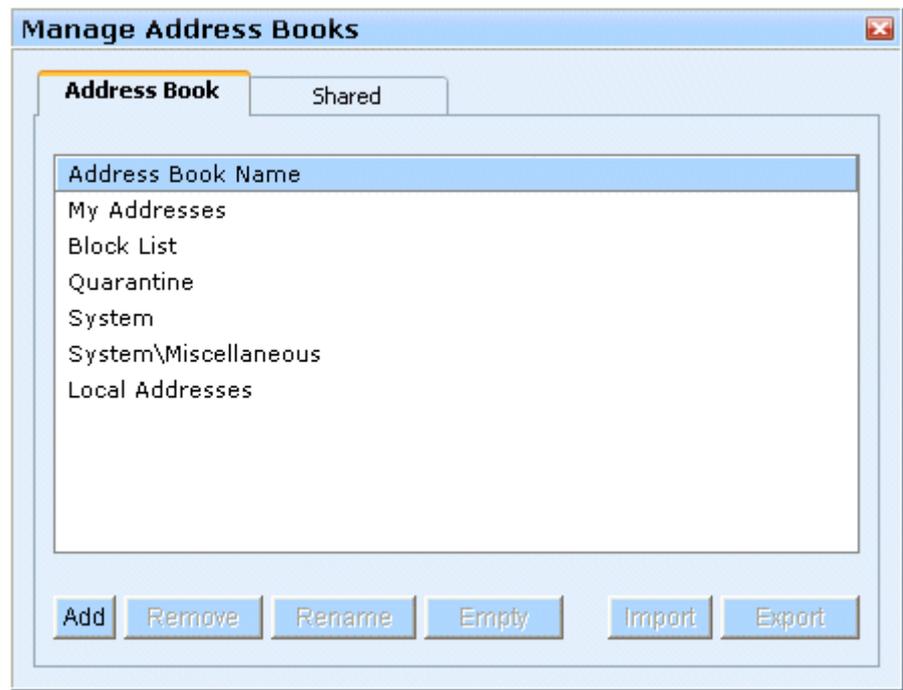


FIGURE 46.

To add a new address book click **Add**, Type in the name you want the address book to be called and select whether it should be added to **My Addresses**, **Domain** or **System** by clicking on your choice in the displayed tree. Then click **Add** to create the new address book. Existing address books can be removed or renamed by selecting them in the list of books and clicking **Remove** or **Rename** respectively.



*The option to add a domain or system address book is only available if the Administrator has given you access rights. You cannot add extra books to Local Addresses, Block List or Quarantine.*

You can also import or export address books using **Import** and **Export**.

### Importing Address Books

Once you have clicked **Import**, a new dialog is displayed so you can enter details for the addresses to be imported.

FIGURE 47.

### Address Book

This is a non editable field and will always be pre filled with the name of the Address book you had highlighted on the Manage screen (figure 46) when you clicked **Import**.

### Filename

Either type in the name of the file to import (including the full path) or click **Browse** to the right of the field and navigate to the file.

### Type

Address Books can be imported from a number of different formats, select the one appropriate to the type of file being imported from the drop down list. Supported formats include:

- vCard
- GMS WebMail
- Outlook 2000 SR1, CSV
- Outlook Express v5, CSV
- Outlook Express v6, CSV
- Netscape v4, LDIF
- Eudora v3, Structured File
- Eudora v5, CSV
- Lotus Notes R5, Structured File

### On duplicate addresses

This option provides choices on how duplicate addresses may be handled:

**Overwrite existing**

Any matching address book entry already existing in your address book will be overwritten.

**Keep original**

Any matching address book entry already existing in your address book will be retained and the imported one discarded.

**Keep both**

Any matching address book entry already existing in your address book will be retained, and a new entry will be created for the imported address.

Once you have completed all of the above fields click **OK** to proceed with the import. The second stage of the import asks you to specify what access rights should be applied to the address book entries that are imported. See "Access Rights" on page 193.

## Exporting Address Books

Any of your GMS WebMail address books may be exported by highlighting the appropriate address book in the Manage screen (figure 46) and clicking on the **Export** button. This will display a new dialog allowing you to set the format addresses are exported in.

**Address Book** - This is a non editable field and will always be pre filled with the name of the address book you had highlighted on the Manage screen when you clicked **Export**.

**Export Format** - There are three export options available.

- **Display** - Entries can be exported to the screen from where they can be cut and pasted into another application using the standard system cut and paste routines.
- **Email to me as vCards** - Entries are created in one big vCard that contains one entry for each contact. This is sent as a single attachment. If this is sent to a vCard aware mail client the contacts will appear as individual vCards.
- **Email to me as an attachment** - Entries are combined into one big vCard and sent as a text attachment. When the attachment is received by an email client there will be a single attachment that can be saved to disk for import into vCard aware clients or organizers.

## 7.3 Managing contacts in an address book

To manage your existing contacts select the address book from the menu tree that the existing contact is listed in. If extra address books have been added in addition to the default books they will be displayed under their parent book. Figure 48 shows the **Work**

address book having been selected under the **My Addresses** branch of the Navigation Tree.

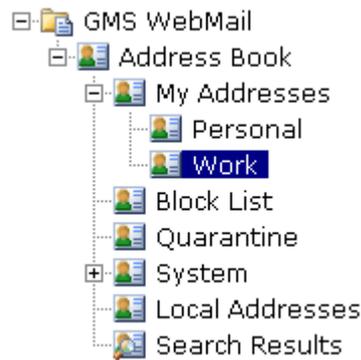


FIGURE 48.

Selecting an address book will change the display at the top right of the GMS WebMail screen. Instead of displaying a list of messages this area will now display a list of the contacts that are contained in the selected address book, shown in figure 49. If you click on an entry in this listing the details for that contact will be displayed in the preview pane at the bottom of the screen. The gray bar will contain summary details of that entry including Display Name, Email address and Revision Date.

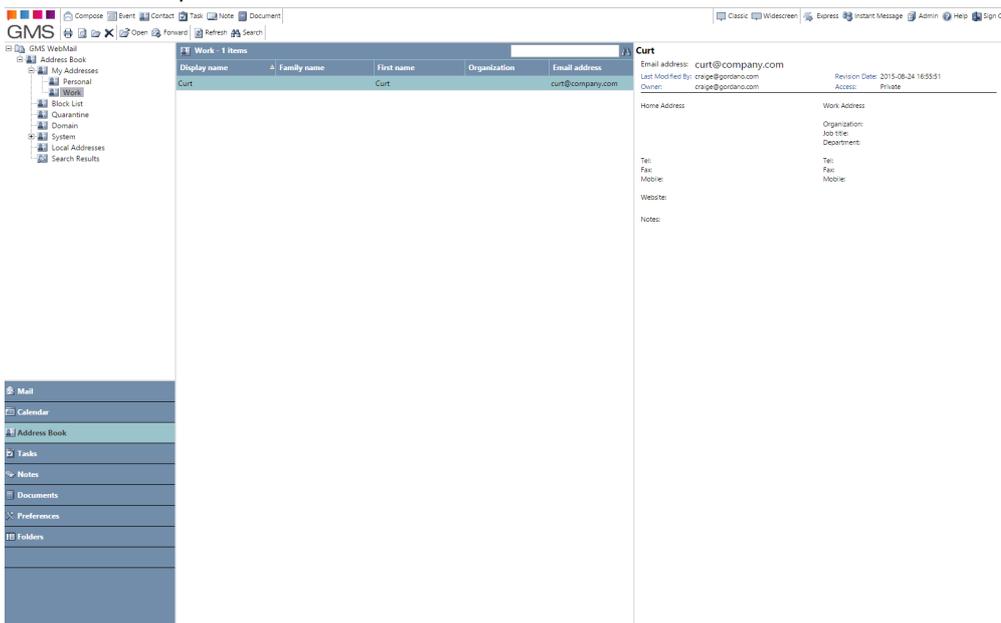


FIGURE 49.

Note you can change which address book fields are displayed in the list of contacts. See “Instant Message” on page 143.

### Adding Contacts

To add a new contact click the Contact icon in the top menu bar.



This will launch a new window that will allow you to add details for a new contact (figure 50). As a minimum you will need to add an email address OR a name (either First Name, Family Name, or Display Name) for the contact. The entry window has a number of tabs allowing you to record information about each contact. The tabs will be grayed out until an address is entered.

FIGURE 50.

You can select which address book the entry should be added to by selecting the desired book from the **Address Book** drop-down box. This window has the following options in the menu bar at the top of the window:

- **Help** - Clicking on the Help icon will open a context sensitive help screen.
- **Close** - Clicking on the Close icon will close the Address Book Entry.

In the menu at the top of the window there is a selection of buttons which will change depending on where the window was opened from. The possible buttons are:

- **Save** - Clicking this button will commit any entries made in the tabbed areas to the address book.
- **View Existing** - This button will only be present if the email address of an incoming message with a vCard attached to it matches an entry you already have in your Address Book and the vCard has a later revision date. Clicking the button will open a further screen allowing you to select an existing vCard to be updated with this new information. See "Reading Vcards" on page 18.
- **Cancel** - Clicking Close will close the Address Book dialog without committing any entries made in the tabbed areas to the address book.

## Editing Contacts

To edit an existing contact or to view all of the details for that contact select the relevant address book in the Navigation Tree. You can then double-click their entry in the list of contacts on the right of the page. This launches a similar window to when you add a new contact.

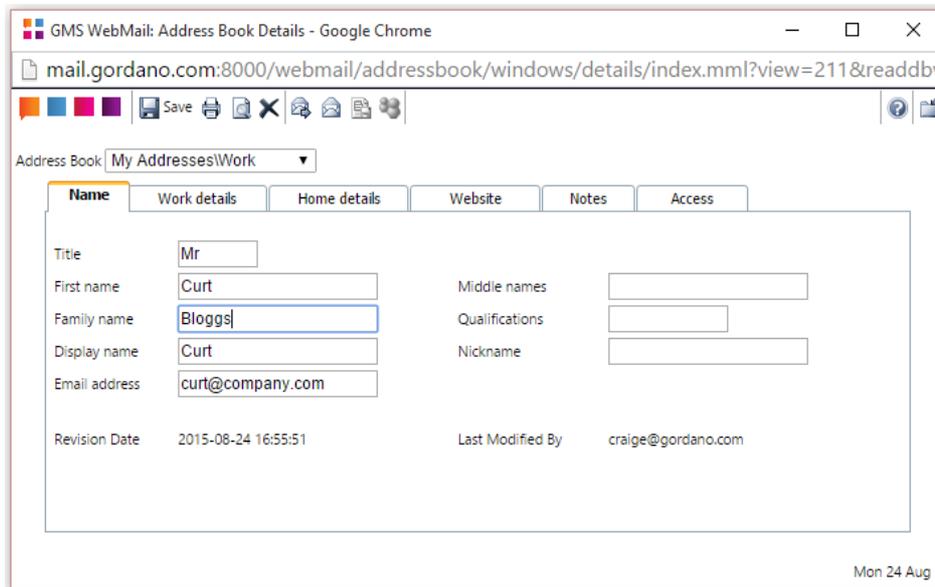


FIGURE 51.

This window has a few extra options in the menu bar at the top of the window:

- **Delete** - Clicking this icon will delete the selected address book entry.
- **Forward Contact Details** - Clicking this icon will open a Compose window with the selected address book entry automatically attached as a vCard.
- **Compose** - Clicking this icon will open a Compose window with the email address from the current address book entry pre-filled in the To field.
- **Details** - Clicking this icon will open a new window containing the raw text of the vCard for the currently selected user.
- **Send to Printer** - Clicking this icon will open a printer friendly version of the current vCard with the Print dialog open ready to send the entry to your printer.
- **Overwrite Existing** - Clicking this icon will overwrite the existing details for the selected address book entry with the new details you may have entered in this window.
- **Instant Message** - Clicking this icon will open an Instant Message window with the IM number from the current address book entry pre-filled in the To field.
- **Help** - Clicking the Question Mark icon will open a context sensitive help screen.

- **Close** - Clicking the Close icon will close the Address Book Entry.

When you have finished making changes, click **Update** to apply them.

### Removing a contact

To remove a contact from an address book, select the address book from the Navigation Tree. All the entries in that address book that you are allowed to view will then be listed on the right of the screen. Find the contact that you would like to remove and click on their entry in the list. Pressing **Delete** on your keyboard or clicking the **Delete** icon in the top menu bar will then remove the entry (providing you have permissions to do so).

### Moving contacts to another book

There are two ways to move a contact from one address book to another. The simplest is to select the address book that currently has the contact in it from the Navigation Tree. Next select the contact that you want to move and drag and drop it onto the required address book. Multiple contacts can be moved in this way by holding down **Ctrl** or **Shift** key on your keyboard whilst selecting the contacts that are to be moved.

The other way to move a contact is to double-click on their entry in an address book to launch the contact details window (figure 51). You can then select the address book that you require from the **Address Book** drop-down menu.

## 7.4 Using the address book when composing e-mails

To use the address book when composing messages click the **Compose** icon to display a blank message in a new window. You will notice there are address book icons next to the To:, Cc: and Bcc: fields. If you want to add an address to the To: field click the icon next to that field. This will launch another window (figure 52) that allows you to choose which email addresses should be added to the To: field.

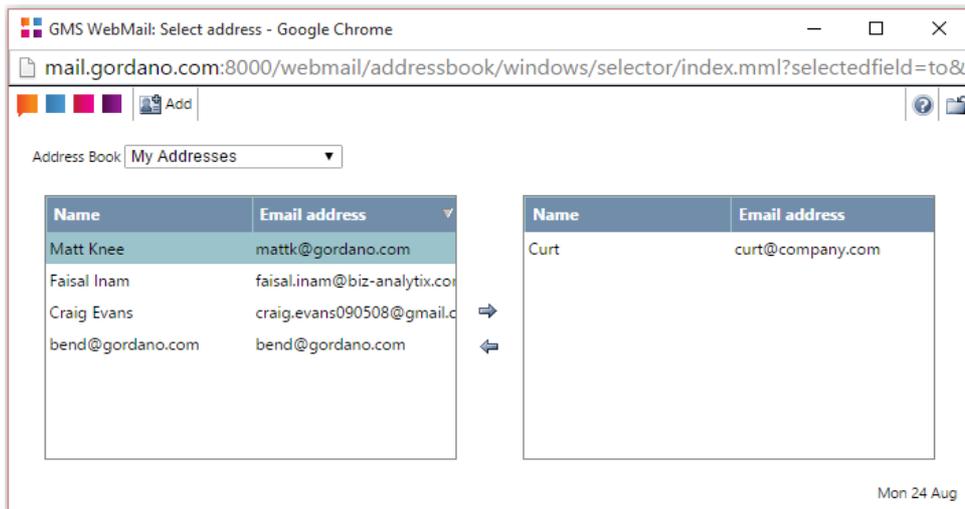


FIGURE 52.

The right hand pane of this screen displays the addresses that will be added to the message. You can add addresses to the right hand pane by selecting them in the left hand pane then clicking the right hand arrow. ➡

If you want to remove an address from the right hand pane, select it then click the left arrow. ⬅

You can select multiple entries by either holding down the **Ctrl** key and selecting individual items or holding down the **Shift** key and selecting a group of items.

You can use the drop-down menu at the top of the screen to move between different address books. It is possible to add a number of addresses from different address books by adding the addresses from one then changing to another address book before adding others from that book.

Once you have selected all the addresses that are required, click **OK** to return to the message you have started to compose. The selected addresses will appear in the To: field of the message. Alternatively you can click **Cancel** to return to the Compose window without adding any of the selected addresses. Exactly the same process can be followed for the Cc: and Bcc: fields of the message.

## 7.5 Access Rights for Address Books

If you open an address book to display the list of contacts in it, then double click on an entry, the Address Book Details window is displayed. In this window you will notice an **Access** tab. The options in this tab control the access rights for the selected address book entry.

The **Access** tab allows you to define who if anyone, other than yourself, is allowed to have access to this particular address book

entry. Every new entry that you make automatically assigns Read and Edit access to yourself.

See "Access Rights" on page 193 for details.

## 7.6 Searching Address Books

Clicking the **Search** icon on the main menu bar while within an Address Book will display a dialog like that shown in figure 53 allowing you to search across all the address books that you are allowed access to for a particular entry.

You can also use the quick search option at the top of the address book list which will search only within the currently selected address book.

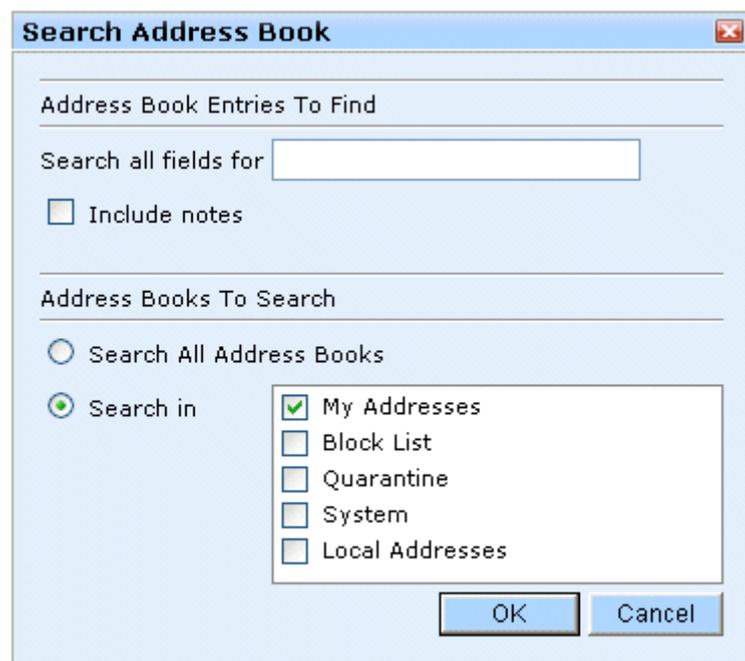


FIGURE 53.

### Address book entries to find

- **Search all fields for** - Enter the string that you would like to search for. This could be a Family Name, Email Address, in fact any item that is held in the address book.
- **Include Notes** - By default the Notes field is excluded from searches due to the amount of information that might be contained in it, in order to speed up the search. If you would like the Notes field to be included in the search, check this box.

### Address Books to Search

- **Search all address books** - Selecting this option will automatically search across all address books to which you are allowed access.

- **Search in** - Selecting this option allows you to confine your search to particular address books. This allows you to find the information more quickly, assuming that you know which book the entry is in. The address books to be searched should be selected by checking the relevant boxes on the right of the page.

Once you have completed all of the above fields click **OK** to proceed with the Search, clicking **Cancel** will close the dialog without searching.

## 7.7 Address Book sharing

### Sharing your address book

To enable access to your address book, select **Address Book** from the Navigation Tree under **Preferences**.

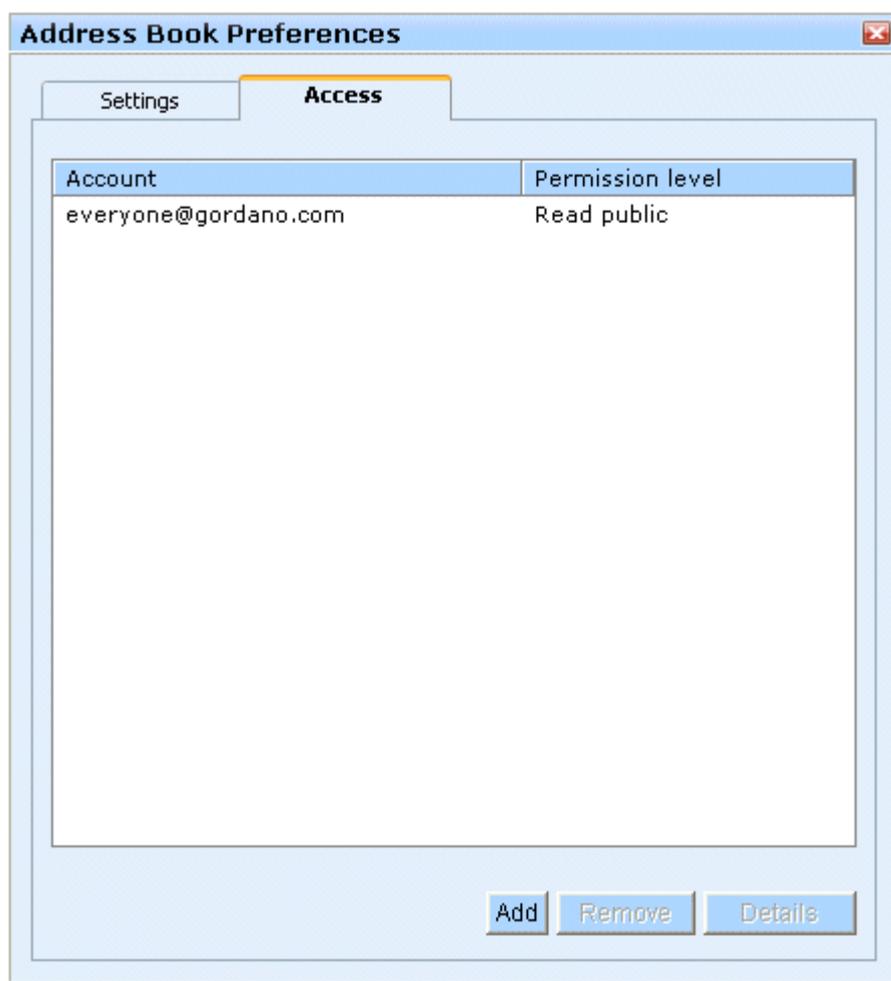


FIGURE 54.

The screen shown in figure 54 lists the accounts that your address book is already shared with and the access rights that each account has for your personal address book.

To stop a listed account from having access to your address book select the account in the list and click **Remove**.

To edit the access right for a listed account select the account in the list and click **Details**.

To allow a new account to see your address book, click **Add**. The dialog shown in figure 55 enables you to add new users who can access your address book.

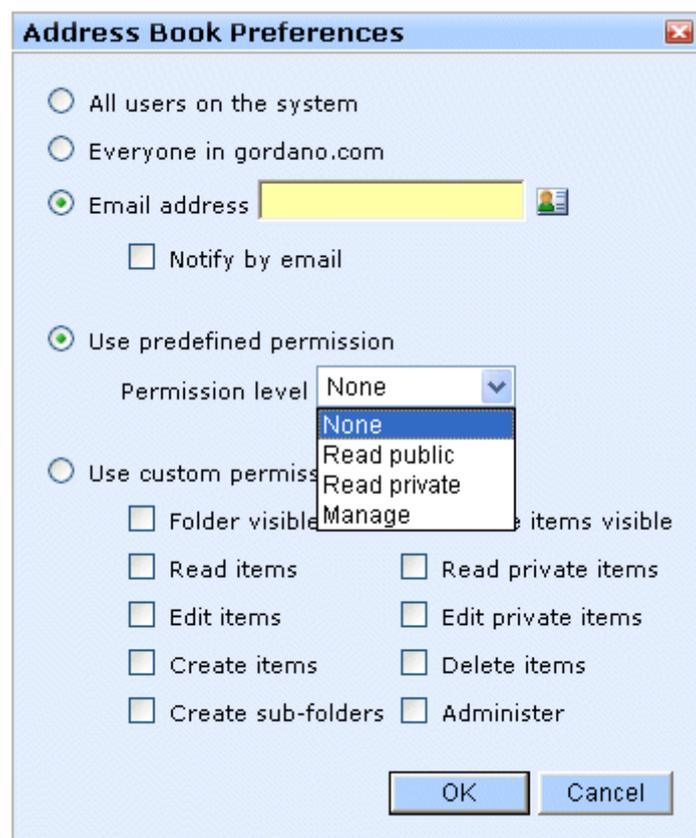


FIGURE 55.

- **All users on the system** - If you select this option and click **OK** all users that have an account on the system will have access to your address book with the selected access right. This option can be disabled by your system administrator so it may not be displayed.
- **Everyone in your domain** - If you select this option and click **OK** all users that have an account in your domain will have access to your address book with the selected access right. This option can be disabled by your system administrator so it may not be displayed.



*You need to have permission to share your address book with the "All users" and "Everyone" groups to see these options.*

- **Email address** - To grant access to an individual user or group of users select this option and enter a comma separated list of email addresses that you wish to grant access to. If you do not know the exact addresses you want to add or there are quite a few addresses click on the address book icon. This displays a new window allowing you to select multiple addresses from a list on the left of the screen.

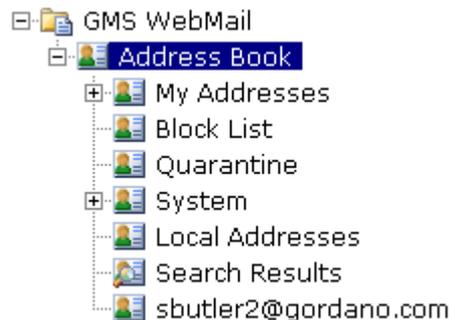


*You need to have access to the local address book for the address book icon to be displayed.*

- **Notify by email** - If this option is checked when you click **OK** an email will be sent to each account that is being granted access to your address book. The email will advise the user that they can now view your address book and tell them what access right they have been granted. If you have granted access to a group account then each member of that group will get a copy of the message.
- **Access right** - You can grant a variety of different access rights as explained in "Access Rights" on page 193.

## Viewing shared Address Books

If you have been granted access to someone's address book and you would like to view it, select the **Address Book** option in the Navigation Tree as shown in Figure 56.



**FIGURE 56.**

This will open a display showing the address books you can currently view. To remove access to an address book select it in the

list and click **Remove**. To add extra address books, click **Add**. This displays a list of address books you have been granted access to.

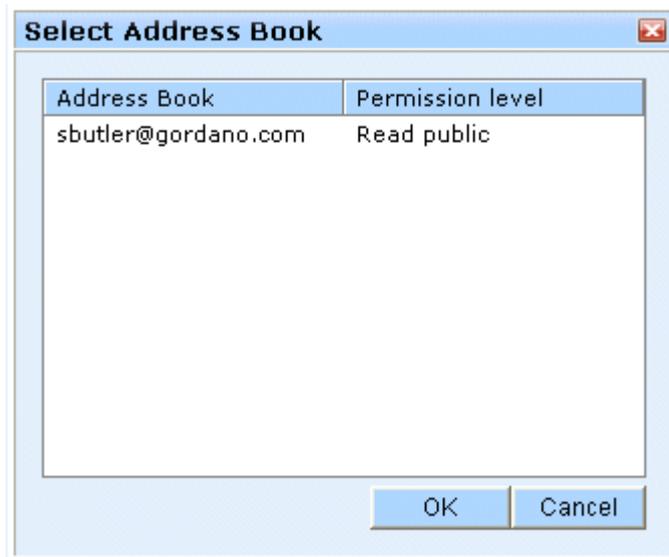


FIGURE 57.

To view one or more of these address books, select the relevant account from the list and click **OK**.



## 8 Tasks

Task lists provide you with an easy way to keep track of due or outstanding items on your "To do" list and allow you to set alarms which will remind you when those tasks are due. For example you can create a task that requires you to attend a trade show. If the tasks occur regularly you can create a single task that repeats at intervals you select. For example a task that repeats on the same time each week such as backing up your company data. You may also share your task list with other users on your system, allowing them to view your outstanding tasks and, depending on their access rights, add or delete entries.

### 8.1 Adding Tasks

Adding new tasks to your list is straightforward and can be done in two ways:

- Manual entry
- Automatically in response to an email

#### Manual Task creation

Imagine your boss has just telephoned to ask you to attend a trade show on Wednesday of next week. This will require that you prepare the materials required for the show and have them ready in time. You need to ensure that this is done so you decide to create a Task to remind you what needs to be completed and by when. You also set an alarm against the task for the day before the show. The steps you would take are described below.

The first thing to do is to log on to WebMail Professional. At the top of the page you will see the "Task" icon.



FIGURE 58.

Clicking this icon will display a new window (figure 59) which will allow you to set up your task.

FIGURE 59.

The task creation window is made up of the following parts.

### Summary

Every task must be given a short summary before it can be entered in your task list. This can be any text that helps you to easily recall what the task is. In this example we might enter "Trade show".

### Owner

Each task has an owner. By default the person that creates the task is the owner. You can share ownership of a task with other people. This is a particularly useful feature of group working allowing other people to manage a task that you have created.

### Folder Name

The task list that you would like this task written to. If you have access to other users task lists they will also appear in the drop-down menu.

## Details

This tab allows you to enter the details of the task such as the start, due and completed dates, status, priority, access and a description of the task.

## Time and Date selection

You can set your start, due and completed dates by using the up and down arrows next to each of the entry boxes. You can also type directly into any of the boxes.

To the right of each of these you will see a yellow calendar button. Clicking on these will display a date selector window. This allows you to view a whole month at a time and select the day of the month you want.

The screenshot shows a web browser window titled "GMS WebMail: Task details - Google Chrome" with the URL "mail.gordano.com:8000/webmail/tasks/windows/details/index.mml?view=808". The page displays the details for a task named "Trade Show".

Fields shown include:

- Summary: Trade Show
- Owner: craige@gordano.com (craige)
- Folder name: My Tasks
- Details tab (selected), Repeat, Alarms
- Start date: 24 Aug 2015
- Due date: 28 Aug 2015
- Completed date: 28 Aug 2015
- % complete: 0
- Status: Not started
- Priority: Normal
- Access: Private
- Description: Organise attendance
- Revision Date, Last Modified By, craige@gordano.com

A calendar popup for August 2015 is displayed, showing the date 24 selected. The calendar grid is as follows:

Aug 2015						
M	T	W	T	F	S	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

The date 24 is highlighted in blue. Navigation arrows and "Today" are visible at the bottom of the calendar.

FIGURE 60.

## % Completed

This option can be used to indicate how far you have progressed with the task.

## Status

Each task can have a status attached to it, and indeed you may want to change the status as work towards completing the task

progresses. This option and the "% Completed" option work in conjunction with each other.

### Priority

The Priority for the task can be set to one of Low, High or Normal allowing you to further prioritise your tasks.

### Access

You can select whether a task is **Private** or **Public**. This setting affects which tasks people can see when you share your tasks with them. See "Sharing your Tasks" on page 87.

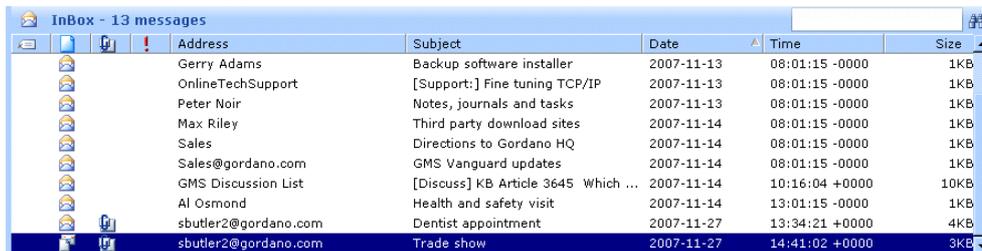
### Description

Enter details of the task here.

When you have finished entering the task details click **Add** to create the task.

## Automatic task creation

Imagine that instead of telephoning, your boss has sent you an email asking you to attend the trade show. When you view this message in your Inbox you can use it to automatically create a task.



Address	Subject	Date	Time	Size
Gerry Adams	Backup software installer	2007-11-13	08:01:15 -0000	1KB
OnlineTechSupport	[Support:] Fine tuning TCP/IP	2007-11-13	08:01:15 -0000	1KB
Peter Noir	Notes, journals and tasks	2007-11-13	08:01:15 -0000	1KB
Max Riley	Third party download sites	2007-11-14	08:01:15 -0000	1KB
Sales	Directions to Gordano HQ	2007-11-14	08:01:15 -0000	1KB
Sales@gordano.com	GMS Vanguard updates	2007-11-14	08:01:15 -0000	1KB
GMS Discussion List	[Discuss] KB Article 3645 Which ...	2007-11-14	10:16:04 +0000	10KB
Al Osmond	Health and safety visit	2007-11-14	13:01:15 -0000	1KB
sbutler2@gordano.com	Dentist appointment	2007-11-27	13:34:21 +0000	4KB
sbutler2@gordano.com	Trade show	2007-11-27	14:41:02 +0000	3KB

When the message is selected in your list of messages as in the example above you can simply click on the message and drag it over to the Task node in the Navigation Tree or the Task entry in the Panel.

This opens the task window with some of the fields pre-filled (figure 61). The task **Summary** will contain the subject of the email message and the **Description** will contain the message body.

Summary

Owner

Folder name

**Details** Repeat Alarms

Start date

Due date

Completed date

% complete

Status

Priority

Access

Description

Can you please organise our attendance at next week's trade show. Please also remember to get the new stand ready and make sure we have plenty of leaflets to hand out.

Thanks

Revision Date Last Modified By sbutler@gordano.com

Tue 27 Nov

FIGURE 61.

You can then set the dates etc. and configure any alarms that you want. When you have finished making any changes, click **Save** to create the task.

## Setting Alarms

The Alarms tab in the task details window allows you to set an alarm for the selected event.

Depending on how your system is set up you can elect to be notified of alarms by an email message, popup window, SMS and/or an instant message at the time and date you specify.



*Popups will only appear if you are actually logged on to your GMS WebMail account. If when you log on, you have missed any appointments a single popup window will appear listing all the due events.*

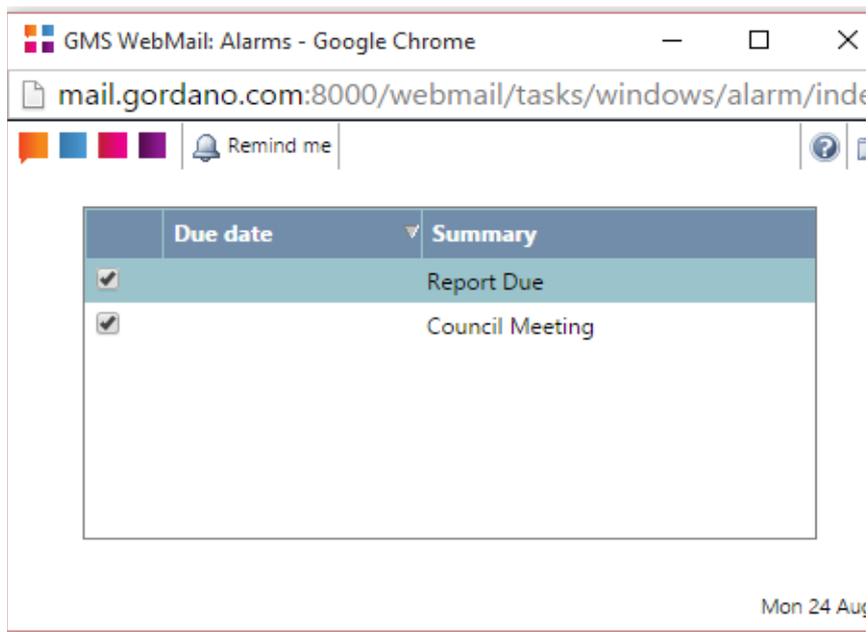


FIGURE 62.

The above popup alarm shows two events that are due. You may decide that you want a further reminder about the Council Meeting in a few minutes time. In that case you would just check the box next to the Council Meeting event and click **Remind Me**. Then the next time your mailbox and alarms are refreshed you will get a new popup alarm. Alternatively if you don't want any further reminders you can just click **Cancel** to dismiss the popup.



You can change how often new alarms are checked for by selecting **Preferences** then **General** from the menu tree. The option to change is called "**Refresh mail and alarms every x minutes**". The default setting is 15 minutes.

## 8.2 Repeating Tasks

When creating your tasks you can set them to repeat at regular intervals whether it be daily, weekly, monthly or annually. To create a repeating task launch the task details window in the normal way, adding your task summary and dates. You will then be able to select the **Repeat** tab (figure 63) and configure how you want the event to repeat.

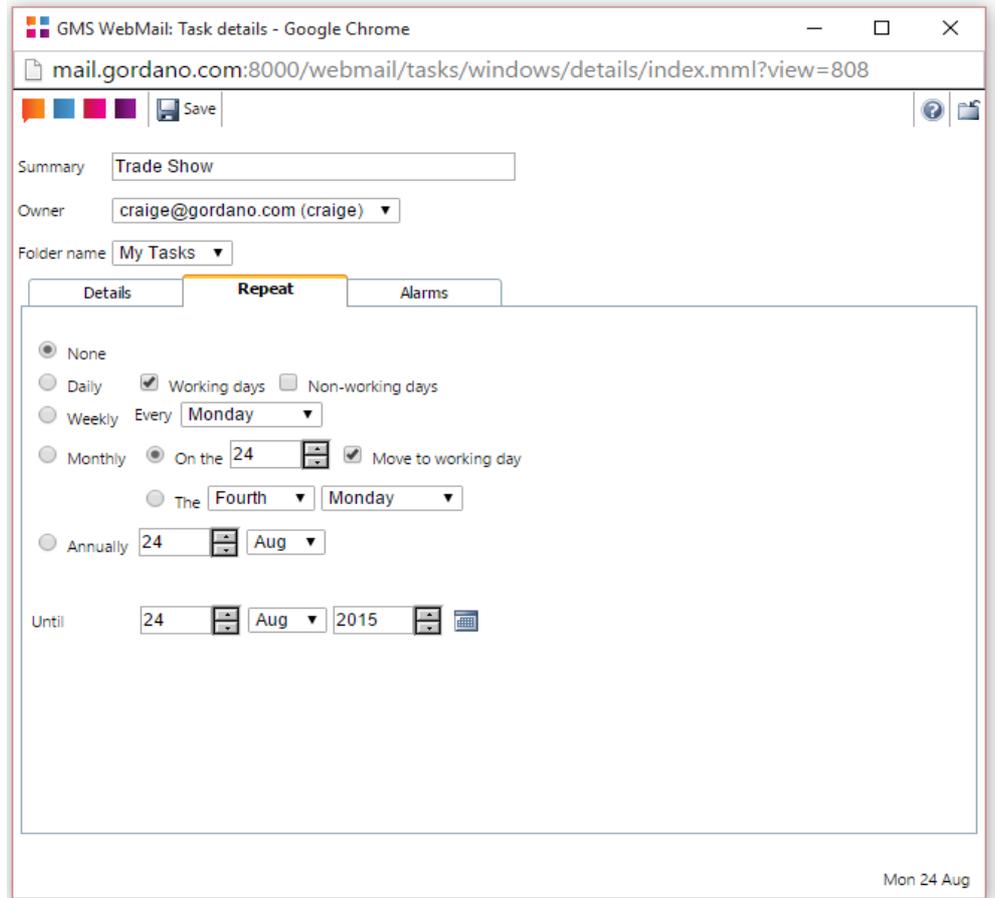


FIGURE 63.

The available options are:

### None

The task will appear in the selected task list once only.

### Daily

The task will appear in the selected task list every working and/or non-working day. You can define your working days and times by clicking on the "+" next to **Preferences** in the Navigation Tree and selecting **Calendar** from the expanded menu.

### Weekly

The task will appear in the selected task list every week on the selected day. If you want the task to repeat on more than one day each week for instance every Monday and Friday you will need to create a task for Mondays and a second task for Fridays.

### Monthly

- **Specific date of the month.** The task will appear in the selected task list very month on the selected date. If the selected date is on a non-working day for a particular month

checking the **Move to working day** option will cause the task to appear in the list on the first working day after the selected date.

- **Specific day of the month.** This option allows you to set a task to repeat on, for example, the last Friday of each month.

### Annually

The task will appear in the selected list every year on the date you select.

### Until

The task will continue repeating up to and including the date selected here. Clicking the calendar icon next to the date launches a calendar selector window for easy date selection.



**Note:** *It is the working days at the time a task is created that dictate which days tasks are created on. Changing your working days later will not change any tasks that have already been created.*

---

## 8.3 Viewing Tasks

From time to time you may wish to see the list of tasks associated with a particular task list. The easiest way to display the list is to use the tree on the left of the screen to navigate to the desired task list.

Selecting the task list will cause the tasks associated with that list to display in the top right pane of the GMS WebMail window. The screen is laid out in a manner that is similar to the familiar WebMail email listing with each task being shown on an individual line. Tasks are listed by summary along with their status, start and due dates. Clicking on a task will display the full details for that task in the details bar below.

Double-clicking on a task will launch the task details window allowing you to update the Tasks. Tasks that have alarms set have a bell icon next to them in the display while repeating events have a repeat icon next to them.

## 8.4 Shared Tasks

Shared tasks allows you to give others access to your task list. This section explains how to enable access and the access levels you can set.

## Sharing your Tasks

To enable access to your task list, select **Tasks** from the Navigation Tree under **Preferences**.

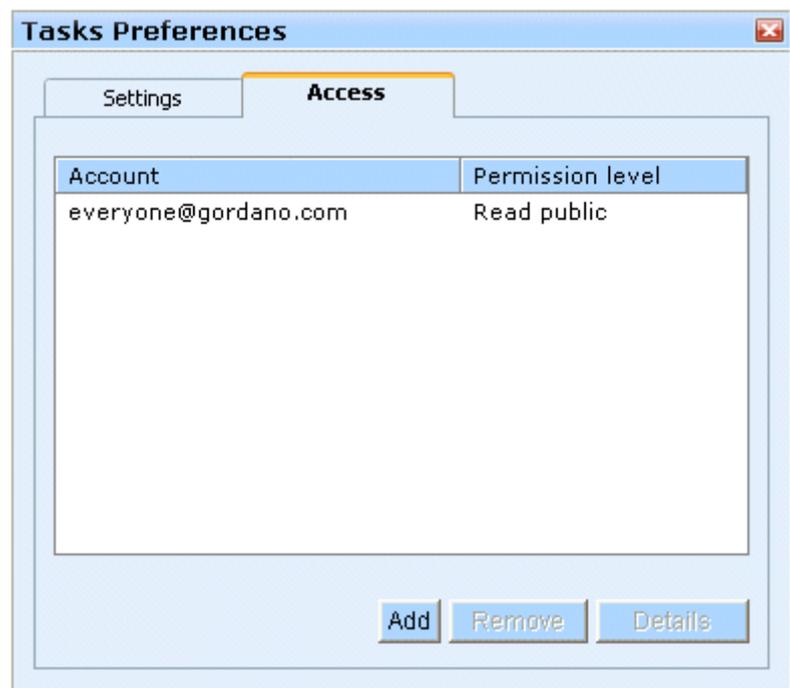


FIGURE 64.

The screen shown in figure 64 lists the accounts that your task list is already shared with and the access rights that each account has for that list.

To stop a listed account from having access to your task list select the account in the list and click **Remove**.

To edit the access right for a listed account select the account in the list and click **Details**.

To allow a new account to see your task list click **Add**. The dialog shown in figure 65, enables you to add new users who can access your task list.

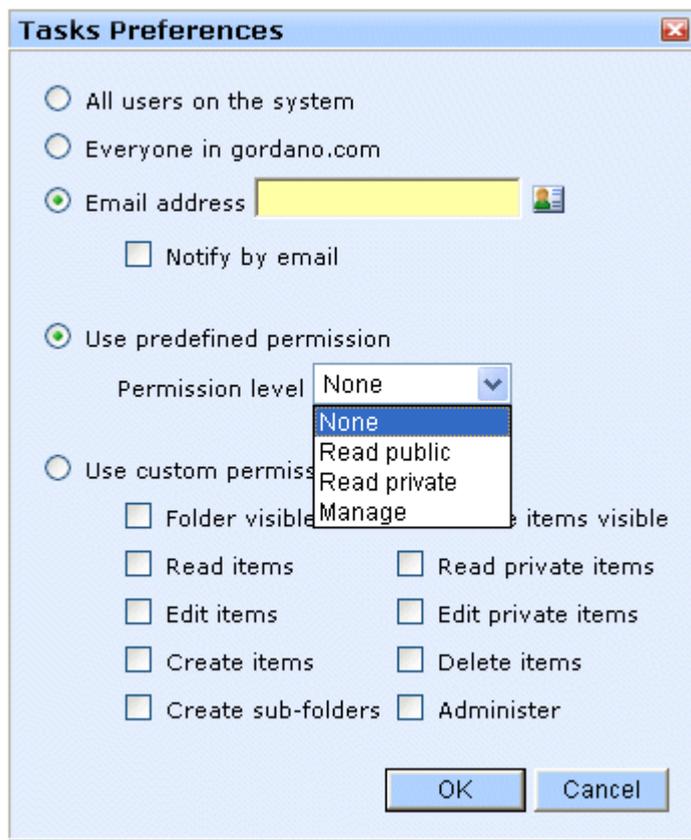


FIGURE 65.

- **All users on the system** - If you select this option and click **OK** all users that have an account on the system will have access to your task list with the selected access right. This option can be disabled by your system administrator so it may not be displayed.
- **Everyone in your domain** - If you select this option and click **OK** all users that have an account in your domain will have access to your task list with the selected access right. This option can be disabled by your system administrator so it may not be displayed.



You need to have the permission to share your tasks with the "All users" and "Everyone" groups to see these options.

- **Email address** - To grant access to an individual user or group of users select this option and enter a comma separated list of email addresses that you wish to grant access to your task list. If you do not know the exact addresses you want to add or there are quite a few addresses click on the address book icon. This

displays a new window allowing you to select multiple addresses from a list on the left of the screen.



*You need to have access to the local address book for the address book icon to be displayed.*

- **Notify by email** - If this option is checked when you click on **OK** an email will be sent to each account that is being granted access to your task list. The email will advise the user that they can now view your task list and tell them what access right they have been granted. If you have granted access to a group account then each member of that group will get a copy of the message.
- **Access rights** - You can grant a variety of different access rights. See "Access Rights" on page 193.

### Viewing a shared Task List

If you have been granted access to someone's task list and you would like to view it, select the **Tasks** option in the Navigation Tree as shown in figure 66.



**FIGURE 66.**

This will open a display showing the task lists you can currently view. To remove access to a task list select it in the list and click **Remove**. To add extra task lists click **Add**.

Selecting the **Shared** tab and clicking **Add** displays a list of task lists you have been granted access to and the access rights you have for those task lists.

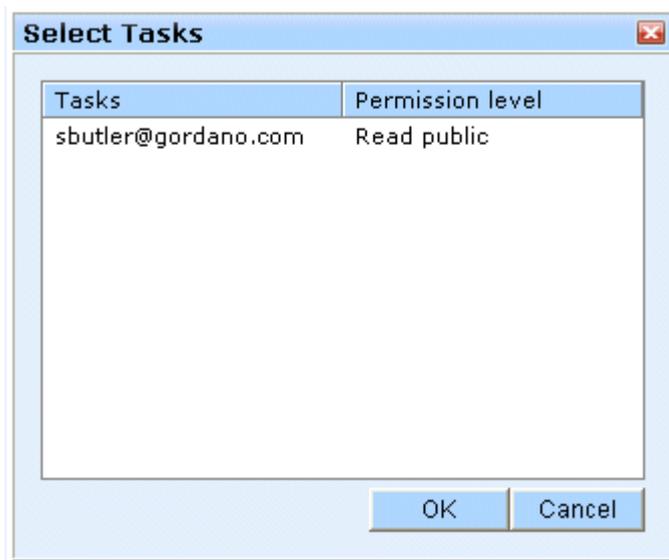


FIGURE 67.

To view one or more of these task lists, select the relevant account from the list.

## 8.5 Deleting Tasks

To delete a task first display the task list (See “Viewing Tasks” on page 86) then click on the task and either click **Delete** in the top menu bar or press the **Delete** key on your keyboard. You will be asked to confirm that you do want to delete the task.

## 8.6 Editing an Existing Task

To edit an existing task use the Navigation Tree to navigate to the task list to display the task (See “Viewing Tasks” on page 86). Then double-click on the task in the listing. This will open the task details window allowing you to change any of the information for that task including dates and alarms. Once you have finished making your changes, click **Update**.

## 8.7 Generating an email based on a Task

We saw earlier how you can automatically create a task based on the content of an email message. You can also reverse this process and create an email based on the content of a task. For example you might want to remind someone of a task that has been assigned to them. First display the task by selecting the relevant task list (see “Viewing Tasks” on page 86). Then double-click on the task to display the task details window.

Alternatively you can highlight the task in the list and drag it to the **Mail** item in the Panel.

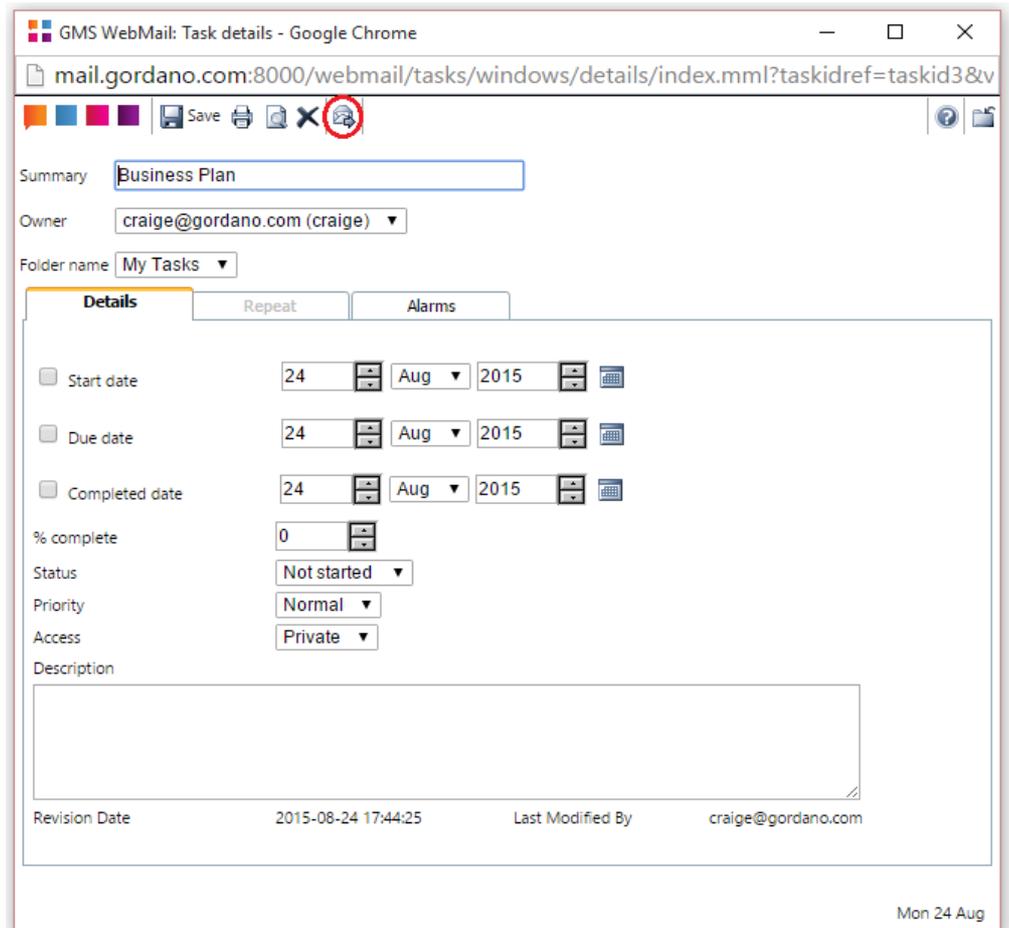


FIGURE 68.

Since this is an existing task you will notice that there is a new icon in the top menu bar called "Create message from task". If you click this icon a compose window will be displayed with the task summary as the subject and the task description as the message body. You can then go on to add recipients and edit the message as usual before sending it.

## 8.8 Printing a Task

To print out the details of a task, double-click on the task to display the task details window as above. Then click the Printer icon in the top menu bar of the window. This will open a printer friendly version of the current task with the Print dialog open ready to send the entry to your printer.



## 9 Notes

Notes provides you with an easy way of entering free form text to record whatever it is you wish to record. Notes can be color coded to differentiate them in a folder listing.

You may also share your notes with other users on your system, allowing them to view your entries and depending on their access rights add, edit or delete entries.

### 9.1 Adding notes

Imagine your colleague has just telephoned to say an important client has a particular query within your area of expertise. You want to make a note of the call so you do not forget its content and also to pass your thoughts on the matter on to other members of your team. The steps you would take are described below.

#### Manual Note creation

The first thing to do is to log on to WebMail Professional. At the top of the page you will see the "Note" icon.



FIGURE 69.

Clicking on the icon will display a new window (figure 70) which will allow you to set up your note.

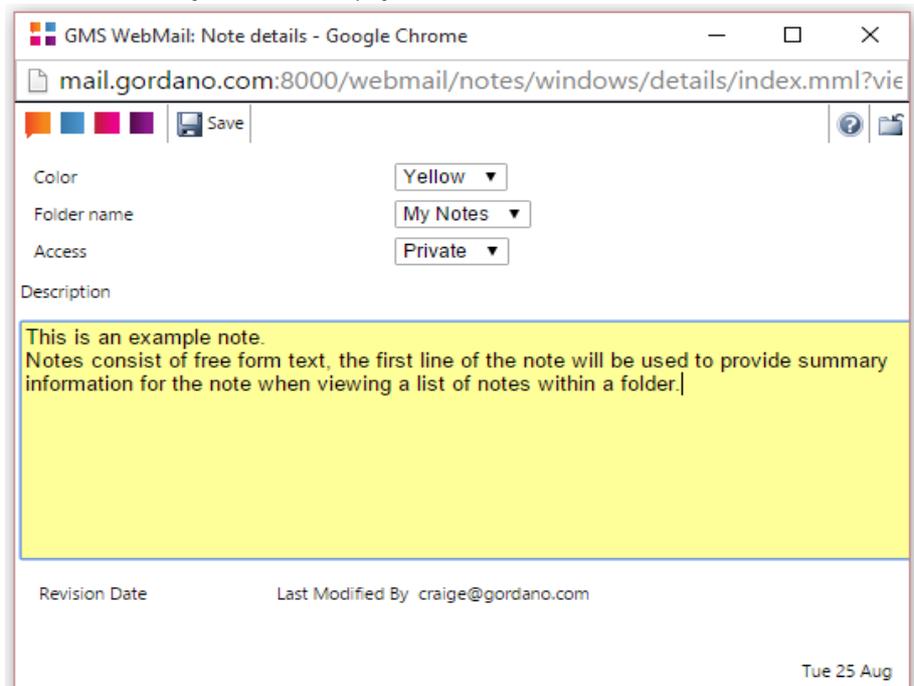


FIGURE 70.

You can set a color for the note from the drop-down. The selected color is used as the background for the edit window and for the summary text when viewing a Notes folder. You can also set the access rights for the note to either Public or Private. Other users may be able to see your notes depending on any access rights you may have given to those users. If you have permissions to write notes to other users folders, these folders will appear in the Folder drop-down menu.

## Automatic note creation

Imagine that instead of telephoning, your colleague has sent you an email about the client query. When you view this message in your Inbox you can use it to automatically create a note.

When the message is selected in your list of messages in your mailbox you can simply drag the message and drop it onto the Notes branch of the Navigation Tree. A Note dialog similar to that shown above will open automatically and will be pre-filled with the content of the e-mail message.

You can then make any changes you wish, and then click **Add** to create the note.

Alternatively you can drag the email message and drop it on the **Notes** item in the Panel.

## 9.2 Viewing Notes

From time to time you may wish to see a list of notes that are currently on your system. The easiest way to do this is to open the Notes branch of the Navigation Tree and select the list of notes that you wish to see. The list will be displayed on the right of the screen, each note will be highlighted in the color you chose when creating the note. The content of the highlighted note will be displayed in the preview pane, and the note can be opened for editing by double-clicking on it.

## 9.3 Shared Notes

Sharing notes allows you to give others access. This section explains how to enable access and the access levels you can issue.

### Sharing your Notes

To enable access to your notes, select **Notes** from the Navigation Tree under **Preferences**.

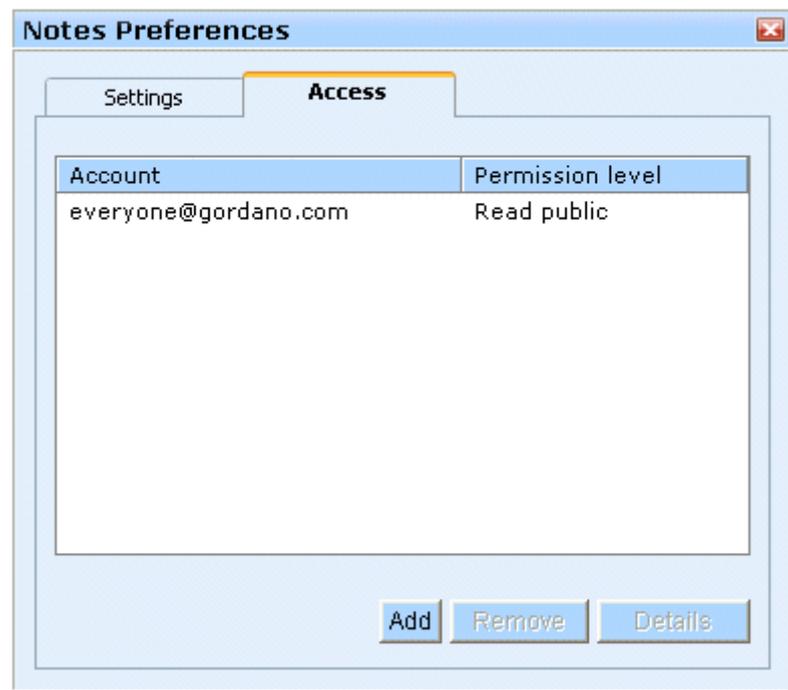


FIGURE 71.

The screen shown in figure 71 lists the accounts that your notes are already shared with and the access rights that each account has for your personal notes.

To stop a listed account from having access to your notes select the account in the list and click **Remove**.

To edit the access right for a listed account select the account in the list and click **Details**.

To allow a new account to see your notes click **Add**. The dialog shown in figure 72, enables you to add new users who can access your notes and to set the level of access that these users have.

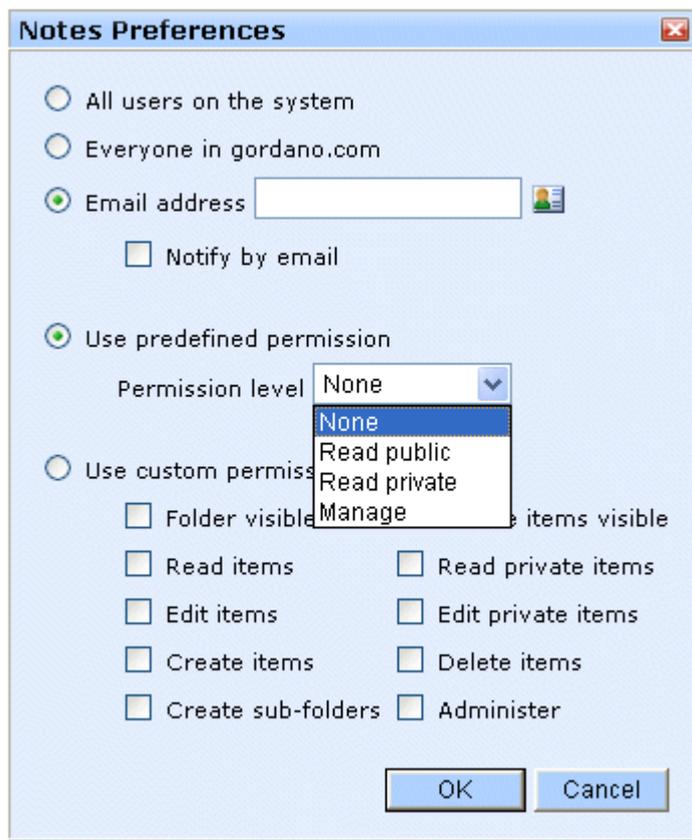


FIGURE 72.

- **All users on the system** - If you select this option and click **OK** all users that have an account on the system will have access to your notes with the selected access right. This option can be disabled by your system administrator so it may not be displayed.
- **Everyone in your domain** - If you select this option and click **OK** all users that have an account in your domain will have access to your notes with the selected access right. This option can be disabled by your system administrator so it may not be displayed.



You need to have the permission to share your notes with the "All users" and "Everyone" groups to see these options.

- **Email address** - To grant access to an individual user or group of users select this option and enter a comma separated list of email addresses that you wish to grant notes access to. If you do not know the exact addresses you want to add or there are quite a few addresses click on the address book icon. This

displays a new window allowing you to select multiple addresses from a list on the left of the screen.



*You need to have access to the local address book for the address book icon to be displayed.*

- **Notify by email** - If this option is checked when you click on **OK** an email will be sent to each account that is being granted access to your notes. The email will advise the user that they can now view your notes and tell them what access right they have been granted. If you have granted access to a group account then each member of that group will get a copy of the message.
- **Access rights** - You can grant a variety of different access rights. see "Access Rights" on page 193.

### Viewing shared notes

If you have been granted access to another users notes and you would like to view them, select the **Notes** option in the Navigation Tree as shown in figure 73.

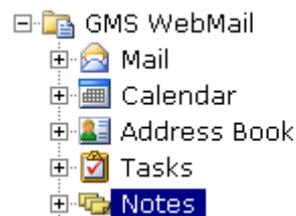


FIGURE 73.

This will open a display showing the notes folders you can currently view. To remove access to a notes folder select it in the list and click **Remove**. To add extra notes folder click **Add**.

Clicking **Add** displays a list of notes folders you have been granted access to and the access rights you have for those folders.

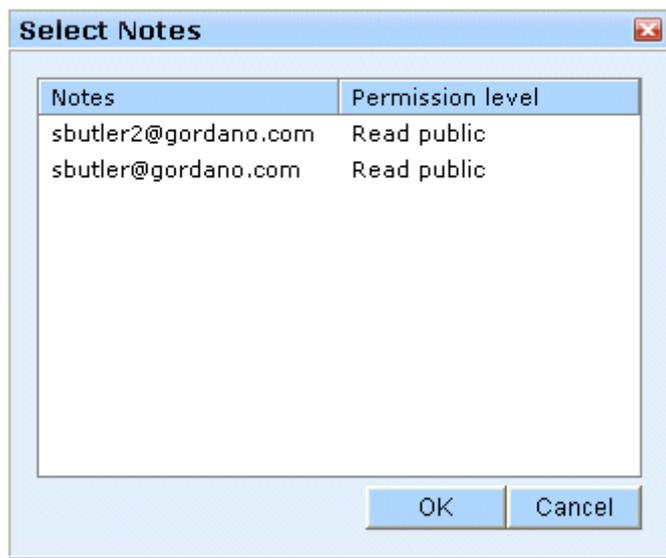


FIGURE 74.

To view one or more of these notes folders, select the relevant account from the list and click **OK**.

From figure 74 it can be seen that "Sales" had granted "Postmaster" "Manage" access rights. For details of configuring access rights see "Sharing your Notes" on page 94.

## 9.4 Deleting Notes

To delete a note, highlight it in the list and either press the **Delete** button or click the **Delete** icon in the menu bar.

## 9.5 Editing an Existing Note

To edit an existing note display the list of notes in a folder and double click on the note you wish to edit. This will open the note details window allowing you to change any of the information. Once you have finished making your changes click **Update**.

## 9.6 Generating an email based on a note

We saw earlier how you can automatically create a note based on the content of an email message. You can also reverse this process and create an email based on the content of a note. For example you might want to forward the note to a colleague for their attention. You already have a note entered to remind you of the content of an earlier conversation. First display the note then double-click on it to display the note details window.

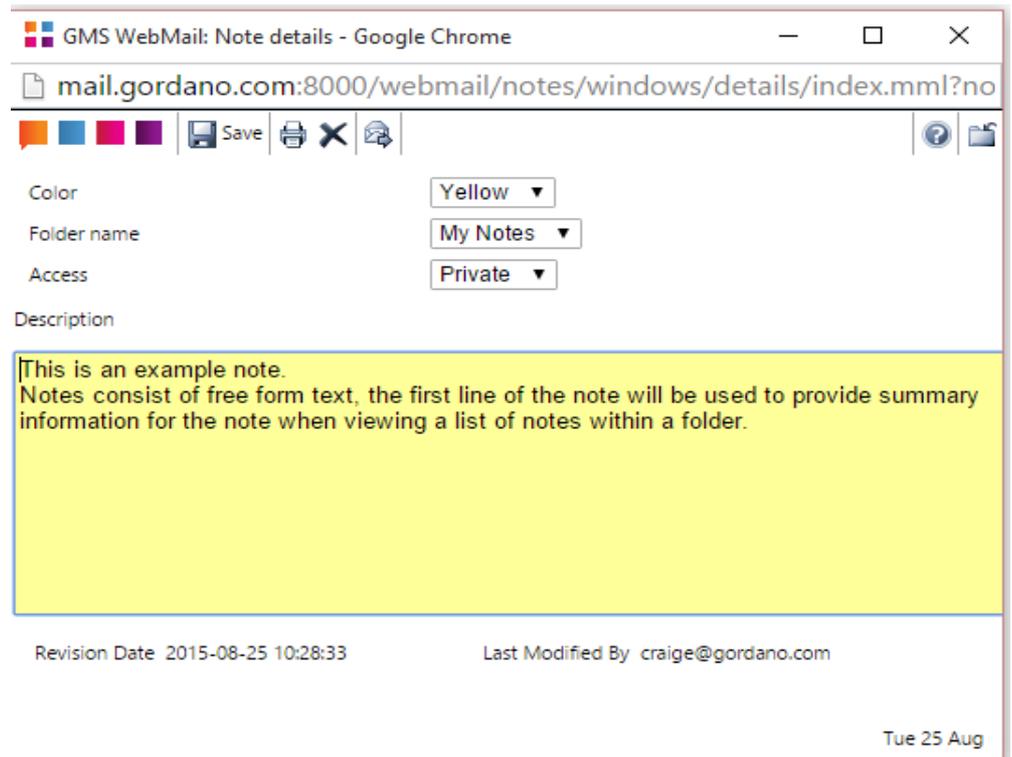


FIGURE 75.

Since this is an existing note you will notice that there is a new icon in the top menu bar called "Create message from note". If you click on this button a compose window will appear with the note summary as the subject and the note description as the message body. You can then go on to add recipients and edit the message as usual before sending it. This icon is also accessible directly from the list of notes.

Alternatively you can highlight a note in the list and drag it to the **Mail** option in the Panel.

## 9.7 Printing a note

To print out the details of a note you need to first highlight it in the list and click on the Print icon in the menu bar. Alternatively you can double click on the note to display the details window as above. Then click on the Printer icon in the top menu bar of the window. Both options will open a printer friendly version of the current note with the Print dialog open ready to send the entry to your printer.



## 10 Documents

The Document Management facilities within GMS provide a method of uploading, managing and sharing files or documents with others. A revision history for each document may be maintained allowing you to easily revert to a previous version of each document. Supported documents can be previewed directly within your browser. To allow for group editing of documents a locking mechanism has been implemented preventing simultaneous editing of documents by more than one person.

You may also share your files or documents with other users on your system, allowing them to view your entries and depending on their access rights add, edit or delete entries.

To start using Document Management simply click on the Documents item in the control panel in the lower left hand side of the WebMail screen.



FIGURE 76.

### 10.1 Document Folders

When you first start using the Document features within WebMail you will have a single folder called "My Documents" which is your default document folder. To allow you to manage your documents efficiently you can add as many additional document folders as you wish, each of which may have different features as outlined in the following paragraphs.

To add additional document folders highlight **Documents** in the tree in the top left of the screen. This will display a page on the right of the screen which will allow you to Add to, Update, Remove or Rename your document folders.



---

*If you are using Internet Explorer with Document Management we recommend you use IE7 or later. Also, depending on the zones configuration of IE, you may experience difficulty when attempting to download a document. You should ensure that the option "Automatic prompting for file downloads" is enabled for the active zone. The best method of achieving this is by adding the mail server to the list of sites in the Local Zone.*

---

#### Adding new folders

When you first access Document Management you will find that a folder called **My Documents** already exists and is your default document store. To simplify your document store, and to easily give access to different users, we would recommend that you create additional folders within the system. To add a new document folder

simply click on the **Add** button, this will open a new window allowing you to set up the features of the new folder.

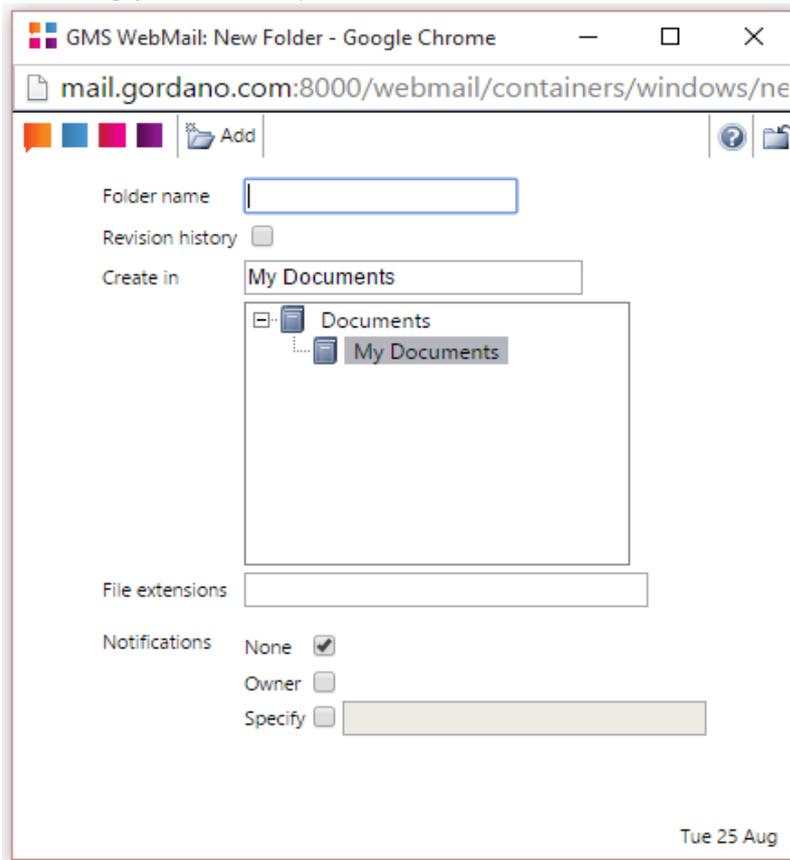


FIGURE 77.

You need to provide a meaningful name for the new folder and select the base folder you wish it to be created in, allowing you to nest folders within each other. You can not create folders above the "My Documents" in the folder hierarchy as this is your base folder.

When you have completed all of the information relating to your new folder clicking on the **Add** button will close the dialog and create the folder.

### Revision History

Document folders have the ability to maintain revisions of documents allowing you to easily revert to a previous version of a document if required. Please note this is not the same as revision markup within programs such as MS Word, but is a complete copy of the document as it was at the time of uploading to the server.



*Your administrator can limit the number of revisions you are allowed to maintain for a document. If you reach the maximum number of revisions the oldest revision will be removed and replaced with the newest.*

### File Extensions

You can specify a range of file types to be supported by the folder by listing the file extensions associated with your chosen file types separated by a comma. Only files with matching extensions can be placed in the folder. For example you may wish to restrict a folder to containing just MS Word documents in which case you would enter "doc,docx"

### Notifications

You may also set certain people to be automatically notified when any changes have been made to a folder such as new files being uploaded, or existing files being changed. Notifications may be set to

- **Owner** - the owner of the folder gets notified
- **Specify** - enter an email address or comma separated list of email addresses to be notified
- **None** - do not notify anyone of changes.

### Editing properties of existing folders

This provides a subset of the features above and is accessed by highlighting the folder in the list and clicking on the **Update** button. This allows you amend the notifications set, the file types supported and whether or not the folder supports Revisions.



*You can not amend the properties of the default "My Documents" folder.*

---

### Accessing shared document folders

Other users on the system may have shared folders with you which you may wish to access. The process of doing so is straightforward and is started by clicking on the **Shared** tab in the Document Management dialog. This page will show you a list of shared folders you have already have access to including the level of permissions you have. It will allow you to **Remove** these and will also allow you to **Add** new ones.



*If the person that granted you access to a folder later changes your permissions, or removes your access the share will be shown in red. You should remove it and then re-add it accepting the new access rights.*

---

## 10.2 Adding Documents

There are a number of reasons why you may want documents to be available within the WebMail interface such as easily sharing them with others, or simply so they are available to you when not at your main PC. Shared document folders are also useful repositories for

company or group documentation, providing a central location where they can be easily accessed and kept up to date.

### Adding documents directly

The first thing to do is to log on to WebMail Professional. At the top of the page you will see the "Document" icon.

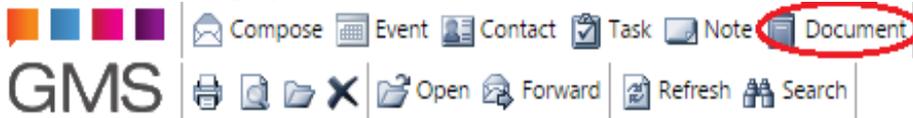


FIGURE 78.

Clicking on the icon will display a new window (figure 79) which will allow you to upload your document to the server and optionally add additional information.



FIGURE 79.

You can upload a file from your local disk using the Upload option, or create a document directly on the server using the HTML editor that appears in the Description window when you select the option. You can also give your document a descriptive title which can be used to easily identify the document in a folder list, set the

author of the document if different from yourself and if not creating an HTML document add a description. You can also set the access rights for the document to either Public or Private. Other users may be able to see your documents depending on any access rights you may have given to those users. If you have permissions to write documents to other users folders, these folders will appear in the Folder drop-down menu.

### Automatic document creation

Imagine that your colleague has sent you an email requesting that your group implements a new corporate policy and has attached the final policy document to the email. When you view this message in your Inbox you can use it to automatically create a document on the server that will be accessible by all members of your group.

When the message is selected in your list of messages in your mailbox you can simply drag the message and drop it onto the Documents branch of the Navigation Tree (or a specific document folder within the tree). A Document dialog similar to that shown above will open automatically and the attachment automatically pre-set in the Uploads area. Additionally the Description area will be pre-filled with the body of the e-mail message. If there are multiple attachments associated with the message a drop down menu is provided to allow you to select a particular attachment.

You can make any changes you wish, and then click **Add** to create the document on the server.

Alternatively you can drag the email message and drop it on the **Document** item in the Panel.

## 10.3 Viewing Documents

From time to time you may wish to see a list of documents that are currently on your system. The easiest way to do this is to open the Documents branch of the Navigation Tree and select the document folder that you wish to see. The list of documents will be displayed on the right of the screen. The content of the highlighted document will be displayed in the preview pane if possible, and the document can be opened for editing by double-clicking on it.

## 10.4 Shared Documents

Sharing documents allows you to give other users on the system access to selected document folders. This section explains how to enable access and the access levels you can issue.

## Sharing your Documents

To enable access to your documents, select **Documents** from the Navigation Tree under **Preferences**.

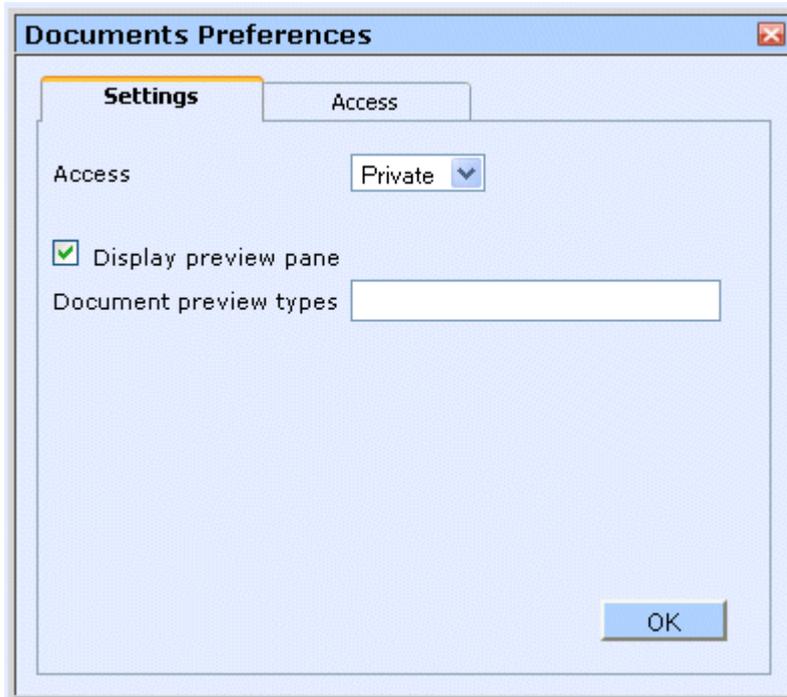


FIGURE 80.

The screen shown in figure 80 lists the accounts that your Document Folders are already shared with and the access rights that each of those accounts has.

To stop a listed account from having access to your Documents Folders select the account in the list and click **Remove**.

To edit the access right for a listed account select the account in the list and click **Details**.

To allow a new account to see your documents click **Add**. The dialog shown in figure 81, enables you to add new users who can access your documents and to set the level of access that these users have.

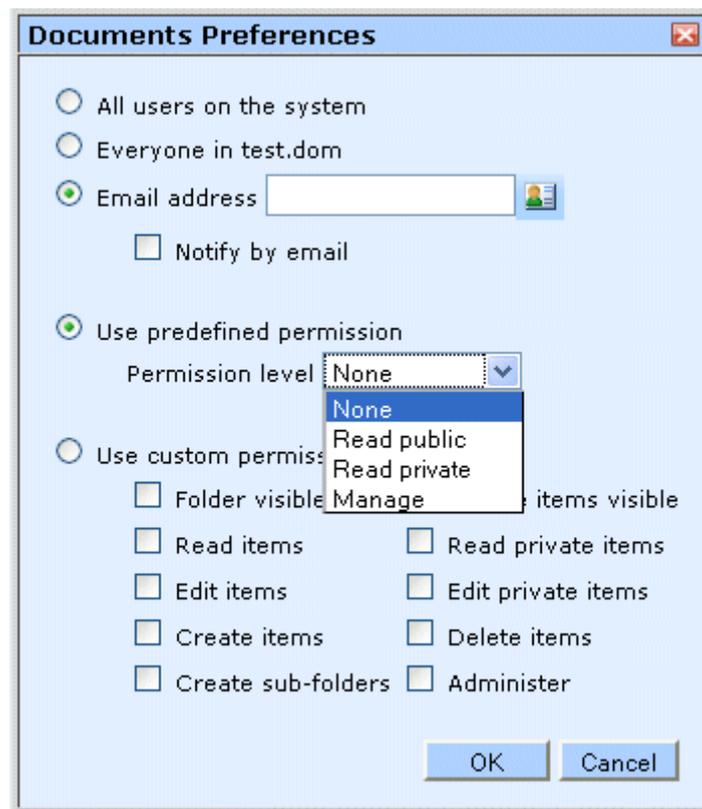


FIGURE 81.

- **All users on the system** - If you select this option and click **OK** all users that have an account on the system will have access to your Documents Folder with the selected access right. This option can be disabled by your system administrator so it may not be displayed.
- **Everyone in your domain** - If you select this option and click **OK** all users that have an account in your domain will have access to your Document Folder with the selected access right. This option can be disabled by your system administrator so it may not be displayed.



You need to have the permission to share your Documents with the "All users" and "Everyone" groups to see these options.

- **Email address** - To grant access to an individual user or group of users select this option and enter a comma separated list of email addresses that you wish to grant notes access to. If you do not know the exact addresses you want to add or there are quite a few addresses click on the address book icon. This displays a new window allowing you to select multiple addresses from a list on the left of the screen.



You need to have access to the local address book for the address book icon to be displayed.

- **Notify by email** - If this option is checked when you click on **OK** an email will be sent to each account that is being granted access to your documents. The email will advise the user that they can now view your documents and tell them what access right they have been granted. If you have granted access to a group account then each member of that group will get a copy of the message.
- **Access rights** - You can grant a variety of different access rights. see "Access Rights" on page 193.

## Viewing shared documents

If you have been granted access to another users Documents Folder and you would like to view it, select the **Documents** option in the Navigation Tree as shown in figure 82.

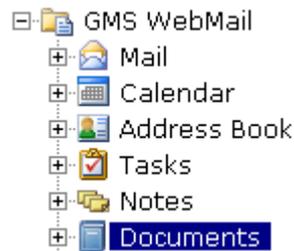


FIGURE 82.

This will open a display showing the documents folders you can currently view. To remove access to a documents folder select it in the list and click **Remove**. To add extra documents folder click **Add**.

Clicking **Add** displays a list of documents folders you have been granted access to and the access rights you have for those folders.

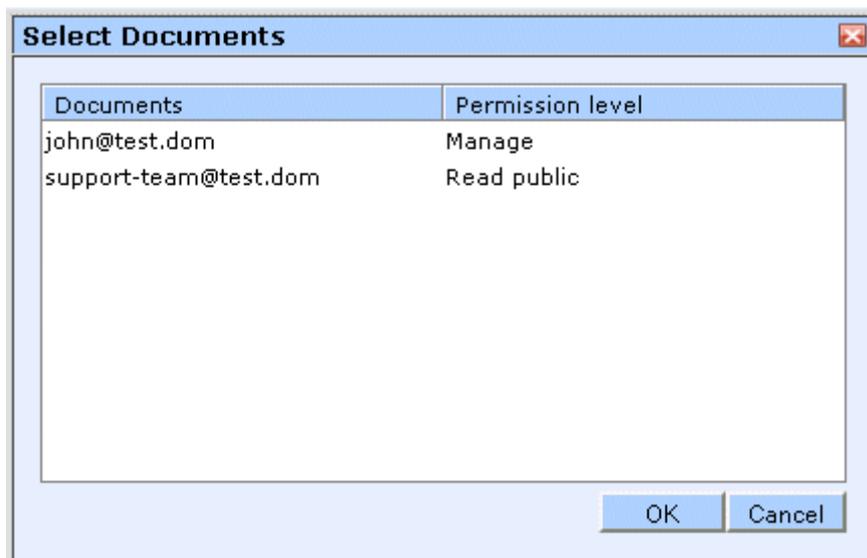


FIGURE 83.

To view one or more of these documents folders, select the relevant account from the list and click **OK**.

From figure 83 it can be seen that "John" had granted "Postmaster" "Manage" access rights. For details of configuring access rights see "Sharing your Documents" on page 106.

## Sharing documents with Groups

The ability to allow document sharing with another **Group** on the server can only be set up by your system Administrator. Once set up the Group will appear in the normal manner when you view the list of other users on the system who are sharing their document folder with you.

The process for accessing and uploading groups is again identical with other shared folders, and assumes you have the appropriate rights to do whatever it is you are attempting. If you do not have the appropriate rights you will receive a warning.

### 10.5 Deleting Documents

To delete a document, highlight it in the list and either press the **Delete** button or click the **Delete** icon in the menu bar.

### 10.6 Updating an Existing Document

To update an existing document display the list of documents in a folder and double click on the document you wish to edit. This will open the document details window allowing you to change any of the information, or upload a replacement file. Once you have finished making your changes click **Update**.

### 10.7 Generating an email based on a document

We saw earlier how you can automatically create a document based on the content of an email message. You can also reverse this process and create an email based on the content of a document. For example you might want to forward the document to a colleague for their attention. You already have a document on your system either in your own or a shared document folder and you need to forward this document to a colleague. First display the

document folder then double-click on the document itself to display the document details window.

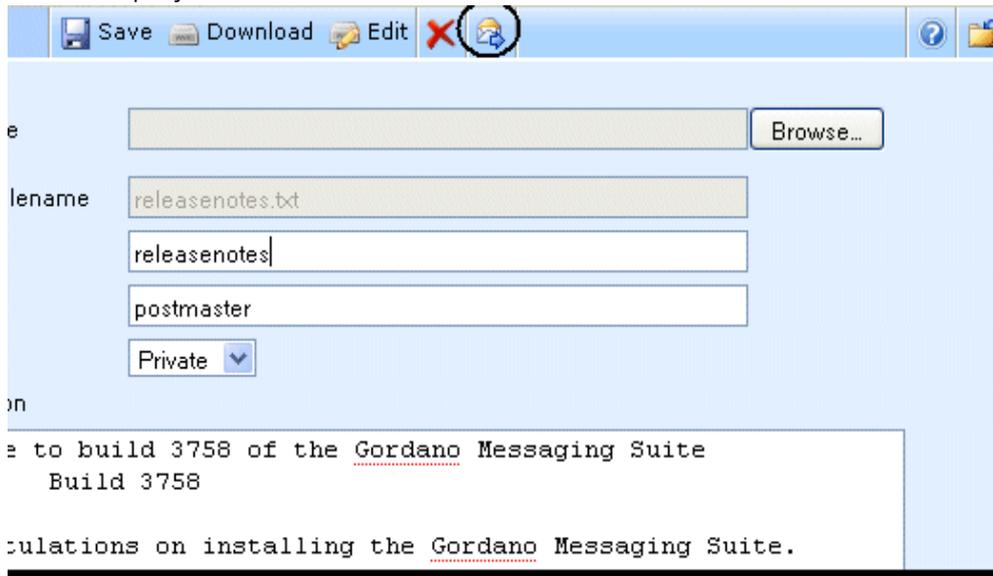


FIGURE 84.

Since this is an existing document you will notice that there are a number of new icons in the top menu bar. To send the document to someone via email simply click on the "Forward document" button. A compose window will appear with the document already attached to the email. You can then go on to add recipients and edit the message as usual before sending it. This icon is also accessible directly from within the list of documents.

Alternatively you can highlight a document in the list and drag it to the **Mail** option in the Panel.

## 10.8 Printing a document

To print out a document on your system you should open it with the associated program on your local machine and print directly from within that. The summary details including the full description may be printed from directly within WebMail.

## 10.9 Working with documents

The documents toolbar provides all of the tools available for working with documents within the WebMail interface. You can download documents in different modes, and if enabled access previous versions of any document.



FIGURE 85.

## Download

Highlighting a document in the list and clicking on **Download** will allow you to save a copy of the document to your local disk. You can then work on the document using the associated program on your PC. Please note that any changes to the document will not be automatically reflected on the server and you will need to upload the document again once changes are complete.

## Edit

If you have shared access to your documents folder with other users on your system and are planning on editing a document you should use the **Edit** button as opposed to the **Download** button. This will **Lock** the document in your folder preventing other users from updating the document while you are editing it. Once you upload the changed document back to the server the **Lock** will be automatically removed.

## Unlock

There may be times when a user has obtained a copy of a document via the **Edit** option but for some reason they no longer have a copy of the document to upload to the server. The document is therefore left in a **Locked** state.

If this is the case the owner of the folder will be able to **Unlock** the document by clicking on the relevant button in the toolbar. This button is only available to the folder owner and the system administrator.

## History

GMS provides the ability to maintain different versions of a document, and can also prevent more than one person working on a document at any one time. Revision support does not apply to the default "My Documents" folder but can be enabled for any other folder either at the time of creation or later from within the Document Folder Management Screen. The **History** button will only be enabled if revisions have been enabled for the selected folder.

Highlighting a document in the list and clicking on **History** will open a dialog showing each of the previous versions of a document and allowing you to download any of those versions.



*Your system administrator can limit the number of revisions supported by your document folders. When this limit is reached the revision list will "roll over" with the oldest revision being replaced by the newest.*

---

Last revised by	Filesize	Date	Time
postmaster	222	2010-03-05	15:32:19
postmaster	262	2010-03-05	15:33:08

Done Fri 05 Mar

FIGURE 86.

# 11 Account Settings

With GMS WebMail there are a number of personal account settings you can view and change.

The settings are:

- Password
- Aliases
- Disposable Addresses
- Plan
- Autoreply
- Forwarding

## 11.1 Account Summary

To view a summary of the current settings click **Account Settings** in the Navigation Tree.

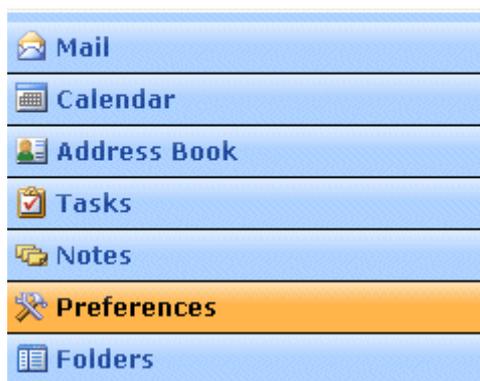
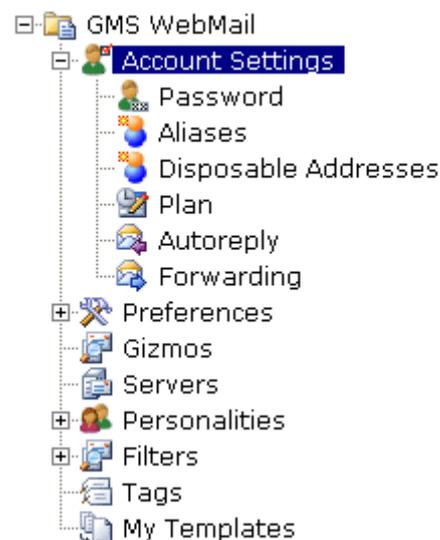


FIGURE 87.

This will display an account summary dialog similar to that shown in figure 88.

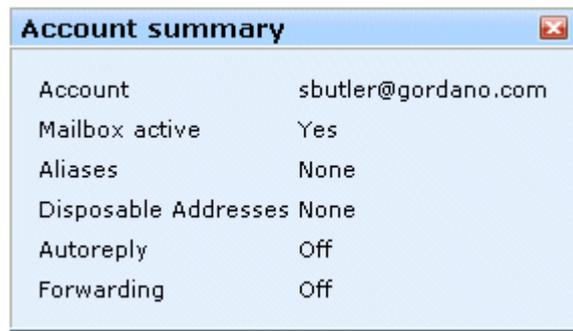


FIGURE 88.

## 11.2 Password

Click the **Password** option under **Account Settings** to define a new password.



*If the password option is not displayed your administrator is preventing you from changing it.*



*When choosing a password remember:*

*Passwords should include a mix of letters and numbers. By default GMS WebMail passwords must be at least five characters long.*

*Passwords should not be common words, names, places, and so on.*

*Try not to use the same password for everything. For example, have a different password for on-line banking to the password you use for your mail.*

## 11.3 Aliases

An alias is an alternative name you can use to receive email to your account. For example your email address may be "sandy.smith@company.dom", setting an alias of "sandy" will allow email addressed to "sandy@company.dom" to be delivered to your account. GMS WebMail allows up to 20 aliases to be defined. Mail sent to an alias will be delivered to your mail account as usual. This can be very powerful if you use your filters in conjunction with your aliases.

For example you could set up GMS WebMail so that mail to one alias goes into a personal folder and mail to another alias goes to a business folder. To add an alias click the **Aliases** option under the **Account Settings** branch of the Navigation Tree. This will display a dialog showing all the current aliases and give the option to add new aliases or remove existing ones.



*If your administrator has decided not to allow you to set up your own aliases the **Add** button will not be displayed.*

## 11.4 Disposable Addresses

Disposable addresses are a useful feature which allow you to create an email account that you can use for a fixed period of time. A typical application of disposable addresses would be someone registering on a website that doesn't have a clear privacy policy. You can set up a disposable address that you can use to register on the site and which expires after seven days. That way you can successfully register without the worry that your normal email address may be passed on to mass marketers who will then send you lots of unsolicited mail (spam). Any messages that are sent to the disposable address after it has expired will be discarded so if the address is spammed it won't matter.

To manage your disposable addresses click on the "+" next to **Account Settings** in the Navigation Tree, then click **Disposable Addresses** in the expanded menu. This displays a dialog similar to that shown in figure 89 which lists the disposable addresses you have set up to date and their expiry dates. Addresses that have already expired are shown in red.

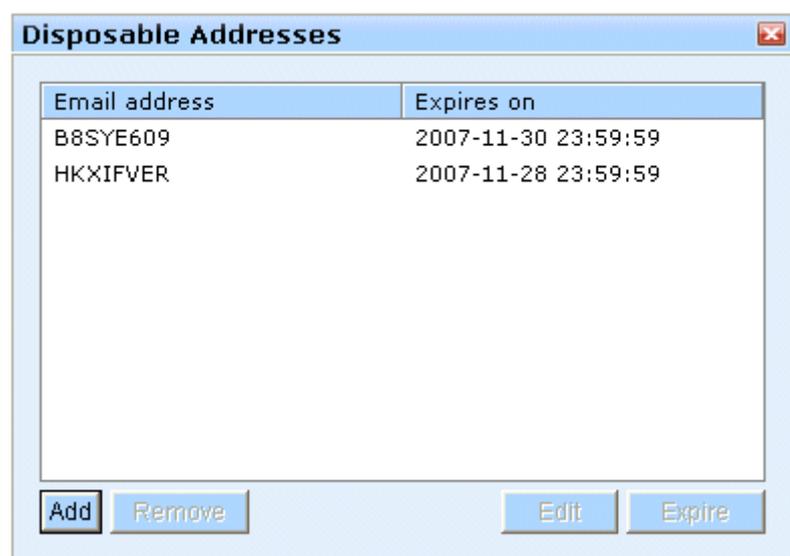


FIGURE 89.

To add a new address click **Add**, choose how long you want the address to last, then click **OK**. This will create the new account and automatically add a new personality to the menu tree on the left of the page under the **Personalities** branch. If you click on this new personality you can edit the details of the personality (see page 153 for more information on personalities). You might also like to change the name that will appear next to the address in the **From** field of any messages you send using this personality. To do this click **Edit vCard** which will display the address book entry for that personality. You can then update the **Display name** field in the address book entry and click **Update**. To use this disposable

address when sending messages simply select its personality from the drop-down box next to the **From** field in the compose window.

To remove an address, click on its entry in the list of disposable addresses and click **Remove**. The personality associated with the address will also be removed along with its corresponding address book entry.

You can change the expiry date of any address in the list even if it has already expired by selecting the address in the list of disposable addresses and clicking **Edit**. This will display a small dialog allowing you to select how long the address should be available.

If you need to expire an address immediately you can select it in the list of disposable addresses and click **Expire**. The address will still be listed but will be displayed in red to show that it has expired.



*This feature can be disabled by your system administrator thereby preventing you from using it.*

---

## 11.5 Plan

You can type information about yourself into a "plan". This information can be read by other users using the traditional Find facility or by using the Finger server.

To add a plan click on the "+" next to **Account Settings** in the Navigation Tree, then click **Plan** in the expanded menu.



*This feature can be disabled by your system administrator thereby preventing you from using it.*

---

## 11.6 Autoreply

An autoreply sends a reply message to anyone who sends e-mail to your account. You can use it to reply automatically to messages sent to you when you are on vacation or to tell the sender that their message is in a queue and will receive a full reply as soon as possible. To set up an autoreply click on the "+" next to **Account Settings** in the Navigation Tree, then click **Autoreply** in the expanded menu. This will display a dialog where you can:

- Disable the autoreply so that no message is sent.
- Specify a subject for the autoreply.
- Create text for the autoreply message
- Set the autoreply to reply once to every message received. Uncheck the **Only reply to each sender once in** option.
- Set the autoreply to reply once every given number of days. For example if you go on vacation for a month and set a response every seven days. If someone sends you a message on your first day away, they will get your vacation message. If they send you

a message on day 6, there would be no response but if they sent on day 7 they would get a reminder that you are away. The autoreply is sent from an address of null to prevent messages bouncing backwards and forwards between two servers.

- Specify a date that you would like the autoreply to become enabled. For example, if you know you are going on holiday on the 17th of March you could simply check the box to enable the option then enter the date you would like auto replies to start. The date can be entered by typing directly in the cells, by using the scrollers or by opening the date selector by clicking on its icon.
- Specify the date that autoreply should stop automatically. For example, the day you return from holiday..



*These last two features can be used independently or in combination, If you use the Start Date on its own, your autoreplies will be active from that date until you disable them. If you use the End Date on its own, then your autoreplies will be active from the current date until the date you specify. If you use them together, then your autoreplies will start and end on the dates you specify.*

There is also a **Log** button in the dialog that allows you to see who autoreplies have been sent to while they have been enabled.



*Unlike traditional mail clients, GMS WebMail sends autoreply messages immediately. You do not need to log on to get the messages sent.*



*This feature can be disabled by your system administrator thereby preventing you from using it.*

## 11.7 Forwarding

Forwarding allows the email messages that you receive to be sent or forwarded to other email accounts. Messages can be forwarded automatically to a maximum of 20 alternative destinations, if required. This may be used when you are temporarily located at another site, or if you want mail forwarded to a group of people, for example the Sales department.



*Messages can be forwarded to any valid Internet e-mail address - it doesn't have to be a local address.*

To set up a forwarding address click on the "+" next to **Account Settings** in the Navigation Tree, then click **Forwarding** in the expanded menu. This will display a dialog which allows you to add a new forward address. Once at least one forward address has been added, this dialog will give the option to remove or update the current forwards. There is also an option to keep a copy of the message in your local mailbox. If this is not selected no copy of the message will be kept.



## 12 Preferences

GMS WebMail provides you with a great deal of flexibility to easily set preferences for the way things look and work. You configure these options from the **Preferences** branch of the Navigation Tree.

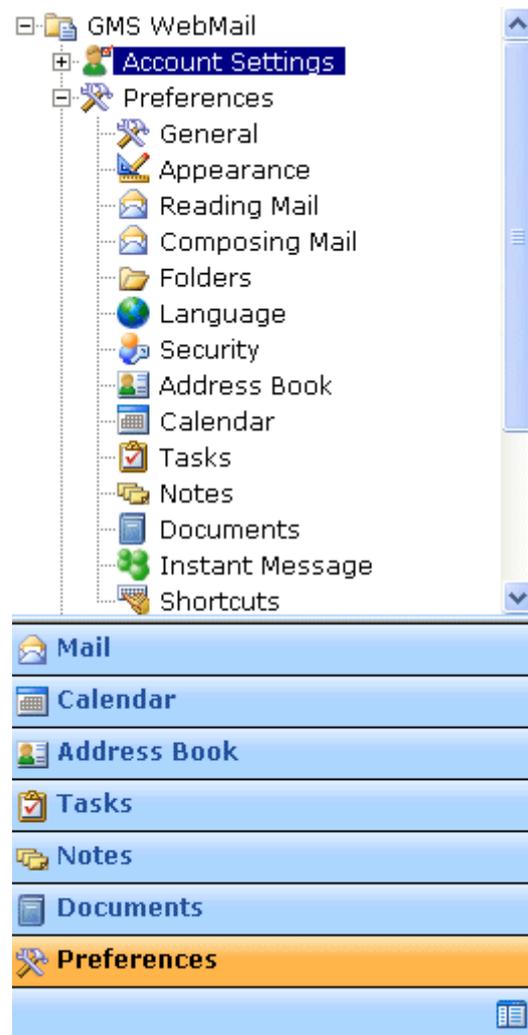


FIGURE 90.

Features include:

- Change the appearance of GMS WebMail
- Set the mailbox refresh period
- Set the font in which messages are read
- Enable/disable web links in messages
- Set the font in which messages are composed
- Language selection
- Security settings
- Calendar settings
- Address book settings
- Task list settings

- Document settings
- Notes settings
- Instant Messaging settings

Click **Preferences** in the Navigation Tree to display a summary of your current settings:

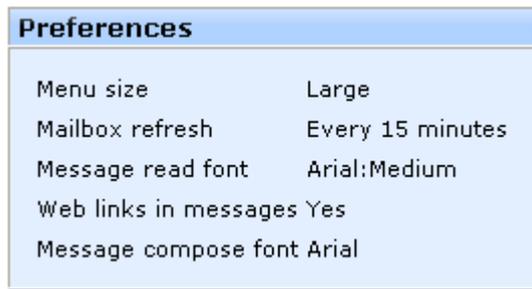


FIGURE 91.

## 12.1 General

Click **General** under **Preferences** in the Navigation Tree to display your general preferences.

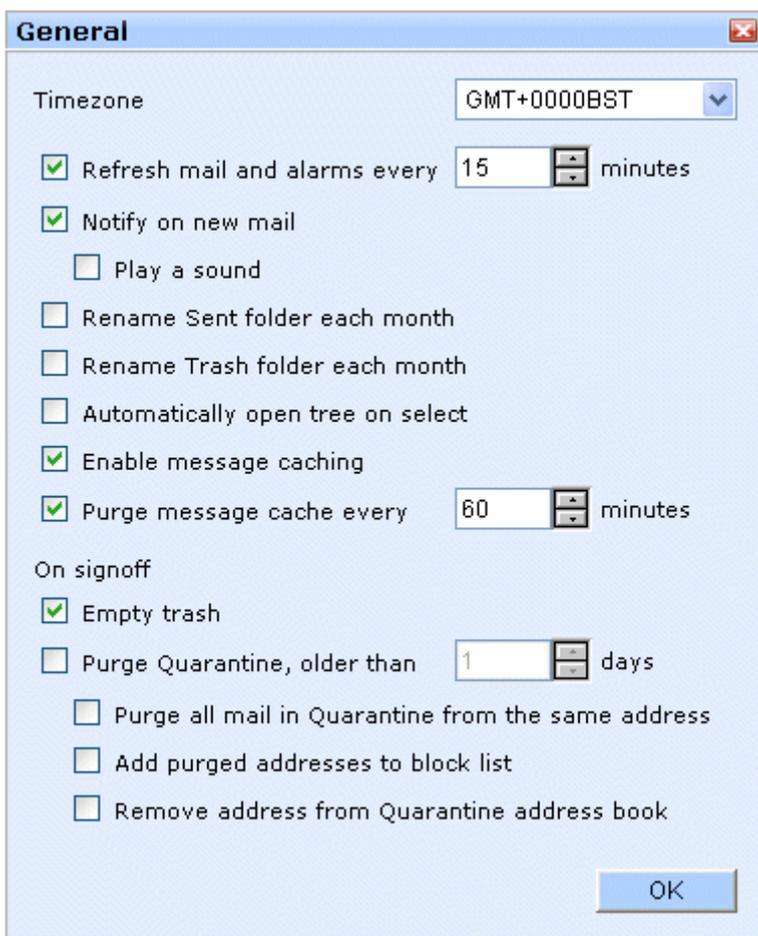


FIGURE 92.

The options you can configure are described below.



*Some of these options may not be shown, depending upon the products installed on your organizations mail server.*

---

### **Timezone**

Allows you to set the timezone that you are located in independently to the timezone configured on the server.

### **Refresh mail and alarms every**

The default setting is to refresh the mailbox and alarms every 15 minutes. When a refresh occurs GMS WebMail checks the mailserver for new messages and calendar alarms for your account. Any messages received since the last refresh will now be displayed in your mailbox. If you would like to check your account for new messages or alarms whilst reading mail you may click the **Refresh** button on the button bar to force WebMail to re-read your account. You can change the refresh frequency to an interval specified in minutes between 1 and 240.

### **Notify on new mail**

If this option is checked, a pop-up message will appear in the foreground of your desktop whenever a new message arrives in your Inbox. You need to be logged in to your WebMail account at the time the message arrives to get the notification.

### **Play a sound**

If this option is checked, a sound will be played whenever a new message arrives in your Inbox. You need to be logged in to your WebMail account at the time the message arrives to get this audible notification.

### **Rename Sent folder each month**

If this option is checked, on the 1st of each month, the contents of your **Sent** folder will be placed in a new folder which will be placed beneath **Sent** in the left hand menu tree. The new folder will have the date it was created as its name. This option allows you to keep a running archive of messages that you have sent without having to keep them all in one huge **Sent** folder.

### **Rename Trash folder each month**

This does the same as the **Sent** folder option above, creating new folders under your **Trash** folder.

### **Automatically open tree on select**

Automatically expands a tree with sub items when you select it.

### Enable message caching

Enabled by default, message caching greatly improves the performance of WebMail giving a near instant responsiveness when moving between messages.

### Purge message cache every

Determines how long messages are cached for. If messages are cached for long periods of time more memory will be required to maintain the cache. The default cache period is 60 minutes.

### On Signoff

- **Empty trash** -This option will permanently remove the contents of the **Trash** folder every time you sign off.
- **Purge Quarantine older than "x" days** - The special **Quarantine** folder is used to hold mail that has fallen foul of your **Confirmation** and **Block List** filters, it also holds mail that has failed server level anti-spam or anti-virus checks. The mail is held in this folder to give you the opportunity to look through the mail from time to time to check for false positive matches. If any are found the relevant filter (or address book) can be amended to prevent such messages going to the **Quarantine** folder and allow them directly into your Inbox. The purge option allows you to specify how long messages are kept in the **Quarantine** folder before they are deleted. By default the **Quarantine** folder is never purged.
  - **Purge all mail in Quarantine from the same address** - When selected, mail that is more recent than the number of days specified above, may be purged. More recent mail will only be purged if there is an older message from the same person that has been in the folder for longer than the number of days specified.
  - **Add purged addresses to block list** - When selected the addresses that the purged messages came from will be added to your block list address book. You could then use your block list filter to automatically stop further messages from those addresses.
  - **Remove address from Quarantine address book** - When messages get purged from the **Quarantine** folder the addresses that they came from will be removed from the **Quarantine** address book. This will mean that the next time you receive a message from a purged address, a new confirmation request will be sent to the sender.



*If you have selected the **Add purged addresses to block list** option above, you are using the block list filter to delete messages and the block list filter is actioned prior to the confirmation filter, then the message will be blocked before it reaches quarantine.*

---

## 12.2 Appearance

Click **Appearance** under **Preferences** in the Navigation Tree to display your appearance preferences.

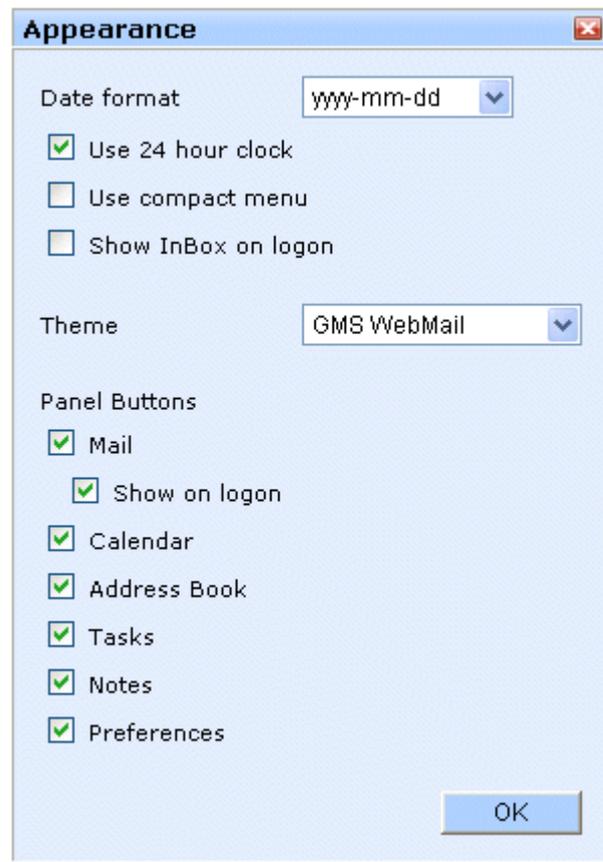


FIGURE 93.

### Date format

This option allows you to decide how dates in GMS WebMail should be displayed. **dd** stands for the two digit day of the month, **mm** is the two digit number for the month e.g. 01 for January and **yyyy** is the four digit year e.g. 2001.

### Use 24 hour clock

This option allows you to show all times in the 24 hour clock format.

### Use compact menu

This option allows you to change the appearance of the icons displayed in the top menu bar in the GMS WebMail interface. By default, a label is displayed next to each icon. Checking this option will remove these labels.

### Show InBox on logon

If this option is enabled then the summary screen will be bypassed when you log on and you will be taken directly to your Inbox.

### Theme

This option allows you to choose from a set of themes which may have been implemented by your System Administrator. Themes provide a pre-defined set of icons, colors, fonts and font sizes allowing the look and feel of GMS Webmail to be completely changed.

### Panel Buttons

A series of checkboxes enabling you to select which buttons appear in the lower left-hand panel of the GMS window. Any button not checked will not appear as a panel button, though the options will still be available through the Navigation Tree.



*Your system administrator can prevent some of these options being available.*

---

## 12.3 Reading Mail

This option allows you to configure your preferences for the way received messages are displayed. Click **Reading Mail** in the Navigation Tree to display the dialog shown in figure 94.

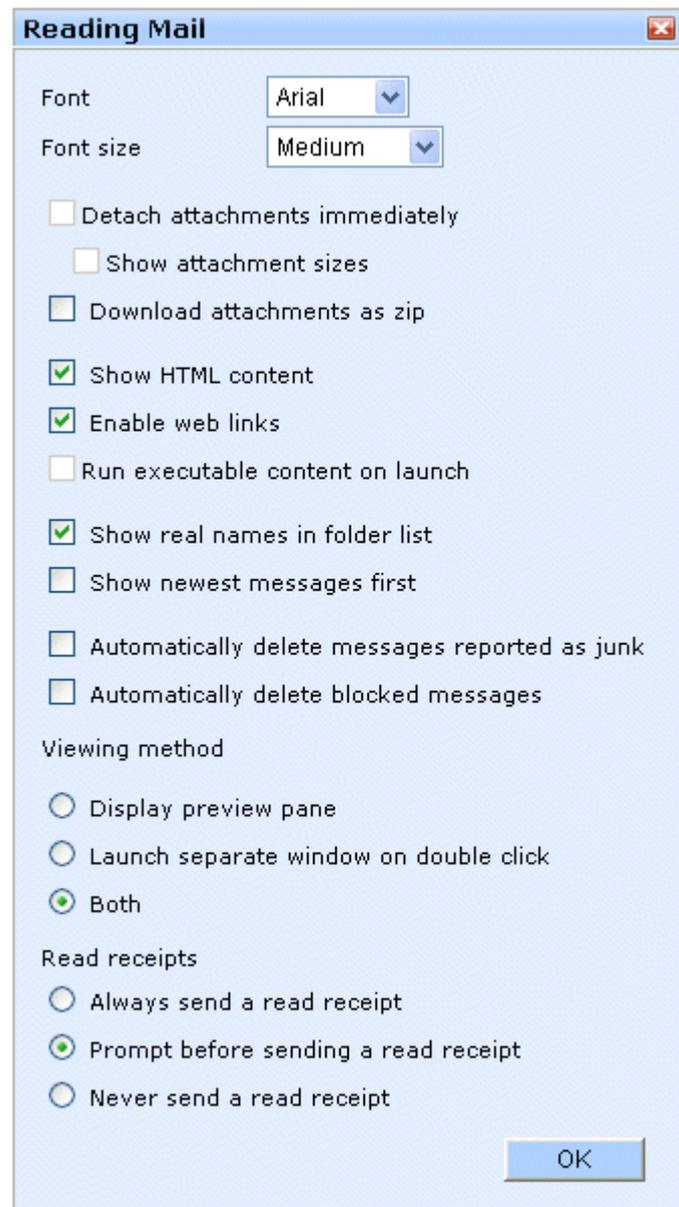


FIGURE 94.

The options you can change are described below:

### Font

This is the font that received messages will be displayed in.

**Font size**

This is the size of the font that received messages will be displayed in. The options are: small, medium, large, very large, outsize. The default is medium.

**Detach attachments immediately**

If enabled will cause any attachments to be detached from a message immediately that message is selected. This option is not available if message caching is enabled.

**Show attachment sizes**

When this is checked the size of each attachment is displayed in brackets next to the attachment name in the list of attachments. This option is not available if message caching is enabled.

**Download attachments as zip**

If enabled multiple files attached to messages will be encapsulated into a single zip file for downloading to your local machine. This is particularly useful if you are in a low bandwidth location or require to archive the attachments locally.

**Show HTML content**

Some messages are written in two formats, plain text and HTML. Email clients such as GMS WebMail usually only display one of these formats to avoid repeating the message content. If this option is checked then messages that contain both these formats will have only the HTML format displayed. If it is unchecked then these types of message will have only the text format displayed.

**Enable web links**

Selecting this option will enable you to go directly to a website whose address is given in a message by clicking on that address in the message body.

**Run executable content on launch**

This will allow any Java, Javascript or Active-X to be run on your machine. This option may appear "greyed out" and not be accessible. This indicates your system administrator has denied use of this option.

**Show real names in folder list**

By default the list of messages in a folder shows the sender's email address in the Address column. Selecting this option will display the sender's real name in place of the email address if it is available.

### Show newest messages first

If selected the newest messages in the message list will always be displayed first.

### Automatically delete messages marked as junk

Any message marked as junk mail will be automatically deleted.

### Automatically delete blocked messages

Any message arriving for you from a sender that is in your block list will be automatically deleted.

### Viewing method

- **Display preview pane** - allows the preview pane to be displayed below the folder contents listing so that when a message is selected it is displayed in that preview pane.
- **Launch separate window on double click** - allows you to view a message in a separate window by double clicking on the message in the folder contents listing. The preview pane is not available when this option is selected.
- **Both** - allows you to have messages displayed in the preview pane when they are selected in the folder contents listing. You are also able to open the message in a separate window by double clicking on it.

### Read receipts

When a message is sent most email programs including GMS WebMail allow you to request a receipt to notify you that the message has been opened or read by the person you sent it to. You can configure how GMS WebMail handles receipt requests that accompany messages that you receive. The options are:

- **Always send a read receipt** - A receipt will automatically be sent to the sender as soon as you read a message that requests a read receipt.
- **Prompt before sending a read receipt** - When you open a message that requests a read receipt you will get a popup asking you if you want to let the sender know that you have read their message.
- **Never send a read receipt** - No notification will ever be sent to the sender of a message that requests a read receipt.

## 12.4 Composing Mail

The Composing Mail option allows you to configure your preferences for the way messages are displayed when you write

them. Click **Composing Mail** to display the dialog shown in figure 95.

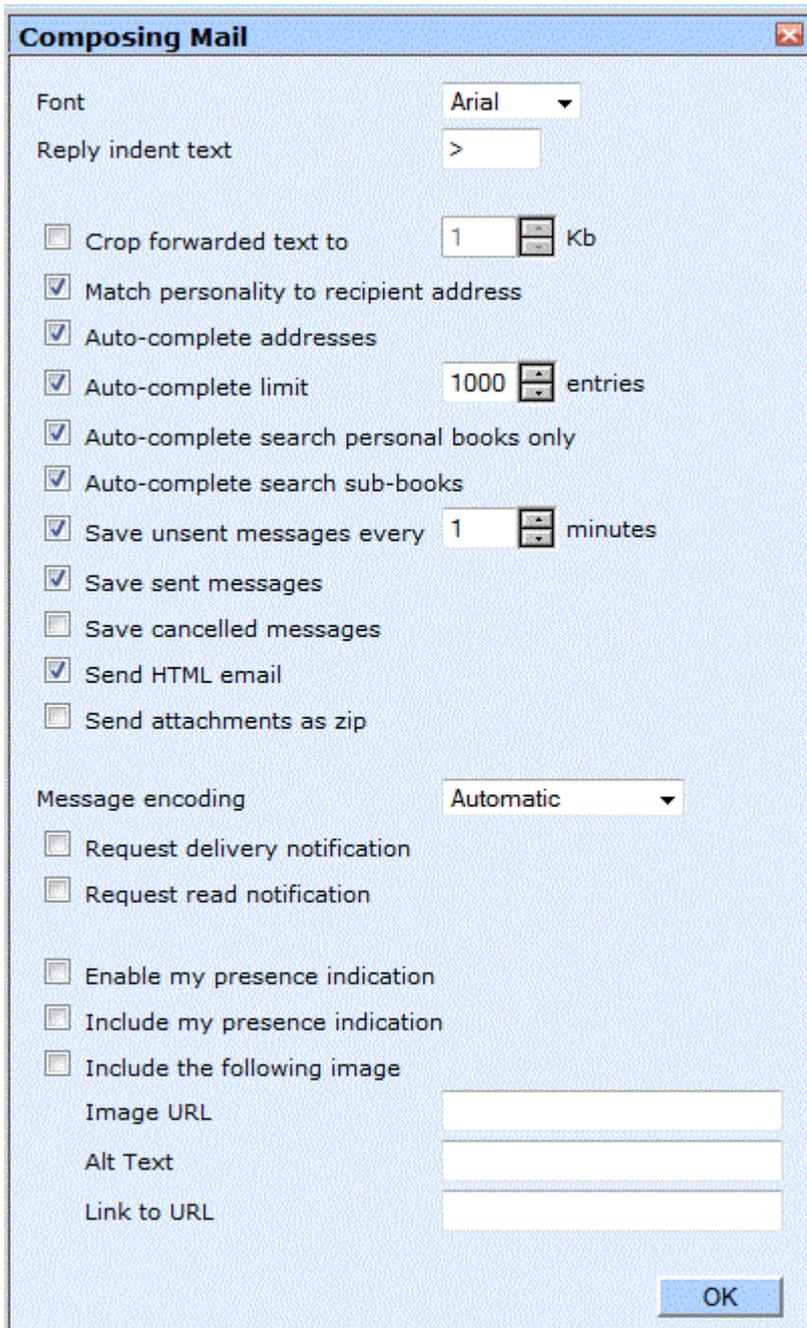


FIGURE 95.

**Font**

This is the font that messages will be composed in.

**Reply indent text**

This is the identifier used in replies to messages, to show which lines of text were in the original message. This makes it easier to see who has said what, particularly if a message has gone back and forth several times. It is also useful if answers to questions are to be

inserted in the middle of the original message. By default these lines start with ">".

### **Crop forwarded text to "x" Kb**

When replying to mail messages it is normal to include the previous text, however in some cases this can lead to extremely large emails. This option allows you to limit the amount of the original text that is automatically included in your reply to the size specified in Kb.

### **Match personality to recipient address**

If you reply to a message that was addressed to one of your non-default personalities, checking this option tells WebMail to reply using that same non-default personality. If this option is not checked or there is no matching personality the default personality will be used. See "Personalities" on page 153.

### **Auto-complete addresses**

Enabling this option will automatically complete addresses as you type them in any of the To, CC or BCC fields. The addresses are queried automatically from the configured address books.

### **Auto-complete limit**

Specifies the maximum number of addresses that will be used for the Auto-complete feature. The default limit is 1000 addresses, increasing this limit by large amounts may slow down the auto-complete feature due to limitations with web browsers.

### **Auto-complete search personal address books only**

Restricts the auto-complete feature to use only your own personal address book space. If this is unchecked then all address books that you have access to will be used.

### **Auto-complete search sub-books**

If enabled, any sub address books will also be searched by auto-complete rather than just the top level address books.

### **Save unsent messages every "x" minutes**

If enabled, unsent messages are periodically saved to the **Drafts** folder. They are deleted from this folder once sent.

### **Save sent messages**

GMS WebMail is set to automatically keep a copy of all sent messages in the **Sent** folder. This is useful for reviewing what has been said to people. You can stop GMS WebMail from keeping copies of sent messages by un-checking this option and clicking on the **Update** button.

**Save cancelled messages**

If enabled, cancelled messages are saved to the **Drafts** folder.

**Send HTML mail**

If this option is unselected, mail messages will be composed in plain text.

**Send attachments as zip**

If this option is enabled all files you attach to a message will automatically be encapsulated in to a single zip file prior to the message being sent.

**Message encoding**

By default messages sent are not encoded. If you wish messages to be encoded in a specific manner then select the option here. Automatic encoding will either send as plain text or as quoted printable depending on the message sent.

**Request delivery notification**

If enabled, this option requests the receiving server to send a notification when the message was delivered.

**Request read notification**

If enabled, this option requests the recipient to send a notification when they have read the message.

**Enable my presence indication**

If this option is checked each message that you send will contain your GMS Instant Messenger presence information, this will be shown as an online or offline image depending upon whether you are logged on to GMS Instant Messenger. These images will have been pre configured by your administrator. This option is only available if your system administrator has provided the relevant privileges.

**Include my presence indication**

If this option is checked each message that you send will contain your GMS Instant Messenger presence information, if **Enable my presence information** option has been selected this will be shown as an online or offline image depending upon whether you are logged on to GMS Instant Messenger at the time the recipient reads the message. If you have not selected **Enable my presence information**, your message will show you as offline regardless of your actual GMS Instant Messenger status. These images will have been pre-configured by your administrator. This option is only

available if your system administrator has provided the relevant privileges.

### Include the following image

When enabled, an image is included with messages. The properties of this image are selected in the following boxes:

- **Image URL** - the URL of the image.
- **Alt Text** - the alternative text for the image, to be displayed if the recipient has disabled the display of images.
- **Link to URL** - rather than embedding the image in the message, this specifies that the image should be a link to a URL. This is particularly useful if the image filesize is large.

## 12.5 Folders

Click this option to change the names of the default folders for Sent, Sent SMS, Sent Pager, Drafts, Trash and Quarantine.



FIGURE 96.



*Sent SMS and Sent Pager folders may not be shown if your system does not have the required GMS components enabled for your account.*

## 12.6 Language

You can change the language used in GMS WebMail from here. The default is English(United States). If you want a different language select it from the drop-down and click **OK**.

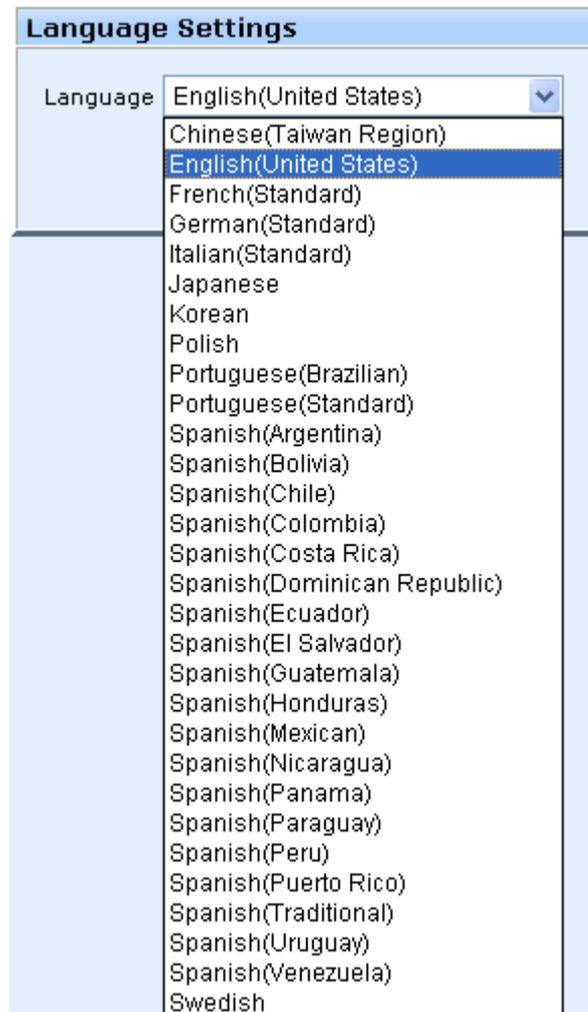


FIGURE 97.

The languages available are controlled by the administrator. When you change language all the text in GMS WebMail is changed to the selected language. To compose and read messages in some languages you may need to change the character set used by your browser. In Internet Explorer for example you can select **View>encoding>more** to list the different character sets available. Choose the one relevant to the language you want to use. In Firefox you can select **View>Character Encoding** then choose the set that matches your language. You may also need to install extra font support for some character sets. Your browser software will usually automatically prompt you to install these if they are required.

## 12.7 Security

You can change your security settings using this dialog.

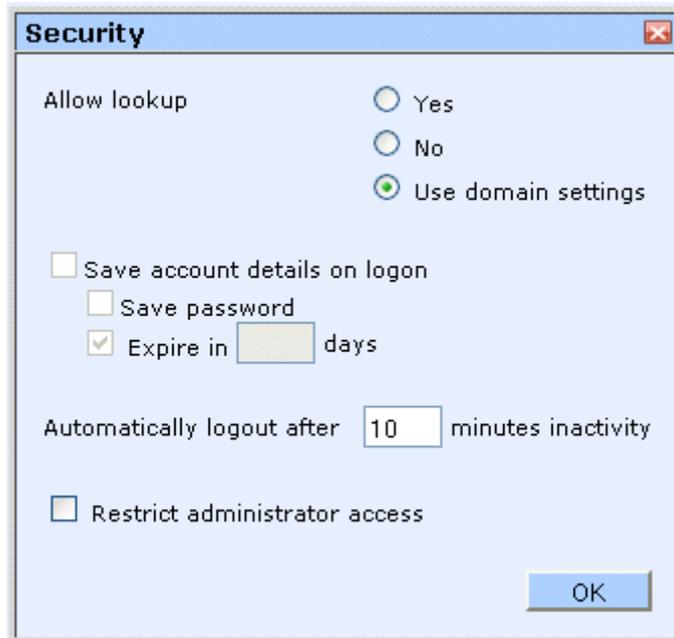


FIGURE 98.

### Allow lookup

You can select whether or not to allow lookups. If lookups are allowed other users on the system will be able to use the "Find" command to locate your email address and personal details as entered in your account details.

### Save account details on logon

Allows your account details to be saved to allow you to be logged on automatically when connecting to the server. Care should be taken to disable this option if you are using a public computer.

### Save password

Used in conjunction with the above option, saves the password as well as the account name.

### Expire in

Sets a period in days when the saved password will be expired. This does not expire the actual password, only the saved copy.



*Some options above may be disabled by your System Administrator.*

---

### Automatically logout after "x" minutes inactivity

This option allows you to define the session timeout. This is the period of inactivity before you will be automatically logged off and have to log on again. If a low session time out is set it is less likely that someone else can see your mail if you leave your desk for a few minutes. If you have a high session timeout you risk someone else using your e-mail in your absence and impersonating you.



*You will not be able to set a time out above the limit set by the system administrator. Other options in this dialog may be disabled by your system administrator.*

---

### Restrict Administrator access

If this option is selected the system administrator will no longer be able to switch from their own account to your account via the administration interface. If they need access to your account for whatever reason you will need to supply them with your username and password.

## 12.8 Address Book

The first set of options allow you to define which fields are displayed in the list of contacts when you open an address book. See "Managing contacts in an address book" on page 67. Five columns are displayed in the listing of contacts and you can select

what field is displayed in each column. You can also set which field the entries are initially ordered by.

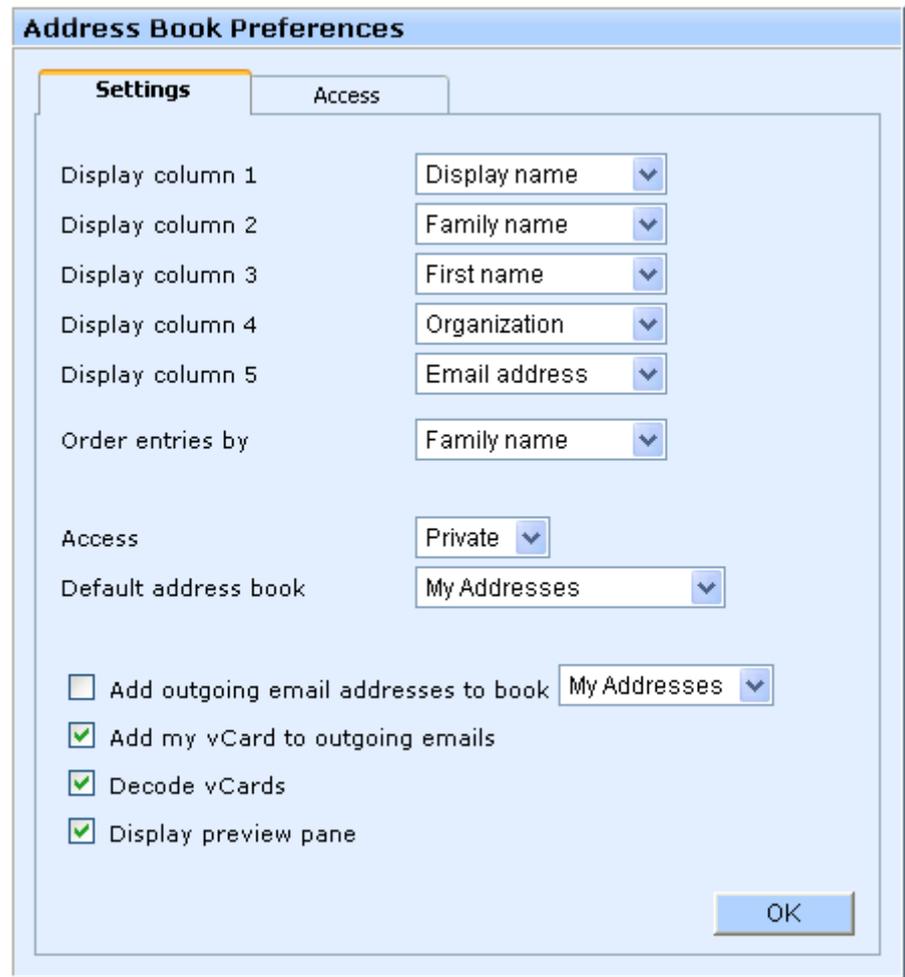


FIGURE 99.

The other options are:

### Access

Sets the default access rights for new address book entries.

### Default address book

Sets the default address book used when creating new entries. This can be any address book that you have access to.

### Add outgoing email addresses to book

If this option is checked and you send an email to an address that is not already in that address book it will automatically get added to the selected book. This is an easy method of populating your address book without you having to do anything, all you have to do

is reply to an incoming message to have that address added to the address book.



*In GMS WebMail, using this option with GMS Anti-Spam Confirmation filters switched on will provide an extremely powerful way of preventing spam reaching you.*

---

### **Add my vCard to outgoing emails**

Selecting this option will add the vCard relating to your currently selected personality to an email when you send it. For this option to be used successfully you should have as complete an entry for yourself as possible in your address book.

### **Decode vCards**

Select this option if you would like all incoming VCards to be automatically decoded, i.e. for them to appear as VCards in the attachment bar at the bottom of the message. The default is for this option to be enabled, if you disable it the VCard will appear as a normal attachment rather than a VCard.

### **Display preview pane**

Allows the preview pane to be displayed below the folder contents listing so that when an address is selected its details are displayed in that preview pane.

### **Access tab**

The Access tab allows you to set the default Access rights for your Address book. See "Sharing your address book" on page 74.

## 12.9 Calendar

The **Calendar** menu item allows you to set your preferences for Calendars. This option is only available if GMS Web Organizer is installed and you have the required access rights to use this option.

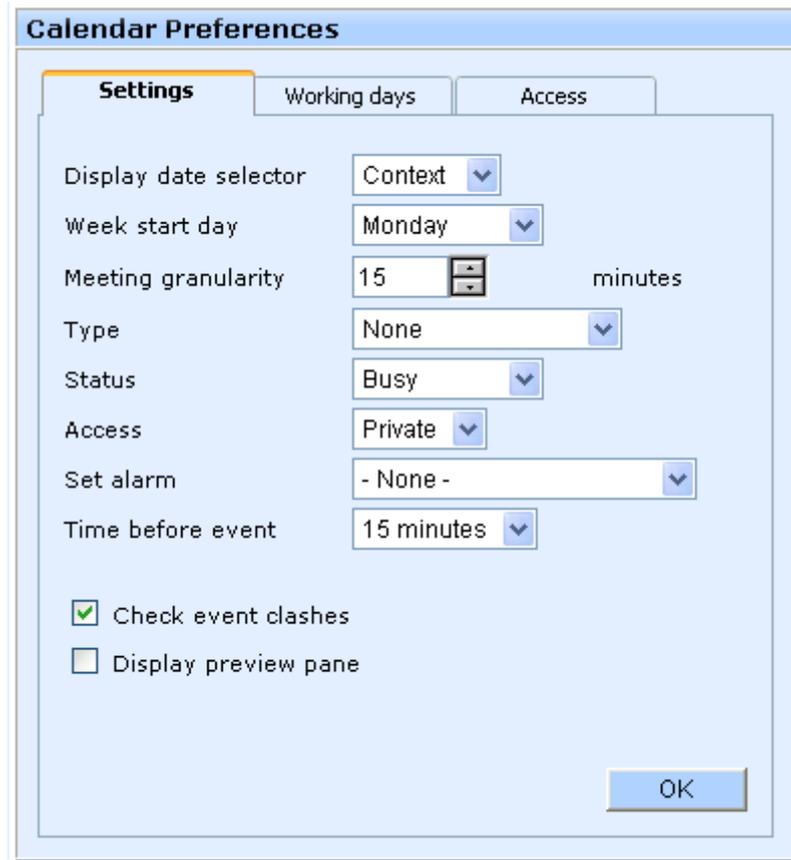


FIGURE 100.

The configurable options are as follows:

### Settings

- **Display date selector** - This defines when the date selector window is displayed. Options are None, Context, or Always. For more information on the date selector see "Viewing Calendar Events" on page 48.
- **Week start day** - This sets which day GMS WebMail treats as the first day of the week. The options are any day of the week.
- **Meeting granularity** - When you add a new event to your calendar you need to specify a start and end time. By default you can specify meeting durations that are divisible by 15 minutes. For example, 15, 30, or 45 minutes. You can use this option to increase or decrease this meeting granularity. For example a granularity of 10 minutes would allow you to specify meeting durations of 10, 20, 30 minutes and so on.
- **Type** - sets the default type for a calendar entry, for example a meeting or appointment.

- **Status** - sets the default status used when creating a calendar entry, for example Busy.
- **Access** - sets the default status used when creating a calendar entry, for example Busy.
- **Set alarm** - automatically set an alarm to notify you by email, Instant Message, and so on when an alarm goes off.
- **Time before event** - the time before the event that should be used for the default alarm setting.
- **Check event clashes** - checks whether the new event clashes with an existing one and warns you if it does.
- **Display preview pane** - allows the preview pane to be displayed below the folder contents listing so that when an event is selected it is displayed in that preview pane.

### Working Days

Selecting the **Working days** tab (shown in figure 101) will allow you to define which days of the week you normally work on and the hours of your working day.



*It is the working days at the time a repeating event is created that dictate the days on which events are created. Changing your working days later will not change any repeating events that have already been created.*

---

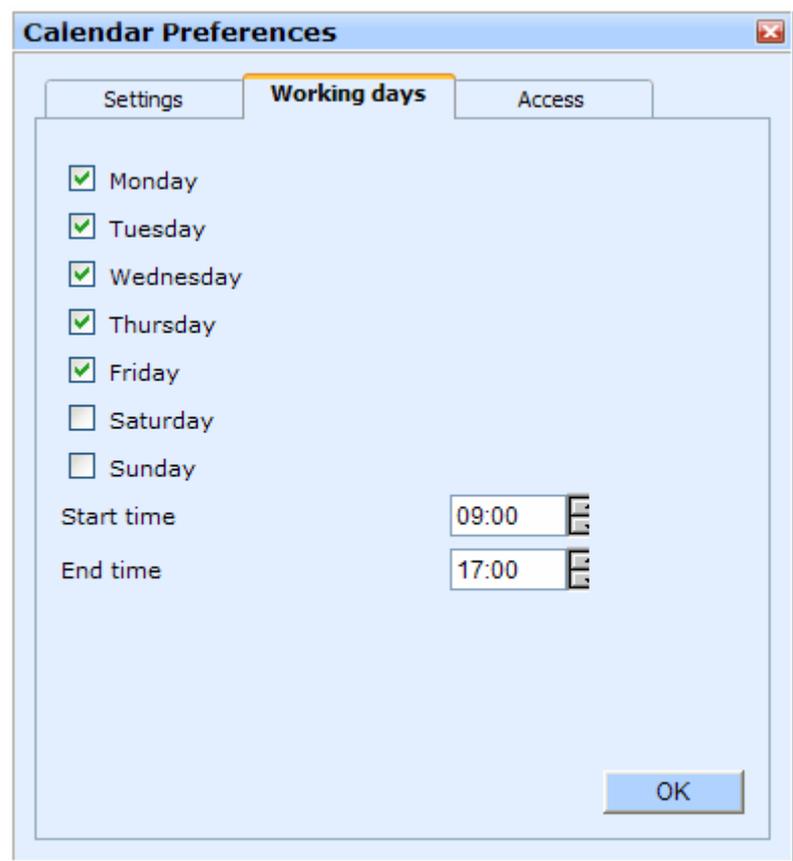


FIGURE 101.

### Access

This option allows you to permit other users to view and manage your calendar, subject to you granting them access rights. See "Sharing your calendar" on page 56 for more information.

## 12.10 Tasks

The **Tasks** menu item allows you to set your preferences for Tasks. This option is only available if GMS Web Organizer is installed and you have the required access rights to use this option.

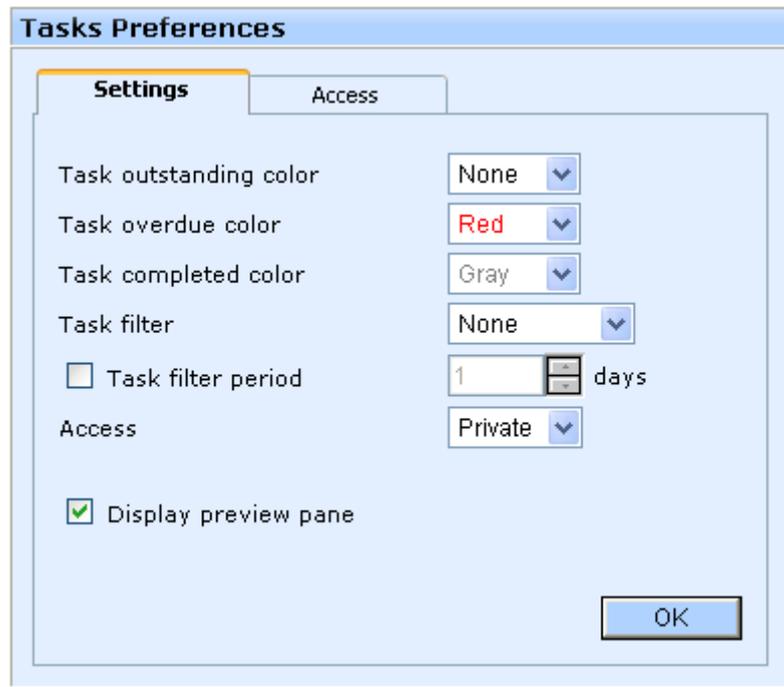


FIGURE 102.

### Task outstanding color

Determines the color that any outstanding tasks should be displayed in.

### Task overdue color

Determines the color that any overdue tasks should be displayed in.

### Task completed color

Determines the color that any completed tasks should be displayed in.

### Task filter

Allows you to set the default for tasks which should be displayed, for example you need only display overdue tasks.

### Task filter period

The period in days that the filter should look ahead.

### Access

The Access tab allows you to set the default Access rights for your Task List. See "Sharing your Tasks" on page 87.

### Display preview pane

Allows the preview pane to be displayed below the folder contents listing so that when a task is selected it is displayed in that preview pane.

## 12.11 Notes

The **Notes** menu item allows you to set your preferences for Notes. This option is only available if GMS Web Organizer is installed and you have the required access rights to use this option.

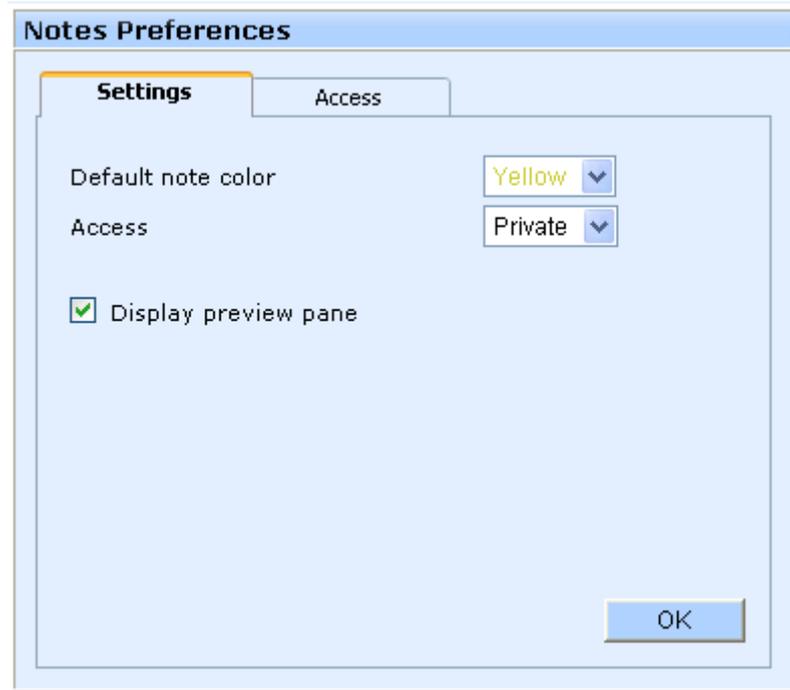


FIGURE 103.

### Default note color

Sets the default note color, used in both the notes summary list and as the background to the main body of a note.

### Access

The Access tab allows you to set the default Access rights for your Notes. See "Sharing your Notes" on page 94.

### Display preview pane

Allows the preview pane to be displayed below the folder contents listing so that when a note is selected it is displayed in that preview pane.

## 12.12 Documents

There are a number of preferences you can set for how documents are handled on your system. For additional information on working with documents please See "Documents" on page 101.

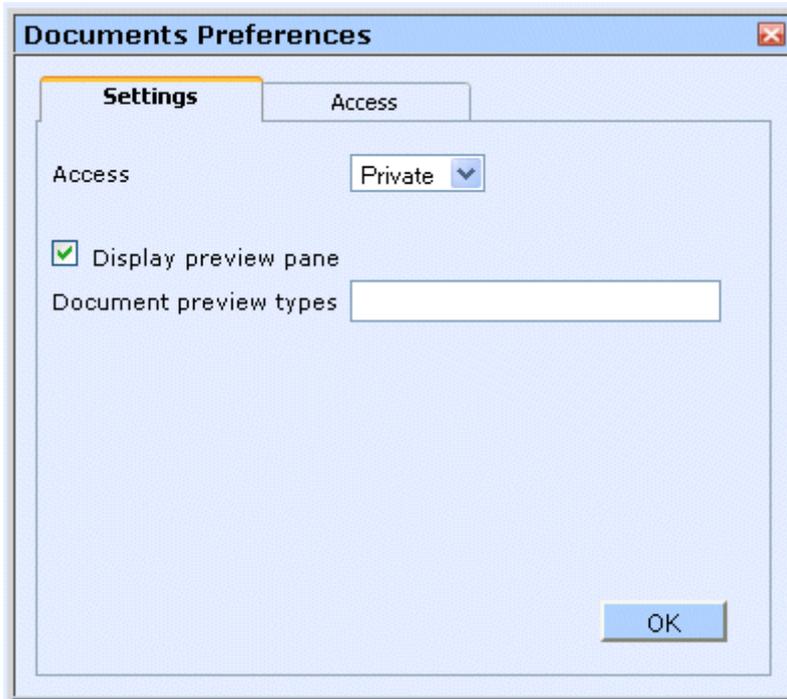


FIGURE 104.

### Access

The Access tab allows you to set the default Access rights for your Documents. See "Shared Documents" on page 105.

### Display preview pane

Allows the preview pane to be displayed below the folder contents listing so that when a document is selected it is displayed in that preview pane, providing your browser has the ability to display the selected document type.

### Document Preview Types

This allows you to specify the types of documents that should be displayed within the preview pane. This is useful if you normally have the ability to view certain document types in your browser but they are not being displayed in the preview pane. Simply enter a comma separated list of document extensions.

## 12.13 Instant Message

This option allows you to configure GMS Instant Messenger options. For additional information on GMS Instant Messenger See "GMS Instant Messenger" on page 297.

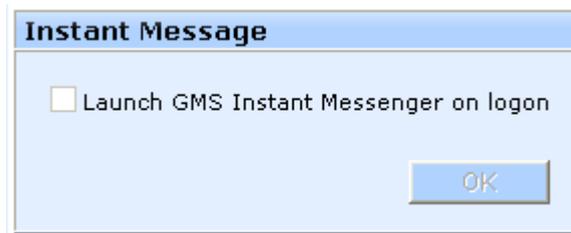


FIGURE 105.

### Launch GMS Instant Messenger on logon

If Instant Messaging (IM) is enabled for your account, you can log on to IM at any time by clicking the Compose Instant Message button in the top menu bar.

If you prefer to automatically log in to IM you should check this option. Then, when you log in to GMS WebMail, an IM window will be launched and you will automatically be logged in to IM.

## 12.14 Shortcuts

This option allows you to configure keyboard shortcuts for menu items.



### Enable menu shortcuts

This option is checked by default and enables the keyboard shortcuts for menu options as listed in the remainder of the dialog. If you do not wish to have these shortcuts available, uncheck this option and click **OK**.

There are also some standard shortcut keys used such as Delete, Left, Right, Up, Down etc. that all behave in the way you would expect. We also support CTRL+Shift+F5 which is the equivalent to clicking **Refresh**.

# 13 Gizmos



*Only the administrator can add new Gizmos to GMS WebMail. If you have a Gizmo you would like to use, you will need to get them to enable it for you.*

## 13.1 Introduction

A Gizmo provides a means of adding functionality to GMS WebMail by interfacing with external data sources. This is more commonly known as mashup technology. A mashup is a small web application that allows the combination of data from more than one source into a single integrated tool, a good example is the use of data from Google Maps to add location information to an address book entry.

Refer to the GMS Administrator's Guide for further information on Gizmos.

## 13.2 Examples

As a starting point we have provided a number of Gizmos within GMS WebMail, further examples are available within the Accessory Pack.

Full instructions on producing your own Gizmos to add further functionality, or to provide integration with external systems are available within the GMS Reference Guide.

To view the Gizmos that have been made available to you, select **Gizmos** from the Navigation Tree. A dialog is displayed as shown in figure 106. Please note additional Gizmos may be added by your system administrator.

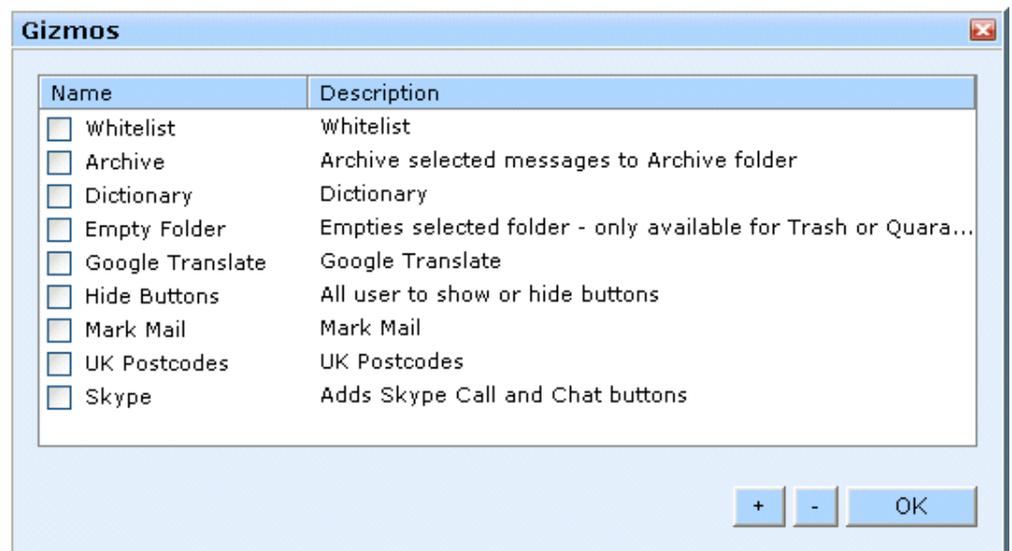


FIGURE 106.

To enable a Gizmo, check the box next to it. To deselect a previously enabled Gizmo, uncheck the box next to it. You can move the order of Gizmos up and down the list using the + and - buttons.

When you have finished making your selection, click **OK**.

Once a Gizmo has been enabled it will appear in any view which could potentially have a preview pane, such as when viewing a list of email messages, address book list, and so on. Where it is displayed will depend on the purpose of the Gizmo, it could be within the Menu bar, or within the preview pane itself.

### 13.3 Current Gizmos

The current list of Gizmos includes some which are included in the product by default, the remainder of those listed below are in the GMS Accessory Pack. Check our web site for an up-to-date list.

#### Gizmos included in GMS

##### **Whitelist**

This button only appears when the Quarantine folder is selected - it takes the currently selected message and moves it to the Inbox, and adds the senders email address to the whitelist address book.

##### **Dictionary**

Allows you to look up a highlighted word in a message in a dictionary.

##### **Mouse Gestures**

This is an example of an invisible Gizmo, it allows you to use mouse gestures to navigate through your message list. To use mouse gestures you must hold down the right hand mouse button and then drag the mouse either Forwards, Backwards, Right or Left. Each of the movements have the following effects:

- **Up** - moves up a message
- **Down** - moves down a message
- **Left** - deletes a message
- **Right** - replies to a message

##### **Google Translate**

Translates either the selected message or the highlighted text into the users currently configured language.

##### **Mark Mail**

Buttons to mark a message as read or unread in webmail.

**UK Postcodes**

Where a UK postcode is shown in an address book entry, clicking on this Gizmo will show a map of the location via a mashup with Google Maps.

**Gizmos included in the Accessory Pack****Archive**

Moves a selected message or messages to a folder called "Archive".

**Empty Folder**

This button only appears when either the Trash or Quarantine folders are selected - allows a single click empty of that folder.

**Hide Buttons**

Allows you to remove (or re-add) buttons from the menu that aren't commonly used.

**Firefox Mailto**

Configures GMS WebMail to be a mailto protocol handler in Firefox 3. Once configured, clicking mailto links on web pages will launch a GMS WebMail Compose window.

**Play Tagger**

The PlayTagger Gizmo is a wrapper to a del.icio.us script which detects links to MP3 files and automatically embeds a flash MP3 player into the email body.

**Skype**

Detects a Skype contact address and gives an option to start a skype call or chat session.

**Unread**

Allows you to navigate through your message list by moving from one unread message to the next.

**Video**

The Video Gizmo detects links to video files hosted on a selection of popular video websites, and embeds a copy of the video directly into the email body.



## 14 Collecting Mail From Other Mail Servers

GMS WebMail allows you to download your mail from any remote POP3/IMAP server. In fact you can specify any number of mail accounts on different mail servers that GMS WebMail will check for messages. To set up GMS WebMail so that it will check another account, click the **Servers** option in the Navigation Tree.

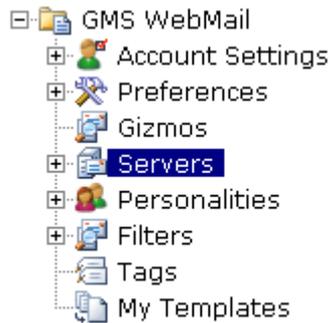


FIGURE 107.

This will display a box listing the currently defined servers.

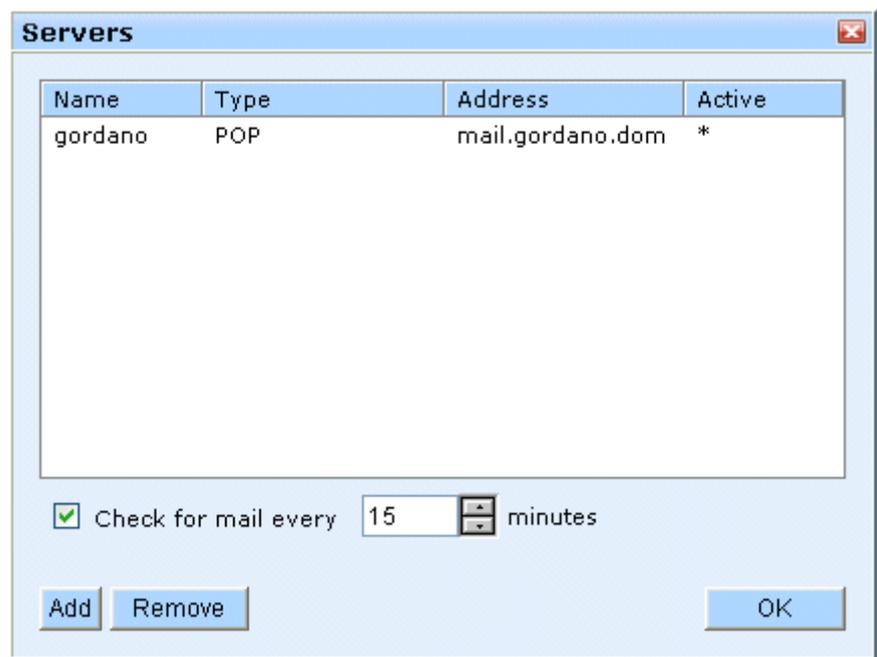
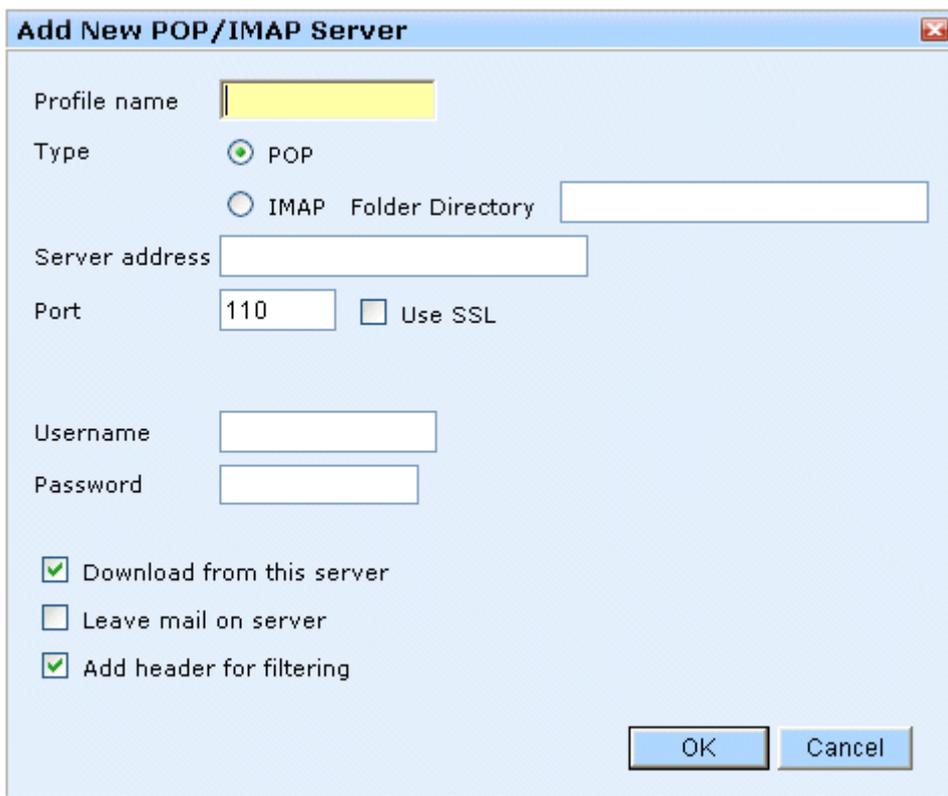


FIGURE 108.

The box will be empty until at least one server has been added. To add a new server click **Add**. This will display a dialog where you can enter the details of the server and account you want to have checked for mail.

## 14.1 Collecting mail from an IMAP/POP3 server



The screenshot shows a dialog box titled "Add New POP/IMAP Server". It contains the following fields and options:

- Profile name:** A text input field.
- Type:** Radio buttons for "POP" (selected) and "IMAP". Next to "IMAP" is a "Folder Directory" text input field.
- Server address:** A text input field.
- Port:** A text input field containing "110" and a "Use SSL" checkbox.
- Username:** A text input field.
- Password:** A text input field.
- Checkboxes:** "Download from this server" (checked), "Leave mail on server" (unchecked), and "Add header for filtering" (checked).
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

FIGURE 109.

Before you can check mail on another mail server you will need to enter the following information:

### Profile name

This is the name you would like this profile to be known by. It can be anything you like.

### Type

Select whether you are collecting from a POP account or an IMAP account. The folder directory is not required for POP servers. An IMAP server may require the folder directory to be specified to indicate the base directory for its folders. This is generally left blank but if no mail is being downloaded check with the administrator for the account you are downloading from.

### Server Address

This is the IP address or fully qualified domain name of the server from which mail will be downloaded. The IP address will take the form of 123.123.123.123 while the fully qualified domain name will take the form "pop.domain.com".

### Port

This is the port that GMS WebMail will connect to on the remote server to download the mail. This is usually 110 if you are collecting mail using POP and 143 if you are collecting mail using IMAP.

### Use SSL

Enabling this option will collect mail securely from the specified POP or IMAP server using SSL encryption.



*The **Use SSL** option will be grayed out unless your administrator has set an SSL certificate on the GMS Server. If this option is important you will need to contact the administrator to get one put in place.*

---

### Username

This is the name of the account under which mail will be stored on the remote server.

### Password

This is the password for the account under which mail will be stored on the remote server.

### Download from this server

By checking this option mail will automatically be downloaded from the server at specified intervals. If the option is unchecked GMS WebMail will only check for mail when you click **Connect** for a particular server profile.

### Leave mail on server

If this option is checked the mail you read from this account will stay on the remote server. GMS WebMail will not download additional copies of the mail that are left on the server. However if you were to access the same mail account using another client you would be able to download the messages again.

### Add header for filtering

If this option is checked GMS WebMail will add a header to the mail downloaded from each server. The header is:

X-POPServer:<Profile Name>

This provides you with the ability to filter the messages into a separate folder. See filtering on page 178.

Once these details have been entered, click **Add** to complete the configuration.

You may add as many remote servers as you wish allowing all of your email accounts to be amalgamated into a single account. You can use personalities to respond with the appropriate address for each account. See "Personalities" on page 153.



# 15 Personalities

GMS WebMail allows users to create different personalities. Each personality can have a different return address, signature and vCard. For example if you want to send a personal e-mail you can set up a personality which contains your nickname, home e-mail address and a witty comment as your signature. On the other hand you could also have a work personality with your full name and job title, company e-mail address and a corporately approved signature.



*The option to create personalities may be switched off by the administrator.*

## 15.1 Creating new personalities

To create a new personality click the **Personalities** option in the Navigation Tree.

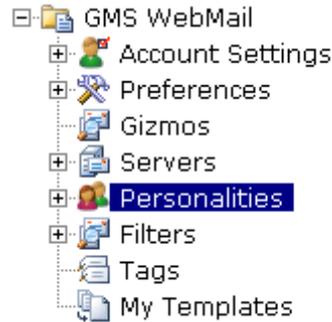


FIGURE 110.

This will display a box showing a list of the personalities currently available.

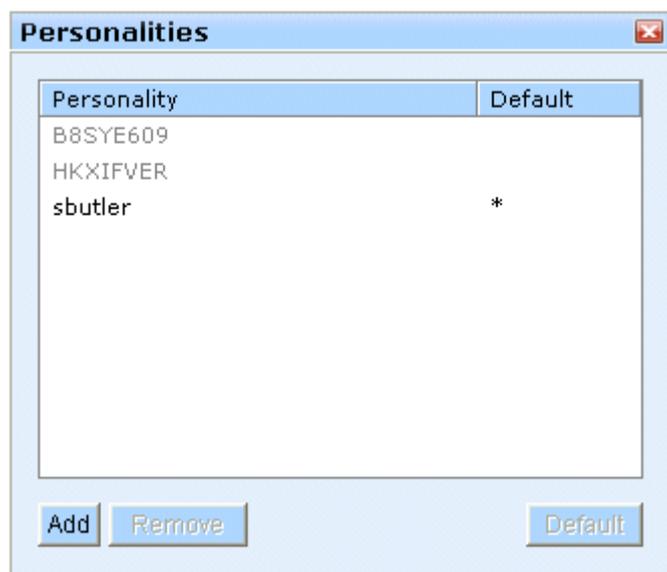


FIGURE 111.

The default personality will have a \* next to it in the default column. The default personality is applied to all your outgoing messages unless you select to use a different personality at the time you compose the message. To make a different personality the default, select it in the list then click **Default**. The \* will then appear next to that personality.

To delete one of the personalities select it in the list and click **Remove**.

Click **Add...** to add a new personality. This displays another dialog where you can enter the following:

- Personality name
- e-mail address
- default domain
- signature

### Personality

This is the name you want this personality to be known as.

### E-mail address

This is the address you want people to reply to. That is, when they click **Reply** in their mail client, the mail they compose will go to the address you specify here.



*The email address does not need to be on your local system although your administrator can change this so that only local addresses can be entered.*

---



*GMS WebMail will always put your account details in the header of the message to prevent you impersonating people inappropriately.*

---

### Default domain

The Default domain will be added to any address you enter that does not have a domain name (the domain name is the part of the address that follows the @ symbol). This saves typing because you may only need to enter the first part of the e-mail address in front of the @ symbol. If you do not enter a default domain your local domain will be used.

### Signature

A signature is a piece of text which is added to the bottom of every e-mail sent from this personality. Different personalities can have different signatures.



*There will already be one default personality defined which will contain your primary email address and domain.*

---

## 15.2 Changing a personality

You can edit a personality by selecting the personality name in the Navigation Tree. For example in figure 112 you can see the **Sales** personality is being selected.

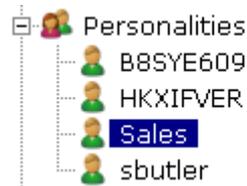


FIGURE 112.

Selecting the personality will display a dialog similar to that displayed when you first created the personality. It also gives you an additional button called **Edit vCard** which allows you to edit the address book entry associated with the personality. Once you have finished making changes click **OK** to apply them.

## 15.3 Selecting a personality when composing e-mail

When you compose an e-mail GMS WebMail will assume you want to use your default personality. If this is not the case you can change personalities at any stage whilst composing the e-mail. There is a drop-down arrow to the right of the **From** box when you compose the mail. Clicking on this will show a list of the email addresses defined in your personalities with the personality name shown in brackets after it. For example a personality of **Sales** with an email address of sales@company.dom will look like this

sales@company.dom (Sales).



---

*If you are downloading email from POP3/IMAP servers see also “Match personality to recipient address” on page 129.*

---



# 16 Filters

## 16.1 Anti-Spam Filters

### Introduction

These filters are a very powerful tool in the battle against unsolicited commercial email (UCE or spam). Mass mailing campaigns are now very common via email and it can be quite time consuming to scan and then delete all the messages that you don't want. You can access these filters by clicking **Filters** in the Navigation Tree.

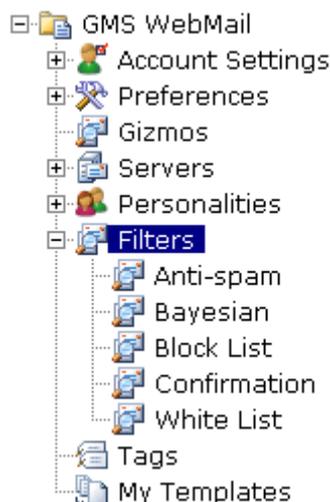


FIGURE 113.

### Setting up Confirmation

Confirmation is an extremely useful type of filter that helps to avoid virtually all unsolicited commercial email that comes from mailing lists or other automated mailing systems.



---

*The technology used in the Confirmation filter is patented in the United Kingdom under patent number GB2385965. A patent application has been filed in the United States and is pending approval.*

---

To see how Confirmation stops spam, we need to consider what will happen when Joe sends Marcia an email message for the first time. When the Confirmation option is not switched on, the message simply arrives in Marcia's InBox.

When the Confirmation option is switched on, Joe's message (**Email 1** shown in figure 114) is diverted into a special folder (called "**Quarantine**") and Joe is sent an automatic message telling him that he needs to reply in order for his message to be delivered to Marcia (**Check**).

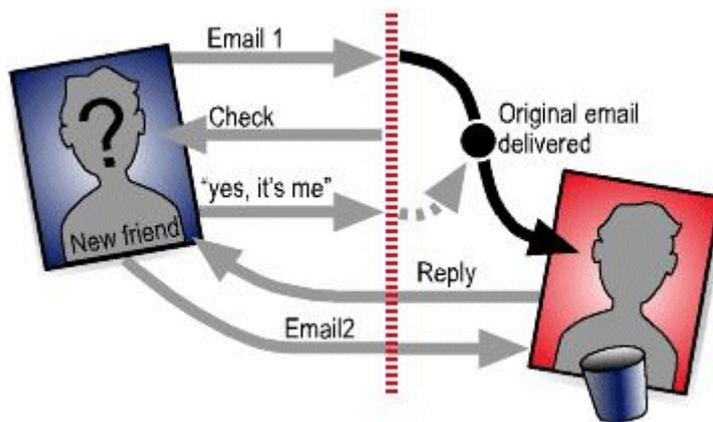


FIGURE 114.

Joe will read the message and simply press the reply button ("**yes it's me**"). The reply arrives at Marcia's account and allows Joe's original message to be delivered to her InBox. (The reply is ignored). Joe only needs to confirm his identity once and subsequent emails from him will by-pass the confirmation process altogether.

Now let's consider what happens with a piece of spam email. Typically spam email is sent using "bulk message sending" software from an address that does not exist. In the first case (without confirmation), the spam message is delivered straight into Marcia's InBox. In the second case, the message (**Email 1** shown in figure 115) is diverted to the **Quarantine** folder and a reply sent to the non-existent address (**Check**).

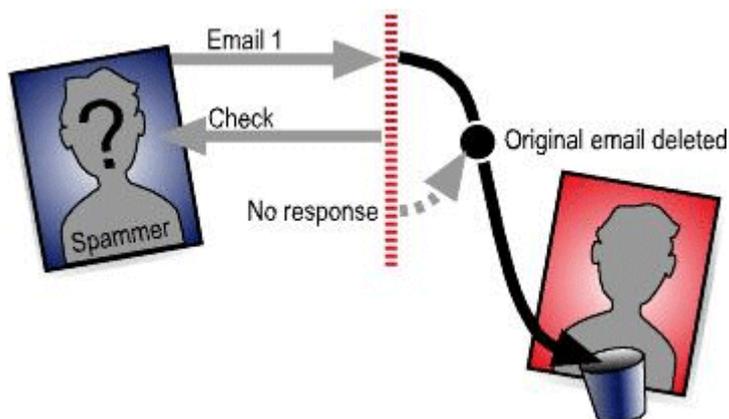


FIGURE 115.

The non-existent address will never reply! Therefore the original spam message will never be transferred to Marcia's InBox. After a number of days, the message is automatically removed from the **Quarantine** folder.

This illustrates how the Confirmation option works - however, there are a few refinements that are required to make this workable on a day-to-day basis.

- Marcia can define what is sent in the reply. This means she can have a personalised message telling people that this is a great new feature of her new mail client and indicating (in her own language) what needs to be done.
- Each person who email's Marcia should only have to go through this process once! The Confirmation allows automatic acceptance of email from people in her address book. Further, when Marcia replies to Joe, Joe's email can automatically be added to her address book. So, only Joe's first message will require Confirmation and Marcia's email back to him will automatically mean he does not need to go through the process again.
- Marcia can check which messages are Quarantined. The **Quarantine** folder is available as a standard, normal, GMS WebMail folder. By simply selecting the folder, Marcia can check messages that are waiting for the confirmation response. She can select and drag the messages into any other folder as usual. The **Quarantine** folder is also available through IMAP4 for users of Outlook, Netscape, Eudora, etc. to inspect. Messages are removed from the **Quarantine** folder after a user-defined number of days.
- Joe's reply must be authenticated. In fact, the Confirmation software generates a unique identifier of the original message which must be returned to allow the original message to be transferred to the InBox. If a message without a recognized identifier is received, it is treated as a normal piece of email to Marcia (that is, it is Quarantined).



*The confirmation filter is available in GMS Anti-Spam.*

---



*If you receive genuine mail from automated sources such as discussion lists you should add the address that these messages come from to your address book so they can by-pass the confirmation process.*

---

To set up the confirmation filter, click on the "+" next to **Filters** in the Navigation Tree, then click **Confirmation** in the expanded menu. This displays a dialog like that shown in figure 116.

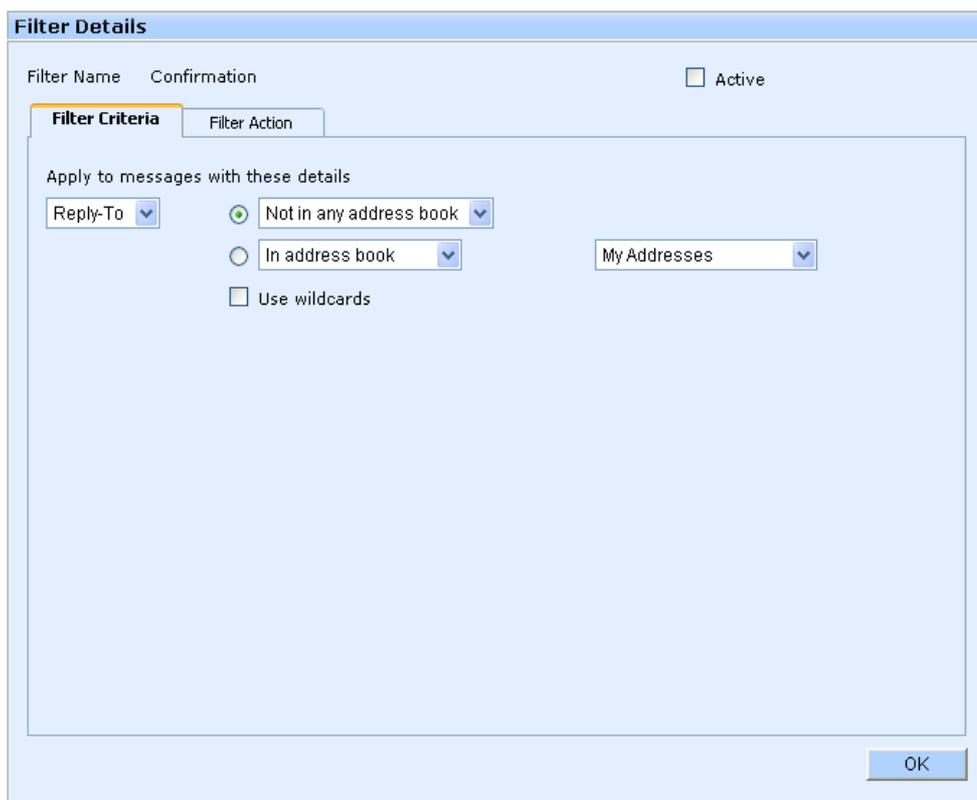


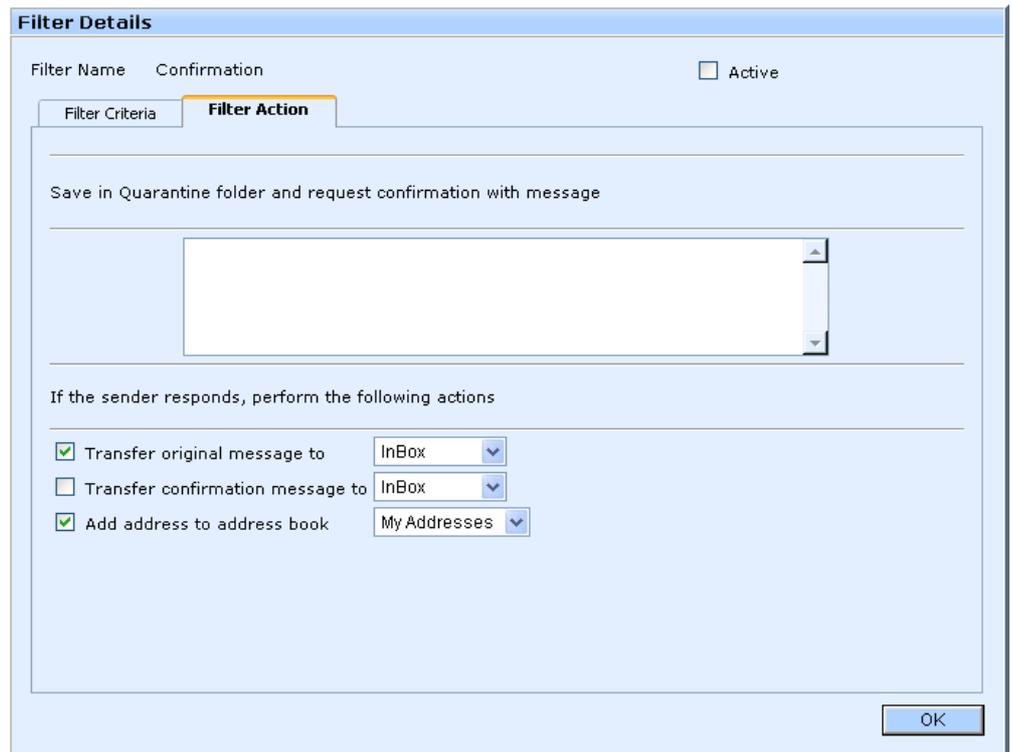
FIGURE 116.

To enable the Confirmation filter ensure that the **Active** checkbox is checked. Select which group of senders you want to apply the anti-spam filter to by setting the Filter Criteria under the **Apply to messages with these details** heading. You can apply the filter to four types of sender:

- Any one that sends you a message.
- Senders whose address is in any of your address books.
- Senders whose address is not in any of your address books.
- Senders whose address is in a specific address book.

The "Use wildcards" option allows you to put an entry such as \*@domain.com in your address book and have the filter automatically apply against any sender in that domain.

You now have the opportunity to configure the filter action and add some text that will be included in the confirmation request that is sent out. Typically this will be something that explains to the recipient the purpose of the confirmation request.



The screenshot shows a dialog box titled "Filter Details" with two tabs: "Filter Criteria" and "Filter Action". The "Filter Action" tab is selected. At the top right, there is a checkbox labeled "Active" which is currently unchecked. Below the tabs, there is a text field containing the text "Save in Quarantine folder and request confirmation with message". Underneath this is a large empty text area. Below that, there is a section titled "If the sender responds, perform the following actions". This section contains three rows of options, each with a checkbox and a dropdown menu:

- Transfer original message to InBox
- Transfer confirmation message to InBox
- Add address to address book My Addresses

An "OK" button is located at the bottom right of the dialog box.

FIGURE 117.

Select what actions should be taken if the sender responds to the confirmation request. You can select to transfer the original message and/or the confirmation message to your Inbox and add the address to a specified address book.



*If there are some mailing lists that you genuinely want to receive mail from simply add the mailing list as a contact in the address book that you are filtering against.*

## The Dedicated Anti-spam Filter

The anti-spam filter can stop the majority of spam messages from getting to your Inbox. To set up the anti-spam filter click on the "+" next to **Filters** in the Navigation Tree, then click **Anti-spam** in the expanded menu. This will display a dialog similar to that shown in figure 118.

FIGURE 118.



*The anti-spam filter is only available if your server is running GMS Anti-Spam.*

To enable the anti-spam filter ensure that the **Active** checkbox is ticked. Then configure how the filter rules should be applied.

### Apply to messages with these details

Select which group of senders you want to apply the anti-spam filter to selecting the field in incoming messages to work with from the first drop-down menu. You can apply the filter to four types of sender:

- Any one that sends you a message.
- Senders whose address is in any of your address books.
- Senders whose address is not in any of your address books.
- Senders whose address is in a specific address book.

The "Use wildcards" option allows you to put an entry such as \*@domain.com in your address book and have the filter automatically apply against any sender in that domain.

Once you have selected the group of senders to which the spam checks will apply you can select what spam checks you want to apply. There are a number of options as described below:

- **Not addressed to me** - Spammers can use a technique of sending you a message without your email address appearing in the To:, Cc: or BCC: fields of the message. Checking this option will find any messages that do not have your email in those fields. If you select the **Include personalities** sub-option the filter will also take into account addresses that you have set in your personalities.
- **From address faked as me** - If you appear to be the sender of the message GMS attempts to verify this against the information it holds on you such as your "Display Name" in your vCard.
- **Include personalities** - Includes any additional personalities you may have set up on your account in the above checks.
- **No reply address specified** - Junk mail will often not have a reply address specified whereas nearly all genuine messages do. By checking this option you can capture and dispose of any messages without a reply address.
- **Reply address does not match from address** - When you reply to a message occasionally the email address that appears in the To field of the reply is not the same as the address shown in the From field of the original message. Messages such as this are often junk mail so selecting this option will allow you to quarantine or dispose of messages matching that criteria.
- **Subject is all capitals** - Often mass mailings that contain "Special" offers will use subject lines that are all in upper case. Checking this option will capture messages matching this criteria
- **No subject** - Checking this option will capture messages that have no subject and apply the action you specify to those messages.
- **Subject contains account name** - This option treats the message as spam if your account name appears in the subject line.
- **Subject starts with unusual character** - Treats the message as spam if the first character of the subject is not an alpha-numeric character.
- **Contains banned words or phrases** - Enabling this option will automatically apply the filter action to any message that has failed the system and/or domain level banned word checks.
- **Exceeds scored restricted word threshold [n]** - Applies to any message whose score exceeds the threshold specified by **n**.

You may need to consult your System Administrator for advice for setting this threshold value.

- **Junk mail probability** - This option works in conjunction with the System level Bayesian filter. The default probability level is 90% meaning that anything with a 90% probability of being spam or greater is treated as such.
- **Fails Zero Hour Classification** - If this option is enabled, messages that the Zero Hour protection module classifies as spam will have the filter applied to them.
- **Fails IWF checks** - Will treat the message as spam if the content fails the IWF checks.
- **Message quality** - This can be set to one of High, Medium or Low which gives the number of message quality failures allowed as 0, 1 and 3, respectively. Note that these are the default settings and they may be changed by your System Administrator.
- **Contains banned attachments** - If this option is enabled, the filter action will be applied to any message that has failed the system and/or domain banned attachments checks.
- **Fails DNSBL check** - Treats the message as spam if it fails the DNS Blacklist check, that is, if it comes from a domain on your blacklist. You can decide what to do with the message when it is received.
- **Sender fails SPF checks** - Will treat the message as spam if the sender fails any of the SPF checks.
- **Apply strict SPF checks** - As above, but will fail the message as spam unless the sender has an SPF record and is sending from a matching IP address.



*These conditions operate on an OR basis rather than an AND basis that is, if you check the first and last option, the filter will capture any message that is not addressed to you OR has no subject.*

---

### Show junk information when reading mail

If this is enabled then some text will be displayed in the header bar of the message when you view it indicating how GMS classifies the message. The options are either Good, Unknown or Bad.

## Filter Action

Once the matching criteria have been defined you need to tell GMS WebMail what to do with messages that match the criteria.

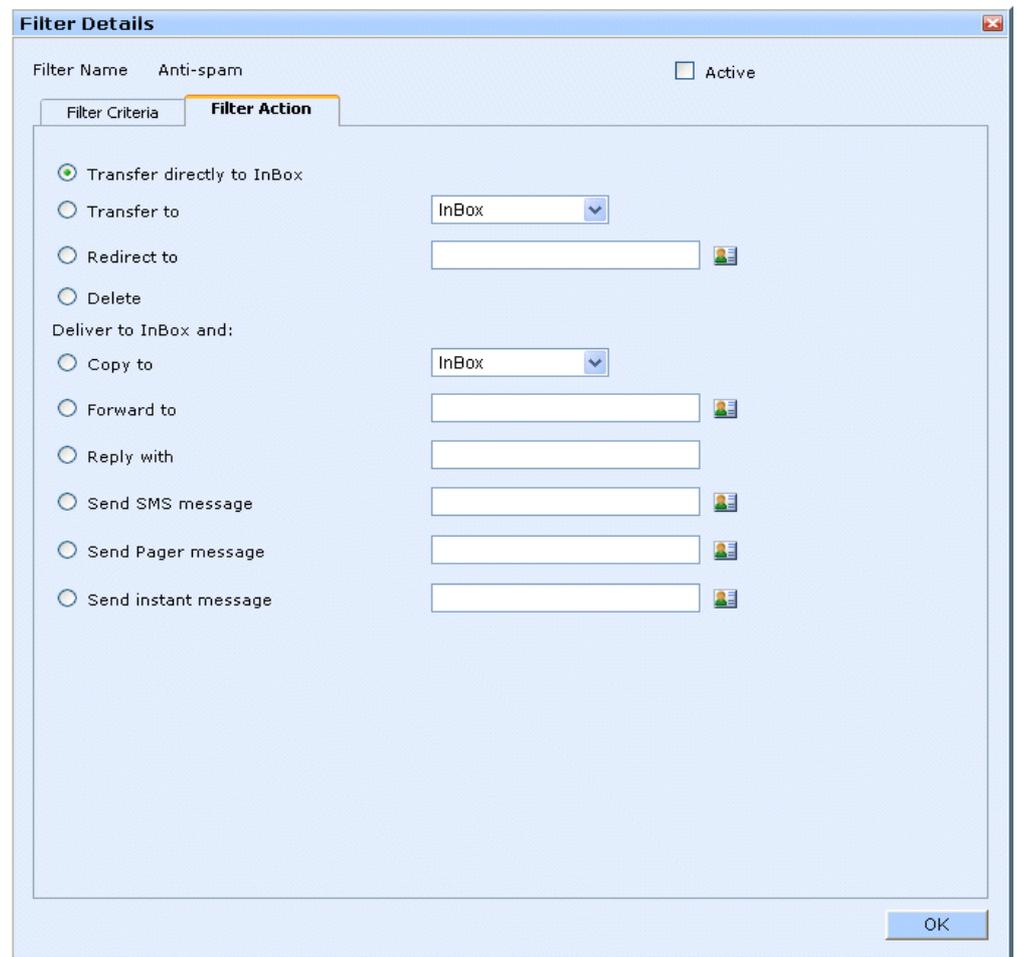


FIGURE 119.

This is done by selecting the **Filter Action** tab in the **Filter Details** dialogue as shown in figure 119. You have a number of single action choices:

- Transfer directly to InBox
- Transfer to <your choice of folder>
- Redirect to <e-mail address>
- Delete

You also have the option to deliver the message to your inbox in addition to carrying out other actions upon the message. The choices are:

- Copy to <your choice of folder>
- Forward to <e-mail address>
- Reply with <your message>
- Tag message with <your choice of tags>
- Send SMS message <to a specified number>

- Send Pager message <to a specified number>
- Send an instant message <to a specified account>



*Note The option to send SMS, Pager or Instant Messages are subject to these GMS components being installed and the administrator allowing access to them.*

---

### **Transfer directly to inbox**

This will transfer the message directly to your Inbox.

### **Transfer to your choice of folder**

This will move matching messages to a folder that you choose from the drop down box. No copy is kept in your Inbox.

### **Redirect to <e-mail address>**

This will send matching messages to the e-mail address you specify. The original senders e-mail address will remain in the From header. No copy is kept in your Inbox.

### **Delete**

This will delete any matching messages. No copies will be kept in the inbox or the trash folders. This is a dangerous option to use as you may lose important messages if the filter hasn't been set up properly. It is safer to use the *transfer to* option to move matching messages to the trash or quarantine folders. Then at least a copy is retained.

### **Copy to your choice of folder**

This will place a copy of matching messages in the folder you specify. The original copy will stay in the Inbox.

### **Forward to <e-mail address>**

This will send a copy of matching messages to the e-mail address you specify. Your e-mail address will be placed in the From header. The original copy will stay in the Inbox.

### **Reply with**

If this option is selected people sending a matching message will be sent an automatic reply. The reply will contain any text that you type into the **Reply with** text box. The original message will remain in the Inbox.

### **Tag messages with**

If this option is selected the matching messages will appear in the inbox with the specified tag. Tagging messages allows for easier identification and searching of messages. If you assign different colors to your tags it makes it even easier to identify messages as

tagged messages are listed in the tag's associated color. See "Setting up Tags" on page 185 for more information.

### Send SMS message

If your administrator has enabled the SMS gateway for your account you can set the filter to send an SMS message to the number you enter, each time an email arrives that meets the filter criteria. The original message will end up in your inbox. If you don't have a mobile number set in the address book entry for at least one of your personalities this option will be grayed out.

### Send Pager message

If your administrator has enabled the Pager gateway for your account you can set the filter to send a Pager message to the number you enter every time an email arrives that meets the filter criteria. The original message will end up in your inbox. If you don't have a pager number set in the address book entry for at least one of your personalities this option will be grayed out.



*Note: It may be necessary to include the International dialling code in any numbers entered for Pager or SMS messages. If you are unsure ask your administrator for further details.*

---

### Send instant message

If your administrator has enabled Instant Messaging for your account you can set the filter to send an instant message to an Instant Messaging user of your choice when the filter criteria are met.

Once you have finished setting your filter criteria and actions click on **OK**.



*Warning — If a mail matches the criteria of more than one filter only the first filter in the list will be actioned. For instance if the first action is delete and the second is forward, the mail will be deleted but not forwarded.*

---

## The Bayesian Filter

Bayesian based filters calculate the probability of a message being junk based on the contents of that message. Unlike simple content-based filters, Bayesian filtering learns from both good and bad messages, resulting in a very efficient, self learning, anti-spam system that will return very few false positives. Ideally, you should start with a large number of messages that you have already classified as bad, and another which you have classified as good. These should then be fed into the Bayesian filter to prime it with content. The filter will look at both good and bad messages, analyzing both to calculate the probability of various characteristics appearing in both good and bad messages.

The Bayesian filter included in GMS WebMail is designed in such a way that when it is enabled it should greatly reduce the amount of spam you see in your mailbox.



Note the option to use Bayesian filters is only available if that option has been enabled by your system administrator.

## Filter Criteria

To enable the Bayesian filter ensure that the **Active** checkbox is ticked. Then configure how the filter rules should be applied.

FIGURE 120.

### Apply to messages with these details

Select which group of senders you want to apply the anti-spam filter to selecting the field in incoming messages to work with from the first drop down menu. You can apply the filter to four types of sender:

- Any one that sends you a message.
- Senders whose address is in any of your address books.
- Senders whose address is not in any of your address books.
- Senders whose address is in a specific address book.

The "Use wildcards" option allows you to put an entry such as `*@domain.com` in your address book and have the filter automatically apply against any sender in that domain.

### Match messages with junk probability greater than

You can specify the percentage above which the filter should treat messages as definite junk mail. When you first start using the filter it is a good idea to keep this figure as high as possible to prevent false positives. As you become more confident in the success of the filter you can lower the number in stages until you reach a level you feel comfortable with.

### Maximum attempts to classify a message

Defines the number of times that GMS should try and classify a message, that is if a message is spam adding it to the Bayesian filter may not actually change the classification of a message. This is due to the probability calculations within the filter, it is not possible to be black and white about message classification.

### Show junk information when reading mail

If this is enabled then some text will be displayed in the header bar of the message when you view it indicating how GMS classifies the message. The options are either Good, Unknown or Bad.

### Filter Action

Once the matching criteria have been defined you need to tell GMS WebMail what to do with messages that match the criteria.

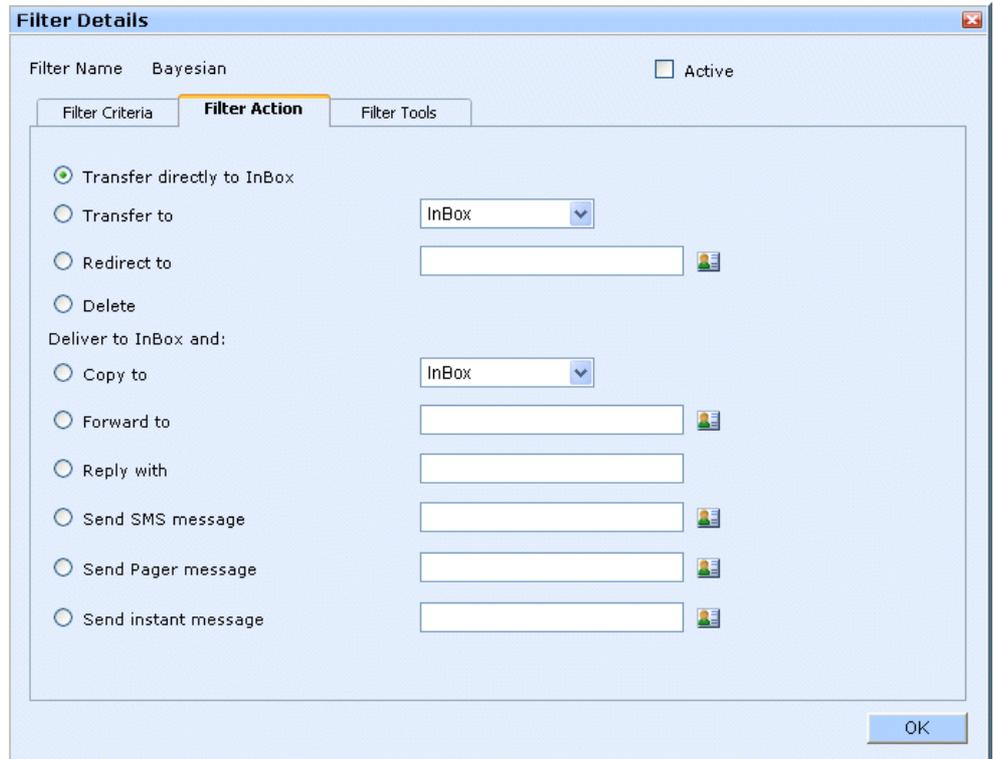


FIGURE 121.

This is done by selecting the **Filter Action** tab in the **Filter Details** dialogue as shown in figure 121. You have a number of single action choices:

- Transfer directly to InBox
- Transfer to <your choice of folder>
- Redirect to <e-mail address>
- Delete

You also have the option to deliver the message to your inbox in addition to carrying out other actions upon the message. The choices are:

- Copy to <your choice of folder>
- Forward to <e-mail address>
- Reply with <your message>
- Tag message with <your choice of tags>
- Send SMS message <to a specified number>
- Send Pager message <to a specified number>
- Send an instant message <to a specified account>



*Note The option to send SMS, Pager or Instant Messages are subject to these GMS components being installed and the administrator allowing access to them.*

---

### **Transfer directly to inbox**

This will transfer the message directly to your InBox.

### **Transfer to your choice of folder**

This will move matching messages to a folder that you choose from the drop-down box. No copy is kept in your InBox.

### **Redirect to <e-mail address>**

This will send matching messages to the e-mail address you specify. The original senders e-mail address will remain in the From header. No copy is kept in your InBox.

### **Delete**

This will delete any matching messages. No copies will be kept in the inbox or the trash folders. This is a dangerous option to use as you may lose important messages if the filter hasn't been set up properly. It is safer to use the *transfer to* option to move matching messages to the trash or quarantine folders. Then at least a copy is retained.

### **Copy to your choice of folder**

This will place a copy of matching messages in the folder you specify. The original copy will stay in the inbox.

**Forward to <e-mail address>**

This will send a copy of matching messages to the e-mail address you specify. Your e-mail address will be placed in the From header. The original copy will stay in the Inbox.

**Reply with**

If this option is selected people sending a matching message will be sent an automatic reply. The reply will contain any text that you type into the **Reply with** text box. The original message will remain in the Inbox.

**Tag messages with**

If this option is selected the matching messages will appear in the inbox with the specified tag. Tagging messages allows for easier identification and searching of messages. If you assign different colors to your tags it makes it even easier to identify messages as tagged messages are listed in the tag's associated color. See "Setting up Tags" on page 185 for more information.

**Send SMS message**

If your administrator has enabled the SMS gateway for your account you can set the filter to send an SMS message to the number you enter, each time an email arrives that meets the filter criteria. The original message will end up in your Inbox. If you don't have a mobile number set in the address book entry for at least one of your personalities this option will be grayed out.

**Send Pager message**

If your administrator has enabled the Pager gateway for your account you can set the filter to send a Pager message to the number you enter every time an email arrives that meets the filter criteria. The original message will end up in your Inbox. If you don't have a pager number set in the address book entry for at least one of your personalities this option will be grayed out.



*It may be necessary to include the International dialling code in any numbers entered for Pager or SMS messages. If you are unsure ask your administrator for further details.*

---

**Send instant message**

If your administrator has enabled Instant Messaging for your account you can set the filter to send an instant message to an Instant Messaging user of your choice when the filter criteria are met.

Once you have finished setting your filter criteria and actions click **OK**.



*Warning — If a mail matches the criteria of more than one filter only the first filter in the list will be actioned. For instance if the first action is delete and the second is forward, the mail will be deleted but not forwarded.*

## Filter Tools

A number of tools are provided to allow you to optimize the Bayesian filter.

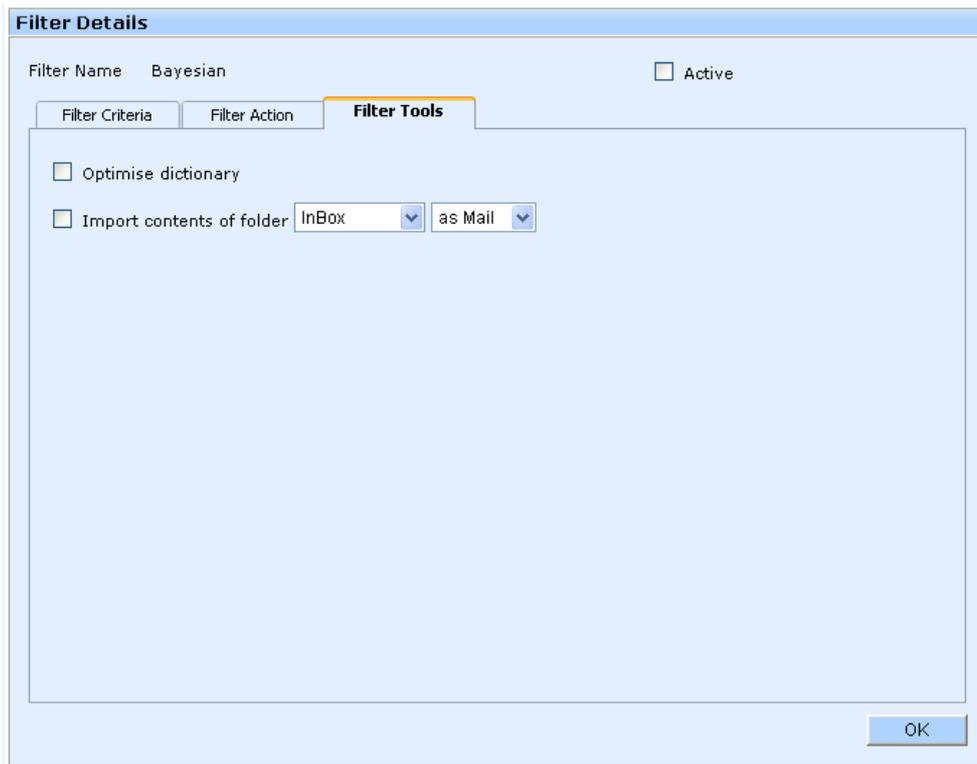


FIGURE 122.

### Optimize dictionary

Over time entries in your Bayesian dictionary will no longer be valid, that is, messages matching the details in the dictionary will not have been received for a long time. This option allows you to purge those old entries from the dictionary, thus allowing the dictionary to be queried more quickly.

### Import contents of folder

This option allows you to import existing groups of messages in order to prime your Bayesian filter in advance, so it starts running with a good idea of what you consider good and bad messages. Select the mailbox you want to import from the first drop-down menu.

If the messages are what you consider as "good" messages select **as Mail** from the second drop-down menu. If they are what you would consider "bad" messages select **as Junk**.



*Note: If you are already running any of the other filters included in GMS WebMail the Quarantine folder should provide a useful source of bad messages, while your Sent folder should provide a source of good messages.*

---

### The Block List Filter

The block list filter makes use of a special address book called "Block List". When this filter is made active any messages that arrive at your account from addresses contained in the block list address book will either be deleted straight away or if you prefer they will be moved to the **Quarantine** folder. See "Block List Address Book" on page 63 and "Viewing e-mail" on page 15 for more information.

### The White List Filter

The White List filter is as its name implies a method of allowing mail through from senders that you do not want to be rejected by any of the other filters. As such, if activated it should normally be the first filter that is run, that is, it should be topmost in the list.

It is automatically applied to senders if they exist in any of your address books other than the Quarantine address book or the Block List address book.

## Filter Action

There are a range of actions which can be performed on messages that match the criteria.

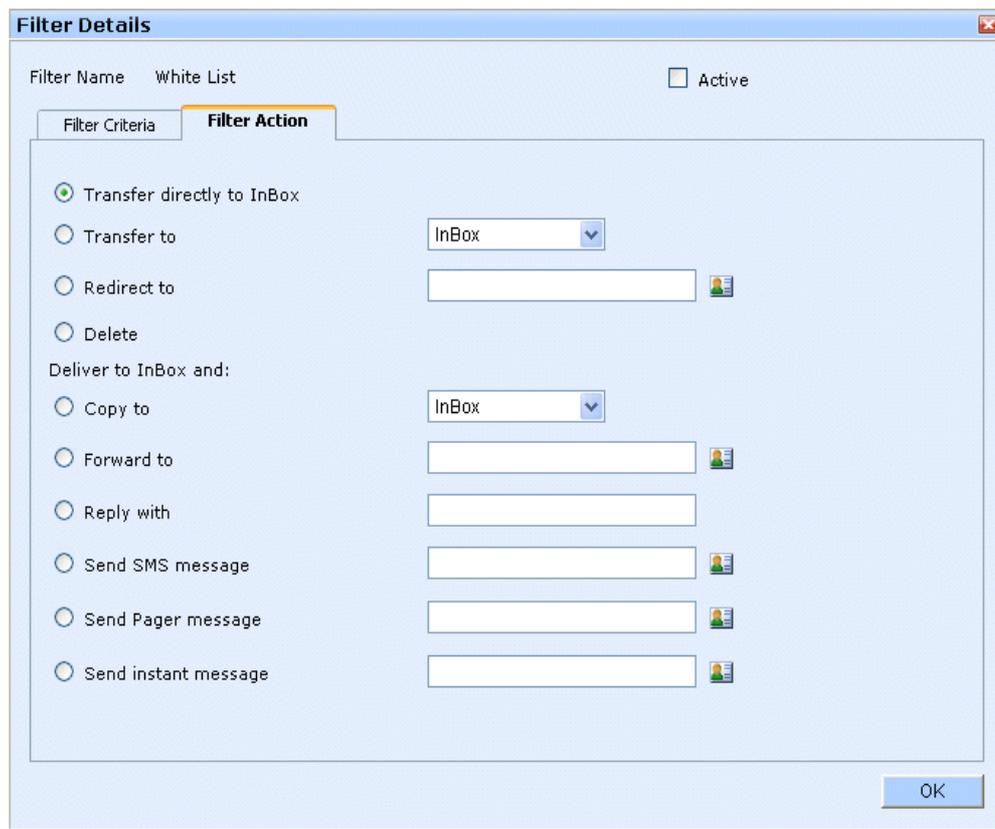


FIGURE 123.

This is done by selecting the **Filter Action** tab in the **Filter Details** dialog as shown in figure 119. You have a number of single action choices:

- Transfer directly to Inbox
- Transfer to <your choice of folder>
- Redirect to <e-mail address>

You also have the option to deliver the message to your inbox in addition to carrying out other actions on the message. The choices are:

- Copy to <your choice of folder>
- Forward to <e-mail address>
- Reply with <your message>
- Tag message with <your choice of tags>
- Send SMS message <to a specified number>
- Send Pager message <to a specified number>

- Send an instant message <to a specified account>



*Note The option to send SMS, Pager or Instant Messages are subject to these GMS components being installed and the administrator allowing access to them.*

---

### **Transfer directly to inbox**

This will transfer the message directly to your Inbox.

### **Transfer to your choice of folder**

This will move matching messages to a folder that you choose from the drop-down box. No copy is kept in your Inbox.

### **Redirect to <e-mail address>**

This will send matching messages to the e-mail address you specify. The original senders e-mail address will remain in the From header. No copy is kept in your Inbox.

### **Copy to your choice of folder**

This will place a copy of matching messages in the folder you specify. The original copy will stay in the Inbox.

### **Forward to <e-mail address>**

This will send a copy of matching messages to the e-mail address you specify. Your e-mail address will be placed in the From header. The original copy will stay in the Inbox.

### **Reply with**

If this option is selected people sending a matching message will be sent an automatic reply. The reply will contain any text that you type into the **Reply with** text box. The original message will remain in the Inbox.

### **Tag messages with**

If this option is selected the matching messages will appear in the inbox with the specified tag. Tagging messages allows for easier identification and searching of messages. If you assign different colors to your tags it makes it even easier to identify messages as tagged messages are listed in the tag's associated color.

### **Send SMS message**

If your administrator has enabled the SMS gateway for your account you can set the filter to send an SMS message to the number you enter, each time an email arrives that meets the filter criteria. The original message will end up in your inbox. If you don't have a mobile number set in the address book entry for at least one of your personalities this option will be grayed out.

### Send Pager message

If your administrator has enabled the Pager gateway for your account you can set the filter to send a Pager message to the number you enter every time an email arrives that meets the filter criteria. The original message will end up in your inbox. If you don't have a pager number set in the address book entry for at least one of your personalities this option will be grayed out.



*Note: It may be necessary to include the International dialling code in any numbers entered for Pager or SMS messages. If you are unsure ask your administrator for further details.*

---

### Send instant message

If your administrator has enabled Instant Messaging for your account you can set the filter to send an instant message to an Instant Messaging user of your choice when the filter criteria are met.

Once you have finished setting your filter criteria and actions click **OK**.



*Warning — If a mail matches the criteria of more than one filter only the first filter in the list will be actioned. For instance if the first action is delete and the second is forward, the mail will be deleted but not forwarded*

---

## 16.2 Custom Filters

### Introduction

GMS WebMail allows you to set up filters which act on all incoming messages. The filters perform a number of actions on messages that match criteria that you define. For example messages from an important client could be moved to a named folder so they can be viewed together. You could also filter messages downloaded from different external email accounts so that they are placed into separate folders. Powerful filter options also allow you to filter out unsolicited email so that you don't have to waste time sifting through unwanted messages.

Unlike traditional mail clients messages arriving at your account are filtered immediately. You don't need to log on to GMS WebMail to cause all your mail to be filtered. This means you can have important messages forwarded immediately to another account, cell phone, fax or pager.

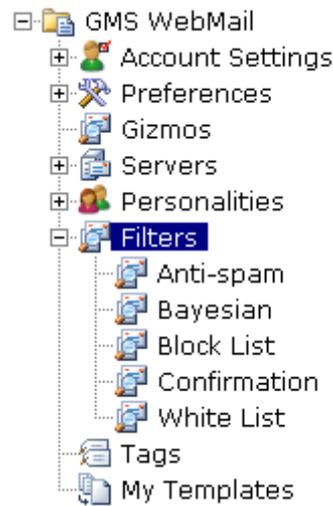


FIGURE 124.

The Anti-spam, Bayesian, Block List, Confirmation and White List filters shown in figure 124 are powerful anti-spam filters which are available as a part of GMS Anti-Spam. These have already been discussed in detail earlier in this chapter. This section describes setting up general filters.

### Adding and Removing Filters

To add or remove a filter click **Filters** in the Navigation Tree. This will display a dialog showing all existing filters, the number of messages they have been applied to and whether they are active or not.

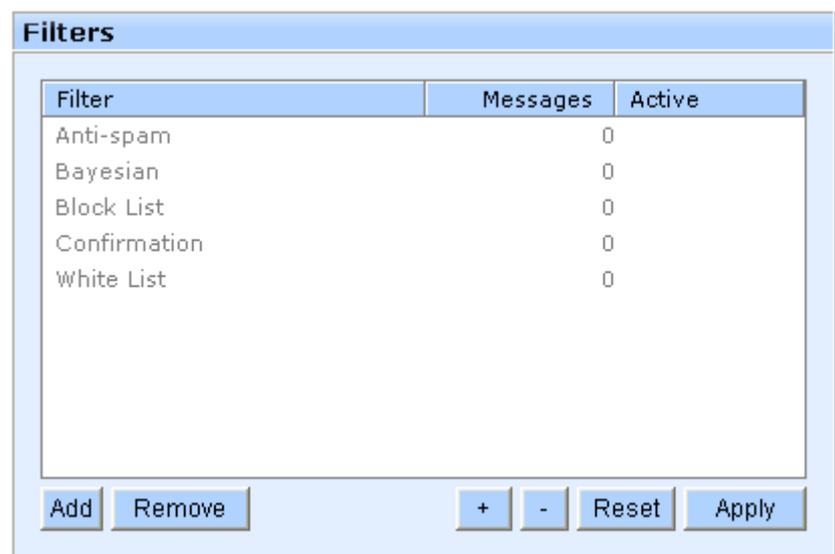


FIGURE 125.

To remove a filter select the filter name in the list and click **Remove**. To create a new filter click **Add**. This will display another dialog as shown in figure 126.

FIGURE 126.

Enter the name you want the filter to be known by and, if the filter is to be used immediately, make sure the box labelled **Active** is checked.

## Filter Criteria

This is where you define the criteria that incoming mail must meet for this filter to act on it. You can set the filter to match the contents of any mail header or message text. For instance if you wanted all messages from sales@gordano.com to be filtered you would enter sales@gordano.com in the box next to **From** and select <contains> from the drop-down box.



*If you fill in two options, both options will need to be matched by a message before the filter is applied to the message (that is, the options are ANDed together).*

FIGURE 127.

The drop-down box has a number of self-explanatory options that you can use for matching mails.

- contains
- does not contain
- starts with
- ends with
- is
- is not

You can use these options to check the To, From, Subject, Cc and Reply-To headers for a match. You can also define your own header that you want to match against. For instance some ISP's add an X-Originally-To and X-Originally-From field. The body of the message can also be matched using the above options.



*Your system administrator has further options to filter out unsolicited and offensive e-mail by using GMS Anti-Spam software.*

### Sender option

Select which group of senders you want to apply the anti-spam filter to by setting the filter criteria using the drop-down menus. You can apply the filter to four types of sender:

- Any one that sends you a message.
- Senders whose address is in any of your address books.
- Senders whose address is not in any of your address books.
- Senders whose address is in a specific address book.

The "Use wildcards" option allows you to put an entry such as \*@domain.com in your address book and have the filter automatically apply against any sender in that domain.

## Filter Action

Once the matching criteria have been defined you need to tell GMS WebMail what to do with messages that match the criteria.

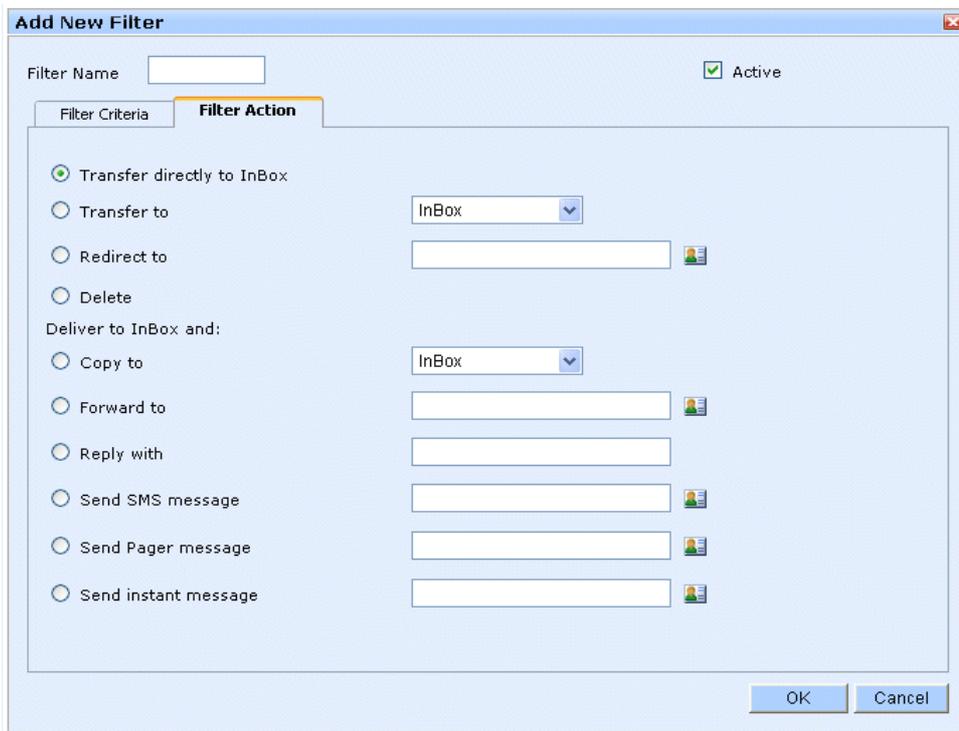


FIGURE 128.

This is done by selecting the **Filter Action** tab in the **Filter Details** dialog as shown in figure 128. You have a number of single action choices:

- Transfer directly to inbox
- Transfer to <your choice of folder>
- Redirect to <e-mail address>
- Delete

You also have the option to deliver the message to your Inbox in addition to carrying out other actions upon the message. The choices are:

- Copy to <your choice of folder>
- Forward to <e-mail address>
- Reply with <your message>
- Tag message with <your choice of tags>
- Send SMS message <to a specified number>
- Send Pager message <to a specified number>
- Send an instant message <to a specified account>



*Note The option to send SMS, Pager or Instant Messages are subject to these GMS components being installed and the administrator allowing access to them*

**Transfer directly to inbox**

This will transfer the message directly to your Inbox.

**Transfer to your choice of folder**

This will move matching messages to a folder that you choose from the drop down box. No copy is kept in your Inbox.

**Redirect to <e-mail address>**

This will send matching messages to the e-mail address you specify. The original senders e-mail address will remain in the From header. No copy is kept in your Inbox.

**Delete**

This will delete any matching messages. No copies will be kept in the Inbox or the **Trash** folders. This is a dangerous option to use as you may lose important messages if the filter hasn't been set up properly. It is safer to use the *transfer to* option to move matching messages to the **Trash** or **Quarantine** folders. Then at least a copy is retained.

**Copy to your choice of folder**

This will place a copy of matching messages in the folder you specify. The original copy will stay in the Inbox.

**Forward to <e-mail address>**

This will send a copy of matching messages to the e-mail address you specify. Your e-mail address will be placed in the From header. The original copy will stay in the Inbox.

**Reply with**

If this option is selected people sending a matching message will be sent an automatic reply. The reply will contain any text that you type into the **Reply with** text box. The original message will remain in the Inbox.

**Tag messages with**

If this option is selected the matching messages will appear in the inbox with the specified tag. Tagging messages allows for easier identification and searching of messages. If you assign different colors to your tags it makes it even easier to identify messages as tagged messages are listed in the tag's associated color. See "Setting up Tags" on page 185 for more information.

**Send SMS message**

If your administrator has enabled the SMS gateway for your account you can set the filter to send an SMS message to the

number you enter, each time an email arrives that meets the filter criteria. The original message will end up in your Inbox. If you don't have a mobile number set in the address book entry for at least one of your personalities this option will be grayed out.

### Send Pager message

If your administrator has enabled the Pager gateway for your account you can set the filter to send a Pager message to the number you enter every time an email arrives that meets the filter criteria. The original message will end up in your Inbox. If you don't have a pager number set in the address book entry for at least one of your personalities this option will be grayed out.



*Note: It may be necessary to include the International dialling code in any numbers entered for Pager or SMS messages. If you are unsure ask your administrator for further details.*

---

### Send instant message

If your administrator has enabled Instant Messaging for your account you can set the filter to send an instant message to an Instant Messaging user of your choice when the filter criteria are met.

Once you have finished setting your filter criteria and actions, click **OK**. The new filter will be listed under **Filters** in the Navigation Tree.



*Warning — If a mail matches the criteria of more than one filter only the first filter in the list will be actioned. For instance if the first action is delete and the second is forward, the mail will be deleted but not forwarded*

---

## Modifying and De-activating filters

To modify or de-activate a filter click the "+" next to **Filters** in the Navigation Tree, then click the name of the filter you want to amend in the expanded menu.. To modify the filter, make the necessary changes then click **Update**. To turn the filter off so that it no longer operates but is not deleted make sure the **Active** box is not checked (ticked) then click **Update**.

## Changing the Order of Filters

You can change the order in which filters are actioned. To do this click **Filters** in the Navigation Tree. This will display a dialog showing the currently defined filters and the order in which they will be applied. New messages are checked against your filters starting with the first filter in this list. If the message does not match the criteria of the first filter it will be checked against the next filter in the list and so on. As soon as the message meets the criteria of one of the filters the action for that filter will be applied

to the message and the message will not be checked against any remaining filters in the list. Note that since filters are applied in order it is good practice to have the **Confirmation** filter (if enabled) as the last filter in the list.

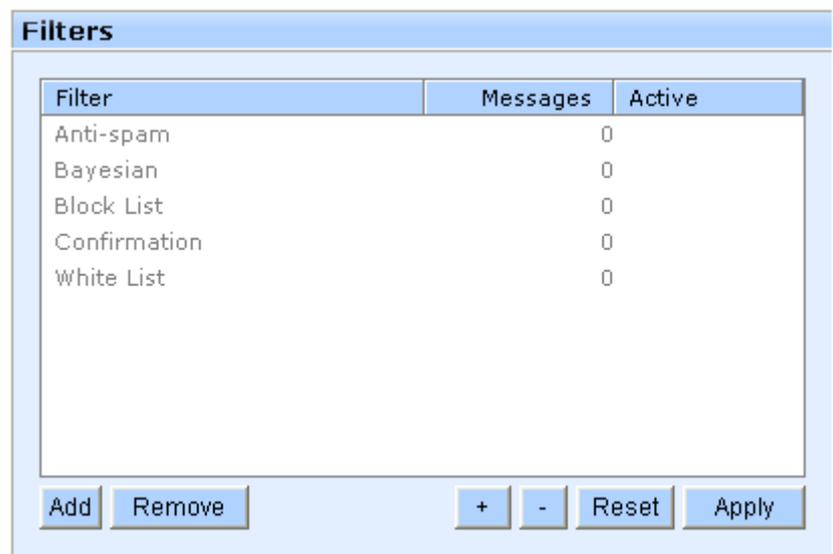


FIGURE 129.

To change the position of a filter select it in the list by clicking on its name. Then use the **+** and **-** buttons to move the filter up or down the list. Remember if a mail matches the criteria of more than one filter only the first filter in the list will be actioned. When you have finished changing the order of your filters click **Apply** to set your changes.



## 17 Setting up Tags

GMS WebMail allows you to define tags which can be attached to messages. Tags allow you to search across multiple or all folders, for messages with a particular tag or number of tags. For example you could attach the tag "Sales" to all sales messages and the tag "Support" to all support messages. Occasionally you might get a sales message that has a technical content so you could attach both tags to these messages. You then have three possible search scenarios open to you:

- search for all messages with a sales tag.
- search for all messages with a support tag.
- search for all messages that have a sales and a support tag.

### 17.1 Creating a new tag

To create a new tag, click **Tags** in the Navigation Tree. This will display a box showing all existing tags.

To create a new tag, click **Add**. This will display another dialog where you can type the name of the new tag you want to create and select a color to associate with the tag. Once you have typed in the name, click **OK**. The tag will be created and appear in the Navigation Tree under **Tags**.



FIGURE 130.

### 17.2 Deleting tags

To delete a tag, click **Tags** in the Navigation Tree. This will list your currently defined tags. Select the tag that you wish to delete from the list and click **Remove**.

### 17.3 Applying a tag to a message

Attaching tags to messages is quite straightforward. Simply select the message to be tagged by clicking on it. Then click the tag icon in the bar at the top of the screen. This will display a dialog (figure 131) allowing you to select which tag or combination of tags you want to attach to the message. This dialog also gives you the option to add a new tag if the existing ones are not suitable. Once you have selected which tags to use click **Save**.

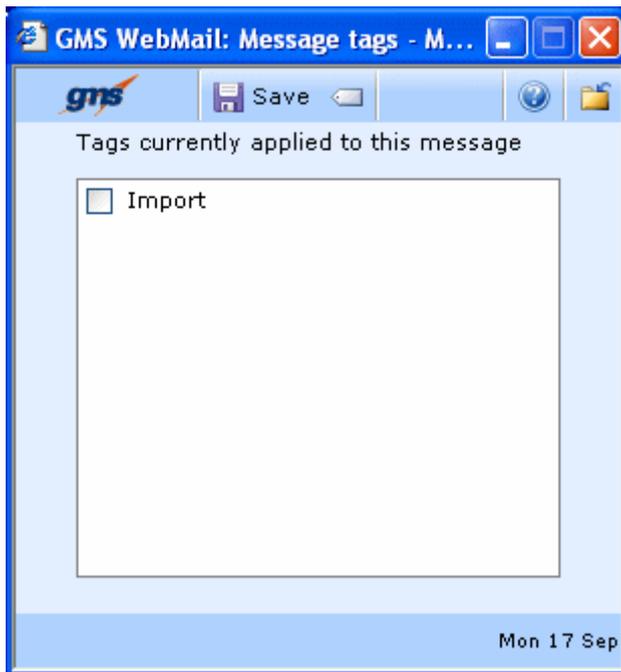


FIGURE 131.

## 17.4 Using the search tool with tags

If there are any tags defined in GMS WebMail you can use the search facility to list any messages that have a particular tag or combination of tags. When you launch the search utility (See page 37) you will see an option **message is tagged as**. Click the

radio button next to this to select it. You will also see the tags listed with check boxes alongside them.

**Search For Messages**

Messages to Find

Message body contains

To field contains

From field contains

Cc field contains

Subject field contains

Message is tagged as

Sales

Folders to Search

Search all Folders

Search in

InBox

Sent

Drafts

Trash

Quarantine

OK

FIGURE 132.

Check the boxes next to the tags you want to search for. Then specify which folders you want the search to look in or select all folders. Next click **Go**. You will now have a list of all matching messages in the **Search Results** folder.



## 18 Setting up Templates

GMS WebMail makes it easy to set up template messages. They can be used to save time when you need to send a similar message many times. For example, a sales team manager might need to send a message with the team's performance figures to the VP of Sales every week. A template can be designed with a standard message and the VP's e-mail address. Then, each week, the sales team manager just needs to add the figures, perhaps as a spreadsheet attachment, and click **Send**.

### 18.1 Adding and removing templates

To manage your templates click **My templates** in the Navigation Tree. This will display a dialog listing your currently configured templates.

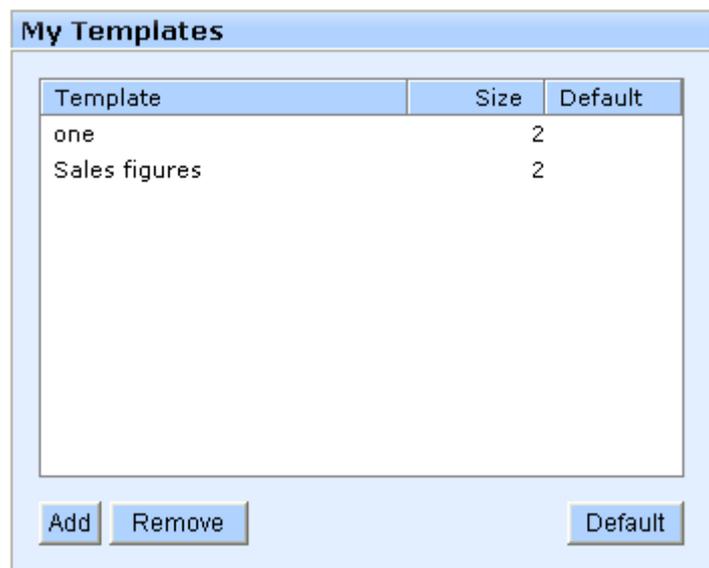


FIGURE 133.

To delete a template select it in the list and click **Remove**. To make one of your templates the default template select it in the list and click **Default**. A "\*" will appear next to the template name in the list to denote its default status. The default template, when set, is displayed every time you launch the compose window to start a new message. If you don't want to use a default template at all select the template that is currently the default and click **Default**. This will remove the default status for that template and the "\*" next to it will disappear.

To add a template click **Add**. This will display a dialog similar to the compose window allowing you to enter the template details. A Template for the above scenario might look like the example in figure 134.

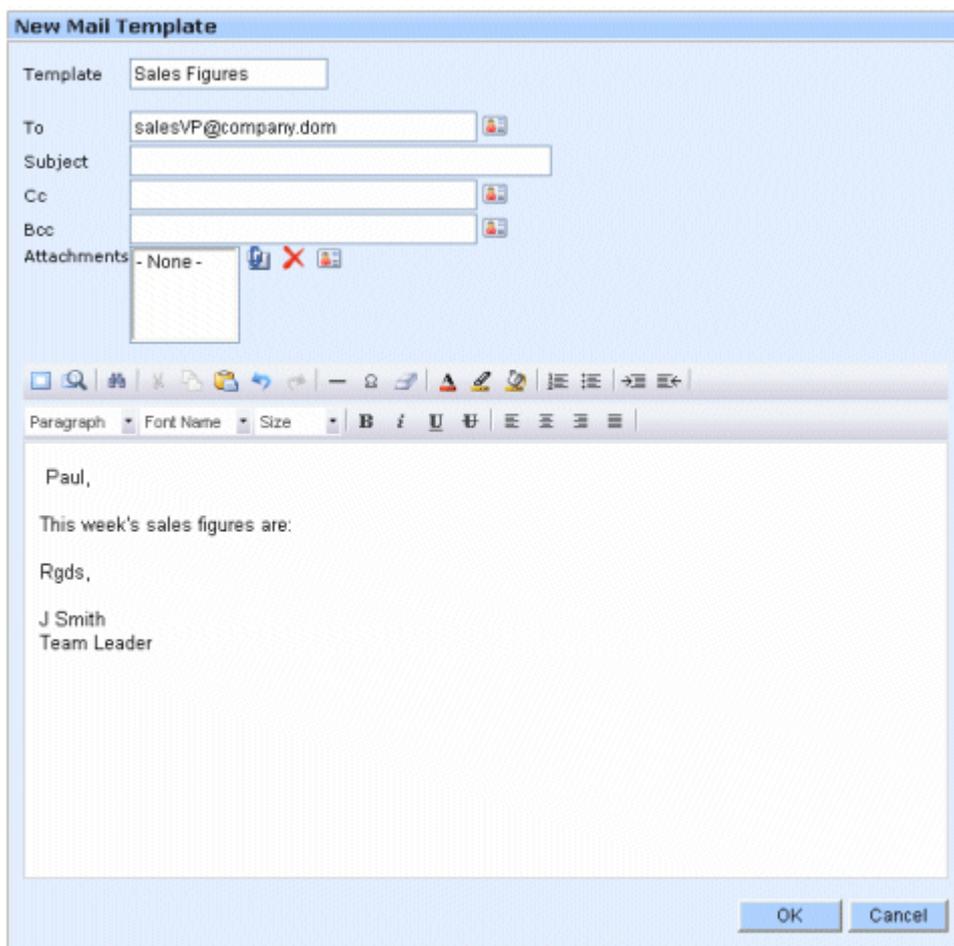


FIGURE 134.

When you have finished writing the template click **OK**.



For information on what the different fields in the template screen refer to see page 20.

## 18.2 Selecting a template when composing e-mail

Click the Compose icon as normal. If you want to use a template for this message, select it from the drop-down list at the top of the Compose window. Make any necessary additions or changes to the message. Then when it is ready to send click **Send** as normal.

## 18.3 Updating templates

When a template is created it will be listed in the Navigation Tree under the **My Templates** branch. To update the template, click its name in the tree and this will display the template itself. Once you have finished making changes, click **OK**.

## **18.4 Using Templates with Forward, Reply, Reply all and redirect**

When you have a default template set up, clicking one of these options will apply the default template to the Forward, Reply, Reply all and Redirect message. The original message will be maintained and any text defined in the template will just be added to it. If there were any e-mail addresses in the template these will not overwrite the addresses that the message is to be forwarded, replied or redirected to.



# 19 Access Rights

## 19.1 Types of Access Rights

You can assign access rights to your personal objects only. This includes address books.

There are two separate types of access rights available:

- Pre-defined access rights
- Custom access rights

## 19.2 Pre-defined Access Rights

These are a set of access rights, each of which provide varying degrees of permissions to items and objects. The pre-defined permissions are:

- **None** - No access permissions.
- **Read public** - This right gives others the ability to see any item that you create with public access. They will not be able to see any private items or make any changes to any item.
- **Read private** - This right gives others the ability to see any items that you create with public or private access. They will not be able to make any changes.
- **Read private as busy** - (Calendars only) This right gives others the ability to see any entries that you create with public access. They will also be able to see entries created with private access however they cannot see what the content of that entry is, that is, if they are viewing a calendar event instead of the event summary and details they will see the text "Busy". They will not be able to make any changes.
- **Manage** - This right gives others full control. They will be able to see all your public and private items and are also able to edit these items.

The pre-defined access rights provide the following sets of permissions:

	None	Read Public	Read Private	Read Private as Busy	Manage
Folder Visible		Ö	Ö	Ö	Ö
Read Items		Ö	Ö	Ö	Ö
Edit Items					Ö
Create Items					Ö
Create Sub Folders					
Private Items Visible			Ö	Ö	Ö
Read Private Items			Ö		Ö
Edit Private Items					Ö
Delete Items					Ö
Administer					

If these do not fully meet your requirements, then use the custom access rights as described in the next section.

### 19.3 Custom Access Rights

A finer level of control than available with the pre-defined access rights is available to you by using custom access rights, each of these and their effect is listed below.

- **Folder Visible** - the user is able to see your shared folder.
- **Read Items** - the user is able to read any items in your shared folder that are marked as public.
- **Edit Items** - the user is able to edit any items in your shared folder that are marked as public.
- **Create Items** - the user is able to create items in your shared folder.
- **Create Sub Folders** - the user is able to create sub folders within your main shared folder.
- **Private Items Visible** - the user is able to see any items within your shared folder that are marked as private.
- **Read Private Items** - the user is able to read any items within your shared folder that are marked as private.
- **Edit Private Items** - the user is able to edit any items within your shared folder that are marked as private.
- **Delete Items** - the user is able to delete items from your shared folder.
- **Administer** - the user is able to completely administer your shared folder including the ability to give access to other users.

## 19.4 Global Address Books

### Overview

You can only assign access rights as described above to your personal objects (including address books). Access rights to global address books (System, Domain, or Local) can be assigned by either the address book owner or other persons with suitable permissions.

### Types of Access Rights

- **Read** - Gives members of the selected group the right to see that entry although they are not allowed to make any changes to it.
- **Edit** - Gives members of the selected group the right to make changes to that entry. The group must also be given Read rights to the entry or its members will not be able to see it in order that they may edit it.

### Read and Edit Rights

There are four options for Read and Edit rights as described below. Different options may be selected for read and edit access, for example you may want to retain Edit rights yourself but allow anyone else in your domain to read an item. Or you may want everyone within a particular group, for example Secretaries, to be able to edit the item but everyone on your system to be able to read it.

- **Me only** - If this option is selected for both Read and Edit then only you yourself will be able to see or edit this particular item.
- **Members of group** - Rights may be given to any existing Group within your domain. If there is more than one group available the required group should be selected from the drop down menu. Groups can only be set up by your administrator.



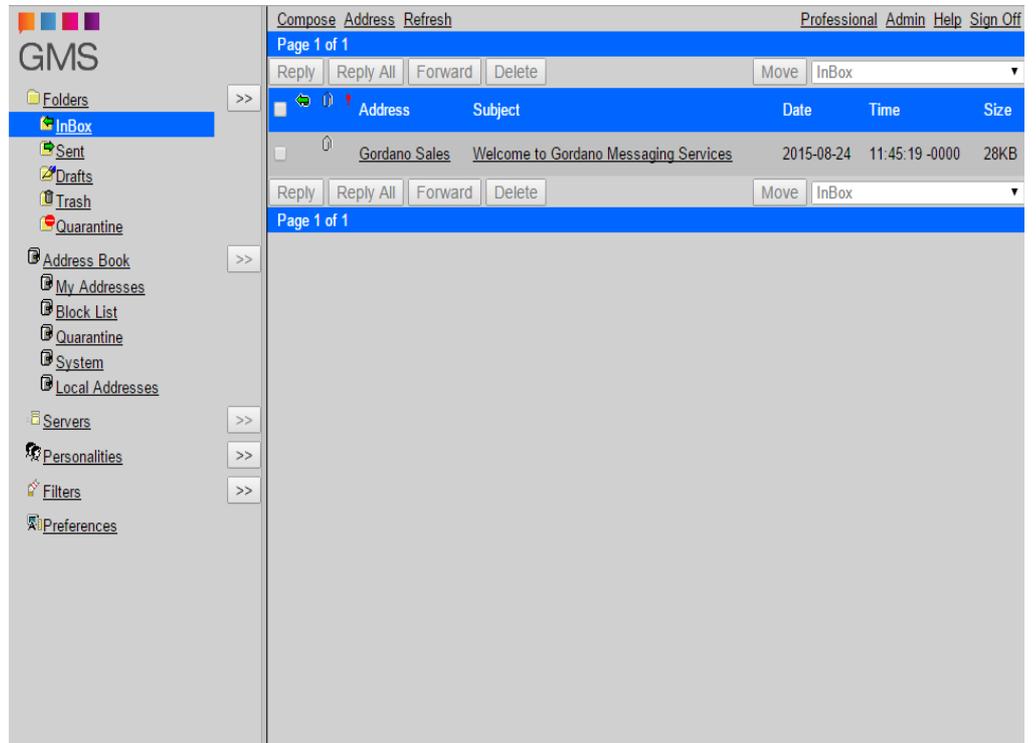
*A Group is a select list of user accounts on your email server. For example your administrator may have set up a group that contains a list of a company's sales staff. The group might have a name like salesstaff. This allows you to post a single message to salesstaff@Company.dom and all the members of that group will automatically receive a copy of the message. You can give these groups access rights to your items. Some groups might be created that you can't post to just so that you can give them access rights. Only administrators can create groups.*

---

- **Everyone in domain** - Rights may be given to all of the users within your domain. Users in other domains on the system will not be able to see the item.
- **All users on the system** - Rights may be given to all users on the system, that is, every user set up on your server will have access no matter what domain they belong to.



# GMS WebMail Express



The screenshot displays the GMS WebMail Express interface. On the left is a sidebar with the GMS logo and a list of folders: Folders, InBox, Sent, Drafts, Trash, Quarantine, Address Book, My Addresses, Block List, Quarantine, System, Local Addresses, Servers, Personalities, Filters, and Preferences. The main content area shows a message list with columns for Address, Subject, Date, Time, and Size. A message from Gordano Sales with the subject 'Welcome to Gordano Messaging Services' is selected. Below the message list is a detailed view of the selected message, showing a 'Page 1 of 1' indicator and a large empty space for the message content.

# 1 Reading Messages

## 1.1 Log in to GMS WebMail Express

On your workstation, start up your web-browser. Enter the URL your administrator should have provided you and you will see a page displayed asking you to log in. The log in page will ask you for your full e-mail address and password which will have been given to you by the system administrator. Enter these details, select GMS WebMail Express from the **Interface** drop-down and click **Login**.

The following chapters describe how to use the Express interface. The Professional, Mobile and Instant Messaging interfaces have their own sections in this guide.

## 1.2 The Display

Once logged on you will see a display similar to that shown in figure 1. You may find that the colors and look have been altered by your administrator but the layout and functionality will be the same. The screen has the following parts - Left hand menu, top menu bar, upper and lower navigation bars, upper and lower button bars, listing/preview area and status bar at the bottom of the display.

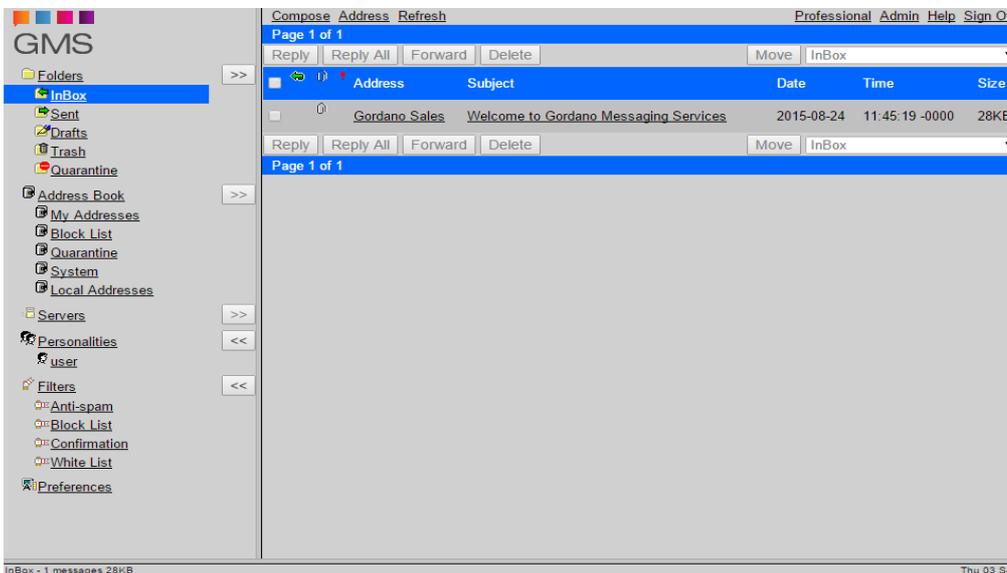


FIGURE 1.



*It is recommended that a screen resolution of at least 800 x 600 is used when using the WebMail Express client.*

## Top Menu Bar

The menu bar along the top of the display provides you with options such as the address book, composing a message, context sensitive help, and so on.

### **Compose**

Click this option when you want to start a new e-mail message.

### **Address**

Click this option to open a blank individual address book entry screen, this allows a new entry to be easily added.

### **Refresh**

Clicking this option tells GMS WebMail Express to check if any more e-mail has arrived for you. When we discuss Preferences you will see how to automate this process.

### **Professional**

Allows immediate switching to the Professional interface which is much more full featured including calendars, tasks etc.

### **Instant Message**

Selecting this option will open up an instance of GMS Instant Messenger in a new browser window and automatically log you on. Note that this option is only available if you have a Java enabled web browser and your system administrator has allowed access to GMS Instant Messenger for your account.

See the GMS Instant Messenger section of this guide for information on using the Messenger client.

### **Admin**

If you are the system administrator this option switches you to the configuration display. If your e-mail account is with a GMS Mail server this button will also take you to the GMS Mail configuration for your account. This button is only available if you logon to GMS WebMail Express on the Administration GUI port.

### **Help**

Click this option for context sensitive help at any time.

### **Sign Off**

When you have finished remember to log out by clicking **Sign Off**.

## Upper and Lower Navigation Bars

Just below the top menu bar are some options allowing you to navigate your way through the messages in the selected folder. By default the options are repeated in an identical bar at the bottom of the screen.



FIGURE 2.

By default the client will choose a sensible amount of messages to list in one go based on the size of your screen. This is designed to make it easier to navigate through your messages, keep page sizes to a minimum and increase the speed of display. You can override this automatic setting from the **Preferences** branch of the left hand menu. If there are few enough messages in the folder that they can all be displayed on one page the only thing you will see in the Navigation bars is "Page 1 of 1". If there are more messages than can be displayed on one page extra options will be available as follows:

### Previous

Clicking on this option will list the previous page of messages in the folder.

### Next

Clicking on this option will list the next page of messages in the folder.

### Numbered pages

If you have more than one page of messages in the selected folder a series of numbers will appear in the Navigation bars allowing you to select a specific page of messages by clicking on the required page number. If there are more pages than can be listed "<" and ">" options will be displayed which can be clicked on to display the extra page numbers which can then be selected.

### Show all

Clicking on this option will display all the messages in the selected folder in a single list. If you select other folders the **Show all** option will remain selected until you click on the **Show paged** option that replaces it in the Navigation bars.

### Cancel

If you are viewing messages in a folder other than InBox you will see an additional **Cancel** option. Clicking on this will change the display to show the contents of the InBox folder.



*Both the upper and lower navigation bars can be disabled from the **Preferences** branch of the left hand menu tree.*

---

### Upper and Lower Button Bars

Below the upper navigation bar and above the lower navigation bar you will notice a row of buttons allowing you to carry out actions on new and existing messages in a folder. The buttons and their purpose when viewing a folders contents are explained below. Different sets of buttons are displayed in different areas of the client for example when working with the address book. These will be explained separately in the relevant part of this guide.



*All the buttons are disabled until at least one message is selected in the folder by clicking in the checkbox to the left of the message details. Some buttons remain disabled if more than one message is selected. For example **Reply** since it is not possible to reply to more than one message at a time.*

---

### Reply

Click this button to compose a reply to the currently selected message. The reply goes to the original sender only. The compose page will be explained in the next section.

### Reply All

Click this button to compose a reply to the currently selected message so that it is copied to all of the original recipients.

### Forward

Click this button to send a copy of the currently selected message to another recipient. This will change the From address so that it appears the e-mail has come from you. You can add your comments to the e-mail before it is sent.

### Resend

Similar to the **Forward** option but does not pre-fix each line with >.

### Redirect

Click this button to forward the message you are looking at to any other recipient with the difference that the original senders From

address will be maintained and (by way of <your details>) appended.

### Delete

This will remove any selected messages from the current folder and send them to the **Trash** folder. By default when you sign off from WebMail the contents of the **Trash** folder will be emptied.

### Copy

This will copy any selected messages from the current folder to the folder you select from the drop-down box next to the **Move** button.

### Move

This will move any selected messages from the current folder to the folder you select from the drop-down box next to the **Move** button.



*Both the upper and lower button bars can be disabled from the **Preferences** branch of the left hand menu tree. Individual buttons can also be enabled and disabled.*

---

## Left Hand Menu

The left portion of the display contains a menu containing links to each of your folders, your address books and preferences. Clicking on a folder will display the contents of the folder on the right hand side of the screen. In a similar way clicking on an address book will display the contents of that address book on the right hand side listed in the same way as messages in a folder.

Clicking on the **Folders** or the **Preferences** menu items will display a list of options on the right of the page. These are described in detail in later sections of this guide.

When you first log on only the default folders and address books are shown in the left hand menu. To expand the menu to show the non-default items click on the right arrow buttons.



To hide the extra folders or address books again click on the left arrow buttons.



## Listing/Preview Area

On the right hand side of the display you will see the contents of a folder or address book. This area is also used for composing

messages and configuring preferences. When you first log on you can see the list of messages in your **InBox**.

## Status Bar

The final area of the screen is the **Status Bar**. This will confirm when operations are complete and display additional information such as the last time you logged on or the number of messages in a folder.

## 1.3 Viewing e-mail

To read a message left-click on the address or subject in the list on the right hand side of the page. The list of messages will then be replaced with the message contents as shown in figure 3.

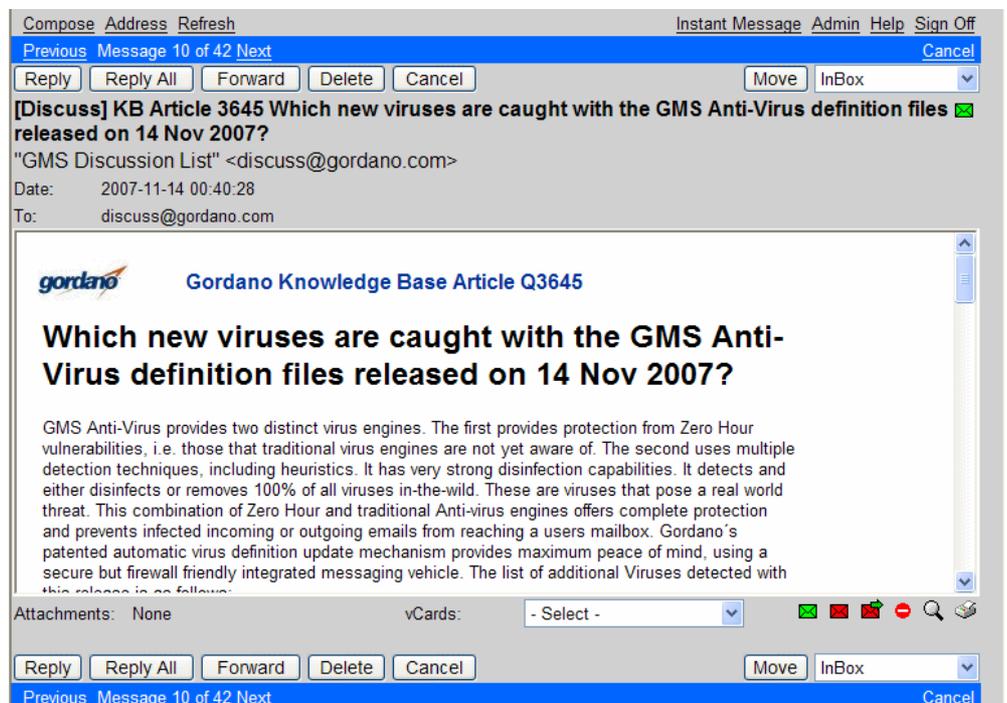


FIGURE 3.

You will notice that the Navigation bars change slightly, showing the position in the folder of the current message, for example, "Message 2 of 4". Clicking on **Previous** in a Navigation bar will display the previous message while **Next** will display the next message in the folder.

An additional **Cancel** button also appears in the Button bars. Clicking on this returns you to the message listing for the current folder.

The message "headers" are displayed in the gray area below the upper button bar showing To and From addresses, the message subject and the date it was received.

Just below and to the right of the message contents are a few more buttons which are explained below.



Clicking on this will confirm the message as being genuine mail and not spam.



Clicking on this marks the message as spam.



Clicking on this automatically forwards the message to your local spam reporting account. Depending on the settings enabled by your system administrator it will either be automatically added to the system Bayesian dictionary or held pending review by the administrator.



Clicking on this will add the sender of the message being viewed to your blocked senders list. Once they have been added to the list messages from that person will no longer arrive at your inbox. This is available with GMS Anti-Spam.



This will show the full message including all headers. It is useful for finding out more details about who sent the message and how it has been formatted. To return to the normal message view click on the **Cancel** button.



This brings the message up in a separate window which is useful for printing out the message.

## 1.4 Reading Attachments

When you receive a message with an attachment, a link for the attached file will be displayed below the message or the attachments will be listed in a drop-down box depending on your preferences. To view the attachment click on the link or item in the drop-down and the application associated with the file will open within a new browser window. Alternatively you can save the attachment to another location. To do this right-click the link or drop-down item and pick the "Save Target As..." option from the pop-up menu. Specify the location you want to save to and the filename you want to use. If no program is associated with the attachment the "Save to disk" option will open automatically.

## 1.5 Reading Vcards

When you receive a message it might include an attached vCard (Virtual Business Card) which contains contact information about the sender of the message or even a third party. You can view and

add the content of the vCard to your address book. To do this simply click on the link or drop down entry for the vCard at the bottom right of the message.



## 2 Composing a Message

The page for composing a message is the same as for replying to, forwarding and re-sending a message.

To compose a new message you will need to click on the Compose button in the top menu bar.

To respond to a message check the box next to the message in the listing for that folder. Then click on one of the buttons in the button bars. - The options are Reply, Reply All, Forward, Resend and Redirect as discussed in the previous chapter. Clicking on any of these options will display the "Compose" window (figure 4) but with some or all of the fields already filled.

### 2.1 Composing an email message

The "Compose" window allows you to compose your email message. Depending on your settings some of the options shown in figure 4 may not be displayed

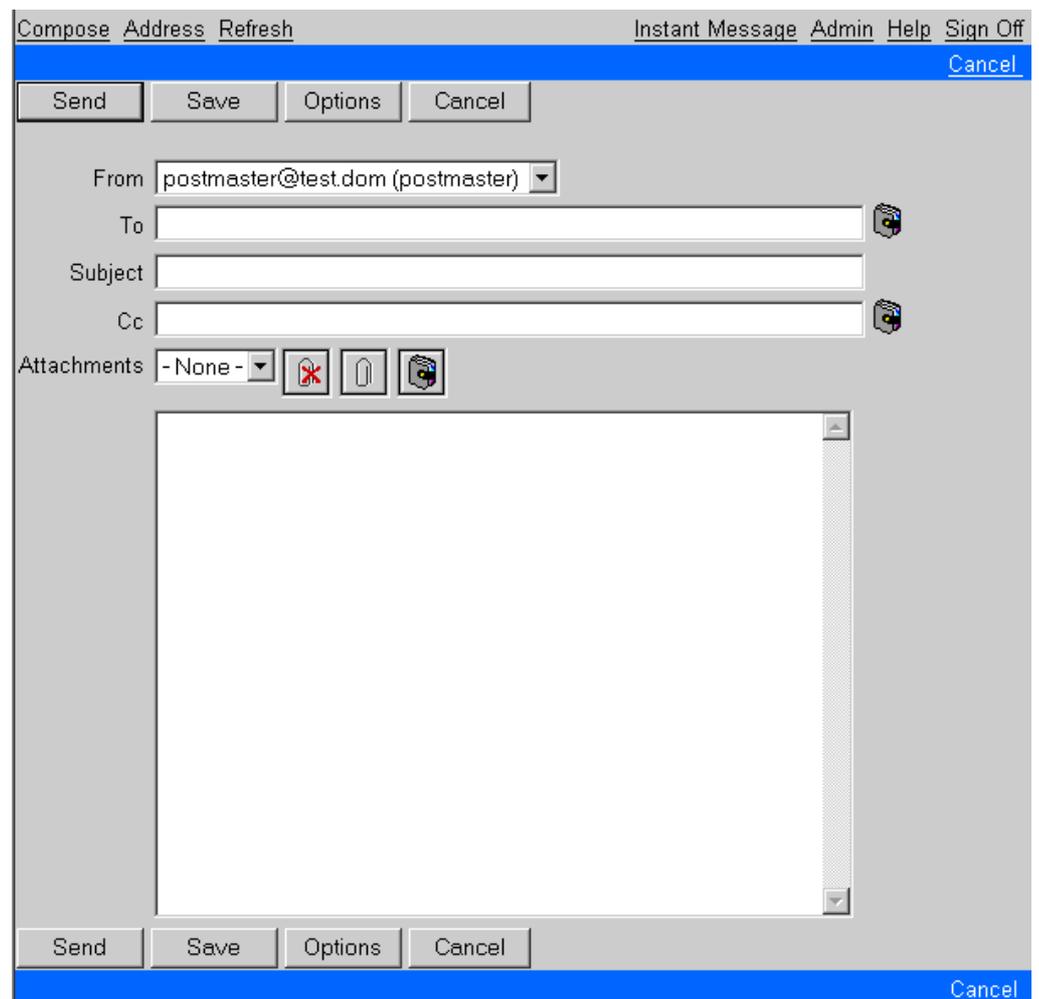


FIGURE 4.

Field	Description
From	The From field has a selection box. When you start using GMS WebMail there will only be one choice. You can add "Personalities" in order to send from other addresses. (See page 153 for information on Personalities). You may also have the option to add disposable email addresses. (See page 115 for information on disposable addresses)
To	Enter the address of the person who is to receive the message. You can add a number of addresses separated by a comma (,). Clicking on the address book icon allows you to select contacts from one of your address books. The selected contacts will then be added to the message for you.
Subject	Enter the subject that the message relates to.
Cc	Enter the e-mail addresses of people that are to receive a Carbon Copy of the message. Note that all recipients will be able to see who else has received a copy. Multiple addresses must be comma separated. Clicking on the address book icon allows you to select contacts from one of your address books. The selected contacts will then be added to the message for you.
Bcc	Enter the e-mail addresses of people that are to receive a Blind Carbon Copy of the message. Other recipients will not see that the message has been sent to the addresses in the Bcc box. Multiple addresses must be comma separated. Clicking on the address book icon allows you to select contacts from one of your address books. The selected contacts will then be added to the message for you. By default this field is not displayed. You can enable it via the <b>Preferences</b> option in the left hand menu.
Attachments	See page 210.
Message Body	Type the body of the message in the large text box towards the bottom of the page.

When you have completed your message you have four choices. Clicking **Save** will place the message in the **Drafts** folder for sending or editing later. This is useful for those occasions when you are not sure if you really want to send the message yet. The **Cancel** button will discard the message while **Send** will cause the message to be sent immediately.



*Use the Tab key on your keyboard to move from one entry to the next.*

---

Clicking **Options** will change the display to that shown in figure 5, providing a number of additional options. Some of these options may not appear if they have not been enabled for your account.

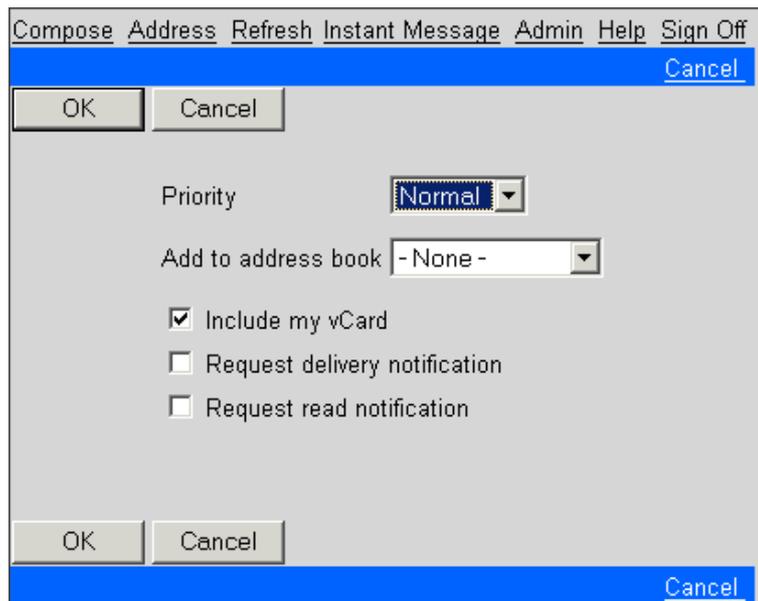


FIGURE 5.

Option	Description
Priority	If you wish to draw the recipient's attention to the Email message a priority can be given, which is then displayed to the recipient when they receive the message. If the message is very important you would select a priority of Highest.
Add to book	When your message is sent, the address(es) it is sent to will be added to the address book that is selected here. If the address is already in the address book no action will be taken. By default this option is set to <b>None</b> . If you prefer to change the default to be one of your address books you can do this by logging on to WebMail Professional clicking on the "+" next to <b>Preferences</b> in the left hand menu tree and then selecting <b>Address Book</b> from the extended menu. The option to change is <b>Add outgoing email addresses to book</b> .
Include my vCard	Selecting this option will add your personal vCard to the message. For this option to be used successfully you should have as complete an entry for yourself as possible in your address book. By default this option is checked. If you prefer to change the default so that your vCard is not automatically attached log on to WebMail Professional, click on the "+" next to <b>Preferences</b> in the left hand menu tree and then select <b>Address Book</b> from the extended menu. The option to change is <b>Add my vCard to outgoing emails</b> .

Option	Description
Request delivery notification	If this option is checked then the message you send will contain a request for a delivery notification. This means that if the receiving mail server allows delivery notifications you will receive a message informing you that your message has reached its destination. By default this option is not checked. If you prefer to change the default to always request a delivery notification you can do this by clicking on <b>Preferences</b> in the left hand menu and then selecting <b>Composing Mail</b> from the options on the right of the page. The option to change is <b>Request delivery notification</b> .
Request read notification	If this option is checked the message that you send will contain a request for read notification. This means that if the recipient's email program is set up to allow read receipts you will receive a message informing you that the recipient has opened your message. Note that most email programs allow you to choose whether or not a read notification is sent on a message by message basis. So the recipient may read your message but choose not to allow the read notification to be sent. By default this option is not checked. If you prefer to change the default to always request a read notification you can do this by clicking on <b>Preferences</b> in the left hand menu and then selecting <b>Composing Mail</b> from the options on the right of the page. The option to change is <b>Request read notification</b> .

## Sending Attachments

To send attachments click the paperclip in the compose window.



Next to the attach button is a box listing the current attachments. Clicking the attach button will change the display to allow you to browse for the location of any files you want to attach to the message.

Once you have found the file you want to attach, click **Add** and this will add the file name into the attachments drop down on your message.

Should you want to remove an attachment you will need to click on the file name in the drop down of attached files, then click on the paperclip button with the red cross.




---

*If your administrator has installed GMS anti-virus software, your attachment will be automatically scanned. If a virus is found, the attachment will be rejected.*

---

## Sending vCards

GMS WebMail allows you to attach virtual business cards (vCards) to messages that you send. For example if a customer asks you for the contact details of the sales department you could send them a

vCard that contains all the relevant information. To attach a vCard click on the address book icon next to the list of attachments in the compose window.



FIGURE 6.

This will display the address book view, shown in figure 7, which allows you to select which contacts to attach vCards for.

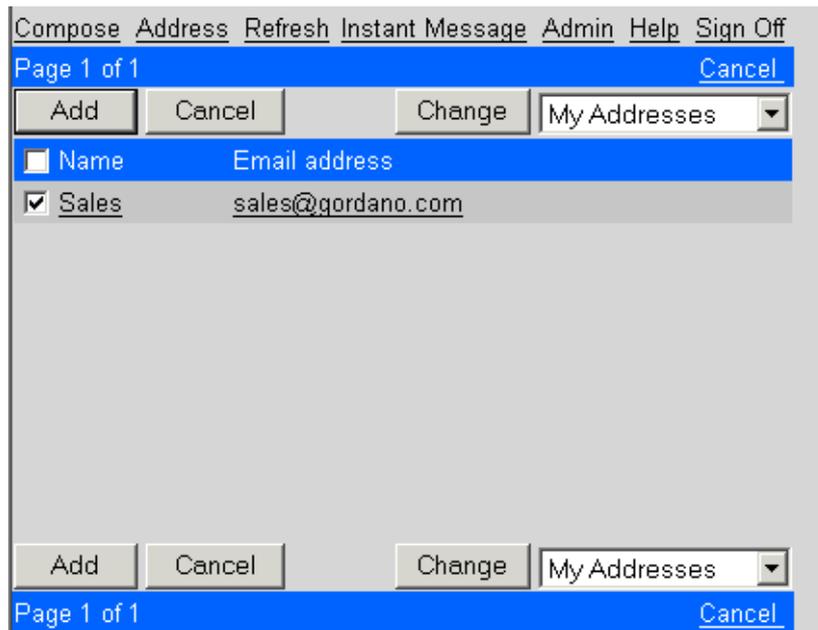


FIGURE 7.

In this view you can select different address books using the drop down box on the right of the button bars. To add vCards select the contacts from the list in the left hand pane of the window by checking the box on the left of their listing. When you have finished your selection click **Add**. This will add the vCards to the message as attachments with a file extension of .vcf. See "Address Books" on page 63 for more information on vCards.

Should you want to remove a vCard, click the vCard in the list of attachments then click the paperclip button with the red cross.





## 3 Folders

WebMail Express provides a number of standard folders for you to use but you can also add your own folders. The standard folders are:

- **Inbox** - This is the folder that new messages will normally appear in.
- **Sent** - When you send a message, a copy of it is kept in your Sent folder for reference. You can configure GMS WebMail to delete the contents of this folder at log off if you wish. This folder can also be configured to be archived automatically each month. See page 121 for details. If your system has the GMS SMS and Pager gateways installed and you have access to use these features you will find sub-folders called "SMS" and "Pager" beneath the Sent folder.
- **Drafts** - If you click on the **Save** button when composing a message the message will be moved to this folder so that you can continue work on it at a later date.
- **Trash** - When you delete a message from any folder it is moved to the Trash folder. This allows you to retrieve the message should you need to do so. By default GMS WebMail empties the contents of this folder when you log off. This folder can also be configured to be archived automatically each month. See page 121 for how to stop the contents of the Trash folder being deleted.
- **Quarantine** - This folder is only displayed if you are using GMS Anti-Spam. The folder is used to hold messages that match the anti-spam filters that can be set up via GMS WebMail. If the filters are configured correctly only Unsolicited Commercial EMail (UCE) will end up in this folder. See page 79 for more information. You can configure GMS WebMail to purge this folder at log off. See page 122 for details.

### 3.1 Managing Folders

To manage your folders click on the word **Folders** in the left hand menu. This will display a folder summary on the right of the page listing each folder, how many messages it contains and the current size the folder contents.

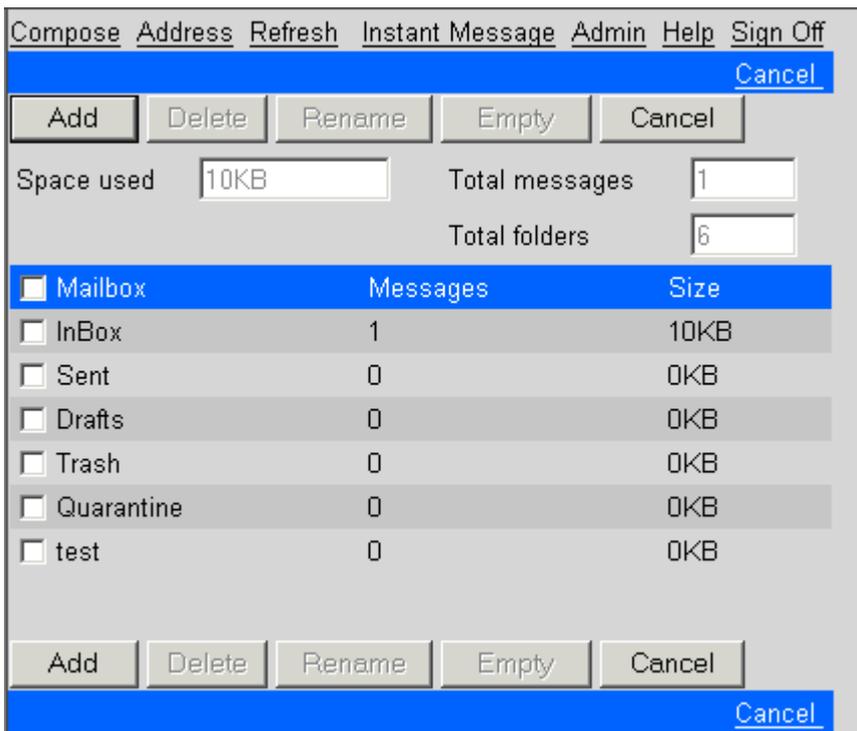


FIGURE 8.

There is also information on

- Space used
- Space remaining
- Total messages
- Total folders



*If your administrator has not put a limit on the disk space, you will not see the "Space remaining" information.*

From the folders page you can:

### Add a new folder

Click **Add** to display a new window allowing you to specify the name of the folder you want to create.

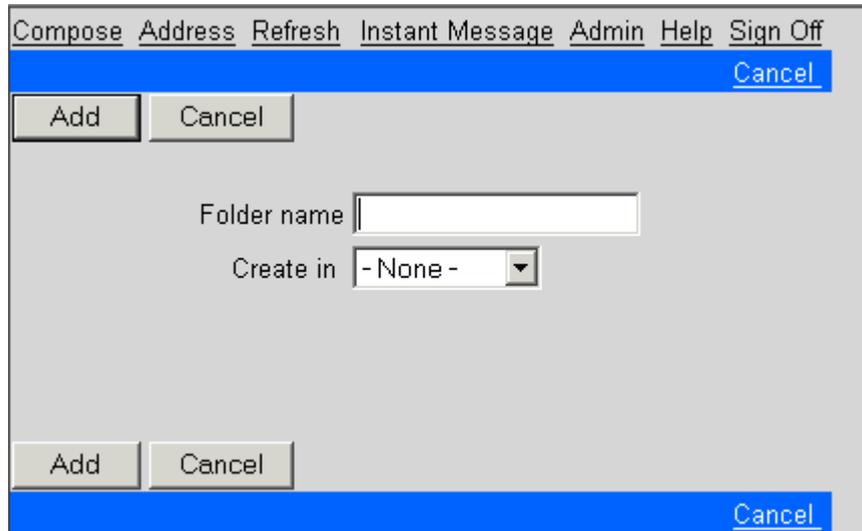


FIGURE 9.

Enter the name of the new folder in the **Folder name** box. If you want the new folder to appear under an existing folder select the existing folder from the **Create in** drop-down. When you are ready click on **Add** to create the folder. Click **Cancel** to return to the previous view.

### Remove an existing folder

To remove a folder and all messages within it, select it from the list of folders (figure 8) and click **Delete**. A warning message will appear asking if you are sure you want to remove the folder and all of its messages. Clicking **OK** will go ahead and delete them whilst clicking **Cancel** will abort the deletion.



*The standard GMS WebMail folders can not be deleted.*

### Empty the contents of an existing folder

Select the folder you want to empty from the list of available folders then click **Empty**.

### Rename folders

To rename a folder select it from the list of folders, then click **Rename**. This will change the display allowing you to enter the new name for the folder.



*The standard folders can not be renamed from here. They can only be renamed by selecting the Folders option under Preferences in the menu tree.*



## 4 Address Books

GMS provides a number of different address books which are described in “Types of address book” on page 63.

### 4.1 Adding a new address book

Changes and additions to address books are managed from the **Address book** branch of the left hand menu tree. Clicking **Address book** displays a page listing the currently available address books

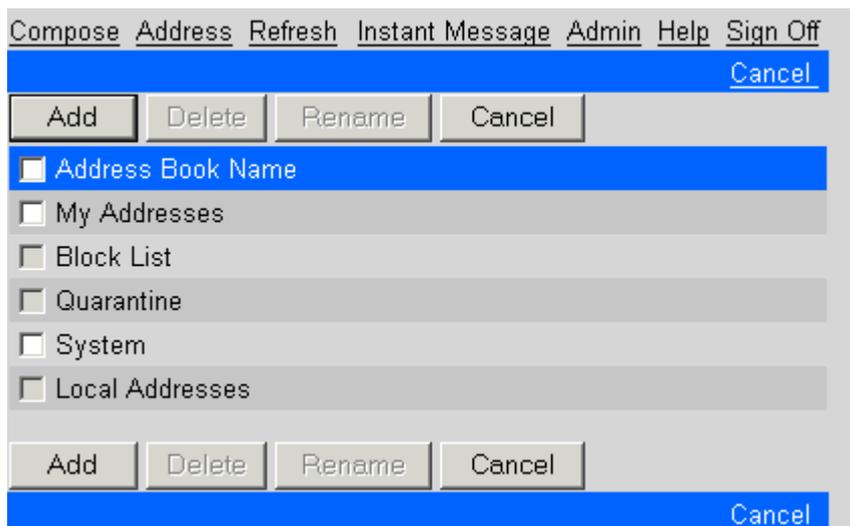


FIGURE 10.

To add a new address book click **Add...** Type in the name you want the address book to be called and select whether it should be added to **My Addresses**, **Domain** or **System** by clicking on your choice in the displayed drop-down box. Then click **Add** to create the new address book. Existing address books can be removed or renamed by selecting them in the list of books and clicking **Delete** or **Rename** respectively.



*The option to add a domain or system address book is only available if the Administrator has given you access rights. You cannot add extra books to Local Addresses, Block List or Quarantine.*

### Importing and Exporting Address books

You can import and export address books from within the WebMail Professional client (see page 65).

### 4.2 Managing contacts in an address book

To manage your existing contacts select the address book from the menu tree that the existing contact is listed in. If extra address

books have been added in addition to the default books they will be displayed under their parent book.

Selecting an address book will change the display on the right of the screen. Instead of displaying a list of messages this area will now display a list of the contacts that are contained in the selected address book, shown in figure 11. If you click on an entry in this listing the details for that contact will be displayed

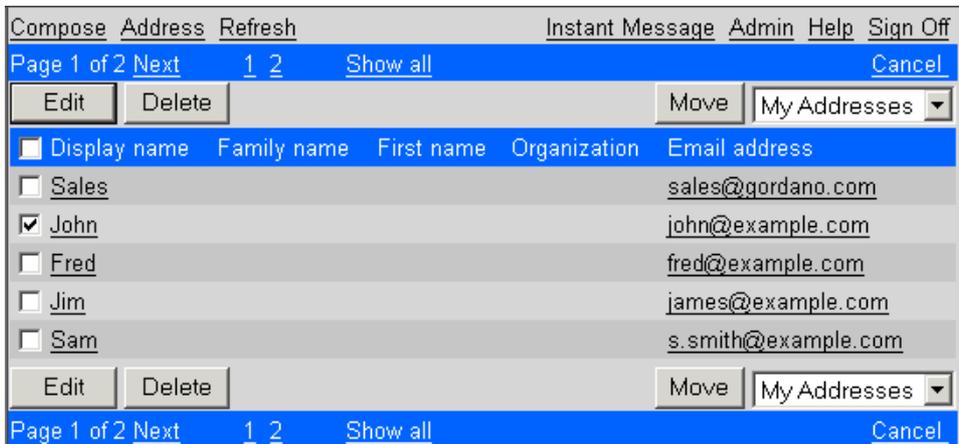


FIGURE 11.

### Adding Contacts

To add a new contact click the **Address** link in the top menu bar. This will launch a new display that will allow you to add details for a new contact. As a minimum you will need to add an email address for the contact. The **Add** button will be greyed out until an address is entered.

You can select which address book the entry should be added to by selecting the desired book from the Address Book drop-down box.

### Editing Contacts

To edit an existing contact or to view all of the details for that contact select the relevant address book in the left hand menu tree. You can then click on their entry in the list of contacts on the right of the page. The current address book entry for that contact will be displayed. To change any details click **Edit** to display a page similar to that displayed when adding entries.

When you have finished making changes click **OK** to apply them.

### Removing a contact

To remove a contact from an address book select the address book from the menu tree on the left of the screen. All the entries in that address book that you are allowed to view will then be listed on the right of the screen. Check the boxes to the left of any entries you wish to remove and click **Delete**. This will remove the entry providing you have permissions to do so.

### Moving contacts to another book

To move a contact select the address book that currently has the contact in it from the left hand menu tree. Next check the box to the left of the contact that you want to move. You can then select the book to move the entry to from the drop-down next to the **Move** button. Once you have selected the destination book click **Move** to complete the process.

## 4.3 Using the address book when composing e-mails

To use the address book when composing messages click on the Compose link to display a blank message. You will notice there are address book icons next to the To:, Cc: and Bcc: fields. If you want to add an address to the To: field click on the icon next to that field. This will change the display (Figure 12) allowing you to choose which email addresses should be added to the To: field. By default the contents of the My Addresses book is listed. You can choose different address books by selecting them in the drop down menu in the button bar and clicking **Change**.

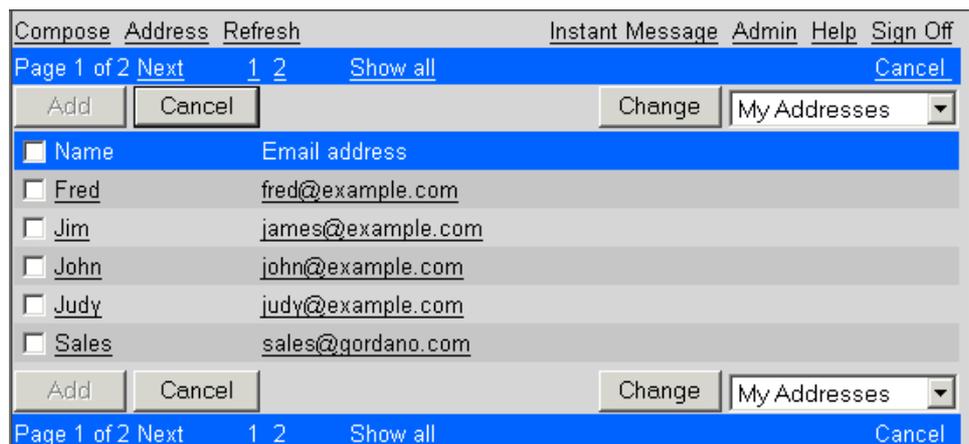


FIGURE 12.

Check the boxes to the left of any addresses that you want to appear in the To field of the message. Once you have selected all the addresses that are required click **Add** to return to the message you have started to compose. The selected addresses will automatically appear in the To: field of the message. Alternatively you can click **Cancel** to return to the Compose display without adding any of the selected addresses. Exactly the same process can be followed for the Cc: and Bcc: fields of the message.

## 4.4 Access rights for address books

When you add or edit an address book entry you may find **Access** options towards the bottom of the entry. These options control the access rights for the selected address book entry.

The **Access** options allow you to define who if anyone, other than yourself, is allowed to have access to this particular address book entry. Every new entry that you make automatically assigns Read and Edit access to yourself.

Entries in your personal address books, those under My Addresses, can not be shared with anyone else. When creating or editing entries in a personal address book, although you can grant read and edit privileges to others, they can never have access your personal address books and therefore cannot see the shared entries in them. To create an address book entry that can be seen by other users it must be created under either the System or Domain level address books. You will then need to allow read access for the entry.

There are two separate types of access rights available

- **Read** - Gives members of the selected group the right to see that entry although they are not allowed to make any changes to it.
- **Edit** - Gives members of the selected group the right to make changes to that entry. The group must also be given Read rights to the entry or its members will not be able to see it in order that they may edit it.

There are four options for Read and Edit rights as described below. Different options may be selected for read and edit access, for example you may want to retain Edit rights yourself but allow anyone else in your domain to read the entry. Or you may want everyone within a particular group, for example Secretaries, to be able to edit the entry but everyone on your system to be able to read it.

- **Me only** - If this option is selected for both Read and Edit then only you yourself will be able to see or edit this particular entry.
- **Members of group** - Rights may be given to any existing Group within your domain. If there is more than one group available the required group should be selected from the drop down menu. Groups can only be set up by your administrator.



*A Group is a select list of user accounts on your email server. For example your administrator may have set up a group that contains a list of a company's sales staff. The group might have a name like salesstaff@Company.dom. This allows you to post a single message to salesstaff@Company.dom and all the members of that group will automatically receive a copy of the message. You can give these groups access rights to your address book entries. Some groups might be created that you can't post to just so that you can give them address book access rights. Only administrators can create groups.*

- 
- **Everyone in domain** - Rights may be given to all of the users within your domain. Users in other domains on the system will not be able to see the entry.

- **All users on the system** - Rights may be given to all users on the system, that is, every user set up on your server will have access no matter what domain they belong to.



## 5 Collecting Mail From Other Mail Servers

GMS WebMail Express allows you to download your mail from any remote POP3/IMAP server. In fact you can specify any number of mail accounts on different mail servers that GMS WebMail Express will check for messages. To set up GMS WebMail Express so that it will check another account, click the **Servers** option in the menu tree on the left of the web page.

This will display a box listing the currently defined servers.

<input type="checkbox"/> Name	Type	Address	Active
<input type="checkbox"/> IMAPServer	IMAP	62.172.232.160	*
<input type="checkbox"/> POPServer	POP	62.172.232.160	

FIGURE 13.

The box will be empty until at least one server has been added. To add a new server click **Add...** This will display a dialog where you can enter the details of the server and account you want to have checked for mail.

If you want to delete one of the personalities select it in the list by checking the box to the left of the Profile Name and click **Delete**.

### Check for mail

The frequency that remote mail servers are checked for new mail can be set using the scroll box to set a desired interval in minutes. The default is to check every fifteen minutes. Clicking **OK** will confirm the change.

## 5.1 Collecting mail from an IMAP/POP3 server

Compose Address Refresh Instant Message Admin Help Sign Off

Cancel

Add Cancel

Profile name

Type  POP  
 IMAP Folder Directory

Server address

Port

Username

Password

Download from this server  
 Leave mail on server  
 Add header for filtering

Add Cancel

Cancel

FIGURE 14.

Before you can check mail on another mail server you will need to enter the following information:

### Profile Name

This is the name you would like this profile to be known by. It can be anything you like.

### Type

Select whether you are collecting from a POP account or an IMAP folder. The folder directory is not required for POP servers. An IMAP server may require the folder directory to be specified to indicate the base directory for its folders. This is generally left blank but if no mail is being downloaded check with the administrator for the account you are downloading from.

### Server Address

This is the IP address or fully qualified domain name of the server from which mail will be downloaded. The IP address will take the

form of 123.123.123.123 while the fully qualified domain name will take the form hostname.domain.com.

**Port**

This is the port that GMS WebMail Express will connect to on the remote server to download the mail. This is usually 110 if you are collecting mail using POP and 143 if you are collecting mail using IMAP.

**Username**

This is the name of the account under which mail is stored on the remote machine.

**Password**

This is the password for the account under which mail is stored on the remote machine.

**Download from this server**

By checking this option mail will automatically be downloaded from the account at specified intervals. If the option is unchecked GMS WebMail Express will only check for mail when you click **Connect** for a particular server profile.

**Leave mail on server**

If this option is checked the mail you read from this account will stay on the remote server. GMS WebMail will not download additional copies of the mail that are left on the server. However if you were to access the same mail account using another client you would be able to download the messages again.

**Add header for filtering**

If this option is checked GMS WebMail will add a header to the mail downloaded from each server. The header is

X-POPServer:<Profile Name>

This provides you with the ability to filter the messages into a separate folder. See "Setting Up Active Filters" on page 231.

Once these details have been entered click **Add** to complete the configuration.

**Connect**

This button only appears when a Server has already been set up and the server setup is revisited by selecting the Profile Name from the tree on the left of the screen. Clicking **Connect** will instigate an immediate download of mail from that server.



## 6 Personalities

GMS WebMail Express allows users to create different personalities. Each personality can have a different return address, signature and vCard. For example if you want to send a personal e-mail you can setup a personality which contains your nickname, home e-mail address and a witty comment as your signature. On the other hand you could also have a work personality with your full name and job title, company e-mail address and a corporately approved signature.



*The option to create personalities may be switched off by the administrator.*

---

### 6.1 Creating new personalities

To create a new personality click the **Personalities** option in the menu tree on the left hand side of the page. This will display a box showing a list of the personalities currently available.

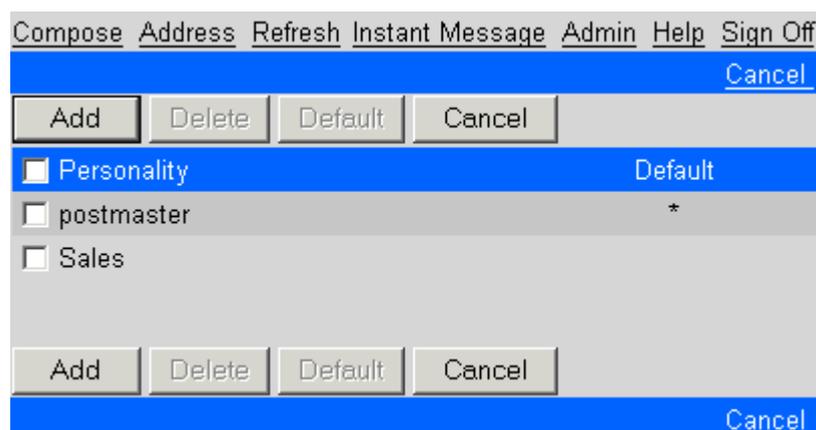


FIGURE 15.

The default personality will have a \* next to it in the default column. The default personality is applied to all your outgoing messages unless you select to use a different personality at the time you compose the message. If you would prefer to make a different personality the default you should select it in the list then click **Default**. The \* will then appear next to that personality. You can of course only have one default personality at any one time.

If you want to delete one of the personalities select it in the list by checking the box to the left of the personality name and click **Delete**.

Click **Add...** to add a new personality. This displays another dialog where you can enter the following:

- Personality name
- e-mail address

- default domain
- signature

### Personality

This is the name you want this personality to be known as.

### E-mail address

This is the address you want people to reply to, that is, when they click **Reply** on their client, the mail they compose will go to the address you specify here.



*The email address does not need to be on your local system although your administrator can change this so that only local addresses can be entered.*

---



*GMS WebMail Express will always put your account details in the header of the message to prevent you impersonating people inappropriately.*

---

### Default domain

The Default domain will be added to any address you enter that does not have a domain name (the domain name is the part of the address that follows the @ symbol). This saves typing because you may only need to enter the first part of the e-mail address in front of the @ symbol.

### Signature

A signature is a piece of text which is added to the bottom of every e-mail sent from this personality. Different personalities can have different signatures.



*There will already be one default personality defined which will contain your primary email address and domain*

---

## 6.2 Changing a personality

You can edit a personality by selecting the personality name in the tree menu on the left of the page. For example in figure 16 you can see the **Sales** personality is being selected. Selecting the personality will display a dialog similar to that displayed when you first created

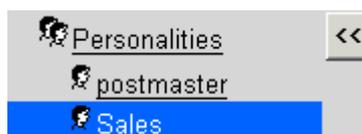


FIGURE 16.

the personality. Once you have finished making changes click **OK** to apply them.

### 6.3 Selecting a personality when composing e-mail

When you compose an e-mail GMS WebMail Express will assume you want to use your default personality. If this is not the case you can change personalities at any stage whilst composing the e-mail. There is a drop down arrow to the right of the From box when you compose the mail. Clicking on this will show a list of the email addresses defined in your personalities with the personality name shown in brackets after it. For example a personality of Sales with an email address of sales@company.dom will look like this

sales@company.dom (Sales).



*If you are downloading email from POP3/IMAP servers see also "Match personality to recipient address" on page 129*

---



## 7 Setting Up Active Filters

GMS WebMail Express allows you to set up filters which act on all incoming messages. The filters perform a number of actions on messages that match criteria that you define. For example messages from an important client could be moved to a named folder so they can be viewed together. You could also filter messages downloaded from different external email accounts so that they are placed into separate folders. Powerful filter options also allow you to filter out unsolicited email so that you don't have to waste time sifting through unwanted messages.

Unlike traditional mail clients messages arriving at your account are filtered immediately. You don't need to log on to GMS WebMail Express to cause all your mail to be filtered. This means you can have important messages forwarded immediately to another account, cell phone, fax or pager.



FIGURE 17.

The Anti-spam, Block List and Confirmation filters shown in figure 17 are powerful anti-spam filters which are available as a part of GMS Anti-Spam. These are discussed in detail in the Anti-spam chapter, although that chapter refers to GMS WebMail the filters are identical in GMS WebMail Express. In this chapter we will look at setting up general filters in GMS WebMail Express.

### 7.1 Adding and removing filters

To add or remove a filter click **Filters** in the left hand menu tree. This will bring up a dialog showing all existing filters, the number of

messages they have been applied to and whether they are active or not.

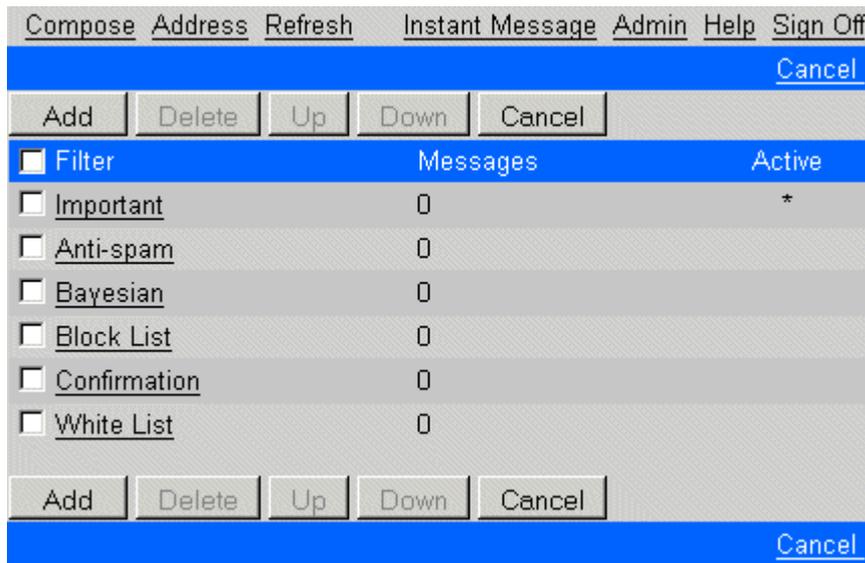


FIGURE 18.



*The Anti-spam, Bayesian, Block List, White List and Confirmation filters can not be deleted. Some filters may not appear in the list depending on the configuration of your server.*

To remove a filter select the filter name in the list by checking the box to the left of the filter name and click **Delete**. To create a new filter click **Add...**

Enter the name you want the filter to be known by and if the filter is to be used immediately make sure the box labelled **Active** is checked.

## Filter Criteria

This is where you define the criteria that incoming mail must meet for this filter to act on it. You can set the filter to match the contents of any mail header or message text. For instance if you wanted all messages from sales@gordano.com to be filtered you would enter sales@gordano.com in the box next to **From** and select <contains> from the drop-down box.



*If you fill in two options, both options will need to be matched by a message before the filter is applied to the message (that is, the options are ANDed together).*

FIGURE 19.

The drop-down box has a number of self-explanatory options that you can use for matching mails.

- contains
- does not contain
- starts with
- ends with
- is
- is not

You can use these options to check the To, From, Subject, Cc and Reply-To headers for a match. You can also define your own header that you want to match against. For instance some ISP's add an X-Originally-To and X-Originally-From field. The body of the message can also be matched using the above options.



*Your system administrator has further options to filter out unsolicited and offensive e-mail by using GMS Anti-Spam software.*

### Sender option

You will need to select which group of senders you want to apply the anti-spam filter to selecting the field in incoming messages to work with from the first drop-down menu. You can apply the filter to four types of sender:

- Any one that sends you a message.
- Senders whose address is in any of your address books.
- Senders whose address is not in any of your address books.
- Senders whose address is in a specific address book.

The "Use wildcards" option allows you to put an entry such as \*@domain.com in your address book and have the filter automatically apply against any sender in that domain.

### Filter Action

Once the matching criteria have been defined you need to tell GMS WebMail Express what to do with messages that match the criteria.

This is done by selecting the **Filter Action** tab in the **Filter Details** dialog. You have a number of single action choices:

- Transfer directly to inbox
- Transfer to <your choice of folder>
- Redirect to <e-mail address>
- Delete

You also have the option to deliver the message to your inbox in addition to carrying out other actions upon the message. The choices are:

- Copy to <your choice of folder>
- Forward to <e-mail address>
- Reply with <your message>
- Tag message with <your choice of tags>
- Send SMS message <to a specified number>
- Send Pager message <to a specified number>
- Send an instant message <to a specified account>



*Note The option to send SMS, Pager or Instant Messages are subject to these GMS components being installed and the administrator allowing access to them*

---

### **Transfer directly to inbox**

This will transfer the message directly to your inbox.

### **Transfer to your choice of folder**

This will move matching messages to a folder that you choose from the drop down box. No copy is kept in your inbox.

### **Redirect to <e-mail address>**

This will send matching messages to the e-mail address you specify. The original senders e-mail address will remain in the From: header. No copy is kept in your inbox.

### **Delete**

This will delete any matching messages. No copies will be kept in the inbox or the trash folders. This is a dangerous option to use as you may lose important messages if the filter hasn't been set up properly. It is safer to use the *transfer to* option to move matching messages to the trash or quarantine folders. Then at least a copy is retained.

### **Copy to your choice of folder**

This will place a copy of matching messages in the folder you specify. The original copy will stay in the inbox.

**Forward to <e-mail address>**

This will send a copy of matching messages to the e-mail address you specify. Your e-mail address will be placed in the From: header. The original copy will stay in the inbox.

**Reply with**

If this option is selected people sending a matching message will be sent an automatic reply. The reply will contain any text that you type into the **Reply with** text box. The original message will remain in the inbox.

**Tag messages with**

If this option is selected the matching messages will appear in the inbox with the specified tag. Tagging messages allows for easier identification and searching of messages. If you assign different colors to your tags it makes it even easier to identify messages as tagged messages are listed in the tag's associated color. See "Setting up Tags" on page 185 for more information.

**Send SMS message**

If your administrator has enabled the SMS gateway for your account you can set the filter to send an SMS message to the number you enter, each time an email arrives that meets the filter criteria. The original message will end up in your inbox. If you don't have a mobile number set in the address book entry for at least one of your personalities this option will be grayed out.

**Send Pager message**

If your administrator has enabled the Pager gateway for your account you can set the filter to send a Pager message to the number you enter every time an email arrives that meets the filter criteria. The original message will end up in your inbox. If you don't have a pager number set in the address book entry for at least one of your personalities this option will be grayed out.



*It may be necessary to include the International dialling code in any numbers entered for Pager or SMS messages. If you are unsure ask your administrator for further details.*

---

**Send instant message**

If your administrator has enabled Instant Messaging for your account you can set the filter to send an instant message to an Instant Messaging user of your choice when the filter criteria are met.

Once you have finished setting your filter criteria and actions click **OK**. The new filter will be listed under **Filters** in the left hand menu tree.



---

*Warning — If a mail matches the criteria of more than one filter only the first filter in the list will be actioned. For instance if the first action is delete and the second is forward, the mail will be deleted but not forwarded*

---

## 7.2 Modifying and De-activating filters

To modify or de-activate a filter expand the **Filters** branch in the left hand menu tree, then click on the name of the filter you want to amend in the expanded menu. To modify the filter make the necessary changes then click **OK**. To turn the filter off so that it no longer operates but is not deleted make sure the **Active** box is not checked (ticked) then click **OK**.

## 7.3 Changing the order of filters

You can change the order in which filters are actioned. To do this click **Filters** in the left hand menu tree. This will display a dialog showing the currently defined filters and the order in which they will be applied. New messages are checked against your filters starting with the first filter in this list. If the message does not match the criteria of the first filter it will be checked against the next filter in the list and so on. As soon as the message meets the criteria of one of the filters the action for that filter will be applied to the message and the message will not be checked against any remaining filters in the list. Note that since filters are applied in order it is good practice to have the Confirmation filter (if enabled) as the last filter in the list.

To change the position of a filter select it in the list by checking the box to the left of the filter name. Then use the **Up** and **Down** buttons to move the filter up or down the list. Remember if a mail matches the criteria of more than one filter only the first filter in the list will be actioned. When you have finished changing the order of your filters click **Add** to set your changes.

## 8 Preferences

GMS WebMail Express provides you with a great deal of flexibility allowing you to easily set preferences for the way things look and work. Many of the preferences allow you to alter the appearance of the Express client and to control how much information is displayed on each page. For example if you have a slow internet connection or low specification machine you may want to remove some of the less used menus and reduce the number of messages listed on each page. This should help make the page display faster. On the other hand if you have a faster connection and machine you may want to enable all the available menus and options and list a larger number of messages on each page.

You can configure the various settings by clicking **Preferences** in the left hand menu which will display the options shown in figure 20.

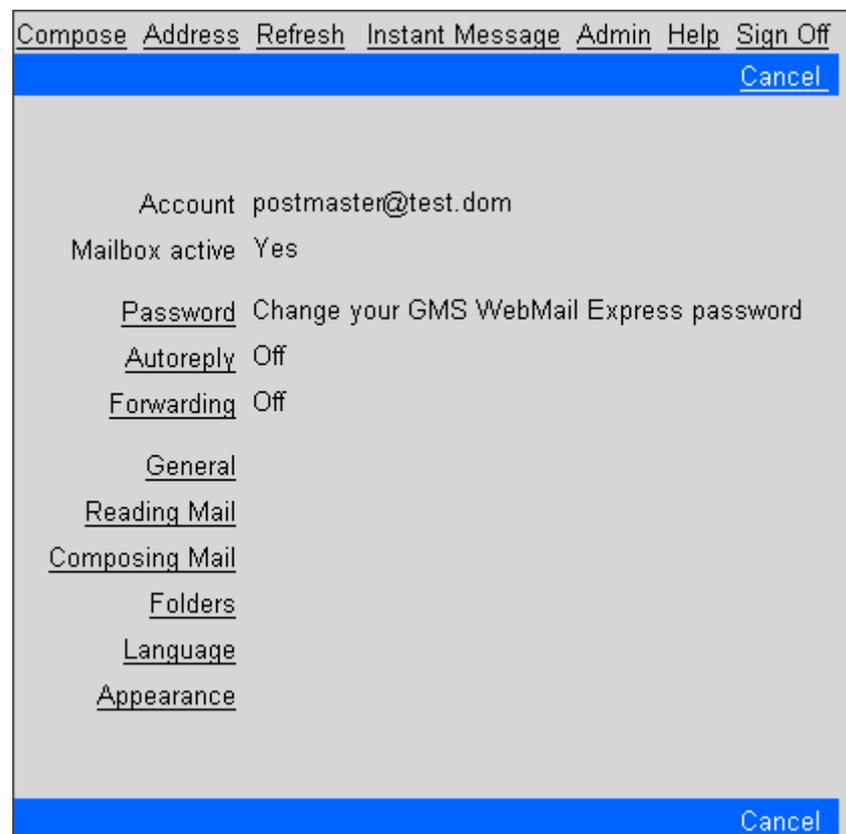


FIGURE 20.

### 8.1 Password

To change your current password click **Preferences** in the left hand menu then click on the **Password** link on the right of the page. This will display entry boxes for you to type the current password, the new password and to confirm the new password (figure 21).

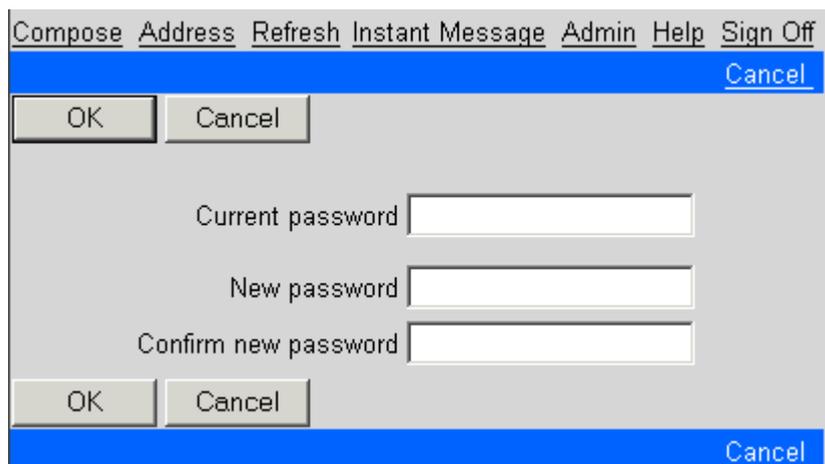


FIGURE 21.



*If the password option is not displayed your administrator is preventing you from changing it.*



*When choosing a password remember:*

*Passwords should include a mix of letters and numbers. (by default GMS WebMail passwords must be at least five characters long.)*

*Passwords must not be common words, names, places, and so on.*

*Try not to use the same password for everything. For example, have a different password for on-line banking to the password you use for your mail.*

## 8.2 Autoreply

An autoreply sends a reply message to anyone who sends e-mail to your account. You can use it to reply automatically to messages sent to you when you are on vacation or to tell the sender that their message is in a queue and will receive a full reply as soon as possible. To set up an autoreply click **Preferences** in the left hand menu then click the **Autoreply** link on the right of the page. This will display a dialog like figure 22.

Compose Address Refresh Instant Message Admin Help Sign Off

OK Cancel

Send an automatic reply to incoming mail

Subject

Only reply to each sender once in 1 days

Start time 20 Dec 2007

End time 20 Dec 2007

OK Cancel

Cancel

FIGURE 22.

To enable the reply check the **Send an automatic reply to incoming mail** option. Then specify a subject and message body for the message that will be sent in response to messages you receive.

By default an auto-response will be sent to an individual every time they send a message to your account. If you prefer you can reduce how often the auto-reply is sent to the same person. For example if you go on vacation for a month and set a response every 7 days, when someone sends you a message on your first day away, they will get your vacation message. If the same person sends you a message on day 6, there would be no response but if they sent on day 7 they would get a reminder that you are away.

You can also specify a start and/or end date for your autoreplies:

- Specify a date that you would like the autoreply to become enabled. For example, if you know you are going on holiday on the 17th of March you could simply check the box to enable the option then enter the date you would like auto replies to start. The date can be entered by typing directly in the cells, by using the scrollers or by opening the date selector by clicking on its icon.

- Specify the date that autoreply should stop automatically. For example, the day you return from holiday.



*These last two features can be used independently or in combination, If you use the Start Date on its own, your autoreplies will be active from that date until you disable them. If you use the End Date on its own, then your autoreplies will be active from the current date until the date you specify. If you use them together, then your autoreplies will start and end on the dates you specify.*

When you have finished making your changes click **OK** to set the auto reply and return to the previous screen. Click **Apply** to set the auto reply and remain on the current screen.



*The autoreply is sent from a special address that prevents messages bouncing backwards and forwards between two auto responders.*



*Unlike traditional mail clients, GMS WebMail sends autoreply messages immediately. You do not need to log on to get the messages sent.*



*This feature can be disabled by your system administrator thereby preventing you from using it.*

### 8.3 Forwarding

Forwarding allows the email messages that you receive to be sent or forwarded to other email accounts. Messages can be forwarded automatically to a maximum of 20 alternative destinations, if required. This may be used when you are temporarily located at another site, or if you want mail forwarded to a group of people, for example the Sales department.



*Messages can be forwarded to any valid Internet e-mail address - it doesn't have to be a local address.*

To set up a forwarding address click on Preferences in the left hand menu then click the **Forwarding** link on the right of the page. This will display a dialog which will list your current forwards.

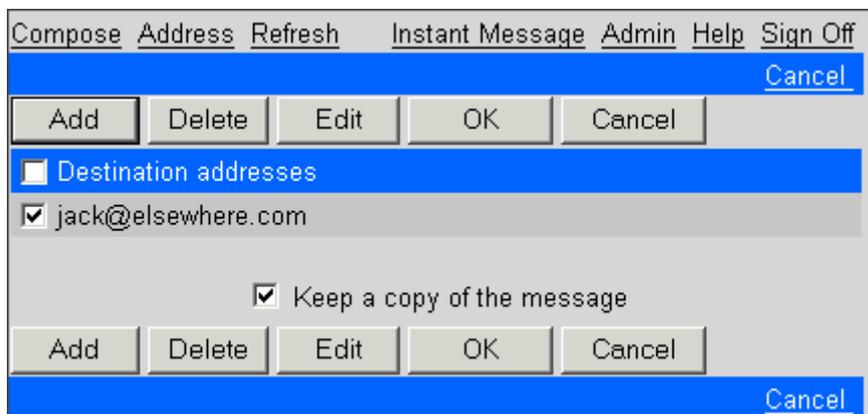


FIGURE 23.

To add a new forward address click **Add** and specify the address to forward mail to.

There is also an option to keep a copy of the message in your local mailbox. If this is not selected no copy of the message will be kept.

## 8.4 General

Click **General** under **Preferences** in the left hand menu tree to display your general preferences.

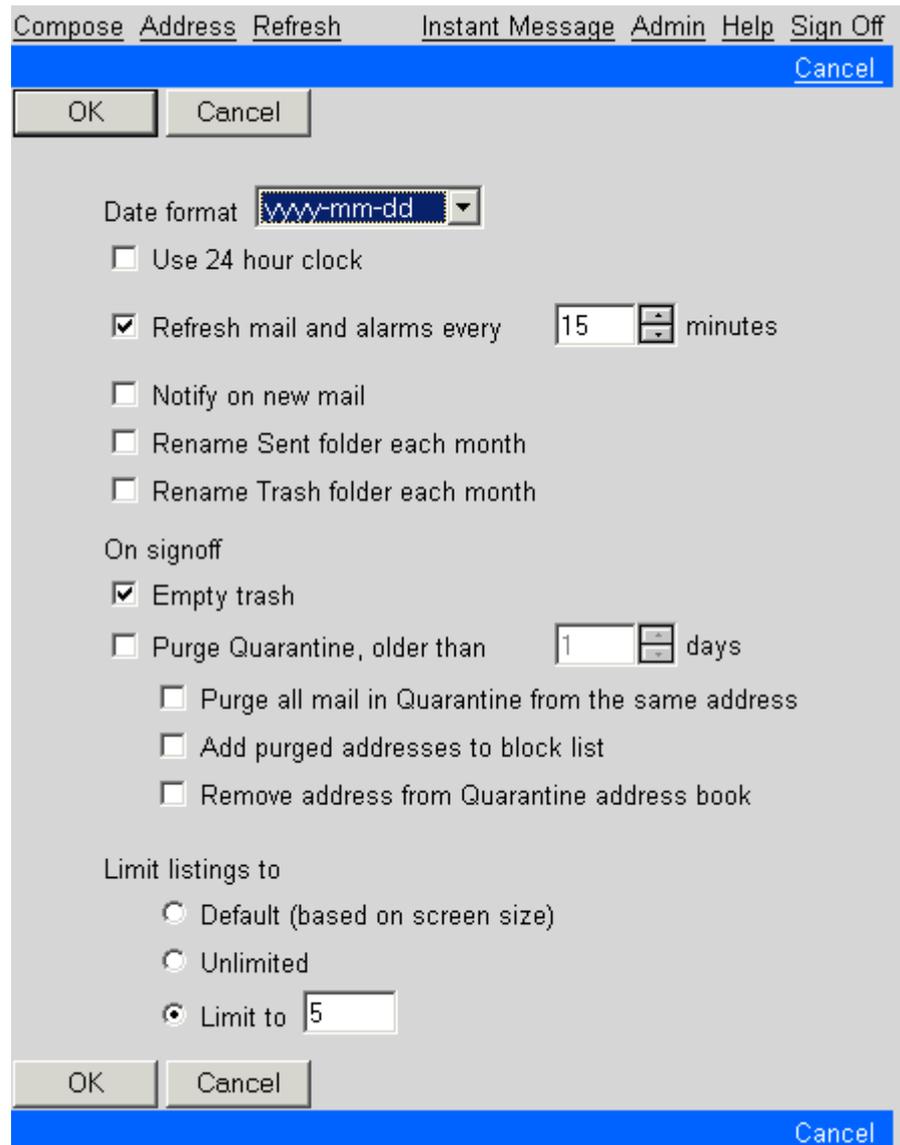


FIGURE 24.

The options you can configure are:

### Date Format

This option allows you to decide how dates in GMS WebMail should be displayed. **dd** stands for the two digit day of the month,

**mm** is the two digit number for the month, for example, 01 for January and **yyyy** is the four digit year, for example, 2008.

### Use 24 Hour Clock

This option allows you to show all times in the 24 hour clock format.

### Refresh Mail And Alarms Every

The default setting is to refresh the mailbox and alarms every 15 minutes. When a refresh occurs GMS WebMail checks the mailserver for new messages and calendar alarms for your account. Any messages received since the last refresh will then be displayed in your mailbox. If you would like to check your account for new messages or alarms whilst reading mail you may click the **Refresh** link in the top menu bar to force WebMail to re-read your account. You can change the refresh frequency to an interval specified in minutes between 1 and 240.

### Notify on new mail

If this option is checked, a pop-up message will appear in the foreground of your desktop whenever a new message arrives in your inbox. You need to be logged in to your WebMail account at the time the message arrives to get the notification.

### Rename Sent Folder Each Month

If this option is checked, on the 1st of each month, the contents of your **Sent** folder will be placed in a new folder which will be placed beneath **Sent** in the left hand menu. The new folder will have the date it was created as its name. This option allows you to keep a running archive of messages that you have sent without having to keep them all in one huge **Sent** folder.

### Rename Trash Folder Each Month

This does the same as the **Sent** folder option above, creating new folders under your **Trash** folder.

### On Signoff

- **Empty Trash at Signoff** - This option will permanently remove the contents of the **Trash** folder every time you sign off.

### Limit listings to

- **Default** - If this is selected the number of items listed on a single page will be decided based on the size of your screen.
- **Unlimited** - If this is selected all the messages in a folder or all the contacts in an address book will be listed on a single page. If there are a lot of items in a list this can slow down the display of the page.

- **Limit to [ ]** - Use this option to specify a specific number of messages or contacts to be listed on a single page. Messages that do not fit on one page can then be reached using the Navigation bars to select additional pages (see page 200).

## 8.5 Reading Mail

This option allows you to configure your preferences for the way received messages are displayed. Select **Preferences** in the left hand menu then click **Reading Mail** on the right of the page to display the options shown in figure 25.

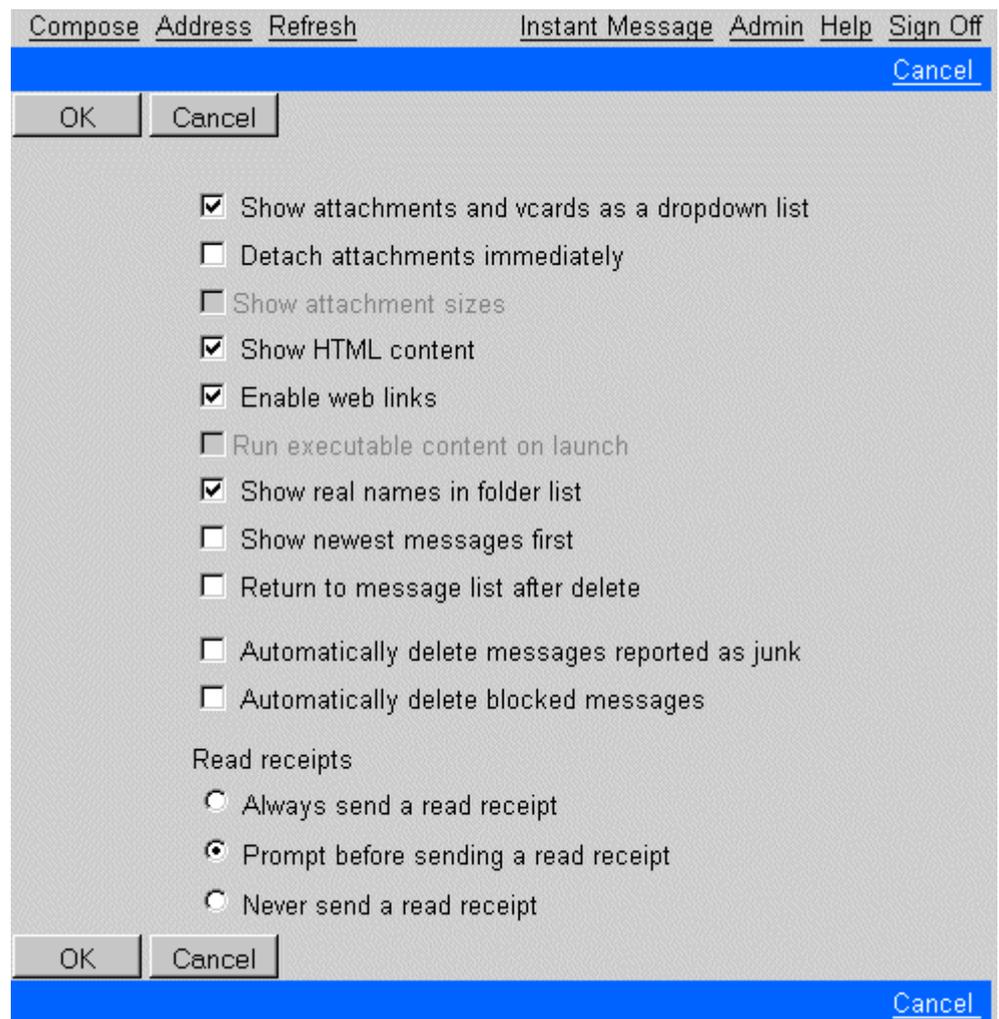


FIGURE 25.

The options you can change are described below:

### Show attachments and vCards as a dropdown list

Selecting this option will display attachments and vCards as a dropdown list instead of hyperlinks.

**Detach attachments immediately**

Detaches attachments immediately on message selection to allow them to be made available for download instantly without any further processing.

**Show attachment sizes**

When this is checked the size of each attachment is displayed in brackets next to the attachment name in the list of attachments. Note that if your running in caching mode this option will be disabled.

**Show HTML content**

Some messages are written in two formats, plain text and HTML. Email clients such as GMS WebMail usually only display one of these formats to avoid repeating the message content. If this option is checked then messages that contain both these formats will have only the HTML format displayed. If it is unchecked then these types of message will have only the text format displayed.

**Enable web links**

Selecting this option will enable you to go directly to a website whose address is given in a message by clicking on that address in the message body.

**Run executable content on opening**

This will allow any Java, Java script or Active-X to be run on your machine. This option may appear "grayed out" and not be accessible. This indicates your system administrator has denied this option.

**Show real names in folder list**

By default the list of messages in a folder shows the sender's email address in the Address column. Selecting this option will display the sender's real name in place of the email address if it is available.

**Show newest message first**

By default when you list the messages in a folder the oldest messages are displayed first. If you would rather have the newest messages displayed first you can check this option.

**Return to message list after delete**

By default when you delete a message that you have finished reading the next message in the folder will be displayed for you to read. If you would rather return to the list of messages when you click **Delete** you can check this option.

**Automatically delete messages reported as junk**

Enabling this option will automatically delete all messages reported as being spam as soon as you report them.

**Automatically delete blocked messages**

Enabling this option will automatically delete all messages that you elect to add the sender of to your block list as soon as you add them.

**Read receipts**

When a message is sent most email programs including GMS WebMail allow you to request a receipt to notify you that the message has been opened or read by the person you sent it to. You can configure how GMS WebMail handles receipt requests that accompany messages that you receive. The options are:

- **Always send a read receipt** - A receipt will automatically be sent to the sender as soon as you read a message that requests a read receipt.
- **Prompt before sending a read receipt** - When you open a message that requests a read receipt you will get a popup asking you if you want to let the sender know that you have read their message.
- **Never send a read receipt** - No notification will ever be sent to the sender of a message that requests a read receipt.

## 8.6 Composing Mail

To change your preferences for when you write messages click on **Preferences** in the left hand menu then click the **Composing Mail** link. This will display the options shown below.

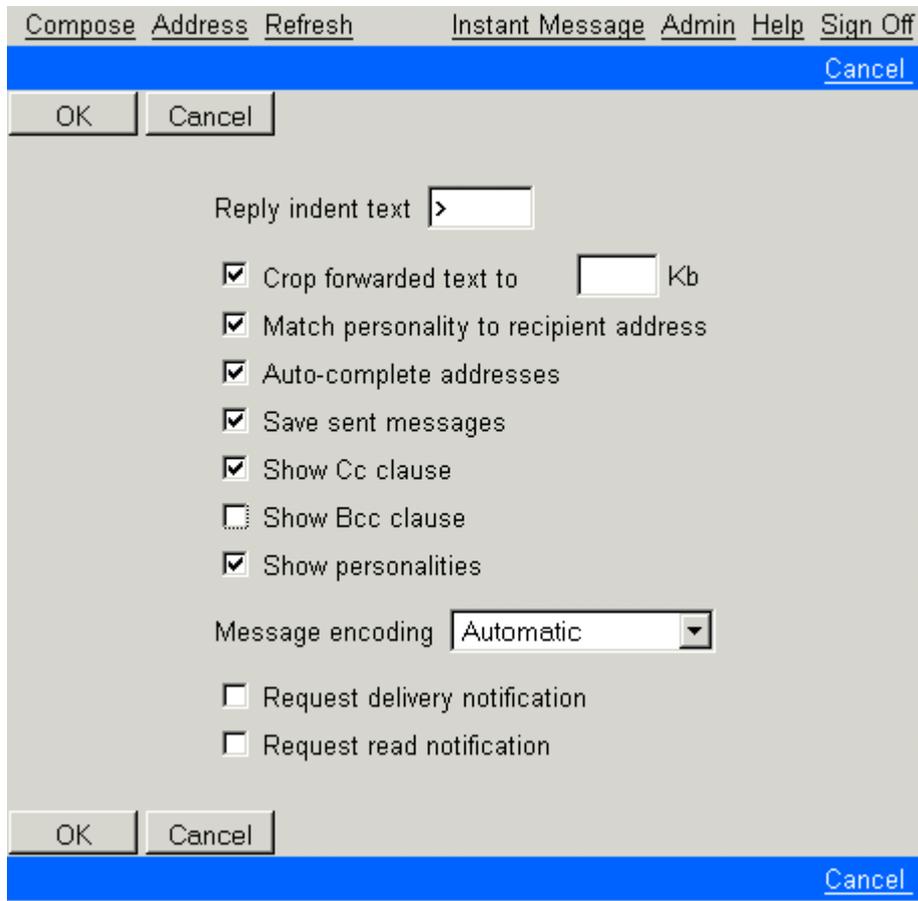


FIGURE 26.

### Reply indent text

This is the identifier used in replies to messages, to show which lines of text were in the original message. This makes it easier to see who has said what, particularly if a message has gone back and forth several times. It is also useful if answers to questions are to be inserted in the middle of the original message. By default these lines start with >.

### Crop forwarded text to "x" Kb

When replying to mail messages it is normal to include the previous text, however in some cases this can lead to extremely large emails. This option allows you to limit the amount of the original text that is automatically included in your reply to the size specified in kilobytes.

**Match personality to recipient address**

If you reply to a message that was addressed to one of your non-default personalities, checking this option tells WebMail to reply using that same non-default personality. If this option is not checked or there is no matching personality the default personality will be used. See "Personalities" on page 153.

**Auto-complete addresses**

If enabled this feature will automatically try and complete any entries in the address fields by querying your address book for matching addresses.

**Save Sent Messages**

GMS WebMail is set to automatically keep a copy of all sent messages in the **Sent** folder. This is useful for reviewing what has been said to people. You can stop GMS WebMail from keeping copies of sent messages by un-checking this option.

**Show Cc clause**

If you never send Carbon Copy (Cc) messages to people you can stop the Cc clause from being displayed when composing new messages by making sure this option is not checked.

**Show Bcc clause**

If you never send Blind Carbon Copy (Bcc) messages to people you can stop the Bcc clause from being displayed when composing new messages by making sure this option is not checked.

**Show personalities**

If you never use additional personalities when you send messages you can stop them being listed in the drop-down box next to the From clause when composing messages. To stop the personalities being displayed ensure this option is not checked.

**Message Encoding**

By default messages sent are not encoded. If you wish messages to be encoded in a specific manner then select the option here. Automatic encoding will either send as plain text or as quoted printable depending on the message sent.

**Request delivery notification**

If this option is checked then every message you send will contain a request for a delivery notification. This means that if the receiving mail server allows delivery notifications you will receive a message informing you that your message has reached its destination. You can change whether or not a delivery notification is requested for

an individual message by clicking **Options** whilst composing the message.

### Request read notification

If this option is checked each message that you send will contain a request for read notification. This means that if the recipients email program is set up to allow read receipts you will receive a message informing you that the recipient has opened your message. Note that most email programs allow you to choose whether or not a read notification is sent on a message by message basis. So the recipient may read your message but choose not to allow the read notification to be sent. You can change whether or not a read notification is requested for an individual message by clicking **Options** whilst composing the message.

## 8.7 Folders

To change the names of the default folders for Sent, Drafts and Trash click **Preferences** in the left hand menu then click the **Folders** link on the right of the page.

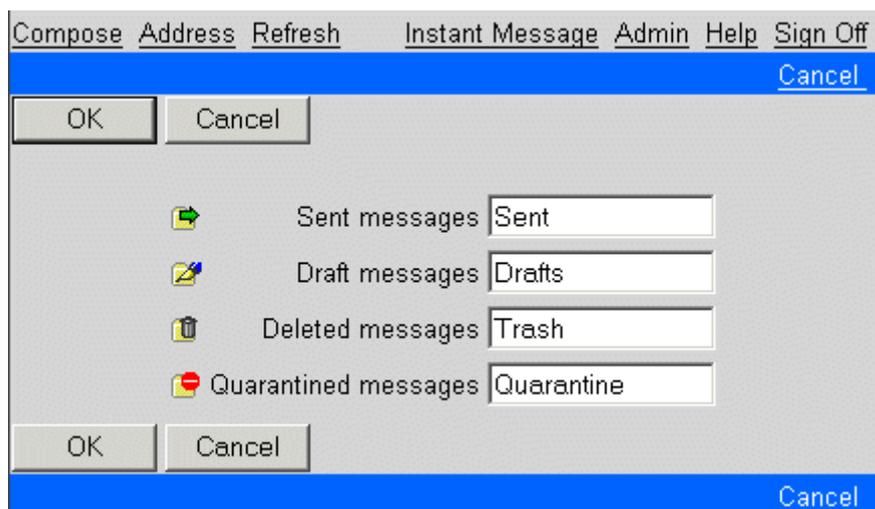


FIGURE 27.

## 8.8 Language

You can change the language used in GMS WebMail by clicking **Preferences** in the left hand menu then clicking on the **Language** link on the right of the page. The default is English(United States). If

you want a different language select it from the drop-down and click **OK**.

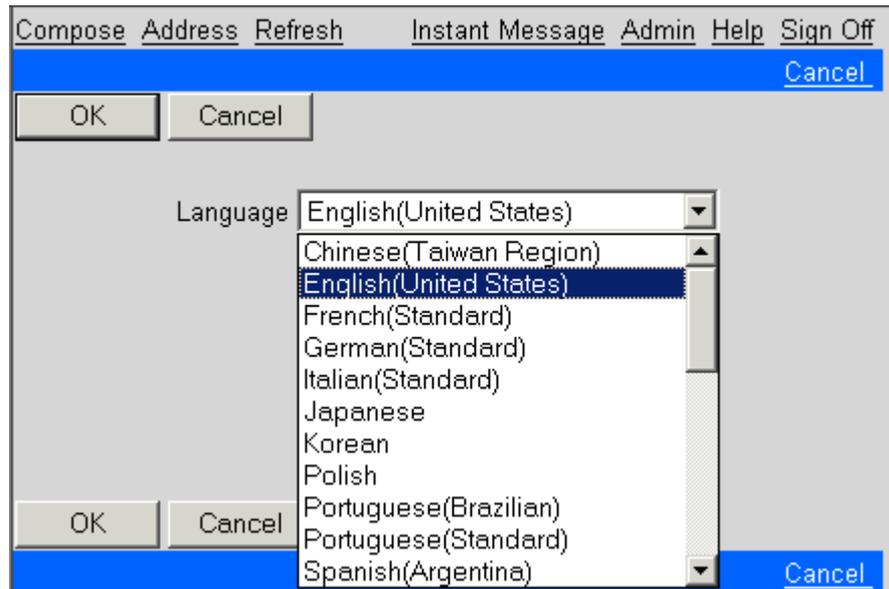


FIGURE 28.

The languages available are controlled by the administrator. When you change language all the text in GMS WebMail is changed to the selected language. To compose and read messages in some languages you may need to change the character set used by your browser. In Internet Explorer for example you can select View, encoding, more to list the different character sets available. Choose the one relevant to the language you want to use. In Firefox you can select View, Character encoding then choose the set that matches your language. You may also need to install extra font support for some character sets. Your browser software will usually automatically prompt you to install these if they are required.

## 8.9 Appearance

To change which menus and buttons are displayed in GMS WebMail Express click **Preferences** in the left hand menu then click the **Appearance** link on the right of the screen. This will display the options shown in figure 29.

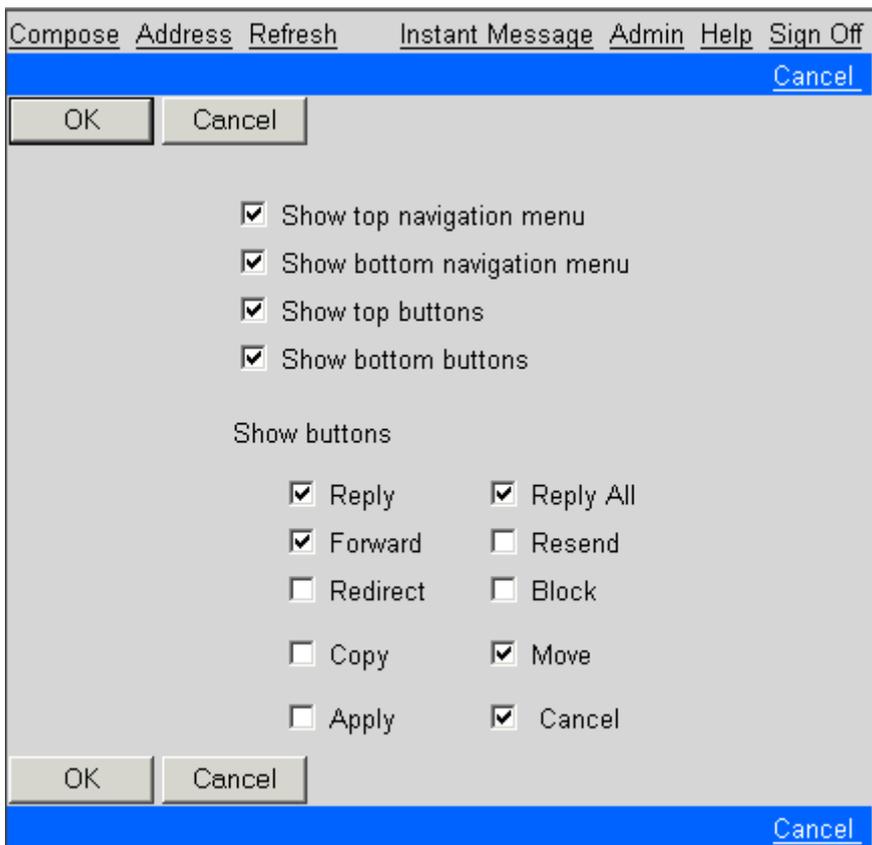


FIGURE 29.

### Show Top Navigation Bar

By default a Navigation bar is displayed at the top of the page. Deselect this option to remove the top Navigation bar.

### Show Bottom Navigation Bar

By default a Navigation bar is displayed at the bottom of the page. Deselect this option to remove the bottom Navigation bar.

### Show Top Buttons

By default buttons such as **OK**, **Cancel**, **Reply**, and so on are displayed at the top of the screen. Deselect this option to remove any buttons displayed at the top of the screen.

### Show Bottom Buttons

By default buttons such as **OK**, **Cancel**, **Reply**, and so on are displayed at the bottom of the screen. Deselect this option to remove any buttons displayed at the bottom of the screen.

### Show Buttons

You can use this option to determine which buttons are displayed in the top or bottom button bars if they are enabled. The buttons you can show or remove are:

- **Reply** - Used when viewing a message to allow you to reply to the original sender.
- **Reply All** - Used when viewing a message to allow you to reply to all recipients of the original message and the sender.
- **Forward** - Used when viewing a message to send a copy of the message to another address.
- **Resend** - Used when viewing a message to resend it again.
- **Redirect** - Used when viewing a message to direct the original message to a different address.
- **Copy** - Used to copy the message to a different folder whilst leaving the original message in the current folder.
- **Move** - Used to move the message from one folder to another.
- **Apply** - Used to confirm changes without the display returning to the previous screen.
- **Cancel** - Displays an additional **Cancel** button.

### 8.10 Colors

To change the colors used in GMS WebMail Express click **Preferences** in the left hand menu then click the **Colors** link on

the right of the page. This will display the options shown in figure 30.

	Red	Green	Blue
Text color	0	0	0
Background color	208	208	208
Menu color	255	255	255
Menu background color	0	102	255
Listing color	0	0	0
Listing background color	208	208	208
Listing alternate color	0	0	0
Listing alternate background color	192	192	192
Body color	0	0	0
Body background color	255	255	255
Button color	0	0	0
Button background color	208	208	208
Warning color	0	0	0
Warning background color	255	255	204
Highlight color	0	51	255
Read-only color	128	128	128

FIGURE 30.

You can use this screen to change the colors of the various elements of the page. Adjusting the values in the boxes will change the color of the specific element you are editing.

---

If you wish to return to the default colors, delete the three values from the specific line you have edited, click either **OK** or **Apply** and the defaults will be re-configured.



*The **Colors** option is only available if it has been explicitly enabled by your system administrator.*

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# GMS WebMail Mobile



# 1 The Mobile client

GMS WebMail offers a Mobile client which is designed for use by

- PDAs (Personal Digital Assistants)
- Slow internet connections
- Browsers that don't support Java Virtual Machine.

You can access the client from any browser so it is easy to familiarise yourself with it from your PC before using it on a hand-held device. This is a fully functional email client which is simple to use. The rest of this section will explain how.

## 1.1 Logging on

The URL you need to reach the Mobile client log on page is `http://<server>:8000/wmx/index.mml`, where `<server>` is the name or IP Address of the server providing this GMS WebMail service. When you reach the logon page you will be asked to provide your Email address and Password. Once you have entered these click on OK to enter.



*The logon screen also gives you the option to log on to the Professional interface by selecting "Professional" from the drop down box on the screen.*

## 1.2 The Layout

There are three main components to the layout of the Mobile client as described below.

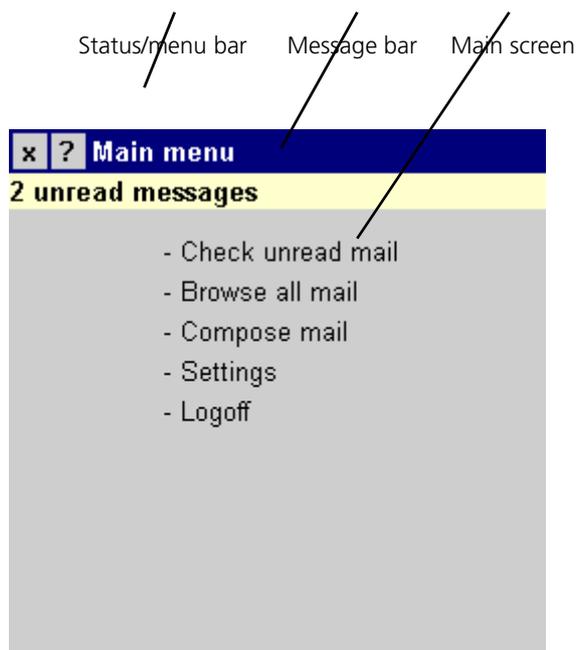


FIGURE 1.

## Status and menu bar

This is a horizontal bar at the top of your screen. On the left of the bar there will be a number of symbols such as "x", "?" and ">". You select these symbols to navigate around the application, view messages and view the on-line help. The help is accessed by selecting the "?" symbol.

The rest of the bar provides status information such as how many messages are in the folder you are viewing. Also if the information you are viewing won't fit on one screen it will give information on which page you are viewing, for example: "1 of 2".

## Message Bar

This bar only appears on the Main Menu page. It tells you when an action is completed such as "Message sent" or how many messages have not yet been read.

## Main Screen

This area displays menu options, folder contents, messages and other information.

### 1.3 Checking for unread mail

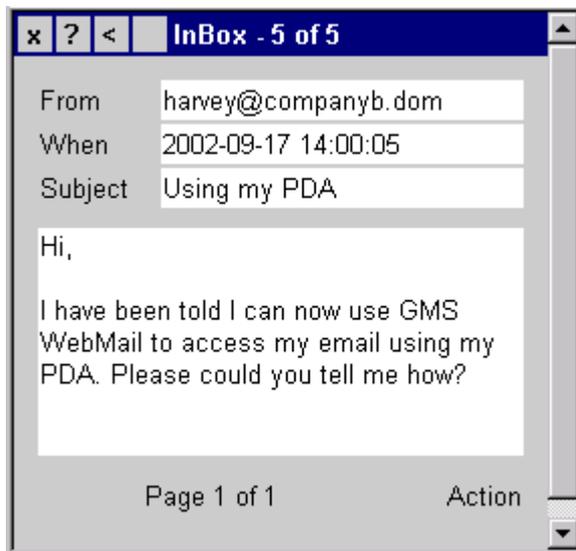
From the Main screen on the Main Menu select the top option "- Check unread mail". This takes you to another screen which lists the unread messages. If the list of messages does not fit on one screen the "<" and ">" symbols will appear in the Menu bar allowing you to move from screen to screen. To view a message select it from the list.

### 1.4 Browsing all mail

From the Main screen on the Main Menu select the "- Browse all mail" option. This takes you to another screen with a list of your folders. selecting a folder takes you to a further screen listing the messages in that folder. To view a message select it from the list. If a list of folders or messages does not fit on one screen the "<" and ">" symbols will appear in the Menu bar allowing you to move from screen to screen.

## 1.5 Handling messages

When you select a message from a folder it appears in a new screen for reading as shown in the example below.



From the Menu bar you will see that this is a message from the Inbox and that there are 5 messages in the Inbox of which this is the fifth. To view the fourth message you would select the "<" symbol.

The message itself is displayed in the main screen. The address of the sender is displayed as is the date the message was sent and the message subject.

In the example above the whole message did not fit on one screen so it is carried over to a second screen. We can see this from the text, "Page 1 of 2" at the bottom of the screen. To view the second screen select the ">" symbol at the bottom of the screen.

### Action

At the bottom right of the viewing screen is the "Action" option. Selecting "Action" will take you to another screen where you can

- Acknowledge - Send a default acknowledgement message to the sender letting them know you have seen their message. This is useful if you don't want to type a full reply.
- Reply - Compose a reply to the sender of the message
- Forward - Forward a copy of the message to another address.
- Move/Copy - Move or copy the message to another folder
- Delete - Send the message to the Trash folder.



*The Move/Copy action will allow you to create new folders if you require.*

## 1.6 Composing a message

To compose a new message select "- Compose mail" from the Main Menu screen. This will take you to a new screen where you can enter your message details. From here you can:

- Enter the To Address - The address you want the message to go to.
- Enter the Subject - Some text to indicate what the message is about.
- Enter a Cc address - An address you want to receive a Carbon Copy of the message.
- Add attachments.
- Add the text of your message

Once you have entered the message details select "Send" from the bottom right of the screen to send the message and you will be returned to the Main menu.

## 1.7 Settings

There are a number of configurable options that you can set which may make the client easier to use. For instance you can change your settings so that more information is displayed on each page. To change your settings select the "- Settings" option from the Main menu page. This will display a new screen with the following options:

### Folders

This is the maximum number of folders to be displayed on a single page. If there are more folders than the amount you set here they will be displayed on subsequent pages. To move between pages use the "<" and ">" buttons at the top of the Folders page.

### Messages

This is the maximum number of messages to be listed on a single page when you view a folders contents. If there are more messages in the folder than the amount you set here they will be listed on subsequent pages. To move between pages use the "<" and ">" buttons at the top of the Folder Contents page.

### Lines

This is the maximum number of lines displayed from a message body when you view the message. If there are more lines in the message than the amount you set here they will be listed on subsequent pages. To move between pages use the "<" and ">" buttons at the bottom left of the Read Message page.

**Attachments**

This is the number of attachments you can add to a message when composing messages.

**Forwarded text**

If this option is checked, when you reply to or forward a message the original message will also be displayed. Each line of the original message will be preceded with ">".

**Show help**

If this option is checked the "?" button will be displayed at the top of each page.

**Main menu link**

If this option is checked the "^" button will be displayed at the top of each page. Clicking on the "^" button will return you directly to the main menu from any page.

**Empty Trash**

If this option is checked the contents of the Trash folder will be deleted when you log off.

## 1.8 Symbols used

Throughout the Mobile client a number of symbols are used. These are explained here.

<b>Symbol</b>	<b>Description</b>
x	Back - Displays the previous screen
^	Main Menu - Displays the Main Menu screen
?	Help - Displays the context sensitive help for the current screen
<	Previous - When shown in the menu bar, displays the previous page in a folder or message listing. When shown below a message being viewed, displays the previous page in the message.
>	Next - When shown in the menu bar, displays the next page in a folder or message listing. When shown below a message being viewed, displays the next page in the message.

## 1.9 Wireless Application Protocol (WAP)

If your email provider has installed GMS Mail as well as GMS WebMail you can also access your mail using a WAP enabled phone using the following address <http://<server>:8000/index.wml>. If you want to use this service contact your administrator for more details.



# GMS Collaboration Server



# 1 GMS Collaboration Server

## 1.1 Introduction

GMS Collaboration Server allows you to integrate external clients such as Microsoft Outlook tightly with your email system. Users can continue using and sharing advanced Outlook features such as tasks, journals, notes, address books, contacts, calendars and shared folders, without the need for Microsoft Exchange. Support for these facilities is also available in the GMS WebMail client allowing remote web based access to email, calendar events, alarms and contact lists.

For details of other clients that are able to access GMS Collaboration please see "Other Collaboration Clients" on page 291

Outlook Contacts are automatically mapped to the users personal address book in GMS WebMail and vice versa, while access to global address books is via the Outlook Address Book interface.

Access rights are obeyed at all times, setting up those rights is described in the GMS Administrators Guide.

The GMS Collaboration client fully supports standard Outlook features such as voting, scheduling, task assignment, read receipts, automatic archiving and so on. External e-mail editors such as MS Word are also completely compatible.

Both the client and server are fully UTF-8 aware which allows them to run in any language required by the end user. This also means that other external UTF-8 aware calendaring clients can be used in conjunction with the Collaboration server without any degradation of language support.

In order to use the GMS Collaboration Server the GMS Server must have a valid GMS Collaboration key installed, and the machine running Microsoft Outlook must have the GMS Collaboration client installed. The Collaboration client is a Microsoft Outlook plug-in that integrates tightly into the Outlook user interface providing seamless integration with the GMS server software. No license is required for the client installation, however only the licensed number of clients may connect to the server.

The minimum requirement to use the GMS Collaboration client is Microsoft Outlook 2002 with Service Pack 2 installed.

## 1.2 Installing the GMS Collaboration Client

There are four separate installation packages available for the GMS Collaboration client. The installation package to select will depend on whether or not you already have a copy of Microsoft Installer installed on your client machine and if you do have the version of

the Installer. The different options are:

- **MSI 1.0 file**  
This is suitable for installation on systems that already have Microsoft Windows Installer Version 1.0 installed on them and is indicated by a filename starting with "GMSOC1.0".
- **MSI 2.0 file**  
This is suitable for installation on systems that already have Microsoft Windows Installer Version 2.0 installed on them and is indicated by a filename starting with "GMSOC2.0".
- **Installation executable containing MSI Files**  
This is the full installation and should be used if you are in any doubt as to whether or not you already have Windows Installer on your system. It should also be used for those systems without Windows Installer already installed. It is indicated by a filename starting with "GMSOC-full".
- **Installation executable not containing MSI Files**  
This is a minimal installation and can only be used when you already have Windows Installer installed on your system. It is useful if you do not want to have to uninstall your existing software prior to running an upgrade. This file can also be used for first time installs where Windows Installer already exists on the client machine. It is indicated by a filename starting with "GMSOC-min".

If in doubt as to which one you should use you should always opt for the full installation package as this includes everything that you may require.



*Administrators can make use of MSI files to manage rollouts of software updates across their managed networks. The program msiexec used to manage this can also be run by end users from the command prompt in order to perform an update to already installed software without first uninstalling it. More information on msiexec can be found at [http://www.microsoft.com/technet/prodtechnol/windowsserver2003/proddocs/datacenter/sag\\_WinInstall\\_Using\\_topnode.asp](http://www.microsoft.com/technet/prodtechnol/windowsserver2003/proddocs/datacenter/sag_WinInstall_Using_topnode.asp)*

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In the following examples we will use the "Full" installation package and Microsoft Outlook 2002 but the installation is similar for other versions.

If you have previously installed Version 4 or earlier of the GMS Outlook Client this will need to be removed prior to registering the new plug-in.

- Open the "Mail" icon in the Control Panel and remove GMS Server from any profiles which have been configured to use it.
- Open the "Add/Remove Programs" icon in the Control Panel and uninstall the GMS Outlook Client.

Make sure that Microsoft Outlook is not running, if it is close it. If this is a clean (first time) install of Microsoft Outlook please start it and then close it down again prior to attempting to install the

Connector.

Now double click on your chosen installation package to begin the installation, in this case "setup.exe". Use the **Next** button to move through the installation screens, read and accept the License Agreement when requested to do so. Click **Finish** to complete the installation.

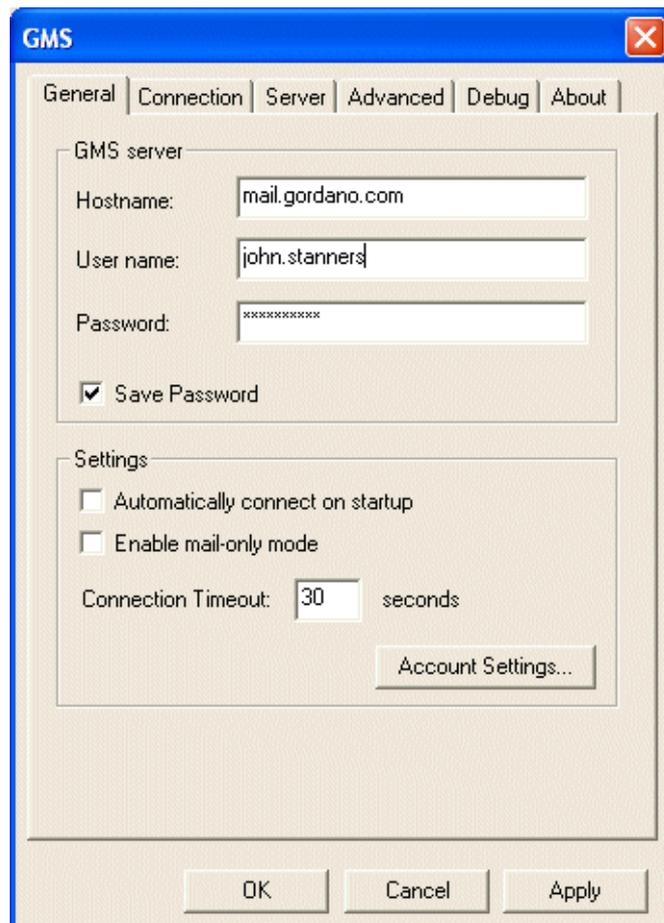
## Registering the GMS Collaboration Client

Registering the client with Microsoft Outlook is straightforward and best done by making use of the your system profiles. The following steps will guide you through the process.

- Open the "Mail" icon in the Control Panel to launch the "Mail Setup" dialog.
- Select the "Show Profiles" option then click on the **Add...** button to create a new profile. Choose a profile name and click **OK**.
- Select the "Add a new email account" option and click on the **Next >** button.
- Select the "Additional Server Types" option and click on the **Next >** button.
- Select "GMS Server" from the list of Additional Server Types and click on the **Next >** button.

Now complete the following dialogues as per the instructions from your System Administrator.

## General

**Hostname**

Enter the fully qualified hostname of the server you wish to connect to, for example mail.gordano.com

**Username**

Enter the username that you use to log on to the GMS mail server, i.e. your fully qualified email address, for example john.doe@gordano.com.

**Password**

Enter the password that you use to log on to the GMS server, i.e. the password for the account john.doe.

**Save Password**

If you wish your password to be saved and re used automatically please check this box. If you leave it unchecked you will be asked for the password each time.

**Automatically connect on startup**

If this is left deselected then each time that you start MS Outlook you will be asked if you wish to connect to the Collaboration server or if you would prefer to work Off Line. If the GMS Collaboration server is normally available to you we would recommend that select this option.

### Enable mail-only mode

Enable this option to use the Outlook Plug-in in email only mode. This will provide access to all of the email specific benefits of the plug-in such as folder sharing but will not provide access to shared calendars, notes, tasks, etc.



*The GMS Outlook plug-in allows the user to set permissions to allow other users to access any folders which they have been given rights to. Without the plug-in installed users will not be able to set folder sharing permissions although they will be able to access any folders with such permissions set.*

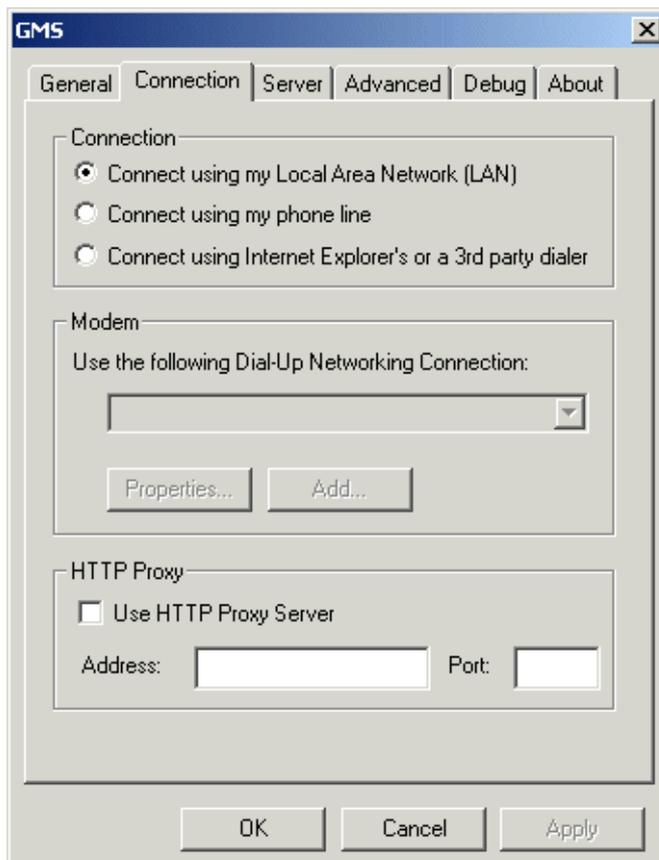
### Connection Timeout

The default setting for this is 30 seconds and we would only recommend altering this if you are on a very slow dialup connection, in which case you may want to increase it.

### Account Settings

This option allows you to specify a username and email address to send email from that differs from the address you use to log on to the server. For example you may log on as John, but wish all your email to be sent from the generic sales address.

## Connection



The GMS Collaboration client software includes its own network settings which may be configured for use in the situation where a permanent connection to the server is not available.

**Connect using my Local Area Network**

This is the default setting. It should be used if you are on the same network, or otherwise have a permanent connection to the GMS Collaboration server.

**Connect using my phone line**

This is the option to select if you use the standard Windows dialup networking options to establish connectivity. If you have an existing Dial Up Networking connection you wish to use simply select it from the drop down menu. If you do not, click on **Add** to create one, it will automatically appear in the drop down menu.

Clicking on **Properties** with the required Dial Up Networking connection selected in the drop down menu will allow configuration of the selected connection.

**Connect using Internet Explorer's or a 3rd party dialler**

Again this option should only be selected if you need to establish a dialup connection in order to talk to the GMS Collaboration server. This option does require that there is an automatic dialup connection established when external network activity is detected.

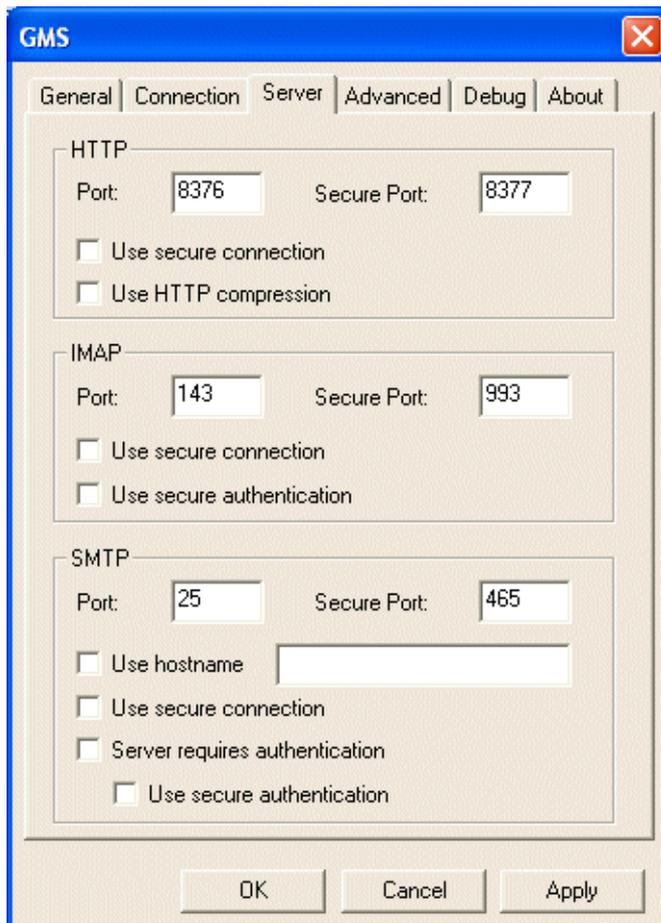
**HTTP Proxy**

Not all clients have a direct connection to the Internet or to the location of the GMS server. The Collaboration client recognises this and provides the option of directing all traffic through a standard HTTP Proxy Server.

If you are required to use a proxy server to access the network please enter the fully qualified hostname of the proxy server in the Address box, the Port the proxy server runs on in the Port box, and finally check the option "Use HTTP Proxy Server".

You will need to ensure that your System Administrator has set the Proxy Server to allow outbound connections on the appropriate ports. This is especially true of you intend using an SSL connection.

## Server

**HTTP****Port**

Enter the Port number the Collaboration service is running on. The default number is 8376 and this should only be changed if instructed to do so by your system administrator.

**Secure Port**

Enter the Port number the Collaboration service is set to accept secure connections on. The default number is 8377 and this should only be changed if instructed to do so by your system administrator.

**Use secure connection**

The GMS Collaboration client is able to use a secure connection to the server via SSL to protect the information being transmitted between the client and the server. If you wish to use SSL to communicate with the GMS server please select the option "Use secure connection".



*The server must have a valid SSL certificate installed on it in order to use this option.*

**Use HTTP Compression**

This option allows performance between the client and server to be improved, particularly in low bandwidth situations, by compressing the data that is transferred between the two.

## IMAP



*The GMS Collaboration client uses IMAP to access your email. You do not need to any knowledge of the IMAP protocol to use it however as this underlying operation is hidden from the user.*

---

### Port

Enter the Port number the IMAP service is running on. The default number is 143 and this should only be changed if instructed to do so by your system administrator.

### Secure Port

Enter the Port number the Collaboration service is set to accept secure connections on. The default number is 993 and this should only be changed if instructed to do so by your system administrator.

### Use secure connection

The GMS Collaboration client is able to use a secure connection to the server via SSL to protect the information being transmitted between the client and the server. If you wish to use SSL to communicate with the GMS server please select the option "Use secure connection".



*The server must have a valid SSL certificate installed on it in order to use this option.*

---

### Use secure authentication

This option ensures that usernames and passwords are encrypted prior to being sent over the network in order to protect the information.

## SMTP

### Port

Enter the Port number the SMTP service is running on. The default number is 25 and this should only be changed if instructed to do so by your system administrator.

### Secure Port

Enter the Port number the SMTP service is set to accept secure connections on. The default number is 465 and this should only be changed if instructed to do so by your system administrator.



*Usage of this port is also useful in situations where the service is being accessed via an ISP that blocks outbound connections on Port 25, the standard SMTP port.*

---

### Use hostname

Allows you to specify a fully qualified hostname to send outgoing

mail to which is different to the hostname you collect mail from.

**Use secure connection**

The GMS Collaboration client is able to use a secure connection to the server via SSL to protect the information being transmitted between the client and the server. If you wish to use SSL to communicate with the GMS server please select the option "Use secure connection".



*The server must have a valid SSL certificate installed on it in order to use this option.*

---

**Server requires authentication**

Enable this option if your server is set to require authentication or if you are accessing the service from outside of the normal network.



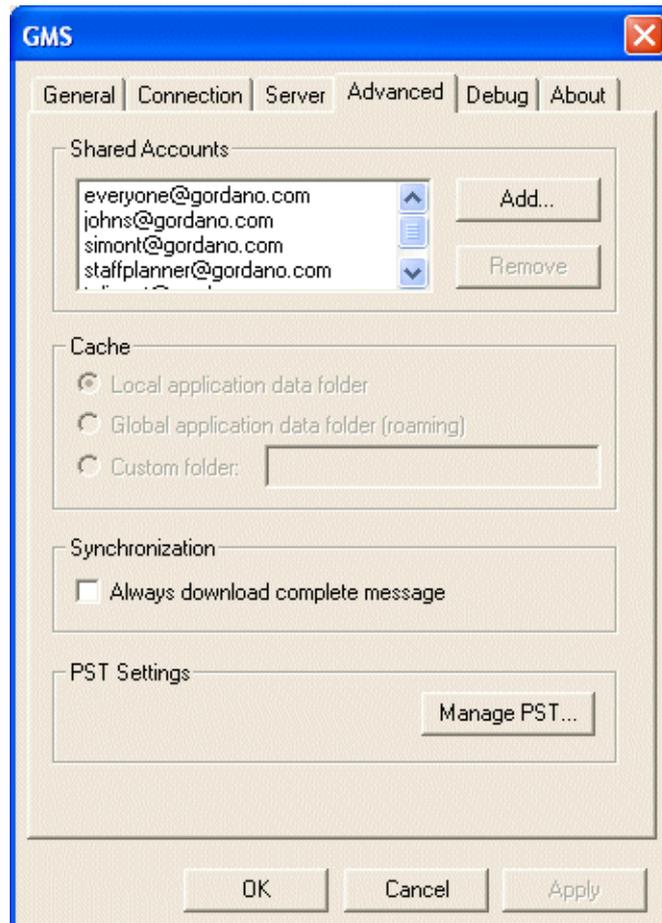
*If you are access the SMTP service to send emails to external addresses from a remote network it is likely you will have to authenticate to the service prior to sending these emails. If in doubt please take advise from your system administrator.*

---

**Use secure authentication**

This option ensures that usernames and passwords are encrypted prior to being sent over the network in order to protect the information.

## Advanced



### Accounts

This option is not enabled at this stage, please “How do I accept invitations to share information” on page 286.

### Cache

The Cache options determine where the local users PST file is stored. This file is used to cache all of the GMS information locally to the user. This both speeds up operations allowing background synchronization of information and also provides full support for off-line working.



*You will not be able to change the Cache options once installation is complete so it is important to get these right during the install process.*

If you are unsure which of the following options to use please take advice from your system administrator.

#### Local application data folder

This is the default option and stores the client cache of the collaboration data in your "local settings" user storage area.

**Global application data folder (roaming profile)**

If you have a Windows roaming profile and would like the client copy of the collaboration data stored under your profile please use this option. If you do not your local database will not be available to you while logged on to other workstations.

**Custom folder**

Allows you to specify the location the local cache may be stored in. You may find this useful if operating in a thin client environment.

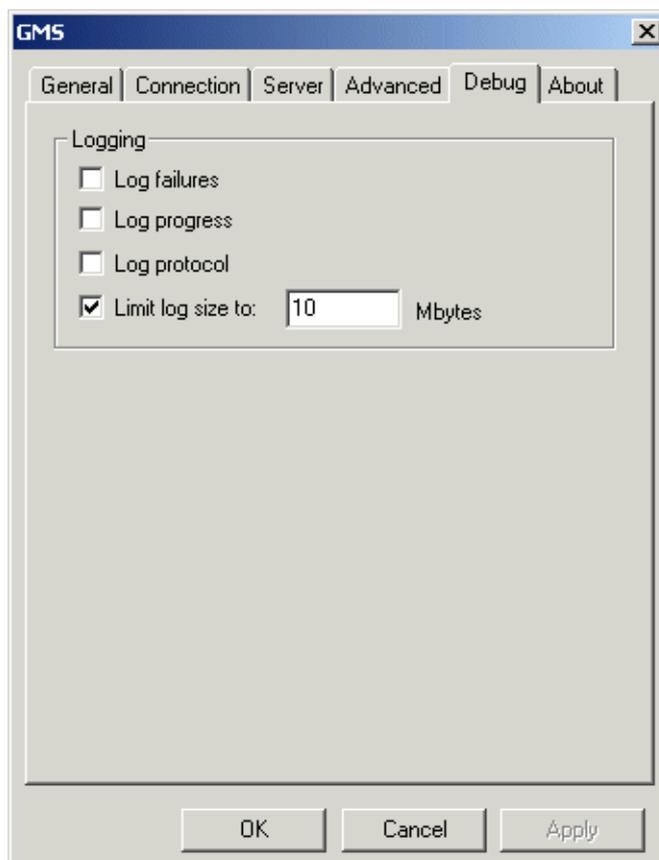
**Synchronization**

Allows you to control whether or not complete messages are retrieved, by default only the headers are retrieved until the message is selected in the message list. If you regularly work off line you may want to enable this option to ensure you have the full message available to you.

**PST Settings**

This option allows you to manage your local PST file which is used to cache your message and calendar data to allow off-line working. The actions you can carry out include setting a password to protect the PST file and compacting the file to remove any unused space.

## Debug



The debug options should only ever be enabled if requested to do so by your system administrator. They are only of use in debugging

issues with the GMS Collaboration Client.

### Log Failures

Selecting this option will log a failure entry into the log for each failed client transaction.

### Log Progress

Selecting this option will log the progress of all client transactions.

### Log Protocol

Selecting this option will log detailed information regarding the actual commands issued by the client and the responses to those commands from the server.

### Limit Log Size

If not limited and all of the logging options above are left enabled the log file can grow in size very quickly. To prevent this you can limit the log file to a particular size, the default being 10 Mb.



*Do not limit the log file to too small a size as it simply stops recording information once that size is reached and thus will not contain any useful information.*

---

Once you have completed all of the configuration options please click on **Apply** followed by **OK**. When prompted to create a profile with no e-mail accounts please click on **OK**. In the next dialogue box that appears click on **Connect**, enter your password, check the "Save Password" option and finally click on **OK**. You will be returned to the "Show Profile" screen and your new profile will have been created.



*Note that you can return to these options at any time from within Outlook by selecting **Tools, Options, Mail Setup**, then clicking on the **Data Files...** button. On the next screen that appears double click on **GMS Server** to open the dialogue.*

---

## 2 Using the Collaboration Client

On completing the installation and restarting Microsoft Outlook the first thing you will see is a dialog box giving you the option of connecting immediately to the GMS Collaboration Server or of Working Offline (unless you selected the option **Automatically Connect on startup** while configure the client above). Click on the **Connect** button to start using the GMS Collaboration Server.

The first time that you connect the local copy of the information held on the client will be automatically synchronised with the server.

### 2.1 Contacts

Contacts are used in the normal way in Outlook, please see the Outlook documentation for full instructions. All Contacts are automatically synchronized back to the GMS Server and if you also have access to GMS WebMail will be automatically mapped to the My Addresses address book within WebMail to allow remote access.

### 2.2 Calendars

Calendars are used in the normal way in Outlook, please see the Outlook documentation for full instructions. All Calendars are automatically synchronized back to the GMS Server and if you also have access to GMS WebMail changes will be automatically displayed within the WebMail Calendar as well to allow remote access. Similarly changes made within GMS WebMail are automatically reflected in MS Outlook.



*It is not possible to display Outlook repeating events within the GMS Web-Mail Calendar, these will be shown as multiple single events.*

---

Calendars can be used in conjunction with the Free/Busy feature described later, to determine if others are available for meetings or events. See "Internet Free/Busy" on page 277.

### 2.3 Notes

Notes are used in the normal way in Outlook, please see the Outlook documentation for full instructions.

### 2.4 Tasks

Tasks are used in the normal way in Outlook, please see the Outlook documentation for full instructions.

## 2.5 Journals

Journals are used in the normal way in Outlook, please see the Outlook documentation for full instructions. Journals are not currently supported within GMS WebMail so remote access to these will not be available. They are however synchronized back to the GMS Server and so are always available to Outlook.

## 2.6 Internet Free/Busy

The GMS Collaboration Server has the ability to act as a free/busy publisher to allow your free/busy information to be shared with other users within your organisation, and you to see the free/busy information published by others.

### Publishing your Free/Busy information

Publishing of your Free/Busy information is controlled directly through the GMS Administration Interface. To set it you need to log in and then select Administration, Mail, Account and then select the Collaboration tab.

To enable publishing of your Free/Busy information check the "Publish freebusy information" box and click on the **Update** button. Once this is enabled any other user will be able to obtain the published information.

You may also elect whether entries in your Calendar that are marked as private should be displayed and the period of time for which entries should be published. By default no entries more than 61 days away will be shown.

### Resetting Published Calendars and Tasks

This setting is useful for anyone using an external client to work with Calendars and Tasks, that is a client other than GMS WebMail or MS Outlook. These could be Mozilla Calendar, Apple iCal, KDE Kontact or similar client. There are three settings available that control how updates and deletions from these external clients are handled, which setting is best for your particular client will depend on whether you exclusively use an external client or indeed which external client you use.

#### **None**

This is the default setting and means that any deletion of an existing event by an external client is not applied.

#### **Published only**

Only those events created by the external client will be deleted. This is the correct setting to select if you normally use a client such as MS Outlook but occasionally use an external client such as Apple iCal or any other client that updates the Calendars and tasks by pushing out the update to the calendar prior to retrieving the

information to display. This will prevent entries made with an internal client being deleted by the updates from the external client.

### Any

This is the correct option to use either if you exclusively use an external client to update Calendars and Tasks or if you use an external client, such as Mozilla Calendar, that pulls the information from the server prior to pushing back any updates required.



*Please see "Other Collaboration Clients" on page 291 for more information on which clients the above options should be used with.*

---

These options do not affect how MS Outlook operates unless an external client is also being used. All external clients will work perfectly without the above settings if you never use them to make additions, updates or deletions to your Calendar, i.e. if you only subscribe to calendars and never publish back to them.

## Viewing others Free/Busy information

To enable this option select **Tools, Options** and on the Preferences tab in the dialogue box select the **Calendar Options** button. On the following screen select the **Free/Busy Options...** button.

In the Search Location text area on the next screen enter a URL (all on one line) of the form:

`http://host.domain.name:8376/freebusy?account=%NAME%@%SERVER%`



*host.domain.name should be replaced with the fully qualified name of your GMS server as supplied by your system administrator.*

---

The two variables %NAME% and %SERVER% are automatically completed by Outlook when querying the Free/Busy information.



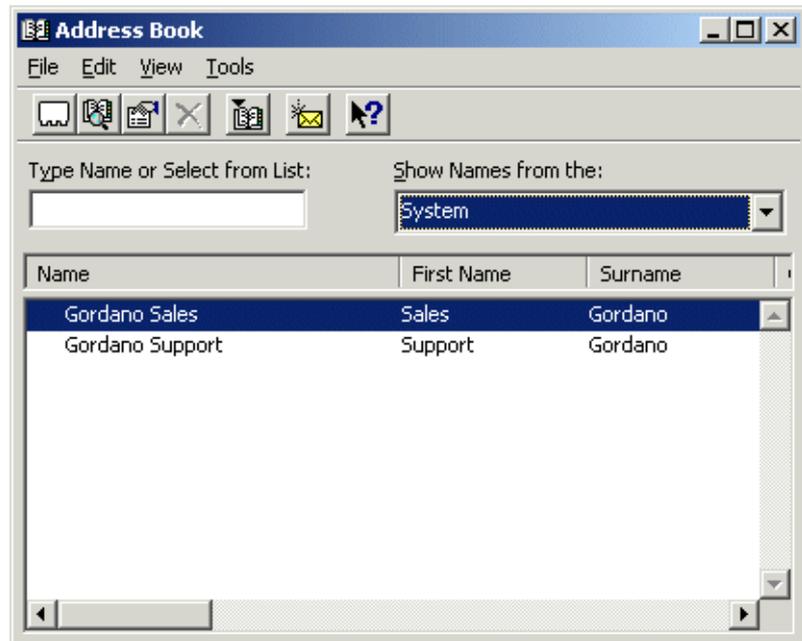
*You will only be able to view the Free/Busy information for another user if they have elected to publish that information. Free/Busy information is published for both Outlook and WebMail users.*

---

## 2.7 Address Books

To use the new Address Books select the Outlook option **Tools, Address Books** to open the Address Book itself. The GMS Address books can be selected by choosing the required address book from the list provided under the "Show names from the:" drop down

menu.



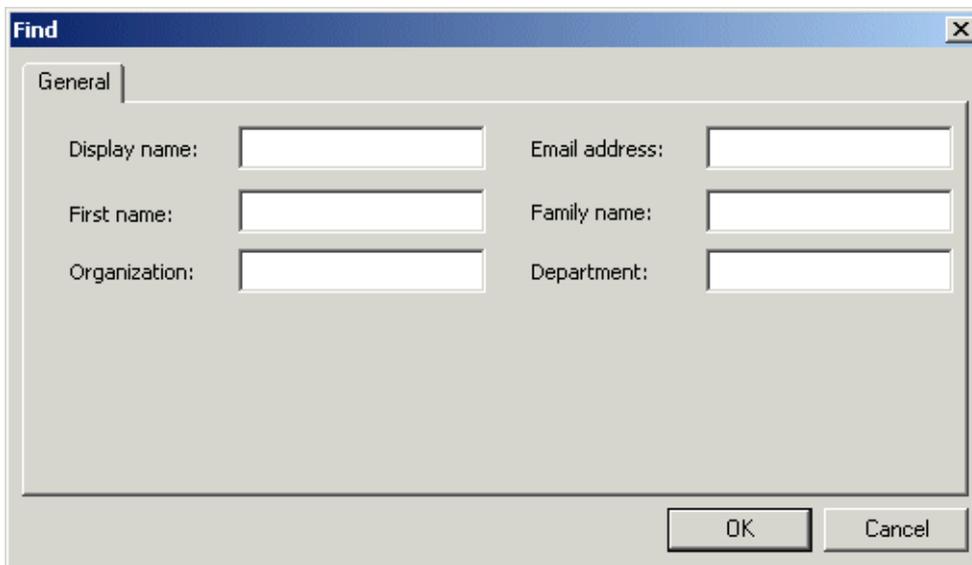
The Address Book can also be opened by clicking on the To or CC fields when composing an email message, or by clicking on the Address Book icon wherever it is available in the Outlook interface.

Further details on any entry in the address book can be obtained by double clicking on that entry. This will bring up a dialog similar to that shown below, further information can be obtained by navigating through the tabs within it.

## Advanced Searches

Outlook allows you to perform advanced searches on an address

book using a variety of criteria. The advanced search options for the GMS Address Books are much improved over the standard ones provided by Outlook. Partial information may be entered and all matching information will be returned, for example if you were looking for "John Doe" you could simply enter "jo" in the Display name field and click on OK.



The image shows a screenshot of the 'Find' dialog box in Outlook. The dialog has a title bar 'Find' with a close button. It contains a 'General' tab and six text input fields: 'Display name:', 'Email address:', 'First name:', 'Family name:', 'Organization:', and 'Department:'. At the bottom right are 'OK' and 'Cancel' buttons.

## Synchronizing the GMS Address Books

The client copy of the GMS Address Books can be synchronised with the GMS server at any time by selecting the Tools, Synchronise GMS Address Books menu. This will cause the synchronisation to happen instantly rather than waiting for the next scheduled time. It should not normally be necessary to do this, but if you are aware that a large change has just been made to the server side address books you may want to synchronise them immediately to ensure that both copies are up to date.

## Auto-complete

For the GMS Address Books to be used in conjunction with the Outlook auto-complete feature they must first be added to the list of address books to check names against when sending mail.

To enable this first open the Address Book from the Tools, Address Book... menu and within the address book select Tools, Options. In the screen that then appears click on the Add button and select the address book(s) that you wish to add. The order the Address Books are searched can be changed by highlighting the book and clicking on the Up or Down buttons on the right.

## 2.8 Shared and Public Folders

Folders may be shared with other users on the server using the standard methods of setting folder permissions within the Outlook

client. For email folders (mailboxes) this can also be set when the GMS Collaboration client is being used in email only mode.

Access to these folders is also achieved in the normal way using the GMS Collaboration client. Both of these methods are explained in the section "How do I share information" on page 283

Shared and Public folders can also be set using Access Control Lists within the IMAP service. Folders may be marked for public access or may have specific rights assigned to them.



*This facility is only available to non Outlook clients if it has been enabled by your system administrator.*

---

By default all users have complete access rights to all of their own folders. To change access rights for any of your owned folders you may use an IMAP client that is able to do this such as Mulberry, or have your system administrator change the access rights for you. You can also configure shared folders via the GMS Administration interface, see "Sharing via the GMS Admin interface" on page 287, and directly with the Outlook client.

Accessing shared folders in Outlook is straightforward, even without the GMS Collaboration client, but you do need to know the syntax required to access the folders as Outlook will not present you with a list of folders available for sharing automatically.

To access a folder that another user has given you permission to access open the IMAP Folders dialogue. In the "Display folders whose name contains:" text area enter the Shared Folder Prefix as supplied by your System Administrator followed by a single dot (.), lets assume in this example that your Administrator has told you that your shared folder prefix is "share", you would then enter  
share.

Clicking on the Query button would then provide a list of all shared folders on the server that are available to you. You can access a particular users shared folder by fully specifying the username and folder as follows

share.username.folder

## 2.9 Web Access

Remote Web Access is provided via the GMS WebMail client. This gives access to all of the features of Outlook with the current exception of journals.

## 2.10 Working Offline

While the GMS Collaboration client provides a high performance cached online mode it also supports Outlooks ability to work offline. There is no difference to the functionality available to you whether you are working online or offline. When working offline

you are still able to create, modify or delete both folders and messages.

## 3 Sharing Information

What makes GMS Collaboration a true alternative to MS Exchange is the ability for users to share information and work collaboratively with each other. Sharing works using a standard publish and subscribe mechanism, that is you give away access rights to the information you wish to share and the person you are sharing with then accepts those access rights.

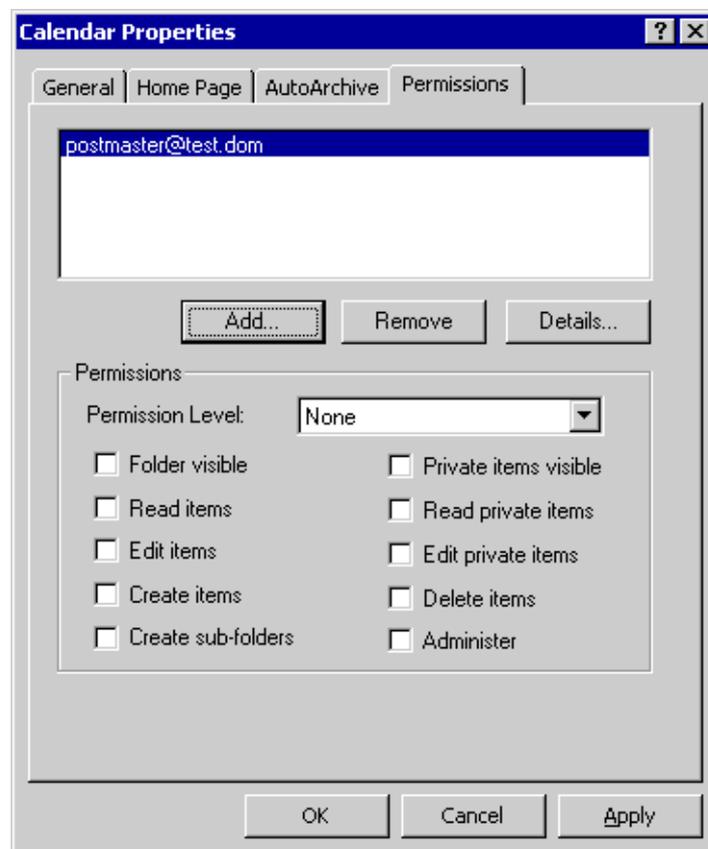
Once an item has been shared any updates to that item are displayed to the other users you have given access to. If they have the rights to edit your information then you will see any changes they make to your information as well.

Items that may be shared include Mailboxes, Address Books, Calendars, Folders, Journals, Notes and Tasks.

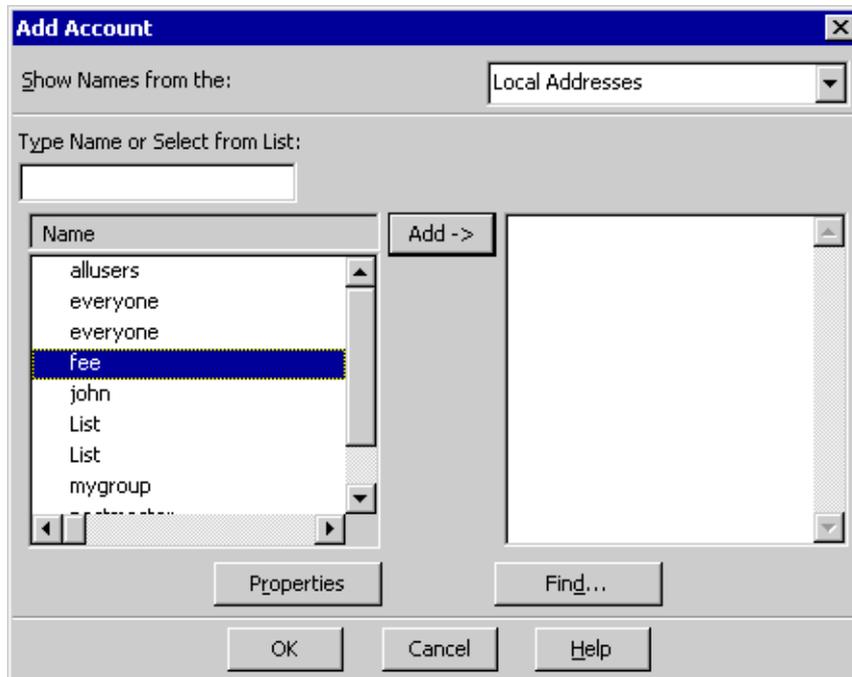
### 3.1 How do I share information

Sharing your information with others on the system is straightforward. We will use Calendars as an example here but the process is identical for any other item that you would like to share.

Open the GMS Message Store tree in the Outlook folder list and within this tree right click on the **Calendar** branch and select **Properties** from the popup menu. In the screen that appears select the **Permissions** tab.



This is where you give access to your personal information and control what permissions those given access receive. The first step in giving access to another user is to click on the **Add...** button which will open up a screen similar to that shown below.



The first thing is to select the address book containing the list of users you would like to select from, this is normally **Local Addresses** as you can only share information with other users on the same system as yourself.

Users can be selected from either the scrollable list or by typing the username, if known, directly into the text area then clicking on the **Add ->** button to move them to the right hand side of the page. Once all of the users that you wish to give access to are in the list click on **OK** to close the dialogue and return to the previous one.



*If you do not know the address of the user you wish to grant access to then you can use the **Find** option to narrow down the list. Please "Advanced Searches" on page 279 for information on using Find.*

Once you have your list of users you then need to set up the access permissions for those users. This involves highlighting each user in turn, enabling the type of access permissions you wish to give them and clicking on the **Apply** button. These permissions are fully explained in the next section.

To remove a user from the list completely highlight the username and click on **Remove**. If you are unsure of the reason for a particular user being given permissions you can highlight the username and click on **Details** to open up the address book information for that user.

### 3.2 Access Permissions

In order to ease the setting of permissions there are a number of pre defined options that may be selected from the drop down menu. The rights that each of these give are shown below

Access Right	Permissions
None	No access
Read Public	Folder Visible Read Items
Read Private	Private Items Visible Read Items
Manage	Edit Items Create Items Edit Private Items Delete items

To provide greater flexibility each permission may be individually set. This is useful if, for example, you would like another user to be able to manage your information but you do not want them to be able to delete anything.



*Permissions are set individually for each of your own items. For example, you can give a user access rights to your calendar and address book, but not to your notes or journals.*

### Meanings of Permissions

Each of the individual permission options is explained below. Although they can all be set individually it would be rather odd to give someone read or edit permissions to an item but not give them view permissions as they would not be able to see the information in order to read or edit it.

Access Right	Meaning
Folder Visible	The folder is visible to the user
Read Items	The user is able to read but not edit items in the folder
Edit Items	The user is able to edit items in the folder
Create items	The user is able to create items in the folder
Create sub-Folders	The user is able to create sub-folders of the main folder
Private Items Visible	The user is able to view private items in the folder
Read Private Items	The user is able to read private items in the folder
Edit Private Items	The user is able to edit private items in the folder

Access Right	Meaning
Delete Items	The user is able to delete items from the folder
Administer	The user is able to administer the folder, i.e. give permissions to others

### 3.3 How do I accept invitations to share information

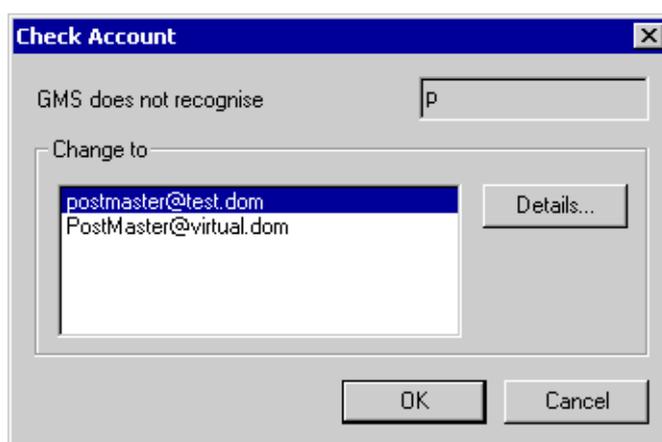
Accepting permissions to share information with a granting user follows a different process to the above. To accept permissions in MS Outlook select the **Tools, Options** menu and on the dialogue that appears click on the **Mail Setup** tab then click on the **Data Files...** button. A new dialogue will now appear listing all available Outlook data files.

Double click on the **GMS Message Store** data file to bring up the same dialogue as shown earlier when you were configuring the Collaboration connector. Click on the **Advanced** tab and then on the **Add...** button to open the Add Account dialogue.

Enter the fully qualified name of the account you want to add, for example john.doe@gordano.com, and click on **OK**. The user will be added and now appear in your folder list in MS Outlook where any items you have been given permission to view can be accessed.

If you are unsure of the fully qualified username to add you can enter a partial username and then when you click on OK a list of all matching accounts will be automatically parsed from the address book on the server and presented to you so that you can select the appropriate one.

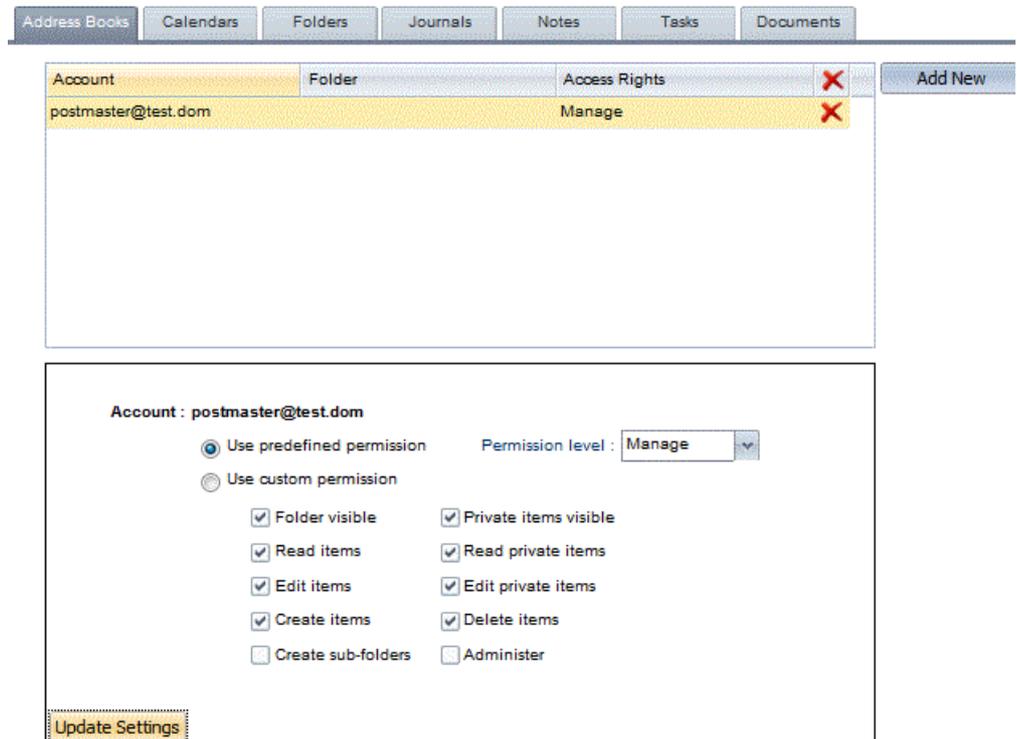
In the following example the user has simply entered "p" for the account name, and as you can see the two accounts on the server matching this have been returned.



You can use the **Details...** button to find out further information about the highlighted account. When you have decided which account you do want to add simply highlight it and click on **OK**.

### 3.4 Sharing via the GMS Admin interface

Access permissions can also be set directly from within the GMS administration interface. Log in with your username and password then select the Sharing option in the top left of the screen, the right hand side of the screen will contain tabs for each of the items you may wish to share. The operation of each of these items is identical so we will just look at the sharing of address books here.



If you wish to add a new user simply click on the **Add New** button to open up the following screen which allows you to add users and set the access rights for those users. Highlighting a user and clicking on the **Delete** button will remove the user, and highlighting the user will allow the access rights for that user to be modified in the form below.

Folder : one

All Users  
 Everyone in test.dom  
 Email Address   
 Notify By Email

Use predefined permission      Permission level : None  
 Use custom permission

Folder visible     Private items visible  
 Read items             Read private items  
 Edit items             Edit private items  
 Create items          Delete items  
 Create sub-folders  Administer

Update Settings

The options available here are slightly different to those available if you were using Outlook, but the results of the configuration are identical. For notes on pre-defined and custom permissions please see "Access Permissions" on page 285.

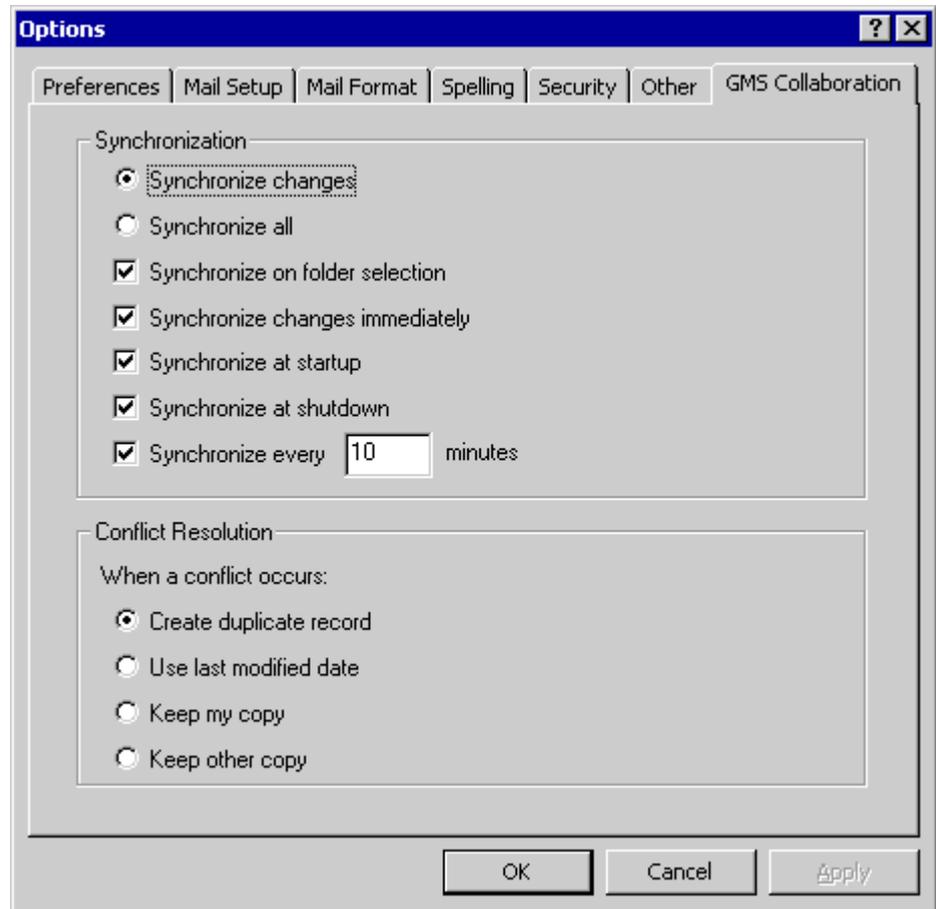
Select the Folder you wish to share from the drop down menu, for most items this will simply be the username, but for mailbox folders the individual mailbox may be selected.

The next step is selecting who you would like to have access to the folder, there are three options available to you here:

- **All users**  
The folder can be accessed by everyone on the system. This can be disabled by your administrator.
- **Everyone in <domain>**  
The folder can be accessed by everyone in the same domain as yourself. This can be disabled by your administrator.
- **Email address**  
Enter the fully qualified email address of the user that you would like to add, i.e. username@domain.name. Additionally you may opt to notify that user that they have been given access permissions to your folder via email.

## 4 Preferences

Once set up the GMS Collaboration client needs little or no administration. You may however wish to fine tune how it operates by setting your own preferences.



To access these settings select **Tools, Options** and on the Options screen select the GMS Collaboration tab.

### 4.1 Synchronization

This option controls how, and how frequently any changes made within Outlook are synchronised back to the server. You can elect to do a full synchronization every time or to only synchronize any information that has changed in the interval.

You can also select whether to synchronise at startup, shutdown or both. The default is to synchronise at shutdown as this allows the Outlook client to start more quickly.

The GMS Address Books are synchronized separately and at regular intervals due to the information within the address books potentially changing frequently. The default period is 10 minutes but if the information in your Address Books does not change regularly you may wish to extend this period.

## 4.2 Conflict Resolution

This option allows you to determine what action to take when a conflict arises. A conflict in terms of the GMS Collaboration client is when the Collaboration server is unable to determine which copy of the data is the master copy. For instance, information could potentially be changed in Outlook while working in Offline mode, and the same information changed in GMS WebMail. As both have changed it is not possible to determine which should over ride the other.

For this reason the default setting is to keep both copies of the information. However you may set your own preferences for this behaviour, you can elect to make the Outlook copy the master, the server copy the master, or simply elect to keep the most recent information.

## 5 Other Collaboration Clients

A number of other calendaring clients can be used in conjunction with GMS Collaboration to access Calendars and Tasks. The main ones we are aware of are detailed below but any client that supports HTTP access to calendars should be usable.

In these clients you normally need to supply the username and password for your account and also the location of the server in the form of a location URL.

Accessing all available published information from the account would use a URL of the form

`http://server.domain.name:8376/publish`

To access the Calendar alone you would enter a URL of the form

`http://server.domain.name:8376/publish/calendar`

Accessing tasks alone would use a URL of the form

`http://server.domain.name:8376/publish/tasks`

Additionally it is possible to use over rides with either of options 2 or 3 above that will show tasks or calendars in addition to the main information. For example

`http://server.domain.name:8376/publish/calendar&showtasks=1`

### Accessing Sub Containers

Accessing sub folders can be achieved by using the container override, for example, if you had a sub folder of your Calendar called "holidays" you would use the URL

`http://server.domain.name:8376/publish/calendar?container=holidays`

Further sub folders can be accessed by using a . (dot) as a separator, imagine that you had a further sub folder of "holidays" called "public" you would use the URL

`http://server.domain.name:8376/publish/calendar?container=holidays.public`

### Accessing Shared Folders

Accessing folders that others have given you the right to access can be done by simply using the account override, for example

`http://server.domain.name:8376/publish/  
calendar?account=shared_username@domain.name`

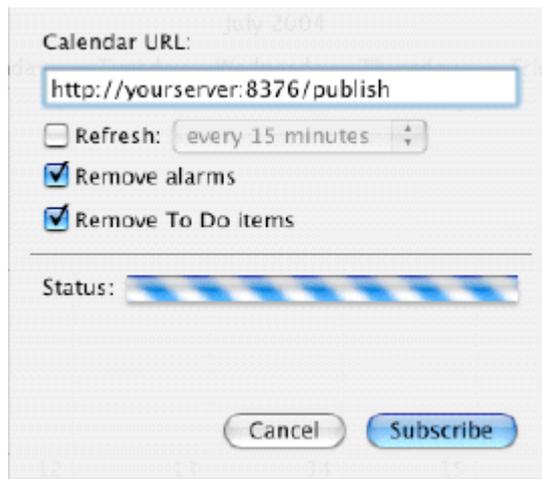
where `shared_username` is the name of the account that has given you the access permissions.

Unfortunately there is no method of discovering which accounts have given you access rights from the server. You will need to know this information before you are able to access shared folders.

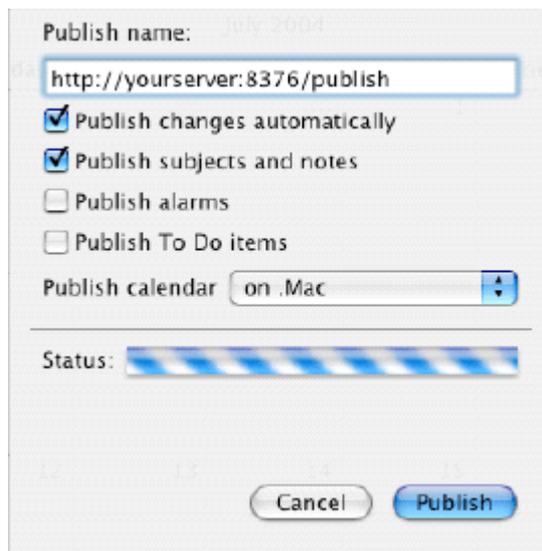
### 5.1 Apple iCal

Apple iCal has two separate configuration screens, one to access your Calendar and the other to publish any updates you make to

the calendar via the iCal client.



Depending on the settings you select you can access and view Alarms and Tasks (To Do items) in addition to the standard Calendar information



iCal works on the principle that it can publish it's own calendar to a URL and subscribe to either your own or other people's calendars from a second URL. It expects to be the "master" for it's own calendar and provides no way of receiving updates to the published calendar back from the server.

This means that there are some items you need to be aware of with regards to iCal usage.

When the GMS Collaboration Server receives an update from the iCal client it will contain all the entries ever created by that client. Any that used to exist but no longer do have been deleted and should therefore be deleted on the server.

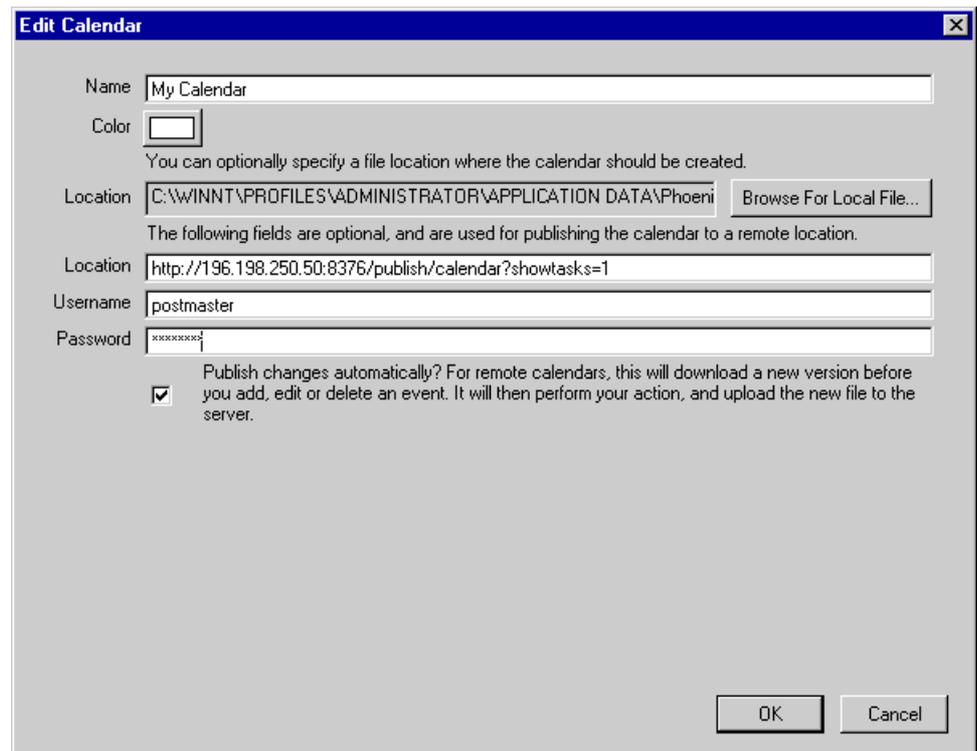
MS Outlook or GMS WebMail additions, updates and deletions cannot be sent back to the iCal published calendar. All subscribed calendars are read only. MS Outlook and GMS WebMail created

entries are preserved but the iCal client will not know about them. You can subscribe to your own published calendar but it takes two refreshes to get fully in sync due to the way Apple use HTTP and you get two copies of everything (Apple's copy and the GMS copy) - these are marked in different colours.

## 5.2 Mozilla Calendar & Sunbird

Configuration of Mozilla/Sunbird is very similar to the iCal mechanism with the addition that it can pull additions, updates and deletions back for it's own published calendar. Thus Outlook and WebMail changes are reflected although there is no conflict resolution. Subscribed calendars can be read only or updatable depending on the configuration.

There is no need to subscribe to your own published calendar as updates get picked up automatically. Conflict resolution can be controlled somewhat by refreshing prior to publishing (GMS Collaboration updates take precedence) or publishing prior to refreshing (Mozilla/Sunbird updates take precedence).



## 5.3 KDE Korganizer/Kontact

This client works in the same way as Mozilla Calendar so the same configuration instructions apply.

## 6 Common Questions

Where are the database files stored?

The location of the database will depend on the system settings for the user. If the user **DOES NOT** have a roaming profile enabled the database is stored under the following location:

### Windows NT

C:\winnt\profiles\\Local Settings\Application Data\GMS\MAPI\\\gmsms2.pst

### Windows 2000

C:\Documents and Settings\\Local Settings\Application Data\GMS\MAPI\\\gmsms2.pst

If the user **DOES** have a roaming profile enabled the database is stored under the following location:

### Windows NT

C:\winnt\profiles\\Application Data\GMS\MAPI\\\gmsms2.pst

### Windows 2000

C:\Documents and Settings\\Application Data\GMS\MAPI\\\gmsms2.pst

Where are the log files stored?

The location of the log files varies on different operating systems, the two most common are indicated below:

### Windows NT

C:\winnt\profiles\\Local Settings\Application Data\GMS\MAPI\gms.log

### Windows 2000

C:\Documents and Settings\\Local Settings\Application Data\GMS\MAPI\gms.log

Why can't I see any GMS Address Books?

This is most likely due to the fact that you have not been given the relevant privileges to read the address books.

Your system administrator will need to check your users profile within the GMS Administration Interface to ensure that the correct privileges are set.

Why is the auto-complete facility finding the wrong information?

Outlook maintains an internal cache for the purposes of the auto-complete facility. If the details for that address change within the GMS database Outlook will be unaware of this, thus allowing the client and the underlying database to get out of synchronization.

Microsoft acknowledges that this cache may get out of synchronization or become corrupted from time to time. The following link provides details of how you may resolve the issue - <http://support.microsoft.com/?kbid=287623>



# GMS Instant Messenger



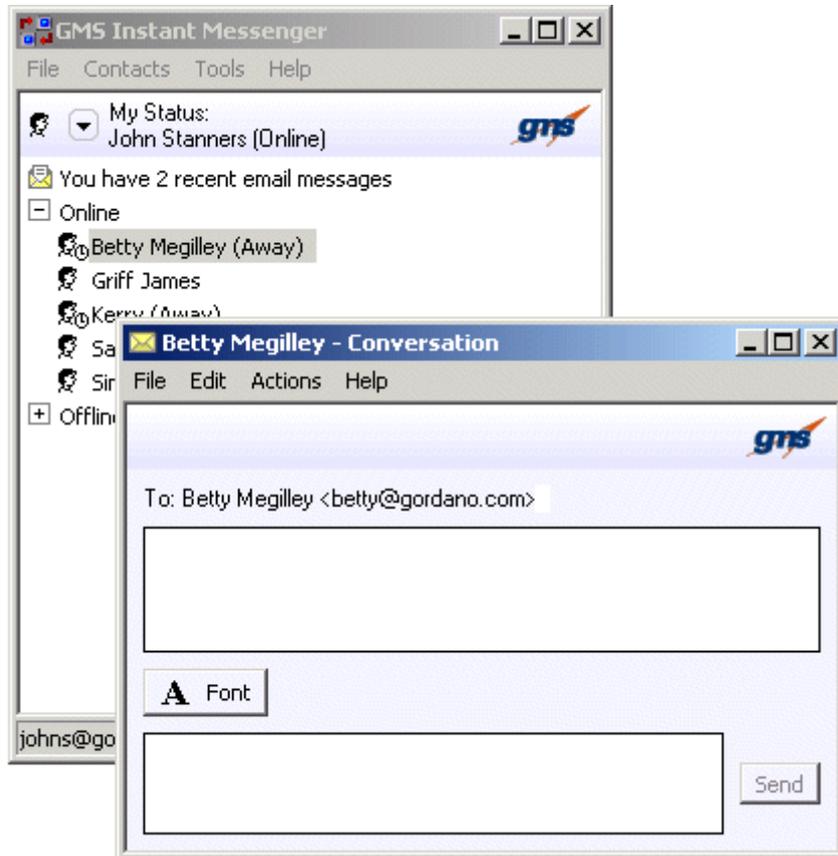
GMS Instant Messenger (IM) allows you to have real time text conversations with other users on your email system. It allows you to talk to single or multiple contacts at once. You can easily define which people you want to have in your contacts list and also block certain people from contacting you should you wish to.

Where ever possible Gordano maintains a philosophy of allowing multiple methods of access to information and this is true of GMS Instant Messenger as well. A choice of either Windows based or Java based clients is provided and users can choose their preferred platform, or indeed switch between platforms at will.

The Windows based GMS Messenger client also integrates into Microsoft Outlook providing presence information and allowing the sending of Instant Messages, SMS and Pager messages from directly within the client.

# 1 Windows GMS Messenger Client

The look and feel of the Windows GMS Messenger client is quite different to the Java based client and fits with the traditional Windows interface that users are familiar with.



## 1.1 Installation



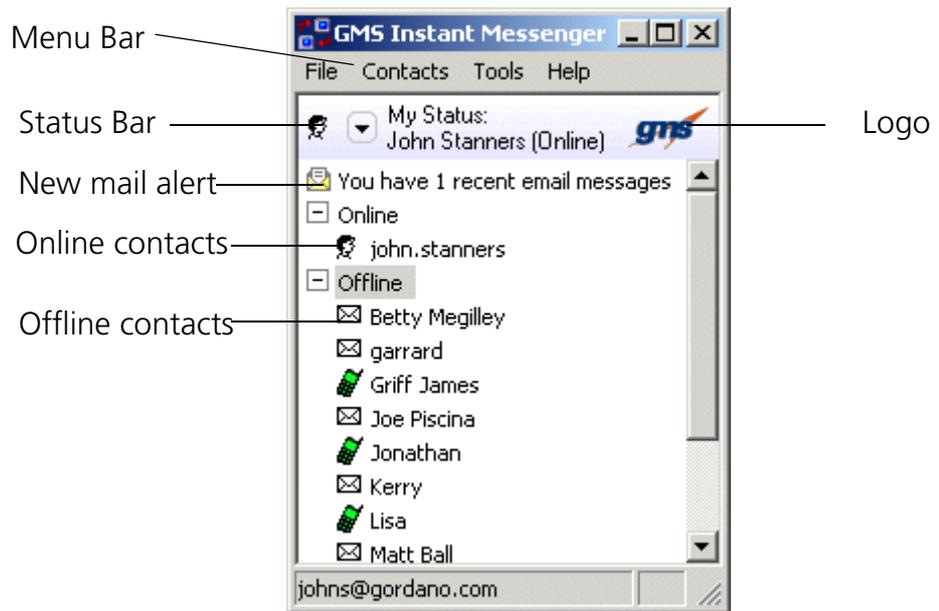
*If you use Microsoft Outlook please close this prior to installing the GMS Instant Messenger client.*

Installation of the GMS Messenger client is straightforward. Simply double click on the executable to run it and follow the on screen instructions. You must accept the terms of the license agreement in order to continue with the installation.

You may also optionally make the installation available to your self or to any user that logs on to the computer. This is particularly useful for administrators installing on behalf of users as they need only install the once with no further changes required.

You will need to specify the GMS Server to connect to along with an account name and password, these are described in greater detail under **Options** below.

## 1.2 The User Interface



### Changing your status

You can change your status by clicking on the down arrow to the right of the small head in the Status Bar and selecting the desired status from the drop down menu that appears. This menu can also be accessed by right clicking on the Status Bar.

### Custom Status

The custom status option allows you to enter any string you wish to indicate your status. This will be displayed to anyone hovering the mouse over your name in their client window.

### Starting a conversation

You can start a conversation with any user by double clicking on the users name in the main IM window. If the user is online an IM window will automatically open allowing you send an Instant Message to that user.

If the user is offline then the window that will open will depend on the users preferred offline contact method allowing contact to be made in that way.



*Your administrator must have enabled the SMS and Pager gateways at the server level for these options to be available to you, otherwise they will be greyed out. Additionally both the sender and recipient must have SMS or Pager numbers configured within their personal address book entry.*

## Sending an Instant Message

As an alternative to double clicking on a user to send an Instant Message you can also right click on that user and select **Send Instant Message** from the pop up menu that appears. This option is only available if the user is online.

## Sending an SMS Message

If you wish to send an SMS Message to a user right click on that users name and select **Send SMS Message** from the pop up menu that appears. This option is available whether or not the user is online.

## Sending a Pager Message

If you wish to send a Pager Message to a user right click on that users name and select **Send Pager Message** from the pop up menu that appears. This option is available whether or not the user is online.

## Sending an Email

If you wish to send an Email Message to a user right click on that users name and select **Send Email Message** from the pop up menu that appears. This option is available whether or not the user is online.

## Branding with the logo

Each GMS Instant Messenger installation by default carries the GMS logo, clicking on this logo will open your web browser and take you directly to Gordano's web site where you can find additional information on our products.

Your administrator may change the logo displayed and web site that is opened when clicking on the logo to allow specific corporation branding of the IM client.

## 1.3 The IM Conversation Window



The IM conversation window is where all instant messages are sent from and where incoming messages are received. The top section of the window will contain the complete thread of the IM conversation while the bottom area is where you enter the text you wish to send.

All of the participants in the conversation apart from yourself are also listed, and once again the logo is customisable.

### Blocking a user

You may have occasion where you no longer wish to receive instant messages from particular users for whatever reason. If you are currently in an IM conversation with such a user you can simply select **Actions, Block** from the menu and the user will automatically be added to your block list.

If you wish to block a user outside of an IM conversation that user must be in your contact list as displayed in the main IM window. Right click on the user and select **Block** from the pop up menu.

### Inviting additional attendees into an IM conversation

If, during an IM conversation, you decide that you wish to bring some else into the conversation you can select **Actions, Invite** and select the additional user from your contact list.

## 1.4 Options

All of the Options settings are found under the Tools menu in the main IM window.

## Connections

Enter the fully qualified name of the server to connect to in the form hostname.domain.com, and the port the connection should be made on. The default port is 8367.

If you like to use a secure (SSL) connection then select the **Use secure connection** checkbox and specify a port to be used for secure connections. The default SSL port is 8368.



*The ports specified above are those that the GMS Instant Messenger server expects connections on. Your system administrator may request that you use different ports.*

---

If you are using a Proxy server to browse the Internet, the settings from your web browser will be used for the IM client as well, simply check the box to enable the Proxy usage. You may supply an alternative proxy server and port if you wish.

## Account

Enter the fully qualified email address and the password for your account. If you would like the IM client to log on automatically every time it is started select the **Save password** option, if you do not you will be asked to supply the password each time.

## General

The general options allow you to control the behaviour of the IM client. For instance, you can elect to have it start automatically when Windows starts and additionally have it automatically open a mail client of your choice including GMS WebMail if it is available to you.

You can also determine whether or not the main IM window opens at startup or whether it appears solely in the task bar, or whether you are automatically logged on to IM or not. (If you did not elect to save your password under the Account settings this will still be requested.)

You should also tell the IM client about your email client so that it is able to open it on request. Either use your default (registered) client or select another client from the drop down list.

## Message

These options allow you to receive transcripts of an IM session via email when that session has ended. This allows a useful memo of the conversation to be maintained.

Additionally you can set whether or not messages are sent when the **Enter** key is pressed and change the Font used for your messages.

## Personal

### Logged on

This section allows you to control the information that others can see pertaining to your server usage, including the status that should be presented to others for current calendar entries. For example you can be automatically shown to be in a meeting if your calendar contains an entry for the present time.

The **Show location** option will only be effective if your system administrator has set up location mapping on the server.

### Not Logged on

Similar to the above but will obviously not include location information. The default setting for Calendar entries is also changed to **Away**. An additional option allows you to state your preferred contact method when not logged on, which can be set to Email, Work Mobile, etc.

### My Status

This setting allows you to control the IM status that the client should automatically assume for you when first logging on. You can also set an inactivity timer that will automatically mark you as away after a given period of inactivity.

## 1.5 Contacts

### Adding Contacts

To add a contact simply select the **Contacts, Add a contact** menu item and enter the fully qualified email address of the contact you would like to add then click on the **Next** button. If you are unsure of the complete email address you can enter wildcards for part of the address. You will then be presented with a list of matching addresses from which you can select one to add to your contact list.

### Removing Contacts

To remove a contact select the **Contacts, Delete a contact** menu item, select the contact you wish to remove from the list presented and click on **OK**.

## 1.6 Closing the IM Client

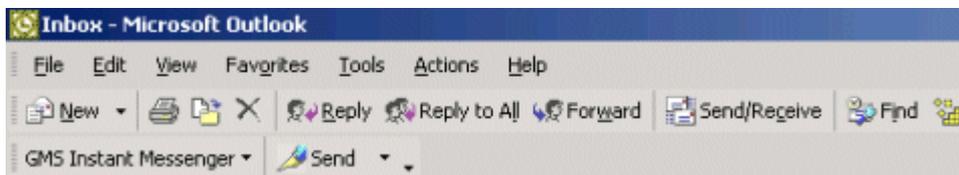
If you close the IM client by either selecting **File, Close** or by clicking on the cross in the top right of the main IM window you should be aware that you are only closing that window and that others will still see your status and be able to send you instant messages. In order to completely close and exit from GMS Instant

Messenger it is necessary to right click on the small icon in the task bar and select **Exit**.

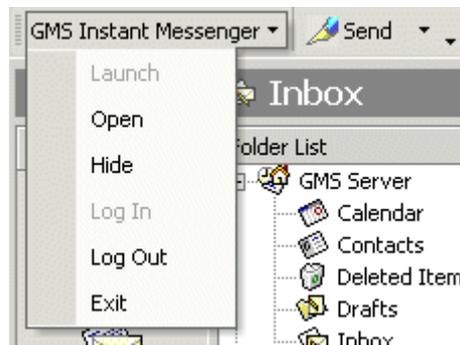
## 1.7 Using with Outlook

The Windows based GMS Instant Messenger client is designed to integrate directly into Microsoft Outlook. This provides all of the capabilities of Instant Messaging directly to Outlook users from within the familiar Outlook interface. It also provides presence information, that is, when you view an email within Outlook you are able to see if the sender of that email is currently available or not.

On starting Outlook the first difference you will see is the addition of a new toolbar called **GMS Instant Messenger**. This provides access to all of the functionality of the IM client.



There are two main items in this new toolbar, **GMS Instant Messenger** which provides access to the main IM interface and **Send** which allows you to send Instant Messages, SMS Messages and Pager Messages directly from within Outlook.



### Launch

Will launch GMS Instant Messenger if it is not already running. If it is running this option will not be available to you.

### Open

Opens the main GMS Instant Messenger window.

### Hide

Hides the main GMS Instant Messenger window.

### Log In

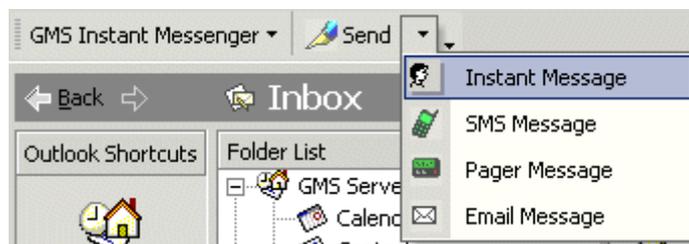
Logs you into GMS Instant Messenger if you are not already logged in.

### Log Out

Logs you out of GMS Instant Messenger. This option is only available if you are already logged in.

### Exit

Closes any open IM windows and completely exits the client. You will no longer be able to receive instant messages from other users.



### Sending an Instant Message

Allows you to send an Instant Message to the user whose email you are currently viewing. This option is only available if the user is online.

### Sending an SMS Message

Allows you to send an SMS Message to the user whose email you are currently viewing. This option is available whether or not the user is online.

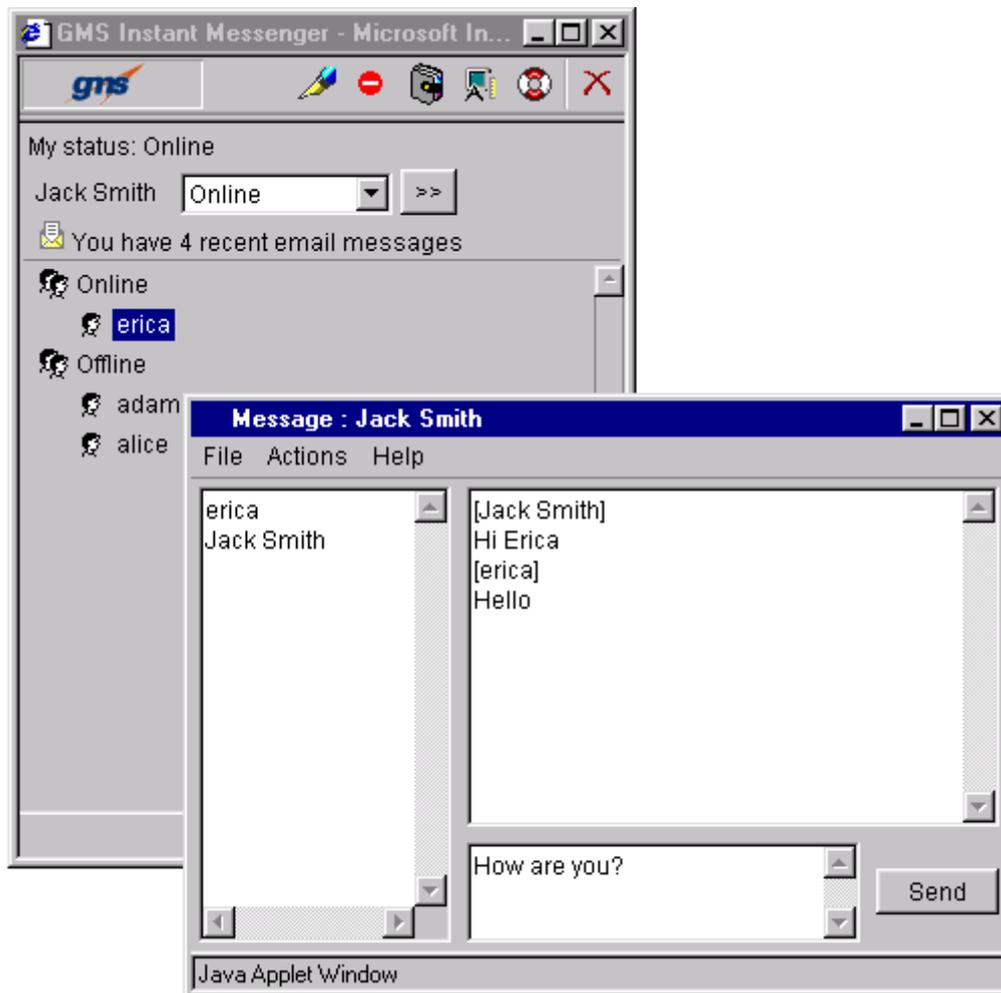
### Sending a Pager Message

Allows you to send a Pager Message to the user whose email you are currently viewing. This option is available whether or not the user is online.

### Sending an Email

Allows you to send an Email Message to the user whose email you are currently viewing using the GMS Instant Messenger email interface. This option is available whether or not the user is online.

## 2 Java GMS Instant Messenger Client



### 2.1 Logging in

There are 3 ways in which you can login to the Java based GMS Instant Messenger client. They are:

## Logging in automatically

By default the first time you log into GMS WebMail Professional you will automatically be logged in to Instant Messaging. You will see a new window open in your browser as shown below.



FIGURE 1.



*If you do not want to have a window open automatically when logging into GMS WebMail you can disable this feature under Preferences in GMS WebMail Professional.*

The first time you login there will be no online or offline contacts shown. Adding your contacts is covered on page 311

## Logging in manually

From the standard login page enter your username and password, select the GMS Instant Messaging option from the drop down box and click **Login**.

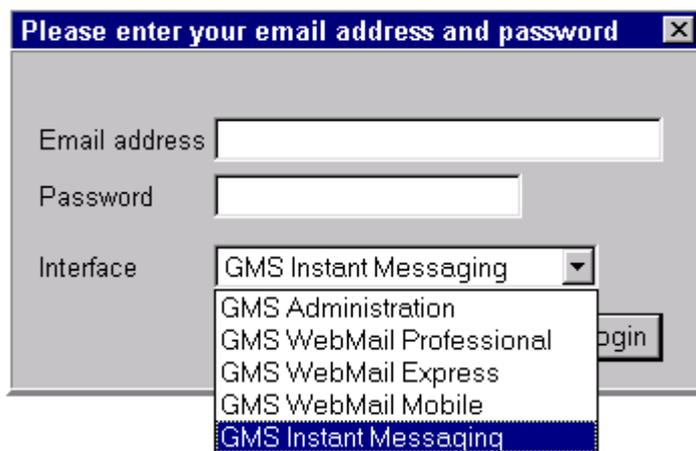


FIGURE 2.

This will launch an instant messaging window (figure 2).

## Opening a messaging window from GMS WebMail Professional

If you are currently logged into GMS WebMail Professional and want to open an instant messaging window you can select the "IM icon".



## 2.2 The Display

Once you have logged in to the IM system a separate messaging window will open as shown in figure 3.

The display is made up of the following parts. At the top of the display is a menu bar with a number of buttons. Below this is a status area where you set your status and can see if you have any new email messages waiting. Under this is a list of your contacts showing whether they are on or offline. Lets look at each part of the display in turn.

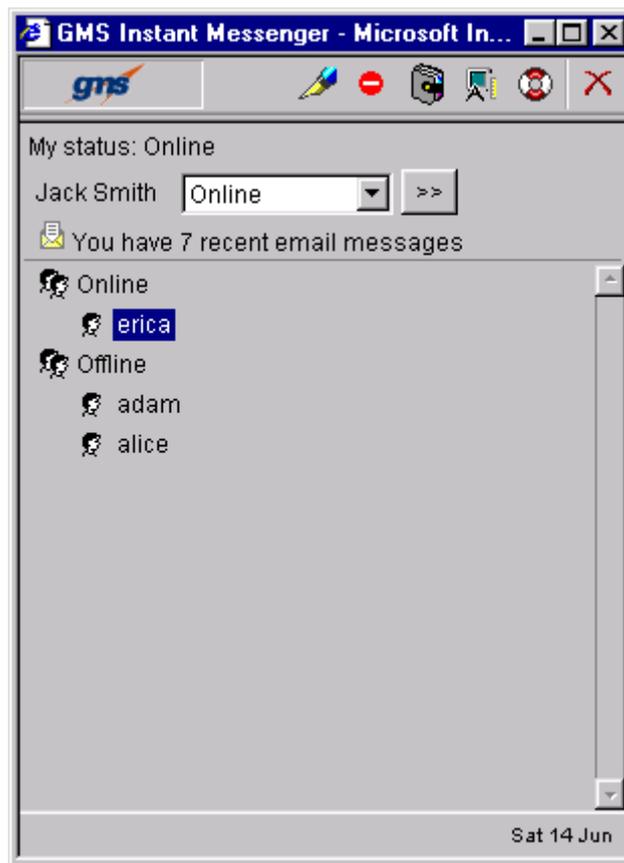


FIGURE 3.

### Menu bar

The menu bar has the following options available

-  This option appears when you click on the name of a contact who is online. Clicking on the button initiates an IM conversation with the selected contact. This option also appears when you click on the name of a contact who is offline but can still be contacted via email, SMS or pager. Clicking on the button opens a window allowing you to compose an email, SMS or pager message to send to the contact. See "Starting a conversation" on page 316.
-  Clicking this button allows you to add contacts to your blacklist. See "Blocking contacts" on page 313.
-  Clicking this button allows you to select contacts from your address book. See "Adding contacts" on page 311.

-  Clicking this button launches a new window allowing you to set various preferences for using IM. Further information is given on page 318.
-  Clicking this button open the context sensitive help screen.
-  Clicking this closes the IM screen and logs you off of IM

## Status area

This shows your current status as it will be displayed to other Instant Messaging users on your system. To the left of your status is the name that other Instant Messaging users will know you by. This is taken from the **Display Name** field in the local addresses entry for your account (page 63). If the **Display Name** field is empty your email account name is displayed instead.

The button next to the status dropdown allows you to define a custom status. Simply click on the button, type your new status and click on **OK** to enable the status. Other IM users will be able to see your custom status when they hover their pointer over your contact name.

## Contacts area

The main part of the screen lists your contacts and shows who is online or offline. More information about a contact can be learned by hovering your pointer over their name. There are two special status icons which you should be aware of:

-  The contact is available but is specifically indicating to others that they are busy. For example, they could be on a telephone call, in a meeting, etc.
-  The contact is available but is specifically indicating that they are away from their desk and so will not be able to respond. For example, they could be at lunch.

### Contacting people who are offline

You may still be able to communicate with your offline contacts depending on their preferred offline contact method. The icon next

to the contact's name will change to show how they can be contacted.

-  **Manual contact** - Either the contact has not set a preferred method of offline contact or they cannot be contacted directly using the IM interface. When you hover your pointer over their name their preferred contact method, if they have set one, will be displayed.
-  **Email** - The contact would like to be contacted by email when they are offline. If you double click on the contact's name a new window appears allowing you to compose an email message to send to the contact. You may also select the contact's name and click on the **Compose** icon.
-  **SMS** - The contact would like to be contacted via SMS when they are offline. If you double click on the contact's name a new window appears allowing you to compose an SMS message to send to the contact. You may also select the contact's name and click on the **Compose** icon.
-  **SMS** - The contact would like to be contacted via SMS when they are offline. However you do not have a mobile telephone number entered in your address book entry. You will need to enter one before you can send them an SMS using the IM interface. Hovering your pointer over the contact's name will display their mobile telephone number.
-  **Pager** - The contact would like to be contacted via their pager when they are offline. If you double click on the contact's name a new window appears allowing you to compose a pager message to send to the contact. You may also select the contact's name and click on the **Compose** icon.
-  **Pager** - The contact would like to be contacted via their pager when they are offline. However you do not have a pager number entered in your address book entry. You will need to enter one before you can send them a pager message using the IM interface. Hovering your pointer over the contact's name will display their pager number.

## 2.3 Adding contacts

The first time you login to instant messaging you will have no contacts set up. Before you can send an instant message to someone you need to add that person to your list of contacts.

Clicking the address book icon will display the screen shown in

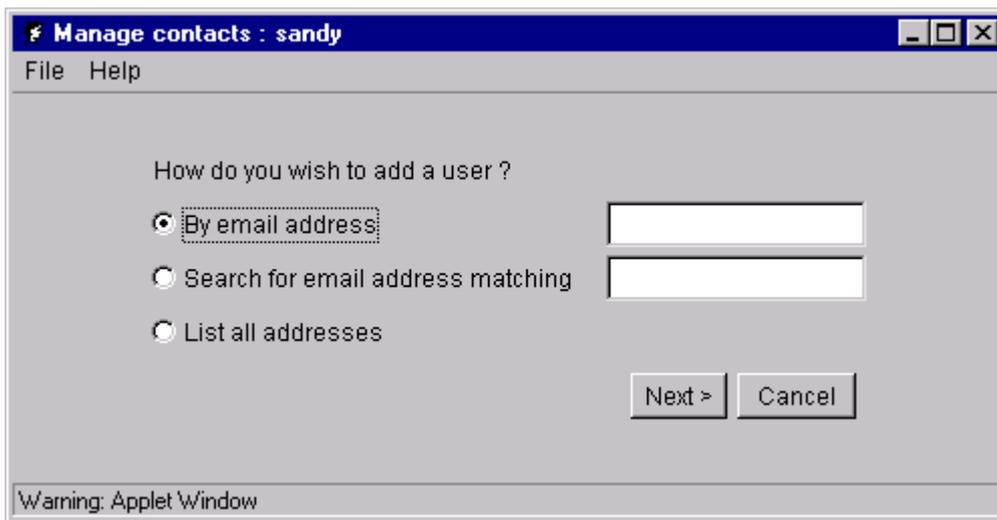


figure 4

FIGURE 4.

You can add contacts in three ways:

- By email address - If you know the exact email address of the person that you want to add as a contact you can select this option, enter the address and click on **Next**. If the email address is found the following screen will allow you to add the address to your contacts list. Just select the address in the list on the left and click on the **Add** button.
- Search for email address matching - If you only know part of the person's email address you can use this option to search for all similar addresses. In a similar way if you want to search for all users in the domain company.dom you can enter just "Company.dom". Enter the part of the address that you know and click on **Next**. Any matches that are found are displayed on the next screen. Select the address(es) that you want to add to your contacts from the list on the left and click on the Add button.
- List all addresses - If you don't know any part of the email address of the person that you wish to add to your contacts you can use this option to list all addresses on the system that have access to instant messaging. A new screen, shown in figure 5, will open allowing you to select the address or addresses of the people that you wish to add, from the list on the left and click on the **Add** button.

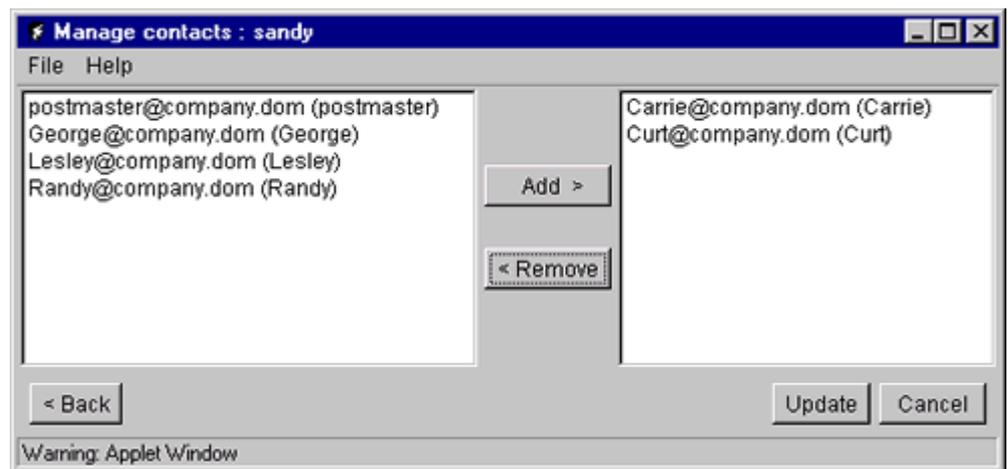


FIGURE 5.

## Removing contacts

If you want to remove a person from your list of contacts you have two options. Either remove them from your contacts (they will still be able to message you) or add them to your block list, (they won't be able to message you). See "Blocking contacts" on page 313.

To remove them from your contacts, click on the address book icon. A page, similar to the one shown in figure 4, will open. Select the List all addresses option and click on **Next**. The following page, shown in figure 5, will list all your current contacts on the right hand side of the page. Select the address of the person that you wish to remove from your contacts and click on the **Remove** button. Click on the **Update** button when you have finished making changes or the **Cancel** button to quit without applying your changes.

## 2.4 Blocking contacts

The situation may arise where you do not want to receive instant messages from certain people. To stop those people from sending you messages you can add them to your Instant Messaging Block List. The Instant Messaging Block List is totally separate to the Block List in GMS WebMail

To add a contact to your Instant Messaging Block List you will first need to login to Instant Messaging. Once logged in you will see a Manage Block List icon in the menu bar at the top of the page. Clicking on this icon will display a new window allowing you to manage your Block List, shown in figure 6.

The process of adding users to this block list is the same as that used when adding contacts.

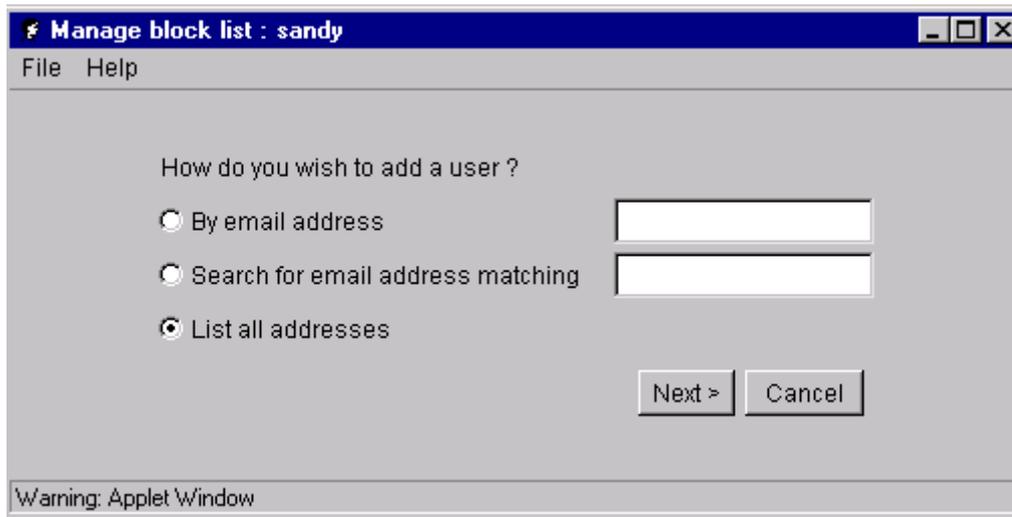


FIGURE 6.

### Removing people from your Block List

If you have accidentally added the wrong person to your Block List or you no longer want to block someone you will need to login to Instant Messaging and click on the **Manage Block List** icon . Choose the **List all addresses** option and click on **Next**. The screen that then follows will list all the addresses that are currently in your Block List on the right hand side of the page. Select the address of the person that you wish to remove from the Block List and click on the **Remove** button.



*If you want to be able to send instant messages to the person you have just removed from the Block List you will need to add them to your Instant Messaging contacts.*

## 2.5 Setting your status

When you are logged in to IM you can change the status that is displayed against your name. Other IM users will be able to see this status and know if you are available for a conversation. For example if you leave the computer for a few minutes you can change your status to **Away** or **Back soon**. If you wish to appear offline you can set your status to **Offline**. The options are:

- Offline
- Online
- Do not disturb
- Back soon
- Away
- Phone
- Lunch
- Meeting

You can still send instant messages with any status set except **Offline**, and receive them with any status other than **Offline** or **Do not Disturb**.

You can change your default status by changing your IM preferences (page 318)..

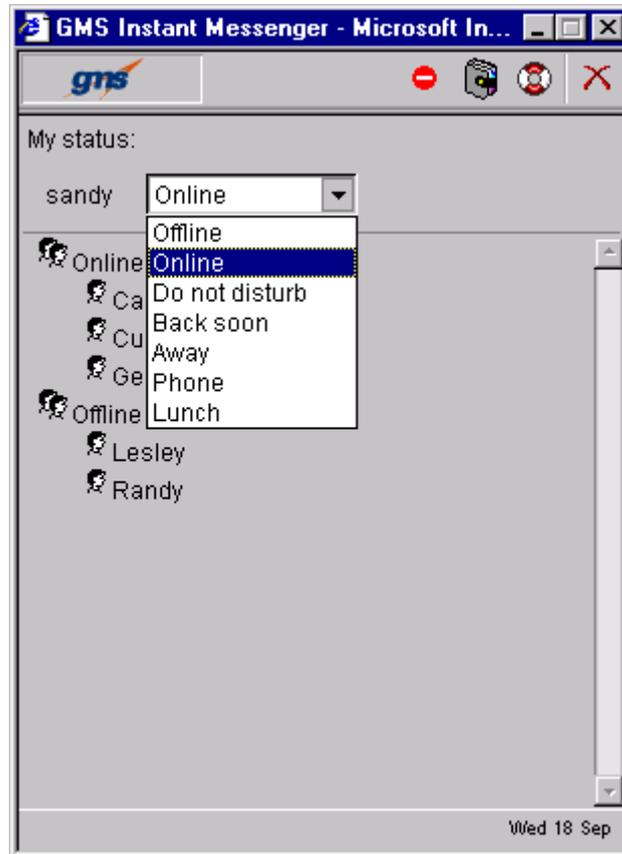


FIGURE 7.

Depending on your preferences, if your status is set to **Online** and no activity is detected for a period of two hours your status can be automatically changed to **Away**. As soon as new activity is detected or someone sends you an instant message this status changes back to **Online**. Inactivity is defined as a period of time during which the mouse pointer has not passed over the Instant Messaging window.



Your status can be linked to your GMS calendar events so that when an event starts your status is automatically changed to a value that you choose. For example when you have a meeting set up in your calendar your status could be automatically changed to offline when the meeting event starts. When the calendar event finishes your status will return to its pre-event setting. This feature can be enabled by clicking on the preferences icon in the IM window and checking the **Show calendar entries** option.

## 2.6 Starting a conversation

To start an Instant Messaging session you need to login to IM. Once logged in you will see a list of your contacts that are currently Online and those that are offline. Select a user from the list of Online contacts and click on the Message icon in the top menu bar. (You can select multiple contacts by holding down the Control key or the Shift key on your keyboard). To start a conversation with just one contact you can just double click on their name.

A new window will open allowing you to start Instant Messaging, shown in figure 8.

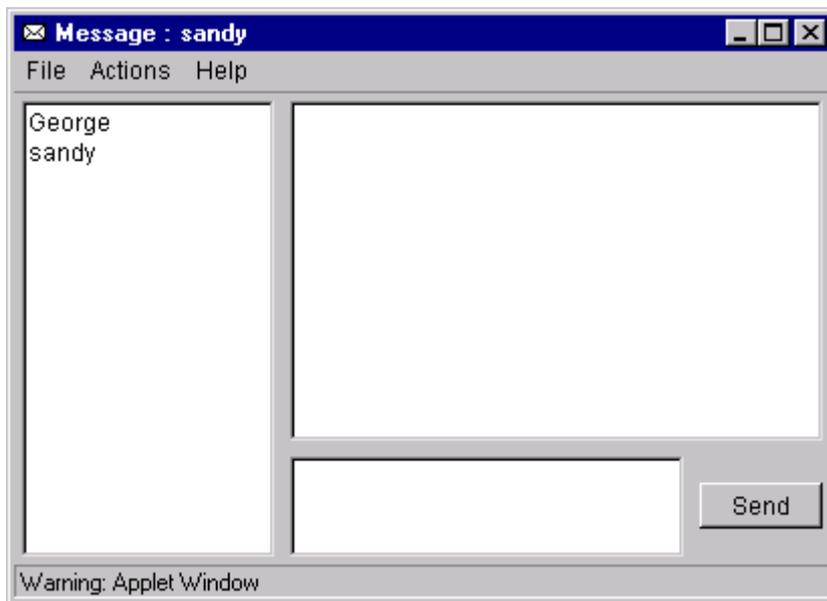


FIGURE 8.

There are four parts to this new window as follows:

### Menu bar

The menu bar at the top of the window provides you with the following options:

- **File** - allows you to close the messaging window.
- **Actions**
  - **Invite** - allows you to invite a different user or users in to the conversation. A dialog box will be displayed showing the addresses of other users who are currently logged on to Instant Messaging. Select the required address or addresses from this list. Click **OK** to invite the user. The invited user will only be able to see the discussion from the point at which they were invited, any prior correspondence will not be shown.
  - **Block** - block one or more of the people in the current Instant Messaging conversation. The subsequent dialog

allows you to select which contacts to block. Once you have selected the contact(s) click on **OK**. To close the dialog without blocking any contacts click on **Cancel**. Blocking is implemented immediately stopping the blocked party sending you any further instant messages.

- **Help** - opens the help screen for that page.

## Contact Listing

The area on the left of the window contains a list of the people that are a part of that Instant Messaging conversation. People that have already left the conversation will have "(left)" displayed next to their name.

## Conversation History

The area on the top right of the window contains a history of what each person has said. The name of the person that sent a particular message appears above the text of that message. When someone leaves the conversation a message is displayed in this area to say they have left.

## Message Entry

The area on the bottom right of the window is where you can write your own messages. When you have finished typing a message in this box click on the Send button. The message will then be sent to all the people listed in the left hand Contact Listing that have not left the conversation. Your message will also appear in the Conversation History area below your name. By default pressing the enter key on your keyboard starts a new line in the message that you are typing. You can change this behaviour so that when you press enter it immediately sends what you have typed so far. This is changed in your IM preferences. See "Preferences" on page 318.

## 2.7 Leaving a conversation

To leave an Instant Messaging conversation you can either select File and then Close from the menu at the top of the messaging screen or you can simply click on the cross in the top right hand corner of the screen. Both these methods will close the messaging window and end your connection to the messaging session. Any other users that still have the messaging session open will see a message stating that you have left the conversation. Other users

that were part of the same session can continue to send instant messages to one another.



*Note: You can configure GMS Instant Messaging to email you a transcript of the messaging conversation. See "Preferences" on page 318.*

## 2.8 Preferences

To configure your Instant Messenger preferences click on the Preferences icon in the top menu bar of the IM window.



This displays a new window with the following options:

### Logged On

The following settings are enforced when you are logged in to Instant Messenger.

- **Default status** - Allows you to set which status will be displayed at first log on.
- **Show as away after inactive for** - Allows you to set a period of time, after which your presence status in the GMS Instant Messenger window is displayed as away. This status is used to indicate to others that you have not used GMS Instant Messenger for the set period of time and does not prevent you from receiving Instant Messages.
- **Email instant message transactions to me** - If you would like to receive a copy of instant message conversations that you take part in then checking this option will cause an email to be sent to you containing the content of each conversation. Note that you will receive the part of the conversation that you were logged on for. i.e. if you leave a conversation you will not receive anything that was said after you left.
- **Send message when enter key is pressed** - By default pressing the enter key in an instant message conversation starts a new line in the text that you are typing. If you would prefer the enter key to send whatever you have typed so far then this option should be checked.
- **Show my use of email** - Allows other IM users to see if you are logged in to your GMS email account either via POP, IMAP or GMS WebMail. They can see this information by hovering their pointer over your contact name. The method you last used to log in to your account is displayed as well as the time you logged on or off.
- **Show calendar entries as** - Allows you to set what presence status should be shown to other IM users when an event in your calendar starts. For example if you have meetings set up in your calendar you could set your IM status to automatically

change to "Offline" when those meetings start. When the calendar event ends your IM presence status will revert to its previous setting.

- **Show location** - Allows other IM users to see your location, for example whether you are logged on from a machine local to the GMS server or elsewhere on the Internet.

### Not Logged On

The following settings are enforced when you are logged off from Instant Messenger.

- **Show my use of email** - Allows other IM users to see if you are logged in to your GMS email account either via POP, IMAP or GMS WebMail. They can see this information by hovering their pointer over your contact name. The method you last used to log in to your account is displayed as well as the time you logged on or off.
- **Show calendar entries as** - Allows you to set the presence status that should be shown to other IM users when an event in your calendar starts. For example if you have meetings set up in your calendar you could set your IM status to automatically change to "Offline" when those meetings start. When the calendar event ends your IM presence status will revert to its previous setting.
- **Show preferred contact method as** - Allows you to specify how you would like to be contacted when not logged on to Instant Messaging, for example, you may prefer to be contacted by email, or cell phone.



# GMS User Interface



# 1 GMS User Interface

This section describes the user interface seen by users rather than administrators, and how this is affected by changing user options. Each of the features described here are specific to the administration interface although a number of the options are also available in the GMS WebMail interfaces.

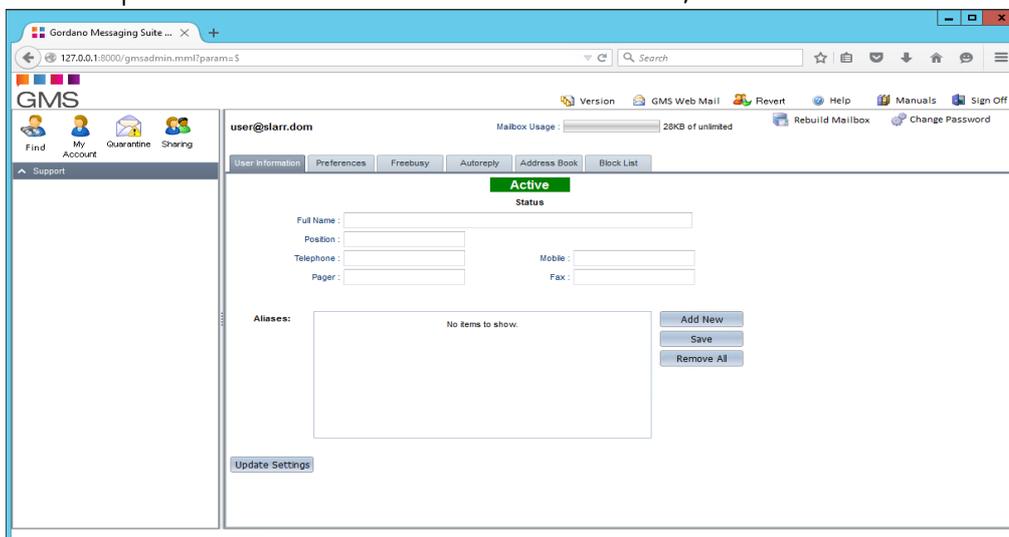
## 1.1 User logon

A user sees the same logon screen as shown for an administrator but once logged on the functionality they are able to access is limited to user specific settings.

To log on the user must:

1. Type their name in the User name box. Unless specifically connecting to the IP address that the users domain runs on, they must use a fully qualified user name, so it is always best to get in the habit of using this format, for example "user@domain.dom".
2. Type their password in the Password box.
3. Select the required option from the Interface drop-down menu. In this instance they have selected the Administration option.
4. Click **Login**.

A user who has been given standard permissions will see far fewer options available than for an administrator, as shown here:



The options available to the user are limited when compared to the administrator and can vary depending on which options the administrator has allowed the particular user to see. One user may well see and be able to access different options from another user, if you think you should be able to access these options but are unable to please contact your system administrator.

- Under the administration area the user only has the following options available:

- **Find** - Enables the user to search for accounts.
- **My Account** - Provides access to various account features and settings.
- **Quarantine** - Provides access to your quarantine folder and allows various actions to be carried out on messages.
- **Sharing** - Allows enabling of sharing for any items you have permissions to share.
- **Support** - Provides details of the User Support available.



*If access is required to a GMS Communicator list users should select the Anonymous List option when logging in, see the GMS Communication Server Guide for information on this option.*

---

- Of the options shown above, the Find option may be disabled by an administrator (see below for details of the Find option).
- On individual pages they may see more options unavailable (grayed out) or indeed not visible at all.

## 1.2 Using the Find option

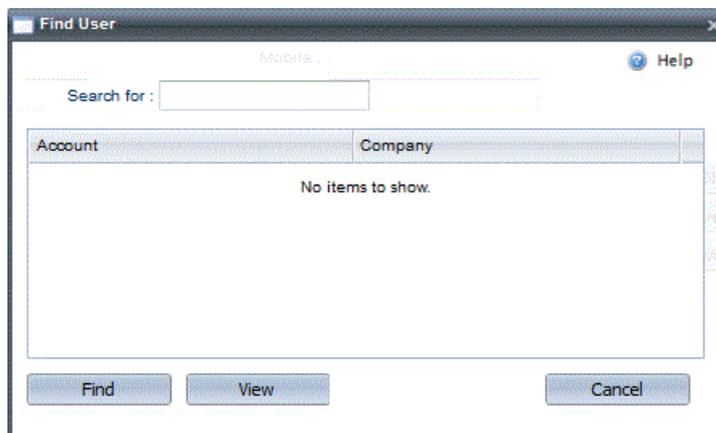
Users can use this option to find any account that has been set up in GMS, as long as the target user has opted to let others see their information (see below). Find can be used to check that a proposed account name is not already in use, for instance.



*An administrator can disable this option using Security, Control.*

To use Find:

1. Select the **Find** icon in the top left of the screen. The following dialog is displayed:



2. Type the account name that you want to find in the "Search for" box. You can use the wildcards "\*" (any number of characters) and "?" (any single character) to find partial matches.
3. Click **Find**. A list of accounts that match the search string will be displayed or, if none match your input, an empty list is displayed.
4. Click on any account in the list and click **View** to display more information about it. This includes:
  - The user's name, position and full e-mail address.
  - The user's company, telephone and fax numbers.
  - The user's plan, if they have set one up.

A user can disallow this "looking up" of their account. To do this, they would choose My Account, Preferences then under Allow lookup, select **No** and click on the Update button.

There is also a **Use domain settings** option. If they choose this, the domain setting overrides their personal choice. The administrator sets this for the domain using the **Allow lookups** option on the Domains & Users, Domain, Domain Information page.

## 1.3 Account Settings

### Password

For security reasons it is a good idea to change your password from time to time, in fact your administrator may have set up the system to automatically expire passwords at regular intervals. This is a basic security measure and may well be part of your companies security policy.

In order to change your password click on the Change Password button in the secondary toolbar then you must first enter your existing password then enter the new password twice before clicking **OK**.

### Aliases

An alias is another address that the user would like to receive email using, for example you may have a user on your system called john.doe@domain.dom, the user may wish to add an alias of jd, this would allow any messages addressed to jd@domain.dom to automatically appear in John Doe's mailbox. Each user can add up to 20 aliases to their account.

Go to the My Account, User Information page then click on the Add New button, enter the alias and press Enter. Repeat for further aliases and click on the Save button followed by the Update button.

Your system Administrator may disable this facility.



*Care must be taken not to add an alias already associated with another account. If this happens and a message arrives for this alias it will be delivered to both accounts.*

---

### Plan

Users can type information about themselves into a "plan". This information is held in a file and can be read by other users using the Finger server or via the Find option, if the owning user allows this.

A user inputs their plan information using the option My Account, Preferences. Enter the desired text into the Plan area then click on the Update button. With standard user permissions, they are allowed to do this, although an administrator may disable this ability.

### Autoreply

An automatic response (Autoreply), sometimes known as a holiday message, can be set up to be returned to anyone who sends you a

message. Select My Account, Autoreply then type in the Subject and message that you would like returned, enable the automatic response check box and click the Update button.

If you regularly receive a lot of messages from the same sender you may want to increase the regularity with which these are sent by decreasing the days between the response being sent. Note that is per individual incoming sender of the message.

You can also specify a start and/or end date for your autoreplies:

- Specify a date that you would like the autoreply to become enabled. For example, if you know you are going on holiday on the 17th of March you could simply check the box to enable the option then enter the date you would like auto replies to start. The date can be entered by typing directly in the cells, or by using the scrollers.
- Specify the date that autoreply should stop automatically. For example, the day you return from holiday..



*These last two features can be used independently or in combination, If you use the Start Date on its own, your autoreplies will be active from that date until you disable them. If you use the End Date on its own, then your autoreplies will be active from the current date until the date you specify. If you use them together, then your autoreplies will start and end on the dates you specify.*

---

There is also a **Log** button in the dialog that allows you to see who autoreplies have been sent to while they have been enabled. This is only available if you set the option to Only reply to each sender once.

This option may also be disabled by your system administrator.

## Forwarding

Each account can forward all messages arriving in to it on to up to 20 other accounts. These accounts can be either local or external. A copy of the incoming message can be retained in the local mailbox if desired, but unless you are also retrieving mail from the account, or need to retain it for regulatory purposes this is not necessary.

To set up a forward go to My Account, Preferences then in the Forwarding section click on Add New. Enter the fully qualified address to forward message on to and press Enter. Repeat for as many forwards as you wish to enter then click on the Save button.



*Care must be taken not to forward mail on to another account which forwards back to this account or you will end up with mail looping between the accounts over and over.*

---

This option may also be disabled by your system administrator.

## 1.4 Account Preferences

### Personal Details

The Personal Details options allow you to set up your full contact details under My Account, User Information.

### Preferences, Webmail

#### **Display help**

Enables or disables the display of the help button in the GMS Toolbar.

#### **Warnings as pop-ups**

If enabled all warnings will be displayed as pop-ups, if disabled they will only appear in the status bar at the bottom of your screen.

#### **Timezone**

Allows each user to set their own individual Timezone independent of the server timezone. You may want to do this if for example your server resides in the company HQ in New York and you are located in a branch office in California.

#### **Email interface**

If your server has an active GMS WebMail installation this option allows you to set the interface that is displayed to you by default when you log on to webmail.

### Preferences, Security

#### **Allow lookup**

This option allows your details to be returned to anyone using the Find option to look at your account. You can specifically enable or disable this option, or simply leave it to be governed by the setting established by your domain administrator.

#### **Save account details on logon**

Enable this option to set a cookie on your local machine the next time you log on to GMS WebMail remembering your details. If you also want to save the password you can do so by enabling the Save password option, you can also expire your password automatically at pre-defined intervals to protect access to your account if you are away for any prolonged periods.

Please note that this option requires enabling by your system administrator.

### **Automatic logout**

If you log on to GMS WebMail the timeout is used to decide after what period of inactivity you should be automatically logged off, the shorter the period, the more confident you can be that others will not be able to access your account when you leave your workstation, even if you have forgotten to log off from GMS WebMail.

This can be set in minutes usually up to a maximum of 240 minutes. You will not be able to set it any higher than that set for your system by the system administrator. The default session timeout period is 10 minutes.

## **Preferences, Collaboration**

GMS includes a built in Free/Busy server that if enabled will automatically allow any other user on the system to query your calendar to see if you are either Free or Busy at specific intervals. For a full description of this option. See "Internet Free/Busy" on page 277.

## **1.5 Address Books**

### **Address Book**

The My Account, Address Book is your personal address book, if you have access to WebMail this is mapped to the My Addresses address book. If you also use Outlook in conjunction with the Gordano Collaboration Service this is mapped through to your contacts within Outlook. The address book can be maintained within GMS WebMail, Outlook or directly within this page.

#### **Add**

To add a new entry into the address book click the Add New button. This will open a row in the table allowing you to enter basic details about the entry. When you are finished entering the information press Enter and then click on the Save button. The Address Books in GMS WebMail and GMS Collaboration are much more comprehensive.

#### **Delete**

Highlight an entry in the list and click Delete.

#### **Edit**

Highlight an entry in the list and double click it to Edit.

## Refresh

Clicking **Refresh** will get a new copy of the address book including any changes made from elsewhere. GMS Collaboration and GMS WebMail support sharing of address books so multiple users can manage a single address book.

## Block List

The My Account, Block List address book contains lists of users or email addresses that you never want to receive mail from. That is all messages from these senders will be blocked. The block list address book can also be maintained within GMS WebMail.



*To operate correctly, the Block List option must be enabled in the Junk Mail Filter settings.*

---

## Add

To add a new entry into the address book click on the Add New button. This will open a new row in the table allowing you to enter basic details about the entry. When you are finished entering information press Enter and then click on the Save button. The Address Books in GMS WebMail and GMS Collaboration are much more comprehensive.

## Delete

Highlight an entry in the list and click Delete.

## Edit

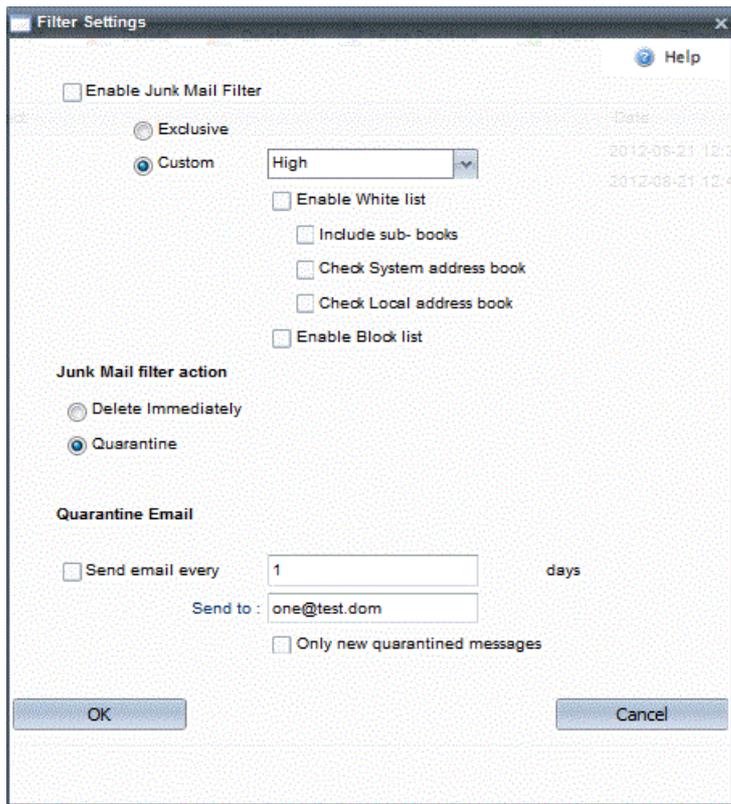
Highlight an entry in the list and double click it to Edit.

## Refresh

Clicking **Refresh** will get a new copy of the address book including any changes made from elsewhere. GMS Collaboration and GMS WebMail support sharing of address books so multiple users can manage a single address book.

## 1.6 Junk Mail Filter

The Junk Mail Filter allows you a level of control over the amount of junk mail entering your account. The Filter is accessed by clicking on Quarantine in the top left of the screen, then on the Filter Settings button on the right. If you have access to GMS WebMail the filters within that product will give a much higher degree of control.



## Enable Junk Mail Filter

To enable the junk mail filter, check the box on the left and select the granularity of the filter from the drop-down menu. The higher you set the granularity of this filter then the higher the likelihood that you will stop any spam from reaching your mailbox, conversely the higher the chances of seeing false positives, that is, genuine messages being classified as junk mail.

Exclusive	Senders must exist in one of the address books that you have access to in order to send you mail.
Very High	<p>Scored Rwords: 75</p> <p>Bayesian Probability: 75</p> <p>Maximum Allowed Message Defects: 0</p> <p>Checks for Banned words or phrases</p> <p>Checks SPF information using strict checks. Also fails if no SPF record exists.</p> <p>No SPF records exist for the sending domain</p> <p>Checks Zero Hour spam classification using strict checks. Also fails on any error.</p> <p>Checks against IWF list of indecent sites</p> <p>Checks DNSBL entries</p> <p>Checks attachments against banned extension list</p> <p>Checks attachments against banned Content-Types list</p> <p>Checks the hostname passed in the SMTP protocol</p>
High	<p>Scored Rwords: 75</p> <p>Bayesian Probability: 75</p> <p>Maximum Allowed Message Defects: 0</p> <p>Checks for Banned words or phrases</p> <p>Checks SPF information using strict checks</p> <p>Checks Zero Hour spam classification using strict checks</p> <p>Checks against IWF list of indecent sites</p> <p>Checks DNSBL entries</p> <p>Checks attachments against banned extension list</p> <p>Checks attachments against banned Content-Types list</p> <p>Checks the hostname passed in the SMTP protocol</p>

Medium	Scored Rwords: 100 Bayesian Probability: 90 Maximum Allowed Message Defects: 1 Checks for Banned words or phrases Checks SPF information Checks Zero Hour spam classification Checks against IWF list of indecent sites Checks DNSBL entries Checks attachments against banned extension list
Low	Scored Rwords: 200 Bayesian Probability: 95 Maximum Allowed Message Defects: 3 Checks for Banned words or phrases Checks SPF information Checks Zero Hour spam classification Checks against IWF list of indecent sites

## Enable White List

Enabling the white list will allow senders that are already in your address book to bypass the spam filters so their messages are delivered directly to your inbox. If you do not want to receive messages from any sender in your address book ensure you add them to your block list.

### **Include sub-books**

If any of the subordinate address books have subsidiary address books these will also be checked, otherwise only the top level is checked.

### **Check system address book**

Enabling this option will check the System address book for matching entries. Any that are found will be whitelisted.

### **Check domain address book**

Enabling this option will check the Domain address book for matching entries. Any that are found will be whitelisted.

### **Check local address book**

Enabling this option will check the Local Addresses address book for matching entries. Any that are found will be whitelisted.

## Enable Block List

If enabled your block list will be checked for entries relating to the sender of the message. If a match is found the email will be blocked.

## Junk Mail Filter Action

There are two possible actions that can be set to come into force when a message fails this filter. If you elect to use "Delete immediately" the message will be discarded instantly, if you are new to this filter however we would recommend that you initially use the "Quarantine" option. This will allow you to check your quarantine folder from time to time so that you can double check to ensure you are not seeing any false positives. If you are then it may be best to select a lower priority for the filter.

Again, your system administrator may not allow you access to this option.

Once you have finished making changes click **OK**.



*Note that the above values are the default values and that these may be changed by your system administrator. If you have concerns about which setting to use then you should contact them for advice.*

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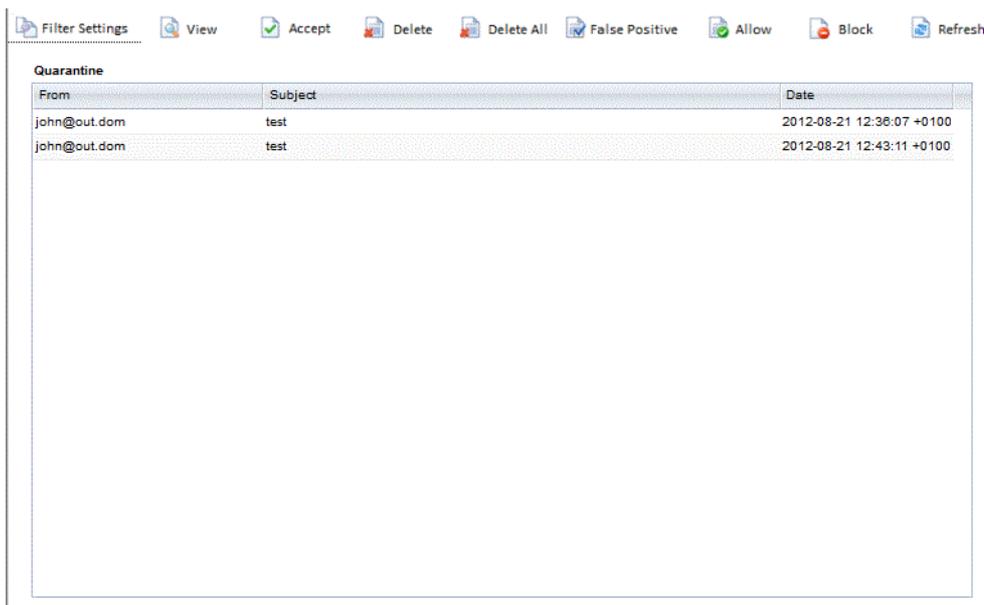
## Quarantine

The Quarantine option is to allow those users that have neither GMS WebMail access or IMAP access to their quarantine folder to manage the contents of that folder.

In this interface you can see a list of email messages that have been placed in your quarantine folder either because they have failed one or more of the tests put in place by your system administrator, or due to a filter running directly on your own account.

For each message in the folder you will be able to see the Sender, the Subject, along with the time and date it was sent.

## Quarantine Interface



The interface provides you with access to all of the main actions you might want to carry out on items in your Quarantine folder.

### View

Highlighting a message and clicking on View will open that message in a new window to allow you to check the contents of the message to determine if it is rightly in your quarantine folder. Access to attachments is not possible.

### Accept

Highlighting a message and clicking **Accept** will remove the message from the quarantine folder and move it into your normal InBox.

### Delete

Highlighting a message and clicking **Delete** will remove the message from the quarantine folder and discard it.

### Delete All

Clicking **Delete All** will remove all of the messages from your quarantine folder and discard them.

### False Positive

The presence of the **False Positive** button will depend on the options enabled by your system administrator. Highlighting a message and clicking this button will cause the message to be reported as a false positive, it will then be checked and the spam scores adjusted accordingly.

**Allow**

If you highlight a message and click **Allow** the sender of that message will automatically be added to your address book.

**Block**

If you highlight a message and click **Block** the sender of that message will automatically be added to your block list.

**Refresh**

Clicking **Refresh** will re-read your quarantine folder obtaining an up to date list of messages contained within it.

## Quarantine Email

This option allows you to configure a message that is automatically generated on the server overnight. This message will contain a complete summary of the contents of your Quarantine folder sorted by Virus, Spam and IWF messages. You can click on the message to go directly to their Quarantine folder in order to manage the contents. This is configured under the Filter Settings option.

**Send email every n days**

Defines the frequency with which the summary email should be mailed to you. If you receive a lot of email sending it every day would be ideal. Those with light email usage might prefer it to be sent every 7 days.

**Send to**

The email address that the summary should be sent to.

**Only new quarantined messages**

Select this option if you would like the summary email to contain only those emails that have been quarantined since the last time a summary was sent. If this is unchecked you will get a complete list of the contents of your quarantine folder each time, up to the limit set by your system administrator.

## 1.7 Account Sharing

Each of the items under the Sharing option are described in full in the section on the GMS Collaboration client. See "Sharing via the GMS Admin interface" on page 287.

## 1.8 Rebuild Mailbox

If you are consistently having difficulty downloading mail from your mailbox, it may possibly be due to a corrupt mailbox index file. This option allows you to manually rebuild the index file for the mailbox which should then allow you to access your messages correctly.



*The status of any messages on the server will be lost if you use this option, all messages will appear as being unread in your mail client.*

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Access to this page is only available if allowed by your system administrator.

# GMS With Other Clients



# 1 GMS With Other Clients

## 1.1 Introduction

If your mail server has GMS Mail installed you will be able to use any email software (client) that complies with internet standards to send and receive e-mail. This section will look at some of the more popular clients available today and how they are set up. It is aimed at a basic setup and should not be relied upon as an alternative to the mail clients' own documentation.

This section:

- Describes advantages and disadvantages of POP3, IMAP4 and Web browser clients.
- Gives some hints on how to set up some common POP3 and IMAP4 mail clients. For more detailed information, refer to the documentation that comes with the mail client.
- Explains the valid formats for account names in virtual and full domains.

Examples in this section use the following information:

- Mail Server Name — mail.company1.dom.
- Mail Domain — company1.dom.
- Account Name — usera.
- Account Holder's name — Joe Bright.

## 1.2 POP3 or IMAP4?

GMS Mail lets you access your e-mail using POP3 or IMAP4 protocols. To help you choose the best solution, the following table lists the main advantages and disadvantages of each method of reading e-mail:

Method	Advantages	Disadvantages
POP3	<ul style="list-style-type: none"> <li>• Many mail clients to choose from.</li> </ul>	<ul style="list-style-type: none"> <li>• All mail stored on PCs, making backup difficult.</li> <li>• Mail can only be read from one location.</li> </ul>
IMAP4	<ul style="list-style-type: none"> <li>• Some mail clients to choose from.</li> <li>• All mail stored on central server, making backup easy.</li> <li>• Mail can be read from many locations - although software needs configuring at each location independently.</li> <li>• Users can share mailbox.</li> <li>• Hot-desking possible.</li> </ul>	<ul style="list-style-type: none"> <li>• IMAP4 standard is still undergoing rapid changes.</li> <li>• Server requires enough disk space for all e-mail to be stored.</li> </ul>

### 1.3 Eudora V5

Eudora V5 is a POP3 and IMAP mail client which downloads all e-mail to the local machine. Select the menu Tools, Options. When presented with a dialog with categories listed down the left hand side, set the following items:

Category	Item
Getting Started	"POP Account" is <code>usera@mail.company1.dom</code> "Connection Method" is Winsock
Personal Info	"POP Account" is <code>usera@mail.company1.dom</code> "Return address" is <code>usera@company1.dom</code>
Hosts	"POP Account" is <code>usera@mail.company1.dom</code> "SMTP" is <code>mail.company1.dom</code> "Finger" is <code>mail.company1.dom</code>
Checking Mail	"POP Account" is <code>usera@mail.company1.dom</code> "Authentication style" is either password or APOP depending on your security arrangements.
Sending Mail	"Return Address" is <code>usera@company1.dom</code> "Domain to add to unqualified addresses" is <code>company1.dom</code> . "SMTP Server" is <code>mail.company1.dom</code>

Password server is supported by Eudora to let users change their passwords. That is, a user can change their GMS password from within Eudora.

## 1.4 Pegasus v1.2 & v2.0

Do the following:

1. If you have not run the PCONFIG program, do so now, installing Pegasus as standalone.
2. Select Preferences, Advanced.
3. Select the Always load WINSOCK.DLL option then exit Pegasus.
4. Restart Pegasus and enter your userid if using Multiple Users. (If Pegasus prompts you to set up your TCP/IP connection information, see the above section on installation issues and use the setup help).
5. Choose File>Network Configuration. If there's no Network Configuration option, Pegasus did not properly set up the TCP/IP connection — read the Pegasus help or uninstall/reinstall, starting from step 1 above).
6. Verify Network Configuration is highlighted in the settings book.
7. Type the name of your POP server in the POP3 Host field.
8. Type your POP Username and Login Password in the User name and Password fields respectively.
9. Type your SMTP server in the field SMTP host and press the button Advanced Configuration Options.
10. In the From field type in your e-mail address and for best results change the TCP/IP timeout value to 90. Check the option "Use this "From" field to form the SMTP envelop" and "Delete mail from host once successfully retrieved". Press the OK button twice.
11. You should have the following network information:

Item	Value
TCP/IP Socket Timeout Value	90
Relay Host	mail.company1.dom
From Field:	usera@company1.dom
Host:	mail.company1.dom
User Name:	Joe

12. All other settings in Pegasus are preferences. There are many available options and features within Pegasus that can be learned and used at your leisure. Use the Pegasus Help for any other questions/problems.

## Pegasus Mail installation issues

When you install Pegasus Mail note the following:

- If you are using the Windows 32-bit dialler or Dial-Up networking, only install the **32 bit version** of Pegasus.
- During the installation Pegasus will ask if you would like to install NetWare Support. Select "No NetWare Support."
- After the Installation you are prompted for information on who will use Pegasus. If you are using Pegasus for only one userid, select the Single User option, otherwise select the Multiple User option. (To get back to the Add User panel, choose Addresses>User management).
- When using the Multiple User option, enter the username you would like to use each time you start Pegasus.
- Whenever you use a Username for the first time, set up Pegasus for that userid. Part of the setup includes setting up the network connection. It is best to dial in first and then start Pegasus to ensure Pegasus finds your Winsock or TCP/IP file. Choose Yes when Pegasus prompts you to use the TCP/IP connection it found.

## 1.5 Thunderbird

This section gives tips on setting up the Mozilla Thunderbird Mail client to work with your server.

If you are installing Thunderbird for the first time you will be asked for your account information during the installation process. You should use the same information as provided here although you will still need to complete the following steps to finalise the setting up of your account.

Open Thunderbird and choose Tools, Account Settings from the main menu. Under Account Actions at the bottom left of the screen choose Add Mail Account. This will open a new dialogue allowing you to enter the details of the account you wish to add as follows:

- Your Name — enter the name you wish to be known as.
- Email Address — enter the email address of the account on the GMS server.
- Password — enter the password for the new above account, and check the Remember Password option.

Once you have completed the above details click on the Continue button.

Thunderbird will now try and auto detect your server settings using it's own database or via DNS lookups. If it fails to find them you can use the Manual Config option to enter them yourself or to change the default settings but this should not be necessary. If you have multiple accounts on the same server it is best to just use a single outgoing SMTP server.

You should be given the option of using IMAP or POP for mail collection, we recommend the use of IMAP as this will maintain your mailbox on the server and allow access via WebMail if you do not have your mail client to hand. It also allows access to the account from multiple devices such as smart phones. If you opt for POP messages will be removed from the server and not accessible from other clients or devices.

Once the account is created you should select it and see your inbox being populated. You may need to right click on your account in the tree on the left and select Subscribe to access any additional folders that exist on your account in addition to the standard IMAP folders.

There are a number of additional settings you can change for your account to ensure Thunderbird operates in the way you would like. To access these select Tools, Account Settings again.

- Account — allows you to change your account name, your own name, set signatures, Outgoing Mail Server and so on.
- Server Settings — contains most of the important information relating to the operation of your account, security levels, how messages are handled etc..

- Copies & Folders — Covers options for saving sent mail, automated copying of replies to another account, Archiving of messages etc.
- Composition & Addressing — options relating to writing and addressing messages including use of additional address books.
- Junk Settings — determines how messages that Thunderbird thinks are spam are handled.
- Synchronisation & Storage — determines whether messages are also stored locally, this is useful if you have to work offline at any time. Also provides various options for minimising disk space usage.
- Return Receipts — various options for handling return receipts. From a security perspective it is not a good idea to enable automated responses to incoming messages as this can be used to confirm your address thereby making you more valuable to spammers.
- Security — allows for digital signing and encryption of messages.

## Additional Features

Thunderbird has a number of advantages over other third party mail clients especially if you have the GMS Collaboration option enabled on your server.

- It can integrate with GMS address books via LDAP.
- It can integrate with GMS calendars by using the Lightning calendar plug-in. See “Other Collaboration Clients” on page 291.

## 1.6 MS Outlook Setup

MS Outlook is part of MS Office. Be sure to install the latest patches from Microsoft.

To set Outlook up:

1. Start MS Outlook Mail, click Tools and choose Services.
2. Highlight Internet Mail and press Properties.
3. Do the following:
  - Type your name as you wish it to appear in the Full name field, in our example this is "Joe Bright".
  - Type your e-mail address, "usera@company1.dom", in the field e-mail address.
  - Type your account name — your POP username (usera).
  - Type your password in the Password field.
  - Press Advanced Options, enter the SMTP server "mail.company1.dom" and press OK.
  - Click the Connection tab and choose the way you will connect to the Internet.
  - Check that the Internet Mail server is your assigned POP server.
4. Press OK twice.
5. All other settings are preferences. If you were missing any components like Internet mail, see the startup and component section.

## 1.7 MS Outlook Express Setup

MS Outlook Express is part of the Internet Explorer installation. Be sure to install the latest patches from Microsoft.

To set Outlook Express up:

1. Start the MS Outlook Express program.
2. Press Tools on the menu bar and then the Accounts option.
3. Click the tab labelled Mail.
4. If you do not have any Mail Accounts listed press the Add button and choose Mail. (If your account is already listed go to step 5). The Add wizard settings are as follows:
  - Enter your name as you would like it to appear in the Name field, that is "Joe Bright", and press the Next button.
  - Enter your e-mail address, "usera@company1.dom", and press the Next button.
  - Choose POP3 for the option 'My incoming mail server is.' In the "Incoming Mail (POP3 or IMAP) Server" field, enter your POP server "mail.company1.dom".

In the "Outgoing Mail (SMTP) Server" field, enter your

- SMTP server, again "mail.company1.dom". Press the Next button.
- Choose the option Log on using: and enter your POP username in the POP account field and your login Password. Press the Next button.
  - Type the name you want for the account name, "Joe Bright", and press the Next button.
  - Choose the Connect option you want to connect to the Internet using and press the Next button.
  - Press the Next button, then press Finish.
5. To access your mail settings without using the Setup wizard:
- Highlight your existing account name and choose Properties.
  - Under the General tab enter your Name ("Joe Bright") and Organization. For both E-mail address and Reply address, type "usera@company1.dom".
  - Click the Servers tab and verify the following:
  - Enter your SMTP server, "mail.company1.dom", in the Outgoing Mail (SMTP) field.
  - Enter your POP server, "mail.company1.dom", in the Incoming Mail (POP3) field.
  - Choose the option Log on using.
  - Enter your POP username, "usera", in the Account field.
  - Enter your password in the Password field.
  - Click the Connection tab and specify you preferred means of connecting to the Internet.
  - Do not modify the Security tab settings.
  - Click Advanced Options and leave the port numbers at their default (110 for POP and 25 for SMTP). Do not check "Leave copy of messages on server" or your mailbox may fill up.
  - The rest of the Advanced options are preferences so press OK for these.

## 1.8 Mobile Device Mail Clients

There are many different types of mobile clients and most of them will contain a mail client, and will also allow you to install third party mail clients via the relevant app store. For the purposes of this user guide we will outline how to set up the default mail client that ships with Android 4.0 otherwise known as Ice Cream Sandwich.

To begin configuring the mail client open Apps and then select the Email app. The first time you open the App you will be presented with a screen allowing you to configure the account it should work with.

Enter the fully qualified account name and the password associated with that account. This will normally be the same information you enter in your normal desktop client. Once entered click on **Next** at the bottom of the screen and then select "IMAP account" from the following screen.



*If you will also access this account from another device or client be sure to not select "POP3 account" as the POP protocol will remove the messages from the server and thus they will be unavailable to the other client.*

---

This will open a further screen allowing you to continue configuring the IMAP settings as follows:

- **Username** - the domain portion of the account you entered previously will have been removed. Please re-instate it so the entry looks like username@domain.name
- **Password** - there should be no need to change this
- **IMAP Server** - this will have defaulted to imap.domain.name. If this is not correct you will need to change it, your System Administrator will be able to advise you, or simply copy the settings in your desktop client.
- **Security type** - If your email provider supports it we would recommend using SSL security, and as you know where you are connecting to that you do not worry unduly about the type of certificate. Select the option "SSL (Accept all certificates)".
- **Port** - this will depend on your choice for the security type above. The standard IMAP port of 143 should be used for all of the options other than SSL, for which you should use a port of 993
- **IMAP path prefix** - please leave this blank unless you are advised otherwise by your system administrator

When complete click on **Next** to continue setting up the account by configuring the SMTP settings as follows:

- **SMTP server** - this will have defaulted to mail.domain.name. If this is not correct you will need to change it, your System Administrator will be able to advise you, or simply copy the settings in your desktop client.
- **Security type** - If your email provider supports it we would recommend using SSL security, and as you know where you are connecting to that you do not worry unduly about the type of certificate. Select the option "SSL (Accept all certificates)".
- **Port** - this will depend on your choice for the security type above. The standard IMAP port of 143 should be used for all of the options other than SSL, for which you should use a port of 993
- **Require sign-in** - as you are using a mobile device it is highly unlikely you will be connecting from a known IP address, therefore you will likely fail a lot of the security checks on the

mail server. Selecting this option allows authentication to the server allowing you to be treated as if you were on a local client

- **Username** - the fully qualified username to authenticate with. Normally your email address
- **Password** - the password for the above account

When complete click **Next** to continue setting up the account options as follows

- **Email check frequency** - select the desired frequency from the drop down. The more frequent the check the greater the impact on your battery life
- **Sync Email** - selecting this option will ensure that your mobile device and the account on the server are kept synchronised with each other
- **Notify me when email arrives** - if selected your mobile device will notify you when a new email is available, so there is no need to keep checking your device
- **Automatically download attachments when connected to WiFi** - some attachments can be very large, and some WiFi connections very slow. Unless you are confident in the speed of your WiFi connection we would recommend that you leave this option unchecked. Attachments will then only be downloaded when you request them.

When complete click **Next** to open the final screen where you can name the account and provide your personal details.

- **Give this account a name** (Optional) - if you are setting up multiple accounts on the mobile device it is important to give them names allowing you to distinguish between them. This can be anything you like as it is not used anywhere else
- **Your name** (displayed on outgoing messages) - This is the name that will appear in the From field of any messages you send from the device. If you also use a desktop mail client then it would normally be the same name as you have set there

Finally click on **Done**. The email account is now set up and ready for use. It will automatically connect to your server and obtain an up to date copy of all email in your inbox. Further connections will depend on the Email check frequency you set above.



*If you use a third party mail client the process for setting it up will be very similar to the above. If this client supports the IMAP IDLE command we would recommend using this over setting a frequency to check for new email, it is much lighter on resources and you will get immediate notification on the arrival of new email.*

---

## 1.9 Accessing the GMS address books

GMS provides a facility allowing you to access address books stored on the GMS server. This means your organization can have a shared

address book containing the addresses of everyone in the organization that you can access using your usual email client. The following section explains how to set this up in the most popular clients.



*If you use GMS WebMail your administrator can make these address books available to you in the WebMail clients without the need for you to do anything.*

---

## Outlook

The GMS server can be set up to provide access to the address books either with or without the requirement for authentication. The default is to require authentication. The settings you use in Outlook will vary slightly depending on whether authentication is required.

### Authentication

- Click on Tools then Email Accounts
- Select to Add a new directory or address book and click on Next.
- Select Internet Directory Service (LDAP) and click on Next.
- Enter the Fully Qualified Domain Name of the GMS server or its IP address in the Server Name entry box (ask your administrator if you are unsure of the correct values).
- Check the "This server requires me to log on" option.
- Enter the following as the User Name:  
mail=user@domain.dom,ou=gmsaddressbook  
where user@domain.dom is your GMS email address. Add your GMS password in the Password entry box.
- Click on the "More Settings..." button.
- Select the "Search" tab on the pop-up dialog.
- Enter the following as the Search Base to access your personal "My Addresses" address book.  
mail=user@domain.dom,ou=gmsaddressbook  
where user@domain.dom is your GMS email address.  
To access the system "Local Addresses" address book change the searchbase to be  
mail=everyone@domain.dom,ou=gmsaddressbook  
Click on the OK button then click on the Next button. Finally , click on the Finish button
- Select File then Exit to close down Outlook.
- Launch Outlook again.
- Select Tools then Address book.

- Select the service you have just created from the "Show Names from the:" drop down box.
- In the address book window select Tools then Find.
- Enter your search criteria and click on OK. Records that match your search criteria will then be listed.

### No Authentication

- Click on Tools then Email Accounts
- Select to Add a new directory or address book and click on Next.
- Select Internet Directory Service (LDAP) and click on Next.
- Enter the Fully Qualified Domain Name of the GMS server or its IP address in the Server Name entry box (ask your administrator if you are unsure of the correct values).
- Click on the "More Settings..." button.
- Select the "Search" tab on the pop-up dialog.
- Enter the following as the Search Base.  
mail=user@domain.dom,ou=gmsaddressbook  
where user@domain.dom is your GMS email address. Click on the OK button then click on the Next button. Finally , click on the Finish button
- Select File then Exit to close down Outlook.
- Launch Outlook again.
- Select Tools then Address book.
- Select the service you have just created from the "Show Names from the:" drop down box.
- In the address book window select Tools then Find.
- Enter your search criteria and click on OK. Records that match your search criteria will then be listed.

## Outlook Express

The GMS server can be set up to provide access to the address books either with or without the requirement for authentication. The default is to require authentication. The settings you use in Outlook Express will vary slightly depending on whether authentication is required.

### Authentication

- Click on Tools then Accounts
- Select to Add a directory service
- Enter the Fully Qualified Domain Name of the GMS server or its IP address (ask your administrator if you are unsure of the correct values).
- Click Next, then Next again, then Finish.

- In the list of accounts select the one you have just created then click on Properties.
- On the Advanced tab enter the following searchbase to access your personal "My Addresses" address book.  
mail=user@domain.dom,ou=gmsaddressbook  
where user@domain.dom is your email address. To access the system "Local Addresses" address book change the searchbase to be  
mail=everyone@domain.dom,ou=gmsaddressbook
- Also on the Advanced tab check the "Use simple search filter" option.
- On the General tab check the "This server requires me to log on" option then copy your entire searchbase into the Account field. Enter your account password in the Password field.
- Click on OK.
- If you then open your address book and click on the "Find People" button and select your new directory service from the "Look in:" drop down you will be able to search the GMS address book for contacts.

### No Authentication

- Click on Tools then Accounts
- Select to Add a directory service
- Enter the Fully Qualified Domain Name of the GMS server or its IP address (ask your administrator if you are unsure of the correct values).
- Click Next, then Next again, then Finish.
- In the list of accounts select the one you have just created then click on Properties.
- On the Advanced tab enter the following searchbase  
mail=user@domain.dom,ou=gmsaddressbook  
where user@domain.dom is your GMS email address.
- Click on OK.
- If you then open your address book and click on the "Find People" button and select your new directory service from the "Look in:" drop down you will be able to search the GMS address book for contacts.

### Eudora

The GMS server can be set up to provide access to the address books either with or without the requirement for authentication. The default is to require authentication. The settings you use in Eudora will vary slightly depending on whether authentication is required.

### Authentication

- Click on the Address book icon in the menu bar
- Select the Directory Services tab at the bottom of the screen
- Select LDAP in the Protocols section of the screen and click on the "New Database..." button
- On the Network tab of the Modify Database dialog enter a name for the server. In the Host Name tab enter the Fully Qualified Domain Name of the GMS server or its IP address (ask your administrator if you are unsure of the correct values).
- Also on the Network tab check the "This server requires me to log on" option and enter  
mail=user@domain.dom,ou=gmsaddressbook  
in the Account name field where user@domain.dom is your GMS email address. Also add your GMS email account password in the Password field.
- On the Search Options tab enter a Search Base of  
mail=user@domain.dom,ou=gmsaddressbook  
where user@domain.dom is your email address. To access the system "Local Addresses" address book change the searchbase to be  
mail=everyone@domain.dom,ou=gmsaddressbook
- Click on OK
- You should then check the box next to the new database in the list of databases in the bottom right pane of the screen.
- You can then search the database by entering a value in the Query field at the top left of the address book window and clicking on the "Start" button.

### No Authentication

- Click on the Address book icon in the menu bar
- Select the Directory Services tab at the bottom of the screen
- Select LDAP in the Protocols section of the screen and click on the "New Database..." button
- On the Network tab of the Modify Database dialog enter a name for the server. In the Host Name tab enter the Fully Qualified Domain Name of the GMS server or its IP address (ask your administrator if you are unsure of the correct values).
- On the Search Options tab enter a Search Base of  
mail=user@domain.dom,ou=gmsaddressbook  
where user@domain.dom is your GMS email address.
- Click on OK
- You should then check the box next to the new database in the list of databases in the bottom right pane of the screen.
- You can then search the database by entering a value in the Query field at the top left of the address book window and clicking on the "Start" button.

## Netscape v7

Netscape does not support server logons so you can only check the GMS address books if your administrator has allowed connections that don't supply a username and password.

To configure Netscape to use the LDAP interface:

- Click on Preferences then Mail & Newsgroups
- Click on Addressing and select Directory Server then Edit Directory.
- Enter a name for the directory service.
- Enter the Hostname of the GMS server (Fully Qualified Domain Name). Ask your administrator if you are unsure what this should be.
- Enter the following as the Base DN:  
mail=user@domain.dom,ou=gmsaddressbook  
where user@domain.dom is your GMS email address.



# Further Information



## 1 Secure WebMail (SSL)

As the internet has increased in popularity so has awareness that it is generally an insecure way to send information between two computers. For example we are often warned to be careful about entering credit card details when ordering things on-line. The general rule is to check for the little padlock symbol on your browser which tells you that the website you are on is secure (See pictures below).

The padlock indicates that the site is using a system that encrypts the information you enter on a web page before it is sent over the internet.

GMS WebMail can be provided over a secure connection if your administrator has set up something called Secure Sockets Layer (SSL). This means that if you log in to GMS WebMail using SSL any messages that you compose will be encrypted before they are sent to your organisation's mail server.

The only visible differences between normal WebMail and secure WebMail are the URL you use to reach the GMS WebMail log on page and the padlock symbol displayed in your browser. The login URL will be supplied by your system administrator and will start with "https://" instead of the usual "http://". If your login page has the padlock displayed then you can be confident that you are protected by secure GMS WebMail. If you are unsure contact your administrator.

In Internet explorer the padlock is displayed in the bar at the bottom of the screen towards the right hand side



In Netscape Navigator the padlock is displayed at the bottom of the screen on the left hand side.



*Secure WebMail can be used for the Professional, Express and Mobile clients.*

---

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# Licence Agreements

## GORDANO LIMITED SOFTWARE LICENCE AGREEMENT

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WARNING: YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE SIGNING THIS AGREEMENT AND USING THIS SOFTWARE PACKAGE. SIGNING THIS AGREEMENT OR INSTALLING THE SOFTWARE ONTO YOUR COMPUTER INDICATES YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT WISH TO ACCEPT ALL OF THESE TERMS, YOU SHOULD STOP INSTALLING THIS SOFTWARE NOW AND DESTROY ALL COPIES OF THE SOFTWARE AND ALL MANUALS AND OTHER DOCUMENTS SUPPLIED WITH IT.

### 1 DEFINITIONS

**"Agreement"** means this Gordano Limited Software Licence Agreement together with all related invoices.

**"Company"** means the licensee of the Software, being the signatory to this Agreement.

**"Gordano"** means Gordano Limited.

**"Documentation"** means any documentation or manuals provided with the Software or provided online or on storage media containing this text.

**"Key"** means the activation key.

**"Software"** means the software computer program, Key and Documentation contained in this package.

**"Trial Period"** means the period of 28 days from installation of the Software.

### 2 GRANT OF LICENCE

2.1 Subject to the Company's compliance with the terms of this Agreement, Gordano grants to the Company a non-exclusive, non-transferable licence to use the Software strictly for its own internal business operations only under the terms of this Agreement for the Trial Period and thereafter if a key is purchased from Gordano or its authorised representatives. For the avoidance of doubt, operating the Software outside the Trial Period or without a Key from Gordano (or its representatives) constitutes unlicensed use of the Software and will be a material breach of this Agreement, which would allow Gordano to terminate under clause 8.2.

2.2 This Agreement becomes effective upon the Company signing this Agreement or installing the Software.

2.3 On expiry of the Trial Period and on payment of the fee invoiced by Gordano, the Company will be sent the Key which will activate the Software.

2.4 The Company may use the Software on the number of computers that it has purchased a licence for; a separate license is required for any other computers. The number of licenses purchased by the Company under this Agreement will be stated on the invoice issued by Gordano.

2.5 The Company may make one copy of the Software, strictly for backup or archive purposes only.

2.6 The Company shall be responsible for all use of the Software licenced under this Agreement, including but not limited to any use by its agents, contractors, outsourcers, customers and suppliers, and their compliance with this Agreement.

2.7 The Company agrees to maintain accurate and adequate records relating to its use of the Software and compliance with this Agreement. The Company agrees to permit Gordano to audit the Company in relation to its use of the Software and compliance with the terms of this Agreement. The Company shall provide Gordano with reasonable assistance and access to information in the course of any such audit, and the Company

agrees that Gordano may report the audit results to its licensors. Each party shall be responsible for its own costs in relation to any such audit.

2.8 In the event that the Software contains source code from a licensor of Gordano, that source code shall also be governed by the terms of this Agreement.

### 3 OWNERSHIP OF THE SOFTWARE

3.1 Gordano and its licensors own all title and proprietary rights to the Software and all copies thereof and all rights therein, including without limitation all copyright, patents, know-how, trade secrets, trade marks or names and database rights. All such rights shall remain vested in Gordano and its licensors. The provision of the Software to you does not grant, and you do not receive, any rights under any Microsoft intellectual property with respect to any device or software that you use to access the Software.

3.2 The Company undertakes and agrees as follows:

(a) it may NOT make or permit others to make any copies of the Software except for one backup copy.

(b) it may NOT reverse engineer, disassemble, decompile the Software or attempt to reconstruct, identify or discover any source code except as expressly permissible by law.

(c) it may NOT modify, adapt or translate the Software or incorporate the Software, in whole or in part in any other product or software or permit others to do so without express, written consent of Gordano.

(d) it may NOT disclose, provide or otherwise make available in any form the Software, its functionality or any portion thereof, to any third party other than its employees without the prior written consent of Gordano.

(e) it may NOT remove any copyright, trademark, proprietary rights, disclaimer or warning notice included on or embedded in any part of the Software and the Company agrees to diligently reproduce all copyright notice(s) and other proprietary notices of Gordano on any authorised copy of the Software.

(f) it may NOT assign, sell, transfer (except for temporary transfer in the event of computer malfunction), licence, sub-licence, rent, timeshare, lease or otherwise redistribute the Software or its functionality to any third party without the written permission of Gordano.

(g) it may NOT use the Documentation for any purpose other than to support its use of the Software.

(h) it accepts that from time to time, the Software will send a message containing details of the Key or Keys installed to Gordano and it agrees not to interfere with the delivery of this message.

(i) it accepts, that Gordano may receive error messages from the Software installed on the Company's system in the event that the Software fails for some reason (and that the Company has the option to turn this off).

(j) it agrees to stop using all previous version of the Software immediately following an upgrade.

(k) it may NOT use the Software for any subscription service, hosting or outsourcing.

(l) it may NOT publish any results of benchmark tests run on the programs.

(m) if appropriate, it must comply with all relevant import and export laws to ensure that the Software or anything directly produced using the Software are not exported directly or indirectly contrary to applicable laws.

(n) it agrees that any third party technology that may be appropriate or necessary for use with some or all of the Software that is notified to the Company (whether via the Documentation or otherwise) shall not be licensed to the Company under this Agreement, but may be licensed as stated in the Documentation or as otherwise notified

to the Company.

(o) The Company shall ensure that its customers and/or employees (and any other persons) that use the Software agree to and are bound by the following condition on their right to access and use the Software: "The provision of the Software to you does not grant, and you do not receive, any rights under any Microsoft intellectual property with respect to any device or software that you use to access the Software."

3.3 No distribution licence or other rights are provided to the Company under this agreement.

3.4 The Software may utilise Microsoft® Exchange ActiveSync, and the use of Microsoft® Exchange ActiveSync is limited to internal use as part of hosting the Software for the sole purpose of providing access by Microsoft® approved devices to email accounts of employees or customers of the Company maintained by the Software. The provisions of clauses 3, 4, 6, and 7 shall survive termination of this Agreement.

#### **4 CONFIDENTIALITY**

4.1 The Company undertakes to treat as confidential and keep secret all information contained or embodied in the Software and Documentation supplied by Gordano.

#### **5 ANTI-VIRUS**

5.1 Gordano does not warrant that the Software is free from all known viruses and the Company shall assume responsibility to take appropriate steps to ensure that the Software is virus free and that the running of the Software will not damage or interfere with the computer system on which the Software is used or any data or software which may be used or stored on its computer system.

#### **6 WARRANTY AND DISCLAIMER**

6.1 The Company acknowledges that software in general is not error free and agrees that the existence of such errors in the Software shall not constitute a breach of this Agreement.

6.2 The Company further acknowledges that the Software has not been developed to meet its specific individual requirements and that it is the Company's responsibility to ensure that any use of the Software or the information contained on it is suitable for its specific individual requirements.

6.3 THIS SOFTWARE IS PROVIDED 'AS IS'. GORDANO WARRANTS THAT THE SOFTWARE WILL SUBSTANTIALLY COMPLY WITH THE SPECIFICATIONS SET OUT IN THE DOCUMENTATION. EXCEPT AS STATED HEREIN AND TO THE EXTENT PERMITTED BY LAW THE SOFTWARE IS PROVIDED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE. GORDANO DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET THE COMPANY'S REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE.

6.4 Gordano does not represent or warrant that the Software furnished hereunder is free of infringement of any third party patents, copyrights, other intellectual property rights or trade secrets. The Company waives any right to indemnification or other relief from Gordano should the Software be found to be defective or to infringe any right of any third party.

6.5 Nothing in this Agreement shall exclude or limit the liability of Gordano for death or personal injury caused by its negligence or for any other liability which cannot by law be excluded.

GORDANO'S SOLE LIABILITY TO THE COMPANY FOR ANY CLAIM, DEMAND OR CAUSE

OR ACTION WHATSOEVER, AND REGARDLESS OF FORM OF ACTION, WHETHER IN CONTRACT OR TORT, SHALL BE LIMITED TO REPLACEMENT OF THE PRODUCT OR REFUND OF THE LICENCE FEE PAID FOR THE SOFTWARE. IN NO EVENT SHALL GORDANO OR ITS LICENSORS BE LIABLE TO THE COMPANY FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF ANTICIPATED SAVINGS, LOSS OF REVENUES, LOSS OF PROFIT, LOSS OF BUSINESS, LOSS OF DATA OR DATA USE OR ECONOMIC LOSS OF ANY KIND.

## **7 LIMIT OF LIABILITY**

7.1 In the event that any exclusion or limitation in clause 6 above is held to be invalid for any reason and Gordano becomes liable for loss or damage that may lawfully be limited, such liability shall be limited to the sum equivalent to a multiple of 3 (three) times the total annual fee paid by the Company to Gordano for the licence of the Software.

## **8 TERMINATION OF LICENCE**

8.1 Save in the event of any unlicensed use of the Software when the terms of this Agreement shall remain in full force and effect, the Company may terminate this Agreement, at any time, by destroying or returning all copies of the Software.

8.2 Gordano may terminate this Agreement by written notice to the Company if the Company is in default of any terms or conditions of this Agreement or if the Company enters into any form of insolvency including without limitation liquidation, receivership, voluntary arrangement, administration or is unable to pay its debts as they fall due.

8.3 On termination of this Agreement the Company agrees to discontinue all use of the Software and destroy all copies of the Software in any form in its possession or control, and if requested by Gordano certify in writing that such action has been taken. The Company shall not be entitled to any refund of any monies or other consideration paid by it.

## **9 SUPPORT**

9.1 Gordano shall provide support for the first 28 days from your first contact with Gordano or its representatives. First contact means the Company's representative's first telephone call to Gordano, registration on the Gordano website, or installation of the trial software from our website, whichever is the earlier.

9.2 On expiry of this 28 days the Company shall have the option of purchasing support services from Gordano under the terms of the Support Agreement.

## **10 MAINTENANCE (Software Updates)**

10.1 Gordano shall provide maintenance services in the form of updates to the Software for the duration of the Software's licence term, commencing on the expiry of the Trial Period and on the Company's receipt of the Key. Thereafter, the Company shall have the option of renewing annual maintenance services (Software updates) from Gordano.

10.2 Maintenance services shall comprise of the provision of new versions of the Software only as and when they become available, and no other maintenance services or assistance is included.

## **11 GENERAL**

11.1 If any provision of this Agreement is determined to be invalid or unenforceable, by any court of competent jurisdiction it shall be deemed to be omitted and the remaining provisions shall continue in full force and effect.

11.2 Gordano's waiver of any right shall not constitute a waiver of that right in the future.

11.3 This Agreement shall be governed and construed in accordance with the laws of England and both parties submit to the exclusive jurisdiction of the English courts, save in respect of enforcement where the jurisdiction shall be non-exclusive.

11.4 This Agreement constitutes the entire understanding between the parties with respect to the subject matter hereof. The Company agrees that any of Gordano's licensors that are associated with the Software shall be a third party beneficiary of this Agreement. All prior agreements, representations, statements and undertakings, oral or written, between the Company and Gordano are hereby expressly superseded and canceled.

11.5 All notices under this Agreement shall be in writing and shall be given by registered or certified mail to the following address: Gordano Ltd, 1 Yeo Bank Business Park, Kenn Road, Kenn, Clevedon, North Somerset, BS21 6UW, UK.

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**GORDANO LIMITED SUPPORT AGREEMENT**

WARNING: YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS. BY REGISTERING FOR SUPPORT SERVICES TO BE PROVIDED BY GORDANO YOU ARE ACCEPTING THESE TERMS AND CONDITIONS. IF YOU DO NOT WISH TO ACCEPT ALL OF THESE TERMS YOU SHOULD IMMEDIATELY NOTIFY GORDANO AND ANY SUPPORT FEE YOU MAY HAVE PAID WILL BE REFUNDED FOR THE OUTSTANDING CONTRACT TERM.

**1 DEFINITIONS**

**"Business Days"** means weekdays excluding weekends, and UK Bank and Public Holidays and Gordano's training days (which will be notified to the Company in advance and in any case will not be more than 3 (three) days in any one calendar year).

**"Company"** means the licensee of the Software.

**"Gordano"** means Gordano Limited.

**"Key"** means the activation key for the Software or Support Service.

**"Software"** means the software computer program and documentation licensed to the Company from Gordano.

**"Software Licence"** means the software licence granting the Company a non-exclusive, nontransferable licence of the Software.

**"Support Fee"** means the fees payable for the Support Service, which shall be in accordance with Gordano's current price list as amended from time to time.

**"Support Agreement"** means this Gordano Limited Support Agreement.

**"Support Service"** means the support services provided by Gordano in relation to the Software and as detailed in clause 3 of this Support Agreement.

**2 GRANT**

2.1 This Support Agreement is for the provision of Gordano's Support Service in respect of the current version of the Software for the term of your subscription to the Support Service commencing from the date of the commencement of your subscription for the Support Service.

2.2 If further products are licensed from Gordano during the lifetime of this Agreement a "top-up" fee may be added to extend this Support Agreement to cover the additional products at the time of their purchase.

2.3 This Support Agreement becomes effective on the date you pay for the Support Service.

2.4 Customers may register as users on the helpdesk at <https://helpdesk.gordano.com> however this is not required in order to receive support.

**3 SUPPORT SERVICES**

3.1 Gordano shall provide the Company with the following Support Service:

- (a) telephone support for the Software (currently on +44 (0)1275 340151):
  - (i) between the hours of 0900 to 17:00 or 14:00 to 2200 hours UK Time; or
  - (ii) between the hours of 0900 to 2200 UK Time;on all Business Days or
- (iii) for 24x7 cover;

telephone support shall be provided at all hours on all days

- (b) email support for the Software at [support@gordano.com](mailto:support@gordano.com) or [helpdesk@gordano.com](mailto:helpdesk@gordano.com).

3.2 Messages sent to and Support calls made to Gordano will be processed automatically and assigned a ticket ID. Gordano will send confirmation of these details to the creator of the ticket.

3.3 All Support Services for the Software will be provided in the English language only.

#### 4 EXCLUDED SERVICES

The Support Service supplied under this Agreement shall not include the provision of Support Service in respect of:

- (a) any version of the Software which is more than 24 months past its release date, except at the discretion of a support engineer or the management of Gordano Ltd;
- (b) any products or services which are not the Software or its components;
- (c) training in the use of the Software;
- (d) any development services;
- (e) defects or errors resulting from any modifications or enhancements of the Software made by any person other than Gordano;
- (f) use of the Software other than in accordance with the documentation or operator error;
- (g) virus protection or bug fixes except in exceptional circumstances as advised by Gordano, for example, when the system has been compromised by some external force and there is no available workaround; or
- (h) any circumstances beyond the reasonable control of Gordano, including (but not limited to) any act of God, fire, flood, war, act of violence or any other similar occurrence or failure or reduced performance of telecommunications networks or the internet.

#### 5 COMPANY OBLIGATIONS

5.1 The Company agrees and undertakes:

- (a) to ensure that the Software is used only in accordance with the documentation or advice from Gordano, by competent trained employees only or by persons under their supervision;
- (b) not to alter or modify the Software in any way whatever nor permit the Software to be combined with any other programs to form a combined work;
- (c) not to request, permit or authorise anyone other than Gordano or its nominated third parties to provide any support services in respect of the Software;
- (d) to co-operate fully with Gordano's personnel in the diagnosis of any error or defect in the Software;
- (e) if necessary, to make available to Gordano free of charge all information facilities and services reasonably required by Gordano to enable Gordano to provide the support services;
- (f) to provide such telecommunication facilities as are reasonably required by Gordano for testing and diagnostic purposes.

#### 6 SUPPORT FEES

In consideration of the Support Services the Company shall pay the Support Fee in advance to Gordano

#### 7 TERMINATION

Gordano may terminate this Support Agreement by written notice to the Company if the Company is in default of any terms or conditions of this Support Agreement by written notice to the Company or if the Company enters into any form of insolvency including without limitation liquidation, receivership, voluntary arrangement, administration or are unable to pay its debts as they fall due.

#### 8 LIABILITY

Gordano's sole liability to the Company for any claim, demand, cause or action whatsoever, and regardless of form of action, whether in contract or tort, including negligence, shall be limited, at Gordano's sole option, to refund of the purchase price, re-

performance of the Support Service or an extension to the length of the Support Service to be provided. In no event shall Gordano be liable for recovery of any special, indirect, incidental, or consequential damages, even if Gordano has been advised of the possibility of such damages, including but not limited to lost profits, lost savings, lost revenues, lost business, lost data or economic loss of any kind, or for any claim by any third party.

**9 LIMIT OF LIABILITY**

In the event that any exclusion or limitation in clause 8 above is held to be invalid for any reason and Gordano becomes liable for loss or damage that may lawfully be limited, such liability shall be limited to the sum equivalent to a multiple of three times the Support Fees paid by the Company to Gordano.

**10 GENERAL**

10.1 If any provision of this Support Agreement is determined to be invalid or unenforceable, by any court of competent jurisdiction it shall be deemed to be omitted and the remaining provisions shall continue in full force and effect.

10.2 Gordano's waiver of any right shall not constitute a waiver of that right in the future.

10.3 This Support Agreement shall be governed and construed in accordance with the laws of England and both parties submit to the exclusive jurisdiction of the English courts, save in respect of enforcement where the jurisdiction shall be non-exclusive.

10.4 This Support Agreement constitutes the entire understanding between the parties with respect to the subject matter hereof and all prior agreements, representations, statements and undertakings, oral or written, are hereby expressly superseded and cancelled.

10.5 All notices in connection with this Agreement shall be in writing and shall be given by registered or certified mail to the following address: Gordano Ltd, 1 Yeo Bank Business Park, Kenn, Kenn Road, Clevedon, North Somerset, BS21 6UW, UK.

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**LICENCE AGREEMENT MySQL AB**

MySQL AB, Bangårdsgatan 8, 753 20 Uppsala, SWEDEN

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5. Termination. Upon termination of this license, Customer must immediately destroy all copies of the Licensed Software.

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## 2 Installation and Contact Information

For installation you need the following information. Keep a note of the values you used here in case you need to quote them to support.

Your domain name	_____
Your computer's IP address (if static).	_____
Telephone number of ISP's computer.	_____
Your account user name at the ISP and its password.	_____
Your Activation Key	_____

To contact Gordano Ltd. :

Support

- Email: [support@gordano.com](mailto:support@gordano.com)
- Phone support contracts are available from Sales

Sales

- Email: [sales@gordano.com](mailto:sales@gordano.com)
- Tel: +44 1275 345100
- Fax: +44 1275 340056
- Post: Unit 1, Yeo Bank Business Park, Kenn Road, Clevedon, North Somerset, BS21 6UW





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