



Simply better network security.™

InstaGate®
Mail Server SoftPak

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Instagate Mail Server

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Mail Server

Email Overview

The Email Server menu provides mail relaying to automatically forward all incoming email to an SMTP mail server on your LAN. You can also manage messages in the mail queue from this menu.

If you have subscribed to the Mail Server SoftPak, a full-featured electronic mail server (SMTP/POP3/IMAP4) is provided.

Configuring the Email Server Settings

The product provides mail relaying to automatically forward all incoming email to an SMTP mail server on your LAN.

If you have subscribed to the Mail Server SoftPak, a full-featured electronic mail server (SMTP/POP3/IMAP4) is also provided that can handle both your local and Internet email.

To set up the email server:

1. Select *Settings* from the *Email Server* menu.
2. Select the *Server Enabled* check box.



3. If you have subscribed to the Mail Server SoftPak, select the *Server Type*. The type you select changes the mailbox configuration settings displayed on the screen. The following mail server types are available:
 - **Stand-Alone** — The product's stand-alone mail server is a full-featured electronic mail server (SMTP/POP3/IMAP4) that can handle both your local and Internet email. This option is only available if you have installed the Mail Server SoftPak.
 - **Relay** — Enabling mail relay allows the product to act as an Internet mail gateway, automatically forwarding all incoming email to an SMTP mail server on your LAN.
 - **Multi-drop** — Enabling multi-drop forwarding option allows the product to receive all company's mail through a single mailbox (a multi-drop mailbox) at a ISP. The product downloads all mail addressed to yourcompany.com from the multi-drop mailbox, and forwards the email messages to correct mailboxes on the product. This option should be selected if your company has its own domain name at the ISP such as yourcompany.com and have an option of using a multi-drop account.
 - **Mirrored** — Enabling mirrored mailbox allows the product to create mailboxes on the product that "mirror" the mailboxes present at your ISP. Each user on your LAN can then configure their desktop email application to use the product as their mail server for sending and receiving Internet email. This option should be selected if your ISP can sent up a mailbox on their Internet server for each user on the product (for example, *myname@isp.net* where "myname" is each user's email account name and "isp.net" is the domain name of your ISP). Your ISP can provide you with as many mailboxes as you need for a nominal monthly charge for each mailbox. ***This feature is only available on the InstaGate product.***

Note: In this mode, email aliases and distribution lists only apply to internal or outgoing mail, not mail arriving from the Internet. Enabling mail relay allows the product to act as an Internet mail gateway, automatically forwarding all incoming email to an SMTP mail server on your LAN.

 - **Enhanced SMTP Turn Delivery** — Enabling enhanced SMTP turn delivery allows the product to download mail queued up at your ISP's mail server. The mail queued up at the ISP is automatically forward it to the product the next time you connect to the Internet. It does not require you to set up a mailbox at your ISP. Select this option if you have your own domain name at the ISP (such as yourcompany.com), your ISP supports Enhanced SMTP Turn Delivery (RFC 1985) and InstaGate EX has a static IP address. This option

requires your ISP to create a Domain Name Service (DNS) Mail Exchange (MX) record for your domain. The primary DNS MX records must point to the product's static IP address. The secondary DNS MX records must point to the ISP's SMTP mail servers.

- **SMTP Mail-bagging**— Enabling SMTP Mailbagging option, allows the product to download mail that has been queued at your ISP's mail server. The mail queued at the ISP is automatically forwarded to the product. Instead of using SMTP command to initiate mail delivery, SMTP Mailbagging uses the Unix *finger* command. Select this option if you have your own domain name at the ISP (such as *yourcompany.com*), your ISP supports SMTP Mailbagging, and your InstaGate EX has a static IP address. This option requires your ISP to create a Domain Name Service (DNS) Mail Exchange (MX) record for your domain. The primary DNS MX record must point to InstaGate EX's static IP address. The secondary DNS MX records must point to the ISP's SMTP mail servers.
4. Enter your *Domain Name* (for example, **mydomain.com**) or * to match every *Domain Name* if you are in Relay mode.
 5. The product provides an anti-forwarding feature to prevent the misuse of your mail server by unauthorized connections. Any address or network not in this list that attempts to relay mail will be rejected if your *Domain Name* or system IP address is used in the HELO string during the connection. If you wish to allow specific trusted hosts or networking to relay specify those in *Trusted Networks*. For example:

10.10.1.2 (single IP address)

10.10.1.0/24 (class C network beginning at 10.10.1.0)

To allow relaying from all hosts (disable SMTP authentication) enter *. This setting is not recommended, however, as it may lead to spam being forwarded through your mail server.

6. If you are using the mail server in relay mode, enter the *Mail Server Address* of your local SMTP mail server.

If your local SMTP server requires authentication, select the *Mail Server Requires Authentication* check box, and enter the *Login Name* and *Password*.

7. Enter the *Relay Server Address* of your ISP's outgoing (SMTP) server, if applicable. The outgoing SMTP server is used to send mail to the Internet.

If your ISP's outgoing SMTP server requires authentication, select the *Relay Server Requires Authentication* check box, and enter the *Login Name* and *Password* provided by your ISP.

8. If your email server requires any advanced configuration settings (such as, specifying the maximum message size accepted by the server or disabling client SMTP authentication) click [Advanced](#).
9. Click *Apply* to save your settings, or *Cancel* to exit without saving.

Configuring the Email Server/Relay Advanced Options

To complete the Advanced Options page:

1. If you want the remote system administrator to receive copies of undeliverable mail messages (error or warning messages from the email server) select the *Forward copies of undeliverable messages to administrator* check box.
2. Select the Allow Client Authentication check box to allow remote clients to connect to the SMTP server and relay mail. The clients must authenticate using a valid product account.

Email: Settings: Advanced ?

Server Settings

Forward copies of undeliverable messages to administrator.

Allow Client Authentication.

Allow Non-standard HELO Names.

Maximum Message Size MB

Maximum Connections Per Host

Mail Client Access Settings

Check for duplicate messages due to client timeouts

Allow off-site access to POP/IMAP

Send Incoming Email To (optional)

Forward to Incoming SMTP Server

SMTP Timeouts

TCP Connect minutes

Command Inactivity minutes

Data Block Transmission minutes

Message Termination minutes

Apply **Cancel**

3. Select the Non-standard HELO names to allow to accept messages from servers that are behind the product and are configured with underscores in their domain name.
4. Enter the *Maximum Message Size (MB)* for the SMTP server. If you do not wish to limit the size of messages accepted by the server, type **unlimited**.
5. Enter the *Maximum Connections Per Host*. This number specifies the maximum number of simultaneous connections to the SMTP server allowed per host. If you do not wish to limit the number of connections, type **unlimited**.
6. Mail clients such as Outlook or Outlook Express that default to server timeouts of only one minute, when the RFC 2822 recommended default is 10 minutes. These clients do not check to see if mail has been processed successfully and result in duplicate messages. Check this if you are using one of the above mentioned mail clients to prevent duplicate messages due to client timeouts.
7. Select the *Allow Off-site access to POP and IMAP Servers* check box to allow remote users to access the email server and download their mail. **This feature is only available for the InstaGate product.**
8. Enter the SMTP TCP Connect Timeout. This sets a timeout for the connect function, which sets up a TCP/IP call to the remote host.

9. Enter the SMTP Command Inactivity Timeout. This sets a timeout for receiving a response to an SMTP command that has been sent out. It is also used when waiting for the initial banner line from the remote host.
10. Enter the SMTP Data Block Transmission Timeout. This sets a timeout for the transmission of each block in the data portion of a message. As a result, the overall timeout for a message depends on the size of the message.
11. Enter the SMTP Message Termination Timeout. This is the timeout that applies while waiting for the response to the final line that terminates a message.
12. ***This applies to multi-drop and mirrored systems.*** Enter the Maximum messages to retrieve per session. This controls the number of messages to retrieve per retrieval "session". Under most circumstances the default value of unlimited is fine but issues with certain ISPs may require you to set the value to a non-unlimited number like 10.
13. Click *Apply* to save your settings and return to EMail Server Settings page.

Scheduling Email Delivery

The email scheduling option allows you to specify how often the product sends and retrieves mail from the ISP (also known as "mail synchronization").

To set up your mail delivery schedule:

1. Select *Scheduling* from the *Email* menu.
2. Define your *Business Week* and *Business Day* by selecting the days of the week and the hours of the day in which your business is open.
3. Select how often to check for new email during business hours from the *Business Schedule* drop-down list.
4. Select how often to check for new email during evening hours from the *Evening Schedule* drop-down list.
5. Select how often to check for new email during the weekend from the *Weekend Schedule* drop-down list.
6. Select whether you want the product to *Send/Retrieve Internet EMail at Same Time* or to *Send Outgoing Internet EMail Immediately*.
7. Click *Apply* to save your settings, or *Cancel* to exit without saving.

Configuring the Email Address Verification Settings

The product provides several options for verifying incoming email addresses. The options available vary depending on how you have configured the product's [Email Server Settings](#).

To configure the email address verification settings:

1. Select *Verify Sender Using Local Domain Exists* to validate Email claiming to come from a local user matches a user you defined on the system. This option is useful in reducing techniques used to trick users into opening Email that appears to come from someone inside the company.

2. Select *Verify Sender Email Account Exists* to validate the sender's Email address of all incoming messages (local and external) by contacting the sending host (mail server). The product contacts the sender's specified domain Email server to verify it accepts Email for the sender. Like the above option this is useful in reducing email that appears to come from someone inside the company.
3. Select the *Enable SPF* check box to enable SPF checking on mail received by the mail server.
 - a. Select *Ignore Authenticated Clients, Trusted Network and my MX Servers* to bypass SPF checks on Email coming from clients that authenticated or servers on a trusted network or defined by your DNS MX records. This option is useful when Email is queued on secondary MX server then delivered to the product and when remote users using defined domains send mail through the product.
4. Select the *Deny Email with Invalid Headers* check box to verify that incoming message headers (*Sender:*, *From:*, *Reply-To:*, *To:*, *Cc:*, and *Bcc:*) are formatted correctly. This is a syntax check only. However, a common spamming ploy is to send syntactically invalid headers.
5. If you are using the mail server in relay mode, select the *Verify Recipient Email Account Exists Using Incoming SMTP Server* check box to validate the recipient address of incoming messages by contacting the local SMTP mail server specified in the [Server Settings](#) page.

This option is typically preferable to LDAP verification (see step 6) in that it provides real-time access without the complexity that configuring the LDAP client can entail. The only time this method is undesirable, is if the internal server accepts all incoming messages instead of rejecting invalid users.

6. If you are using the mail server in relay mode, select the *Verify Recipient Email Account Exists Using LDAP* check box to validate the recipient address of incoming messages using a list of email addresses defined on an LDAP server.
 - a. Enter the *Domain* of the LDAP server.
 - b. If the LDAP server requires authentication, select the *Authentication Required Enabled* check box and enter the authentication *Login Name* and *Password*.

Typically, Windows NT4 servers without Active Directory do not require authenticated access. Servers with Active Directory, however, usually require a user name and password to access information.

- c. Select how frequently to contact the LDAP server for address updates from the *Refresh interval* drop-down list. To update the list immediately, click *Update Now*.

7. If you are using the mail server in relay mode, you can also create a list of valid email addresses manually by entering the addresses in the *Email Addresses on Internal Server* text box.
8. If you have installed the Mail Server SoftPak and are using the server in stand-alone mode, select one of the following methods for handling unaddressable mail (mail that is not destined for a specific user, alias, or distribution list) from the *Send unaddressable mail* drop-down list:
 - **Reject** — Immediately rejects the email causing the remote email client or server to generate a bounce message.
 - **User** — Sends the email to a selected user with email access.
9. Click *Apply* to save your settings, or *Cancel* to exit without saving.

Managing the Email Server Queue

The mail server queue allows you to view and manage undelivered messages.

To access the mail queue:

1. Select *Messages in Queue* from the *Email Server* menu. The mail queue displays all messages waiting to be delivered, as well as held and undeliverable mail.
2. To sort the messages, simply click the appropriate column heading (*Message ID*, *Date*, or *From*).
3. To view a message, click the *Message ID* (blue-highlighted text). The message in its entirety appears in a separate window.
4. To delete messages in the mail queue, select the messages you wish to delete, and click *Delete*.

- To notify the original sender of a deleted message that the email could not be delivered to the intended recipient, click the *On Delete, generate bounce messages Enabled* check box.
5. To release and deliver held messages, select the messages you wish to release, and click *Release*.
 6. To hold messages from being delivered, select the messages you wish to hold, and click *Hold*. Held messages are displayed in the mail queue highlighted in yellow.
 7. To delete all messages in the mail queue, click *Purge*.
 8. Click *Done* to exit the mail queue.

Running Email Diagnostics

Email Diagnostics test the product's mail configuration parameters and the ISP's mail systems. Use Email Diagnostics whenever you suspect a problem sending or retrieving email.

To run Email Diagnostics:

1. Select *Email Diagnostics* from the *Support & Diagnostics* menu.
2. Click *Done* when you have finished viewing the diagnostics.

Note: If your ISP does not yet have your mail configuration complete on their email server, the Email Diagnostics will fail.

Users & Groups Overview

If you have subscribed to the Mail Server SoftPak, the Users & Groups menu allows you to set up email forwarders, aliases and auto-responders for users with email permission.

Note: For information on adding users and groups and assigning permissions, click the *Online Help* link in the lower left corner of the administrative interface to access the *Users & Groups* help file.

Managing User Mailboxes

The User Mailboxes page allows you to view and delete incoming mail on a per user basis.

To access user mailboxes:

1. Select *User Mailboxes* from the *Users & Groups* menu.
2. Select the product's user whose mailbox you wish to access, and click *Details*.
3. To sort the messages in the mailbox, click the appropriate column heading (*From*, *Subject* or *Size*).
4. To view a message, click the associated blue-highlighted text. The message in its entirety appears in a separate window.
5. To delete messages in the mailbox, select the messages you wish to delete, and click *Delete*.
6. To delete all messages in the mailbox, click *Purge*.

Setting up Email Aliases

If you have subscribed to the Mail Server SoftPak, email aliasing allows you to set up an incoming email address without creating an account on the product. Email sent to the alias is then forwarded to an existing email address. For example, email aliasing lets you:

- Set up temporary or permanent alias email addresses such as *sales@mycompany.com* and automatically route them to a specific user's mailbox.
- Set up alias addresses for commonly misspelled email addresses or variations of email addresses that forward to the proper user. This will minimize undeliverable mail messages sent to the administrator.

Note: If your Mail Server is set to Relay, email aliases do not apply.

To add an email alias:

1. Select *Aliases* from the *Users & Groups* menu.
2. Click *Add* to add a new email alias. To modify an existing alias, select the alias you wish to modify and click *Modify*. To delete an alias, select the alias you wish to delete and click *Delete*.



The screenshot shows a dialog box titled "Users: Aliases: Edit". It features a blue header bar with a question mark icon. Below the header, there is a section titled "Add New Alias". This section contains two text input fields. The first field, labeled "Email Addressed To", contains the text "johnsmith". To its right is a dropdown menu showing "@domain.com". The second field, labeled "Should Be Delivered To", contains the text "jsmith@isp.net". At the bottom right of the dialog, there are two buttons: "Apply" and "Cancel".

3. Type the alias account name for the email address whose mail you wish to forward in the *Email Addressed To* field.
4. Type the email address that mail for this account *Should Be Delivered To*.
5. Click *Apply* to activate the alias.

Setting up Email Auto-Responders

If you have subscribed to the Mail Server SoftPak, auto-responders allow you to automatically reply to email intended for a specified user with a pre-defined message. This feature is useful for employees who are going on vacation and want to notify people that there will be a delay in answering email.

Note: If your Mail Server is set to Relay, email auto-responders do not apply.

To add an auto-responder message:

1. Select *Auto-Responders* from the *Users & Groups* menu.
2. Click *Add* to add a new auto-responder message. To modify an existing message, select the message you wish to modify and click *Modify*. To delete a message, select the message you wish to delete and click *Delete*.



The screenshot shows a dialog box titled "Users: Auto-Responders: Edit". It features a blue header bar with a question mark icon. Below the header, there is a section labeled "Add New Auto-Responder" which includes an "Email Address" field with a dropdown menu currently showing "test" and "@domain.com". Underneath is a "Responder Message" section with a text area containing the text "I am on vacation.". At the bottom right of the dialog, there are two buttons: "Apply" and "Cancel".

3. Select a local user from the *Email Address* drop-down list.
4. Type the desired automated message.
5. Click *Apply* to activate the auto-responder.

Setting up Email Distribution Lists

If you have subscribed to the Mail Server SoftPak, email distribution lists allow you to create an email address that first accepts mail, then delivers it to two or more email addresses. Email sent to the distribution list address is forwarded to all users in the distribution list.

Note: If your Mail Server is set to Relay, distribution lists do not apply.

To add an email distribution list:

1. Select *Distribution Lists* from the *Users & Groups* menu.
2. Click *Add* to add a new distribution list. To modify an existing list, select the list you wish to modify and click *Modify*. To delete a list, select the list you wish to delete and click *Delete*.

The screenshot shows a dialog box titled "Users: Distribution Lists: Edit". It contains a section for "Add New Distribution List" with a "Name" field containing "Sales" and "@domain.com". Below this is a "Recipients" section with a dropdown menu set to "Other", an "Email Address" field containing "pjones@isp.net", and two buttons: "Add >" and "< Remove". At the bottom right are "Apply" and "Cancel" buttons.

3. Type the account *Name* for the email address whose mail you wish to forward to the distribution list.
4. Select the distribution list *Recipients* and click *Add*. To add a remote email address to the distribution list, select *Other* from the drop-down list, type the email address, and click *Add*.
5. Click *Apply* to activate the distribution list.

Setting up Email Forwarders

If you have subscribed to the Mail Server SoftPak, email forwarders allow you to route mail from one mail address to another, saving time and maximizing mail handling efficiency. For example, mail forwarders let you:

- Route any user's email to a single specific alternate address available on the Internet.
- Redirect a user's email to someone else while the user is out of the office

Email forwarders do not apply if your Mail Server is set to Relay.

Note: To forward mail to multiple email addresses, set up a [Distribution List](#).

To add a new email forwarder:

1. Select *Forwarders* from the *Users & Groups* menu.
2. Click *Add* to add a new email forwarder. To modify an existing forwarder, select the forwarder you wish to modify and click *Modify*. To delete a forwarder, select the forwarder you wish to delete and click *Delete*.

The screenshot shows a dialog box titled "Users: Forwarders: Edit". It has a blue header bar with a question mark icon. Below the header is a section titled "Add New Forwarder". This section contains two rows of controls. The first row is labeled "Email addressed to" and has a dropdown menu with "eanaya" selected and a text field containing "@domain.com". The second row is labeled "Should be forwarded to" and has a dropdown menu with "Other" selected and a text field containing "jsmith@isp.net". Below these controls is a checkbox labeled "Save a local copy" which is currently unchecked. At the bottom right of the dialog are two buttons: "Apply" and "Cancel".

3. Select the user from the *Email addressed to* drop-down list whose mail you wish to forward.
4. Select the account name that mail for this user *Should be forwarded to*. To forward the selected user's mail to a remote email address, email [alias](#), or email [distribution list](#), select *Other* from the drop-down list and enter the email address.
5. To save a copy of the selected user's email prior to forwarding it to the recipient, select the *Save a local copy* check box.
6. Click *Apply* to activate the forwarder.

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