

# Email on the RaQ 3

## General


This document explains the following email functions available on the RaQ 3:

- email server and Simple Mail Transfer Protocol (SMTP) server
- configuring the email parameters
- email relaying and how to enable email relaying
- email aliases
- email user settings and modifying user settings
- mailing lists and management of mailing lists

## Email server

You can configure the services, network and time settings through the Control Panel section of the **Server Management** screen.

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**Note:** For help with a particular field, move the mouse pointer over the Active Assist  icon adjacent to the field. Help text appears in a window at the bottom of the screen.

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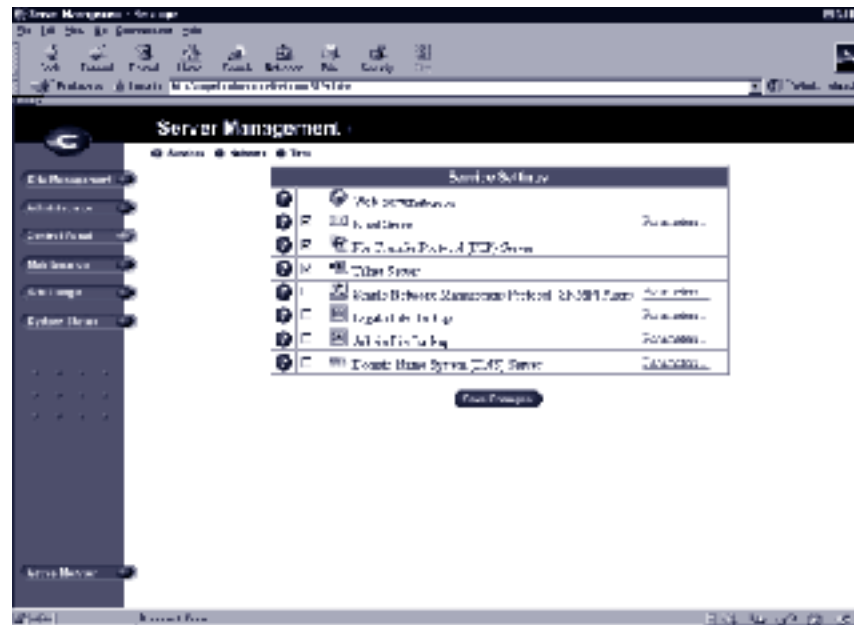
## Services

Figure 1 shows the Service Settings table of the Services section.

To manage the settings for the RaQ 3 services:

1. On the **Server Management** screen, click **Control Panel** on the left. The Service Settings table appears.
2. To turn on any of the services listed in the Service Settings table (except Web server, which is always on), click the check box next to that service. The services are described in the sections that follow.
3. Click **Save Changes**.

Figure 1 Service Settings table



### Email server

The RaQ 3 supports email for each virtual site on the host. It also supports email for entire domains (for example, www.mydomain.com). By default, each registered user has an email account created on the RaQ 3.

The RaQ 3 supports multiple client and server email protocols but does not implement virtual email users. This means that for the entire RaQ 3, each user must have a unique username, even if the users are on different virtual sites. For more information, see "Email relaying" on page 4.

### SMTP server

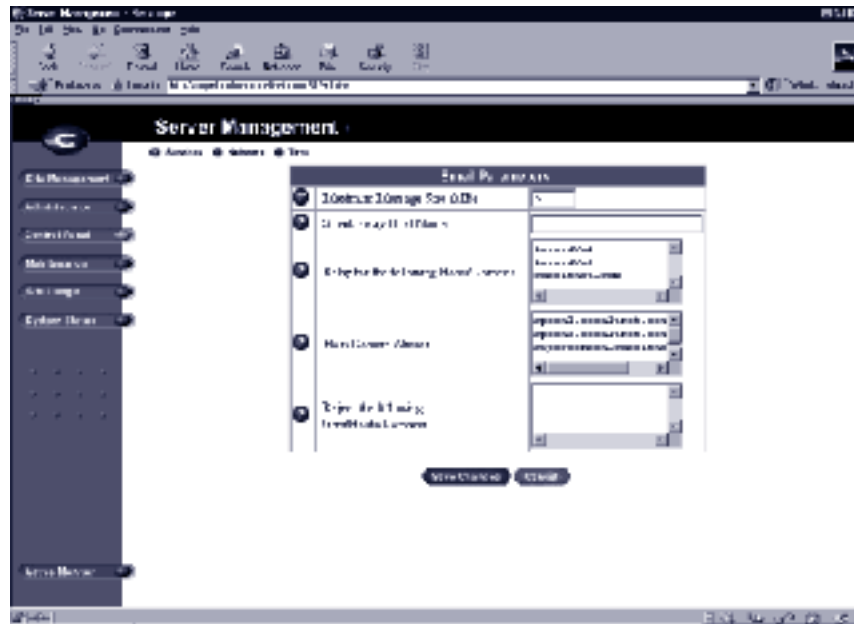
The RaQ 3 can act as a Simple Mail Transfer Protocol (SMTP) server for sending and receiving Internet email. The RaQ 3 Administrator can configure several parameters that can affect the performance of the SMTP server.

Users created on any virtual site can retrieve their email using the Post Office Protocol 3 (POP3), the Internet Message Access Protocol 4 (IMAP4) and the Authentication Post Office Protocol (APOP). Users can send mail using the Simple Mail Transfer Protocol (SMTP).

For the RaQ 3 to receive email, the network or system administrator must enter a mail server host name in your organization's domain name system (DNS) server. The IP address of the DNS server must be entered in the network settings for the RaQ 3 or the SMTP protocol will not work.

Figure 2 shows the Email Parameters table.

**Figure 2 Email Parameters table**



## Configuring the email parameters

To configure the email parameters:

1. In the Service Settings table, click the Parameters link next to Email Server. The Email Parameters table appears.
2. Fill in the fields in the Email Parameters table. The following paragraphs explain these fields.
3. Click **Save Changes** in the Email Parameters table.
4. Click **Save Changes** in the Service Settings table

You can modify the following parameters:

- **Maximum message size (Mb)** It is important to enter a value here to limit the size of incoming email messages. If this field is blank, you can receive a message that exceeds the available disk space. Such a message would be returned to the sender as “undeliverable.” The default value is 5 Mb; the value must be a whole number greater than zero.
- **Smart Relay Host Name** You can enter an optional host name in this field. With this feature, you can configure the RaQ 3 to send Internet email to a specific email server. Enter the host name of the email server through which you want to relay your email.  
This feature is useful if the RaQ 3 does not have direct Internet access (for example, the RaQ 3 is subject to a restrictive firewall), but can communicate with an email server that has direct Internet access.
- **Relay for the following hosts/domains** You can specify a list of hosts for which the SMTP server will relay email messages. For more information, see “Email relaying” on page 4.

- **Hosts/domains aliases** In this field, enter all the IP addresses or domain names of sites on which you receive email. You can only receive email that's addressed to you on the domains specified here. For example, if you want to receive email addressed to you at username@mydomain.com, type domain.com in this field.
- **Reject the following users/hosts/domains** In this field, enter email addresses or domains from which you want to block any email. Anyone trying to send you messages from one of these addresses or domains will receive an error message in return.

## Email relaying

Simple Mail Transfer Protocol (SMTP) service is different from Post Office Protocol (POP), telnet and file transfer protocol (FTP) services in that SMTP does not try to authenticate a user when an SMTP connection is made. Every email server on the Internet has to be able to deliver email to you, so the email servers must be able to connect freely to send the email. The Cobalt server accepts email if the recipient has a user account or an alias email account, or if the sending host (your client PC) is trusted to relay outgoing emails to another domain. These trusts are defined by host or domain names, as well as by IP addresses and networks. A network is a range of IP addresses; a network can be as small as one IP address, but that is not very practical.

**Caution:** Some users advise you to open relay to all com, edu, net and other top-level domain addresses. This is BAD ADVICE. Doing so allows hosts belonging to com, edu, net and others to relay email through your Cobalt server; this relayed mail is known as spam mail.

Spam mail can appear as though it originated from your server and as a result, others may blacklist your server as a known spam site. If your server is blacklisted, many mail servers will not relay your email and your customers will not receive any email messages.

If you have users who access your server through the Internet, ask your Internet Service Provider (ISP) which networks are used by their remote access (dial-up) equipment. If the ISP says the network 209.43.21.5/24 and 209.43.66.5/16, add "209.43.21" and "209.43.66" to the "Relay email from these hosts/domains" field of the Email Parameters menu. If your ISP gives you a list of 30 networks used by 30 points-of-presence (POPs) (which are regional ISP offices) across the country and your clients can dial in from any of them, then you must trust all 30 networks or these users cannot send email through your RaQ 3.

## How to enable email relaying

To enable email relaying, add the IP addresses (or domain names, or both) of the machines which use your Cobalt RaQ 3 as the SMTP server.

1. On the **Server Management** screen, click **Control Panel**. The Service Settings table appears.
2. Click the **Parameters** link next to Email Server. The Email Parameters table appears. One field is labeled "Relay for the following hosts/domains". The following paragraphs explain how to fill in this field. .



3. Click **Save Changes** in the Email Parameters table.
4. Click **Save Changes** in the Service Settings table.

The entries you add to this field serve as part of a pattern match against the email that the client is sending. As a result, some handy shortcuts are possible. If you have a number of hosts in the same network block, you can, as a shortcut, simply enter the number of the network block.

For example, specifying a network such as 192.168.1 in the “Relay email from these hosts/domains” field trusts all IP addresses from 192.168.1.1 through 192.168.1.254.

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**Note:** There is no trailing period on the number of the network block and there are only three octets entered in the field. It is important that you do not include a trailing dot after the part of the IP address that you want to match.

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If you want to allow connections from a host that ends, for example, in mydomain.com, add the string mydomain.com in the text area.

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**Note:** If you entering a domain name or part of a domain name in the text box, you must have reverse DNS working on your clients.

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## Email aliases

The Email Alias feature allows you to create an arbitrary e-mail addresses without creating a user account on the RaQ 3. An email message addressed to the alias is forwarded to an existing email address. For example, an email alias lets you setup a temporary or permanent alias email address such as sales@mycompany.com and automatically route messages to a specific email user's mailbox.

Each registered user on the RaQ 3 must have a username that is unique across all virtual sites on the RaQ 3. You cannot create two users with the same name on different virtual sites because all users share the same password database file ( /etc/passwd ). For example, if there is a user with the username <mary> on virtual site abc.com, no other registered user on the RaQ 3 can have the username <mary>.

Usernames can be similar: mary, maryb, mary1, mary2

An email alias is a way to create an account so that more than one user can have the same email name on different virtual sites (<mary> on abc.com and <mary> on xyz.com). However, the underlying username for each person must be unique.

For example, the Site Administrator of abc.com can give Mary Brown the username <mary>; her email address is mary@abc.com. The Site Administrator of xyz.com (on the same RaQ 3) can give Mary Smith the username <marys>; the Site Administrator can then set up an email alias mary@xyz.com for Mary Smith. The alias points her incoming messages to the unique username of <marys> at xyz.com."

A site user can have several email aliases that point to a unique username. For example, John Smith (username <john1>) can have john@abc.com, JS@abc.com, john.smith@abc.com, johnny@abc.com and corvette@abc.com which all point to his username of <john1> at abc.com.

A Site Administrator can also set up aliases such as webmaster@abc.com, info@abc.com, sales@abc.com, comments@abc.com or support@abc.com that point to a specific username.

## To enable an email alias

To enable an alias for a site user:

1. On the **Site Management** screen, click **Site Settings**.
2. Click the check box for “Accept email for domain.”

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**Note:** If this option is not selected, a sender must include the host name in the recipient’s email address, for example <alias>@www.abc.com.

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## To add an email alias for a site user

To add an email alias for a site user, see See “Modify email options for a site user” on page 6.

## Entering user email settings and aliases

### Mail Forwarding and Vacation Reply

Individual site users can choose to have their RaQ 3 email forwarded to another email account. Site users can also choose to enable a vacation-reply message that is automatically sent to each person who sends the user an email. This feature is useful when users know they will not be reading or responding to incoming email messages for a period of time.

As the Site Administrator, you can enter these email settings for site users (at their request) as described in See “Modify email options for a site user” on page 6..

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**Note:** A vacation-reply email is sent only once per week to each sender.

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### Modify email options for a site user



To set up or modify the email options for a site user (to enter a forwarding email address, email aliases and an automatic vacation reply), click the blue envelope icon. These options are described in See “Mail Forwarding and Vacation Reply” on page 6.

1. On the **Site Management** screen, click **User Management** on the left.
2. Click the blue envelope icon for the site user. The Modify User table appears.
3. Enter the changes in the Modify User table.

To add an email alias, enter the additional names that the user will receive email as in the Email Aliases field. For example, for user <john1>, enter “john.smith”, “johnny” and “corvette”.

DO NOT add the domain name to the additional names. Since the site user is part of the virtual site, he or she automatically inherits the domain name of the virtual site. If you do add the domain name in the Email Aliases field (for example, johnny@abc.com), the software gets confused.

Enter multiple aliases on new lines or separated by spaces.

4. Click **Save Changes**.

## Mailing list management

In the List Management section of the Site Management screen, you can create and manage mailing lists for the virtual site.

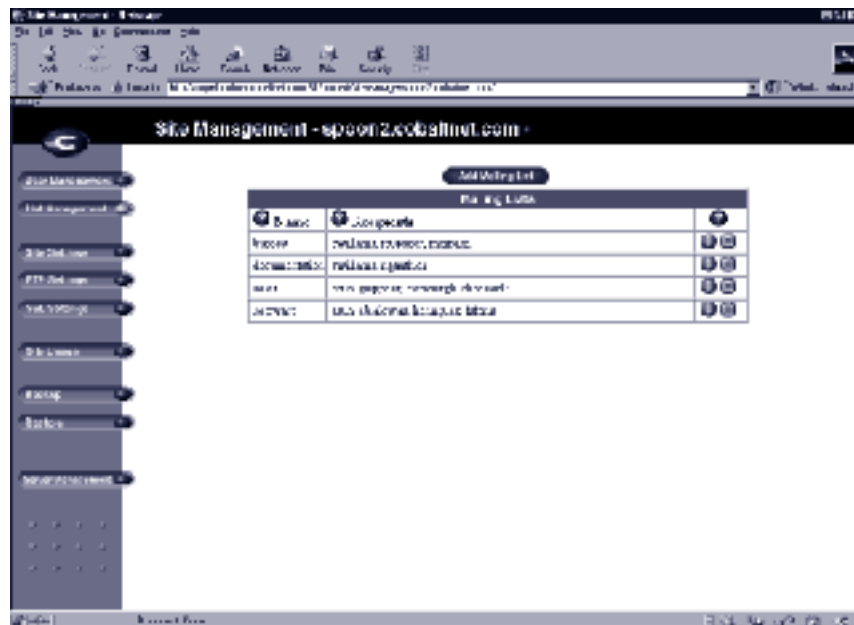
A mailing list allows a discussion by email between a group of people; the email addresses of the people in the group make up the list. The mailing list is given a name, for example AlphaProject. The mailing list can include users on the RaQ 3 as well as external users.

A message addressed to the name of the mailing list is delivered to each person on the list. If one person replies to the message, the reply is also delivered to each person on the list (and not just to the original sender).

To create a mail list in which a person's reply is delivered only to the original sender, you must create a group mail list (a function available in most email clients).

Figure 3 shows the Mailing List table in the List Management section.

Figure 3 Mailing List table



The screenshot shows a web browser window displaying the 'Site Management - speed2.co.uk' interface. The 'List Management' section is active, showing a table of mailing lists. The table has columns for 'Name', 'Description', and 'Action'. The data rows are as follows:

Name	Description	Action
alpha	alpha project members	[edit] [delete]
alpha-test	alpha project test	[edit] [delete]
alpha	alpha project members	[edit] [delete]
alpha	alpha project members	[edit] [delete]

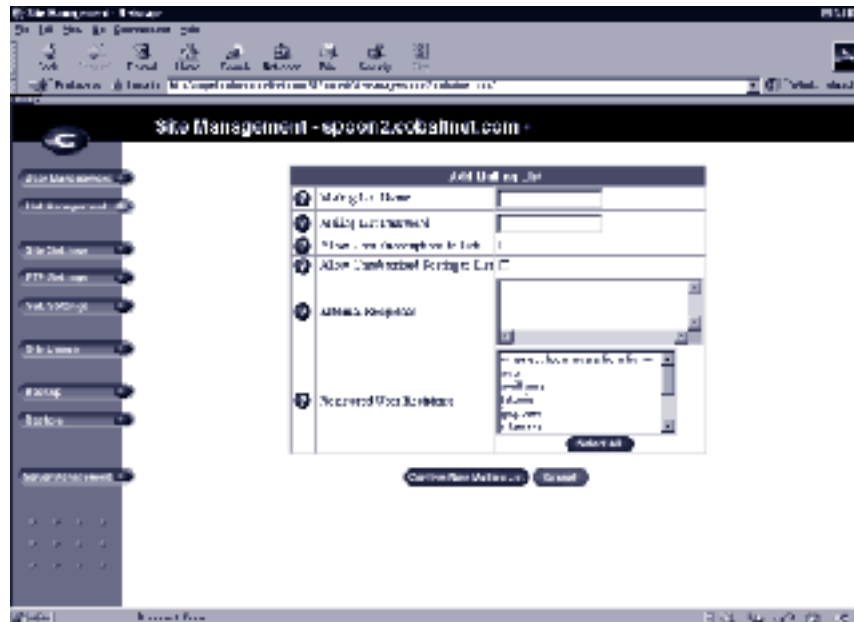
## To add a mailing list

To add a mailing list on the RaQ 3:

1. On the **Site Management** screen, click **List Management**. The Mailing List table appears.
2. Click **Add Mailing List**. The Add Mailing List table appears. See Figure 4.
3. Enter a name for the mailing list.
4. Enter a password for the mailing list. You need the the password for managing the mailing list.
5. To accept email addressed to the mailing list from an email address that is not a member of the list, click the check box next to Allow mail from unsubscribed addresses.
6. Add recipients to the mailing list.
  - To add external recipients to the mailing list, enter the email addresses in the “External Recipients” field.
  - To include existing registered site users on the RaQ 3 in the list, click the username in the scrolling window.  
To select all the registered site users, click **Select All**.  
To select individual recipients in the scrolling window, hold the down the Control key (Windows) or the Apple key (Macintosh) and click on the user names.
7. Click **Confirm New Mailing List**.

Figure 4 shows the Add Mailing List table in the List Management section.

**Figure 4** Add Mailing List table



## To modify a mailing list

To modify a mailing list:

1. On the **Site Management** screen, click **List Management**. The Mailing List table appears.
2. Click the green pencil icon next to the mailing list you want to modify. The Modify Mailing List table appears.
3. Modify the information as necessary (see the procedure for adding a new mailing list for the options).
4. Click **Confirm Modify**.

## To remove a mailing list

To remove a mailing list:

1. On the **Site Management** screen, click **List Management**. The Mailing List table appears.
2. Click the brown trashcan icon next to the mailing list you want to delete. A confirmation dialog box appears.
3. Click **OK** to delete the mailing list.