

**Sendmail®
Advanced
Message Server
User's Guide**

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Preface

Sendmail Advanced Message Server provides email management and mail delivery for both single- and multi-domain environments. The Sendmail Administration Console provides a Web-enabled graphical user interface that enables easy configuration and administration of Sendmail Advanced Message Server. This guide covers these configuration and administration tasks.

How to Obtain Technical Support

Technical Support is available to the assigned contacts of all customers holding a current, valid support contract. The assigned contacts have received passwords and IDs for their Sendmail support program.

Log non-emergency cases at the web address listed below.

Log critical cases (e.g. production system down) at the support center which covers your purchase area via the appropriate telephone number listed below.

Web: <http://www.sendmail.com/support/>

Phone:

USA 1-877-4-SENDMAIL (1-877-473-6362)

Who Should Use this Book

Canada, the Americas, Asia +1-510-594-5400, menu option 2 (USA call center)

Europe, Africa, the Middle East +44-1628-766366 (UK call center)
01628-766367 (UK call center local phone number)

For more information regarding the phone numbers:
<http://www.sendmail.com/support/contact/>

For support hours and entitlements please visit the web site at
<http://www.sendmail.com/support/pp/> .

Who Should Use this Book

This guide is primarily intended for site and domain administrators who are responsible for configuring and running Sendmail Advanced Message Server. Chapter 5 contains information and instructions that may be of use to email account customers.

Before You Read this Book

Refer to the README file for any last-minute caveats, problems, or workarounds. The file is located on the CD in:

/cdrom_dir/README

or

/cdrom_dir/docs/README

After you install Sendmail Advanced Message Server, the README file is also available at:

base_install_dir/sendmail/README

Related Books and Information

This *User's Guide* is part of a five-manual suite. Please refer to the other four manuals as needed:

- *Sendmail Advanced Message Server Installation Guide*
- *Sendmail Advanced Message Server Reference Guide*
- *Sendmail Message Access Proxy Guide*
- *Sendmail Switch User's Guide*

The following source provides more information about the `sendmail` MTA included in Sendmail Advanced Message Server:

- Open source `sendmail` web site: <http://www.sendmail.org/>

What Typographic Conventions Mean

Table P-1 describes the typographic conventions used in this book.

Table P-1 *Typographic Conventions in this Guide.*

Typeface or Character	Meaning	Example
monospace	The names of commands, files, and directories; on-screen computer output; email addresses	<code>/etc/mail/</code> Edit your <code>ms.conf</code> file <code>>>>EHLO</code> <code>support@example.com</code>
monospace bold	What you type, as opposed to computer output	<code>% cat /etc/hosts</code>
<i>italic</i>	Placeholder for the true value	Substitute <i>hostname</i> with the name of your host
<i>italic</i>	Emphasized words or book titles	You <i>must</i> assign a password. The <i>Reference Guide</i> has more information.
(Windows)	Indicates a Windows path	<i>base_install_dir</i> \etc\mail\ (Windows)
(UNIX)	Indicates a UNIX path	<i>base_install_dir</i> /etc/mail/ (UNIX)

Overview

1

Sendmail Advanced Message Server provides a single platform for managing user email access and mail delivery in both single- and multi-domain environments.

Sendmail Advanced Message Server is built on the mail hosting capabilities of the message store, which supports both Internet Mail Access Protocol (IMAP) and Post Office Protocol (POP) and the enhanced version of the `sendmail` mail transfer agent (MTA). With the IMAP4rev1 and POP3 capabilities of the message store, end users can check their messages from any Internet-connected site, while storing messages on the server for later viewing at another site. In addition, users can share email folders, search for messages and parts of messages with user-specified criteria, activate automatic forwarding and vacation notices, and change their passwords.

The message store and Sendmail Switch are integrated into one Web-enabled graphical user interface for ease of configuration and administration. Sendmail refers to this interface as the Administration Console. This guide covers the message store component of Administration Console, which provides site configuration, domain configuration, and user preferences features.

For the system administrator, the Administration Console facilitates fine-tuning of the mail server to meet rapidly changing needs. Quotas for user accounts and domains can easily be changed. To spread workload readily, Sendmail Advanced Message Server provides a tool to distribute administrative privileges.

Sendmail Advanced Message Server supports a variety of security mechanisms, such as SMTP Service Extension for Authentication (SMTP AUTH), and Secure SMTP over Transport Layer Security (STARTTLS). Moreover, partitioned administrative capability in Sendmail Advanced Message Server protects critical system functions from unauthorized users.

Message Store

Sendmail Advanced Message Server contains an embedded high-performance database, which is called `authdb`. The message server uses data caching to minimize latency when returning data to the user's desktop.

On the end-user side, this product functions with all popular email clients (such as Eudora Pro, Netscape Messenger, and Microsoft Outlook). The Sendmail Advanced Message Server Administration Console enables end users to change their passwords, set up mail forwarding functions, compose and manage vacation notices.

The Web-based graphical user interface of Sendmail Advanced Message Server acts as an easy-to-use configuration and administration tool for the message store. More advanced users may want to take advantage of the command-line administration tools. While the Web-based interface facilitates faster configuration, the command lines offer a finer degree of control. You can employ both the Web-based Administration Console and command-line tools, as your needs require.

The Sendmail Advanced Message Server message store supports both IMAP4 and POP3. Both protocols enable users to retrieve and send email from remotely connected computers. However, they do differ in the way that they function.

Benefits of IMAP

IMAP allows single-site storage of email, even for messages sent to a folder shared by multiple users. In addition, it lets users specify what part of an email they download, whether this is the message header, a portion of the body, or just an attachment. Users can view part or the entirety of an email and store the message on the server, unless they opt to move it to their client machine. Furthermore, a user can configure certain mail user agents (MUAs), often referred to as *clients*, to synchronize personal folders on his or her local machine with corresponding folders on the server.

In combination, these IMAP features reduce redundancy within computer disk space, centralize management of email distributed to multiple users, and spare bandwidth and downloading time for users who want to minimize connection time and resources. Because recipient-retrieved email can be stored on the server side, IMAP requires email system administrators to have more disk space on their hosting machines.

Multiuser Access

IMAP lets you create shared folders of messages. Each shared folder “belongs” to a group of users; each user is given certain rights (read, read/write, administer) for the folder.

POP Support

POP has been in use longer than IMAP. With POP, users view email by downloading all messages (and attachments, if any) to their client machines. POP users cannot selectively view email on the server. To read any part of email, users have to download all messages on the server addressed to them. Users who choose POP connections cannot utilize all features available in the message store, such as shared folders and folder synchronization.

Quota Management

Because folders and messages are stored on your servers in an IMAP-based messaging system, you probably want to place some limit on the amount of disk space a domain, its user accounts, and its shared folders can fill.

Likewise, you may want to limit the number of user accounts in a domain and restrict the number of messages that a user account can have in its personal space (inbox and folders). Sendmail Advanced Message Server has settings that allow you to establish or change the storage space and number limit quotas.

Message and Folder Synchronization

Sendmail Advanced Message Server supports users operating MUAs set up to synchronize folders in the IMAP server with client-side folders.

Each message in a specific folder is assigned a unique identifier, or UID, in a strictly ascending fashion in the inbox. As each message is added to the inbox, it is assigned a higher UID than previous messages. These message UIDs persist across sessions, thus permitting clients to resynchronize message state information from a previous session with the server.

For example, an end user moves messages among his or her folders during disconnected operation (offline). When this user begins the next online session, the IMAP server will be reconfigured to reflect the folder organization that the user set up offline in his or her client.

IMAP Namespace Extension Support

The IMAP protocol's namespace extension allows the client to ask the server which folders the client can readily access. The message store supports a full implementation of the extension, so that IMAP clients can discover the prefixes and locations of namespaces used by a server and provide the appropriate view quickly to the user. This enables all commercial IMAP client software to smoothly operate with the message store.

Implementing Authentication

Each end user must authenticate against the server by submitting a user ID/email address and password to confirm that he or she is indeed the valid user to access the inbox or shared folder.

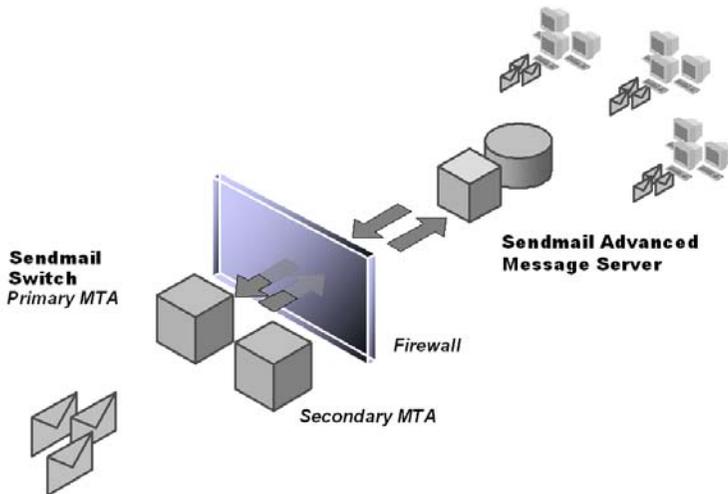
If you have implemented an external authentication method, keep in mind that the User Preferences features of Sendmail Advanced Message Server require that fully qualified usernames be used for ID and password authentication. When such an external authentication method is implemented, the message store's default domain feature is not supported.

Working with the Sendmail Switch MTA

The MTA included with Sendmail Switch is required by Sendmail Advanced Message Server to supply a local delivery (LMTP) mechanism for the message store. The Sendmail Switch MTA, in conjunction with Sendmail Advanced Message Server, is not supported as a standalone Internet mail relay solution.

Figure 1-1 depicts a typical usage scenario. Sendmail Switch is used as a company's Internet relay at the firewall (a secondary MTA provides redundancy), with Sendmail Advanced Message Server used as the business's message store.

Figure 1-1 Typical Usage Scenario



MTA Restrictions

Certain features of the Sendmail Switch MTA, though available through the Administration Console screens, may not be appropriate within the Sendmail Advanced Message Server package. Other Sendmail Switch features may not function or will disable message store functionality when the message store is in operation.

Sendmail Switch's feature of distributed administration is not supported in Sendmail Advanced Message Server. All references to distributed administration within Sendmail Advanced Message Server documentation or screens should be ignored. (This feature is found via the Sendmail Switch Main Menu > System Administration Menu > Configure Distributed Administration.)

Other Sendmail Switch features that have certain restrictions or do not work with the message store in operation include:

- `saslpasswd.sh` is not a valid utility for SMTP Authentication within Advanced Configuration or the General Configuration Wizard (authentication is handled by the message store's user database (`authdb`), which does not support the authentication mechanisms `CRAM-MD5` and `DIGEST-MD5` in the MTA at this time)
- Advanced Configuration > Identity/Masquerading > Masquerade As (requires that domain be added to the message store)
- Advanced Configuration > Identity/Masquerading (requires that domain be added to the message store)
- Advanced Configuration > Routing > Mail Hub (the MTA within Sendmail Advanced Message Server should not be used as a mail hub, as this would reroute mail to another server)

- Advanced Configuration > Routing > Relays > Mail Hub (the MTA within Sendmail Advanced Message Server should not be used as a mail hub, as this would reroute mail to another server)
- Advanced Configuration > Routing > Mailers > Cyrus, `ph`, and POP (Sendmail Advanced Message Server uses its own local delivery mechanism (LMTP), which is specifically designed to deliver email to the message store)
- Advanced Configuration > Routing > Mailers > Local > Local Mailer Path, Local Mailer Arguments, Local LMTP, Local `procmail` (Sendmail Advanced Message Server uses its own local delivery mechanism (LMTP), which is specifically designed to deliver email to the message store)

Sendmail Advanced Message Server's Mail Forwarding and Vacation Notice features (which are available within the User Preference options) abrogate the use of `.forward` files. The restricted Sendmail Switch features are:

- Advanced Configuration > Environment System > File Locations > Forward Path
- Advanced Configuration > Security Checks (all features referencing `.forward` files)

Working in a Multi Switch Environment

Each Sendmail Advanced Message Server must be installed with Sendmail Switch. With the right license, Sendmail Switch allows you to deploy `sendmail` MTA configurations to multiple computers on your network. The Switch component of Sendmail Advanced Message Server can work in such an environment as both a controlling console or a controlled MTA:

- Sendmail Advanced Message Server can control one or more remote `sendmail` MTAs, called Managed Switch.

If you have a Multi Switch software license for the Sendmail Switch component working with your Sendmail Advanced Message Server installation, and a license for each Managed Switch, you can use the Administration Console in Sendmail Advanced Message Server to deploy configurations to each Managed Switch.

- The Sendmail Switch component used with Sendmail Advanced Message Server can be set up to be configured remotely by Multi Switch.

See the Advanced Topics chapter of the *Sendmail Switch User's Guide* for instructions.

You cannot remotely change the Sendmail Advanced Message Server settings, just the MTA settings.

Using the Sendmail Administration Console

The Administration Console was designed to have a familiar look and feel. Administration Console interface elements within the message store are illustrated in Table 1-1.

Table 1-1 Common Elements

Administration Console Element	Description
<p>Red Buttons</p> 	<p>Red buttons appear near the top of many pages. Select these buttons to initiate operations, such as adding site administrators or user accounts.</p>
<p>Radio Buttons</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p>Radio buttons represent two or more mutually exclusive options. A default is set for each choice, but you can override it by selecting a different radio button.</p>
<p>Text Field</p> 	<p>A text field is an area that accepts typed characters or word input. Type information, such as domain name, user name, or password, into these text fields. Occasionally, a text field is filled in with a default value, which you may accept or change.</p>
<p>Navigation Panel</p> <p>Domain Management Site Administrators Logout</p>	<p>The navigation panel is an area that appears on the left side of some message store pages. The navigation panel provides an index to pages, such as Domain Management and Site Administrators, that enables you to jump to those pages.</p>
<p>Link</p> <p>How to Use</p>	<p>Links are hypertext links to additional information. Most often these are internal help pages that provide information specific to program options and selections. However, some links connect to pages provided by third parties. Select a link to jump to such information. Note that the links do not change color to indicate that you've already visited their pages.</p>

Table 1-1 Common Elements (Continued)

Administration	
Console Element	Description
Table Hyperlinks 	Table hyperlinks are links to specific domains or user accounts. Select one of these links from the appropriate table to modify or add information for a domain or user account.
Online Help Button 	Select a question-mark button to receive additional context-sensitive help or information about what you're currently doing.
Blue Button 	Blue buttons appear near the bottom of many pages. Select these buttons to perform operations, such as Log In and Cancel.
Navigation Buttons 	Navigation buttons let you move around large collections of data more easily. Use them to move (respectively) to the beginning, previous page, next page, or end of a map or table.

Sendmail Advanced Message Server Configuration Menu

2

The Configuration Menu is the starting point of the Sendmail Advanced Message Server Administration Console. The Configuration Menu has four options:

- Site Configuration
- Domain Configuration
- User Preferences
- Mail Routing Configuration

Site Configuration, Domain Configuration, and User Preferences compose the message store component of the Administration Console. Mail Routing Configuration leads to the Sendmail Switch component.

When you use the Administration Console, you need to log in to each of these functional areas separately. The only exception is when you are in Site Configuration. When you are in Site Configuration, you can go directly to Domain Configuration (via the navigation panel), bypassing the Domain Configuration login screen.

Note that the login information (user name/email address and password combination) for Sendmail Switch and the message store, while the same after installation, can be changed and may be different at a later time. Use the correct information for each of the login pages.

Site Configuration

After installation of Sendmail Advanced Message Server, the only user who can log in to Site Configuration is the mailstore system administrator account (`smadmin` is the default). This user can then add other user accounts and grant them Site Configuration rights. The group of users who have access to Site Configuration are called *site administrators*.

Because Site Configuration privileges control a wide range of powers over your message store system, you want to limit the number of users who are site administrators. Message store site administrators do not automatically have administrator rights in Mail Routing Configuration. If you want a message store site administrator to have the ability to change all settings in the Sendmail Switch component of Sendmail Advanced Message Server, you need to configure a separate administrator account within the Mail Routing Configuration component.

A site administrator can perform all functions in the message store component of the Administration Console. Only site administrators can perform the following tasks:

- Add and delete domains to the hosting site
- Set quotas for a domain (both storage space and number limit)
- Enable and disable a domain
- Determine whether anonymous login is allowed in a domain
- Add and delete other site administrators

Site administrators also can perform all functions in Domain Configuration and User Preferences. Strictly speaking, site and domain administrators can perform User Preferences functions. The administrator sets a user's password when adding him or her to the system, and so could access the preference options for a user account. However, once a user has changed his or her assigned user password, an administrator cannot access or make changes to these User Preference functions for that user account.

Configuring Rights

The relationship among the different message store choices—Site Configuration, Domain Configuration, and User Preferences—within the Configuration Menu is hierarchical. Site Configuration provides broad top-level rights over the hosting system, Domain Configuration offers administrative rights for specific domains, user accounts, and shared folders, and User Preferences controls characteristics of individual user accounts. Figure 2-1 illustrates the relationship and the rights among the message store configuration choices.

Domain Configuration

When you need to set or change most properties of a domain, you enter Domain Configuration. Site administrators can access Domain Configuration for any domain.

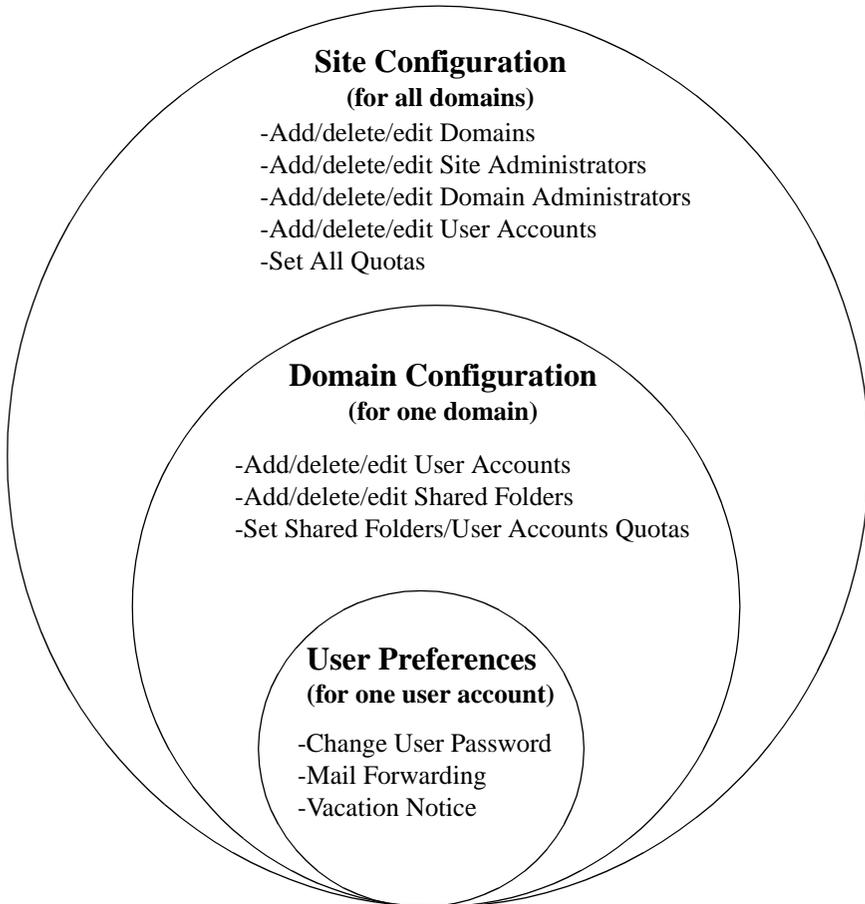
In a real-life situation, the more routine tasks in Domain Configuration may be more appropriately handled by users who can administer other users and the content of the domain, but who do not need to have system administration rights or technical expertise. Thus, Sendmail Advanced Message Server allows site administrators to delegate responsibility to certain users for domain administration. These designated users are *domain administrators*.

Domain administrators have privileges to do the following:

- Add, edit, and delete user accounts. This includes designating other domain administrators, setting user account and personal folder storage and message quotas, setting user account expiration information (if needed), enabling and deleting internal authentication accounts, and setting user account passwords.
- Add, edit, and delete shared folders. This entails determining shared folder storage and message quotas as well as read-only, read/write, and administrator rights for users of the folders.

Figure 2-1 Message Store Configuration Right

Message Store Configuration Rights



The intent of Domain Configuration is to separate the interface for controlling the profile of a domain from the management of the whole hosting server.

User Preferences

In User Preferences, any user within a domain can do the following:

- Change his or her own login password
- Configure a user account so that all incoming email gets forwarded to another address (with or without keeping a local copy)
- Compose and enable a vacation notice message
- Check (but not change) the user account's storage and message quota limits and see how much of each quota has been used

When someone changes settings in User Preferences, only the user account he or she is logged in to is affected.

Mail Routing Configuration

Initially, the only user account that can access Mail Routing Configuration is the administrator designated during the installation. This person can, and probably should, log on to Mail Routing Configuration, and as the administrator, grant Mail Routing Configuration administrator privileges to one or more other users.

Note – The Mail Routing Configuration (`sendmail`) administrator is established independently of the message store site administrator—and vice versa.

For example, let's say the administrator `smadmin` logs in to Mail Routing Configuration and adds the user `larrywong` to the list of administrators. `larrywong` can access Mail Routing Configuration as an administrator. Consequently, he has a broad range of rights to change settings in the Sendmail Switch component of Sendmail Advanced Message Server.

However, `smadmin` has not yet added `larrywong` as a site administrator in the message store component of the Administration Console (via the Site Configuration menu selection). `larrywong` cannot log on to Site

Configuration. Furthermore, if `smadmin` has not added `larrywong` as a regular user, `larrywong` will not be able to access any message store features.

An analogous situation would arise if `smadmin` had created the site administrator account `larrywong` in the message store component but not in Mail Routing Configuration. In this scenario, `larrywong` would be able to log in to Site Configuration, Domain Configuration, and User Preferences, but not to Mail Routing Configuration.

Chapter 1, “Overview,” provides a listing of which Sendmail Switch features do not operate in Sendmail Advanced Message Server. Refer to the *Sendmail Switch User’s Guide* for detailed information about the Mail Routing Configuration.

Login/Password

The main reason that each functional area of Sendmail Advanced Message Server has its own login is for security. By forcing *all* users (administrators and end users) to enter a user name or email address as well as a password, Sendmail Advanced Message Server can verify whether the user has authorization to complete the range of tasks and to access the information available in each area. Like all password schemes, this also authenticates the user attempting to log in.

The administrator account created during installation of Sendmail Advanced Message Server (`smadmin` by default) can log in to both message store and Switch components. Unless changed by this administrator, the password for these accounts will be the same.

Administrative Domain

The message store administrative domain is created during installation. The administrative domain is not a valid mail domain (through which email can be received), but rather a “housekeeping” domain for the message store. Site administrators accounts are created and maintained in the administrative

domain. For example, the three-person team of the IT department for a business with an email address of `comany_name.com` might set up the administrative domain, `it.company_name.com`.

Default Domain

During installation, you can name a default domain for the message store. The default domain should be the “main” domain for the message store. For single-domain message stores, the default domain is, of course, the name of the domain. For a message store hosting several domains, the default domain would most likely be the domain that is serving as the host, such as `ISP_name.com`.

Logging in to the Default Domain

A user that belongs to the default domain of the Sendmail Advanced Message Server configuration must type only the user name portion of his or her email address within the Domain Configuration or User Preferences login pages. The user won’t be able to log in to these pages if he or she enters a fully qualified domain name.

When a default-domain user logs in via a mail user agent (for example, Eudora Pro, Microsoft Outlook, etc.), he or she includes only the user name portion, not a fully qualified domain name.

For example, the user account for John Q. Peters (`jqp@johnmuir.net`) belongs to the default domain because `johnmuir.net` was chosen as the default domain during Sendmail Advanced Message Server installation. John types only `jqp` in the Email Address field of the User Preferences login page. However, this configuration of Sendmail Advanced Message Server also hosts the domain `biped.org`. Mary Smith, with user name `msmith`, has a user account on `biped.org`. She types `msmith@biped.org` in the Email Address field of the User Preferences page.

Note – If you rename the default domain, you will have to manually edit the `ms.conf` file to reflect the new default domain name.

Login/Password

For more information about `authdb` records, see the Authentication chapter in the Sendmail Advanced Message Server Reference Guide.

Site Configuration

3

Roles and Tasks of a Site Administrator

A site administrator can perform all functions in the message store component of the Administration Console. Site administrators must have user accounts within the administration domain.

Note – If only one site administrator exists and that administrator cannot remember the valid password for his or her account, then the `root` user can use `msadm_tclsh` commands to change the site administrator password. A more drastic solution is to uninstall and then reinstall Sendmail Advanced Message Server.

Because site administrator privileges hold so much power within the Sendmail Advanced Message Server message store, you will want to give these privileges only to users with the experience and knowledge to perform these tasks. However, there is no limit to the number of user accounts that can be granted site administrator privileges.

Configuring Quotas

Sendmail Advanced Message Server lets site administrators set a maximum amount of storage space and limit the number of user accounts for each domain. Known as *quotas*, these storage space amounts and number limits can vary for each separate domain.

Each user account and shared folder within each domain also has a storage space quota. (For a user account this means the size reserved for its personal space, which includes its inbox and folders.) Each user account may also have a number limit quota that sets the maximum number of messages that the account can have in its personal space. Although it is more common for domain administrators to specify the quotas within the domains that they administer, site administrators can also set these quotas.

All storage-related quotas within the message store are entered as Mbytes; all number limit quotas are entered as positive integers. The default setting for all quotas, which is a blank text field, sets a quota to “unlimited.” (Entering a 0 (zero) in the text field also sets a quota to unlimited.)

Configuring Quota Behavior

Quota violations (either storage or number limit) typically stop mail delivery until the violation is rectified.

For example, a number limit quota of 100 messages for a user account stops delivery of message 101 until the total number of messages stored in the user account’s inbox and folders is reduced or the account’s quota number limit is raised. However, when encountering a storage quota violation, the message store may not appear to act as precisely as it does when discovering a number limit quota violation.

The message store configuration file (`ms.conf`) specifies how storage quota violations will be measured and observed within the message store. This specification determines when a storage quota is checked—at the beginning or end of an action. The default, which is an `off` setting for the `allow-one-message-overquota` entry, is to reject actions that would end in a

storage quota violation. When set to on, the entry allows a user to receive one message that would put the user over quota (however, if the user is already over quota, no messages can be received).

When a storage quota is set for a folder, any subfolders that exist are factored into the total amount of space taken by the top-level folder. For example, let's say a group of users share a folder called `Admin` and a quota has been set for it. In addition, there are two subfolders in `Admin`—`AdminMemos` and `AdminNotes`. If the combination of messages stored in `Admin`, `AdminMemos`, and `AdminNotes` exceeds the quota size set for the `Admin` folder, none of these three folders can store any new email until storage space is cleared or the quota changed.

When a quota violation occurs, the non-delivered email is sent to the mail queue with the message, `Message size exceeds remaining quota`. The administrator (usually this is the domain administrator) needs to monitor the queue and take appropriate action so that quota limits do not cause undue problems. Action may include increasing storage or message quota limits or advising users to clear their inboxes of old email messages.

Anonymous Login Setting

Another issue to consider when adding a domain is whether anonymous login will be allowed. The primary purpose of anonymous login is to give everyone who logs in as `anonymous` read-only rights to selected shared folders. Note that anonymous login actually does not function within the domain until a site or domain administrator creates an `anonymous` user account for individual shared folders.

Read “Anonymous User Account and Login” in Chapter 4 for details about anonymous login.

Domain Management

When you need to add, change, or delete domains from the site you are administering, you need to work in the Site Administration/Domain Management page.

To access the Site Administration/Domain Management page:

1. From the Configuration Menu, choose the Site Configuration option.
2. At the Site Administrator Login page, enter your user name and password and then select the Log In button.

The Site Administration/Domain Management page appears. This page has a table with five columns—Domain List, Storage Quota Usage, Storage Quota Limit, User Quota Usage, and User Quota Limit. This table lists all the domains managed with the message store. In addition, the table shows each domain's current storage quota usage amount and storage quota limit (how much disk space is reserved for the domain) and its user quota usage and user quota limit (the total number of user accounts that the domain can manage). A domain may not have been assigned a storage or number limit quota; in such cases, None appears in one or both of the quota limit columns. The quota usage columns always show up-to-date usage totals for each domain.

Four directional buttons and an editable text field permit you to quickly jump through domain list data.



Moves to the beginning of the Domain List table.



Moves to the preceding table page.



Moves to the next table page.



Moves to the end of the Domain List table.

A text field that appears between the four buttons shows which page you are currently viewing and how many pages of domain data are in the table. If you want to jump to a particular Domain List page, you enter the page number in the text field and press the Enter key on the keyboard.

A navigation panel appears on the left side of this page. The panel gives you the option to jump to the Site Administrator page or to log out of Site Configuration.

The Site Administration/Domain Management page provides a search function for locating domains anywhere in the entire domain list. This feature is useful if you have a Domain List table that occupies multiple screen pages.

To use the search function:

1. Enter the domain name in the text field at the top of the page.
2. Select the adjacent Search button.

The search query function works with an asterisk (*) as the wild card character. For example, if you entered *xam* in the search text box, both example.com and example.net would both be found and returned as search results.

The search function is not case-sensitive.

Adding Domains

If you are using Sendmail Advanced Message Server to administer a multi-domain environment, you probably will need to add domains occasionally. Before you add a domain, you need to determine what storage and number limit quotas, if any, you want to assign the new domain and whether anonymous login will be allowed in the domain.

To add a new domain:

1. From the Site Administration/Domain Management page, select the Add button.

The Add Domain page appears.

2. Type a qualified domain name in the Domain Name field.

If you do not want to enable the domain immediately, deselect the Enable Domain check box. You will need to go back and enable the domain at a later time if you want it to be in working order for users.

3. Select the Allow Anonymous Login check box if you want to enable this feature.

Review “Anonymous User Account and Login” in Chapter 1 before you choose this option.

4. If needed, type the number of megabytes to reserve for domain storage in the Storage Quota Limit text field.

If you want an unlimited quota, type 0 (zero) or leave the field blank.

5. If needed, type the maximum number of users for this domain in the User Quota Limit text field.

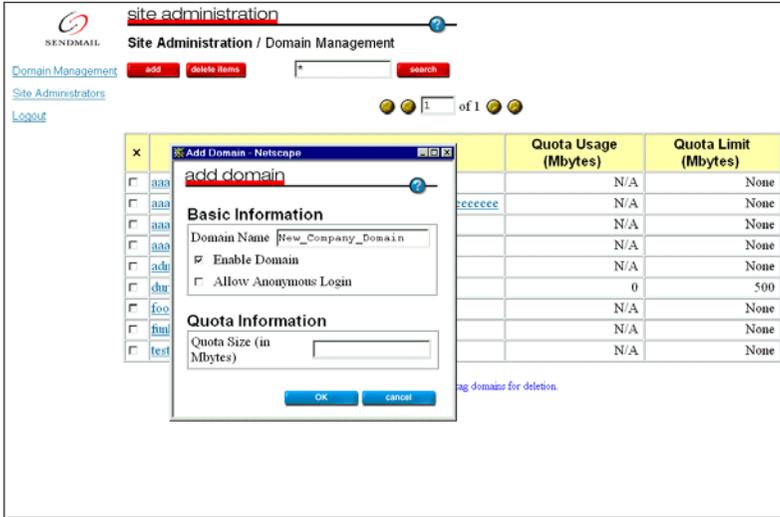
If you want an unlimited quota, type 0 (zero) or leave the field blank.

6. Select the OK button.

The domain name appears in the Domain List table.

Figure 3-1 shows an example screen display when the Add Domain page appears.

Figure 3-1 The Add Domain Page



Creating Domain Administrators

Most likely you want to restrict the number of users in a domain who can add or delete other users and who can fully administer shared folders. The users who have these privileges are *domain administrators*. Typically, only certain individuals have these privileges. For that reason, the Sendmail Advanced Message Server Administration Console requires you to override a default (select a check box) to create a domain administrator.

When a new domain is created, only a site administrator can execute domain administration tasks—until the site administrator grants a user in the domain these domain administration rights.

Site administrators grant domain administration privileges to users via the Domain Configuration options. Once a user has domain administration privileges, he or she can create other domain administrators for that domain.

The following example illustrates how to add a new domain and create a domain administrator at the same time. In this scenario, the system administrator, Maria Ramirez, (user name `mariar`) of a fictional ISP (`example.net`) is giving a customer, Karl Taylor, (user name `karlt`) domain administrator rights for a domain (`remotework.example.net`) on which he will be sharing folders with other users.

`remotework.example.net` is a domain that `karlt` just set up with the ISP, so the domain needs to be created first.

Before beginning the process, the system administrator (Maria) needs to make several determinations about the user account. First, she needs to know whether the domain administrator (Karl) should have personal folder space (an inbox) and whether his user account should have a storage and/or a number limit quota. (User accounts normally have personal folder space, and a domain administrator almost always would have personal folder space. However, you may want to create a user account that has only restricted privileges for selected shared folders.) In this scenario, Maria establishes that Karl should have personal folder space on the domain, a storage quota of 10 Mbytes, and a number limit of 500 messages. Second, she must know authentication details for this account—she is setting up the accounts in the domain to use the internal authentication database. Finally, she has to know the password that she will assign to Karl's account.

1. **From the Sendmail Advanced Message Server Configuration Menu, `mariar` selects Site Configuration.**

The Site Administrator Login page appears.

2. **`mariar` enters her site administrator user name and password in the corresponding text fields, and then selects the Log In button.**

The Site Administration/Domain Management page appears.

3. **She selects the Add button.**

The Add Domain page appears.

4. **She types `remotework.example.net` in the Domain Name text field.**

She has decided to enable the domain upon creation, allow anonymous login, and set specific quotas. She selects the Allow Anonymous Login check box and types in the desired storage and user quota limits in the text fields. Then she selects the OK button.

5. **She selects the `remotework.example.net` hyperlink from the Domain List table.**

The Edit Domain page appears.

6. **She selects the Administer Domain button.**

The Domain Administration/User Accounts page appears.

7. **She chooses the Add button.**

The Add User Account page appears.

8. **In the Basic Information section, she types `karlt` in the User Name text field and selects the Administrator check box.**

9. **In Folder Information, Maria accepts the default setting for Create Personal Folder Space, types 10 in the Storage Quota Limit text field, and types 500 in the Message Quota Limit text field.**

If she does not type any numbers in the quota text fields, Karl's user account will have no storage or number quota limits.

10. **Maria does not change any of the settings in the User Account Expiration Information section.**

By default, a new user account is enabled (this allows the user account to log in). Some sites may want to restrict access to accounts that have been idle or inactive for a certain number of days. If that is the case, the accompanying text field sets the number of days.

11. **She accepts the default authentication account settings.**

The default settings here will create an internal authentication record for Karl's account.

12. **Maria types the password for Karl's account in both password fields.**

13. She selects the OK button.

`karlt` appears in the User List of the Domain Administration/User Accounts page.

If the domain `remotework.example.net` had already existed when `maria` needed to add `karlt` as a domain administrator, she could have used a different, more direct navigation path to do this. In this case, she would have chosen Configuration Menu > Domain Configuration > Domain Admin Login > Domain Administration/User Accounts, and then finished the procedure by doing Step 7 through Step 13.

Deleting Domains

You can also delete domains via the Site Administration/Domain Management page.

Caution – When you delete a domain, you delete all message-store related data (such as user accounts and inboxes) in the domain.

You have the option of disabling a domain without deleting the data in it. See “Editing Domain Properties,” which follows.

To delete a domain:

1. **From the Site Administration/Domain Management page, select the check box in the Domain List column for the domain that you want to delete.**

You can select multiple check boxes on the same page of the Domain List table if you want to delete more than one domain. Note that when deleting domains, selecting the Delete Items button only deletes the marked domains that appear in the current table page. When you need to delete multiple domains that appear in different pages, you must delete the items one page at a time.

2. **Select the Delete Items button.**

A dialog box appears warning you that are about to delete a domain(s).

3. Select the OK button to continue or select Cancel to abort the deletion.

Editing Domain Properties

You can change the following properties of a specific domain from the Edit Domain page:

- Domain name
- Active/inactive status
- Anonymous login ability
- Quota size

Caution – Renaming a domain does *not* rename any corresponding internal authentication database accounts that may have been created for that domain. If you rename a nondefault domain, you will have to manually rename all of the internal authentication database records to reflect the new domain name. See the Authentication chapter in the Sendmail Advanced Message Server Reference Guide for more information about authentication.

Unlike the Add Domain page, the Edit Domain page has a button that gives you direct access to Domain Administration mode, which is discussed in Chapter 4, “Domain Configuration.”

To access the Edit Domain page:

1. Choose Site Configuration from the Configuration Menu.
2. Type your user name and password in the text fields, and select the Log In button.
3. Find the domain name that you want to alter in the Domain List column.

You can use the navigation buttons or the Search button to help you find the domain.

4. Select the hyperlink for the domain that you want to edit.

The Edit Domain page appears.

5. Change properties on the Edit Domain page as needed.
6. Select the OK button when you are done.

Note – You must select the OK button to save the changes you have made in the Edit Domain page. If you change any properties of the domain here and select the Administer Domain button without choosing OK, Sendmail Advanced Message Server will not save your changes.

Configuring Site Administrator Accounts

When you need to modify or add to the list of accounts with site administration privileges, you need to use Site Configuration options. The sequence to the Site Administration page is: Configuration Menu > Site Configuration > Site Administrator Login > Site Administrators option from the navigation panel.

The Site Administrators page has several different interface elements. These include a navigation panel of hyperlinks, a table that provides a list of active site administrators, and directional buttons and a search function that enable you to quickly locate an administrator. The navigation panel appears on the left side of this page.

The Site Administrators page provides a search function for locating administrators anywhere in the entire administrators list. This feature is useful if you have an administrators list table that occupies multiple screen pages.

To use the search function:

1. Enter the administrator user name in the text field at the top of the page.
2. Select the adjacent Search button.

The search query function works with an asterisk (*) as the wild card character. For example, if you enter `*av*` in the search text box, both `xavier` and `gavin` would be returned as results if they are listed among site administrators.

The search function is not case-sensitive.

If you want to see the full list of site administrators after doing a search, select Site Administrators on the navigation panel.

Creating a Site Administrator Account

A person cannot be a site administrator until the person has a user account in the administrative domain. The administrative domain was established during installation of Sendmail Advanced Message Server. Remember that the administrative domain is only used for site administrator activity—it should not be used as a valid mail domain.

To create a site administrator account:

1. **From the Configuration Menu, choose Site Configuration.**
2. **Log in as a site administrator.**
3. **Select the `admin` domain from the Domain List.**
(`admin` is the default installation value; select a different domain, if your installation value is different.) The Edit Domain page appears.
4. **Select the Administer Domain button.**
5. **Select the Add button.**
The Add User Account page appears.
6. **Type the user name in the first text field.**
7. **Select the Administrator check box if you want to give the user Domain Administrator privileges.**
Checking the Administrator check box here does *not* grant Site Administrator privileges.

8. *Only* if you do *not* want this user to have a personal folder space (which includes an inbox), deselect the Create Personal Folder Space check box.

The default is to create personal folder space for user accounts.

9. Type the quotas, if applicable, for the user in the storage and message quota limit fields.
10. If needed, enter a number in the text field for User Account Expiration Information.

Entering a number in this text field restricts access to this account if it has been idle or inactive for the specified number of days. The field may be left empty.

11. Confirm that both Create Internal Authentication Account and Enable Internal Authentication Account check boxes are selected.

The internal authentication account for the user must be created and enabled before the user can log in as a site administrator.

For more information about authentication accounts, see the Authentication chapter in the Sendmail Advanced Message Server Reference Guide.

12. Type the same password in the bottom two text fields.
13. Select the OK button.

The user name should appear in the User List table on the Domain Administration/User Accounts page.

Note – Having a user account in the administrative domain is a prerequisite for site administrator privileges. However, adding a user to the administrative domain by itself does not grant the person site administration privileges. If you want to grant site administration privileges, you need to add the person to the Site Administrator list via the Site Configuration options.

Granting Site Administrator Privileges

Setting up an administrative domain user account is performed via the Domain Management options. However, once that is done, you need to be in Site Configuration to actually add the user account to the list of site administrators.

If you are at the Domain Administration/User Accounts page when you want to access the Site Configuration options, you need to select the Logout hyperlink from the navigation panel (on the left side of the page) and then choose the Cancel button to return to the Configuration Menu.

To add a site administrator:

1. From the Configuration Menu, choose Site Configuration.
2. Enter a site administrator user name and password, and then select the Log In button.
3. Select the Site Administrators hyperlink.

4. Select the Add button.

The Add Site Administrator screen appears.

5. Type the user name of the person who you want to add as a site administrator.

The user who you add must have an account in the administrative domain.

6. Select the OK button.

The user name appears on the Site Administrator list.

Revoking Site Administrator Privileges

You can revoke site administrator privileges from individual users on the same page that you use for adding them. (This is the page that you access via Configuration Menu > Site Administrator Login > Site Administrators option.)

When you remove a user from the Site Administrator List, you do not delete the user account. The user account continues to exist in the administrative domain (and any other domains on which the user has accounts), but the user no longer can act as a site administrator.

To delete a site administrator:

1. **From the Site Administration/Site Administrators page, select the check box adjacent to the user account listing that you want to delete as a site administrator.**

You can select multiple check boxes on the same page of the Site Administrator List table if you want to delete more than one person from the list. Note that when deleting site administrators, selecting the Delete Items button only deletes the marked site administrators that appear in the current table page. When you need to delete multiple site administrators that appear in different pages, you must delete the items one page at a time.

2. **Select the Delete Items button.**

A dialog box appears warning you that are about to delete a site administrator(s).

3. **Select the OK button to continue or select Cancel to abort the deletion.**

The user no longer appears in the Site Administrator List.

Domain Configuration 4

The Domain Configuration mode allows you to manage a single domain, its user accounts, and associated folders.

Site administrators have privileges to enter Domain Configuration mode for any existing domain.

The first domain administrator account of a particular domain must be set up by a site administrator. (For a detailed explanation of how a site administrator adds a domain administrator, see “Creating Domain Administrators” in Chapter 3.) The domain administrator is then permitted to log in to Domain Configuration and perform the necessary administrator tasks for that domain. This domain administrator can also add or delete other domain administrators for the domain.

Roles and Tasks of Domain Administrators

Domain Configuration allows site administrators to delegate some tasks—this has advantages for both site administrators and domain users. Domain administrators can change the characteristics of their user communities, bypassing the need for waiting for site administrators to complete such tasks.

Domain administrators have privileges to do the following:

- Add, edit, and delete user accounts. This includes designating other domain administrators, setting storage and number limit quotas, setting account expiration information, enabling and deleting internal authentication accounts, and setting user account passwords.
- Add, edit, and delete shared folders. This entails determining shared folder storage quotas as well as read, read/write, and administrator rights for folder users.

Quotas and Folders

Domain administrators can set storage and number limit quotas for user accounts' inboxes and shared folders within the domain that they administer.

When a domain (or site) administrator adds or edits a user account, the administrator chooses whether to allow personal folder space for the account. Creation of personal folder space constructs a user inbox and enables the user to create additional folders.

At the same time personal folder space is created, the administrator can set storage and number limit quotas for the user's personal folder space. The storage quota restricts the amount of space (in MBytes) allotted for a particular user account, and the number limit quota restricts how many total messages can be stored anywhere within a user account's personal space. If storage capacity is limited, the domain administrator needs to consider how much space to allocate based on the overall storage and number limit quotas for the domain and the proportionate quotas of all other folders.

Set the quotas based on available storage, message traffic, and desired retention periods for your system or domain.

For more information about setting quotas and how quotas function within the message store, see "Configuring Quotas" in Chapter 3.

Domain administrators can also create shared folders. Such shared folders enable a group of users to have access to a repository of email. If needed, a storage quota can be set for a shared folder. Each user account that is part of

a shared folder has certain rights within the folder. Administrators determine what range of privileges each shared folder user has. See the description of “Shared Folders” later in this chapter for more details.

Anonymous User Account and Login

The anonymous user account feature enables Internet users (even those who do not have user accounts within the message store) to have some access to shared folders within a domain. As a prerequisite, the site administrator must have chosen Allow Anonymous Login when adding or editing the domain (see “Anonymous Login Setting” in Chapter 3). The feature allows a user to log in to his or her mail client with the user name `anonymous` and no password. Such an `anonymous` user will see and have access to shared folders that are available via their inbox folder tree.

The anonymous login provides a quick and simple way to grant all users—even those with accounts outside of the domain—rights to a shared folder. For this feature to work, the user name `anonymous` must be added to a list of shared folder users and the appropriate rights granted.

Caution – When setting up anonymous login for a shared folder, it is important to select read rights. Granting read/write or administrator rights to `anonymous` may compromise the integrity of the shared folder.

One situation in which the anonymous login may be appropriate is for a newsgroup that does not want to restrict dissemination of shared information.

Anyone User Account

The anyone user provides an easy way to provide access to a shared folder for all user accounts within a domain. This special user account is created automatically by the message store—the domain administrator does not add this user to the domain. All that the domain administrator needs to do is to add anyone to the appropriate shared folders within the domain. As with the anonymous user account, care must be taken when granting rights

within the shared folder. It is probably best to grant only read rights to the anyone user for a shared folder, although granting read/write rights may be appropriate for certain cases.

Internal Authentication Accounts

Another characteristic that domain (and site) administrators control is internal authentication of users. If an administrator creates and enables the internal authentication account for a user, login requires completion of an authentication process.

Both the user name and password authenticate against the message store.

User Passwords

To log in, a user account must have a valid password. Therefore, when establishing a new user account, the administrator must provide a new user account with a password. Once the user has logged in, he or she can change the password.

A password can consist of any character string, but cannot contain tabs and spaces. Passwords are case-sensitive, for example, the password `Abc5Def2` is different than the password `abc5def2`.

Use common sense and general safety precautions when creating passwords. Create passwords that contain uppercase and lowercase letters as well as numbers.

User Accounts

After you log in to Domain Configuration, the first page that you see lists the user accounts established in the domain.

Note – A domain administrator can only establish and change user accounts and shared folders that are in the domain for which he or she has administrator privileges.

In addition to entering Domain Configuration via the Configuration Menu, site administrators can access the User Accounts table via Site Configuration. From the Site Administration/Domain Management page, the site administrator selects a domain in the table and then chooses the Administer Domain button on the Edit Domain page.

Navigating the User List Pages

A navigation panel appears on the left side of this page. The panel gives you the option to jump to the Shared Folders page or to log out of Domain Configuration.

Four directional buttons and an editable text field permit you to quickly jump through the User List table.



Moves to the beginning of the User List table.



Moves to the preceding table page.



Moves to the next table page.



Moves to the end of the User List table.

The text field, which appears between the four buttons, shows which page you are currently viewing and how many pages of user accounts are in the table. If you want to jump to a particular User List page, you enter the page number in the text field and press the Enter key on the keyboard.

The User List provides a search function for locating users anywhere in the table. This feature is useful if you have a User List table that occupies multiple screen pages.

To use the search function:

1. Enter the user name in the text field at the top of the page.
2. Select the adjacent Search button.

The search query function works with an asterisk (*) as the wild card character. For example, if you enter `*mar*` in the search text box, both `maria` and `mary` would be returned as results if they are listed among user accounts.

The search function is not case-sensitive.

Adding User Accounts

You add user accounts via the Domain Administration/User Accounts page.

When you add a user account, you need to know the following:

- User name
- Whether to grant the user domain administrator privileges
- Whether to grant the user personal folder space (inbox), and what quotas, if any, should be applied
- Whether to set user account expiration
- Whether to create and enable an internal authentication account
- User password

To add a user account:

1. **If you are starting from the Configuration Menu, select Domain Configuration.**

The Domain Administration login page appears.

2. **Type your fully qualified email address and password in the fields, and then select the Log In button.**

The Domain Administration/User Accounts page appears.

3. **From the Domain Administration/User Accounts page, select the Add button.**

The Add User Account page appears.

4. **Type the user name in the first text field.**

This user name must not contain the @ character.

5. Select the Administrator check box if you want this user to be an administrator for this domain.
6. *Only if you do not* want the user to have an inbox and other personal folder space, deselect the Create Personal Folder Space check box.

The default is to create personal folder space for user accounts.

7. Type the quotas, if applicable, for the user in the storage and message quota limit fields.

The default, which is a blank text field, sets a quota to “unlimited.” Entering a 0 (zero) in a text field also sets a quota to unlimited.

8. If needed, enter a number in the text field for User Account Expiration Information.

Entering a number in this text field restricts access to this account if it has been idle or inactive for the specified number of days. The field may be left empty.

9. *Only if you do not* want the user to have internal authentication accounts, deselect the two corresponding check boxes.

In most cases you will want to create and enable an internal authentication account for the new user.

You *must* create and enable an authentication account for a domain administrator account because accessing domain configuration requires use of a valid password.

10. Type the password in the Password text field.
11. Type the password again in the Verify Password text field.

12. Select the OK button.

If you did not enter the password exactly the same in the two previous fields, you will receive an error message. In this case, type the password in the Password and Verify Password fields again and then select the OK button.

The user account appears in the User List table after you select the OK button.

Deleting User Accounts

To delete user accounts:

1. From the Domain Administration/User Accounts page, select the check boxes by the user accounts that you want to delete.

2. Select the Delete Items button.

A dialog box appears warning you that you are about to delete a user account(s).

3. Select the OK button to continue or select Cancel to abort the deletion.

When deleting users, selecting the Delete Items button only deletes the marked users that appear in the current table page. When you need to delete multiple users that appear in different pages, you must delete the user accounts one page at a time.

Editing User Accounts

You can change the properties of a user account by selecting its hyperlink from the User List table. The Edit User Account page then appears.

From the Edit User Account page, you can change the following properties:

- Domain administrator privilege
- Storage and number limit quota sizes
- User account expiration
- Internal authentication account
- User password

Shared Folders

For the end user, the main purpose of shared folders is to allow a group of people access to the same information and messages. For the administrator, system resources can be better maximized because a shared folder message is stored only once.

Only a domain or site administrator can create or delete a shared folder and set its quota. (If quotas are needed, administrators have to consider how much space to allocate in relation to total domain space, user account space, and other shared folder space.) Administrators are also the only ones who can add, modify, or delete shared folder user accounts and set user rights.

A user account with access to a shared folder can have one of the following rights levels:

- **Read:** Permits the user to read email stored in this shared folder.
- **Read/Write:** Permits the user to read, store, and delete email in the shared folder.
- **Administrator:** Permits the user to read, store, and delete email in the shared folder; gives the user administrator privileges for the shared folder.

Each shared folder requires that at least one user account be designated as having administrator privileges. Although internally, shared folder administrators are recognized as having additional rights, MUAs do not support the methods to exercise these privileges.

Note – Unless a site administrator disables plus-addressing, anyone in or outside of the domain can send messages to shared folders and to any user’s personal folders (see “Using Plus-Addressing to Sort Email” in Chapter 5).

Adding Shared Folders

Before you can add a shared folder in a domain, you need to decide on the following:

- Name of the shared folder
- What user account(s) has administrator rights
- Which user accounts can access the shared folder, and what level of privileges each account has
- Quota size, if any

To add a shared folder:

1. **If you are not in Domain Administration, go to the Configuration Menu and select Domain Configuration.**

At the Domain Administration Login page, type in your email address and password for the domain in which you want to add the folder.

2. **Select the Shared Folders hyperlink from the navigation panel on the left side of the Domain Administration/User Accounts page.**

The Domain Administration/Shared Folders page appears.

3. **Select the Add button.**

The Add Shared Folder page appears.

4. **Type in the Shared Folder name.**

It is best if you refrain from using the plus symbol (+) in a folder name. This symbol could interfere with the functioning of plus-addressing email delivery. See “Using Plus-Addressing to Sort Email” in Chapter 5.

5. **Select the Add button to give users privileges to the shared folder.**

The Add Folder Rights page appears. You can add only one user account at a time in the Add Folder Rights page.

6. **Type the user name of an account to which you want to assign shared folder privileges.**

This user account must already exist within the domain.

7. Select the radio button next to the privileges that you want to assign the user.

You must designate at least one user account as the administrator on the Add Folder Rights page. You will not be able to create a shared folder unless one user has administrator rights.

8. Select the OK button in the Add Folder Rights page.

The Add Shared Folder page reappears.

9. Repeat Step 5 through Step 8 to add other user accounts.

10. If needed, type the number of megabytes for the storage quota in the Quota Size field.

11. Select the OK button.

The table on the Domain Administration/Shared Folders page displays the folder that you just added.

Editing Shared Folders

To edit shared folders:

1. At the Domain Administration/Shared Folders page, find the name of the shared folder that you want to edit in the table.

You may need to use the navigation buttons if the table extends beyond one screen.

2. Select the hyperlink name of the shared folder.

The Edit Shared Folder page appears.

3. You can change any settings on the Edit Shared Folders page.

- a. To change the name or storage quota size, enter the appropriate text field and type the new information.

- b. To add a user, select the Add button and follow Step 6 through Step 8 of “Adding Shared Folders” in this chapter.

- c. To change the privileges of a user account already having access to the shared folder, highlight the user name and then select the Modify button. At the Edit Folder Rights page, choose the radio button designating the appropriate privileges. Select the OK button.
 - d. To remove a user from the shared folder, highlight the user name and then select the Remove button.
4. When you have finished modifying the shared folder information and have returned to the Edit Shared Folder page, select the OK button.

User Preferences

5

Note – This chapter is intended for Sendmail Advanced Message Server end users.

User Preferences is the area of the Administration Console in which you can do the following to your account:

- Change login password
- Configure your user account so that all incoming email gets forwarded to another address (with or without keeping a local copy)
- Compose and enable a vacation notice message

Often the User Preferences options are accessed via a Web page link of an Internet service provider (ISP), company, or other organization that is using Sendmail Advanced Message Server as a hosting solution.

Note – Users whose accounts are in the default domain *must* enter *only* their user names in the Email Address field of the User Preferences Login page. Don't type a fully qualified email address to log in.

Changing User Password

For security reasons, users are advised to change their administrator-assigned passwords when they first log on to the message store. In addition to improved security, a user-chosen password is likely to be easier for the user to remember.

Use common sense and general safety precautions when creating passwords. Create passwords that contain uppercase and lowercase letters as well as numbers. A password can consist of any character string, but cannot contain tabs and spaces. Passwords are case-sensitive (for example, the password `Abc5Def2` is different from the password `abc5def2`).

Note – The administrator may have configured Sendmail Advanced Message Server so that users can't change their own passwords. In such cases, the Change User Password option is grayed out.

To change your password:

1. **Select User Preferences from the Configuration Menu (or via a Web page link).**
The User Preferences Login page appears.
2. **Type in your email address and password, unless your account belongs to the default domain. If your account is in the default domain, type only the user name in the Email Address field and then type your password.**
3. **Select the Login button.**
The User Preferences menu appears.
4. **Select Change User Password.**
The User Preferences/User Password page appears.
5. **In the Old Password field, type the password that you used to log in to User Preferences.**

6. Type the password that you want to begin using in the New Password field.
7. Type the new password a second time in the New Password (Again) field.
8. Select the OK button.
9. Select OK under the Password changed successfully message.
The User Preferences menu appears.

Editing the Mail Forwarding List

The Mail Forwarding feature lets you forward email from your user account to another email address or to multiple addresses.

Why would you want to use mail forwarding? Let's say you are going on a business trip or on vacation. You may want to have someone (perhaps a colleague or your spouse) read and respond to your incoming email while you are away. Mail forwarding allows anyone with an email address to deal with your incoming messages without logging in to your account.

Another scenario is that you choose to redirect incoming email to a different email account(s) that you maintain. For example, you might decide that you temporarily do not want to log in to a user account, but you still want to receive messages from friends who know only of this email address.

The Mail Forwarding feature also maintains a local copy in your inbox of the messages that are forwarded. You may change this default if you don't want to maintain copies of forwarded email.

To edit and enable the mail forwarding list:

1. From the Configuration Menu, select User Preferences.
The User Preferences Login page appears.
2. Type in your email address and password. If your account is in the default domain, type only the user name in the Email Address field and then type your password.

3. Select the Login button.

The User Preferences menu appears.

4. Select Edit Mail Forwarding List.

Whether or not you have already established a forwarding list, you must choose this option to set up forwarding.

5. At the User Preferences/Mail Forwarding page, type in the email address or addresses to where your incoming mail should be forwarded.

Insert a space or comma between separate addresses.

6. If you do *not* want to store the messages that are forwarded in your inbox, select the No radio button for Keep Local Copy.

It is best to keep the default setting, which is to store email that is forwarded.

7. Select the OK button.

The User Preferences menu reappears.

Note – Once you have activated Mail Forwarding for your account, you need to return to the Mail Forwarding page and delete all addresses in the Forward Addresses field to turn off the feature.

Mail Forwarding Precautions

Exercise caution before you enable mail forwarding. Consider the following:

- Mail forwarding directs *all* incoming email to other addresses. Will your account receive email that you don't want someone else to read?
- If you want to forward email to someone else's account, do you have the permission of this other person?
- If you change the default setting so that local copies of forwarded email are not kept, are you willing to take the risk that you won't see all mail sent to your account?

Enabling/Disabling Vacation Notice

Vacation Notice is a feature that automatically sends an email response when your inbox receives an email message. This feature can be useful when you are on business trips or vacations and may be unable to access and respond to your email.

When Vacation Notice is enabled (i.e., the Yes radio button is selected), the Vacation Notice Information feature enables you to customize the text that is sent in the messages. You can customize the response information to explain why you are away from your email, and when you are likely to be able to respond. Alternatively, you may leave the default Subject and Message information provided by the message store. Figure 5-1 shows an example message.

Figure 5-1 A Customized Vacation Notice

The screenshot shows a 'user preferences' dialog box with a 'SENDMAIL' logo and a 'user preferences' title bar. The main heading is 'User Preferences / Vacation Notice'. There are two sections:

- Enable Vacation Notice**: Includes a question mark icon, a radio button selected for 'Yes', and a 'No' option. Below it is the text 'Send a vacation notice in response to incoming email.'
- Vacation Notice Information**: Includes a question mark icon and the text 'Customize Subject and Message text to be sent automatically in response to incoming email.'

Below these sections is a form with three fields:

- From:** A text box containing 'Away from my email'.
- Subject:** A text box containing 'Away from my email'.
- Message:** A text area containing the text: 'I'll be traveling October 23-27, and will be unable to read my email until I return to the office October 30. For urgent business, please contact my assistant Anne Jones (anne@company.com)'. There are scroll bars on the right side of the text area.

At the bottom of the dialog box are two buttons: 'OK' and 'cancel'.

To prevent excessive numbers of notices from being sent, the Vacation Notice feature keeps track of the email addresses to which it has responded. Each sender will receive only one response per week, even if they send you multiple messages. However, a person who receives only one Vacation Notice email

from you in a week may not realize that you are still away from your email. You can mitigate this potential problem by specifying the dates that you will be away from your email in your Vacation Notice information.

To enable the Vacation Notice feature:

1. **From the Configuration Menu, select User Preferences.**

The User Preferences Login page appears.

2. **Type in your email address and password, unless your user account is in the default domain of the server. If your account is in the default domain, type only the user name in the Email Address field and then type your password.**

3. **Select the Login button.**

The User Preferences menu appears.

4. **Select Enable/Disable Vacation Notice.**

The User Preferences/Vacation Notice page appears.

5. **Select the Yes radio button.**

6. **Type your subject line and message in the appropriate fields if you want to replace the default text already in these fields.**

7. **Select the OK button.**

The User Preferences menu page reappears.

Note – Disable the Vacation Notice feature by returning to the User Preferences/Vacation Notice page and selecting the No radio button.

You may edit the subject line and/or message of the Vacation Notice feature by returning to the page and replacing text in the fields.

Using Plus-Addressing to Sort Email

It is possible to send email directly to personal user folders other than the inbox. In most cases, these folders are subfolders to a user account inbox. This form of email is referred to as “plus-addressing.”

Note – the system administrator must activate the Preserve Local Plus Detail option before this feature will work.

User Preferences does not contain any options pertaining to plus-addressing. However, since plus-addressing can affect where email appears for the user, it is included in this chapter.

An email sender can address a message with plus detail information—more than the user name and host name. This information appears right after the user name. For example, let’s say that `rwood` knows that his colleague `jsmith` wants to receive marketing plan email in one of his folders. `jsmith` has told `rwood` the exact name of this folder. `rwood` needs to communicate some marketing plan information, so he addresses the email as follows:

```
jsmith+marketing_plan@example.com
```

(In the example, `jsmith` is the user name, `+marketing_plan` represents the plus detail, and `example.com` is the domain name.)

If the system administrator for `jsmith`’s domain has set it up to “recognize” plus detail *and* `jsmith` really has created a folder called `marketing_plan`, the email from `rwood` appears in the `marketing_plan` subfolder instead of `jsmith`’s inbox.

If the `marketing_plan` folder does not exist *or* the system administrator of `example.com` has set up the domain to not recognize plus detail, Sendmail Advanced Message Server delivers the message to `jsmith`’s inbox.

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