



In this issue

July 2001
Volume 4, No. 7

- 1-2 **Cover Story:**
International Messaging Associates Partners with Dynamic DNS Providers
- 2 **@Internet Exchange**
IEMS 5 Dialup Scheduler ensures simple and trouble-free method to get online
- 3 **Post Office Notes**
Retaining text items as attachment in cc:Mail
- 4 **Mailbox**

INTERNATIONAL MESSAGING
ASSOCIATES

Website: www.ima.com
Email: sales@ima.com

Hongkong
27/F, China Resources Building
26 Harbour Road
Wan Chai, Hong Kong
Tel: +852-2520-0300
Fax: +852-2648-5913

Philippines
6/F, Hanston Building
Emerald Avenue, Ortigas Center
Pasig City, Philippines
Tel: +63 (2) 637-9090
Fax: +63 (2) 637-9898

USA
Toll Free No: +1 (800) 549-2762
Fax: +1 (888) 562-3561

Cover Story

International Messaging Associates Partners with Dynamic DNS Providers

Hong Kong, July 9, 2001. Software developer International Messaging Associates (IMA) announces its partnership with TZO, a dynamic DNS provider. This partnership provides significant opportunities for smaller organizations and home users (SOHO) to enjoy the full features and benefits of IMA's latest product, the *Internet Exchange Messaging Server (IEMS) 5*.

The IMA-TZO partnership signals the availability of the IEMS 5, an industrial strength messaging product, for smaller companies' use. The TZO service allows Internet users maintaining a dynamic IP address to run a complete e-mail server. Since many small to medium sized business are finding that having an in-house e-mail system is both more convenient and cost-effective than having email hosted by the ISP, this partnership comes as a timely solution for this concern. With the dynamic DNS service, it is now possible to run Internet mail servers associated with a customer domain name, while maintaining a dynamic IP address.

Full IEMS functionality provides these companies with a reliable and efficient message handling solution. Through the IEMS dial-up scheduler, the server automatically connects to the ISP at pre-

determined times, synchronizing with the TZO dynamic IP service, which provides the real time naming service for the customer's domain. Once the customer's domain is available through the TZO dynamic name service, the mail server can be contacted from any other site on the Internet just as if it had a statically allocated address.

The IEMS Message Store allows users to access their e-mail anytime, anywhere through any POP3 or IMAP4 capable clients or through an Internet browser using the Web Mail Client. The Distribution List Manager allows users to automatically send messages to numerous lists of recipients by just sending to a single group address. IEMS also includes anti-spam and anti-virus engines, providing protection against threats of spamming and virus attacks. IEMS can also run in a distributed environment allowing computing capacity and resources to be distributed access different networked machines. This is very important for companies that are concerned with maximizing the efficiency of processing while maintaining limited number of machines.

IEMS 5 is now available for downloading and evaluation through the IMA website at:

<http://www.ima.com>



IEMS 5 Dialup Scheduler ensures a simple and trouble-free method to get online

Having a dedicated Internet connection may be ideal, but impractical in some cases due to the unavailability of high speed connections, or high costs associated with them. In these environments, more affordable and flexible dialup access is often employed.

The Internet Exchange Messaging Server (IEMS) 5 Dialup Scheduler allows dialup network connections to be established and stopped. It uses RAS (Remote Access Service) to perform automatic dialup at specified times and to deliberately drop an idle connection when the specified hang-up time is reached. RAS is a remote access service for Windows by which the operating system allows the local system to dial and connect to another peer over the Internet.

Using the Dialup Scheduler, users need not manually enter username and password when establishing connection. The RAS profile is already pre-configured to contain the username and password needed during authentication.

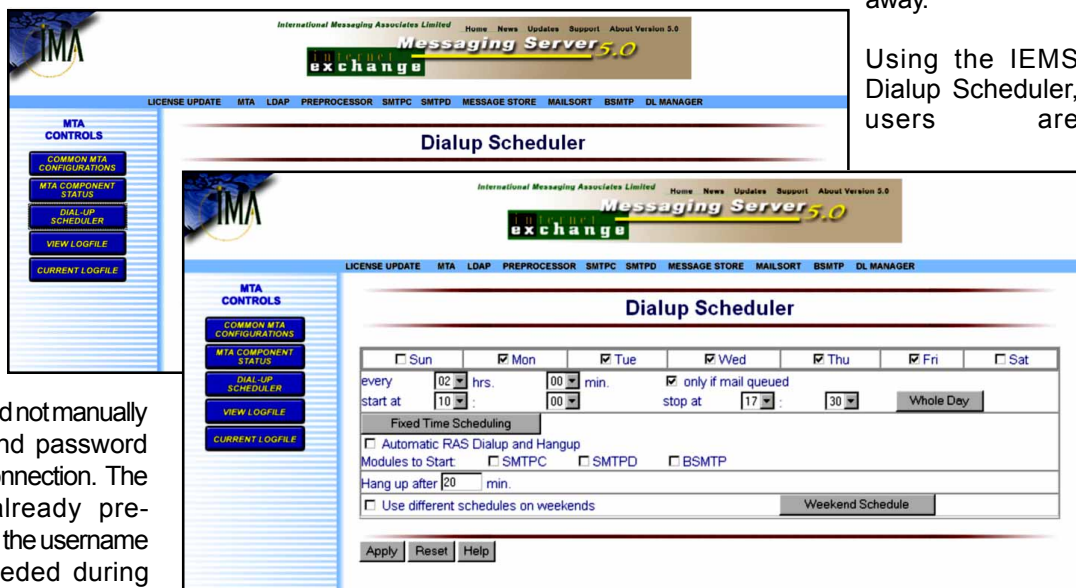
The Dialup Scheduler incorporates a user-friendly interface enabling users to configure dialup schedules and other RAS connection-related information. Users can specify

particular days of the week and time of the day when connections should be established. It can be configured to run periodically or at a fixed time on every scheduled day. For periodic scheduling, the period must be specified by the hour and minute settings; whereas for fixed time scheduling, the Dialup Scheduler performs only one dialup at a fixed time on a specific day. It can also be configured to run on weekends (i.e., Saturdays and Sundays) using different dialup schedules. The RAS settings can be configured so that users can make use of a phonebook where which they can record several numbers to be tried

automatically redial until the specified timeout value is reached. Thus, users save time by not having to manually enter other entries to be tried when repeated dialing is needed.

The different parameters of RAS connection and ETRN (Extended Turn) support can be configured as well. Enabling ETRN support results in the machine's FQDN (Fully Qualified Domain Name) being sent to all configured remote SMTP servers whenever a connection is established. This allows remote sites to immediately send any queued messages back through a separate SMTP connection right away.

Using the IEMS Dialup Scheduler, users are



by the Dialup Scheduler during dialups. In case RAS connection fails, the Dialup Scheduler tries each entry in the phonebook. The Dialup Scheduler runs RAS to

guaranteed a simple and trouble-free method to get online. The Dialup Scheduler is ideal to use for companies whose Internet connections need not be around-the-clock.

Retaining Text Items as Attachments in cc:Mail

Internet Exchange Messaging Server (IEMS) 5 for cc:Mail, by default, inserts the contents of text file attachments in the body of the message. When the recipient opens the email, the content of the attachment is instantly viewed below the original message body. This eliminates the need for additional programs or keystrokes to open the attachment.

There are cases however wherein retaining attachments in their original form is preferred, as in when sending database files in text formats. IEMS has a solution for cases like this. By following the procedure outlined below, IEMS will be configured to retain text

attachments in their actual form, allowing cc:Mail users to receive them separately.

The IEMTA.INI file contains the general information of the IEMS MTA (Message Transfer Agent) configuration. In the Options section of this file (located in the C:\Windows for Windows 98 and c:\WINNT for Windows 2000 or NT) do the following.

1. Set the parameter ImportMIMETextAsAttachment to **Yes**.
2. Add the parameter TextSubtypeList=PLAIN in the IEMTA.INI file.



Example:

```
[Options]
ImportMIMETextAsAttachment=YES
TextSubtypeList=PLAIN
```

The TextSubtypeList=PLAIN option is a MIME (Multipurpose Internet Mail Extensions) subtype value that commands the cc:Mail connector to treat the text item as a plain attachment with .txt as its filename extension.



Q I have just upgraded from IEMS 4.11 to IEMS 5. Whenever the SMTPC (Simple Mail Transfer Protocol Client) reaches 100 per cent CPU (Central Processing Unit) usage, a Dr. Watson error is generated and the SMTPC module unexpectedly crashes leaving pending messages in the SMTPC queue. How can I process these

messages to be sent to the Internet?

A This error is caused by the orruption of SMTPC message database. To solve this problem, you have to rebuild the SMTPC message database by running the dbupdate facility.

To run the dbupdate facility, consider these steps:

1. Shutdown IEMS to ensure that no running modules will interfere with the dbupdate operation.
2. Open an MS-DOS console.
3. Go to the IEMS 5 directory

(c:\Program Files\IMA\Internet Exchange 5)

4. On the prompt, type dbupdate -r. Press ENTER.

This process will rebuild the corrupted SMTPC database and move the pending messages to the deferred queue. Run IEMS process the queued messages.

Q We are using IEMS 4.11 with Lotus Notes Domino R5. Whenever we get an external email with an attachment, the message body contains multiple page breaks. Is this an issue with Lotus Notes or IEMS?

A The problem is a design issue within Lotus Notes that can be easily solved through disabling the page breaks option in the Lotus Notes Client.

To do this, follow the steps below:

1. Open the message.
2. Go to Edit Mode by double clicking the document.
3. Go to the View Menu. Click Show, then select page breaks. Make sure the "page breaks" option is unchecked.

Q Can I configure my Internet Exchange version 3 gateway to generate a standard reply for incoming mail destined for employees who have resigned from our company?

A Internet Exchange gateways do not have an auto-reply capability. This feature however is available in IEMS versions 4 and 5. IEMS 4 and 5 have a MailSort utility that allows the system administrator to create filtering rules, which will automatically send a standard reply to the incoming messages of resigned or unavailable employees.



(For more information on how this works please refer to <http://www.ima.com/documents/index.html/#manual> look for the mailsort utility section p2-12.

Q I am using IEMS v4.11. The CCOUT module/process tends to hang; after which, the process quits. Checking the log, it says errors on VIM (Vendor Independent Messaging). What shall I do?

A A cc:out process hangs when the mail being accessed from the Internet PO (Post Office) are corrupted or the Internet PO itself is encountering problems.

When this happens, perform some maintenance functions by running the CHKSTAT and then the RECLAIM utilities in the C:\CCADMIN\ directory. Using these utilities require exclusive access to all database files. It is therefore advisable that you temporarily disable the access to the file server or disk volume where the cc:Mail PO is installed before running the utilities stated above.

To solve the problem, do the following:

1. Run CHKSTAT. Running CHKSTAT will identify the inconsistencies that arise in the database files along with the affected messages. If the message database is corrupted in any way that causes a message to become unreadable, CHKSTAT will automatically delete the message. To run CHKSTAT, run the command below. **CHKSTAT**

**po-name po-password
M:\CCDATA DIAGNOSTICS/R**

where: po-name – post office name
po-password – post office password
M:\CCDATA – drive and path where post office database files are beated
DIAGNOSTICS/R – preventive maintenance mode

2. Running the RECLAIM utility will improve disk utilization through elimination of the very small spaces in the message database that cannot be used by incoming messages. Reclaim will also organize the various data structures placing them into contiguous areas within the database file for more efficient storage. To run reclaim, issue the following commands:

RECLAIM po-name po-password M:\CCDATA T:\CCTEMP

where: po-name – post office name
po-password – post office password
M:\CCDATA – drive and path where post office database files are beated
T:\CCTEMP – drive and path where the finished database files are to go

3. Restore users' access to file server on disk volume where the cc:Mail PO is installed.