

In this issue

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1 IMA provides email security to Beacon Electronics

**2 @Internet_Exchange
Managing Internet Exchange LDAP error messages**

4 M@ilbox

**Post Office Notes
Creating an alias**

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COVER STORY

IMA provides email security to Beacon Electronics

International Messaging Associates has once again proven its mission of providing security to its client's messaging system. The latest of which is Beacon Electronic Associates, Inc.

Founded in 1963, Beacon is regarded as one of the largest and oldest distributor of electronic components in the US. With headquarters in Atlanta, Georgia, Beacon's core business areas include contract representation for large manufacturers, inventory management and stocking programs. With staff having expertise up to the Ph.D. engineering level, Beacon also offers product development to customers and manufacturers, as well as program and asset management. Over the last 37 years, Beacon has partnered with key industry leaders--pioneers of technologies, such as semiconductor, RF/microwave, and passive component manufacturers--to address emerging new markets as the wireless and digital worlds converge. Beacon partners include Mitsubishi Electronics, Kyocera/AVX, Aromat/Matsushita, Mini Circuits, and others.

Beacon started using electronic mail (email) in 1995 to communicate and serve their customers better. The company first used cc:Mail, with IMA Internet Exchange as a gateway, enabling its employees, partners and customers to communicate effectively

and efficiently with each other. "Because of the fast response time, email became our primary means of communication internally and externally," said John Gollner, Beacon's Vice President for Information Technology.

With 10 offices in the US and a growing customer base, the messaging requirements of the company have changed, which prompted them to migrate from cc:Mail to Lotus Notes R5 using IMA Internet Exchange migration tools. "IMA Internet Exchange made our transition from cc:Mail to Notes smoothly and reliably, and has proven to have excellent migration tools," said Gollner.

Notes R5 provides strong database scheduling and groupware capabilities for Beacon. But according to Gollner, "Because Notes R5 SMTP lacks multiple client type support, and does not have adequate protection against viruses and spam, we have looked for a software that supports these features. And, we are glad to say that we have found these features in Internet Exchange".

IMA Internet Exchange Messaging Server is a standalone messaging system whose design is specifically tailored to enable legacy email systems to co-exist with proprietary

(continued on p.2, IMA provides...)

Announcement

International Messaging Associates will release next month the Internet Exchange Messaging Server 5 that runs on both Linux and Windows platforms.



(continued from p.1, IMA provides...)

messaging systems while making full use of Internet messaging and directory services. It consists of easy-to-configure components (SMTPC, SMTPD, BSMTMP, Message Store, Directory Server, Distribution List Manager, Preprocessor and MTA) with functionalities that assures fast, secure and reliable message delivery to and from the Internet. Aside from the cc:Mail and Notes connectors, the Messaging Server is a standalone email server that conforms to the latest Internet standards, such as IMAP4 and POP3 with the Message Store as its local message repository.

Gollner also added that "Internet Exchange Messaging Server is the only reliable product we could find that supported multiple-client systems, performs virus scanning on messages and spam control. Internet Exchange is a one-stop messaging solution." Aside from Microsoft Exchange compatibility, Beacon also considered the BSMTMP feature,

Web Mail Client and the Message Store useful for their SMTP/POP users.

"We are very impressed with the product, and intend to have it as a core of our messaging system in the future. We are very pleased with its reliability and advanced technology; and we are looking forward to the next version of the product," said Gollner.

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For information regarding IMA, please visit our website at <http://www.ima.com> or write to us at info@ima.com.

POSTMAN'S CORNER

A new look

Next month, IMA will release its new product development, the Internet Exchange Messaging Server 5, designed to run on both Linux and Windows platforms.

As we get excited about this new release, IMA's Internet Exchange monthly Newsletter sports a new look. We, at IMA, would like to think that we not only provide product development, but we also provide information to support our products. All sections have been redesigned to reflect the new corporate image of IMA, the reliable postman.

The new IMA newsletter sections include the Cover Story, @Internet Exchange, M@ilbox, Post Office Notes, Announcement, and Next Month's Issue.

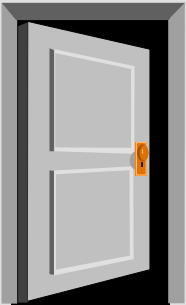
The Cover Story focuses on product development, product launching, product releases, price schemes, testimonials from clients, and other events. @Internet Exchange focuses on Internet Exchange's key features and benefits, and mail-related topics. You will find answers to technical problems at M@ilbox. Post Office Notes provides monthly tips on how tos. Announcement provides forecast on what's up on IMA. The Next Month's Issue announces the contents of the next issue.

With these latest developments, rest assured that we will continue to provide the quality product and all of the product information you need.

Ana Cruz
Manager
Technical Writing Group


bytes

"Progress is wonderful, isn't it? In earlier times when off-spring needed money, they either wrote home or telephoned collect. Now they e-mail."
-- Anon



NEXT MONTH'S ISSUE

- Migration tools
- Inserting disclaimer in your messages



Internet Exchange NEWS

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Managing Internet Exchange LDAP error messages

Error messages stating abnormal program activity or system malfunction catch users unaware, and more often than not, cause stress and panic.

Programs fail from time to time not because it was made to do so, but simply because it was not configured accurately by its users. The Internet Exchange Messaging Server's LDAP (Lightweight Directory Access Protocol)-enabled Directory Server is no exception.

LDAP is a directory service protocol that runs directly over the TCP/IP (Transmission Control Protocol/Internet Protocol) stack. It provides an extendable architecture for centralized storage and management of information.

The Internet Exchange Directory Server runs on a host computer on the Internet. A client program constructs a request and sends it over the network to a computer running the Directory Server. The server receives the request, takes appropriate action and returns the result back to the client. The Directory Server also allows the client to issue multiple requests at once. If the client searches the directory and

multiple matching entries are found, each entry will be sent to the client. It also provides an "authentication" service, restricting access to sensitive information, such as passwords and confidential user profiles. Operations are provided for adding and deleting an entry from the directory, modifying an existing entry and searching for a particular entry. The search operation allows some portion of the directory to be searched for entries that matched some criteria specified by a search filter. Information can be requested from each entry that matches the criteria. All these features will not work efficiently if the Internet Exchange Directory Server is not configured accurately.

However, unlike other software, encountering LDAP error messages in Internet Exchange is not a cause for concern. The Internet Exchange Directory Server error messages are easy to understand and simple to manage and solve. Below is a table listing all the Directory Server Error Messages. These error messages are recorded in the Internet Exchange log file.

LDAP Error Message	Possible Cause	Solution
License is not valid, terminating	<p>The license is not valid. This error often occurs when a license is applied to the wrong machine.</p> <p>The license of Internet Exchange is tied up to the FQDN (Fully Qualified Domain Name) of the machine you registered at IMA. It cannot be used in other machines. For example, the FQDN registered in the license is machine1.ima.com and the license was installed in machine2.ima.com, this setup will generate the "License is not valid" error message.</p>	<ol style="list-style-type: none"> 1. Install the license key in the right machine. For the license installation procedure, please refer to the "Installing the License During Software Installation" or "Installing a License After Software Installation" of the Internet Exchange Administrator Manual available at http://www.ima.com/pdf/adminman2.pdf. 2. Obtain another license key from IMA. Register again. Send an email to support@ima.com cc: auth@ima.com and supply the hostname of the computer (e.g. machine2) plus the correct domain name (ima.com) where the license key will be installed.

Table: Directory Server error messages

(continued on p.4, LDAP Error Messages...)



(continued from p.3, LDAP Error Messages...)

LDAP Error Message	Possible Cause	Solution
config.c could not open file	The configuration file could not be opened because it does not exist in the default directory location.	Ensure all the configuration files (slapd.conf, slapd.at.conf & slapd.oc.conf) are located in the installation directory <i>C:\Program Files\IMA\Internet Exchange Messaging Server 4</i> .
daemon.c Binding to address failed	This error appears if the port used by the LDAP server (default #389) is used by another program.	Stop the program utilizing the LDAP port. Reconfigure either the program or the LDAP server to use a different port number (e.g. 385). If the LDAP server is using a different port number, change the value of the LDAP port number in the IEMTA.INI file. To do this, go to C:\Windows, open the IEMTA.INI file and under the [LDAP] label, change the value of the port from #389 to another number.
daemon.c exceeded maximum number of sockets allowed	The maximum number of sockets (default is 250) has been reached.	The system administrator must change the maximum number of sockets by modifying the sockets attribute in the slapd.conf file. Perform the following: <ol style="list-style-type: none"> 1. Open the MS-DOS prompt and go to the <i>C:\Program Files\IMA\Internet Exchange MessagingServer 4</i> 2. Locate the slapd.conf file and open it using any text editor (i.e., Notepad.exe). 3. Edit the value for the sockets by changing the value to a higher number. By default, the socket value of Internet Exchange is 250. 4. Save the file. 5. Restart Internet Exchange.
LDAP Server: ch_malloc.c memory allocation error	LDAP server cannot allocate enough memory.	To solve this problem, make sure the system has enough memory available. You may add system memory by closing the applications that are not being used. If problems still persist, do the following: <ol style="list-style-type: none"> 1. Shut down all Internet Exchange components. 2. Re-start the whole system. <p>You can use the Task Manager to see the remaining memory for the use of a component.</p>

Table: Directory Server error messages



Q: We plan to change our ISP (Internet Service Provider). This implies change of IP address and MX record in the DNS (Domain Name System). Will there be any problems with the Internet Exchange license if we implement this change?

A: Change in IP address and MX record in the DNS due to change in ISP will not, in any way, affect the license you have acquired from us. What you need to do is ask your new ISP to provide you with an MX record for your current FQDN (Fully Qualified Domain Name). Once this is obtained, simply change the current IP address of the machine to the new IP address. Also change the value of the MQ Server Access Mask in the Preprocessor to the new IP address. To change the value of the MQ Server Access Mask, go to the Internet Exchange system administrator's Preprocessor screen. On the "Preprocessor" screen, click the **Configuration** button on the left menu frame. This displays the "Configuration" screen. Change the value of the MQ Server Access Mask in the text box provided.

Q: Is it possible for Internet Exchange, to block all mail originating from a virus-infected site? If yes, how?

A: Yes. Internet Exchange has an anti-spam module that allows you to block mail coming from sites known to send spam mail. This feature can also be applied for virus infected sites.

To configure Internet Exchange to block mail coming from a specific site, perform the following:

1. On the system administrator web administration interface, click the Preprocessor link. This displays the "Preprocessor" screen.
2. Click the **Configure Anti-spam** button on the left menu frame. This displays the "Anti-spam configuration" screen.

3. Click the **Spammer Domain** button. This brings you to the "Peer domains" screen.
4. Click the **New** button to display the "Peer Domain Attribute" screen. Input the name of the domain you wish to block in the text box provided. Uncheck the Accept Mail field. Click the **Add** button. This command displays a message informing you that the settings for the new domain were added successfully.

Note: *This procedure will block/reject not some but ALL mail coming from the domain you blocked. Because of this, you will not be able to receive any mail from this domain anytime.*

Q: While I was checking the log file, I found the following errors:

Tue Nov 21 13:01:24 ccln: [Error] CreateFile failed:

D:\Progra~1\IMA\INTERN-1.1\MsgQueue\09\1056.msg, error 2

Tue Nov 21 13:01:24 ccln: [Error] fopen failed:

D:\Progra~1\IMA\INTERN-1.1\MsgQueue\09\1056.msg

What are these errors about and what should I do to correct them?

A: "CreateFile failed" errors are generated when the system is searching for files that have already been deleted. To eliminate these errors, perform the following:

1. Shut down all Internet Exchange components.
2. Delete all files with *.ccmail and *.notes extensions under C:\Program Files\IMA\Internet Exchange 4\MsgQueue\.
3. Delete all files with *.id0, *.id1 and all *.db extensions under C:\Program Files\IMA\Internet Exchange 4\MsgQueue\.

POST OFFICE NOTES

Creating an alias

An "alias" in messaging systems refers to another address or identity of an email user. This means a user can have multiple identities using a single account. For example, John Doe has an original email address "johndoe@ima.com" with an alias "jdoe@ima.com". Messages sent either to the alias "jdoe@ima.com" or to the original address "johndoe@ima.com" are dropped off at the same mailbox, which is "johndoe@ima.com".

To create an email alias "jdoe@ima.com" for the user account "johndoe@ima.com", follow these steps:

1. On the system administrator web administration interface, click the Directory Server link. This displays the "Directory Services" screen.
 2. Click the Find User link. The "Find Users" screen appears where you are prompted to enter any or all of the key attributes (last name, first name, email address) of the user "johndoe@ima.com" in the fields provided. Click the **Find** button. The "User Details" screen appears.
 4. Click the **New Mail Alias** button. This action displays the "New Alias" screen.
 5. Type the new mail alias to be created for "johndoe@ima.com", which is "jdoe@ima.com" in the text box provided. Click the **Add** button. This action generates a message of successful operation and returns you to the updated "User Details" page where the addition of the email alias "jdoe@ima.com" to the user profile of "johndoe@ima.com" is reflected.
- After creating the alias, you have to rebuild the alias table in the Preprocessor. This is for the Preprocessor to recognize the available aliases in the database.
6. To build the alias table, click the Preprocessor link on top menu frame of the web administration interface. Click the **Build Alias Table** button on the left menu frame. This displays the "Build Alias Table" screen. Click the **Build Alias Table** button. This forces the Preprocessor to update the internal database that holds all the email aliases in the Directory.