

Virtual Courier

for Windows CE

cc.mail, MS Mail/Exchange
Remote Access for
Windows CE

OWNER'S HANDBOOK

LandWare®
Software for Terra Firma

CREDITS



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INSTALLATION



If you are running Windows 95, please follow the steps outlined below:

- Step 1. Install Virtual Courier. See Page 5.
- Step 2. Configure Virtual Courier. See Page 6.
- Step 3. If you want to use a modem to remotely access the Virtual Courier, install and configure the Dial-up Server. See Page 8. Alternatively, if you want to use the direct cable see Appendix I.
- Step 4. Configure the Remote Networking and Inbox on your HPC. See Page 12.

If you are running Windows NT 3.51 or higher, please follow the steps outlined below:

- Step 1. Install Virtual courier. See Page 5.
- Step 2. Configure Virtual Courier. See Page 6.
- Step 3. If you want to use a modem to remotely access the Virtual Courier, install and configure the Remote Access Service. See Page 14, alternatively, if you want to use the direct cable connection see Appendix II.
- Step 4. Configure the Remote Networking and Inbox on your HPC. See Page 20.

Installation and Startup

Before installing, verify that you have cc:Mail, Microsoft Mail or Microsoft Exchange already installed and working on your computer. Virtual Courier requires that you can successfully send mail to and receive mail from your mail system.

Each user who plans to use Virtual Courier on this computer to exchange mail with their mailbox must be able to login to the mail system (cc:Mail, Microsoft Mail or Microsoft Exchange) from this computer.

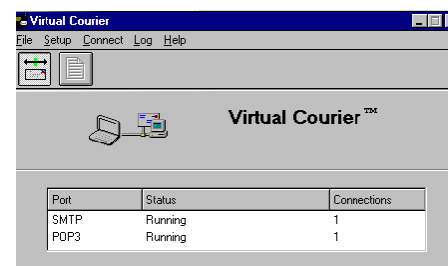
For Windows 95:

1. Start Windows 95.
2. Insert the Virtual Courier installation disk into your floppy drive.
3. Click the Start button and select Run... from the menu.
4. Type a:setup into the Open: box and select the OK button.
5. Follow the instructions on the screen. You will be prompted for a sub directory to place the Virtual Courier program files.

For Windows NT:

1. Start Windows
2. Insert the Virtual Courier installation disk into your floppy drive.
3. Select Run from the File menu of Program Manager.
4. Type a:setup into the Command Line box and select the OK button.
5. Follow the instructions on the screen. You will be prompted for a subdirectory to place Virtual Courier program files.

Depending on whether you choose to install for cc:Mail or Microsoft Mail/Exchange, a program group named **Virtual Courier** for ccMail or **Virtual Courier** for MS Mail/Exchange will be created on your desktop. To start Virtual Courier, double-click on the icon labeled **Virtual Courier**.



Quick Configuration of Virtual Courier

The Configuration Settings dialog allows you to configure settings for Startup, User Registration, Mail Options, and Logging options. The configuration settings are accessed by choosing **Configuration Settings...** from the **Setup** menu.

Following the steps below to quickly configure the Virtual Courier.

- 1) Press OK when prompted for password
- 2) Select "Security" tab from the "Configuration Settings" dialog
- 3) Press "Add User"
- 4) Enter a name to identify yourself
- 5) Enter the user name and password for your specific mail system
- 6) Depending on whether you are using cc:Mail or Microsoft Exchange, you may be required to enter either the postoffice path or the an exchange profile name
- 7) Confirm each dialog by clicking OK
- 8) If you want to change the information you just entered, choose "Edit User" button from the "Configuration Settings" dialog

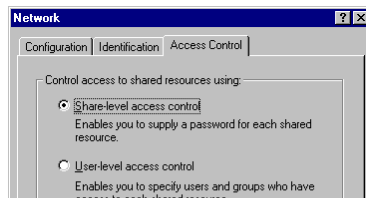
PC and HPC Configuration and Setup

The communication between HPC and PC is done via Remote Networking. For Windows 95, this requires either Dial-up Server which is included in the Microsoft Plus Pack or Direct Cable Connection . For Windows NT 3.51 or later, the Remote Access Services must be installed and configured properly.

Configuring Dial-up Server in Windows 95

Access Control

After you have installed a modem and the Microsoft Plus Pack, select the Network applet in the Control Panel. Choose Access Control and set the Control-access to Share-level access control, as shown below.



3.1.2 TCP/IP Configuration

Click the Configuration tab and choose the TCP/IP entry. If you have more than one entries, repeat the following steps.

Click Properties button. A dialog appears allowing the user to edit the TCP/IP properties.

Make sure the "Obtain an IP address automatically" is checked.

Click OK to accept the TCP/IP settings.

Confirm each dialog by clicking OK and re-start Windows 95.

Dial-Up Server

Launch Dial-Up Server application from My Computer folder. From the Connections menu, select Dial-Up Server.

Select Allow caller access. Choose Change Password to specify a password for remote connections.

Initially the old password is empty. In the New password field, type in the password that the remote HPC will use to log in. For example, Washington.

Select Server Type. Make sure the type of dial-up server is PPP: Windows 95, Windows NT 3.5, Internet. Don't change the 'Advanced options'.

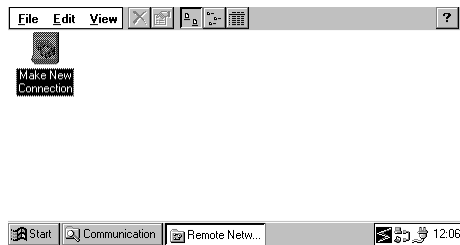


In the Dial-Up Server dialog, click Apply to set the options you have just specified. Now your Windows 95 PC is ready to automatically connect to incoming calls.

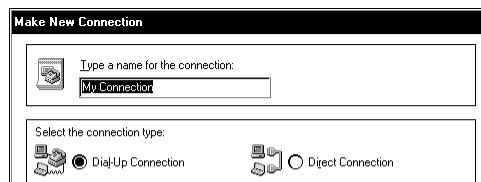
Configuring Your HPC device

To connect your HPC to a PC running Windows 95 with Microsoft Plus Pack installed, you need to configure both the Remote Networking and Inbox application on your HPC.

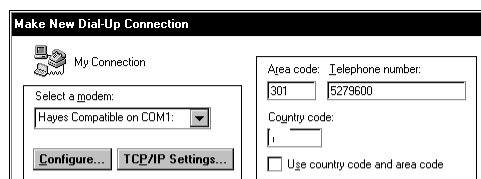
- 1) Run Remote Networking
(Location: My Handheld PC/Programs/Communications).
- 2) Double tap "Make a new connection".



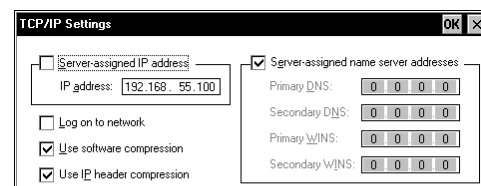
- 3) Type a name for the connection and select Dial-Up Connection..Click Next.



- 4) Choose the correct modem type. Enter your correct phone number for the remote modem you are calling. Click "TCP/IP Settings...".

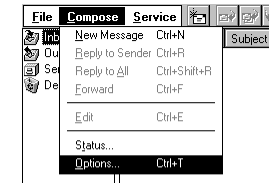


IMPORTANT: Check Server-assigned IP address so that it is not selected. In the IP address field, enter 192.168.55.100.

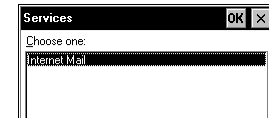


Choose OK and positively confirm the remaining dialog boxes.

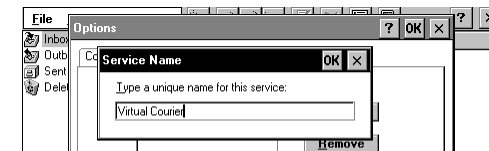
Close the Remote Networking window and now run the Inbox application (typically found on the desktop of your HPC device.. Choose "Options..." from the Compose menu. Select the Services tap and tap Add.



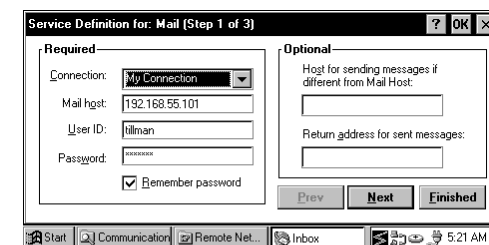
From the Services list, select "Internet Mail". Tap OK.



Enter a Service Name. Tap OK.

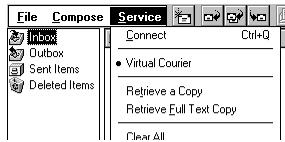


Select the remote connection. In the mail host entry field, enter the IP address for your PC.* In our example, the mail host is 192.168.55.101. Put in the User ID and password to log on to your mail system. Check the "Remember password" checkbox. Tap "Finished".

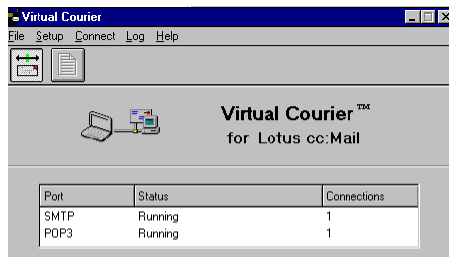


* NOTE: First you can try the 'default' IP address given above, however to confirm that you have entered the correct Mail Host IP addresss, establish a connection between your HPC and desktop and then if running a Windows 95 PC, run WINIPCFG to verify the IP address. In Windows NT use IPCONFIG.

now you are ready to send and receive messages from the virtual Courier. From the Service menu, select Connect.



The HPC will dial the PC and establish the remote connection. Inbox application will then try to locate the mail host (SMTP and POP3 servers). The Virtual Courier must be running on the remote PC to initiate the mail transactions. If everything works fine, the status window of the Virtual Courier will indicate that there are connections.



The Inbox will start to download message headers for any new messages. After it is done, you will see something similar to the following figure.



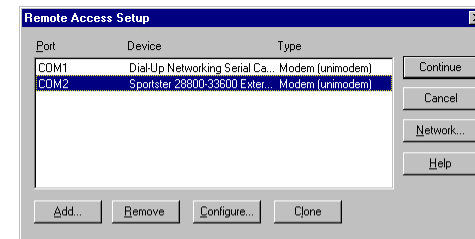
To read the message, double tap on the new message.

WINDOWS NT

Installing/configuring Remote Access Service (RAS)

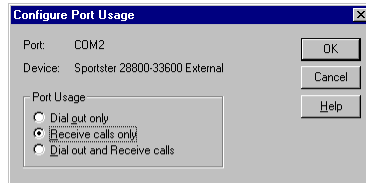
The remote connection between the handheld and the PC require RAS to be installed on Windows NT. Please follow the instructions below for configuring RAS.

- 1) Go to "Start -> Settings -> Control Panel"
- 2) Double-click on "Network"
- 3) Select the "Services" tab
- 4) If "Remote Access Service" is not listed:
 - A) Click "Add"
 - B) In the listbox, select "Remote Access Service"
 - C) Click "OK"
 - D) The "Windows NT Setup" dialog will appear, asking where the location of the NT files. Change the location to the drive and directory where your NT disks/CD-ROM are located.
 - E) Your NT disks/CD-ROM will be required here, as RAS will now be installed
- 5) In the "Network Services" listbox, select "Remote Access Service" and click "Properties"

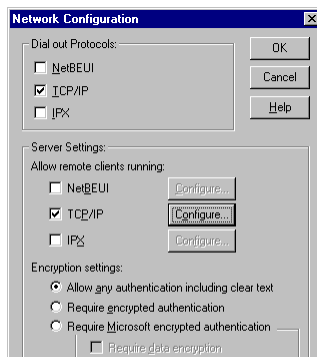


- 6) If the COM port you wish to use is displayed in the listbox, you will need to remove it. Select the COM port, click "Remove", and then "Yes" to confirm
- 7) In the "Remote Access Setup" dialog, click "Add"
- 8) Click "Install Modem" and "Next". This may take a while, since NT will try to detect the modem attached to your communication ports
- 9) If NT cannot find the specific type of modem you are using, or the information given is not what you want, you can manually change it. In the "Manufacturers" list select the modem type of your modem, and in the "Models" list, select the specific modem, and click "Next"
- 10) Select the "Selected ports" radio button, and select the COM port you will use (e.g. COM1, COM2) to connect to the modem, and click Next.
- 11) Take note of any warning or informational messages that may pop up

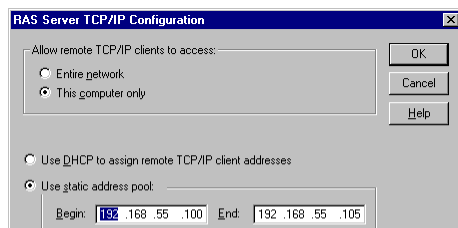
- 12) If a "Location information" dialog pops up, type any 3-digit number in the "area code" (e.g. 408), and click "Next"
- 13) Continue by clicking "Finish", and then affirmatively exiting all the dialog boxes, until you reach the "Add RAS Device" dialog
- 14) The dropdown list should now contain the port that we have just configured. Select the port, and click "OK". On some builds of NT, the dropdown list may not display the port that was just added. If it does not, repeat steps 8-14. Eventually, NT will detect the modem.
- 15) In the "Remote Access Setup" dialog, select the port that we have just configured, and click "Configure"



- 16) Select "Receive calls only" radio button, and click "OK"
- 17) In the "Remote Access Setup" dialog, click "Network"
- 18) In the "Server Settings" group, set the "TCP/IP" checkbox to TRUE. If you have no other modem previously installed, then make sure the other checkboxes are cleared. Otherwise, leave the other checkboxes as they were



- 19) Click the "Configure" button for "TCP/IP"



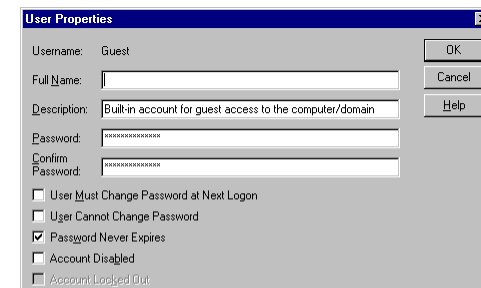
- 20) Select the "This computer only" radio button
- 21) Select the "Use static address pool" radio button, and for "Begin", enter "192.168.55.100". For "End", enter "192.168.55.105"
- 22) Make sure the "Allow remote clients to request a predetermined IP address" is cleared
- 23) Continue by affirmatively exiting all the dialog boxes, and click "Close" when you reach the "Network" dialog.
- 24) If a "Microsoft TCP/IP Properties" dialog pops up, click "OK"
- 25) Restart your computer when asked

By default, RAS will automatically disconnect after 20 minutes. To disable the auto-disconnect feature:

- 1) Start -> Run -> regedit
- 2) Window -> HKEY_LOCAL_MACHINE
- 3) Select the key "System\CurrentControlSet\Services\RemoteAccess\Parameters"
- 4) Select the value "Autodisconnect"
- 5) Edit -> DWORD
- 6) 0 in the "Data" field
- 7) OK

3.2.2 Setting permissions for a guest account

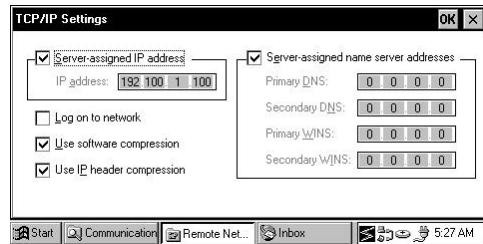
- 1) In "Programs" -> "Administrative Tools", start "User Manager"
- 2) In the top box, double click on "Guest"



- 3) Make sure that the "Account Disabled" checkbox is FALSE
- 4) Click "OK" and close the "User Manager" dialog
- 5) In "Programs" -> "Administrative Tools", start "Remote Access Admin"
- 6) Select "Users" -> "Permissions"
- 7) In the "Users" listbox, select "Guest", and set the "Grant dialin per mission to user" checkbox to TRUE
- 8) Click "OK"
- 9) Select "Server" -> "Start Remote Access Server"

Configuring HPC for windows NT

Configuring HPC for Windows NT is basically the same as for Windows 95. One important difference is in the TCP/IP settings for the Remote Connection. Make sure the "Server-assigned IP address" is checked.



Also the Mail Host should be the first address specified in the RAS Server TCP/IP Settings dialog.. In our example, the mail host is 192.168.55.100.

Sending an email message through virtual Courier

For cc.mail

If using cc.mail -

Here is an example of the cc:Mail address form. For example: or
Not just the name: JOE SMITH.
Important: don't forget the <> around the address.

Reminder: Virtual Courier is the Mail gateway for cc:Mail not Internet. So if you are sending to an internet user, you still must use cc:Mail's address form: "mannkeg" , NOT margim@juno.com.

For MS Mail or Exchange

Downloading email addresses

(Virtual Courier Enhanced only)

Appendix I

Configuring Direct Cable Connection in Windows 95

The Direct Cable Connection application will be installed automatically when you install Microsoft's HPC Explorer. Before configuring the Direct Cable Connection, shut down HPC Explorer.

- Launch Direct Cable Connection (it is called "Directcc.exe")
- Select Host.
- Follow the instructions on the screen

NOTE-- You may be required to share a directory in order to proceed. You can share any directories. If you want to protect your system, you can choose Use password protection and set a password for the remote HPC user. If you leave it unchecked, any user can log onto your desktop.

After you are done, click Finish. Now the Direct Cable Connection is listening to the communication port for the incoming traffic.

Appendix II

Configuring Direct Cable Connection in Windows NT 4.0

The remote connection for Address Book Download between the desktop and HPC require RAS to be installed on NT 4.0. Please follow the instructions below for configuring RAS.

- (A) Installing/configuring Remote Access Service (RAS)
 - 1) Go to "Start -> Settings -> Control Panel"
 - 2) Double-click on "Network"
 - 3) Select the "Services" tab
 - 4) If "Remote Access Service" is not listed:
 - A) Click "Add"
 - B) In the listbox, select "Remote Access Service"
 - C) Click "OK"
 - D) The "Windows NT Setup" dialog will appear, asking where the location of the NT files. Change the location to the drive and directory where your NT disks/CD-ROM are located.
 - E) Your NT disks/CD-ROM will be required here, as RAS will now be installed
 - 1) In the "Network Services" listbox, select "Remote Access Service" and click "Properties"
 - 2) If the COM port you wish to use is displayed in the listbox, you will need to remove it. Select the COM port, click "Remove", and then "Yes" to confirm.
 - 3) In the "Remote Access Setup" dialog, click "Add"
 - 4) Click "Install Modem", and set the "don't detect my modem; I will select it from a list" checkbox to TRUE, and click "Next". This may take a while, since a list of all supported modems is loaded
 - 5) In the "Manufacturers" list select "Standard modem types" and in the "Models" list, select "Dial-Up Networking Serial Cable between 2 PCs", and click "Next"
 - 6) Select the "Selected ports" radio button, and select the COM port you will use (e.g. COM1 or COM2) to connect to the device, and click "Next"
 - 7) Take note of any warning or informational messages that may pop up
 - 8) If a "Location information" dialog pops up, type any 3-digit number in the "area code" (e.g. 206), and click "Next"
 - 9) Continue by clicking "Finish", and then affirmatively exiting all the dialog boxes, until you reach the "Add RAS Device" dialog
 - 10) The dropdown list should now contain the port that we have just configured. Select the port, and click "OK". On some builds of NT, the dropdown list may not display the port that was just added. If it does not, repeat steps 8-14. Eventually, NT will detect the modem.
 - 11) In the "Remote Access Setup" dialog, select the port that we have just configured, and click "Configure"

- 12) Select "Receive calls only" radio button, and click "OK"
- 13) In the "Remote Access Setup" dialog, click "Network"
- 14) In the "Server Settings" group, set the "TCP/IP" checkbox to TRUE. If you have no other modem previously installed, then make sure the other checkboxes are cleared. Otherwise, leave the other checkboxes as they were
- 15) Click the "Configure" button for "TCP/IP"
- 16) Select the "This computer only" radio button
- 17) Select the "Use static address pool" radio button, and for "Begin", enter "192.168.55.100" for "End", enter "192.168.55.105"
- 18) Make sure the "Allow remote clients to request a predetermined IP address" is cleared
- 19) Continue by affirmatively exiting all the dialog boxes, and click "Close" when you reach the "Network" dialog.
- 20) If a "Microsoft TCP/IP Properties" dialog pops up, click "OK"
- 21) Restart your computer when asked

By default, RAS will automatically disconnect after 20 minutes.

To disable the auto-disconnect feature:

- 1) Start -> Run -> regedit
- 2) Window -> HKEY_LOCAL_MACHINE
- 3) Select the key
"System\CurrentControlSet\Services\RemoteAccess\Parameters"
- 4) Select the value "Autodisconnect"
- 5) Edit -> DWORD
- 6) 0 in the "Data" field
- 7) OK
- (B) Setting permissions for a guest account
 - 1) In "Programs" -> "Administrative Tools", start "User Manager"
 - 2) In the top box, double click on "Guest"
 - 3) Make sure that the "Account Disabled" checkbox is FALSE
 - 4) Click "OK" and close the "User Manager" dialog
 - 5) In "Programs" -> "Administrative Tools", start "Remote Access Admin"
 - 6) Select "Users" -> "Permissions"
 - 7) In the "Users" listbox, select "Guest", and set the "Grant dialin permission to user" checkbox to TRUE
 - 8) Click "OK"
 - 9) Select "Server" -> "Select Domain or Server..."
 - 10) In the "Domain" entry field, type in your machine name (e.g. MYA\CCOUNT1)
 - 11) Click "OK"

Appendix III - Trouble Shooting

I get a "VIM.DLL is missing" message, what should I do?

Step 1:

Reinstall Virtual Courier and make sure the step where the installer asks you to identify where you have cc.mail installed is completed.

If even after a reinstall I get the same message, then what?

Step 2:

1. Use Find... to find where the VIM.DLL is.
2. Run RegEdit.Exe (User Start/Run...)
3. Find popsrvcc
4. Edit the Path entry to include the path where VIM.DLL is.

Key: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\App Paths\popsrvcc\

Path Value should be similar to the following:
C:\Program~1\Virtual~1\C:\CCMAIL\BIN;

I get an SMTP error #9 when I connect. What should I do?

Confirm that you have entered the correct IP address of your Mail Host into the HPC. To review your setting select in the InBox application: Service-> Properties...-> Mail host:.

How can I check the IP address of the desktop computer I am using with Virtual Courier?

In Windows 95, run WINIPCFG to verify the IP address. In Windows NT use IPCONFIG.

Appendix IV - Common Questions

How can I send attachments like a MW Pocket Word or Excel file?

LandWare's Encoselt will allow you to do just that. Complete details can be found on the Encoselt web page.

Can I dial into my network through a server, but have Virtual Courier running back on my desktop PC?

Yes, but you will need to be sure to specify the IP address of your desktop computer in the In Box Properties dialog. Tip-- to check to make sure you have access to your desktop from the server try to PING the IP address of your desktop. Also if you are running a DNS server, then each desktop on the network should have a name and thus you can use the name of your desktop instead of the IP address in the Mail Host field (if using this technique, make sure your Remote Networking TCP/IP settings have the correct Primary/Secondary DNS settings.)

If I am running Virtual Courier on a server should I be worried that it will get in the way of anything?

No, it runs in the background. You could as an option run Virtual Courier on a separate node and configure your Windows CE-based device to access it using one of the options presented above.

How does Virtual Courier know about the Exchange server? And how does Virtual Courier know if you are running MS-Mail for PC Networks or MS-Exchange?

Virtual Courier uses MAPI and CMC to detect whether it's dealing with Exchange or MS-Mail. The difference is that Exchange requires a profile to log on while MS-Mail requires user and password. Generally Virtual Courier should be installed on a machine with Exchange client (not Exchange server).

I have Windows 95, will that run Virtual Courier?

The software will run, but to dial into your Windows 95 computer you will need the Plus! package from Microsoft. Plus! installs the dial-up server code needed to remotely access your desktop.

Will Virtual Courier let me access my Lotus Notes email?

Not currently.

I have Windows NT, do I need anything else to run Virtual Courier?

no, windows NT has everything you need to run and remotely access Virtual Courier.

I have Windows 3.x, will this run Virtual Courier?

No.

What modems will Virtual Courier work with?

Virtual Courier will work with all Windows CE compatible modems.

Is a 28.8 modem required?

No. Note-- until someone releases a 'low-power' 28.8 modem they will decrease your battery life much more than a 14.4.

With the Enhanced version can I support multiple users at the same time by having a Windows NT computer with multiple modems attached?

Yes.

What platform is recommended if we want to use multiple users?

We strongly recommend a Windows NT 4.0 (or later) computer for multi-user support.

Is it true that I don't have to install any software on my Windows CE-based device?

Yes, you only need to set up a new email service in the InBox and Remote Access setup on the Windows CE-based device and install the Virtual Courier software on your desktop computer.

How big is the Virtual Courier application?

The .exe file is 305K and there are misc. support files for the application that add up to less than 50K. Once running Virtual Courier can be minimized and will run in the background.

Can the Lite version of Virtual Courier download my addresses?

No, you need to upgrade to the enhanced version (which also provides access for up to 20 users.)

Finally

LandWare and Microburst welcome your feedback— so if there are new features that you would like us to consider, applications we should develop or general comments please feel free to contact us at the address detailed below.

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