






The Mail-Gear™ Design

Mail-Gear provides you, the Administrator, the tools to manage your technology resources to provide safe, flexible email access to all users. Mail-Gear allows you to filter your users' incoming and outgoing email, schedule the use of the email tools, and monitor email access by your users to ensure full accountability for responsible email use.

Mail-Gear Objects

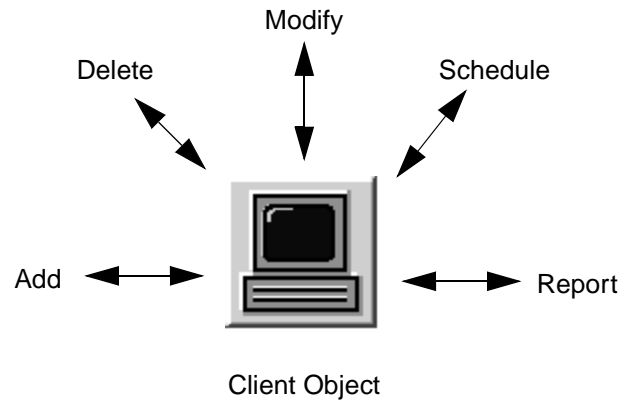
The Mail-Gear design philosophy is based on an object-oriented approach. Each network has users, client computers, and servers that are all part of the network. Mail-Gear classifies each of these entities as "objects" and defines intuitive methods for manipulating these objects. These objects are defined in the following table:

TABLE 1.

Object	Symbol	Description
Client		A client is a computer connected to the network having a unique IP address.
User		A user is a person using your network. Users can be given unique permissions regardless of the computer system they use on the network.
Cast		A cast is a grouping of users or clients that operate in a specific manner. Casts can be scheduled to have different permissions depending on the date and time of day. User and Client objects may belong to at most one cast.
List		A list is a collection of addresses. Lists can be uniquely applied to Client, User, Cast, or System objects by default or by date and time of day to allow or deny email messages from or email messages to the addresses in the lists.
Dictionary		A dictionary is a collection of words or phrases that are used to dynamically score and possibly block messages.
System		The system is the actual server running Mail-Gear. This object defines the default properties for Mail-Gear.

Mail-Gear Methods

The Mail-Gear objects defined in the previous section are manipulated using methods. Methods are used to change the permissions or functionality for each of the objects. There are five (5) basic methods that can be applied to Mail-Gear objects:



Not all methods are available for each object. The following table describes each of the methods available in Mail-Gear and the objects they can manipulate.

TABLE 2.

Method	Object	Description
Add	Client, User, Cast, List, Dictionary	The Add method is used to add Mail-Gear objects to the network.
Delete	Client, User, Cast, List, Dictionary	The Delete method is used to remove Mail-Gear objects from the network.
Modify	Client, User, Cast, List, Dictionary, System	The Modify method is used to change the settings of each of the defined objects
Schedule	Client, User, Cast, System	The Schedule method is used to define default access permissions as well as to schedule access permissions based on date and time of day.
Report	Client, User, Cast, List, Dictionary, System	The Report method is used to show the activity of various objects, the content of lists, and the content of dictionaries.

Setting Up

Steps to Follow

Proper installation and setup will help you achieve trouble-free operation of your Mail-Gear enabled network. It is strongly recommended you follow the basic steps outlined below.

1. Install Mail-Gear on a Windows NT or Solaris server that meets the minimum requirements outlined in the Mail-Gear Installation Guide.
2. Use the Modify method for the System object to set parameters for your SMTP and POP servers.
3. Use a client on your network to access the Mail-Gear administrative tools to select what users are to have access to Mail-Gear. Also, modify the users that are to have administrative permissions.
4. Use the Schedule method for the System object to set the default permissions for Mail-Gear.
5. Populate the Mail-Gear client database by manually adding the clients or by using the Mail-Gear Web Client.

Optionally, you may wish to further refine your network use by doing the following:

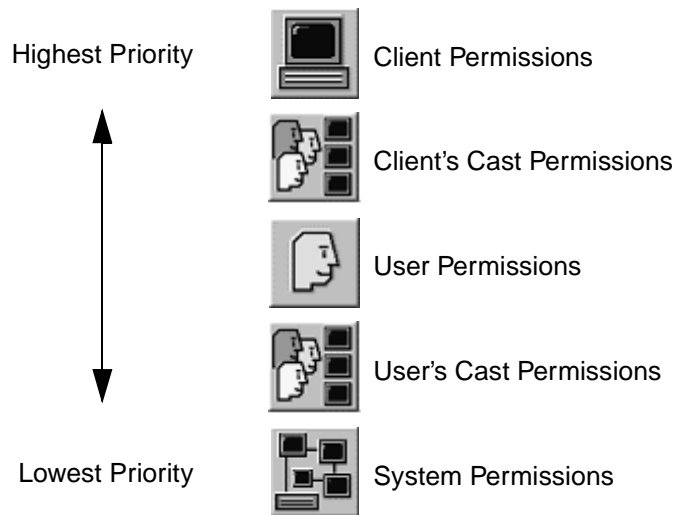
6. Create dictionaries that Mail-Gear objects may use for the filtering of email messages.
7. Create lists that Mail-Gear objects may use, either for bulk emailing, address filtering or both.
8. Create casts based on the groupings of clients and users on your network.
9. Set the default permissions for casts using the Schedule method applied to the Cast objects.
10. Schedule access rights for various clients, users, or casts based on a daily event or a specific date and time.

Network Design Considerations

When configuring Mail-Gear for your network, careful and thoughtful planning will give you the control you desire and eliminate end user confusion. One of the concepts that must be thoroughly understood is the order in which access permissions are assigned to the Mail-Gear

objects. If a client computer is filtered, but a user has unfiltered and open access permissions, which setting takes precedence? Additionally, should the default settings for each Client object be defined separately or should the clients be placed in a Cast object and that cast's default settings modified?

The order of precedence for access permissions is based on the following:



Since you can schedule events for each of these objects, the events for objects with the highest priority will supersede the events and default permissions for the objects below them. For example, if a user's permissions are set to Allow Only and a client cast called "Room 141" is unfiltered, the user will have unfiltered email access in Room 141 and still have Allow Only permissions on other clients.

Casting of Client and User objects is a very powerful feature of Mail-Gear. The following rules should guide you when setting up casts:

- Casts should contain like objects when possible (clients or users).
- Casts should be created when it is desirable to give a grouping of users or clients a default behavior (such as filtering properties) that is different than the system default.
- Casts should be created when a group of users or clients need different permissions during specific times. For example, student accounts can be Filtered by default and scheduled to be Allow Only every day from 7:00 AM to 4:00 PM.

-
- Casts for clients should be based on geographic location (Room 143) or a logical group (Teacher computers, Class of 2004, Accountants, etc.).

If an object is in a cast and you wish to change the object's permissions, scheduling the object itself will override the cast's permissions. For example, a special student may have his email access time extended to 5:00 PM even though he belongs to a cast whose access stops at 4:00 PM.

Understanding Address Lists and Dictionaries

Lists

Lists contain email addresses or parts of email addresses that clients, users, casts, and the system can be scheduled to use. Address lists can be used to deliver mail to multiple users and also to filter incoming and outgoing mail. The Postmaster list is the only list that exists when Mail-Gear is initially installed. The Postmaster contains the Administrator's address and cannot be deleted.

Adding Addresses to Lists

Mail-Gear looks for the most specific match it can find when checking an address against a list when filtering. Looking for the most exact match permits you to block or allow email messages from entire domains, specific users, specific names from any domain, or all email messages.

The following represent addresses in lists:

TABLE 3.

Term	Example	Description
user@domain	lamieux@brightcorp.com	A specific user at a specific domain.
@domain	@brightcorp.com	All users at a specific domain.
user	lamieux	A user of a specific name at the local email domain.
user@	lamieux@	A user of a specific name at any domain.
@	@	Any user at any domain.

Example 1:

Create a list called BadList and place “@” in the list. Schedule a cast as filtered with the BadList list in the Deny category. This cast will not be

able to receive or send any email messages while the scheduled event is in effect.

Example 2:

Create a list called Grade12 and place the email addresses of all 12th grade students in the list. Schedule a cast as Allow Only with the Grade12 list in the “Allow (Dictionary Enabled)” category. This cast can then only send email messages to and receive email messages from the users in the Grade12 list while the scheduled event is in effect.

Dictionaryes

A powerful feature of Mail-Gear is its ability to scan email messages for specific words. If words matching those from a dictionary are found in the email message, Mail-Gear can optionally block delivery of the message.

Mail-Gear can block email messages to specific users, clients, or casts based on the Dictionary Threshold. The Dictionary Threshold sets the highest score a message can receive before being blocked from the intended recipient. The score is determined by the score of all the words in an email message found in the dictionaries scheduled to be in the *On* state. Review the *Working with the Schedule Method* section of this manual for more information on turning dictionaries *On* and the Dictionary Threshold.

Mail-Gear Web Client

Overview

The Mail-Gear Web Client provides dependable email access to users without dedicated desktop computers and without having to install anything more than a web browser. The Mail-Gear Web Client features an easy-to-use interface from which users can access their mailboxes, address book, and compose messages. Mail-Gear's web-based interface permits the user to access email wherever that user has Internet access. The user can use an Apple Macintosh® then move to a Windows® 95 based computer at another location and still access their email via the Mail-Gear Web Client.

Requirements

The Mail-Gear Web Client requires the use of a browser that supports tables. Netscape Navigator® 2.0 or later and Microsoft® Internet Explorer 3.0 or later are suitable browsers.

The Mail-Gear Web Client

Access the Mail-Gear Web Client by way of the following URL:

`http://<servername>:8003/`

The <servername> is the host name or IP Address of the server running Mail-Gear. The <servername> for your network can be obtained from the network administrator.

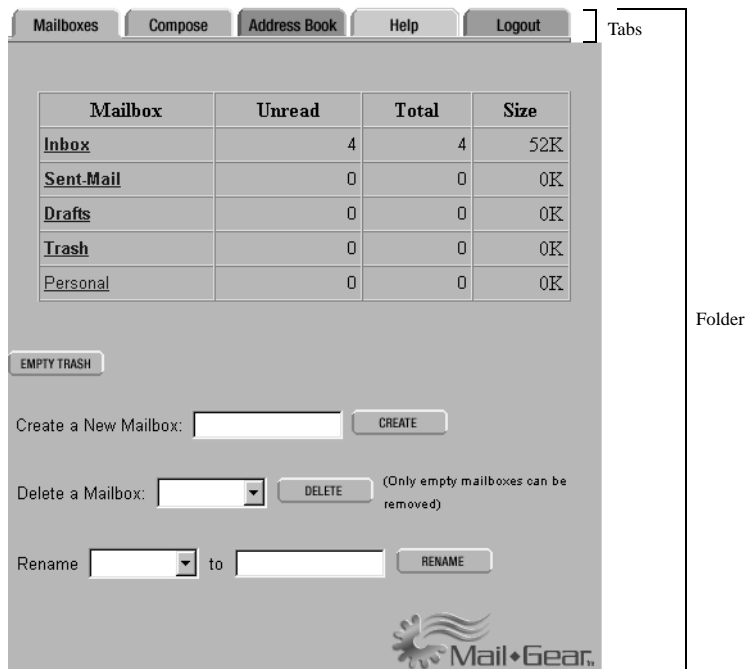
Your network administrator may have chosen a port number other than 8003. Consult your network administrator for the specific URL you should use.

A user that has not logged in will be required to provide a username and password. After logging in, the user will be presented with a display of their Mailboxes.



The login screen features a navigation bar with tabs: Mailboxes, Compose, Address Book, Help, and Logout. Below the tabs is the Mail-Gear logo, which consists of a gear icon and the text "Mail-Gear". The login form includes fields for "Name:" (containing "lamieux"), "Password:" (with masked characters), a "LOGIN" button, and a field for the domain "brightcorp.com".

The Mail-Gear Web Client consists of five (5) virtual file folders that represent the various Mail-Gear Web Client functions. To access a different Mail-Gear Web Client function, click the appropriate tab at the top of the file folder.



The mailbox management screen shows a navigation bar with tabs: Mailboxes, Compose, Address Book, Help, and Logout. A bracket labeled "Tabs" points to this bar. Below the tabs is a table of mailboxes. A bracket labeled "Folder" points to the table. Below the table are buttons for "EMPTY TRASH", "Create a New Mailbox:" (with a text input and "CREATE" button), "Delete a Mailbox:" (with a dropdown and "DELETE" button, and a note "(Only empty mailboxes can be removed)"), and "Rename" (with two dropdowns and a "RENAME" button). The Mail-Gear logo is at the bottom right.

Mailbox	Unread	Total	Size
<u>Inbox</u>	4	4	52K
<u>Sent-Mail</u>	0	0	0K
<u>Drafts</u>	0	0	0K
<u>Trash</u>	0	0	0K
Personal	0	0	0K

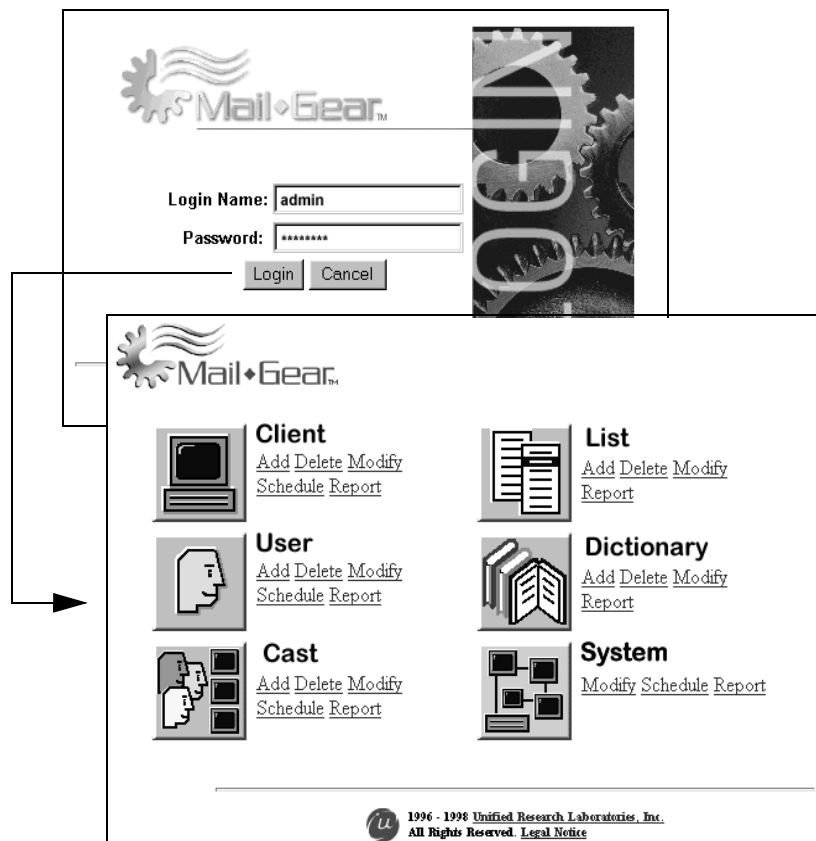
For more information on each of the Mail-Gear Web Client functions, see the *Mail-Gear Web Client Manual*.

Accessing the Mail-Gear Administrative Interface

The Mail-Gear Administrative Interface must be accessed with a browser that supports tables. Netscape 2.0 or later and Microsoft Internet Explorer 3.0 or later are suitable browsers. After installing Mail-Gear, launch a web browser on any client on your network that can access the server running Mail-Gear. Access the Mail-Gear administrative interface by way of the following URL:

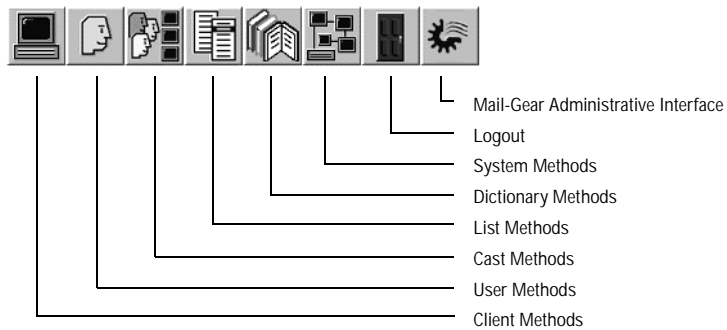
`http://<servername>:8003/admin`

The `<servername>` is the host name or IP address of the server running Mail-Gear. You will be prompted for your login name and password.

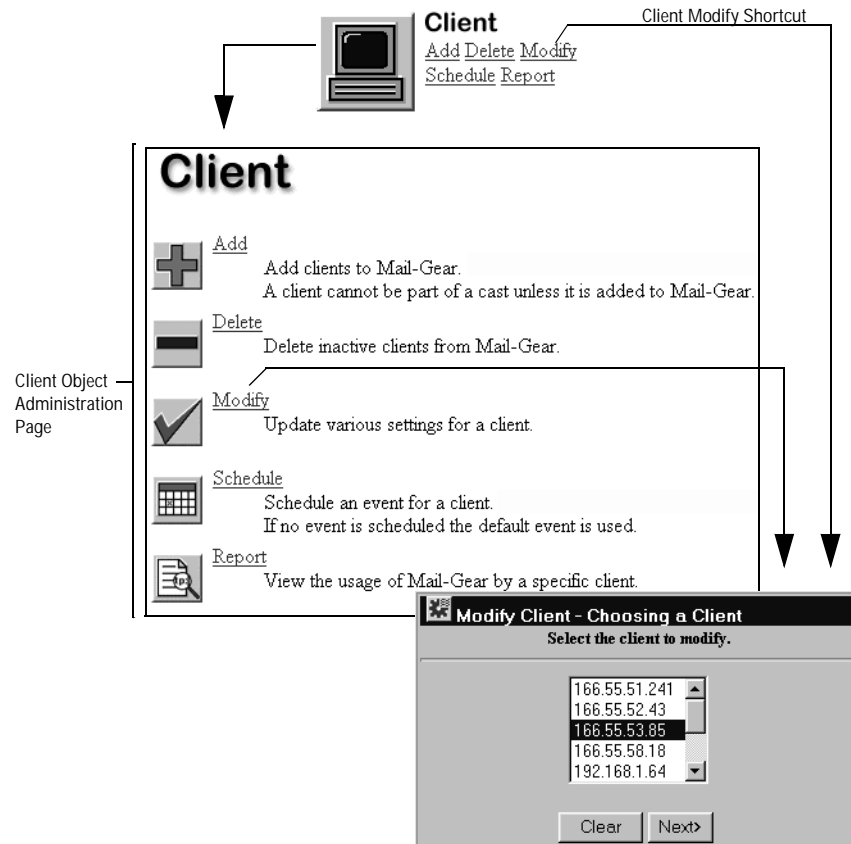


Note - Initially, only the “root” user (on Solaris) or the Administrator login (on Windows NT) is the only user with administrative privileges. Use this account to grant administrative privileges to other users or accounts as necessary. See the Working with the Modify Method section of this manual for more information on granting privileges.

The tool bar located at the bottom of most administrative pages can be used to quickly access various sections of the Mail-Gear administrative interface.



The Mail-Gear Administrative Interface consists of icons for each object and shortcuts to each of the methods.



Working with the Add Method

The Add Method is used to add Mail-Gear objects to the network.

Client

Mail-Gear Client objects are added in two (2) ways:

1. A client is added automatically when it POPs email from Mail-Gear or the client accesses the Mail-Gear Web Client interface.
2. A client is added directly via the Mail-Gear Administrative Interface.

To add a client via the Mail-Gear Administrative Interface, select the [Add](#) link from the Client object administration page or the Client [Add](#) shortcut on the main Mail-Gear administration page.

Adding a Client
Enter a client name or an IP address and click the Add button.

IP address or client name.
192.168.1.74

Add>

Back to Top

Existing Clients

- 166.55.51.241
- 166.55.52.43
- 166.55.53.85
- 166.55.58.18
- 192.168.1.64
- 192.168.1.65
- 192.168.1.68

This window displays the clients that are currently in the Mail-Gear database. Enter the IP address or host name of the client to be added then click the **Add** button. The list of existing clients will be updated.

User

To add a user to Mail-Gear, select the [Add](#) link on the User object administration page or the User [Add](#) shortcut on the main Mail-Gear administration page.

Mail-Gear allows you to add multiple users simultaneously or one user at a time.

Add Multiple Users Simultaneously

The screenshot shows two overlapping windows from the Mail-Gear application. The top window, titled 'Adding User(s) to MailGear', has a subtitle 'Select how you wish to add users and then click the Next button.' It contains a 'Method' dropdown menu with 'Multiple users at once' selected and 'One at a time' as an option. Below the menu are 'Clear' and 'Next>' buttons. An arrow points from the 'Next>' button to the 'Add Users' window below. The 'Add Users' window has a subtitle 'You have used 22 users out of 100 licensed users. Select one or more new Mail-Gear users and click the add button. The default Mail-Gear account name for each user will match the system user name.' It features two lists: 'System Users' on the left and 'Mail-Gear Users' on the right, both containing the names: bill, bruce, ivonne, jill, kim, lamieux, mark, michael, and yolanda. An 'Add>' button is positioned between the two lists, and a 'Back to Top' button is at the bottom. A text box on the right side of the 'Add Users' window states: 'The number of current Mail-Gear users is updated whenever new Mail-Gear Users are added.'

To add multiple users simultaneously, select the **Multiple users at once** option and click the **Next** button. Select the System Users who should also be Mail-Gear Users and click the **Add** button. The list of Mail-Gear users on the right will be updated with the names of the new Mail-Gear users. The information at the top of the screen regarding the number of Mail-Gear accounts available will also be updated to reflect your changes.

Add One User at a Time

The image shows two overlapping windows from the MailGear application. The top window, titled 'Adding User(s) to MailGear', has a subtitle 'Select how you wish to add users and then click the Next button.' It contains a 'Method' dropdown menu with 'Multiple users at once' and 'One at a time' (selected). Below the menu are 'Clear' and 'Next>' buttons. An arrow points from the 'Next>' button to the bottom window. The bottom window, titled 'Add Users', has a subtitle 'You have used 22 users out of 100 licensed users. Select one system user or type in the system account you wish to add. The default Mail-Gear account name will match the system user name. If you desire a different Mail-Gear account name then enter it in the Mail-Gear account text box. When all information is entered click the Add button.' It features two lists: 'System Users' (bill, bruce, ivonne, jill, kim, lamieux, mark, michael, yolanda) and 'Mail-Gear Users' (bill, bruce, ivonne, jill, kim, lamieux, mark, michael, yolanda). Between these lists is an 'Add>' button. Below the lists is a 'System Account' text box, followed by a 'Mail-Gear Account Name (optional)' text box, and a 'Back to Top' button at the bottom.

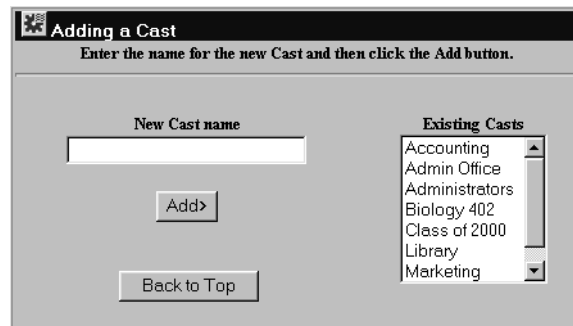
To add one user at a time, select the **One at a time** option and click the **Next** button. Then, select a System User from the select list on the left and click the **Add** button or enter the name of an existing System Account in the space provided and click the **Add** button. The list of Mail-Gear users on the right will be updated with the names of the new Mail-Gear users. The information at the top of the screen regarding the number of Mail-Gear accounts will also be updated to reflect your changes.

Any system account added to Mail-Gear can have its own name, distinct from the system account name. Select the system account to be added to Mail-Gear and enter a new name for this account in the Mail-Gear Account Name (optional) field. Then, click the **Add** button to make this

system account a Mail-Gear account also. The list of Mail-Gear users will be updated.

Cast

To add an empty cast (a group of users and clients) to Mail-Gear, select the [Add](#) link on the Cast object administration page or the Cast [Add](#) shortcut on the main Mail-Gear administration page.

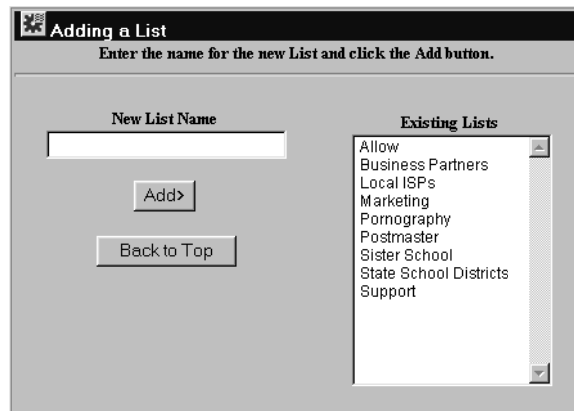


Enter the name of the cast to be added then click the **Add** button.

Note - To populate a cast, review the *Working with the Modify Method* section of this manual.

List

To add an empty list to Mail-Gear, select the [Add](#) link on the List object administration page or the List [Add](#) shortcut on the main Mail-Gear administration page.



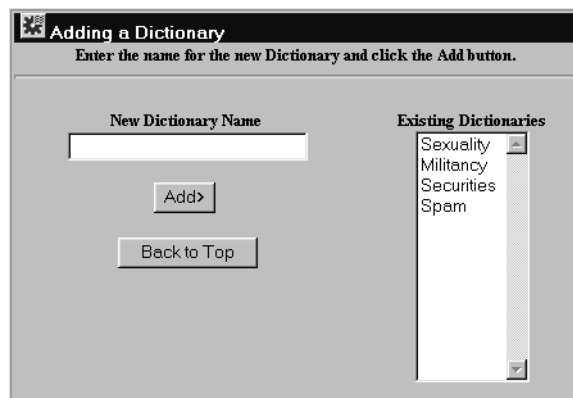
The screenshot shows a dialog box titled "Adding a List" with a subtitle "Enter the name for the new List and click the Add button." The dialog is divided into two main sections. On the left, under the heading "New List Name", there is a text input field and two buttons: "Add>" and "Back to Top". On the right, under the heading "Existing Lists", there is a list box containing the following items: Allow, Business Partners, Local ISPs, Marketing, Pornography, Postmaster, Sister School, State School Districts, and Support.

Enter the name of the list to be added then click the **Add** button.

Note - To populate a list with addresses, see the *Working with the Modify Method* section of this manual as applied to List objects.

Dictionary

To add an empty dictionary, select the [Add](#) link on the Dictionary administration page or the Dictionary shortcut on the main Mail-Gear administration page.



The screenshot shows a dialog box titled "Adding a Dictionary" with a subtitle "Enter the name for the new Dictionary and click the Add button." The dialog is divided into two main sections. On the left, under the heading "New Dictionary Name", there is a text input field and two buttons: "Add>" and "Back to Top". On the right, under the heading "Existing Dictionaries", there is a list box containing the following items: Sexuality, Militancy, Securities, and Spam.

Enter the name of the dictionary to be added then click the **Add** button.

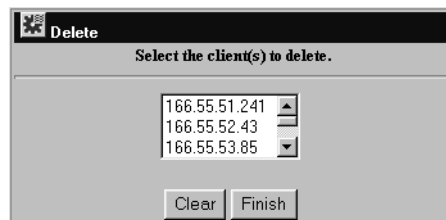
Note - To populate a dictionary with words and phrases, see the *Working with the Modify Method* section of this manual as applied to Dictionary objects.

Working with the Delete Method

The Delete method is used to remove Mail-Gear objects from the network.

Client

To delete a Client object from Mail-Gear, select the Delete link from the Client administration page or the Client Delete shortcut on the main Mail-Gear administration page.

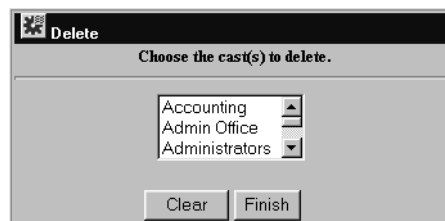


Select one or more clients to delete then click the **Finish** button.

Note - A client will be automatically added to the Mail-Gear database if a user uses the client to POP email or a user uses the Mail-Gear Web Client on that client.

Cast

To delete a cast, select the Delete link from the Cast administration page or the Cast Delete shortcut on the main Mail-Gear administration page.



Select one or more cast objects to delete then click the **Finish** button.

Note - Deleting a cast will place all the members of that cast (users and clients) into a state of not belonging to any cast.

List

To delete a list, select the [Delete](#) link from the List administration page or the List [Delete](#) shortcut on the main Mail-Gear administration page.



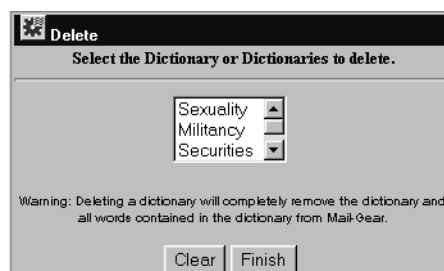
The screenshot shows a web-based dialog box titled "Delete" with a close button (X) in the top left corner. Below the title bar, the text "Choose the list(s) to delete." is displayed. A list box contains three items: "Allow", "Business Partners", and "Local ISPs". Below the list box, a warning message states: "Warning: Deleting a list will completely remove that list and all of its content from Mail-Gear." At the bottom of the dialog are two buttons: "Clear" and "Finish".

Select one or more lists to delete and click the **Finish** button.

Warning: Deleting a list completely removes the list and all of its contents.

Dictionary

To delete a dictionary, select the [Delete](#) link from the Dictionary administration page or the Dictionary [Delete](#) shortcut on the main Mail-Gear administration page.



The screenshot shows a web-based dialog box titled "Delete" with a close button (X) in the top left corner. Below the title bar, the text "Select the Dictionary or Dictionaries to delete." is displayed. A list box contains three items: "Sexuality", "Militancy", and "Securities". Below the list box, a warning message states: "Warning: Deleting a dictionary will completely remove the dictionary and all words contained in the dictionary from Mail-Gear." At the bottom of the dialog are two buttons: "Clear" and "Finish".

Select one or more dictionaries to delete then click the **Finish** button.

Warning: Deleting a dictionary will completely remove the dictionary and all of its words from Mail-Gear.

Working with the Modify Method

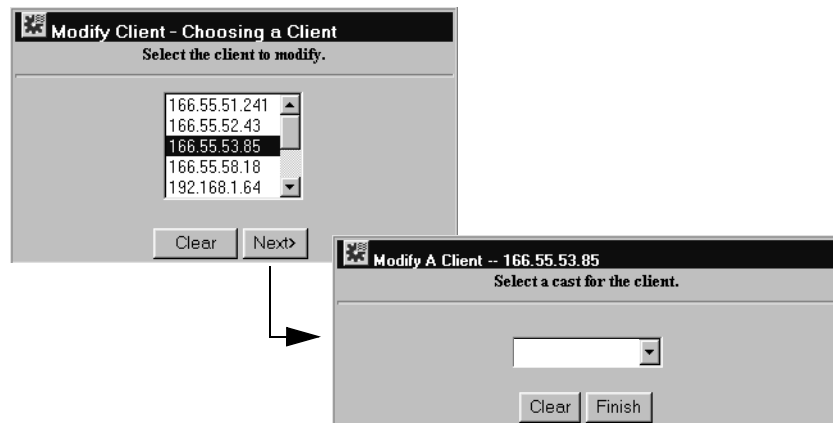
The Modify method is used to change the settings of each of the defined Mail-Gear objects.

Client

The Modify method for a Client object allows you to specify a cast for the client.

To modify a client, select the Modify link from the Client object administration page or the Client Modify shortcut on the main Mail-Gear administration page.

Select the client to be modified then click the **N**ext button.



The first screenshot shows a window titled "Modify Client - Choosing a Client" with the instruction "Select the client to modify." It contains a list box with the following IP addresses: 166.55.51.241, 166.55.52.43, 166.55.53.85 (highlighted), 166.55.58.18, and 192.168.1.64. Below the list are "Clear" and "Next>" buttons. An arrow points from the "Next>" button to the second screenshot.

The second screenshot shows a window titled "Modify A Client -- 166.55.53.85" with the instruction "Select a cast for the client." It contains a dropdown menu and "Clear" and "Finish" buttons at the bottom.

Select the cast for the client and click the **F**inish button. Selecting the blank field will remove the client from its current cast. A client may belong to only one cast at a time.

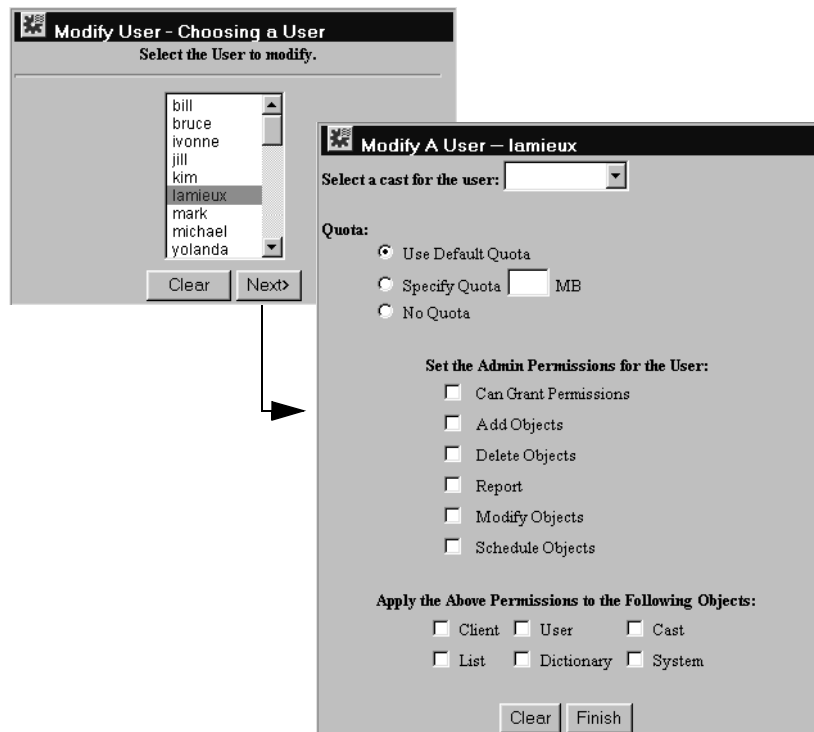
User

The Modify method for a User object allows you to place a user into a cast as well as specify the user's Mail-Gear administrative permissions. Your account must have the "Can Grant Permissions" permission in order to view and set the permissions of other users.

Note - The permissions of the initial Administrator user (root on Solaris) cannot be changed. You cannot modify your own permissions.

To modify a user, select the Modify link from the User object administration page or the User Modify shortcut on the main Mail-Gear administration page.

Select the user to modify then click the **Next** button.



Select the user's cast. Selecting the blank space will remove the user from his/her current Cast. Next, set the disk Quota, that is, the total size of disk space that the user can have for all of his/her mailboxes. Finally, select the permissions this user should have and the objects to which the user can apply those permissions and click the **Finish** button.

Note - If an object has reached the Default Quota, any messages sent

to that object will be bounced back to the sender of the message.

TABLE 4.

Permission	Description
Can Grant Permissions	User can grant or change permissions of other users
Add Objects	User can use the Add method on objects
Delete Objects	User can use the Delete method on objects
Report	User can use the Report method on objects
Modify Objects	User can use the Modify method on objects
Schedule Objects	User can use the Schedule method on objects

Note - You cannot change the permissions of your own account, but must use the Administrator account or another account with the Can Grant Permissions permission.

Note - A user who is given the ability to Grant Permissions must also be granted the ability to Modify Objects and the object that is modifiable by that user must also be checked.

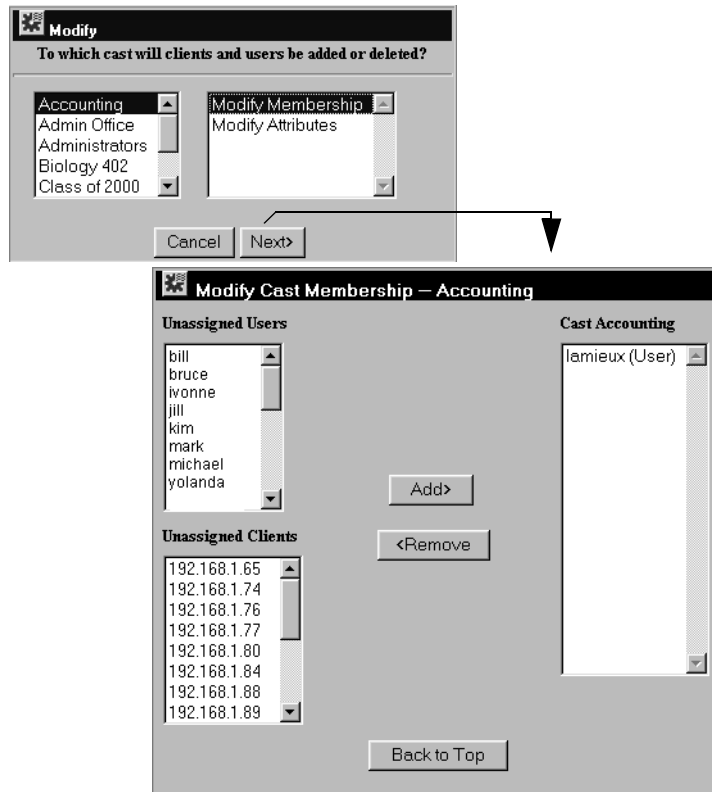
Cast

The Modify method for a Cast object allows you to place User and Client objects into a cast and change the attributes of a cast.

To modify a cast, select the Modify link from the Cast object administration page or the Cast Modify shortcut on the main Mail-Gear administration page.

Modify Membership

To assign users and clients to a cast, select the cast, select the **Modify Membership** option, and click the **Next** button. Users and clients can at most belong to one cast.



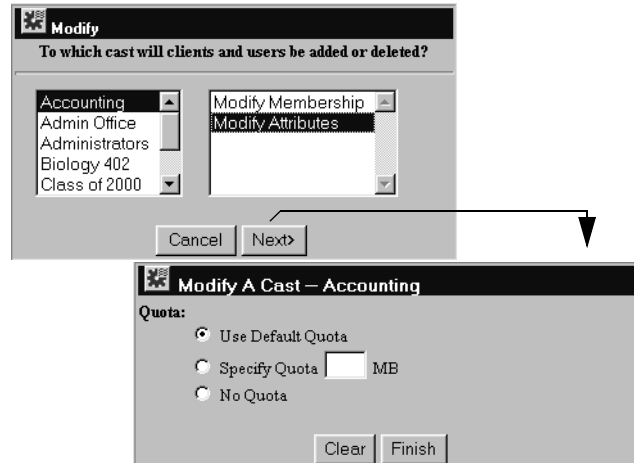
Highlight Unassigned Users and Unassigned Clients to add to the cast and click the **Add** button.

To remove users and clients from the cast, highlight the users and clients from the list to the right-hand-side of the window and click the **Remove** button. Objects removed from a cast become Unassigned.

Once the cast is modified, click the **Back to Top** button.

Modify Attributes

To modify the attributes of a cast, select the cast to be modified, select the Modify Attributes function, and click the **Next** button.



Set the size of the disk space available to the users in the cast for their email. Click the **Finish** button to save the settings.

List

The Modify method for a list allows you to add and remove addresses from a list.

To modify a list, select the Modify link from the List object administration page or the List Modify shortcut on the main Mail-Gear administration page.

Adding and Removing Addresses From a List

Select the list to modify and click the **Next** button.

Modify List - Choosing a List
Select the List to modify.

Allow
Business Partners
Local ISPs
Marketing
Pornography
Postmaster
Sister School
State School Districts

Clear Next>

Modify List - Business Partners

Mail-Gear Users
bill
bruce
ivonne
jill
kim
lamieux
mark
michael
yolanda

Lists
Allow
Business Partners
Local ISPs
Marketing
Pornography
Postmaster
Sister School
State School Districts
Support

List Members
michael

List Members>
Owners>
<Remove

Owners
Postmaster (List)

Address:

(Ex: user@brightcorp.com, @brightcorp.com, user, user@, @)

Back to Top

Populate the list with List Members and select the Owners of the list. A copy of email sent to a list is received by all List Members who have valid email addresses. Owners of a list are notified if something is wrong with the list, such as an incorrect address in the list.

Highlight the Mail-Gear users and lists that should also be List Members and click the **List Members** button. Highlight the Mail-Gear users and lists that should also be Owners and click the **Owners** button. The List Members and Owners lists will be updated.

If an address is not listed as a Mail-Gear user or as a list, type the address in the Address field and click either the **List Members** button or the **Owners** button. The List Members list or Owners list will be updated.

The acceptable values for the **Address** field are listed below:

TABLE 5.

Term	Example	Description
user@domain	lamieux@brightcorp.com	A specific user at a specific domain.
@domain	@brightcorp.com	All users at a specific domain.
user	lamieux	A user of a specific name at the local email domain.
user@	lamieux@	A user of a specific name at any domain.
@	@	Any user at any domain.

To remove an address from a list, select the address from the List Members or the Owners lists and click the **Remove** button. The List Members list or the Owners list will be updated.

Note - An address may be categorized as both a List Member and as an Owner.

Dictionary

Add, delete, and edit words in a dictionary with the Modify method for dictionaries.

To modify the dictionary settings, select the Modify link from the Dictionary administration page or the Dictionary Modify shortcut on the main Mail-Gear administration page.

Select the dictionary to modify and click the **Next** button.

Modify
Select a dictionary to modify.

Sexuality
Militancy
Securities
Spam

Clear Next>

Modify Dictionary - Sexuality
To add or modify a word enter the word (or phrase) and score the word. Then click the add button.
To delete a word select it from the box on the right and then click the delete button.

Word
Score
0

Add
Delete

Words in Dictionary (Score)

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Adding Words to the Dictionary

Enter the new word in the Word field and select the score for the word. The higher the score, the more likely an email message will be blocked if it contains that word. Click the **Add** button to update the dictionary.

Deleting Words from the Dictionary

Select the word or phrases to delete from the dictionary and click the **Delete** button to update the dictionary.

Editing Words in the Dictionary

To change the score of a word already in the dictionary, either delete the word and add the word again or enter the word and choose the correct score, then click the **Add** button. The word will be updated in the dictionary.

System

The Modify method for the system is used to establish the system settings.

To modify the System object, select the Modify link from the System object administration page or the System Modify shortcut on the main Mail-Gear administration page.

The Modify method for the System object consists of five (5) different categories: SMTP Server Options, POP Server Options, Built-in HTTP Server, Licensing, and Other Settings. Highlight a category to modify and click the **Next** button.

Note - Some of the categories have settings for simultaneous connections. A larger number of connections requires more system resources (such as memory), so setting the number of connections too high can actually slow processing. Connections are queued when the system is already processing the maximum number allowed.

SMTP Server Options

The image shows two windows from a software configuration utility. The top window, titled 'Modify System', has a list box containing 'SMTP Server Options', 'POP Server Options', 'Built-In HTTP Server', 'Licensing', and 'Other Settings'. The 'SMTP Server Options' item is selected. Below the list are 'Clear' and 'Next>' buttons. An arrow points from the 'Next>' button to the second window. The second window, titled 'Modify System - SMTP Options', contains the following fields: 'Maximum Number of Outgoing Connections' (a dropdown menu showing '15 connections'), 'Maximum Number of Incoming Connections' (a dropdown menu showing '15 connections'), 'Local Email Domain:' (a text box containing 'brightcorp.com'), 'Other Local Domains: (one per line)' (a text area containing 'mailgear.com'), and 'Relay Host:' (a text box containing 'brightcorp.mail.com'). At the bottom of this window are 'Clear' and 'Finish' buttons.

Specify the SMTP Server Options based on the following explanations:

TABLE 6.

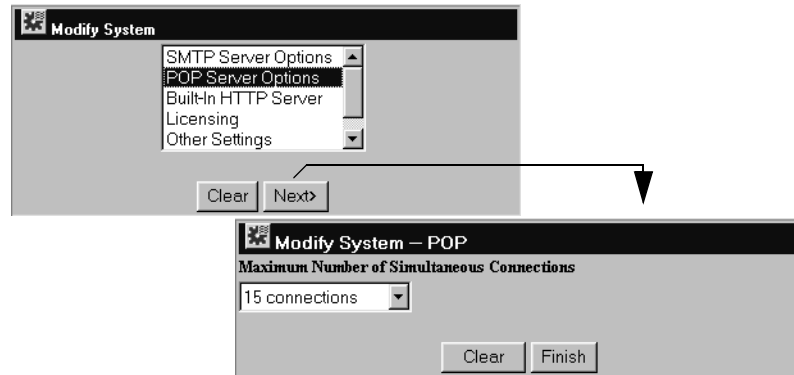
Setting	Description
Maximum Number of Outgoing Connections	Mail-Gear will confine itself to the specified number of simultaneous outgoing email messages. A lower number is recommended for slower networks.
Maximum Number of Incoming Connections	Mail-Gear will confine itself to the specified number of simultaneous incoming email messages. A lower number is recommended for slower networks.

TABLE 6.

Setting	Description
Local Email Domain	The Local Email Domain is the domain automatically included as part of the email address if the user is the only part of the email address specified in the To field of a composed messages. (ex. if the Local Email Domain is set to: <i>brightcorp.com</i> , then a message with <i>lamieux</i> in the To field would be equivalent to <i>lamieux@brightcorp.com</i> in the To field.) Additionally, messages addressed to <i>user@localdomain</i> are delivered to the user's Inbox.
Other Local Domains	These domains are also considered local. Email to these domains will be delivered to local users and lists. Enter only one domain per line.
Relay Host	The name of the Host that accepts all outgoing SMTP traffic. That is, email is relayed through an email host rather than delivered directly. This setting is optional, but may be required if Mail-Gear is installed behind a firewall. Consult your network administrator.

Once the SMTP Server Options have been set, click the **Finish** button.

POP Server Options



Specify the POP Server Options based on the following explanations:

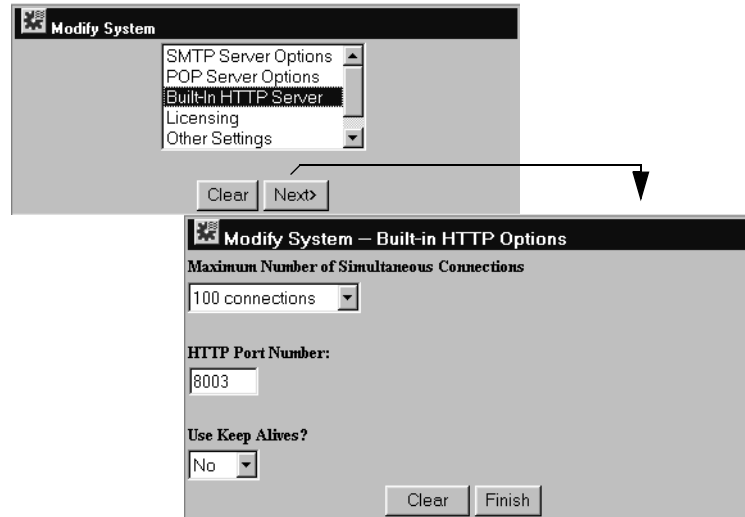
TABLE 7.

Setting	Description
Maximum Number of Simultaneous Connections	Mail-Gear will confine itself to the specified number of simultaneous incoming POP sessions. A lower number is recommended for slower networks.

Once the POP Server Options have been set, click the **Finish** button.

Note - In each of these cases, higher numbers are recommended for larger servers servicing a large number of users.

Built-In HTTP Server



Specify the Built-In HTTP Server Options based on the following explanations:

TABLE 8.

Setting	Description
Maximum Number of Simultaneous Connections	Mail-Gear will confine itself to the specified number of simultaneous HTTP requests. A lower number is recommended for slower networks.
HTTP Port Number	Enter the port number on which the HTTP server will listen. This number should be distinct from all other HTTP servers on a given machine. The HTTP port number will revert to the previously assigned port number if the port number entered is not unique.
Use Keep Alives?	If <i>Yes</i> is selected, the server will attempt to reuse a single connection for multiple requests. Large sites should probably set this option to <i>No</i> to prevent all of the connections from being used.

Once the Built-In HTTP Server Options have been set, click the **Finish** button.

Licensing

Modify System

SMTP Server Options
POP Server Options
Built-In HTTP Server
Licensing
Other Settings

Clear Next>

Software License

Enter the information below to obtain your license key. Obtain the serial number from the cover of your CD. If you are not currently connected to the internet, obtain your license key from Unified Research Laboratories, Inc. by calling +1 757 865-0810 or +1 800 421-9735 and requesting "Support Services".

The license is retrieved via an HTTP request. If you need to use a proxy server to make an HTTP request then fill in the Proxy Server field. Specify the proxy server using the following form: *proxy.yourdomain:port*. The proxy server must allow this request through without requiring user authentication.

Current Serial Number: 9843165785
License Status: Valid
Number of Licensed Users: 100
License expiration: Never

First Name:
Last Name:
Phone:
Fax: (optional)
E-mail: (optional)
Proxy Server: (if applicable)
(example: proxy.brightcorp.com:80)
New Serial Number:

Clear Submit

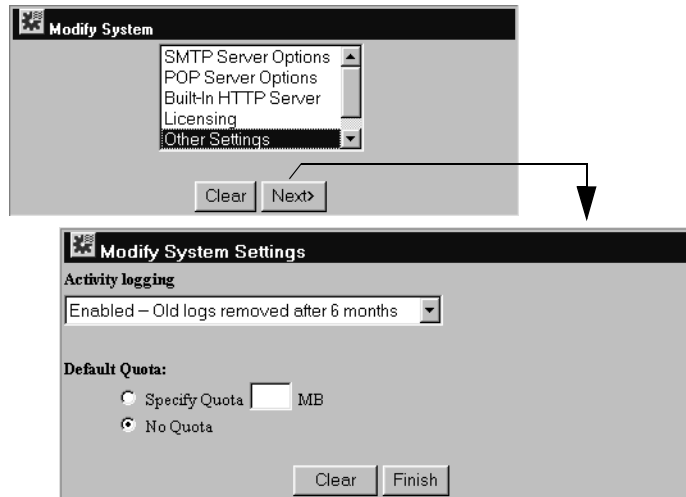
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The license form must be completed and submitted to obtain a license key. You must obtain a license key in order to use all of the Mail-Gear functions. The license is obtained via an HTTP request. If your server needs to use a proxy server to make the request, then specify that server in the proxy server field. The server should be specified as proxyserver:port (ie. proxy.brightcorp.com:80).

To complete the form, you will need the serial number which you received with your Mail-Gear package.

Completely fill out the license form and click the **Submit** button to obtain your license key.

Other Settings



Specify the Other Settings based on the following explanations:

TABLE 9.

Setting	Description
Activity Logging	Disable or Enable activity logs. If logs are enabled, select the amount of time to retain activity logs. If the activity logging is disabled, all of the reporting functions will not work properly.
Default Quota	Specify the total size of disk space for each user's mailboxes. This value may be overridden by modifying individual users' quotas.

Once the Other Settings are set, click the **Finish** button.

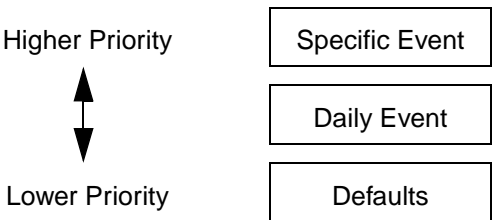
Note - If an object has reached the Default Quota, any messages sent to that object will be bounced back to the sender of the message.

Working with the Schedule Method

The Schedule method is used to define default permissions in addition to scheduling access permissions based on date and time of day.

Client, User, Cast, System

The Schedule method is basically the same for the Client, User, Cast, and System objects. However, it is important to understand the precedence of object permissions as discussed in the *Setting Up* section of this manual. In addition to the precedence of objects, the individual events also have a specific precedence as shown below:



Specific events are scheduled for a specific date and time, such as 10/28/1999 from 2:00 PM to 3:00 PM. Daily events reoccur each specified day, such as every Monday and Wednesday from 11:00 AM to 1:00 PM. Default settings apply when no other event is in effect.

Only the System object is required to have default settings. Other objects can be scheduled for specific or daily events then return to the system default when no other event is in effect.

To schedule a Client, User, Cast, or System object, select the appropriate [Schedule](#) link on the object administration page or the object's [Schedule](#) shortcut on the main Mail-Gear administration page.

Set Defaults

To change the default access permissions of an object, select the object, select the **Set Defaults** function, and click the **Next** button.

The image shows two overlapping windows from the Mail-Gear application. The top window, titled 'Schedule', has a subtitle 'Select a client and a function to perform on the client, then click the Next button.' It contains two lists: 'Clients' with IP addresses (166.55.51.241, 166.55.52.43, 166.55.53.85, 166.55.58.18, 192.168.1.64, 192.168.1.65, 192.168.1.68, 192.168.1.73, 192.168.1.74) and 'Function' with options (Set Defaults, Schedule A Daily Event, Schedule An Event for a Specific Date, Edit/View An Existing Event, Delete An Existing Event). The 'Next' button is highlighted with an arrow pointing to the 'Edit Settings' window below it. The 'Edit Settings' window is titled 'Edit Settings — Client 166.55.53.85' and contains several sections: 'Inactivity Timeout' (30 minute timeout), 'Filtering State' (radio buttons for Filtered, Unfiltered, Allow Only), 'Permitted Server Access Methods' (checkboxes for SMTP, POP, Mail-Gear Web Client), 'Blocked Messages' (radio buttons for Bounce to Sender, Drop, Deliver), 'Notifications' (radio buttons for Notify on All, Notify on Blocked, None), and 'Whom to Notify' (a list box containing various categories like Allow (List), Business Partners (List), Local ISPs (List), etc.).

The Inactivity Timeout setting is used to specify the amount of idle time a user has prior to being logged out of Mail-Gear. The amount of time available ranges from one (1) minute to thirty (30) minutes.

The Filtering State refers to the level of filtering for this object. Filtered indicates that lists and dictionaries are applied. Unfiltered indicates that no filtering is applied. Allow Only indicates that the object will be permitted to only send and receive email messages from addresses listed as

Allow (Dictionary Disabled) or Allow (Dictionary Enabled). Allow (Dictionary Disabled), Allow (Dictionary Enabled), and Deny are defined in TABLE 10 in this section.

The Permitted Server Access Methods include SMTP, POP, and the Mail-Gear Web Client.

The purpose of SMTP (Simple Mail Transfer Protocol) is to send and receive email messages. Check the **SMTP** checkbox to allow email to be sent via any tool loaded on a client that supports SMTP. Deselect the **SMTP** checkbox to require users to use the Mail-Gear Web Client to compose messages. Use of the Mail-Gear Web Client guarantees that users cannot forge email messages. The Mail-Gear Web Client requires users to log in. As a result, Mail-Gear is able to identify a user and pre-fill the **From** field for the user whenever that user attempts to compose a message.

The purpose of POP (Post Office Protocol) is to retrieve email from mailboxes. Checking the **POP** checkbox allows users to check their email messages via any tool loaded on a client that supports POP. Deselect the **POP** checkbox to require users to use the Mail-Gear Web Client to check for messages in their mailboxes.

The Mail-Gear Web Client is the email tool that allows users to access their email, compose messages, and view their address book and preferences from anywhere on the network. Check the **Mail-Gear Web Client** checkbox to give users access to the Mail-Gear Web Client. Deselect the **Mail-Gear Web Client** checkbox to deny users access to the Mail-Gear Web Client.

Note - It is recommended that the SMTP, POP, and Mail-Gear Web Client checkboxes all remain checked at the system level.

Next, choose the disposition of messages that are denied due to the filtering settings. Denied messages may be bounced, dropped, or delivered. Bounced messages are automatically sent back to the sender with a message informing the user that their message was bounced. Dropped messages are not delivered and are removed from the system. Delivered messages are sent to the intended recipient despite the filtered settings and the violation is recorded in the logs.

Notification messages can be sent for email messages sent. You can be notified on all messages involving an object or just blocked messages. If a message is blocked and a notification is sent, then the users notified

have the opportunity to approve the message and forwarded it to the intended recipient.

Once the settings are set, click the **Next** button.

If the Filtered or Allow Only permissions were selected, you must next select the lists that will be applied to email messages that are being sent.

Edit Settings – Client 166.55.53.85

Inactivity Timeout
30 minute timeout

Filtering State:
☒ Filtered ☐ Unfiltered ☐ Allow Only

Permitted Server Access Methods:
☒ SMTP ☒ POP ☒ Mail-Gear Web Client

Blocked Messages:
☐ Bounce to Sender
☒ Drop
☐ Deliver

Notifications:
☐ Notify on All Messages
☒ Notify on Blocked Messages
☐ None

Whom to Notify:
Allow (List)
Business Partners (List)
Local ISPs (List)
Marketing (List)
Pornography (List)
Postmaster (List)
Sister School (List)
State School Districts (List)
Support (List)

Clear Next>

Filtering state
is set to
filtered.

Lists for Sending Email

Use Defaults
Allow
Business Partners
Postmaster

Allow (Dictionary Disabled)>
Allow (Dictionary Enabled)>
Deny>
<Off

Allow (Dictionary Disabled)
Local ISPs
Marketing
State School Districts
Sister School

Allow (Dictionary Enabled)
Support

Deny
Pornography

Clear Next>

If a list is left under the *Use Defaults* heading, the setting for that list may be determined by another object. If a user is scheduled and all of

the user's lists are set as *Use Defaults*, Mail-Gear will look under the user's permissions to determine how those lists are set and apply those rules. See the *Network Design Considerations* section of this manual for more information on the order of precedence for the Mail-Gear objects.

Select the lists from *Use Defaults* to set as Allow (Dictionary Disabled), Allow (Dictionary Enabled), or Deny. Click the appropriate button, either **Allow (Dictionary Disabled)**, **Allow (Dictionary Enabled)**, or **Deny** to move the selected lists to the appropriate field.

TABLE 10.

Term	Definition
Allow (Dictionary Disabled)	Allow the user only to send email messages to and only to receive email messages from the addresses found in these lists and do not apply filtering through dictionaries.
Allow (Dictionary Enabled)	Allow the user only to send email messages to and only to receive email messages from the addresses found in these lists, and apply the dictionary filtering to these messages and block messages if necessary.
Deny	Do not allow the user to send any email messages to or receive any email messages from the addresses in these lists.

Once the lists for sending email are set, click the **Next** button.

The 'Lists for Sending Email' dialog box features a 'Use Defaults' list on the left containing 'Allow', 'Business Partners', and 'Postmaster'. In the center, there are four buttons: 'Allow (Dictionary Disabled)>', 'Allow (Dictionary Enabled)>', 'Deny>', and '<Off'. On the right, there are three sections: 'Allow (Dictionary Disabled)' with a list containing 'Local ISPs', 'Marketing', 'State School Districts', and 'Sister School'; 'Allow (Dictionary Enabled)' with a 'Support' dropdown; and 'Deny' with a 'Pornography' dropdown. At the bottom are 'Clear' and 'Next>' buttons. An arrow points from the 'Next>' button to the next dialog box.

The 'Lists for Receiving Email' dialog box is similar to the previous one but includes a 'Copy from Sending' button above the central buttons. The 'Use Defaults' list, central buttons, and right-hand sections are identical to the 'Sending Email' dialog. The 'Next>' button is also present at the bottom.

The next window is similar to the previous window except the lists are being specified for receiving email. That is, the organization of the lists into the different categories, Allow (Dictionary Disabled), Allow (Dictionary Enabled), and Deny, determines whether or not the user can receive email messages from the addresses in the lists.

To apply the same organization of the lists for the email messages that are received and the email messages that are sent, click the **Copy from Sending** button in the lists for Receiving Email window.

Once the lists for receiving email are set, click the **Next** button.

The last window allows you to set the filtering options for this object.

Lists for Receiving Email

Use Defaults

- Allow
- Business Partners
- Postmaster

Copy from Sending

Allow (Dictionary Disabled)>

Allow (Dictionary Enabled)>

Deny>

<Off

Clear Next>

Allow (Dictionary Disabled)

- Local ISPs
- Marketing
- State School Districts
- Sister School

Allow (Dictionary Enabled)

- Support

Deny

- Pornography

Edit Settings - Client 166.55.53.85

Dictionary Options

Dictionaries

- Militancy
- Securities
- Sexuality

ON>

<OFF

On

- Spam

Dictionary Threshold 50

Block MIME Types

☐ Application ☐ Audio ☐ Image ☐ Video

Other:

AutoLock

Use AutoLock? ☐ Yes ☒ No

Lock after 3 sent email messages are blocked in a 30 minute period.

Clear Finish

Cancel Change

Filtering Options

Specify the filtering options for the object based on the following explanations:

TABLE 11.

Option	Description
Dictionary Options	Select the dictionaries to be used for filtering incoming and outgoing email messages. If lists from the previous window were placed under Allow (Dictionary Enabled), some number of dictionaries must be placed under <i>On</i> for filtering to occur.
Dictionary Threshold	Select the score which must be reached for an email message to be blocked. The score is determined by the words in the dictionaries that are <i>On</i> and the total score of those words in the email message.
Block MIME Types	Select the different types of media which will not be permitted in email messages.
AutoLock	If set to yes and the user attempts to send X blocked email messages within Y minutes, deny the user access to Mail-Gear. An AutoLocked user is unable to access email because the Permitted Server Access Methods for that user (SMTP, POP, Mail-Gear Web Client) are unchecked. Unlock the user by either deleting the user's existing default event or changing the user's defaults in the Schedule method.

Once you have set the default settings, click the **Finish** button.

Since the scheduled default access permissions can be set for different Users, Clients, Casts, and the System object you have the flexibility to make filtering options less strict for adults than for young children. You also have the flexibility to design your network in such a way that individuals must be using certain clients to download certain file types.

Schedule a Daily Event

A daily event can be scheduled to override the default access permissions of an object. Daily events reoccur as specified until the event is deleted. For example, you can set a cast containing all the clients of a classroom to be Filtered by default and schedule a daily event to permit Allow Only access of email messages. To schedule a daily event, select

the object, select the **Schedule a Daily Event** function, and click the **Next** button

The image shows two overlapping windows from a software application. The top window is titled 'Schedule' and contains a list of IP addresses under the 'Clients' heading and a list of functions under the 'Function' heading. The IP address '166.55.53.85' is selected in the 'Clients' list, and 'Schedule A Daily Event' is selected in the 'Function' list. Below these lists are 'Clear' and 'Next>' buttons. An arrow points from the 'Next>' button to a second window below it. This second window is titled 'Schedule A Daily Event - Client 166.55.53.85' and asks 'When will this event occur?'. It features checkboxes for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat), a 'Time' section with 'From' and 'Until' fields (both set to 12:00 AM), and 'Clear' and 'Next>' buttons at the bottom.

Schedule

Select a client and a function to perform on the client, then click the *Next* button.

Clients

- 166.55.51.241
- 166.55.52.43
- 166.55.53.85**
- 166.55.58.18
- 192.168.1.64
- 192.168.1.65
- 192.168.1.68
- 192.168.1.73
- 192.168.1.74

Function

- Set Defaults
- Schedule A Daily Event**
- Schedule An Event for a Specific Date
- Edit/View An Existing Event
- Delete An Existing Event

Clear Next>

Schedule A Daily Event - Client 166.55.53.85

When will this event occur?

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

Time

From 12 : 00 AM Until 12 : 00 AM

Clear Next>

Select the days of the week on which the event is to occur, the time of day for the event, and click the **Next** button.

The rest of the windows contain the same settings as described in the *Set Defaults* section above. Follow the directions specified for *Set Defaults* to schedule a daily event.

Schedule an Event for a Specific Date

To schedule a specific event, select the object, select the **Schedule An Event for a Specific Date** function, and click the **Next** button.

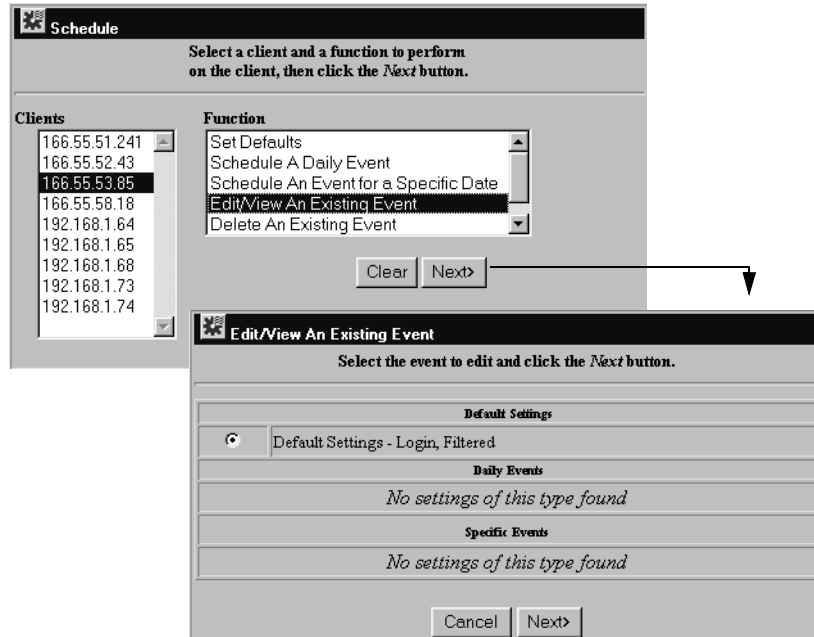
The image shows two overlapping software windows. The top window, titled 'Schedule', has a subtitle 'Select a client and a function to perform on the client, then click the Next button.' It contains a 'Clients' list on the left with IP addresses, where '166.55.53.85' is selected. On the right, a 'Function' list includes 'Set Defaults', 'Schedule A Daily Event', 'Schedule An Event for a Specific Date' (which is highlighted), 'Edit/View An Existing Event', and 'Delete An Existing Event'. At the bottom of this window are 'Clear' and 'Next>' buttons. An arrow points from the 'Next>' button to the second window below. The second window, titled 'Schedule An Event for a Specific Date - 166.55.53.85', has a subtitle 'When will this event occur?'. It features a 'Date' field with '02/23/1998', a 'Time' section with 'From' and 'Until' dropdowns (all set to '12 : 00 AM'), and a 'Repeat this event for' field set to '1' days(s). It also has 'Clear' and 'Next>' buttons at the bottom.

Select the date and time of day for the event, the number of days for the event, then click the **Next** button. You may choose to have the event repeat for up to 14 days. Specific events are automatically deleted when they have concluded.

The rest of the windows contain the same settings as described in the *Set Defaults* section above. Follow the directions specified for *Set Defaults* to schedule an event for a specific date.

Edit/View an Existing Event

To modify an existing event, select the object, select the **Edit/View an Existing Event** function, and click the **Next** button.



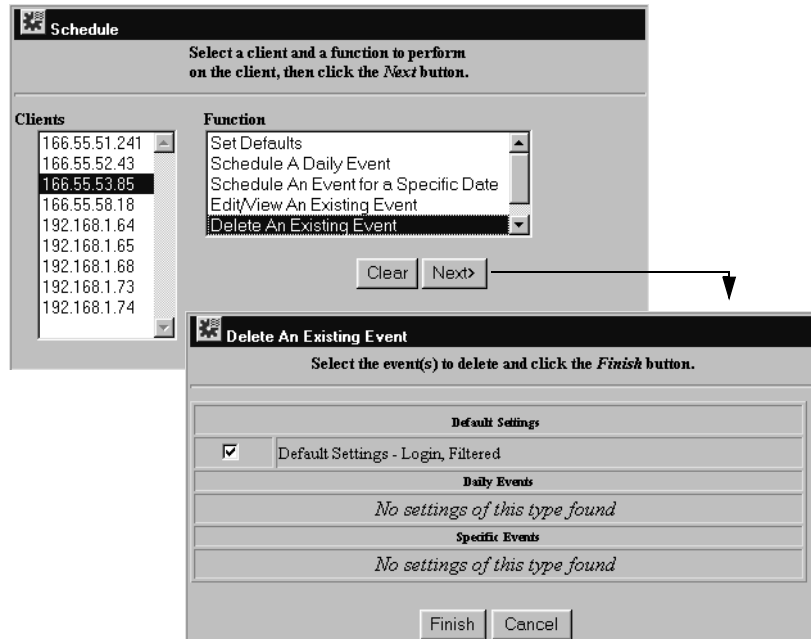
You will be shown a list of all the events specified for the object. Note that the lowest priority event, the default settings for the object, is listed at the top and the highest priority events, the specific events, are listed at the bottom.

If you wish to edit an event, select the specific event and click the **Next** button. You will be given the appropriate display for editing the event's values. Make the changes you desire as described earlier in this manual.

Note: You cannot change an event from one type to another, such as from daily to specific.

Delete an Existing Event

To delete a scheduled event, select the object, select the **Delete an Existing Event** function, and click the **Next** button.



You will be shown a list of all the events specified for the object. Select the event(s) to delete and click the **Finish** button.

Note: You cannot delete the System object's default settings.

Working with the Report Method

The Report method is used to show the email activity for various objects, the content of lists, and the content of dictionaries.

Note - Faster systems will generate reports more quickly.

Note - Reports can quickly generate large amounts of information that may crash some Web browsers. If this happens, try limiting your report as described in this section.

Client, User, Cast, System

The Report method is basically the same for the Client, User, Cast and System objects. The Report method allows you to generate reports on all of an object's email activity. Email activity includes: receiving and sending email messages and any actions on an email message.

To report on a Client, User, Cast or System object, select the appropriate Report link from the object's administration page or the object's Report shortcut on the main Mail-Gear administration page.

Select the specific object to generate a report on then click the **View Usage** button. If no objects are selected, then *all* objects will be included in the report.

While the client object reports on clients, the user object reports on users, and the cast object reports on casts, the system object is able to report on multiple client, user, and cast objects simultaneously.

Access Report
Generate an access report on Clients by selecting them from the box below and clicking on the *View Usage* button. If you do not select any items then all accesses will be included in the report.

Clients

- 166.55.51.241
- 166.55.52.43
- 166.55.53.85
- 166.55.58.18
- 192.168.1.64
- 192.168.1.65
- 192.168.1.68
- 192.168.1.73
- 192.168.1.74

Clear View Usage

Access Report
The report will cover the date and time which you enter below. If none of the checkboxes below are selected then the report will contain entries for all types of information. If some of the checkboxes are selected then the report will only contain entries of types matching the selections.

From Date: 6/2/1998 Time: 12 : 00 AM **Until** Date: 6/2/1998 Time: 11 : 55 PM

Search:

Realms

☐ Administration ☐ POP ☐ SMTP ☐ Web Client


Actions

<input type="checkbox"/> Login	<input type="checkbox"/> Logoff	<input type="checkbox"/> Connected To	<input type="checkbox"/> Connection From
<input type="checkbox"/> Disconnected	<input type="checkbox"/> Message Accepted	<input type="checkbox"/> Message Rejected	<input type="checkbox"/> Processing Completed
<input type="checkbox"/> Delivery Failed	<input type="checkbox"/> Message Delivered	<input type="checkbox"/> Message Bounced	<input type="checkbox"/> Message Dropped
<input type="checkbox"/> Message Read	<input type="checkbox"/> Message Deleted	<input type="checkbox"/> Message Moved	<input type="checkbox"/> Message Edited
<input type="checkbox"/> Protocol Violation	<input type="checkbox"/> Content Violation	<input type="checkbox"/> Access Violation	<input type="checkbox"/> Object Added
<input type="checkbox"/> Object Deleted	<input type="checkbox"/> Object Modified	<input type="checkbox"/> Object Scheduled	<input type="checkbox"/> Object Renamed
<input type="checkbox"/> Message Approval	<input type="checkbox"/> AutoLocked		

Clear Generate Report

Select the date and time range which the report should cover. Then, select the information to be included in the report and click the **Generate Report** button. If none of the checkboxes are selected, then all email activity will be included in the report. Selecting specific realms or

actions limits the report to contain only those records with those realms or actions.



Access Report

02-Jun-1998 00:03:16 Realm: SMTP Action: Connection From Client:166.55.53.85

02-Jun-1998 00:03:16 Realm: SMTP Action: Message Accepted Client:166.55.53.85
From: jill@brightcorp.com To: lamieux@brightcorp.com Subject: Output from "cron" command
Size: 689 SMTP ID: M1998060200031624982

02-Jun-1998 00:03:16 Realm: SMTP Action: Disconnected Client:166.55.53.85


02-Jun-1998 00:03:16 Realm: SMTP Action: Message Delivered To: lamieux
SMTP ID: M1998060200031624982 Mailbox: Inbox
Mailbox ID: 199846690524EFG77834ywmsdqutxzscufsr747

02-Jun-1998 00:03:17 Realm: SMTP Action: Message Processing Completed Client:166.55.53.85
SMTP ID: M1998060200031624982

02-Jun-1998 00:16:45 Realm: SMTP Action: Connection From Client: 166.55.53.85

02-Jun-1998 00:16:45 Realm: SMTP Action: Message Accepted Client:166.55.53.85
From: ivonne@brightcorp.com To: kim@brightcorp.com Subject: No Subject
Size: 3391 SMTP ID: M1998060200164507841

02-Jun-1998 00:16:46 Realm: SMTP Action: Message Delivered To: ivonne
SMTP ID: M1998060200164507841 Mailbox: Inbox
Mailbox ID: PjphWZT397984668212945897951556701hoeyrhneflqjtzippdphut3454




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TABLE 12 describes the information that can be returned by a report.

TABLE 12.

Action	Realm	Description
Login	Web Client POP	An attempt was made to login
Logoff	Web Client POP	A user was logged off
Connected To	SMTP	Mail-Gear made a connection to a remote server
Connection From	SMTP	An SMTP connection was received

TABLE 12.

Action	Realm	Description
Disconnected	POP SMTP	Mail-Gear was disconnected from a remote system
Message Accepted	SMTP	A message was received for processing
Message Rejected	SMTP	A message was not accepted by Mail-Gear (due to server failure [disk full, write error, etc.], detection of a message loop, oversubscribed license, locked user or client)
Processing Completed	SMTP	The processing of a message was completed
Delivery Failed	SMTP	An attempt to deliver a message failed
Message Delivered	SMTP	A message has been delivered (either to a local user's Inbox or to a remote server for further processing)
Message Bounced	SMTP	A message was returned to sender
Message Dropped	SMTP	A message was dropped
Message Read	Web Client POP	A message was read (the state of the message changed from unread to read) or retrieved (via POP)
Message Deleted	Web Client POP	A message was removed from the user's Trash [Web Client], or was deleted from the Inbox via POP [POP]
Message Moved	Web Client	A message was moved from one mailbox to another (including moving email to the Trash Mailbox)
Message Edited	Web Client	A message was edited
Protocol Violation	POP SMTP	The remote end of a service connection (SMTP, POP) issued a request that violates the protocol for that service (i.e., issuing commands out of sequence, missing or invalid parameters, etc.), or issued an unrecognized request [POP, SMTP]
Content Violation	SMTP	A message with inappropriate content was detected
Access Violation	Admin Web Client POP SMTP	Attempts to perform actions for which the user does not have permission
Object Added	Admin Web Client	A user, client, list, cast, dictionary, or mailbox was added

TABLE 12.

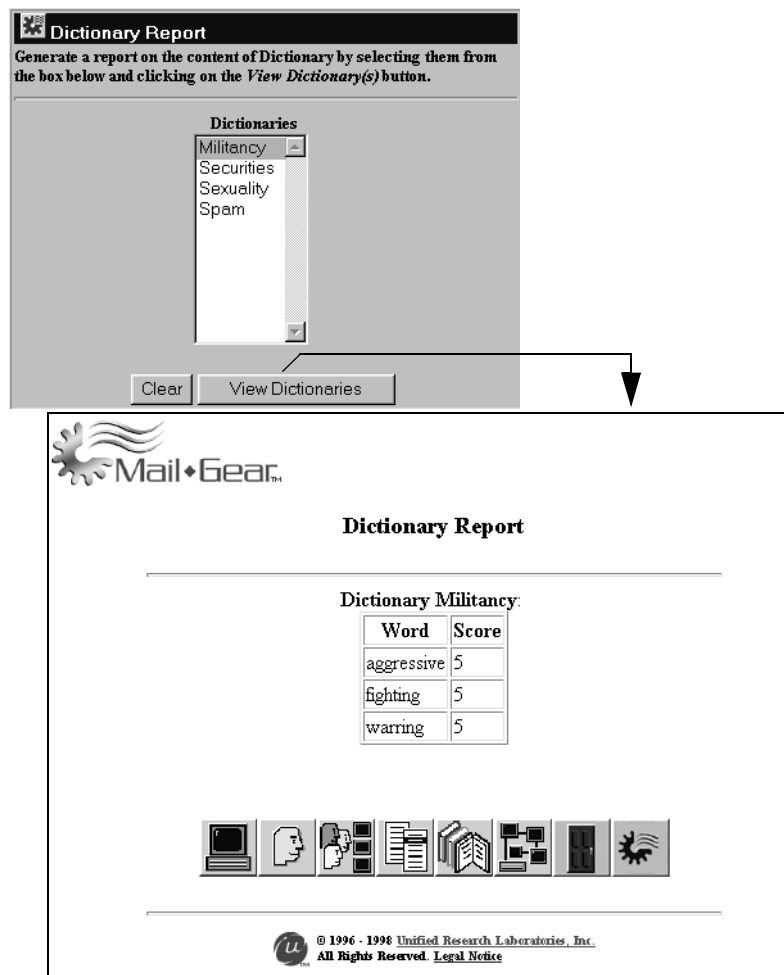
Action	Realm	Description
Object Deleted	Admin Web Client	A user, client, list, cast, dictionary, or mailbox object was deleted
Object Modified	Admin	An object was modified (attributes, content, or memberships changed, etc.)
Object Scheduled	Admin	An event was scheduled or deleted
Object Renamed	Web Client	A mailbox was renamed
Message Approval	Web Client SMTP	A user approved or bounced a notification message
AutoLocked	Admin	A user was autolocked

Dictionary

The Dictionary Report method allows you to review a dictionary's words and phrases and their associated scoring properties.

To access the dictionary Report method, select the [Report](#) link from the Dictionary administration page or the Dictionary [Report](#) shortcut on the main Mail-Gear administration page.

Select a dictionary and click the **View Dictionaries** button.



Dictionary Report
Generate a report on the content of Dictionary by selecting them from the box below and clicking on the *View Dictionary(s)* button.

Dictionaries

- Militancy
- Securities
- Sexuality
- Spam

Clear View Dictionaries

Mail • Gear™

Dictionary Report

Dictionary Militancy:

Word	Score
aggressive	5
fighting	5
warring	5

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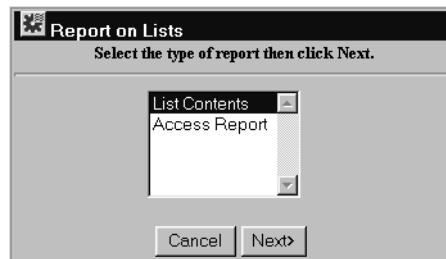
List

The List object Report method allows you to generate reports on all of the email activity by the addresses in the list and also lets you review the addresses in the list.

To access the List object Report method, select the [Report](#) link from the List administration page or the List [Report](#) shortcut on the main Mail-Gear administration page.

List Contents

Select the **List Contents** option and click the **Next** button to view the contents of any list.



Select one or more lists and click the **View Lists** button to view the contents of those lists.

The screenshot shows the 'List Report' window in Mail+Gear. The window has a title bar with the Mail+Gear logo and the text 'List Report'. Below the title bar, there is a instruction: 'Generate a report on the content of Lists by selecting them from the box below and clicking on the View List(s) button.' Below this instruction is a list box titled 'Lists' containing the following items: Allow, Business Partners, Local ISPs, Marketing, Pornography, Postmaster, Sister School, and State School Districts. Below the list box are two buttons: 'Clear' and 'View Lists'. An arrow points from the 'View Lists' button to the right, where the report content is displayed. The report content is titled 'List Report' and includes the following sections: 'List Allow:' with a bullet point '@brightcorp.com', 'owner-allow' with a bullet point 'Postmaster', 'List Business Partners:' with a bullet point 'partners@brightcorp.com', and 'owner-board:' with a bullet point 'Postmaster'.

List Report

Generate a report on the content of Lists by selecting them from the box below and clicking on the View List(s) button.

Lists

- Allow
- Business Partners
- Local ISPs
- Marketing
- Pornography
- Postmaster
- Sister School
- State School Districts

Clear View Lists

Mail+Gear™

List Report

List Allow:

- @brightcorp.com

owner-allow

- Postmaster

List Business Partners:

- partners@brightcorp.com

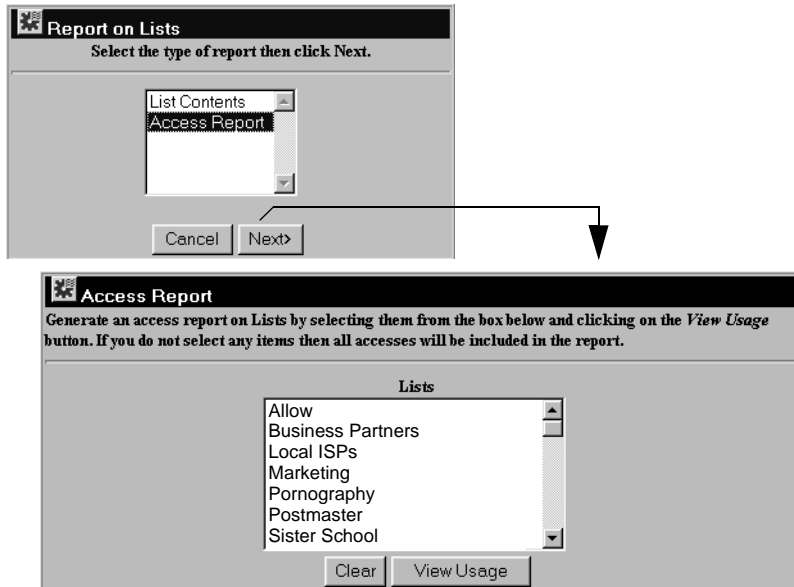
owner-board:

- Postmaster

Access Report

Generate an access report on one or several lists by selecting the **Access Reports** option and clicking the **Next** button and then selecting the lists

for which reports will be generated and clicking the **View Usage** button. If no lists are selected, all accesses will be included in the report.



The options for this report are the same as the options for generating a report for a User, Cast, Client, or System object. Review the *Working with the Report Method* section of this manual as applied to the Client, User, Cast or System objects for a complete description of this reporting tool.

Using Mail-Gear: Some Examples

This section takes you through some sample scenarios at a fictitious school to help you better understand how to make use of the Mail-Gear tools at your command.

Our sample school is very small with only 6 students and 2 teachers:

Students: Ivonne, Rene, Mark, Michelle, Yolanda, and Michael

Teachers: Bill and Amy

The school has a generous technology budget and has client computers in a computer lab, library, and in 2 classrooms. The IP addresses for each of these client computers are:

Lab: 192.168.1.3, 192.168.1.4, 192.168.1.7, and 192.168.1.8

Library: 192.168.1.5, 192.168.1.6, and 192.168.1.9

Room 1: 192.168.1.10

Room 2: 192.168.1.11

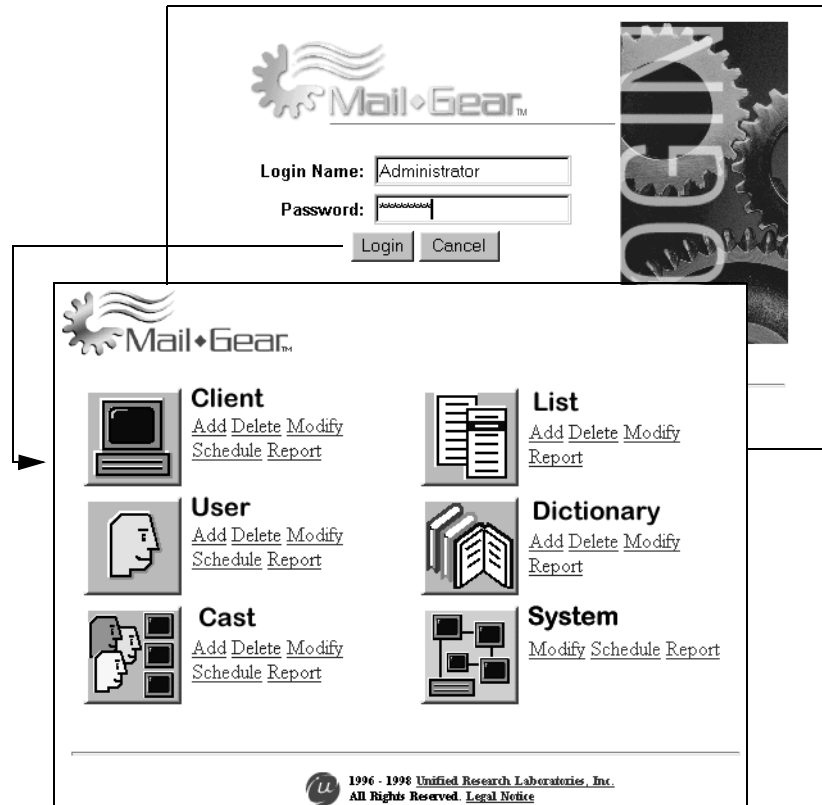
Example 1: Initial Setup

Amy is the school's computer expert. She has loaded Mail-Gear onto the school's server.

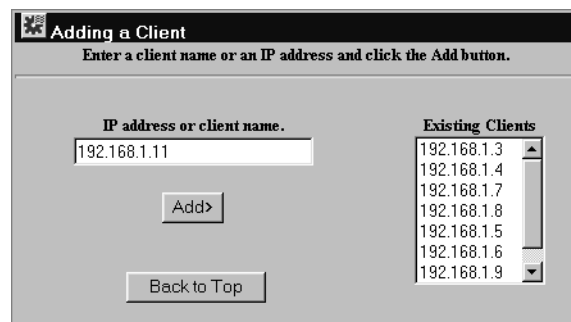
Amy's next task is to configure Mail-Gear specifically for the school. She accesses the Mail-Gear Administrative Interface by visiting:

`http://<servername>:8003/admin`

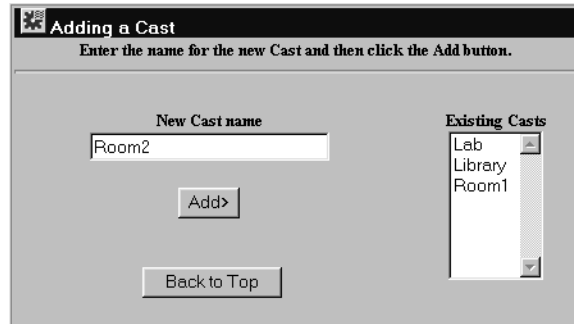
and logs in as the Administrator.



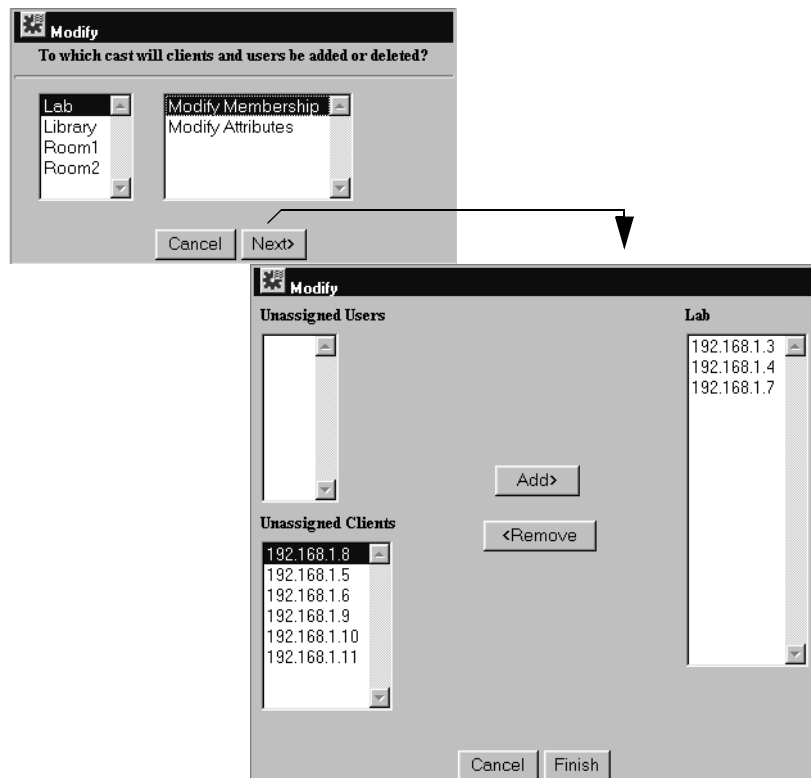
Amy wants to first create a cast of clients. She must first add the clients that are on the network to Mail-Gear. She clicks the Add shortcut for the Client object and adds the clients that are found in the Lab, the Library, Room1, and Room2.



To create the casts, she clicks the Add shortcut for the Cast object and adds the Lab, Library, Room1, and Room2 casts.



To populate the casts with the appropriate clients, Amy clicks the Modify shortcut for the Cast object. To populate the Lab cast, Amy selects the Lab cast, selects the Modify Membership option, and clicks the **N**ext button.



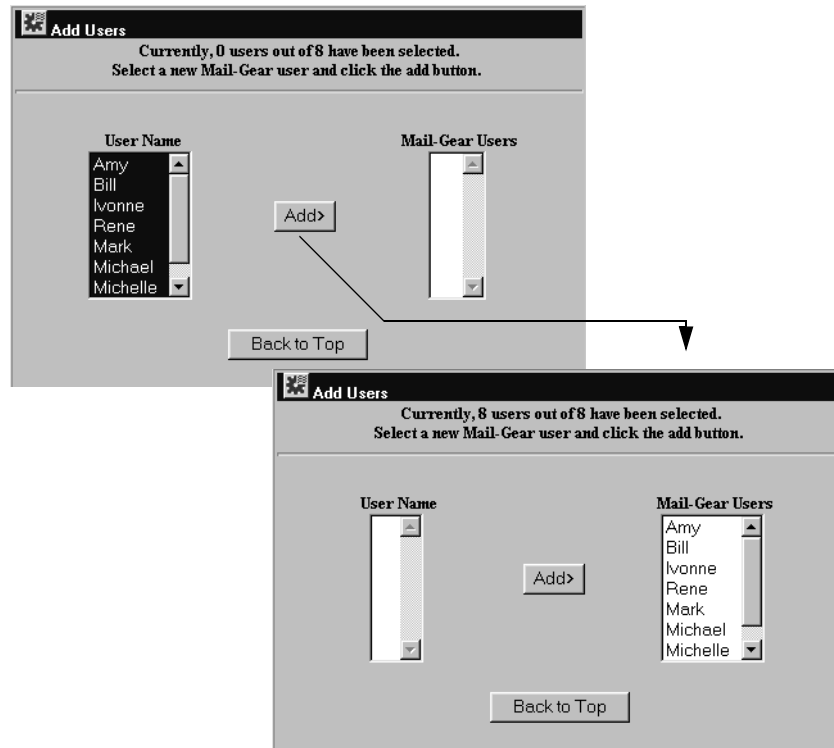
Amy selects the clients which are in the Lab and clicks the **Add** button to add the clients to the Lab cast. Amy sets up the Library, Room1, and Room2 casts in the same way that she has set up the Lab cast.

Amy's next step is to set up lists of email addresses. She wants to initially set up three (3) different lists: Faculty, Students, and BadList. Amy clicks the Add shortcut under the List object. She then enters the name of the new list and clicks the **Add** button. Amy adds all three lists in this manner.

The screenshot shows a dialog box titled "Adding a List". Inside the dialog, there is a instruction: "Enter the name for the new List and click the Add button." Below this, there is a text input field labeled "New List Name" which contains the text "Faculty". To the right of this field is a list box labeled "Existing Lists" which contains the items "BadList" and "Students". Below the "New List Name" field is an "Add>" button. Below the "Add>" button is a "Back to Top" button.

Amy would like some of the lists populated with people associated with the school, so she decides to add users to Mail-Gear.

Amy's school has purchased enough licenses so that all students and faculty can have Mail-Gear accounts, so Amy makes all users Mail-Gear users.



Amy clicks the Modify shortcut under the List object to populate the lists with Mail-Gear users. She then selects the Faculty list and clicks the **Next** button. Since Amy is modifying the Faculty list, she would like to add all of the Mail-Gear users that are faculty members to the list.

Amy highlights her own name and Bill's name and clicks the **List Members** button.

The image shows two screenshots of a 'Modify' dialog box. The top screenshot shows the 'Function' dropdown menu with 'BadList', 'Faculty', and 'Students' options. The 'Next>' button is highlighted. An arrow points from the 'Next>' button to the bottom screenshot. The bottom screenshot shows the 'Modify' dialog box with the 'Mail-Gear Users' list containing 'Amy', 'Bill', 'Ivonne', 'Rene', 'Mark', 'Michael', 'Michelle', and 'Yolanda'. The 'List Members' button is highlighted. Below the 'Mail-Gear Users' list is the 'Lists' section with 'BadList' selected. To the right of the 'Mail-Gear Users' list are buttons for 'List Members>', 'Owners>', and '<Remove'. Below these buttons is the 'Address:' field with a text input box and a hint: '(Ex: user@brightcorp.com, @brightcorp.com, user, user@, @)'. At the bottom is a 'Back to Top' button.

Amy wants to be notified if there are any problems with the list, so she also adds herself to the Owners section by highlighting her name and

clicking the **Owners** button. Once she has done this, she clicks the **OK** button to save her changes.

Modify

Mail-Gear Users

- Amy
- Bill
- Ivonne
- Rene
- Mark
- Michael
- Michelle
- Yolanda

List Members

- Amy
- Bill

Lists

- BadList

Owners

- Amy

Buttons: List Members>, Owners>, <Remove

Address:

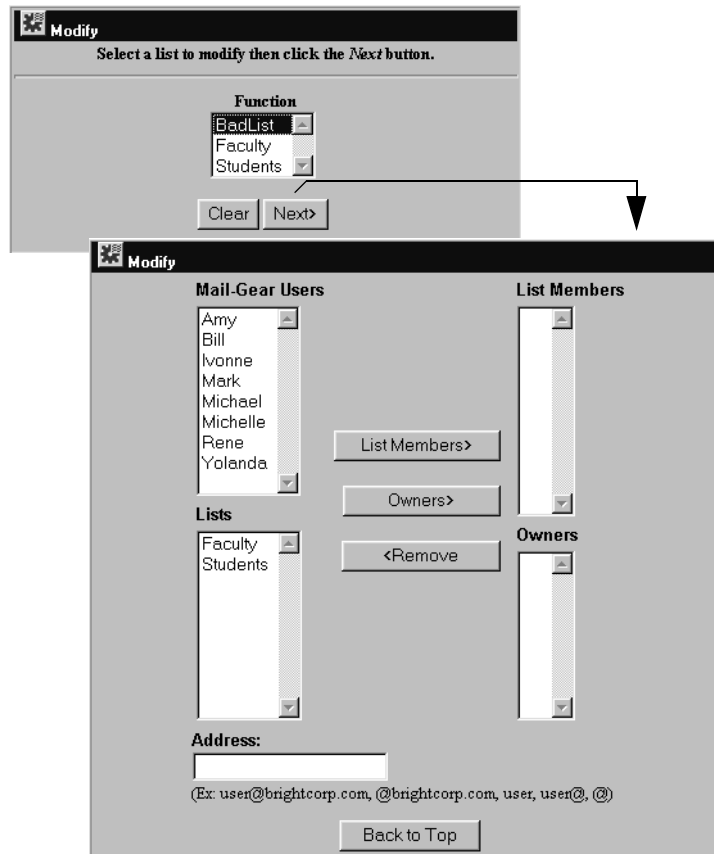
(Ex: user@brightcorp.com, @brightcorp.com, user, user@, @)

OK

Amy then modifies the Students list and adds all of the other Mail-Gear users to this list. She adds herself as an owner and clicks the **OK** button to save her changes.

Amy created the BadList list because she knows of an address which the school has deemed inappropriate for students and faculty. She needs to add the address to the BadList list, so Amy clicks on the Modify short-

cut under the List object, highlights the BadList list and clicks the **Next** button.



The school has determined that neither students nor faculty should send or receive email messages from any users at badmail . com, so Amy

types: @badmail.com in the Address box and clicks the **List Members** button.

Modify

Mail-Gear Users

- Amy
- Bill
- Ivonne
- Mark
- Michael
- Michelle
- Rene
- Yolanda

Lists

- Faculty
- Students

List Members

Owners

List Members>

Owners>

<Remove

Address:

@badmail.com

(Ex: user@brightcorp.com, @brightcorp.com, user, user@, @)

Back to Top

Modify List - BadList

Mail-Gear Users

- Amy
- Bill
- Ivonne
- Mark
- Michael
- Michelle
- Rene
- Yolanda

Lists

- Faculty
- Students

List Members

- @badlist.com

Owners

List Members>

Owners>

<Remove

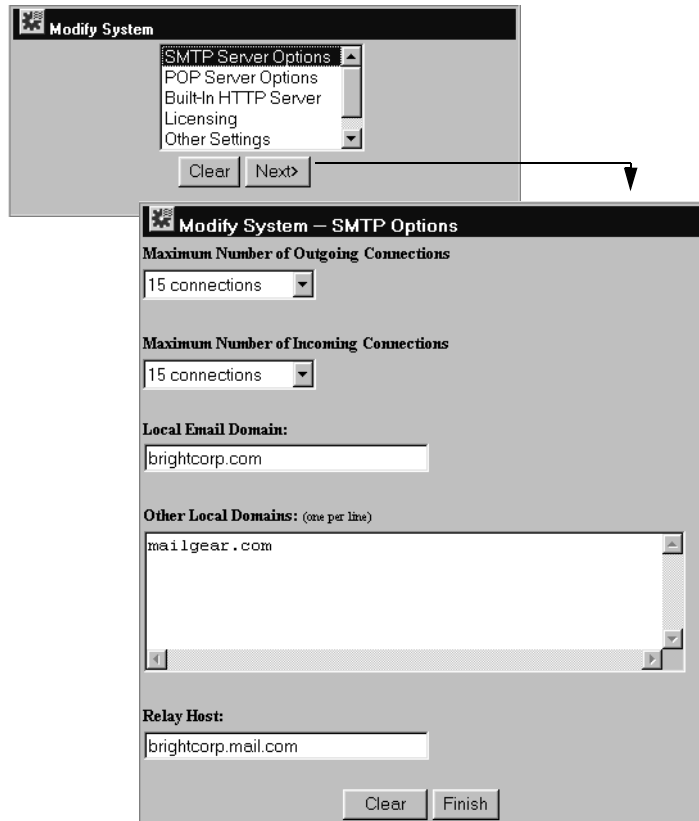
Address:

(Ex: user@brightcorp.com, @brightcorp.com, user, user@, @)

Back to Top

Amy then clicks the **OK** button to save her changes.

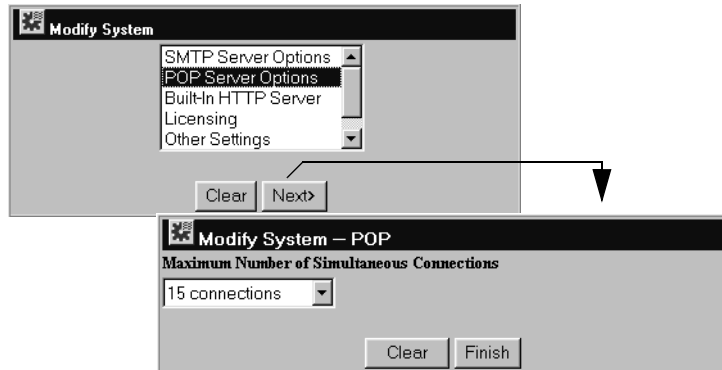
Next, Amy decides to modify the system. Amy clicks the Modify shortcut under the System object. She then highlights SMTP Server Options and clicks the **N**ext button.



Amy's school has a fast connection to the Internet, so she sets the number of maximum number of outgoing and incoming connections to fifty (50). Amy enters the local domain, `brightschool.k12.va.us`, in the Local Email Domain field. To save her changes, Amy clicks the **Finish** button.

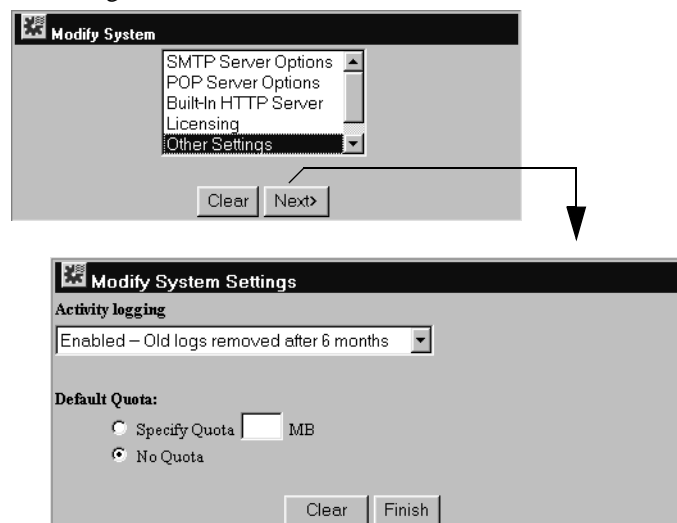
Amy clicks the Modify shortcut under system, the POP Server Options, and the Next button to modify the POP options. Amy sets the maximum

number of simultaneous connections to fifteen (15) and clicks the **Finish** button to save her changes.



Amy next modifies the Built-In HTTP Server options. She clicks the Modify shortcut for the System object and clicks the **Next** button. Amy sets the maximum number of simultaneous connections to thirty (30) and enters the HTTP port number. She clicks the **Finish** button to save her changes.

Amy's last modification is to the Other Settings. She modifies the Other Settings by clicking the Modify shortcut for the System object and then clicking the **Next** button.



The server has plenty of disk space so Amy enables activity logging and sets the system so the log files are removed after three (3) months -- log files are needed for reporting functions to work correctly. Amy specifies the amount of space each user is permitted for email messages as 10 MB. She then clicks the **Finish** button to save her changes.

Amy returns to the Mail-Gear administration screen and selects the Schedule shortcut under the system section. She wants to set the default filtering properties for her system so she selects **Set Defaults** then selects the **Next** button.

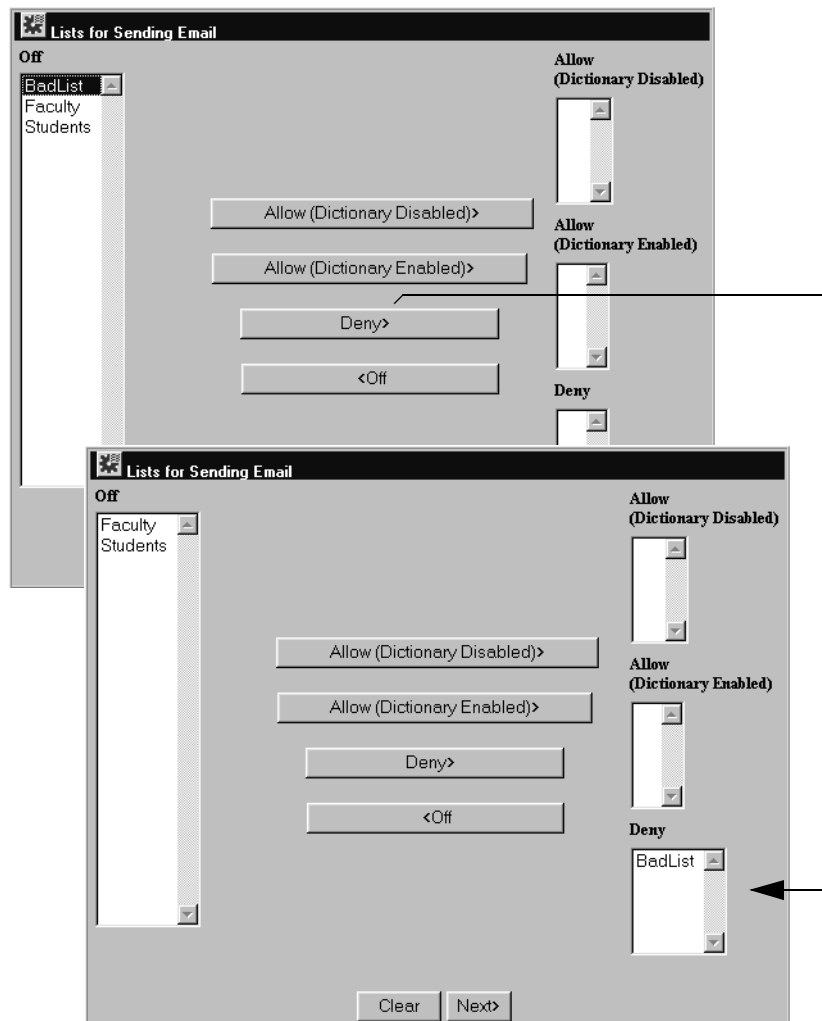
The image displays two screenshots of the Mail-Gear administration interface. The top screenshot shows the 'Schedule the System' dialog box. It has a title bar with a gear icon and the text 'Schedule the System'. Below the title bar is a subtitle: 'Select a function to perform on the system, and then click on the Next button.' The main area contains a list box labeled 'Function' with the following items: 'Set Defaults', 'Schedule A Daily Event', 'Schedule An Event for a Specific Date', 'Edit/View An Existing Event', and 'Delete An Existing Event'. The 'Set Defaults' item is selected. Below the list box are two buttons: 'Clear' and 'Next>'. An arrow points from the 'Next>' button to the bottom screenshot.

The bottom screenshot shows the 'Set Default Settings - System' dialog box. It has a title bar with a gear icon and the text 'Set Default Settings - System'. The main area contains several sections: 'Inactivity Timeout' with a dropdown menu set to '5 minute timeout'; 'Filtering State:' with three radio buttons: 'Filtered' (selected), 'Unfiltered', and 'Allow Only'; 'Permitted Server Access Methods:' with three checkboxes: 'SMTP' (checked), 'POP3', and 'Mail-Gear Web Client'; 'Blocked Messages:' with three radio buttons: 'Bounce to Sender' (selected), 'Drop', and 'Deliver'; 'Notifications:' with three radio buttons: 'Notify on All Messages', 'Notify on Blocked Messages' (selected), and 'None'; and 'Whom to Notify:' with a list box containing the names: Amy, Bill, Ivonne, Mark, Michael, Michelle, Rene, and Yolanda. The 'Amy' name is selected. At the bottom are two buttons: 'Clear' and 'Next>'.

Amy wants to protect students who forget to logout, so she sets the Inactivity Timeout to five (5) minutes. The school requires that students be

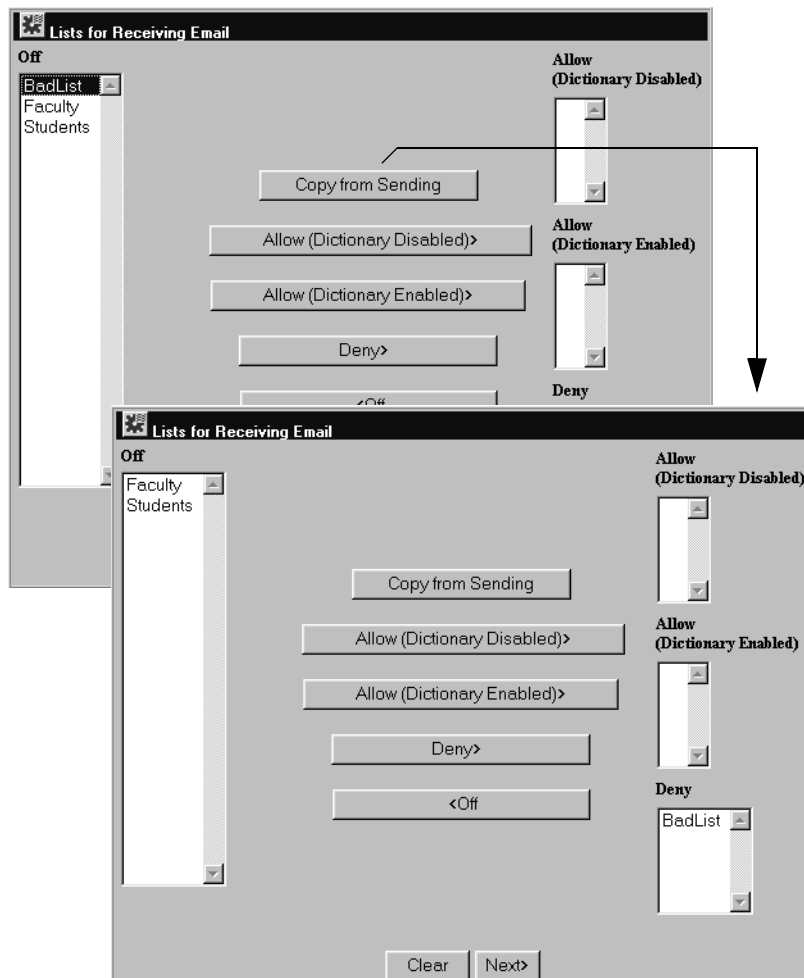
filtered by default, so Amy selects Filtered as the Filtering State. Amy then selects SMTP so that students are able to receive email messages from the outside world. Finally, to help keep the Mail-Gear users safe from receiving inappropriate email messages, Amy decides to bounce messages that are blocked back to the sender and to also have herself notified whenever a message is blocked, then she clicks the **Next** button.

The next screen determines to which lists of email addresses the users are able or not able to send email messages.



Amy highlights the BadList list and clicks the **Deny** button. Mail-Gear users are able to send email messages to any email addresses except those listed in the BadList list. Amy then clicks the **Next** button.

The next screen determines from which email addresses the users are able to receive email messages. Amy wants the lists organized the same way as listed for the lists for Sending window so she clicks the **Copy From Sending** button.



Amy clicks the **Next** button.

The next screen covers the filtering options. Amy does not want to keep students from receiving attachments, so she does not block any MIME types. She then enables the AutoLock and clicks the **Finish** button.

Edit Settings

Dictionary Options

Dictionaries

- Sexuality
- Language
- News
- Sports
- Recreation
- Entertainment

ON> **<OFF**

On

- Sex
- Crime
- Drugs
- Gambling

Dictionary Threshold **50**

Block MIME Types

☐ Application ☐ Audio ☐ Image ☐ Video

Other:

AutoLock

Use AutoLock? ☐ Yes ☒ No

Lock after **3** sent email messages are blocked in a **30** minute period.

Clear **Finish**

Cancel Change

Amy is finished configuring Mail-Gear for her school.

Example 2: Michael has been a bad boy

Amy generates a report on any messages that have been blocked on the system. She clicks on the Report shortcut for the User object. She wants a report on all users so she clicks the **View Usage** button since a report on all users is the default. She enters a range of dates that covers the previous week, selects the **Content Violation** checkbox, and clicks the **Generate Report** button.

Access Report

Generate an access report on Users by selecting them from the box below and clicking on the *View Usage* button. If you do not select any items then all accesses will be included in the report.

Users

- Bruce
- CapMan
- chuck
- dby
- digger
- edavis
- gconstan
- gpwarren
- humes
- Ivonne

Clear View Usage

Access Report

The report will cover the date and time which you enter below. If none of the checkboxes below are selected then the report will contain entries for all types of information. If some of the checkboxes are selected then the report will only contain entries of types matching the selections.

From

Date: 6/5/1998 Time: 12 : 00 AM

Until

Date: 6/12/1998 Time: 11 : 55 PM

Search:

Realms


☐ Administration ☐ POP ☐ SMTP ☐ Web Client

Actions

<input type="checkbox"/> Login	<input type="checkbox"/> Logoff	<input type="checkbox"/> Connected To	<input type="checkbox"/> Connection From
<input type="checkbox"/> Disconnected	<input type="checkbox"/> Message Accepted	<input type="checkbox"/> Message Rejected	<input type="checkbox"/> Processing Completed
<input type="checkbox"/> Delivery Failed	<input type="checkbox"/> Message Delivered	<input type="checkbox"/> Message Bounced	<input type="checkbox"/> Message Dropped
<input type="checkbox"/> Message Read	<input type="checkbox"/> Message Deleted	<input type="checkbox"/> Message Moved	<input type="checkbox"/> Message Edited
<input type="checkbox"/> Protocol Violation	<input checked="" type="checkbox"/> Content Violation	<input type="checkbox"/> Access Violation	<input type="checkbox"/> Object Added
<input type="checkbox"/> Object Deleted	<input type="checkbox"/> Object Modified	<input type="checkbox"/> Object Scheduled	<input type="checkbox"/> Object Renamed
<input type="checkbox"/> Message Approval	<input type="checkbox"/> AutoLocked		

Clear Generate Report

Amy notices several bounced email messages from Michael, so she decides to monitor Michael's email activity.




Access Report


12-Jun-1998 08:13:29 Realm: SMTP Action: Content Violation From: michael
SMTP ID: M1998061208132911190 Info: Not allowed to send this content to lamieux Found: snorteskle

12-Jun-1998 08:13:49 Realm: SMTP Action: Content Violation From: michael
SMTP ID: M1998061208134809765 Info: Not allowed to send this content to ivonne Found: snorteskle

12-Jun-1998 08:14:05 Realm: SMTP Action: Content Violation From: michael
SMTP ID: M1998061208140413826 Info: Not allowed to send this content to jill Found: snorteskle

12-Jun-1998 08:14:18 Realm: SMTP Action: Content Violation From: michael
SMTP ID: M1998061208141807562 Info: Not allowed to send this content to bruce Found: snorteskle



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Amy clicks on the Schedule shortcut for the User object. She then highlights Michael's name, highlights Set Defaults, and clicks the **Next** button.

The image shows two overlapping windows from the Mail-Gear application. The top window, titled 'Schedule', has a header bar with a gear icon and the title. Below the header, it says 'Select a Mail-Gear user and a function to perform on the user, then click the Next button.' There are two main sections: 'Users' and 'Function'. The 'Users' list includes Amy, Bill, Ivonne, Mark, Michael (highlighted), Michelle, Rene, and Yolanda. The 'Function' list includes Set Defaults (highlighted), Schedule A Daily Event, Schedule An Event for a Specific Date, Edit/View An Existing Event, and Delete An Existing Event. There are 'Clear' and 'Next>' buttons at the bottom. An arrow points from the 'Next>' button to the 'Set Default Settings' window below. The 'Set Default Settings' window also has a header bar with a gear icon and title. It contains several sections: 'Inactivity Timeout' with a dropdown set to '5 minute timeout'; 'Filtering State' with radio buttons for 'Filtered' (selected), 'Unfiltered', and 'Allow Only'; 'Permitted Server Access Methods' with checked boxes for 'SMTP', 'POP3', and 'Mail-Gear Web Client'; 'Blocked Messages' with radio buttons for 'Bounce to Sender', 'Drop' (selected), and 'Deliver'; 'Notifications' with radio buttons for 'Notify on All Messages' (selected), 'Notify on Blocked Messages', and 'None'; and 'Whom to Notify' with a list including Amy (highlighted), Bill, Ivonne, Mark, Michael, Michelle, Rene, and Yolanda. 'Clear' and 'Next>' buttons are at the bottom.

Amy leaves everything as it was set except that Blocked Messages are now dropped and Amy is notified on all the messages which Michael sends. So, if an email message is blocked, the message is not sent to anyone except to Amy until she either approves the message, bounces the message back to Michael, or deletes the message. Amy then clicks the **Next** button through the next several windows without changing any options until she is able to click the **Finish** button and save all of her changes.

Over several days, Amy receives email messages from Michael to other students with inappropriate language. Amy decides to deny Michael access to any email until she is able to speak to him. Amy clicks the Schedule shortcut for the User object.

The image shows two overlapping dialog boxes from the Mail-Gear application. The top dialog, titled 'Schedule', has a header bar with a gear icon and the title. Below the header, it says 'Select a Mail-Gear user and a function to perform on the user, then click the Next button.' It features two main sections: 'Users' on the left with a list box containing Amy, Bill, Ivonne, Mark, Michael (highlighted), Michelle, Rene, and Yolanda; and 'Function' on the right with a list box containing Set Defaults, Schedule A Daily Event, Schedule An Event for a Specific Date, Edit/View An Existing Event, and Delete An Existing Event. At the bottom of this dialog are 'Clear' and 'Next>' buttons. An arrow points from the 'Next>' button to the bottom of the second dialog. The second dialog, titled 'Set Default Settings', also has a gear icon in its header. It contains several sections: 'Inactivity Timeout' with a dropdown set to '5 minute timeout'; 'Filtering State' with radio buttons for 'Filtered' (selected), 'Unfiltered', and 'Allow Only'; 'Permitted Server Access Methods' with checkboxes for 'SMTP', 'POP3', and 'Mail-Gear Web Client' (all unchecked); 'Blocked Messages' with radio buttons for 'Bounce to Sender', 'Drop' (selected), and 'Deliver'; 'Notifications' with radio buttons for 'Notify on All Messages' (selected), 'Notify on Blocked Messages', and 'None'; and 'Whom to Notify' with a list box containing the same user names as the first dialog, with Amy highlighted. At the bottom of this dialog are 'Clear' and 'Next>' buttons.

Amy deselects all of the permitted server access methods so that Michael is unable to access email. She clicks the **Next** button on the next few pages without making any changes until she is able to click the **Finish** button and save all of her changes. Now, when Michael comes to Amy complaining that he is unable to access his email, Amy is able to explain and show Michael why his email privileges have been revoked.

Mail-Gear

Version 1.0

Administration Manual



U R • L A B S

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