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## OVERVIEW

This guide documents how to install and configure Mail-Gear™. The following topics are covered in this guide:

- Minimum Requirements
- Upgrading from Earlier Versions
- Preparing for Installation
- Installing the Software
- Activating the Software
- Configuring the Software
- Uninstalling the Software
- Contacting URLabs™

**Warning - If you purchased Mail-Gear as part of a turnkey product (such as the URLabs Eclipse<sub>m</sub>™), the Mail-Gear software may have been already installed for you. If in doubt, contact your supplier before proceeding with these instructions.**

## MINIMUM REQUIREMENTS

Before attempting to install Mail-Gear, verify that your server meets the following requirements:

1. A PC based on an Intel® Pentium® or compatible processor running Microsoft® Windows NT® Server 4.0 with Service Pack 3 already installed, **OR** a SPARC®-based server running Solaris™ 2.5 or later.
2. Additional hardware requirements:
  - at least 32MB of memory (64MB or more suggested)
  - at least 10MB of available disk space for the Mail-Gear program files, on-line documentation, configuration files, etc.
  - additional disk space as required for storage of user mailboxes and for temporary storage of mail while being processed. The actual amount of additional disk space varies with the number of users, the amount of mail they are permitted to store on the server, and the volume of mail processed.
  - a CD-ROM drive (if installing from CD-ROM)
3. Access to your server's *local* Administrator password (*Windows NT only*), or your server's *root* password (*Solaris only*).
4. Internet access and a World Wide Web browser. Suitable browsers are Netscape Navigator® 2.0 or later, or Microsoft Internet Explorer 3.0 or later.

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You also will need your Mail-Gear serial number, located inside your Mail-Gear box or on the CD-ROM sleeve.

**Note - Do not lose your Mail-Gear serial number.** The serial number is required in order to activate the full functionality of Mail-Gear and when installing software updates and additional user licenses.

## UPGRADING FROM EARLIER VERSIONS

This Mail-Gear distribution may be used to upgrade a server running an earlier version of Mail-Gear. To upgrade an earlier version of Mail-Gear, simply install this distribution as described in this guide. The installation process automatically will upgrade your Mail-Gear installation to the release contained in this distribution.

**Note - Do not uninstall the old version of Mail-Gear when upgrading.** It is recommended that the new version of Mail-Gear be installed over the old version. Uninstalling Mail-Gear may remove settings (such as scheduled events, list definitions, etc.) that you most likely would not want to lose when upgrading.

## PREPARING FOR INSTALLATION

### Install and Configure the Operating System

Your server's operating system software and applicable updates must be installed, configured, and working correctly before you install Mail-Gear. Consult your server's documentation for more information. Installation of your operating system software and updates is outside the scope of this guide.

### Disable Any Other SMTP and POP3 Servers

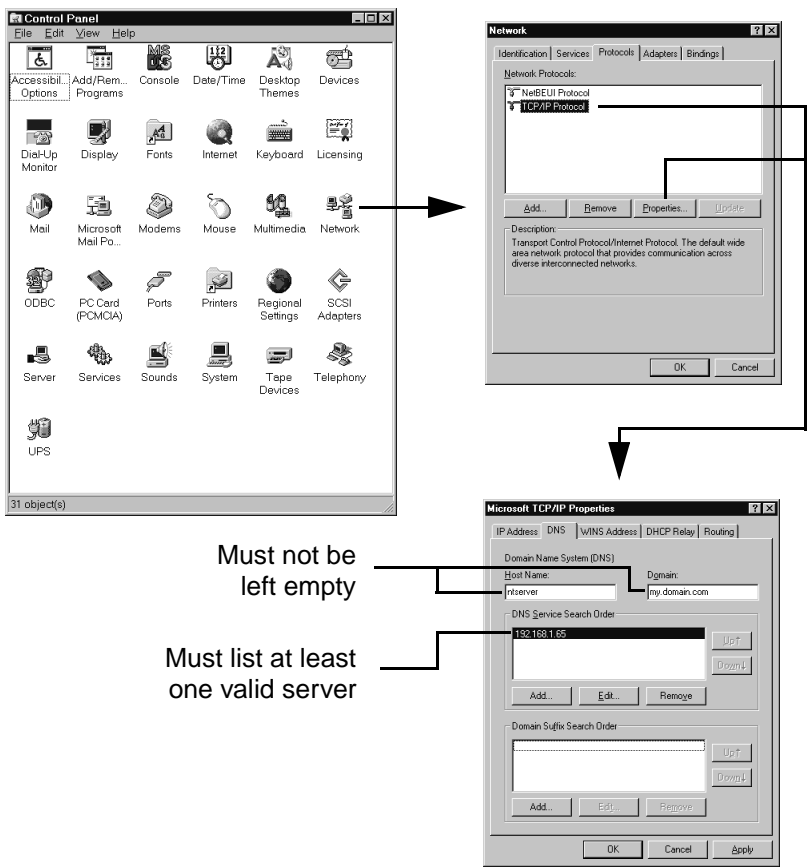
Because Mail-Gear is a Simple Mail Transfer Protocol (SMTP) server and a Post Office Protocol (POP3) server, it must have exclusive access to the TCP/IP ports corresponding to those services. Specifically, no other SMTP or POP3 servers can be running on the same server on which you are installing Mail-Gear. You must disable these conflicting services prior to installing Mail-Gear.

**Note:** When installing Mail-Gear on a Solaris server, the installation program may detect conflicting programs commonly found on Solaris systems,

such as the Solaris sendmail program or POP3 servers being run out of inetd. If such programs are detected, the installation program will issue a warning and offer to disable these programs automatically. While reasonable effort has been made to make the automatic disabling of these conflicting programs reasonably safe, it is possible that the attempt will fail, possibly leaving your server in an uncertain condition. Therefore, it is recommended that you disable the conflicting programs yourself prior to installing Mail-Gear.

**Verify DNS Settings (Windows NT)**

It is necessary for your server's TCP/IP Domain Name Service (DNS) settings to be correct before installing Mail-Gear. To access your DNS settings, open the Network control panel, select the Protocols tab, then select the TCP/IP Protocol and click the **Properties** button.



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In the TCP/IP Properties window, select the DNS tab. Verify that both the Host Name and Domain boxes are filled in with correct values, and that at least one valid DNS server is listed in the DNS Service Search Order list.

Consult with your Network Administrator or Internet Service Provider (ISP) if you are unsure what values should be used. Make any necessary changes then select the **OK** buttons and restart your server if necessary.

### **Verify DNS Settings (*Solaris*)**

It is necessary for your server to be configured as a DNS client prior to installing Mail-Gear. To check your DNS settings, examine the file `/etc/resolv.conf`. It should contain lines similar to the following:

```
domain yourdomain.here
nameserver 192.168.1.2
nameserver 192.168.9.7
```

Verify that the specific domain name and name server addresses used in your file are correct for your site. Consult with your Network Administrator or Internet Service Provider (ISP) if you are unsure what values should be used. Make any necessary changes

If the `/etc/resolv.conf` file does not exist on your server, create it using the above example as a template. Be sure to replace the domain name and name server addresses with values that are correct for your site.

**Note:** On Netra™ systems, the web-based Netra Administration interface should be used to configure the system as a DNS client. After the setting have been made using the Netra Administration interface, you are encouraged to verify the settings as shown here.

### **Domain Name Service Server Configuration**

In addition to your server being configured to use DNS, your site's DNS zone must be configured to contain at least the following records:

- an A (address) record corresponding to your server's host name
- a PTR (pointer) record mapping your server's IP address to its host name including domain name (i.e., `server.brightcorp.com`)
- and, if you will be using an SMTP relay host, an A record corresponding to that SMTP relay host.

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Check with your Domain Name Server Administrator or Internet Service Provider (ISP) if you are uncertain if the necessary records have been installed in the DNS server you will be using.

### Apply Mail-Gear Certificates

If you purchased Mail-Gear options such as additional user licenses, update packs, or support or consulting services, you should have received certificates for those options. If you have these certificates you should apply them now, before you install the Mail-Gear software. **Installation instructions are printed on each certificate.**

## INSTALLING THE SOFTWARE

### Installation Directories

The Mail-Gear software is organized into five directories, each containing specific kinds of files, as follows:

Directory	Description
InstallDir	Contains the Mail-Gear program files and read-only data files. This directory requires approximately 5MB of disk space.
BoxDir	Where user's mailboxes are stored. The disk space required varies with the number of users and the amount of mail they store on the server.
MailDir	Where messages in transit are stored until they are either successfully delivered or are returned to sender. The disk space required varies with the amount of mail sent through Mail-Gear.
LocalDir	Where server-specific configuration files, such as list definitions and scheduled events, are stored. This directory usually requires less than 1MB of disk space.
LogDir	Where log files recording Mail-Gear activity are stored. The disk space required depends on the amount of activity and on how long log files are retained.

In order to support sites with large, specialized disk configuration, the location of each of these directories can be specified as Mail-Gear is installed. As the location of each directory is prompted for, a default location is shown. Unless you have compelling reasons to do otherwise, it is recommended that you accept the default locations.

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## Built-in HTTP Server Port

The Mail-Gear software is managed through a web-based interface. This interface, along with the Mail-Gear Web Client user interface, is provided through a built-in HyperText Transfer Protocol (HTTP) server included with Mail-Gear. This HTTP server is independent of any existing HTTP server that already may be installed on your server, and is not a general purpose web server.

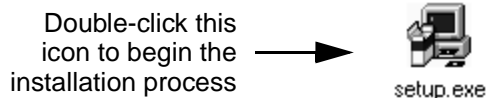
During the installation process, you will be prompted for the TCP/IP port number on which this built-in HTTP server will listen. The number you specify then becomes the port number on the URLs you would use to access the Mail-Gear Web Client or the Mail-Gear Administrative Interface. The port number specified must be exclusive to Mail-Gear and must not already be in use by any other program or service.

Because the built-in HTTP server is not a general purpose web server, it is suggested that you do not use port number 80 (the default port number for general purpose web servers). Unless you have compelling reasons to do otherwise, you should use the default port number of 8003, so as to be consistent with the examples contained in the Mail-Gear Web Client Users Guide and the Mail-Gear Administration Manual. **If you do choose to use a port number other than the default of 8003, do not forget what port number you chose.**

## Installing Mail-Gear (*Windows NT*)

If you were provided a URL for retrieving the Mail-Gear distribution, use a web browser to download the distribution file. Once the file has been downloaded, login as Administrator then simply double-click the downloaded file and follow the on-screen instructions.

If you are installing Mail-Gear from CD-ROM, login as Administrator and insert the Mail-Gear disc into the server's CD-ROM drive. The CD-ROM on which Mail-Gear is distributed is configured to open a window showing the disc's content. Double click on the Setup icon to begin the installation process.



Follow the on-screen prompts to complete the installation.

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## Installing Mail-Gear (*Solaris*)

The Solaris version of Mail-Gear is distributed as a self-extracting, self-installing shell archive (“*shar*”) file, named `mailgear.sh`. If you were provided a URL for retrieving the Mail-Gear distribution file, use a web browser to download the file to your server, saving the file as `mailgear.sh`. Once the file has been downloaded, login as `root`, change directory to where the Mail-Gear distribution file was downloaded, then begin the installation process with the following command:

```
# sh mailgear.sh
```

If you are installing Mail-Gear from CD-ROM, login as `root` and insert the Mail-Gear disc into the CD-ROM drive. The Solaris volume manager will automatically mount the disc as `/cdrom/mailgear`. Change directory to `/cdrom/mailgear`, then begin the installation process with the following command:

```
# sh mailgear.sh
```

Follow the on-screen prompts to complete the installation. A transcript of the installation will be saved as `/Mail-Gear-install.log` if needed for later review.

## ACTIVATING THE SOFTWARE

When initially installed, Mail-Gear operates in “unlicensed mode.” When in this mode, Mail-Gear provides only the most basic email functionality: it will accept and transfer messages via SMTP, users can access their mail via the Mail-Gear POP3 server, and mailing lists can be created and managed. The Mail-Gear Web Client and Mail-Gear’s content management capabilities are **not** available when Mail-Gear is operating in unlicensed mode. A valid Mail-Gear serial number is required to activate these features.

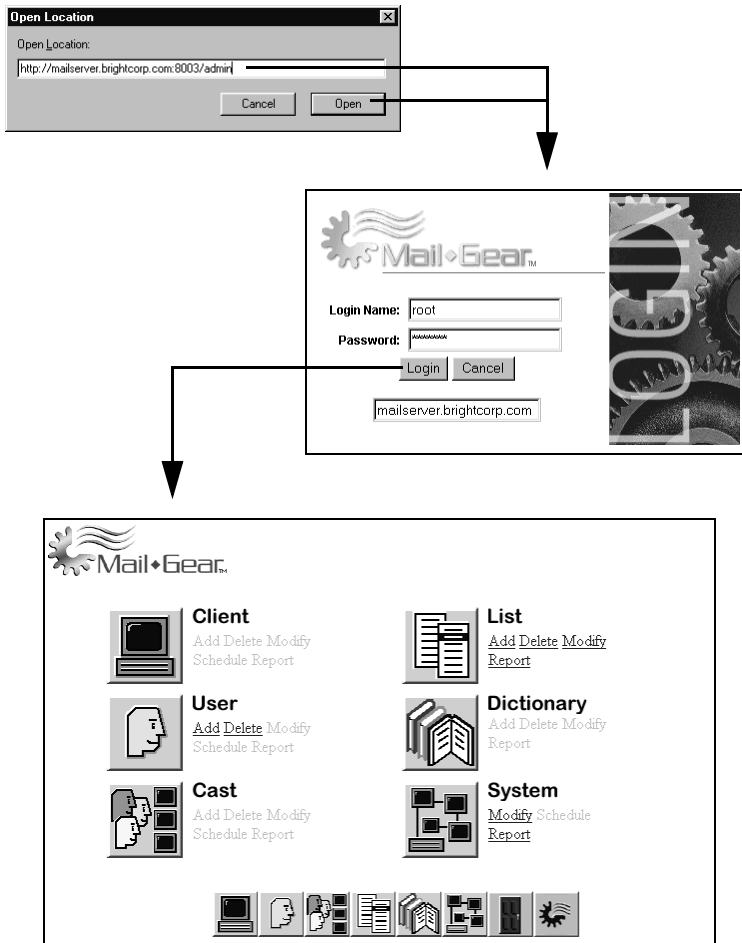
To activate all the features of Mail-Gear, access the Mail-Gear web-based administration interface through the following URL:

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

Where `<servername>` is the name or IP address of the server on which you have installed Mail-Gear, and `<port>` is the port number you assigned to the Mail-Gear built-in HTTP server during installation (the default port is 8003).

You will be prompted for the Mail-Gear administrator login and password. Initially, the **local** (not domain) Administrator account (*Windows NT*) or the root account (*Solaris*) is the only account with privileges to manage Mail-Gear. Login using the appropriate administrative account for your server.

**Note - On Windows NT, the administrator account must be named Administrator.** If you have renamed your administrator account, you must temporarily create an account named Administrator then use that account to in completing these instructions. Once Mail-Gear is configured, you can delegate the administrative privileges to other accounts, after which you no longer need the temporary Administrator account. This limitation will be addressed in a future release.





Notice that most of the links on top-level administration page are unavailable, indicating that Mail-Gear is operating in unlicensed mode. Select the **Modify** link next to the System Object. Select the “Licensing” option, then click **Next**. A blank Mail-Gear license form will appear.

The diagram illustrates the navigation process for accessing the Mail-Gear license form. It starts with a 'System' administration page containing links for 'Modify', 'Schedule', and 'Report'. An arrow points from the 'Modify' link to a 'Modify System' dialog box. In this dialog, a list of settings is shown, with 'Licensing' selected. An arrow points from the 'Next' button in the 'Modify System' dialog to the 'Software License' form.

**System**  
Modify Schedule  
Report

**Modify System**  
Select the settings to modify then click Next.

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

Cancel Next

**Software License**  
Complete the following form to enable the full functionality of this copy of Mail-Gear. Your Mail-Gear Serial Number is located on your CD-ROM sleeve or in your Mail-Gear box. This server must be connected to the Internet before submitting this form. If you require assistance contact Unified Research Laboratories, Inc. by calling +1 757 865-0810 or +1 800 421-9735 and requesting "Support Services".

This form is processed over the World Wide Web. If an HTTP Proxy server is required in order to access the Internet, provide the proxy server's name and port number in the box provided. The proxy server must not require user authentication in order to forward requests.

Current Serial Number:  
License Status: Invalid  
Number of Licensed Users:  
License expiration:  
First Name:   
Last Name:   
Phone number (including area code):   
Fax: (optional)   
E-mail: (optional)   
Proxy Server: (if applicable)   
(example: proxy.brightcorp.com:80)  
New Serial Number:


Clear Submit  
Back to Top

Complete the license form. Use your Mail-Gear serial number, obtained from your Mail-Gear box or CD-ROM sleeve as the new serial number. When entering telephone numbers, please include your international dialing prefix (if not in the United States) and area code if applicable.

**Note:** The completed license form is processed as a World Wide Web request, using the HTTP protocol over the Internet. If you have installed Mail-Gear on a server located behind a firewall that prevents direct access to Internet World Wide Web servers, you must provide the name and port number of an HTTP proxy server. The proxy server must not require interactive

authentication for access. Consult with your Network Administration regarding the proxy name and port number to use.

Once the form is complete, click the **Submit** button. A new license form will be shown, along with updated license status information. Verify that the new license status is listed as “Valid.” Select the **Back to Top** button to return to the top of the Mail-Gear administrative interface.

 **Software License**

Complete the following form to enable the full functionality of this copy of Mail-Gear. Your Mail-Gear Serial Number is located on your CD-ROM sleeve or in your Mail-Gear box. This server must be connected to the Internet before submitting this form. If you require assistance contact Unified Research Laboratories, Inc. by calling +1 757 865-0810 or +1 800 421-9735 and requesting "Support Services".

This form is processed over the World Wide Web. If an HTTP Proxy server is required in order to access the Internet, provide the proxy server's name and port number in the box provided. The proxy server must not require user authentication in order to forward requests.

License key installed.

Current Serial Number: 6508572373

License Status: Valid

Number of Licensed Users: 100

License expiration: Never

First Name:

Last Name:

Phone number (including area code):


Fax: (optional)


E-mail: (optional)


Proxy Server: (if applicable)  
(example: proxybrightcorp.com:80)


New Serial Number:


Updated status information





**Client**  
[Add](#) [Delete](#) [Modify](#)  
[Schedule](#) [Report](#)


**User**  
[Add](#) [Delete](#) [Modify](#)  
[Schedule](#) [Report](#)

**Cast**  
[Add](#) [Delete](#) [Modify](#)  
[Schedule](#) [Report](#)

**List**  
[Add](#) [Delete](#) [Modify](#)  
[Report](#)

**Dictionary**  
[Add](#) [Delete](#) [Modify](#)  
[Report](#)

**System**  
[Modify](#) [Schedule](#)  
[Report](#)



Notice the links on the top-level administrative page are available, indicating that Mail-Gear is now fully functional.

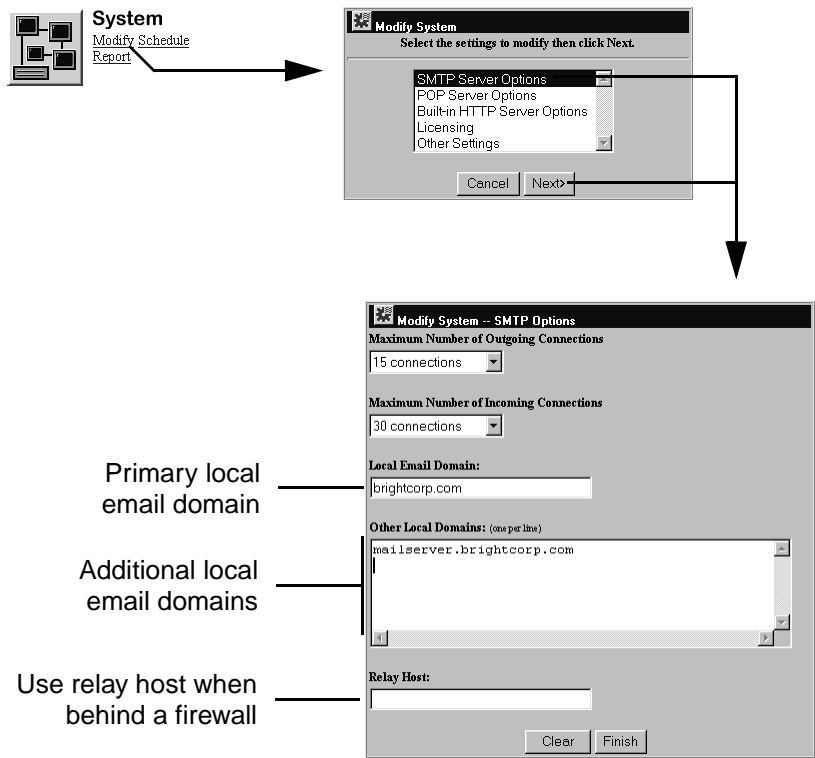
10

# CONFIGURING THE SOFTWARE

Before Mail-Gear can be used for processing email, it must be configured with the name of the local email domain for which it is handling mail, as well as the names of any additional domains it should recognize as local. Messages addressed to domains designated as local are delivered locally (i.e., to local users and lists configured into Mail-Gear). Messages addressed to domains not designated as local are forwarded to the appropriate SMTP server for the non-local domain.

Additionally, if Mail-Gear has been installed on a server located behind a firewall which prevents direct access to off-site SMTP servers, you will need to specify the name or address of a “relay host” through which outgoing SMTP messages can be forwarded for eventual delivery to non-local recipients.

To configure these Mail-Gear settings, access the Mail-Gear administrative interface as described in the previous section, and select the Modify link of the System Object. Select the “SMTP Server Options” item, then click **Next**. The SMTP Server Options page will be shown.



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**Note - The domain specified as the primary local email domain is the domain that will be appended to users' login names when generating outgoing email addresses.** For example, if the local email domain was specified as `brightcorp.com`, then a message sent by user "jpublic" using the Mail-Gear Web Client would have a From-line showing the sender as "jpublic@brightcorp.com".

Make appropriate changes to the SMTP Server Options then click **Finish**. At this point Mail-Gear is ready for use. Consult the Mail-Gear Administration Manual for further information on configuring Mail-Gear.

## UNINSTALLING THE SOFTWARE

**Warning - Uninstalling Mail-Gear may delete local settings, such as scheduled events and list definitions, and will make unavailable any mail stored in Mail-Gear at the time of uninstallation.**

### Uninstalling Mail-Gear (*Windows NT*)

Should it be necessary to uninstall Mail-Gear, open the Add/Remove Programs control panel. Select the "Mail-Gear" program item, then select the **Add/Remove** button. Follow the on-screen prompts to complete the uninstallation.

### Uninstalling Mail-Gear (*Solaris*)

Should it be necessary to uninstall Mail-Gear, login as `root` and issue the following command:

```
# pkgrm URLmailg
```

If Mail-Gear was permitted to automatically disable conflicting services when it was installed, an attempt will be made to re-enable the services that were disabled during installation.

## CONTACTING URLABS

If you have trouble installing Mail-Gear, you can reach us at:

WWW: <http://www.urlabs.com/>

E-Mail: [Support@URLabs.com](mailto:Support@URLabs.com)

FAX: +1 757 865 4528

Phone: +1 757 865 0810

Post: 303 Butler Farm Road, Suite 106  
Hampton, VA 23666 USA

# **Mail-Gear**

**Version 1.0**

## **Installation Guide**

**for Windows NT Server 4.0  
and Solaris 2.x systems**



**U R • L A B S**

## Record your Mail-Gear Serial Number Here:

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