

Lotus

cc:Mail Release 6

for Windows User's
Guide

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Chapter 1

Getting Started

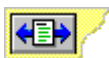
About this guide

Lotus cc:Mail Release 6 for Windows User's Guide includes a subset of topics from the cc:Mail Release 6 for Windows Help system. For details on the procedures in this guide and for information on other procedures, see the Help system.

About cc:Mail Help

cc:Mail Help works like any other Windows application. You can work in cc:Mail while a Help window is open. You can also resize or move the cc:Mail Help window.

Within Help, you can click on any word shown in green (gray on a monochrome monitor) to display a pop-up window or to move to another topic.



To find your way around in cc:Mail Help, click in the icon bar of any Help topic. This icon displays a list of related topics, and provides access to the "How Do I?" task list and the Search window.

Note Windows "How to Use Help" is a separate application and is available by pressing F1 while in cc:Mail Help. However, most of the information that you need is included in cc:Mail Help, so you probably won't need to use "How to Use Help."

Accessing cc:Mail Help

Press F1.

or

Choose an item from the cc:Mail Help menu.

or

Click the Help button in any dialog box.

Tip To display or hide Help bubbles for SmartIcons, choose Tools - SmartIcons and then select or deselect Show Icon Descriptions.



Starting cc:Mail

1. Double-click the cc:Mail icon.

The Lotus cc:Mail Login dialog box appears, with information already filled in.

2. To accept the default settings, type your password and press ENTER.

or

Continue with the remaining steps in the procedure.

3. Type your user name in the Log-in Name box or select it from the Log-in Name drop-down list.

4. Type your password in the Password box.

A post office path already appears in the P.O. Path box.

5. Click OK.

6. If you see a confirmation notice of unread messages, click OK.

The cc:Mail Mailbox window appears.

Working with cc:Mail windows

Closing a cc:Mail window



Double-click the Control-menu box.



Caution If you double-click the application Control-menu box rather than the window's Control-menu box, you will exit from cc:Mail.

Returning to your Inbox



Choose Window - Go To Inbox.

or

Click the title bar of the Inbox window.

About cc:Mail message and address containers

Message containers

Your mailbox consists of a container pane on the left and a message pane on the right. The container pane holds these cc:Mail message containers:

- Inbox
- Drafts folder
- Message Log
- Trash folder
- Folders
- Bulletin Boards
- Archives

See “Understanding cc:Mail message containers” in this chapter

Address containers

The Address Book window and the Address Message dialog box consist of a container pane on the left and an address pane on the right. The container pane holds the following cc:Mail address containers:

- Directory
- Mail Lists
- Private Mail Lists

Note The Address Message dialog box also includes the Folders and Bulletin Boards containers so that you can address messages directly to folders and bulletin boards.

Note You cannot work with mailing lists from the Address Message dialog box. Open the Address Book window to work with mailing lists.

See “Understanding cc:Mail address containers” in this chapter.

Expanding and collapsing containers

The Folders, Bulletin Boards, Archives, and Mail Lists containers each display a plus (+) to indicate that they’re collapsed or a minus (–) to indicate that they’re expanded. Double-click a container to expand or collapse it.

Expanding the list of folders, archives, bulletin boards, or mailing lists in the container pane doesn’t change the contents of the message or address pane. The message or address pane continues to show the messages or addresses in the previously opened container. To see the messages in a specific folder or archive, you must open that specific folder or archive. To see the addresses in a specific mailing list, you must open that specific mailing list. When an individual container is open, its name appears in the title bar, and the message pane or address pane shows the items in the open container. Double-click a folder or archive to open or close it.

Understanding cc:Mail message containers

The Mailbox window includes the following message containers:

<i>Container</i>	<i>Description</i>
Inbox	When you open a new Mailbox window, the Inbox is the open container by default, and the message pane lists the messages in the Inbox. Choose Window - Go to Inbox to return to the Inbox.
Drafts	If enabled, stores any messages that you save as drafts.
Message Log	If enabled, stores copies of sent messages that you log.
Trash	If enabled, temporarily stores deleted messages. You can choose whether or not to permanently delete messages stored in the Trash folder.
Folders	Stores the individual folders that you create. Folders are private but are stored on a network drive.
Bulletin Boards	Your cc:Mail administrator creates bulletin boards to post information so that multiple users can access it simultaneously. You can copy bulletin board messages to your own folders or archives.
Archives	Stores the individual archives that you create. Archives are private and are stored on your local hard drive.

Tip Double-click the Inbox, Drafts, Message Log, and Trash containers to expand them and see the messages they contain in the message pane.

Tip Double-click the Folders, Bulletin Boards, and Archives containers to see the folders, bulletin boards, and archives they contain in the container pane.

Tip Double-click individual folders, bulletin boards, and archives to open them and see the messages they contain in the message pane.

Note The Message Log and Trash folders may not be enabled for your post office. See your cc:Mail administrator.

System limits

You can create and manage up to 199 folders (including your Drafts, Message Log, and Trash folders) and any number of archives.

Understanding cc:Mail address containers



About the Address Book window

To open the Address Book window, choose Window - New Address Book window.

The Address Book includes the following address containers:

<i>Container</i>	<i>Description</i>
Directory	<p>Stores all cc:Mail user names, post office names, and gateway names on your home post office. If your post office uses superlists, or bankshot addressing, the Directory may also contain public mailing lists and public bulletin boards.</p> <p>You can drag addresses from the Directory directly into the address list of any message.</p>
Mail Lists	<p>Stores public mailing lists. You can drag a mailing list or a participant of a mailing list to the recipient list of any message.</p>
Private Mail Lists	<p>Stores private mailing lists that you create and maintain. From the Address Book window, you can create and delete private mailing lists, and you can modify the list of participants. You can drag a mailing list or a participant of a mailing list to the recipient list of any message.</p>

Tip Double-click the Directory container to expand it and see the addresses listed in the address pane.

Tip Double-click the Mail Lists container or the Private Mail Lists container to expand it and see the titles of the mailing lists in the container pane.

Tip Double-click an individual mailing list to see the participants listed in the address pane.

Tip You cannot address to folders or bulletin boards from the Address Book window. Open the Address Message dialog box to address to folders and bulletin boards.

About the Address Message dialog box

To open the Address Message dialog box, click Address in the New Message window.

The Address Message dialog box includes the same containers as the Address Book along with the Folders and Bulletin Boards containers. These containers are available in the Address Message dialog box so that you can address messages directly to folders and bulletin boards.

Tip You can address to mailing lists from the Address Message dialog box but you cannot modify mailing lists from this dialog box. Open the Address Book window to modify mailing lists.

About viewing lists

Viewing message lists

You can view messages in the Mailbox window. When you open a particular container, the container's icon changes and the messages stored in that container appear in the message pane.

Viewing address lists

You can view cc:Mail addresses in either the Address Message dialog box (while you are addressing a message) or the Address Book window (at anytime). When you open a particular container, the container's icon changes and the addresses stored in that container appear in the address pane.

Selecting items in a list

When you select multiple items in a list, you can select a range of items that are in consecutive order or you can select several nonsequential items.

To select one item in a list:

Use the mouse to move the insertion point to the item and click the left mouse button.

To select a range of consecutive items in a list:

1. Select the first item.
2. Hold down SHIFT and click the last item in the group that you want to select.

To select several nonsequential items in a list:

1. Select the first item.
2. Hold down CTRL and click each additional item that you want to select.

Tip You can also use the keyboard to select one or more items in a list.

Copying and moving items in a list

1. Open the container that holds the items that you want to copy or move.
2. Scroll through the container list until you see the destination container. Do not open this container.
3. Select the items that you want to copy or move.
4. Hold the left mouse button down and drag the selected items to the destination container.

As you drag the items, the arrow icon changes to indicate the type of operation (copy or move) and whether you can complete the operation.

5. Release the mouse button to drop the addresses or messages into the destination container.

Refreshing the Inbox and other lists

Double-click the icon of the open container in the container pane.

Note cc:Mail does not automatically update the message list when you receive new messages unless you use the automatic notification feature.

See Chapter 12, “Setting notifications within cc:Mail.”

Chapter 2

Creating New Messages

Creating a basic message

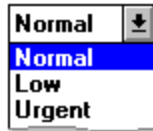


1. Choose Message - New Message.
 2. If necessary, move the insertion point to the Address box.
 3. Type the recipient's name in last name, first name format.
 4. When the name that you want appears in the Address box, press ENTER to add it to the list of recipients.
- Tip** Use ↑ and ↓ to scroll through names in the Address box.
5. Repeat steps 3–5 for each recipient.
 6. To move the insertion point to the Subject box, press ENTER again or click anywhere in that box.
 7. Type a subject for your message (up to 60 characters) and press ENTER.
 8. Type your message in the item-view pane.
 9. Choose Message - Send.



Changing the message priority

1. Select the Priority box while preparing a message.

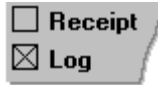


2. Choose the desired setting (Normal is the default).

Tip The priority indicates the urgency of the message to the recipients and can also determine how quickly the message is delivered.

Storing copies of messages that you send

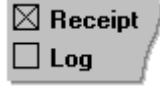
Select the Log check box while creating a message.



A copy of the message is stored in the Message Log folder.

Requesting a receipt

Select the Receipt check box while creating a message.



Working with message text

Cutting, copying, and pasting selected text



1. Select the text that you want to cut or copy.
2. To cut, choose Edit - Cut
or
To copy, choose Edit - Copy
3. Position the insertion point where you want to insert the text.
4. Choose Edit - Paste.

Finding text in a cc:Mail text item

1. To search for text from the beginning of the message, place the insertion point at the beginning.
or
To search from a particular point in the message, place the insertion point where you want to begin searching.
2. Choose Edit - Find/Replace.
3. Enter the text that you want to find.
4. (Optional) Set the options that you want to apply to the search.
5. Click Find Next.
6. Repeat step 5 as appropriate.
7. When you've finished searching, click Cancel or press ESC.

Finding and replacing text in a cc:Mail text item

1. To search from the beginning of the message, place the insertion point at the beginning.
or
To search from a particular point in the message, place the insertion point where you want to begin checking.
2. Choose Edit - Find/Replace.
3. Enter the text that you want to find in the Find What box.
4. Enter the text that you want to use as the replacement in the Replace With box.
5. Set the options that you want to apply to the search.
6. Click Replace to replace the first occurrence of the text and search for the next occurrence.
Repeat this step as appropriate.
or
Click Replace All to replace all occurrences of the text.
7. When you've finished searching and replacing, click Cancel.

Finding text in a file attachment

1. Open the attachment in which you want to search for text.
2. Choose Edit - Find.
3. Enter the text you want to find.
4. Set the options that you want to apply to the search.
5. Click Find.
6. Press F3 to find each additional occurrence.

Setting text colors



1. While creating a message, select the text you want to highlight.
2. Choose Text - Colors
The Sample box displays a sample of the currently selected pen and page colors.
3. Adjust the pen, background, and page colors.
4. To save the pen and color settings so that they apply to new text that you type, select Save as Default Pen in the Set box and click OK.

Setting the background color



1. While creating a message, place the insertion point in the item-view pane.
2. Choose Text - Colors.
3. Click Page Color in the Set box.
4. Select a Background Color for the page.
5. Click OK.

Changing the font in message text



1. With the message text item open in the item-view pane, choose Text - Fonts.
2. Click Change Font.
3. Click OK to accept your font settings.

Tip Click Apply to view the changes to your message text before you close the User Setup dialog box.

4. Click OK to close the User Setup dialog box.

Note The font changes you make apply to the entire message text. You cannot change the font for only selected message text.

Displaying the ruler

You can turn the ruler on and off while viewing text items by choosing Text - Ruler.

An arrow next to the Ruler option in the Text menu means the ruler is on.

Setting margins



1. Choose Text - Ruler.
2. Place the insertion point in the paragraph where you want to change the margins.
or
Select multiple paragraphs.
3. Place the insertion point on a margin marker (a left- or right-pointing triangle) in the ruler.
4. Hold down the left mouse button and drag the marker to the setting that you want.

Setting tabs

1. Position the insertion point in the item-view pane.
2. Choose Text - Margins/Tabs.
3. Type a number between 0 and 80 in the Tab Stops field.
For example, entering 5 would put a tab stop at every fifth column (0, 5, 10, and so on).
4. Click OK.

Checking for spelling errors

Using spell check

1. To check spelling from a particular point in the message, place the insertion point where you want to begin checking.

or

To check a particular word or section of text, select it.

2. Choose Tools - Spell Check.
3. If you see a message asking you if you want to continue spell checking from the top of your document, click Yes to continue spell-checking from the beginning of the text item.

or

Click No to end the operation.

Correcting spelling mistakes

1. During spell check, type the correct spelling in the "Replace with" text box.
or
Select the correct spelling from the Alternatives list.
2. Select any options that you want.
3. Repeat this procedure for each unrecognized word that cc:Mail finds.



Checking for repeated words

Spell Check automatically checks for any repeated words.

1. When you see notification of a repeated word during spell check, click OK.
2. Click Cancel in the Spell Check dialog box.
3. Delete the repeated word in your text.
4. Restart Spell Check to continue checking the rest of your message.

Importing and exporting text

Importing text from a file



1. Place the insertion point below where you want the imported text placed.
2. Choose File - Import.
3. Locate the file that you want to import.
4. (Optional) Change the import format.
5. Click OK.

The text of the file is inserted above the current location.

Exporting text from a message



1. Open the text item containing the text that you want to export.
2. Select the text that you want to export.
or
Place the insertion point anywhere in the text to export all of the text.
3. Choose File - Export.
4. Type the name of the file and select a location for it.
5. (Optional) Change the export format.
6. Click OK.

cc:Mail creates the file and stores the selected text in it.

Chapter 3

Addressing Messages

About addressing messages

Ways to enter addresses

You can enter addresses in any of the following ways:

- Type the address in the Address box in the New Message window. cc:Mail quickly finds the name that matches the letters you're typing. **See** "Entering an address" in this chapter.
- Use the Address Message dialog box to select from all addresses, mailing lists, bulletin boards, and folders. **See** "Choosing an address from the Directory" in this chapter.

Tip You must use the Address Message dialog box to address to a private mailing list or to a folder.

- Drag an address from any address container or from any message to the recipient list in the New Message window. **See** "Copying an address from another message" in this chapter.

Addressing to the Internet and to other external mail systems

To address a message to an Internet address, you first enter the name of the Internet gateway in the Address box in the New Message window. Then you are asked to enter the individual Internet address. You can save Internet addresses and select from them for future addressing. Addressing to other external mail systems works in much the same way: first you enter the gateway name, which is stored as an address in your cc:Mail Directory, and then you enter the recipient's name and address. **See** "Addressing to an Internet address" in this chapter..

Tips on addressing messages

- Click Address in the New Message window to address to a folder or to a private mailing list.
- If you know the name of a public mailing list, you can type it in the Address box directly. Include the # (pound) at the beginning of the address.
- If you can't find an address, you can search for it. **See** Chapter 10, "Finding Messages and Addresses."
- You cannot address to an archive. To store a message in an archive after sending it, **see** "Storing a message in an archive" in Chapter 9.

Entering an address

You can add one or more names listed in the Directory to the list of recipients in your message by typing them directly.

1. Begin preparing your message.
2. With the insertion point in the Address box, begin typing the name of the recipient until cc:Mail fills in the rest.
3. When you see the name that you want, press ENTER.
4. Repeat steps 1 and 2 for each recipient.

Choosing an address from the Directory

You can add one or more names to the list of recipients in your message by choosing them from the Directory.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Choose the address mode (TO, CC, or BCC) that you want to apply to the recipient.
4. Begin to type the name of the recipient in the Address box until cc:Mail fills in the rest.
5. When the name that you want appears, click Add or press ENTER.
6. Repeat this procedure for each recipient that you want to receive your message.
7. (Optional) If you decide not to send the message to one of the addressees, select the address that you want to delete from the list of recipients, and then click Delete.
8. Click Done.

Copying an address from another message

You can drag-and-drop one or more addresses from another message directly into the list of recipients in your new message:

1. Begin preparing your message.
2. Open the message that contains the addresses that you want to add to the new message.
3. Arrange the New Message and Message windows so that you can see both of them at the same time.
4. Select the addresses that you want from the recipient list in the other message.
5. While holding the left mouse button down, drag the selected addresses to the recipient list in the New Message window.
6. Release the mouse button to copy the addresses to the recipient list.
7. If you see a confirmation message, click OK.

Using TO, CC, and BCC addressing

1. Begin preparing your message.
2. Choose TO, CC, or BCC.
3. Enter the recipient's name in the Address box.
4. Press ENTER to add the name to the list of recipients.

Tip Double-click an address in the recipient list to change the address mode after you have entered the address.

Addressing to a post office

You can send a message to a person whose name is not in your local Directory by addressing it to that person's post office.

1. Begin preparing your message.
2. Enter the name of a post office in the Address box or choose it from the Directory.
3. Type the name of a person at that post office.
or
Select a recipient from the list of names that you previously saved.
4. (Optional) Click "Add to List" to save this name in your list of addresses for this post office.
5. (Optional) If you saved the address, select the address you want.
6. Click OK.

Addressing to a bulletin board

You can address a cc:Mail message directly to a bulletin board.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Expand the Bulletin Boards container to display the bulletin boards.
4. Select the bulletin board that you want.
5. Click Add.
6. Click Done.

Addressing to a folder

You can address a cc:Mail message directly to a folder.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Double-click the Folders container to display the folders.
4. Select the folders that you want.
5. Click Add.
6. Click Done.

Addressing to an Internet address

If your post office has an Internet gateway, you can send a message to any Internet address. See your cc:Mail administrator for the name of your Internet gateway.

1. Begin preparing your message.
2. Type the name of the Internet gateway in the Address box or choose it from the Directory.

For example, you might type INTERNET-MAIL.

3. Click Internet to enter a new address.

or

Select the Internet address from the list of addresses that you previously saved and click OK.

For example, you might select "jvalentine@silver.com".

4. To add a new address, enter the name and domain in the Internet Addressing Assistant dialog box.
The address is constructed as you enter this information.
5. Click OK.
6. (Optional) Click “Add to list” to save this name in your list of addresses.
7. (Optional) If you saved the address, select the address you want.
8. Click OK.

Addressing to a fax address

If your post office has the optional cc:Fax gateway, you can send a message to any fax number. See your cc:Mail administrator for the name of your fax gateway.

1. Begin preparing your message.
2. Type the name of the cc:Fax gateway in the Address box or choose it from the Directory.
For example, you might type CCFAX.
3. Click Fax to enter a new address.
or
Select the fax address from the list of addresses that you previously saved and click OK.
For example, you might select “John Valentine FAX# 9,1-415-555-1212”.
4. To add a new address, enter the name and fax number in the Fax Addressing Assistant dialog box.
The address is constructed as you enter this information.
5. Click OK.
6. (Optional) Click “Add to list” to save this name in your list of addresses.
7. (Optional) If you saved the address, select the address you want.
8. Click OK.

Addressing to an X.400 address

If your post office has an X.400 gateway, you can send a message to any X.400 address. See your cc:Mail administrator for the name of your X.400 gateway.

1. Begin preparing your message.
2. Type the name of the X.400 gateway in the Address box or choose it from the Directory.

For example, you might type X400.

3. Click X.400 to enter a new address.

or

Select the X.400 address from the list of addresses that you previously saved and click OK.

4. To add a new address, enter the appropriate fields in the X.400 Addressing Assistant dialog box.

The address is constructed as you enter these fields.

5. (Optional) Click More to enter additional fields.
6. Click OK.
7. (Optional) Click "Add to list" to save this name in your list of addresses.
8. (Optional) If you saved the address, select the address you want.
9. Click OK.

About mailing lists

A mailing list is a group of cc:Mail addresses. When you use mailing lists, groups of addresses are entered for you automatically when you prepare messages. For example, you might address a message to a mailing list called "Sales Managers," which includes the individual names of all sales managers in your company.

Private and public mailing lists

cc:Mail provides two kinds of mailing lists: private and public. You create and maintain private mailing lists, and can address to them from the Address Message dialog box. The cc:Mail administrator creates and maintains public mailing lists. The pound (#) precedes the name of public mailing lists. You can address to public mailing lists by entering the name, including the pound (#), or by choosing it from the Directory.

Superlists (bankshot addressing)

Your post office may use superlists, or bankshot addressing. These are mailing lists of mailing lists. If your post office uses superlists, they may appear in your Directory as well as in the container pane, preceded by a pound (#). You can address to such a list by entering the name, including the pound (#), or by choosing it from the Directory.

If your post office uses superlists, you won't be able to see the names in a public mailing list unless you and the list share the same home post office.

Addressing a message to a private mailing list

You can send a message to a group of people by addressing it to a private mailing list.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Choose the address mode (TO, CC, or BCC) that you want to apply to the recipients.
4. Expand the Private Mail Lists container to display the lists you have created.
5. Select the private mailing list that you want.
6. Click Add.
7. Click Done.

**Creating a private mailing list**

1. Choose File - New - Private Mailing List.
2. Type a name for the mailing list.
3. Press ENTER.
4. In the Participant's List dialog box, begin to type the name of the first participant until cc:Mail fills in the rest.
5. When the name that you want appears, click Add or press ENTER.
6. Repeat this procedure for each participant that you want in the mailing list.
7. (Optional) If you decide not to include a participant in the mailing list, select the one that you want to delete from the list, and then click Delete.
8. Click Done.

Adding an address to a private mailing list

Once you create a private mailing list, you can modify it anytime by adding addresses to it or deleting addresses from it.



1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Open the mailing list to which you want to add addresses.
4. Choose Edit - Modify Mailing List.
5. Begin to type the name of the participant until cc:Mail fills in the rest.
6. When the name that you want appears, click Add or press ENTER.
7. Repeat this procedure for each participant that you want in the mailing list.
8. (Optional) If you decide not to include a participant in the mailing list, select the one that you want to delete from the list, and then click Delete.
9. Click Done.

Deleting an address from a private mailing list



1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Open the private mailing list from which you want to delete addresses.
4. Select the addresses that you want to delete.
5. Choose Edit - Delete.
6. If you see a confirmation message, click OK.

Viewing the addresses in a private mailing list



1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Double-click the private mailing list that you want to view.

Renaming a private mailing list



1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Select the private mailing list that you want to rename.
4. Choose Edit - Rename.
5. Type the new name and press ENTER.





Deleting a private mailing list

1. Choose Window - New Address Book Window.
2. Expand the Private Mail Lists container to display the lists.
3. Select the private mailing list that you want to delete.
4. Choose Edit - Delete.
5. If you see a confirmation message, click OK.

Addressing a message to a public mailing list

You can send a message to a group of people by addressing it to a public mailing list.

1. Begin preparing your message.
2. Choose Message - Address or click the Address button in the New Message window.
3. Choose the address mode (TO, CC, or BCC) that you want to apply to the recipients.
4. Expand the Mail Lists container to display the lists.
5. Select the public mailing list that you want.
6. Click Add.
7. Click Done.



Viewing the addresses in a public mailing list

1. Choose Window - New Address Book Window.
2. Expand the Mail Lists container to display the lists.
3. Double-click the public mailing lists that you want to view.

Chapter 4

Attaching Files to Messages

About attaching files to messages

In cc:Mail, you can attach up to 20 files to a message, including message text. This gives you a convenient way to send electronic files together with a “cover” e-mail message.

You can attach virtually any type of file, including executable files. These are the general types of files that you can attach:

- File
- Form
- Text
- Clipboard
- Graphic
- Fax
- Sound

The cc:Mail features you can use vary depending on the type of attachment. See “About viewing attachments” in Chapter 6.

File icons

When you add a file to the attachments pane of a message, the file is represented by an icon and the file name. The icon indicates the application used to create the file.

Attaching a file



You can attach any type of file to a message.

1. Begin preparing your message.
2. Choose Attachments - Files.
3. Select the drive containing the file.
4. Open the directory containing the file.
5. Select or type the file name.

6. Click Add or double-click the file.

Tip If you want to delete a file from the Attachments list, select it and click Remove.

7. Repeat steps 3–6 for all files that you want to attach.
8. Click OK.

Attaching a form

You can attach an empty or filled in cc:Mail form to a message.



1. Begin preparing your message.
2. Choose Attachments - Forms.
3. Select the drive containing the form.
4. Open the directory containing the form.
5. Select or type the file name.

Tip Forms files have a “.LFM” extension.

6. Click Add or double-click the file.

Tip If you want to delete a file from the Attachments list, select it and click Remove.

7. Repeat steps 3–6 for all forms that you want to attach.
8. Click OK.

To fill out the form before sending it, see “Filling out a form” in Chapter 6.

Renaming an attachment

After you have attached a text item or file, you can change its description in the attachments pane.

1. Select the item or file that you want to rename.
2. Choose Attachments - Rename Attachment(s).
3. Enter the new description for the attachment.
4. Click OK.

Deleting an attachment

1. Select the attachment(s) that you want to delete.
2. Choose Edit - Delete.

Creating an attachment

You can run an external application from within cc:Mail to create a text, graphics, or sound attachment for your message.

1. Begin preparing your message.
2. Choose Attachments - Run Applications.
3. Double-click the application that you want to use.
4. Use the application to produce the desired text, graphics, or sounds.
5. Choose File - Save.

Caution If you do not choose File - Save before exiting the external application, you will lose all of your work.

6. Exit from the application.
7. (Optional) Provide a description of the attachment.
8. Click OK.

Editing an attachment before sending it

After you have attached a file, you can edit it before sending the message.

1. Select the attachment.
2. Choose Attachments - Launch Attachment.
3. Make your changes.
4. Choose File - Save.

Caution If you do not choose File - Save before exiting the external application, you will lose all of your work.

5. Exit from the application.



Chapter 5

Sending and Receiving Messages

Sending a message



1. Create the message that you want to send.
2. Choose Message - Send.
3. If you see a confirmation message, click Yes to send the message or No to continue working on your message.

About receiving messages

Finding new messages

Messages are automatically received in your Inbox. To update your Inbox, see “Updating the Inbox to see new messages” in Chapter 6.

To read a message in your Inbox, see “Reading a message” in Chapter 6.

Chapter 6

Reading Messages

About reading messages

How you receive messages

Messages that you receive are typically stored in one of these message containers: the Inbox and bulletin boards. You access these containers through the Mailbox window.

Tip You can automatically store your messages in various message containers using rules. **See** Chapter 11, “Managing Messages with Rules.”

The Mailbox window

From the Mailbox window, you can read, reply to, forward, print, store, delete, move, and copy messages. The Mailbox window tells you the sort order of the message list and provides information about individual messages.

Updating the Inbox to see new messages



If you do not use the notification feature, you need to refresh the message list in the Inbox to see new messages.

1. If you are not already at the Inbox, choose Window - Go to Inbox.
2. Press HOME or END.

Reading a message



1. Open any message container.
Tip To go to the Inbox, choose Window - Go to Inbox.
2. Double-click the message that you want to read.
3. Read the message.
4. To close the current message, double-click the Control-menu box in the Message window.

or



To display the next message in the current message list, choose Message - Next Message.

or



To display the previous message in the current message list, choose Message - Previous Message.

Deleting a message



To delete an unopened message:

1. If you are not already at the Inbox, choose Window - Go to Inbox.
2. Select the message(s).
3. Choose Message - Delete Message.



To delete an open message:

Choose Message - Delete Message.



To delete an open message and display the next message:

Choose Message - Delete - Next Message.



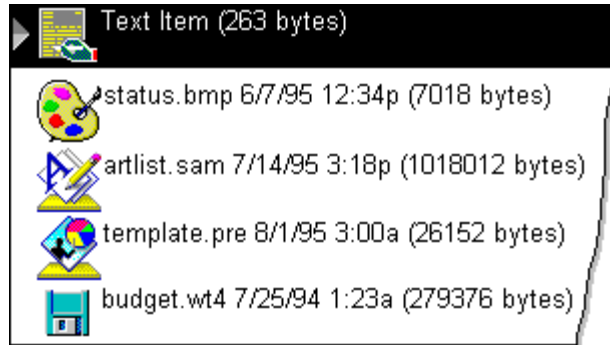
To delete an open message and display the previous one:

Choose Message - Delete - Previous Message.

About viewing attachments

About cc:Mail attachments

A cc:Mail message can include up to 20 attachments, including message text. When you display a message with multiple attachments, the list of attachments is displayed in the attachments pane of the Message window (in the top right corner):



The icon that precedes the name of each attachment indicates the attachment type. A triangle icon preceding the icon of an attachment indicates that the contents of that attachment are currently displayed in the item-view pane.



To open an attachment, select the attachment and choose Attachments - View Attachment.

Depending on your User Setup settings, you can also double-click (or Shift-double-click) an attachment to open it for viewing. **See** “Controlling how to view or run attachments” in Chapter 12.

To close an attachment, open another attachment.

Features supported for attachments

You can use different features depending on what type of attachment you’re viewing and how you’re viewing it. The main distinction in attachment types is between cc:Mail text items, which are created entirely in cc:Mail and usually contain message text, and file attachments. When you’re viewing a cc:Mail text item, you use the cc:Mail menus to work with the text.

The features you can use for file attachments depend on the type of file attachment (for example, spreadsheet, graphic, or fax item), and whether you’re using a cc:Mail file viewer or an OLE server to view the file.

- If you're using a file viewer, you can click the right mouse button in the item-view pane while viewing the attachment to access the appropriate shortcut menu for that type of file.

Note The file viewers must be installed during the cc:Mail for Windows installation. If you cannot view file attachments, or certain file attachments, see your cc:Mail administrator or run installation again and choose to install all of the file viewers.

- If you're using an OLE server, you can double-click in the item-view pane while viewing the attachment to access the application in which the attachment was created; you then have all of that application's features available to you.
- In addition, you can attach cc:Mail forms and fill them out within cc:Mail using the Forms Filler. While viewing a form, double-click in the item-view pane to access the Forms Filler.

Ways to view attachments

cc:Mail displays its native text items using the cc:Mail text editor. When you open a message, the first cc:Mail text item appears in the item-view pane automatically. **See** "Viewing a cc:Mail text item" in this chapter. cc:Mail also displays forms automatically. **See** "Viewing a cc:Mail form" in this chapter.

You can view other types of attachments if either of the following conditions are true:

- cc:Mail includes a file viewer for the application that was used to create the file. A file viewer allows you to see and print an item that was created in an application that's not located on your computer or your network. cc:Mail includes file viewers for most common file formats. **See** "Viewing an attachment."
- Your system includes an OLE server capable of displaying the attachment. An application that supports object linking and embedding is automatically registered as an OLE server when you install the application.

In addition, you can launch an attachment in the application in which it was created if that attachment has a specific application associated with it and if you have access to that application on your computer or on your network. **See** "Launching an attachment" in this chapter.

Viewing graphics and fax attachments

A graphics attachment is a file that contains a graphic image. This type of attachment is typically preceded by the icon of the application that was used to create it. For example, a Paintbrush® document is usually preceded by a paint-palette icon.

If your post office is set up to receive facsimiles, they are forwarded to you as fax attachments in a message, one fax page per attachment. These fax attachments are monochrome “.PCX” files. The icon for a fax attachment is a telephone receiver.

You can view a graphics or fax item the same way that you view any file attachment for which there is a file viewer. If you cannot see the entire graphics or fax attachment in the item-view pane of the Message window, you can use keys or the scroll bar to view the item.

Viewing a cc:Mail text item



1. Select the cc:Mail text item in the attachments pane.
2. Choose Attachments - View Attachment.
3. Open another attachment to close the current attachment.



Viewing a cc:Mail form



1. Select the cc:Mail form in the attachments pane.
2. Choose Attachments - View Attachment.
3. Open another attachment to close the current form.

Viewing a word processor attachment



1. Select the attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. Click the right-mouse button in the item-view pane.
4. (Optional) Choose a viewing mode.
5. Open another attachment to close the current attachment.

Viewing a spreadsheet or database attachment



1. Select the attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. Click the right-mouse button in the item-view pane.
4. Select or deselect the Gridlines command.
5. Open another attachment to close the current attachment.

Viewing a graphics attachment



1. Select the attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. Click the right-mouse button in the item-view pane.
4. (Optional) Change the graphics viewing options.
5. Open another attachment to close the current attachment.

Viewing a compressed file attachment

If a file was compressed using the PKZIP.EXE program, you can view the individual files within it:



1. Select the .ZIP attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. Double-click the file you want to view.
4. Press CTRL+F4 to close the file and view another.

Viewing a fax attachment

If your post office can receive facsimiles, they are forwarded to you as fax attachments in a message, one fax page per attachment. Fax attachments are either ".PCX" or "Group 3" files. The icon for a fax attachment is a telephone receiver.



1. Select the attachment in the attachments pane.
2. Choose Attachments - View Attachment.
3. If you cannot see the entire fax attachment in the item-view pane of the message window, use the keyboard shortcuts.
4. Repeat steps 1 and 2 for each fax attachment in the attachments pane.

Launching an attachment

If the application used to create an attachment resides on your computer, you can launch the attachment rather than view it. When you launch an attachment, you start the application used to create the attachment from within cc:Mail.



1. Select the attachment in the attachments pane.
2. Choose Attachments - Launch Attachment.
3. If necessary, associate the attachment with an application.
4. Use the application to view the attachment.
5. When you want to return to cc:Mail, exit from the application.

About attachment options

You can set a variety of attachment options depending on the type of attachment you are viewing.

cc:Mail text items

When you're viewing cc:Mail text items, you can use all of cc:Mail's features—text formatting, editing, spell check, search, and so on. You use the cc:Mail menus to access these features. These features are not available when viewing file attachments.

File viewers

When you're using a file viewer to view file attachments, you can set a variety of print, display, Clipboard, and font options. You click the right mouse button while viewing an attachment to access these features from a shortcut menu. These features are not available when viewing cc:Mail text items.

OLE server

When you're using an OLE server to view file attachments, you use the features available in the application in which the file was created. You double-click while viewing an attachment to access these features.

Setting attachment print options

You can set print options for file attachments.

1. Click the right mouse button in the item-view pane while viewing an attachment.
2. Choose Print.
3. Click Options.
4. To change the default font for printing, click Change in the "Default font" box.
5. To print a header on each page, select "Print header" in the "Header & Header font" box.
6. To change the default font for printing headers, click Change in the "Header & Header font" box.
7. Enter the job name in the Job Name text box.

8. Set the margins in the “Page margins” box.
The rectangle to the right of the page margin settings provide a sample of the page margins. The page margins cannot be set to less than .25 inches.
9. Click More to set more print options.
10. Choose the options you want.
11. Click OK to save the More print options.
12. Click OK to save all the print options.

Setting attachment display options

You can set display options for file attachments.

1. Click the right mouse button in the item-view pane while viewing an attachment.
2. Choose Options - Display.
3. Choose the options you want.
4. Click More to set more display options.
5. Choose the options you want.
6. If necessary, click OK to close the More Display Options dialog box.
7. Click OK to return to the attachment.

Setting attachment Clipboard options

You can set Clipboard options for file attachments. The Clipboard options let you customize the data copied to the Windows Clipboard.

1. Click the right mouse button in the item-view pane while viewing an attachment.
2. Choose Options - Clipboard.
3. Choose the options you want.
4. Click More to set more Clipboard options.
5. Choose the options you want.
6. If necessary, click OK to close the More Clipboard Options dialog box.
7. Click OK to return to the attachment.

Changing the font in a file attachment

You can change the fonts used to display the text in file attachments and the fonts used to copy file attachment text to the Clipboard.

1. Click the right mouse button in the item-view pane while viewing an attachment.
2. Choose Options.
3. Choose Display or Clipboard.
4. Click Change.
5. Click OK to save your font changes.
6. Click OK to return to the attachment.

Working with attachments

Copying an attachment to a new message

1. Begin preparing your message.
2. Open the message from which you want to copy an attachment.
3. Arrange the New Message and Message windows so that you can see both of them on your screen at the same time.
4. Select the attachments that you want to copy.
5. While holding down the left mouse button, drag the selected attachments to the attachments pane of the New Message window.
6. Release the mouse button.
7. If you see a confirmation message, click OK.

Editing an attachment and saving it to a disk



1. Select the attachment in the attachments pane.
2. Choose Attachments - Launch Attachment.
3. Use the application to make changes to the attachment.
4. Choose File - Save As and provide a path and file name.

Caution If you do not choose File - Save As before exiting the external application, you will lose your changes.
5. Exit from the application you used to edit the attachment.

Filling out a form

You can view a form, fill it out or make changes to the content, and then send the changed version in a reply or forward message.

1. Open the message that contains the form you want to fill out or edit.
2. Select the form in the attachments pane.
3. Choose Attachments - Launch Attachment.
4. Use the Forms Filler to make changes to the content of the form.
5. Choose File - Save.

Caution If you do not choose File - Save before exiting the Forms Filler, you will lose your changes.

6. Exit from the Forms Filler.
7. Click Forward and then forward the message.

or

Click Reply and then reply to the message.

or

Click Discard Changes to return to close the message and lose your changes.



Chapter 7

Replying to and Forwarding Messages

About replying to and forwarding messages

Replying to messages

You can reply to any message that you receive. In replying, you can perform these tasks:

- Respond to the sender of the message only.
- Respond to the sender and all other original recipients.
- Add new recipients to your reply.
- Add your comments or attachments, or both, to the original message.
- Send an entirely new message as a response.

Reply defaults

You can set reply defaults such as these:

- Including a reply-separator line above the original text of a reply.
- Including attachments in a reply message.
- Reply addressing.

See “Setting default reply options” in Chapter 12.

Forwarding messages

You can forward messages that you’ve received to one or more persons or groups.

As with replies, you can add your comments or attachments, or both, to the original message. To do so, you must open the message before forwarding it.

If you want to forward the message without making any changes to it, you can select it in the Inbox and then forward it.

Forwarding defaults

You can set forwarding defaults such as these:

- Including a forward-separator line above the original text of a message being forwarded.
- Including the forwarding history (the original message header) in forwarded messages.

See “Setting default forward options” in Chapter 12.

Replying to a message



1. Open the message to which you want to reply.
2. Choose Message - Reply.
3. Select the reply options.
4. Click OK.

Forwarding a message with changes



1. Open the message that you want to forward.
2. Choose Message - Forward.
3. Select or deselect Retain Forwarding History.
4. Click OK.

About adding your comments

Adding comments

If the original message had a text item and if you retained the original items, the text item is displayed in the item-view pane of the Message window. If you have chosen to include the reply separator, the text is preceded by the reply-separator or forward-separator line and the subject, sender, date, and time of the original message. **See** “Setting default reply options” in Chapter 12.

You can type your comments directly into the text item. You may want to enter your comments above the previous text. In this way, the message reflects a record of exchanges, starting with the most recent comments. You may also want to distinguish your comments from the original text by highlighting them. **See** “Working with message text” in Chapter 2.

To edit your text and check your spelling, follow the procedures in “Working with message text” and “Checking for spelling errors” in Chapter 2.

Note If you’re viewing a file attachment but want to add comments to your forward or reply message, view the cc:Mail text attachment and add your comments there. See “Viewing a cc:Mail text item” in Chapter 6.

Enabling and disabling paragraph formatting

You should enable paragraph formatting when you want to embed your comments in the text of a message you’re replying to or forwarding. Paragraph formatting retains the original margins as you type your comments.

You can toggle between enabling and disabling paragraph formatting.

Choose Text - Paragraph Formatting.

Note You should not use paragraph formatting when working with tabular material.

Applying default margins

You can apply your default margins to your own comments and to any or all of the original text of a message that you want to reply to or forward.

1. In the item-view pane of the Message window, place the insertion point in the paragraph to which you want your default margins applied.
2. Choose Text - Use Default Margins.

About sending a reply or forwarded message



When you finish your reply or forward message, choose Message - Send.

Tip If you want to save your reply or forwarded message as a draft that you can complete and send later, see “Storing an unfinished message” in Chapter 9.

Chapter 8

Printing Messages

Printing an open message



1. Choose File - Print.
2. Select which items you want to print.
3. (Optional) To control the message header or formatting, click Header.
4. (Optional) To change the print fonts in cc:Mail text items, click Fonts.
5. If you changed the fonts, click OK twice to close the Font and User Setup dialog boxes.
6. Click OK to print the message.

Printing an unopened message

You can print a single message or multiple messages directly from the Inbox or from any other message list.



1. Select the message or messages that you want to print from any message container.
2. Choose File - Print.
3. Select which items you want to print.
4. (Optional) To control the message header or formatting, click Header.
5. (Optional) To change the print fonts for cc:Mail text items, click Fonts.
6. If you changed the fonts, click OK twice to close the Font and User Setup dialogs.
7. Click OK to print the message.

Printing a file attachment

When you are viewing a file attachment, you have additional print options.

1. View the attachment that you want to print.
2. Click the right mouse button in the item-view pane.
3. Select the print options that you want.
4. Click OK.



Printing a list of messages

1. Choose File - Print.
2. Select List.
3. Click OK.

Chapter 9

Saving and Storing Messages

About saving messages

You can save any cc:Mail message as a file on a disk.

Determining where to save a message

You can use the default directory and name, or you can specify a different directory or name, or both. You can even browse your hard drive and network drives for a location in which to save the file.

Ways to save a message

You can save the entire message, including all attachments and the message header, or you can save only the message text, only individual attachments, or only part of the message header. If you save the entire message, the message text is saved in one file and each attachment is saved in a separate file. **See** “Saving message text or an attachment” in this chapter.

Saving multiple messages at once

You can select multiple messages and save them all at one time; you are asked for individual file names in succession. **See** “Saving multiple messages at one time” in this chapter.

Saving a compressed file

You can save a compressed file in either compressed or uncompressed form.

Storing a message within cc:Mail

You can also store messages within cc:Mail. You can store any message in a folder or archive that you create. You can store unfinished messages in a special folder called the Drafts folder, and you can store messages that you send in a special folder called the Message Log folder. To store messages, see “About storing messages” in this chapter.

Saving message text or an attachment



1. Open the message that you want to save.
2. Select the message text or attachments that you want to save.
3. Choose File - Save As.
4. Select the Save option that you want to use.
5. To control the message header, click Header.
6. Click OK.
7. If necessary, type a new name for the file, and change the drive and directory as necessary.
or
Click Browse.
8. Click OK.
Note If you are saving more than one attachment, you will be prompted for information sequentially for each attachment. You will need to enter a location and file name for each attachment you are saving.
9. Repeat steps 5 and 6 for each item.

Saving multiple messages at one time



You can save multiple messages at one time without opening them first.

1. Select the messages that you want to save from any message container.
2. Choose File - Save As.
3. Select the Save option that you want to use.
4. To control the message header, click Header.
5. Click OK.
6. If necessary, type a new name for the file, and change the drive and directory as necessary.
or
Click Browse.
7. Click OK.
You will be prompted for the path and file name sequentially for each message. You will need to accept the default or enter a location and file name for each message that you are saving.
8. Repeat steps 6 and 7 for each item.

About storing messages

You can manage your mail by storing the messages that you send or receive in the Drafts folder, in the Message Log folder, in individual folders, and in individual archives.

You can also save messages as files to a disk. **See** “About saving messages.”

Using folders

Folders are useful for short-term storage of messages. You can create and manage up to 199 folders, including your Drafts, Message Log, and Trash folders. They provide a personal filing system for storing cc:Mail messages that you receive, send, or are composing. In addition, you can copy the messages in bulletin boards to any of your folders. **See** “Storing a message in a folder” in this chapter.

Using the Drafts folder to store unfinished messages

When you’re preparing a message, you may need to go on to other work before you finish it. In such cases, you can save your work as a draft message in the Drafts folder instead of sending it. This lets you return to the draft message later to complete and send it. You can also use draft messages as templates for messages that you send frequently. **See** “Storing an unfinished message” in this chapter.

cc:Mail automatically creates the Drafts folder if this folder is enabled, and you cannot delete it. To enable the Drafts folder, see “Enabling the Drafts folder” in Chapter 12.

Using the Message Log folder to store messages that you send

cc:Mail automatically creates the Message Log folder if this folder is enabled, and you cannot delete it. If your Message Log is not enabled, see your cc:Mail administrator.

To automatically store copies of messages that you send in the Message Log, see “Setting the default Message Log options” in Chapter 12. To store messages in the Message Log on an individual basis, see “Storing copies of messages that you send” in Chapter 2.

Using archives

Archives are suitable for long-term storage of cc:Mail messages. Similar to folders, archives provide a personal filing system for storing messages, but they are stored directly on your hard disk. You can create an unlimited number of archives. Once an archive is created, you can copy or move messages to it from the Inbox, a folder, or a bulletin board, and you can search for and display the messages in it. **See** “Storing messages in archives” in this chapter.

You can copy archived messages, but you cannot move or delete individual messages from an archive. When you no longer want to view the messages in a particular archive, you can delete the archive from the list of archives in the Mailbox window with or without deleting the archive file itself from the disk where it is stored.

Managing stored messages

You can view the message containers, and their contents, from the Mailbox window. You can manage the messages in your Drafts folder, your Message Log, your folders and your archives in the following ways:

- Read the messages. **See** Chapter 6, “Reading Messages.”
- Reply to, forward, and resend the messages. **See** Chapter 7, “Replying to and Forwarding Messages.”
- Print the messages. **See** Chapter 8, “Printing Messages.”
- Store the messages in another folder or archive.
- Move messages to other containers from folders (but not from archives) by using the editing commands or the drag-and-drop method. **See** “Copying and moving items in a list,” in Chapter 1.
- Copy messages to other containers by using the editing commands or the drag-and-drop method. **See** “Copying and moving items in a list,” in Chapter 1.
- Delete messages from folders (but not from archives). **See** “Deleting a message,” in Chapter 6.
- Search for messages. **See** Chapter 10, “Finding Messages and Addresses.”

Creating a new folder



1. Choose File - New - Folder.
2. Enter a name for the new folder.
3. Press ENTER.
4. Repeat steps 2–4 for each additional folder that you want to create.

Storing a message in a folder



1. Select one or more messages from any message container.
 2. Choose Message - Store.
 3. Select Copy or Move.
 4. Select the folder that you want, and then click OK.
- or
- Type a new folder name, select Folder, and then click OK.



Viewing the messages in a folder

1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Double-click the Folders container to expand it so that you can see the list of folders.
3. Double-click the folder that contains the messages you want to see.
The messages appear in the message pane.

Renaming a folder

1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Folders container to see the list of folders.
3. Select the folder that you want to rename.
4. Choose Edit - Rename.
5. Enter the new name.



Deleting a message from a folder

1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Folders container to see the list of folders.
3. Open the folder from which you want messages deleted.
4. Select the messages that you want to delete.
5. Choose Edit - Delete.
6. If you see a confirmation message, click OK.



Deleting a folder

1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Folders container to see the list of folders.
3. Select the folder that you want to delete.
4. Choose Edit - Delete.
5. Click OK.



Caution When you delete a folder, you permanently delete all the messages that it contains as well.

Storing an unfinished message

If you're preparing a message, and you need to go on to other work before you finish it, you can save your work as a draft message in the Drafts folder instead of sending it.



Choose Message - Save Draft.

Retrieving an unfinished message

To complete a draft message, you must retrieve it from the Drafts folder:



1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Open the Drafts folder.
3. Open the message that you want to complete.
4. Finish the message and then send it.

Storing messages in archives

Creating a new archive



1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Choose File - New - Archive.
3. Type a name for the new archive, and change the drive and directory as appropriate.
4. Click OK.
5. Repeat steps 2-6 for each additional archive that you want to create.

Storing a message in an archive



1. Select one or more messages from any message container.
2. Choose Message - Store.
3. Select Copy or Move.
4. Select the archive that you want, and then click OK.
or
Type a new archive name and click OK.
5. (Optional) If you're creating a new archive, select Archive and click OK.
6. (Optional) If you're creating a new archive, indicate the drive and directory in which to store the archive file and click OK.

Viewing the messages in an archive



1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Archives container to see the list of archives.
3. Double-click the archive that you want to see.
The messages appear in the message pane.

Deleting an archive



1. If you're not already in the Mailbox window, choose Window - New Mailbox Window.
2. Expand the Archives container to see the list of archives.
3. Select the archive that you want to delete.
4. Choose Edit - Delete.
5. If you see a confirmation message, click OK.
6. Click Yes if you also want to delete the archive file from the disk where it's stored. Click No if you do not.

Caution When you delete an archive file from the disk where it's stored, you permanently delete all the messages that it contains as well.

Chapter 10

Finding Messages and Addresses

About finding messages and addresses

After you store messages in various folders and archives, you may want to find and retrieve one or more particular messages for printing, forwarding, moving, and so on. You may also need to look for addresses, folders, archives, and mailing lists. cc:Mail provides a rich set of search capabilities to help you find these items quickly.

Types of Search

cc:Mail provides two basic search tools:

- Quick Search
- Conditional search

In addition, you can use rules as searches with actions attached. You can also use rules to automate many of your mail-management tasks. **See** Chapter 11, “Managing Messages with Rules.”

Quick Search

Quick Search finds one item in a specific sorted list, such as these items:

- Message containers in the Mailbox window
- Addresses and address containers in the Address Book window

You can start a quick search by placing the insertion point anywhere in the list and then typing the first characters of the item that you want to find. cc:Mail automatically scrolls to the appropriate place in the list as you type.

Conditional search

A conditional search finds one or more items, such as the following ones, in one or more unsorted lists, based on conditions that you specify at the start of the search:

- Messages in the Inbox, a folder, an archive, or a bulletin board
- Addresses, based on criteria other than the first characters of the name



You can start a conditional search by choosing Tools - Search and then specifying conditions in the Search window, such as what you want to locate and where to look for the items.

Using Quick Search to find an address

You can use quick search to find a name in the cc:Mail Directory, or in any specific public mailing list or private mailing list.



1. Choose Window - New Address Book Window.
2. Open the address container that you want to search.
3. Click anywhere in the address pane.
4. Begin typing the name that you want to find.
5. When the name that you want appears in the Find text box, click Done.

About using the Search command

Uses for the Search command

You typically use the Search command for these purposes:

- To find and retrieve messages based on information in the message header. This information could be the subject or sender name, or a specific attachment, such as a file attachment, or the messages that you have not yet read.
- To find addresses in the cc:Mail Directory based on criteria other than the first characters of the name, such as location, comment, or last logged in date or time.

Searching for addresses

In cc:Mail, an address includes the name and location of a person or post office. You can store addresses in the cc:Mail Directory, in private mailing lists, which you create and maintain, and in public mailing lists, which the cc:Mail administrator creates and maintains.

Managing found items

The messages and addresses that you find with the Search command appear in the Search window. You can manage these items just as you would similar items in any other list.

Finding a message



1. Choose Tools - Search.
2. Select Messages in the Find drop-down list.
3. Use the two drop-down lists on the In line to indicate the container type to be searched and to identify a specific container, if appropriate.
4. Specify the conditions for the search on the If line.
5. Click Search.

Finding an address



1. Choose Tools - Search.
2. Select Addresses in the Find drop-down list.
3. Use the two drop-down lists on the In line to indicate the container type to be searched and to identify a specific container, if appropriate.
4. Specify the conditions for the search on the If line.
5. Click Search.

Storing a message from the Search window

When the item-view pane of the Search window contains messages, you can store one or more of them in a folder or an archive.

1. Expand the Folders or Archives container.
2. Scroll through the container pane until you can see the folder or archive where you want to store the message.
3. Select the message that you want to store.
4. To move the message, hold down the left mouse button and drag it to the folder or archive.

or

To copy the message, press CTRL and hold down the left mouse button simultaneously while you drag the message to the folder or archive.

5. Release the mouse button.

Performing an advanced search

Sometimes you may want to find one or more messages or addresses that match multiple conditions. With cc:Mail, you can perform advanced searches with up to 20 conditions.



1. Choose Tools - Search.
2. Click Advanced.
3. Select Messages or Addresses from the Find drop-down list.
4. Click In.
5. Use the two drop-down lists to indicate the container type to be searched and to identify a specific container, if appropriate.
6. Click Add to display your container selection in the view box.
7. (Optional) If you prefer, specify additional container selections for your search by repeating steps 5 and 6 for each selection.
8. Click OK.
9. Click With Conditions.
10. To specify a condition, set the object, comparison factor, and desired text or setting.
11. Click Add to display your condition in the view box.
12. (Optional) Repeat steps 10 and 11 for each additional condition. When you specify another condition, set the AND or OR option to indicate if you want cc:Mail to follow either condition or both conditions.
13. Click OK.
14. Click Search.

Chapter 11

Managing Messages with Rules

About using rules

Using rules

With cc:Mail you can define and execute rules. A rule specifies a certain event that starts an action. The event you specify in a rule definition can be based on a single condition or on many conditions. The action can be simple or complex. You can run a rule manually and you can define rules that automatically run when you start or exit from cc:Mail or when you send or receive a message.

For example, you can define rules to perform a variety of tasks:

- Notify you whenever you receive a message from a particular sender.
- Automatically delete the messages in your Inbox that you have already read when you exit from cc:Mail.
- Automatically send a prepared message to anyone who sends you mail while you're on vacation.

Note In this case, your computer must be left on and cc:Mail must be running.

- Automatically file your incoming messages.

Note To view a table of the default rules included with the product, see "Viewing existing rules" in this chapter.

Tip If the Rules menu is missing from the menu bar, the rules feature of cc:Mail is disabled. See your cc:Mail administrator.

How rules work

The Rules List window

From the Rules List window, you can view and run your rules, and you can use the rule editor to define new rules and make changes to your existing rules.



To open the Rules List window:

Choose Rules - Rules List.

A rule can have some or all of the following components:

- **Name or description**
When you define a rule, you name it to help you recognize it in the list of rules.
- **Run time**
The run time determines when the rule is executed. You can define rules that you must execute manually, and you can define rules that execute automatically when certain events occur.
- **Conditions**
You can specify up to 20 conditions that must be met before a rule is executed. A condition can include all elements of a search (an object, comparison factor, and a specific setting) or it might include only some of these elements.
- **Actions to perform**
The actions describe what happens when the rule is executed. A rule can have up to 20 actions. The actions that you can define in a rule vary with the specified run time and conditions.

Enabled and disabled rules

When you define a rule, it is enabled by default. An enabled rule is executed at the specified run time.

You can disable a rule when you define it or at anytime afterward. If you disable a rule, the run time remains in the rule definition, but the rule can't be run until you enable it.

Note Enabled rules that are set to run automatically run only when Run Rules as Scheduled is selected in the Rules menu. cc:Mail for Windows must be running for rules to run.

Defining a new rule

You can define a new rule at anytime.

Note To view a table of the default rules included with the product, see “Viewing existing rules” in this chapter.

1. Choose Rules - Create New Rule.
2. In the Description box, type a name for, or brief description of, your rule.
You can enter up to 63 characters in this box.
3. Set the run time. **See** “Setting the run time” in this chapter.
4. Indicate if you want the rule to be enabled or disabled by selecting or deselecting the Enable check box.
5. Define the conditions for executing the rule. **See** “Defining the conditions of a rule” in this chapter.
6. Define the actions to perform when the rule is executed. **See** “Defining the actions to perform” in this chapter.
7. Click Save.

Setting the run time

You can specify when you want a new rule to run.

In the Rule Editor dialog box, choose the appropriate setting from the When to Run drop-down list.

Defining the conditions of a rule

1. In the Rule Editor dialog box, click “Find Messages in.”
2. Set the “Find Messages in” drop-down list to indicate the container type to be searched.
3. Click Add to add this condition to your rule.
or
Skip to step 4 if you’ve finished entering conditions.
4. Click OK to return to the Rule Editor dialog box.
5. Click With Conditions to open the Conditions dialog box.
6. Set the object, comparison factor, and desired text or setting to specify a condition.
7. Click Add to add the condition to your rule.
8. Click OK to return to the Rule Editor dialog box.

9. (Optional) To specify another condition, set the AND or OR option to indicate if you want cc:Mail to follow both conditions or either condition.
10. (Optional) Repeat steps 6–9 for each additional condition.
11. Click OK.

Defining the actions to perform

When you create a rule, the action or actions that you specify describe what happens when the rule is run. A rule can have up to 20 actions. The actions that you can define in a rule vary with the run time and conditions you specify.

Using the “Move to” rules action

The “Move to” rules action moves each message that matches the specified conditions to the container that you indicate when you define this action.

Caution A move-to action should always follow any other actions that affect messages in a rule.

1. Choose “Move to” from the Action drop-down list of the Actions dialog box.
2. On the To line, indicate the container in which to move the messages.
3. (Optional) If you specified a folder or an archive in step 2, indicate the name of the specific folder or archive in the second drop-down list on the To line.
4. Click Add to add the action to the view box.
5. Click OK.

Using the “Copy to” rules action

The “Copy to” rules action copies each message that matches the specified conditions to the location that you indicate when you define this action.

1. Choose “Copy to” from the Action drop-down list of the Actions dialog box.
2. On the To line, indicate the container to which the messages are copied.
3. (Optional) If you specified a folder or an archive in step 2, indicate the name of the specific folder or archive in the second drop-down list on the To line.
4. Click Add to add the action to the view box.
5. Click OK.

Using the “Delete” rules action

The Delete rules action deletes each message that matches your specified conditions.

Caution A delete action should always follow any other actions that affect messages in a rule.

1. Choose Delete from the Action drop-down list of the Actions dialog box.
2. Click Add to add the action to the view box.
3. Click OK.

Using the “Mark as read” rules action

The “Mark as read” rules action changes the closed-envelope icon that precedes each unread message that matches the specified conditions to an open-envelope icon.

1. Choose “Mark as read” from the Action drop-down list of the Actions dialog box.
2. Click Add to add the action to the view box.
3. Click OK.

Using the “Print” rules action

The Print rules action prints each message that matches your specified conditions.

1. Choose Print from the Action drop-down list of the Actions dialog box.
2. (Optional) To change your print options, click the Print Options button, which appears below the Print setting.
3. Select which items you want to print.
4. To control the message header or formatting, click Header.
5. Click Add to add the action to the view box.
6. Click OK.

Using the “Reply to sender using message” rules action

The “Reply to sender using message” rules action automatically sends a reply that you specify in the Action definition.

1. Choose “Reply to sender using message” from the Action drop-down list of the Actions dialog box.
2. Indicate on the With Subject line the subject of the draft message that you want cc:Mail to use when it composes each reply.
3. On the From line, specify the location of the draft message that you want to send.

4. (Optional) If you indicated Folder or Archive in the first drop-down list on the From line, use the second drop-down list on that line to specify a particular folder or archive.
5. Click Add to add the action to the view box.
6. Click OK.

Using the “Forward current message” rules action

The “Forward current message” rules action forwards each incoming message that matches the specified conditions either to a single address that you specify in the rule or to all of the addresses in a draft message that you identify in the rule.

1. Choose “Forward current message” from the Action drop-down list of the Actions dialog box.
2. Indicate whether you want to add one recipient or use the addresses from another message.
3. Click Add to add the action to the view box.
4. Click OK.

Using the “Send draft message” rules action

The “Send draft message” rules action sends a draft message that you specify in the Action definition.

1. Choose “Send draft message” from the Action drop-down list of the Actions dialog box.
2. Indicate on the With Subject line the subject of the draft message that you want cc:Mail to use.
3. On the From line, specify the location of the draft message that you want to send.
4. (Optional) If you indicated Folder or Archive in the first drop-down list on the From line, use the second drop-down list on that line to specify a particular folder or archive.
5. Click Add to add the action to the view box.
6. Click OK.

Using the “Confirm” rules action

The Confirm rules action displays a confirmation dialog box with text that you specify in the action definition. The dialog box contains your text and Yes, No, and Cancel command buttons.

1. Choose Confirm from the Action drop-down list of the Actions dialog box.
A text box appears below the top drop-down list.
2. Type in the text that you want to appear in the confirmation message that cc:Mail generates when this rule is executed.
3. Click Add to add the action to the view box.
4. Click OK.

Using the “Alert” rules action

The Alert rules action displays an alert with text that you specify in the action definition.

1. Choose Alert from the Action drop-down list of the Actions dialog box.
A text box appears below the top drop-down list.
2. Type in the text that you want to appear in the alert that cc:Mail generates when this rule is executed.
3. Click Add to add the action to the view box.
4. Click OK.

Using the “Beep” rules action

The Beep rules action plays a beep sound.

1. Choose Beep from the Action drop-down list of the Actions dialog box.
2. Click Add to add the action to the view box.
3. Click OK.

Using the “Flash window” rules action

The “Flash window” rules action flashes the cc:Mail application window once.

1. Choose “Flash window” from the Action drop-down list of the Actions dialog box.
2. Click Add to add the action to the view box.
3. Click OK.

Using the “Store to” rules action

The “Store to” rules action stores each message you send that matches the conditions specified in the rule in the folder that you indicate in the rule definition.

1. Choose “Store to” from the Action drop-down list of the Actions dialog box.
2. On the To line, indicate the folder to which the messages that match your conditions are stored.
3. Click Add to add the action to the view box.
4. Click OK.

Using the “Add recipient” rules action

The “Add recipient” rules action adds one or more recipients to each message you send that matches the conditions specified in the rule.

1. Choose “Add recipient” from the Action drop-down list of the Actions dialog box.
2. Indicate whether you want to add one recipient or use the addresses from another message.
3. Click Add to add the action to the view box.
4. Click OK.

Viewing existing rules



Choose Rules - Rules List.

Running a rule manually



1. Choose Rules - Rules List.
2. Select the rule (or rules) that you want to run.
3. Choose Rules - Run Rule.



Running a rule automatically

Choose Rules - Run Rules as Scheduled.

Editing a rule



1. Choose Rules - Rules List.
2. Double-click the rule that you want to edit.
3. Use the controls in the Rule Editor dialog box to edit each element of the rule.
4. Click Save to save the edited rule using the name of the original rule.
or
Click Save as New to save a copy of the edited rule with a new name.
5. If you clicked Save as New in step 4, type a new name for the rule in the dialog box that appears.
6. Click OK.

Enabling a rule

You can temporarily enable a rule without changing its definition. The Enabled column in the Rules List tells you if each rule is enabled or not.

Note Manual rules are always enabled.



1. Choose Rules - Rules List.
2. Select the rule (or rules) that you want to enable.
3. Choose Rules - Enable Rule.



Disabling a rule

You can temporarily disable a rule without changing its definition. The Enabled column in the Rules List tells you if each rule is enabled or not.

Note Manual rules are always enabled.



1. Choose Rules - Rules List.
2. Select the rule (or rules) that you want to disable.
3. Choose Rules - Disable Rule.



Changing the order of rules in the Rules List

After you create several rules, you may want to change the order in which they appear in the Rules List. The order of rules in the Rules List determines the order in which rules are run.



1. Choose Rules - Rules List.
2. Select the rule that you want to move.
3. Choose Rules - Move Rule Position.
4. Specify the new position by either typing the number or using the scroll arrows to choose the position.
5. Click OK.

Deleting a rule



You can delete any rule at anytime.

1. Choose Rules - Rules List.
2. Select the rule (or rules) that you want to delete.
3. Choose Edit - Delete.

Printing a rule



You can print the content of individual rules and a list of all rules.

1. Choose Rules - Rules List.
2. To print the content of individual rules, select the rule(s) you want to print.
3. Choose File - Print.
4. Select List to print a list of all rules.
or
Select Rule to print the content of the individual rules you have selected.
5. Click OK.



Chapter 12

Customizing cc:Mail

Specifying the appearance of cc:Mail at startup

Setting the appearance of the startup window



1. Choose Tools - User Setup.
2. Click Desktop in the Preference list.
3. Select or deselect the Maximize cc:Mail check box.
4. Select or deselect the Display Mailbox check box.
5. Click OK.

or

Click another icon in the Preference list.

Setting window display options

You can display or hide SmartIcons, SmartIcons Help, the status bar, and menu Help.



1. Choose Tools - User Setup.
2. Click Desktop in the Preference list.
3. Select or deselect the Show Status Bar check box.
4. Select or deselect the Show Menu Help check box.
5. Select or deselect the Show SmartIcons check box.
6. Select or deselect the Show Icon Descriptions check box.
7. Click OK.

or

Click another icon in the Preference list.

Requiring a password to restore cc:Mail

You can require a password to restore cc:Mail so that other people cannot restore the program without your password.



1. Choose Tools - User Setup.
2. Click Desktop in the Preference list.
3. Select or deselect the Password Protect when Minimized check box.
4. Click OK.

or

Click another icon in the Preference list.

Customizing the New Message window

Controlling the initial cursor location

You can set where the cursor appears in the New Message window.



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Select where you want the cursor to appear initially.
4. Click OK.

or

Click another icon in the Preference list.

Setting default save and receipt options



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Select or deselect the Enable Message Log check box.
4. Select or deselect the Request Receipt check box.
5. Click OK.

or

Click another icon in the Preference list.

Setting an automatic spell check at send time



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Select or deselect the Automatic Spell Check check box.
4. Click OK.

or

Click another icon in the Preference list.

Setting the default addressing mode



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
Select the address mode that you want as the default.
3. Click OK.

or

Click another icon in the Preference list.

Checking for similar addresses

You can verify that your message is addressed correctly when more than one person listed in your cc:Mail Directory has the same last name.



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Select or deselect the Check for Similar Addresses check box.
4. Click OK.

or

Click another icon in the Preference list.

Setting the default message priority



1. Choose Tools - User Setup.
2. Click Prepare in the Preference list.
3. Set the message priority that you want to use as the default.
4. Click OK.

or

Click another icon in the Preference list.

Specifying additional message settings

Setting default reply options



1. Choose Tools - User Setup.
2. Click Message in the Preference list.
3. Select or deselect the Include Reply Separator check box.
4. Select or deselect the Retain Attachments check box.
5. (Optional) If you selected the Retain Attachments check box in step 4, choose the Retain Attachments option that you want.
6. Choose the "Reply to" option that you want.
7. Click OK.

or

Click another icon in the Preference list.

Setting default forward options



1. Choose Tools - User Setup.
2. Click Message in the Preference list.
3. Select or deselect the Include Forward Separator check box.
4. Select or deselect the Retain Forwarding History check box.
5. Click OK.

or

Click another icon in the Preference list.

Controlling how to view or run attachments



1. Choose Tools - User Setup.
2. Click Message in the Preference list.
3. Choose what you want to happen when you double-click an attachment by selecting the appropriate option in the View/Run box.
4. Click OK.

or

Click another icon in the Preference list.

Setting default view options

cc:Mail can ask you how to view attachments and can automatically open a file attachment when it is the only item in a message.



1. Choose Tools - User Setup.
2. Click Message in the Preference list.
3. Select or deselect the options in the View File box.
4. Click OK.

or

Click another icon in the Preference list.

Changing your password



1. Choose Tools - User Setup.
2. Scroll to the Password icon in the Preference list.
3. Click Password.
4. Type your current password in the Old Password text box.
5. Type your new password in the New Password text box.
6. Type your new password again in the New Password Again text box.
7. Click OK.

or

Click another icon in the Preference list.

Specifying default fonts



1. Choose Tools - User Setup.
2. Scroll to the Fonts icon in the Preference list.
3. Click Fonts.
4. Choose an option from the Select Font drop-down list.
5. Click Change Font.
6. Click OK to accept your font settings.
7. Click OK to close the User Setup dialog box.

or

Click another icon in the Preference list.

Specifying the dictionary for spell check



1. Choose Tools - User Setup.
 2. Scroll to the Spell Check icon in the Preference list.
 3. Click Spell Check.
 4. To specify another location for the dictionary files, type the full path to the directory in the Main Dictionary box.
- Caution** Do not include the file name after the path.
5. Select the dictionary language you want to use from the Language list.
 6. If you want to specify a different user dictionary, type its full path and file name in the User Dictionary box.
 7. Click OK.

or

Click another icon in the Preference list.

Controlling the Message Log, Trash, and Drafts folders

Setting the default Message Log options



1. Choose Tools - User Setup.
2. Click Special Folders in the Preference list.
3. Indicate in the Message Log box whether you want cc:Mail to automatically delete messages that are stored in your Message Log.
4. (Optional) If you selected the Delete Messages Older than *n* Days check box in step 3, type the number of days that you want messages to remain in the Message Log before they are deleted.
5. Click OK.

or

Click another icon in the Preference list.

Setting the default Trash folder options



1. Choose Tools - User Setup.
2. Click Special Folders in the Preference list.
In the Trash box, select or deselect the Enable check box.
3. (Optional) If you enable the Trash folder, indicate when you want cc:Mail to delete messages from the Trash folder automatically.

4. (Optional) If you selected the Delete Messages Older than *n* Days option in step 4, type the number of days that you want messages to remain in the Trash folder before they are deleted.
5. Click OK.
or
Click another icon in the Preference list.

Enabling the Drafts folder

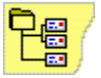
To save unfinished messages in the Drafts folder, this folder must be enabled.



1. Choose Tools - User Setup.
2. Click Special Folders in the Preference list.
3. In the Drafts box, select or deselect the Enable check box.
4. Click OK.
or
Click another icon in the Preference list.

Specifying default locations for transferring files

Setting a default location for attaching files



1. Choose Tools - User Setup.
2. Click File Locations in the Preference list.
3. Choose Attach Files from the “Paths for” drop-down list.
4. To specify the directory, type the full path in the box at the top of the Options box.
or
Click Browse.
5. Select a Directory option.
6. Click OK.
or
Click another icon in the Preference list.

Setting a default location for attaching forms



1. Choose Tools - User Setup.
2. Click File Locations in the Preference list.
3. Choose Forms from the “Paths for” drop-down list.
4. To specify the directory, type the full path in the box at the top of the Options box.
or
Click Browse.
5. Select a Directory option.
6. Click OK.
or
Click another icon in the Preference list.

Setting a default location for saving files



1. Choose Tools - User Setup.
2. Click File Locations in the Preference list.
3. Choose Save Files from the “Paths for” drop-down list.
4. To specify the directory, type the full path in the box at the top of the Options box.
or
Click Browse.
5. Select a Directory option.
6. Click OK.
or
Click another icon in the Preference list.

Setting a default location for archiving files



1. Choose Tools - User Setup.
2. Click File Locations in the Preference list.
3. Choose Archives from the “Paths for” drop-down list.

4. To specify the directory, type the full path in the box at the top of the Options box.
or
Click Browse.
5. Select a Directory option.
6. Click OK.
or
Click another icon in the Preference list.

Setting a location for importing and exporting files



1. Choose Tools - User Setup.
2. Click File Locations in the Preference list.
3. Choose Import/Export Files from the “Paths for” drop-down list.
4. To specify the directory, type the full path in the box at the top of the Options box.
or
Click Browse.
5. Select a Directory option.
6. Click OK.
or
Click another icon in the Preference list.

Specifying when cc:Mail asks for a confirmation

You can set cc:Mail to ask for confirmation before completing certain actions.



1. Choose Tools - User Setup.
2. Click Confirmation in the Preference list.
3. Select or deselect the appropriate check boxes.
4. Click OK.
or
Click another icon in the Preference list.

Specifying how cc:Mail notifies you of new mail

Setting notifications within cc:Mail

You can configure cc:Mail to notify you when you have new messages in your Inbox, folders, or bulletin boards.



1. Choose Tools - User Setup.
2. Click Notify in the Preference list.
3. Select an option from the “Check for New Mail in” drop-down list.
4. Select or deselect the Enable New Message Notification check box.
5. (Optional) If you enabled new message notification, type an interval between 1 minute and 3660 minutes (61 hours) in the Check Every *n* Minute(s) text box.
6. (Optional) If you enabled new message notification, specify a notification method by selecting or deselecting the appropriate check boxes.
7. Select or deselect the Display Unread/Read Count in Status Bar check box.
8. Select or deselect the Notify Only if Idle check box.
9. (Optional) If you selected the Notify Only if Idle check box, specify the number of minutes that your keyboard and mouse must be idle before cc:Mail displays a notification alert and runs your new-message rules.
10. Click OK.

or

Repeat this procedure starting at step 3, selecting another option from the “Check for New Mail in” drop-down list.

or

Click another icon in the Preference list.

Setting notifications when cc:Mail isn't running

You can run the cc:Notify program to receive notification of new messages even when cc:Mail isn't running:

In the Program Manager, double-click the cc:Notify application icon.

Specifying defaults for rules

Setting a confirmation for running a rule



1. Choose Tools - User Setup.
2. Click Rules in the Preference list.
3. Select or deselect the Confirm to Execute a Rule check box.
4. Click OK.



or

Click another icon in the Preference list.

Setting a confirmation for deleting a rule



1. Click Rules in the Preference list.
2. Select or deselect the Confirm to Delete a Rule check box.
3. Click OK.

or

Click another icon in the Preference list.

Setting a notification for running a rule



1. Choose Tools - User Setup.
2. Click Rules in the Preference list.
3. Select or deselect the Notify after Execution check box.
4. Click OK.

or

Click another icon in the Preference list.

Adding “Rule:” to the subject of messages

You can specify that cc:Mail add a “Rule:” prefix to the subject of each message sent by a rule.



1. Choose Tools - User Setup.
2. Click Rules in the Preference list.
3. Select or deselect the Prefix Subject with “Rule:” when Rule Sends Message check box.
4. Click OK.



or

Click another icon in the Preference list.

Saving a log of executed rules

You can specify whether cc:Mail keeps an event log of the rules that are executed.



1. Choose Tools - User Setup.
2. Click Rules in the Preference list.
3. Select or deselect the Update Event Log check box.
4. Click OK.

or

Click another icon in the Preference list.

Chapter 13

Using Shortcuts

About using SmartIcons

SmartIcons® are alternatives to using menus or keyboard shortcuts to display windows or choose commands.

Using SmartIcons

To use an icon, click it.

Using Help for SmartIcons

If you want to see a short description for each icon when you place the mouse pointer over the icon, choose Tools - SmartIcons or Tools - User Setup and check the Show Icon Descriptions box.

Customizing SmartIcons

In cc:Mail, you can customize the set of SmartIcons that appears in the cc:Mail application window. These are your options:

- Choose not to display SmartIcons at all.
- Choose to have medium or large icons.
- Choose where the SmartIcons appear on the screen.
- Change the set of SmartIcons that cc:Mail displays.
- Create a set of SmartIcons, modify an existing set, and delete a set.
- Turn Help for SmartIcons on and off.

Setting the size of SmartIcons

cc:Mail automatically chooses a SmartIcons display size based on the type of monitor that you're using. You can, however, change the size at any time:



1. Choose Tools - SmartIcons.
2. Click Icon Size.
3. Select Medium or Large.
4. Click OK to return to the SmartIcons dialog box.
5. Click OK to return to the cc:Mail application window.

Displaying an alternative SmartIcons set



- 1.
2. Choose Tools - SmartIcons.
3. Select the name of the set that you want to display from the pull-down menu at the top of the SmartIcons dialog box.
4. Click OK.

Opening menus using keyboard shortcuts

This table lists the keyboard shortcuts for cc:Mail menus. One letter is underlined in each menu. To open a menu, hold down ALT and then press the underlined letter.

Keyboard shortcuts for cc:Mail menus

<i>Menu</i>	<i>Keyboard shortcut</i>
Control	Alt - (hyphen)
<u>F</u> ile	Alt+F
<u>E</u> dit	Alt+E
<u>T</u> ext	Alt+T
<u>M</u> essage	Alt+M
<u>A</u> ttachments	Alt+A
<u>R</u> ules	Alt+R
Too <u>l</u> s	Alt+L
<u>W</u> indow	Alt+W
<u>H</u> elp	Alt+H

Running commands using keyboard shortcuts

This table lists the keyboard shortcuts that you can use to run cc:Mail commands.

Just as in menus, one letter is underlined in each command, indicating which key to press to run that command. First open the menu (using Alt+ the letter underlined in the menu), then press the letter underlined in the command to run it.

In addition to these menu shortcuts, many commands also have other keyboard shortcuts. These shortcuts are listed on the menu to the right of the command and usually use the CTRL and SHIFT keys in combination with another letter. With these types of shortcuts, you don't need to display the menu to choose the command.

Tip You can choose the buttons in windows and dialog boxes by holding down ALT and pressing the underlined letter in the button name.

Keyboard shortcuts

<i>Menu</i>	<i>Command</i>	<i>Keyboard shortcut</i>	<i>Menu shortcut</i>
<u>H</u> elp	<u>A</u> bout cc:Mail		Alt+H-A
<u>M</u> essage	<u>A</u> ddress		Alt+M-A
<u>W</u> indow	Arrange <u>I</u> cons		Alt+W-I
<u>W</u> indow	<u>C</u> ascade	Shift+F5	Alt+W-C
<u>A</u> ttachments	<u>C</u> lipboard		Alt+A-C
<u>C</u> ontrol	<u>C</u> lose	Ctrl+F4, Esc	Alt+hyphen-C
<u>W</u> indow	Close <u>A</u> ll		Alt+W-A
<u>W</u> indow	Close <u>W</u> indow	Esc	Alt+W-W
<u>W</u> indow	<u>C</u> ollapse	Shift Ctrl -	Alt-W-L
<u>W</u> indow	<u>C</u> ollapse All	Ctrl -	Alt+W-O
<u>T</u> ext	<u>C</u> olors	Ctrl+H	Alt+T-C
<u>H</u> elp	<u>C</u> ontents		Alt+H-C
<u>E</u> dit	<u>C</u> opy	Ctrl+C	Alt+E-C
<u>R</u> ules	Create <u>N</u> ew Rule	Ctrl+N-R	Alt+R-N
<u>E</u> dit	<u>C</u> ut	Ctrl+X	Alt+E-T
<u>E</u> dit	<u>D</u> elete	Del	Alt+E-D

<i>Menu</i>	<i>Command</i>	<i>Keyboard shortcut</i>	<i>Menu shortcut</i>
<u>M</u> essage	<u>D</u> elete Message	Alt+Del	Alt+M-D
<u>M</u> essage	Delete - <u>N</u> ext Message	Ctrl+Alt+→	Alt+M-E
<u>M</u> essage	Delete - <u>P</u> revious Message	Ctrl+Alt+←	Alt+M-O
<u>R</u> ules	<u>D</u> isable Rule		Alt+R-D
<u>T</u> ools	Empty <u>T</u> rash		Alt+L-T
<u>R</u> ules	<u>E</u> nable Rule		Alt+R-E
<u>F</u> ile	<u>E</u> xit	Alt+F4	Alt+F-X
<u>W</u> indow	<u>E</u> xpand	Shift Ctrl +	Alt+W-E
<u>W</u> indow	<u>E</u> xpand All	Ctrl +	Alt+W-X
<u>F</u> ile	<u>E</u> xport		Alt+F-E
<u>A</u> ttachments	<u>F</u> iles	Ctrl+F	Alt+A-F
<u>E</u> dit	Find <u>N</u> ext	F3	Alt+E-N
<u>E</u> dit	<u>F</u> ind/Replace		Alt+E-F
<u>T</u> ext	<u>F</u> onts		Alt+T-F
<u>M</u> essage	<u>F</u> orward	Ctrl+R	Alt+M-R
<u>W</u> indow	<u>G</u> o to Inbox	Ctrl+I	Alt+W-G
<u>H</u> elp	<u>G</u> uide Me	F1	Alt+H-G
<u>H</u> elp	<u>H</u> ow Do I?		Alt+H-H
<u>F</u> ile	<u>I</u> mport		Alt+F-I
<u>A</u> ttachments	<u>L</u> aunch Attachment		Alt+A-L
<u>T</u> ext	Margins/ <u>T</u> abs		Alt+T-T
<u>C</u> ontrol	<u>M</u> aximize		Alt+hyphen-X
<u>C</u> ontrol	<u>M</u> inimize		Alt+hyphen-N
<u>E</u> dit	<u>M</u> odify Mailing List		Alt+E-M
<u>C</u> ontrol	<u>M</u> ove		Alt+ hyphen-M
<u>R</u> ules	<u>M</u> ove Rule Position		Alt+R-M

<i>Menu</i>	<i>Command</i>	<i>Keyboard shortcut</i>	<i>Menu shortcut</i>
<u>F</u> ile	<u>N</u> ew	Ctrl+N	Alt+F-N
<u>W</u> indow	New Address <u>B</u> ook Window		Alt+W-B
<u>W</u> indow	New <u>M</u> ailbox Window		Alt+W-M
<u>M</u> essage	New <u>M</u> essage	Ctrl+M	Alt+M-M
<u>C</u> ontrol	<u>N</u> ext	Ctrl+F6	Alt+hyphen-T
<u>M</u> essage	<u>N</u> ext Message	Alt+→	Alt+M-X
<u>C</u> ontrol	<u>N</u> ext Pane	F6	Alt+- (hyphen)-N
<u>F</u> ile	<u>O</u> pen	Enter	Alt+F-O
<u>T</u> ext	<u>P</u> aragraph Formatting		Alt+T-P
<u>E</u> dit	<u>P</u> aste	Ctrl+V	Alt+E-P
<u>C</u> ontrol	<u>P</u> rev Pane	Shift+F6	Alt+hyphen-P
<u>M</u> essage	<u>P</u> revious Message	Alt+←	Alt+M-P
<u>F</u> ile	<u>P</u> rint	Ctrl+P	Alt+F-P
<u>F</u> ile	<u>P</u> rint Setup		Alt+F-R
<u>E</u> dit	<u>R</u> ename		Alt+E-R
<u>A</u> ttachments	<u>R</u> ename Attachment(s)		Alt+A-R
<u>M</u> essage	<u>R</u> epl <u>y</u>	Ctrl+Y	Alt+M-Y
<u>M</u> essage	<u>R</u> esend		Alt+M-N
<u>C</u> ontrol	<u>R</u> estore		Alt+hyphen-R
<u>R</u> ules	<u>R</u> ules <u>L</u> ist	Ctrl+L	Alt+R-L
<u>T</u> ext	<u>R</u> uler		Alt+T-R
<u>A</u> ttachments	<u>R</u> un <u>A</u> pplications		Alt+A-A
<u>R</u> ules	<u>R</u> un Rule		Alt+R-R
<u>R</u> ules	<u>R</u> un Rules as <u>S</u> cheduled		Alt+R-S
<u>F</u> ile	<u>S</u> ave <u>A</u> s	F2	Alt+F-A
<u>A</u> ttachments	<u>S</u> ave Attachment(s)	F2	Alt+A-S

<i>Menu</i>	<i>Command</i>	<i>Keyboard shortcut</i>	<i>Menu shortcut</i>
<u>M</u> essage	Save Draft		Alt+M-F
C <u>o</u> ntrol	Save Window Defaults <u>N</u> ow	Shift+F2	Alt+hyphen-N
C <u>o</u> ntrol	Save Window Defaults <u>o</u> n Exit		Alt+hyphen-O
<u>T</u> ools	<u>S</u> earch	Ctrl+Q	Alt+L-H
<u>H</u> elp	<u>S</u> earch		Alt+H-S
<u>M</u> essage	<u>S</u> end	Ctrl+S	Alt+M-S
C <u>o</u> ntrol	<u>S</u> ize		Alt+- (hyphen)-S
<u>T</u> ools	Smart <u>I</u> cons		Alt+L-I
<u>T</u> ools	<u>S</u> pell Check	Ctrl+E	Alt+L-S
<u>M</u> essage	<u>S</u> tore	Ctrl+T	Alt+M-T
<u>A</u> ttachments	<u>T</u> ext		Alt+A-T
<u>W</u> indow	Tile <u>H</u> orizontal	Shift+F4	Alt+W-H
<u>W</u> indow	<u>T</u> ile Vertical		Alt+W-T
<u>E</u> dit	<u>U</u> ndo	Ctrl+Z	Alt+E-U
<u>T</u> ext	Use <u>D</u> efault Margins	Ctrl+D	Alt+T-D
<u>T</u> ools	<u>U</u> ser Setup		Alt+L-U
<u>A</u> ttachments	<u>V</u> iew Attachment		Alt+A-V

Chapter 14

Troubleshooting

cc:Mail error messages

If you receive an error message, note the exact text of the message and look it up in the following table.

If you can't solve the problem after referring to this table, contact your cc:Mail administrator. Your administrator will need the following information:

- Product name and release number
- Type of hardware (modem type, or other connection type, if applicable)
- Operating system and version number
- Exact text of the error you received
- What you were doing when you received the error

cc:Mail error messages

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Attribute [number] is invalid.	This is an internal cc:Mail error.	Ask your cc:Mail administrator to call Technical Support.
Can't attach this fax item. The file is not a valid fax file.	The file is not a monochrome bitmap.	Convert the file to monochrome in Paintbrush or attach it as a color .PCX file.
Can't complete operation due to insufficient disk space.	There isn't enough space on your temporary drive to complete this operation.	Create more space on your temporary drive. Exit Windows and delete files that you no longer need, then try the operation again.
Can't complete operation due to insufficient memory.	Systems resources are low.	Close windows and applications that you aren't currently using, then continue.
Can't copy data to the Clipboard.	The data can't be copied to the Clipboard because it is too large or because your system resources are low.	Select less text to copy, or try closing windows and applications that you aren't currently using before trying to copy the data again.
Can't create bitmap.	System resources are too low to create a bitmap and place it on the Clipboard.	Close windows and applications that you aren't currently using, then continue.
Can't create directory [directory].	You entered an invalid directory name.	Rename the directory with a valid DOS name. See your DOS documentation if you need more information.
Can't create file [filename].	You entered an invalid filename.	Rename the file with a valid DOS name. See your DOS documentation if you need more information.
Can't create item.	1. The limit for this type of item has been exceeded.	1. Try deleting or moving items before trying to add more. See online Help for cc:Mail limits.
	2. System resources are too low to create the item.	2. Close windows and applications that you aren't currently using, then continue.
Can't delete item.	You tried to delete an item that you don't own (such as a bulletin-board message or an address in a public mailing list), or an archive item.	You cannot delete bulletin-board items that you did not send, addresses from a public mailing list, or archive messages.
Can't find [string].	The text you are searching for cannot be found.	Verify that you have spelled the text you're searching for correctly.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't find a draft message with the subject [string] in [folder name].	You tried to initiate a Send draft message action in a rule. A message with the subject you entered in the With Subject text box was not found in the folder you indicated.	Look in the folder you indicated to find the Draft message with the correct subject or indicate another folder to search.
Can't find an addressing template with the subject [string] in [folder name].	You tried to initiate a Forward action in a rule with the Use Addresses from Message option. A message with the subject you entered in the With Subject text box was not found in the folder you indicated.	Look in the folder you indicated to find the message with the correct subject or indicate another folder to search.
Can't find a template message with the subject [string] in [folder name].	You tried to initiate a Reply to sender using message action in a rule. A message with the subject you entered in the With Subject field was not found in the folder you indicated.	Look in the folder you indicated to find the template message with the correct subject or indicate another folder to search.
Can't find launched application.	No file association exists or the application you're trying to run is not installed properly.	Use the File Manager to check the file association. If the association is valid, verify that the application you're trying to use is installed correctly.
Can't find program path for this Lotus application [application]. Verify program is installed properly.	The program path for this application wasn't found in the [LotusApplications] section of LOTUS.INI so the application can't be run.	Add the program path to the [LotusApplications] section of LOTUS.INI, or verify that the application is installed correctly.
Can't find template file [filename].	The template file for your predefined text or graphics editor does not exist.	See online Help for information on how to create application templates.
Can't move or add item.	<ol style="list-style-type: none"> 1. You exceeded the target destination limit. 2. The item could not be deleted (and therefore could not be moved). 3. You exceeded the limit for this container or item. 	<ol style="list-style-type: none"> 1. Verify that the target destination has enough space for this item. 2. Check the file attributes to verify that the item can be deleted. 3. See online Help for cc:Mail limits.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
	4. The item is corrupt.	4. Verify that the item is not corrupt. (Try to read the message. If you see "Message cannot be read," the item is corrupt. Notify your cc:Mail administrator.)
	5. You tried to add an invalid participant, such as one that already exists or an Internet address, to a mailing list.	5. Verify the existing mailing list participants. You cannot add an Internet address to a mailing list.
Can't open archive.	The name you provided when trying to Store a message is not an archive file, or the archive path is invalid.	Verify that the archive directory and filename are valid. (Look in the Path column in the container pane for the path, verify the path in DOS, and verify the path in WMAIL.INI.)
Can't read address [address].	You can't connect to the cc:Mail post office database.	First, restart Windows and your network connection. Next, check with your cc:Mail administrator about the integrity of the post office database. If you continue to experience difficulties, ask your cc:Mail administrator to contact Technical Support.
Can't retrieve the next/previous message.	System resources are low.	Close windows and applications that you aren't currently using, then continue.
Can't run associated application [application]. Verify program is installed properly.	No file association exists or it is invalid.	Use the File Manager to check the file association. If the association is valid, verify that the application you're trying to use is installed correctly.
Can't save message to Drafts folder.	System resources are low.	Close windows and applications that you aren't currently using, then continue.
Can't save rule to disk.	You have run out of space in your user directory.	Clear some space on the drive where your user directory resides, then try to save the rule again.
Can't write to file due to insufficient space or access privileges. Try using the Save As command to save it to another location.	There is insufficient space or you don't have the appropriate access privileges to save this file where it was previously saved.	Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
cc:Mail has detected an incomplete installation.	Your WIN.INI file is missing information cc:Mail requires (or it contains invalid [cc:Mail] entries).	Run workstation setup or notify your cc:Mail administrator to verify the [cc:Mail] entries in your WIN.INI file.
Change made but not added. Ignore last modification?	You made a change in a rule dialog box but did not choose the Add, Insert, or Replace buttons.	If you want to cancel your latest change, choose OK. If you want your change to be applied to this rule, choose Cancel and then choose Add, Insert, or Replace, as appropriate.
Clipboard is empty.	There is no data on the Clipboard (you haven't cut or copied anything).	Copy something to the Clipboard and then try pasting again.
Duplicate addressee exists.	You entered a duplicate address.	Delete the duplicate address.
Error adding word to the replace list.	Internal memory error.	Check memory and system resource usage.
Error adding word to the skip list.	Internal memory error.	Check memory and system resource usage.
Error adding word to user dictionary.	cc:Mail can't access your user dictionary file or write to it.	Verify your user dictionary file exists and that you have adequate disk space.
Error initializing Main Dictionary file(s) in [path]. Please verify path and dictionary file(s) exist.	cc:Mail can't locate the main dictionary files (.DIC) in the specified path.	Verify that the dictionary files exist and that you can access them. Verify the path in User Setup.
Error loading spell checker. Please verify LTSSPL1.DLL exists in your program directory.	cc:Mail can't find the Spell Check files.	Contact your cc:Mail administrator to verify that cc:Mail is installed properly.
Error loading user dictionary file. Please verify path exists.	cc:Mail can't locate the user dictionary file in the specified path.	Verify that your dictionary file exists and that you can access it. Verify the path in User Setup.
Error spell checking word.	Spell Check returned a fatal error.	Save your message as a Draft, then exit cc:Mail. Restart cc:Mail and try the operation again.
Failed to run Lotus application [application]. Verify program is installed properly.	cc:Mail can't load the application because it can't find the program or because of inadequate system resources.	Verify that the program is installed properly.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
File exists. Overwrite?	You entered a filename that already exists.	Determine whether you want to overwrite the file or rename it.
File filter is not implemented.	You're trying to view a file for which no filter is available.	Use the application the file was created in to view it.
File read error.	cc:Mail can't read this file.	Verify the integrity of the file.
File too big.	After importing the file you've asked to import, the text item you're working on is larger than 20 Kbytes.	Use multiple text items to send this file.
File write error.	cc:Mail can't export this file.	Verify that you have enough disk space and that you have access rights to the directory you're trying to write to.
Folder [name] does not exist.	One of the cc:Mail special folders (Drafts, Trash, or Message Log) does not exist and could not be created.	Delete some folders and try the operation again.
Left margin out of range. Valid range: [numbernumber].	You specified an invalid left margin.	In the Margins/Tabs dialog box, make sure that your left margin is less than the right margin, greater than or equal to 0 (zero), and less than 80.
Log-in attempt failed. Try again?	You entered an invalid log-in name or password (or both).	Reenter your log-in name and password correctly. If you can't remember your password, see your cc:Mail administrator.
Log-in attempt failed. Can't open database. Try again?	The path specified to your post office is invalid or the network is down.	<p>Verify that the cc:Mail post office files are in the specified P.O. path. See your cc:Mail administrator if you do not know the path.</p> <p>You may also need to log into the network again if it is down, or reboot your PC to reestablish the network connection.</p>
Manual rule(s) cannot be disabled.	You tried to disable a rule with When to Run set to Manual.	You can't disable a manual rule. Set When to Run to something other than Manual to enable a rule to run automatically.
Message cannot be read.	Your database is corrupt or you are experiencing a network failure.	Notify your cc:Mail administrator.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Name already exists.	You tried to rename an item with a name that already exists.	Choose another name or rename the item that already exists.
New password must be different from the old one.	You entered a new password that is the same as your old password.	Reenter a new password that is different than your old password or cancel the change.
No additional forwarding can be performed on this message. It must be forwarded as new.	The message was forwarded the maximum number of times.	Deselect the Retain Forwarding History check box before you forward the message again.
No addressing information was given.	You did not select an address when you tried to forward a message.	Try the operation again and select at least one address to send the message to.
No application is associated with this filename extension.	No file association exists or it is invalid.	Use the File Manager to check the file association. If the association is valid, verify that the application you're trying to use is installed correctly.
No matches were found.	No message or address met your search criteria.	If you think a message or address should have been found, verify your search criteria.
Out of memory.	Systems resources are low.	Close windows and applications that you aren't currently using, then continue.
Passwords do not match. Try again?	The new password you entered the second time (for verification) is different from the new password you entered in the previous field.	Reenter your new password again and be sure to type the same characters for verification.
Password is invalid.	<ol style="list-style-type: none"> 1. The password you entered when you restored cc:Mail (from a minimized icon) is invalid. 2. The old password you entered when changing your password in User Setup is invalid. 	<ol style="list-style-type: none"> 1. Reenter your password correctly. 2. Reenter your old password correctly. If you cannot remember your old password, see your cc:Mail administrator.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Post office access delayed. Retrying...	The post office cannot handle your request at this time because an administrative tool is currently running.	Wait until this message goes away. If you click Interrupt, the current request will stop but with unpredictable results (for example, your message might not be delivered to all recipients but you won't be informed of this). If the delay is long or if you get this message often, see your cc:Mail administrator.
Replace list full, word not added.	You have filled the Replace All list.	Use Replace instead of Replace All.
Remote users may not access mail locally.	You cannot log in to cc:Mail as a remote ('R' or 'r') user.	If you are an 'R' user, dial into cc:Mail as a remote user. If you are an 'r' user, access your home post office instead of this post office.
Right margin out of range. Valid range: [numbernumber].	You specified an invalid right margin.	In the Margin/Tabs dialog box, make sure that your right margin is greater than the left margin, less than or equal to 80, and greater than 0 (zero).
Skip list full, word not added.	You have filled the Skip All list.	Use Skip instead of Skip All.
Specified date is invalid.	In the Special Folders option of User Setup, you entered an invalid date in the Empty after n Days from date field.	Reenter a valid date.
Specified days for empty Message Log is invalid. Enter a number between 1 and 90.	You entered an invalid number in the Delete Messages Older than n Days field in the Special Folders option of User Setup.	Enter a number between 1 and 90.
Specified days for empty Trash is invalid. Enter a number between 1 and 90.	You entered an invalid number in the Empty after n Days from [date] field in the Special Folders option of User Setup.	Enter a number between 1 and 90.
Specified directory is invalid.	You specified an invalid drive and/or directory.	Verify the path. If the directory does not exist, create it.
Specified filename is invalid.	You specified an invalid filename.	Verify the filename and try again.
Specified position is invalid. Enter a position between 1 and [number].	You entered an invalid rule position.	Re-enter a number between 1 and [number].

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Specified size for rule log is invalid. Enter a number between 1 and 9999.	You entered an invalid number in the Delete if File Size is Greater than n Kbytes field in the Rules option of User Setup.	Enter a number between 1 and 9999.
Specified time interval for Idle is invalid. Enter a number between 1 and 3660.	You entered an invalid number in the Notify Only if Idle n Minute(s) field in the Notify option of User Setup.	Enter a number between 1 and 3660.
Specified time interval for Notify is invalid. Enter a number between 1 and 3660.	You entered an invalid number in the Check Every n Minute(s) field in the Notify option of User Setup.	Enter a number between 1 and 3660.
Specified time is invalid.	You entered an invalid time.	Reenter a valid time.
Status bar is currently not displayed. You can change that in the Desktop settings in User Setup.	In the Notify option of User Setup, you asked to see counts on the status bar but the status bar is not displayed.	In the Desktop option of User Setup, check the Show Status Bar box to display the status bar.
Tab stop is out of range. Valid range: [numbernumber].	You specified an invalid tab stop.	In the Margins/Tabs dialog box, make sure that your tab is between 1 and 80.
TEMP directory does not exist.	The TEMP DOS environment variable isn't set.	Type SET TEMP= pathname at the DOS prompt (or add this line to your AUTOEXEC.BAT file and reboot). pathname must be an existing directory.
Text editor is full.	The text editor has reached its maximum.	Open a new text item to type more text.
The post office has been shut down by the cc:Mail administrator. New messages that you were working on have been saved in the Drafts folder. Press OK to close cc:Mail.	Your cc:Mail administrator shut down your post office.	You cannot use cc:Mail until the post office is available again. Ask your cc:Mail administrator when the post office will be available again and try logging in then. New, reply, and forward messages in progress have been saved in the Drafts folder.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
The post office will shut down within xx minutes.	Your cc:Mail administrator has started the post office shutdown process.	Save your work and exit from cc:Mail. After the post office shuts down, you will not be able to save any work in progress, send messages, or receive messages.
The working directory path must match the program path in Windows File Properties.	You're running CCMAIL.EXE instead of WMAIL.EXE.	Run WMAIL.EXE instead of CCMAIL.EXE.
There are no dictionaries found in this directory.	cc:Mail can't locate any .DIC files in the specified directory.	Verify the directory or contact your cc:Mail administrator for the location of the dictionary files.
There is insufficient disk space on your temporary drive to attach this item.	Your temporary drive is full or nearly full.	Create more space on your temporary drive. Exit Windows and delete files that you no longer need, then try attaching the item again.
There is insufficient disk space on your temporary drive.	Your temporary drive is full or nearly full.	Create more space on your temporary drive. Exit Windows and delete files that you no longer need, then try your current operation again.
There is insufficient disk space to send this message.	Your post office database is full.	Contact your cc:Mail administrator and report the problem.
There is insufficient memory to insert all data. Paste as much as possible?	The text editor is full.	If you choose OK, the editor will paste in as much as it can fit.
This message could not be delivered.	cc:Mail could not deliver your message.	Check the address. If you believe it is correct, contact your cc:Mail administrator and report the problem.
This version of cc:Mail has been restricted. See your cc:Mail administrator.	The cc:Mail administrator has restricted use of the version of cc:Mail you are using against the post office you are using.	The restriction may be temporary. Your cc:Mail administrator should tell you when you can access cc:Mail again or if you need to install a different version of cc:Mail.
This version of cc:Mail is no longer supported by your post office. Please upgrade.	The version of cc:Mail that you are using is no longer supported at your site.	You must upgrade to the latest version of cc:Mail. If you are not asked to do so when you try to log in to cc:Mail, see your cc:Mail administrator.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Too many files are selected. Use the compression option to add more than 20 items.	You tried to attach more than 20 files to a message.	Either use the compression option or attach the items using two (or more) messages.
Too many items to cut or copy.	The capacity of the target container or Clipboard will be exceeded by this action.	Either try the action again with fewer items or remove some items from the target destination.
Too many items to place on Clipboard.	The capacity of the Clipboard will be exceeded by this action.	Try the action again with fewer items.
You cannot add any more actions to the rule. The maximum is 20.	While defining actions for a rule, you tried to add more than 20 individual actions.	Save this rule and create another one to perform the remaining actions.
You cannot add any more conditions to the rule. The maximum is 20.	While defining conditions for a rule, you tried to add more than 20 individual conditions.	Save this rule and create another one to meet the remaining conditions.
You cannot add any more containers to the rule. The maximum is 20.	While defining where a rule should find messages, you tried to include more than 20 containers.	Save this rule and create another one to search the additional containers.
You must close the launched application.	You tried to use cc:Mail while a remote editing session was active.	Close the attachment's application to return to cc:Mail.
You must close the remote document.	You tried to use cc:Mail while a remote editing session was active.	Close the attachment's application to return to cc:Mail.
You must run cc:Mail SETUP, Version 2.0, before using this version of the cc:Mail program.	cc:Mail was not installed properly.	Run the workstation setup program.
Your account has been locked. See your cc:Mail administrator.	Your account has been locked because of too many invalid login attempts.	See your cc:Mail administrator to get access to your account.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Your completed message will not fit in a single text item. The highlighted region shows the text that must be deleted.	The text editor is full.	Delete the highlighted text to complete your message.
Your password has expired. You must change it.	Your cc:Mail administrator set your password to expire after a certain time limit and that time has arrived.	Change your password and then see your cc:Mail administrator for information on how often you need to change your password.

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