

Mail User's Guide

Microsoft® **WINDOWS™**  
FOR WORKGROUPS

# Mail User's Guide

**Version 3.1**

**For the Microsoft® Windows™ for Workgroups Operating System**

**Microsoft Corporation**

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# Welcome to Mail

In many businesses today, projects are completed by *workgroups* of individuals, each contributing a special skill. Consequently, the ability of workgroup members to communicate is an important factor in completing a project smoothly and on time.

The Mail electronic mail system helps you communicate electronically and efficiently with your coworkers. With Mail, you can:

- Send and receive electronic messages.
- Attach files created with other applications, such as spreadsheet and word-processing applications, to your messages.
- Find messages in your mailbox according to criteria you specify.
- Print your messages.
- Organize and store messages in folders.

## Overview of the Documentation

The documentation for Mail consists of this *User's Guide* and online Help.

This guide is divided into two parts. Part 1 provides an overview of Mail and teaches you how to use the basic features of Mail. All Mail users should read Part 1. Part 2 explains how to manage a Workgroup Postoffice (WGPO). This part is written for the user in each workgroup who is planning to create and manage the WGPO. This person is referred to as the *administrator*. All the information you need to create and manage a WGPO is in this guide.

Although this guide will get you started using Mail, your main source of information is online Help. Help is stored on your hard disk when you install Mail. As you work with Mail and want to learn to use a specific feature, the information is just a keystroke away. You can get the information you need without tracking down a manual or interrupting someone for the procedures.

Help for Mail is available through the Help menu in Mail.



For a complete description of Help, see Chapter 1, “Overview of Mail and Online Help.”

## Document Conventions

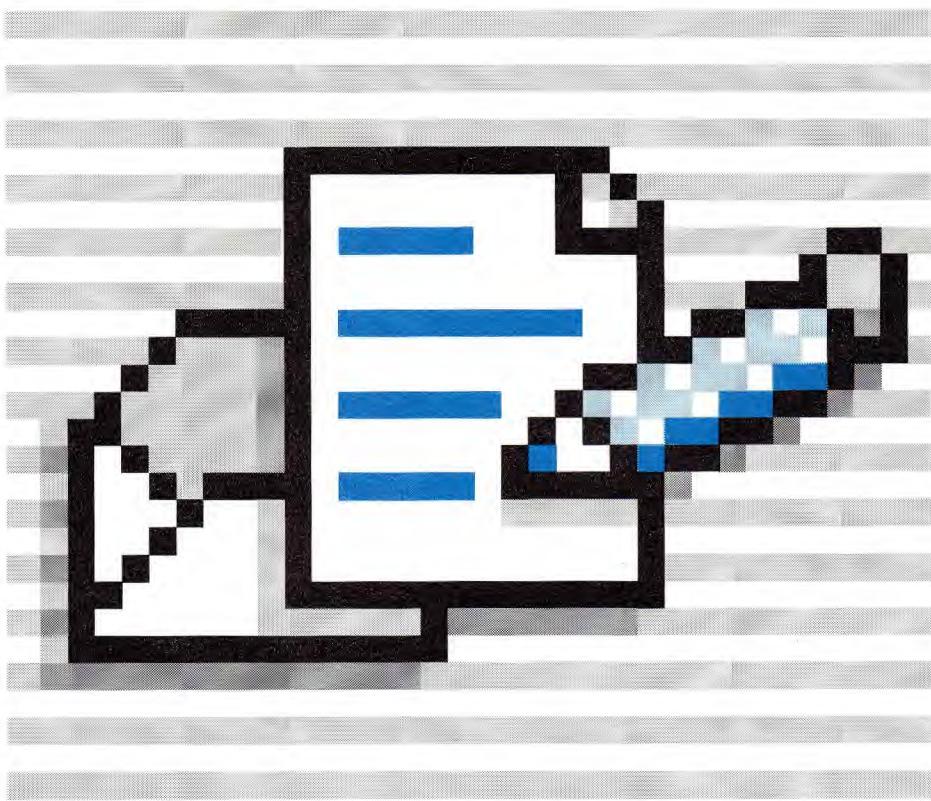
This guide uses the following conventions.

Convention	Used for
<b>bold</b>	Anything that needs to be typed exactly as shown.
<i>italic</i>	New terms or placeholders that represent information you must provide.
monospace	Examples, Mail settings, and error messages.
ALL CAPITALS	Filenames, directory names, and paths.
SMALL CAPITALS	Names of keys on the keyboard.
KEY+KEY	Key combinations where you must press and hold down the first key while pressing the second key.
KEY, KEY	Key combinations where you must press and release the first key, and then press and release the second key.

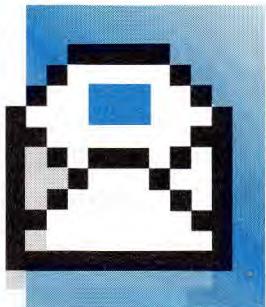
## P A R T   1

# Using Mail

Part 1 provides an overview of Mail and teaches you how to use the basic features of Mail. All Mail users should read this part.



# Overview of Mail and Online Help



This chapter gives an overview of using Mail and online Help.

## Using Mail

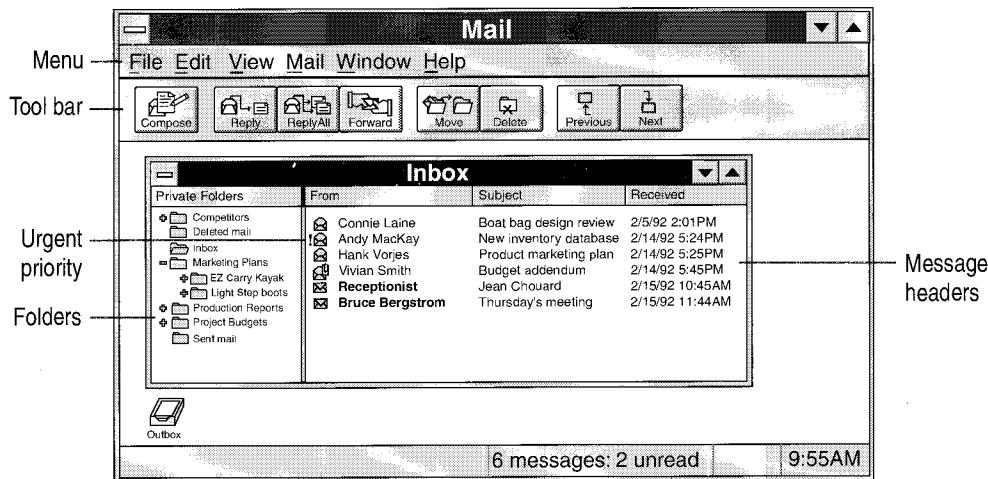
Mail is part of the set of applications included in Windows™ for Workgroups operating system. With Mail, you send and receive electronic messages and files.

Before you can use Mail, someone in your workgroup needs to create a Workgroup Postoffice (WGPO). The WGPO contains all the information about Mail user accounts, and it serves as a collective mail drop facility for users in your workgroup.

The person in your workgroup who creates and manages the WGPO is called the *administrator*. Part 2, “Managing the WGPO,” explains how to create and manage a WGPO.

Each Mail user in your workgroup has a *message file* where messages are stored. This message file is like a private *mailbox*. Each message file and the messages in it are protected by a *password* that only the user knows.

After you sign in to Mail (explained in Chapter 2, “Starting Mail”), Mail displays the *Inbox*, where your messages and folders appear.

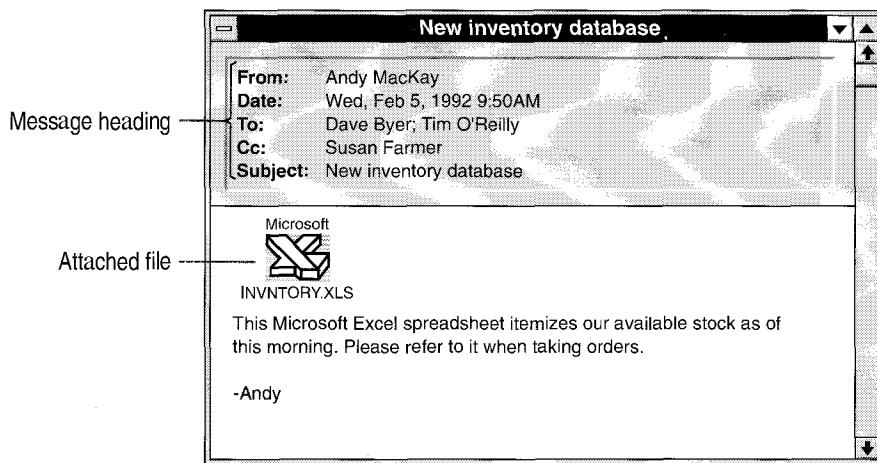


The Inbox displays Mail *message headers*. Each message header shows who sent the message, the subject, and the date and time the message was received in your mailbox. If the sender specified an urgent priority for the message, an exclamation point appears beside the message icon; a low-priority message appears with a down arrow.

You can sort messages by priority, sender, subject, or date.

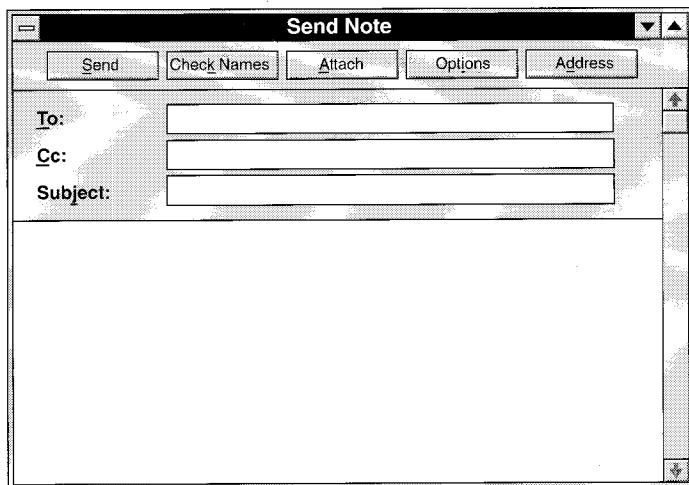
You can store your messages in *folders*, which make messages easy to organize. If you want to keep a record of the messages you send to other people, you can automatically save copies of your messages in the Sent Mail folder.

When you read a message, it appears in a Read Note form.

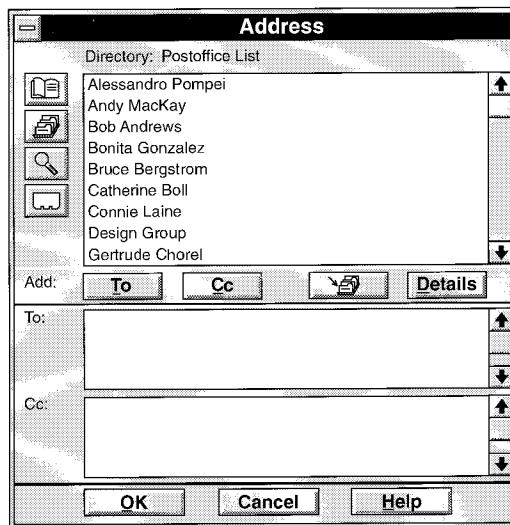


The gray area at the top of the form is the *message heading*. The message heading shows who sent the message, when it was received, who it was sent to, and the message subject. Using the tool bar or menus, you can reply to messages, forward them to other Mail users, print or delete them, or move or copy them to folders. *Attached files* appear in messages as icons. An attached file is a file containing any kind of data, including text, graphics, a spreadsheet, executable code, and so on. If you have the application that was used to create the file, you can open the file from the message by double-clicking it.

Creating a message is as easy as clicking the Compose button on the tool bar, which displays the Send Note form.

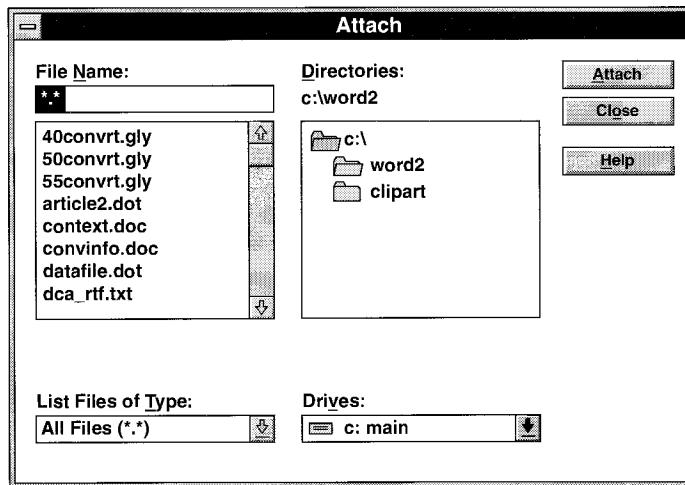


Sending electronic mail is easier than sending paper mail because you don't have to know the recipient's address or office number. Mail uses *address lists* to simplify message addressing. When you use your *Address Book* to address your message, you can see the names of other Mail users.



To easily find the names of people to whom you often send messages, you can copy their names from the Postoffice List into your own *Personal Address Book*. If you often send messages to the same group of people, you can create a *personal group* name for them. When you include that group name on a message's recipient list, all the individuals in the group receive the message.

In the message body, you can cut and paste text between messages and files. If you want to send formatted files, such as Microsoft® Word or Microsoft Excel documents, you can send them with the message as attached files. With the Attach dialog box, you can send as many attachments as you like with each message.



## Using Help

Mail provides online Help for each task you can perform. You can get Help for user tasks through the Contents on the Help menu or by searching for an entry in Help.

As you work with menus and dialog boxes, press F1 to get the Help Contents. To get Help about a menu command, display the menu by pressing ALT and the underlined letter in the menu name, then use the DOWN ARROW key to highlight the command name, and then press F1.

► **To view the Table of Contents**

- From the Help menu, choose Contents.

The following Table of Contents appears.



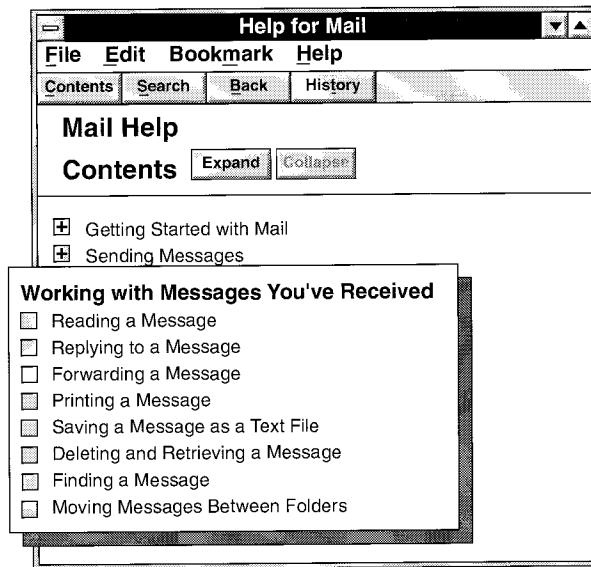
The topics describe the major categories of tasks you can perform with Mail. Topics with a plus sign (+) in their buttons contain subtopics. You can display the subtopics by choosing the topic or the Expand button. Topics with plain buttons go directly to a Help topic.

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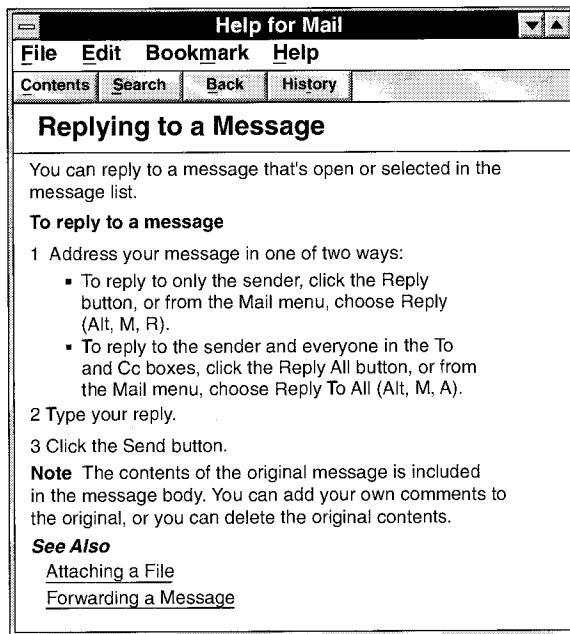
**Note** In this guide and in the procedures in Help, you are often instructed to “choose” a command or button. You can either click it with the mouse, or press TAB until the item is highlighted and then press ENTER to carry out the action.

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The following example shows the results of choosing the Working with Messages You've Received topic.



The following example shows the Replying to a Message topic.



Each topic describes how to perform a task so that you can quickly get the information you need and return to work.

If a term has a dashed underline, select it to display information about the term.

Related topics, if any, are listed at the end of the procedure. You can jump directly to a related topic by choosing it.

---

**Note** If you want to print a copy of a Help topic, display the topic and then choose Print Topic from the File menu.

---

► **To search for an entry in Help**

1. From the Help menu, choose Contents.  
The Table of Contents appears.

2. From the Help tool bar, choose the Search button.

The Search dialog box appears.

3. In the top box, type the word or phrase you want to find, or select one from the list.

4. Choose the Show Topics button.

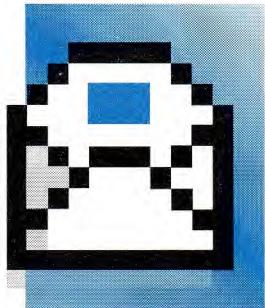
In the bottom box, Help displays all the topics associated with the word you typed in the top box.

5. From the list, select the topic you want to view.

6. Choose the Go To button.

Help displays the topic you selected.

# Starting Mail



This chapter explains how to start Mail for the first time, connect to a postoffice, sign in to Mail, change your password, and quit Mail. For information about setting up Windows for Workgroups, see *Microsoft Windows for Workgroups Getting Started*.

## Starting Mail for the First Time

When you start Mail for the first time, you must do the following:

- Create or connect to a postoffice.
- Create an account for yourself in the postoffice if your administrator has not set up an account for you.

If an existing Mail version 3.0 Postoffice has been assigned for your workgroup or someone in your workgroup has already created a Workgroup Postoffice (WGPO), you need to connect to that postoffice. If you need to create a new postoffice, see Chapter 5, “Creating a Workgroup Postoffice.”

If you have already connected to a postoffice and created your account, see “Signing In to Mail” later in this chapter.

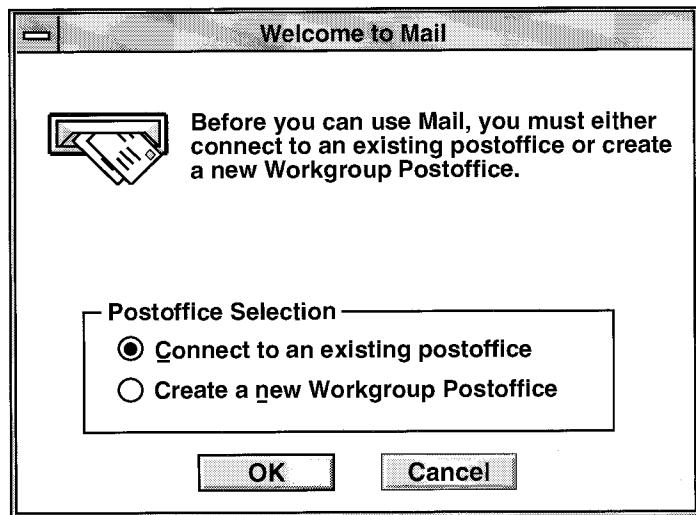
## Connecting to a Postoffice

Before connecting to a postoffice, ask your administrator for the path to the postoffice, and verify that your computer has enough available disk space for your message file (the MSMAIL.MMF file). The required disk space depends on the number and type of messages stored in your mailbox. A typical small mailbox requires about 100K of disk space; a large mailbox may require several megabytes of disk space.

► **To connect to a postoffice**

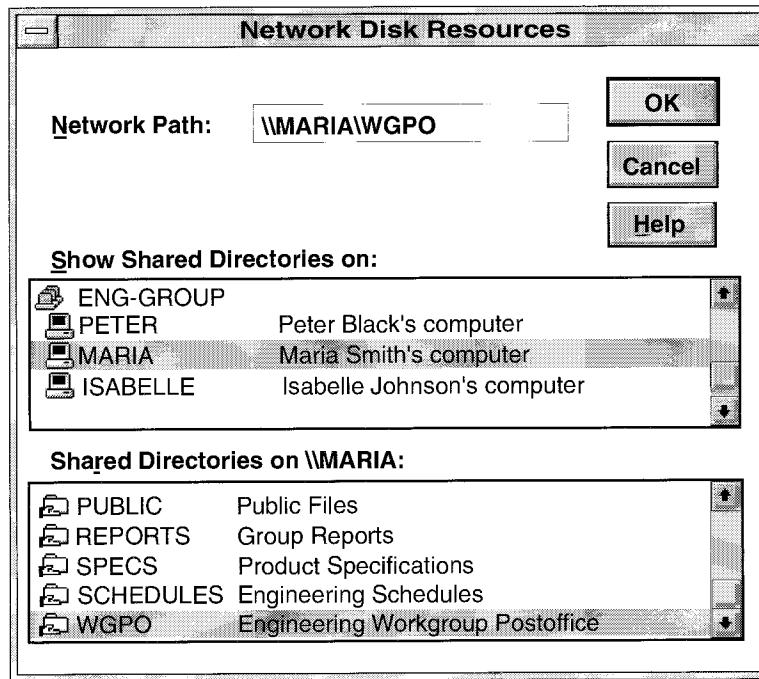
1. From the Main group in Program Manager, choose the Mail icon.

The following dialog box appears.



2. Select the Connect To An Existing Postoffice option button.

The following dialog box appears.



3. Select the postoffice you want to connect to by doing one of the following:
  - In the Network Path box, type the path (`\computername\sharename`) of the postoffice.
  - From the Show Shared Directories On box select the computer name for your postoffice. From the Shared Directories On `\computername` box, select the shared directory for your postoffice.
4. Choose the OK button.

Mail displays a dialog box, asking if you have an account on this postoffice.

5. If you already have an account, choose Yes. You will be prompted for your password.  
If you need to create an account, choose No.  
The Enter Your Account Details dialog box appears.
6. Create your account as explained in the following section.

## Creating Your Account

Now that you have connected to a postoffice, you need to create an account. Before creating one, check that your administrator has not already created an account for you.

### ► To create your account

- In the Enter Your Account Details dialog box, fill in the appropriate information.

---

**Tip** The Postoffice Manager does not distinguish between uppercase and lowercase letters; “MARIAS,” “MariaS,” and “marias” are considered to be the same. When you fill in the Enter Your Account Details dialog box, type names that are easy to read.

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### Required Information

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Box	Description
Name	Type your full name, for example, Maria Smith. The maximum length is 30 characters, and the default is the name you used when installing Windows for Workgroups.
Mailbox	Type a unique name with which you will sign in to Mail. Choose a mailbox name that is easy to remember, for example, MARIAS. The maximum length is 10 characters, and the default is your Windows logon name.
Password	Type a password. You will use this password and your mailbox name to sign in to Mail. Choose a password that is easy to remember. The maximum length is 8 characters, and the default is PASSWORD.

---

### Optional Information

Box	Description
Phone #1	Type your phone number, for example, (206) 555-5555. The maximum length is 32 characters.
Phone #2	If you have two phone numbers or a phone number and a fax, type your second phone or fax number. The maximum length is 32 characters.
Office	Type your office location, for example, 5. The maximum length is 32 characters.
Department	Type your department's name, for example, Sales. The maximum length is 32 characters.
Notes	Type any comments about your account. The maximum length is 128 characters.

Once you have created your account, Mail displays the Inbox, where your messages and folders appear.

## Signing In to Mail

When you create your account, you are signed in automatically. The next time you start Mail, you sign in by typing your mailbox name and password. You can set up Mail to enter your mailbox name and/or password automatically when you start it.

### ► To sign in to Mail

1. In the Main group in Program Manager, choose the Mail icon.  
Mail displays the Sign In dialog box.
2. In the Name box, type your mailbox name and then press TAB.
3. In the Password box, type your password and then press ENTER.  
Mail displays your Inbox.

Each time you start Mail, you must type your mailbox name and password. Instead, you can have Mail enter your name and/or password automatically.

**Important** Record only your mailbox name and not your password, so others cannot read your messages and send messages under your name.

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► **To sign in to Mail automatically**

1. In the Main group in Program Manager, choose the Mail icon.
2. From the File menu, choose Properties.
3. To have Mail automatically enter your mailbox name, at the end of the path in the Command Line box, type a space and then your mailbox name.

For example:

c:\msmail\msmail.exe marias

—or—

To have Mail automatically enter your mailbox name and password, at the end of the path, type a space, your mailbox name, another space, and then your password.

For example:

c:\msmail\msmail.exe marias secret

## Changing Your Password

For security reasons, change your password regularly. If security is not a concern, you don't need to change it. If you forget your password, see Appendix A, "Troubleshooting."

► **To change your password**

1. From the Mail menu, choose Change Password (ALT, M, C).
2. Type your old password, and then press TAB.

For security reasons, you do not see the characters as you type them.

3. Type your new password, and then press TAB.
4. To verify the new password, type it again and then press ENTER.

If your second attempt to type the new password does not match the first, the computer beeps; start over with a new password and then verify it.

Your new password is registered. You'll be required to use it the next time you sign in to Mail.

## Quitting Mail

There are two commands on the File menu you can use to quit Mail: Exit and Exit And Sign Out. If Mail is the only application you are running that requires you to sign in to your mailbox, both of these commands close Mail and sign you out.

If you are running another application that uses Mail to communicate with other members of your workgroup, such as Schedule+, the Exit command does not sign you out. This allows the other application to continue using the postoffice when Mail is closed. If you restart Mail, you don't need to sign in.

The Exit And Sign Out command closes Mail and signs you out. If another application that uses Mail is running, this command closes it also. If you restart Mail, you will need to sign in again.

When you quit Mail, the default Mail setting permanently deletes all the messages in the Deleted Mail folder. If you don't want the messages in this folder deleted when you quit Mail, turn off this option with the Options command on the Mail menu.

- ▶ **To quit Mail and sign out**
  - From the File menu, choose Exit And Sign Out (ALT, F, T).
- ▶ **To quit Mail and remain signed in**
  - From the File menu, choose Exit (ALT, F, X).

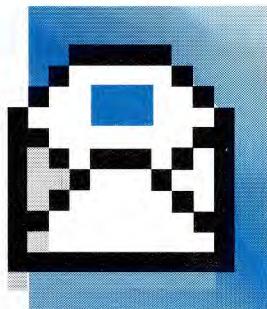
If other applications that use Mail are not running, the Exit command signs you out.

## The Message File

After you connect to your postoffice and sign in, Mail creates an MSMAIL.MMF file on the directory where you installed Windows for Workgroups. This file is called your *message file*. It stores your messages, message folders, and Personal Address Book. The postoffice updates the file when it receives messages for you. If you have a problem with your message file, a message appears, giving you an option to repair this file.

## CHAPTER 3

# Learning Mail



This chapter covers the basic steps for sending messages and working with messages you've received. You should be able to complete all the procedures in approximately 20 minutes. Use this chapter if you want to practice:

- Sending a message.
- Reading a message.
- Replying to a message.
- Deleting a message.

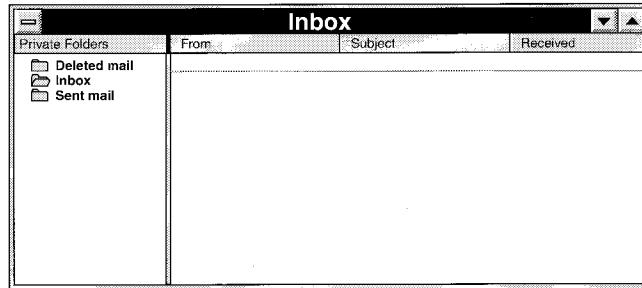
For this practice, you will send a message to yourself and then work with the same message.

Some advanced features of Mail are described at the end of this chapter, and references to information about using these features are provided.

# Before You Begin

Before you begin, you must start Mail and sign in. For information, see Chapter 2, “Starting Mail.”

When you see the Inbox, you’re ready to begin.



# Sending a Message

Sending a message involves a few simple steps: addressing it, typing a subject, typing the message, and sending it.

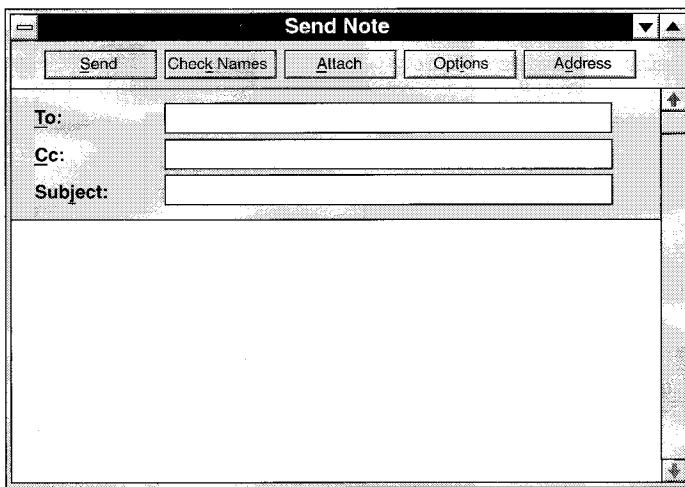
## Addressing a Message

The first step in sending a message is to open a Send Note form and choose the users to whom you want to send the message.

### ► To address a message

1. Click the Compose button, or from the Mail menu, choose Compose Note (ALT, M, N).

A Send Note form appears.



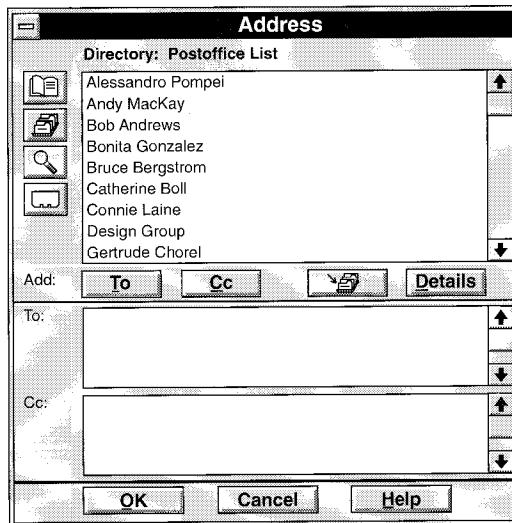
2. Choose the Address button (ALT+D).

---

**Note** You can select a dialog box option by pressing ALT plus its underlined letter.

---

Mail displays the Address Book, which contains the names of users on your postoffice.



In this example, names are arranged alphabetically by first name, but this may differ from your address list.

3. Type the first few characters of your name.

The address list scrolls to the first name in the list with those characters and selects it.

There are two other ways to locate user names in the address list. You can use the mouse to click the scroll arrows in the scroll bar, or you can press the arrow keys to scroll through the list. However, typing the first few characters of the user name is the fastest way to find a name.

4. Press ENTER or choose the To button (ALT+T).

Your user name is added to the To box.

5. Press ENTER or choose the OK button.

You return to the Send Note form with your name entered in the To box. (In this chapter, “Barb Norton” will be used instead of your name.) If you select a name from the Address Book, the name is underlined in the Send Note form. The underline indicates that Mail verified the name in the postoffice.

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**Note** If your user name doesn’t appear in the To box, repeat steps 3 through 5, making sure your name is selected before you press ENTER or choose the OK button.

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## Typing a Message Subject

The next thing you do is type the subject—a short description of the message.

Because you’re sending a test message, you can skip the Cc (courtesy copy) box.

► **To type a message subject**

1. Click the Subject box, or press TAB until the insertion point is in the Subject box.

2. Type **Test Message**

If you make a mistake while typing, press the BACKSPACE key to erase the error, and then continue typing.

## Typing a Message

Mail provides a text editor for typing and editing messages.

► **To type a message**

1. Click anywhere in the message body, or press TAB.

2. Type **This is a test of the Mail system. I’m sending a simple message to myself for this test.**

If your text reaches the right margin of the form, the next word automatically moves to the next line; you don’t need to press ENTER at the end of each line.

## Sending a Message

The last step is to send the message.

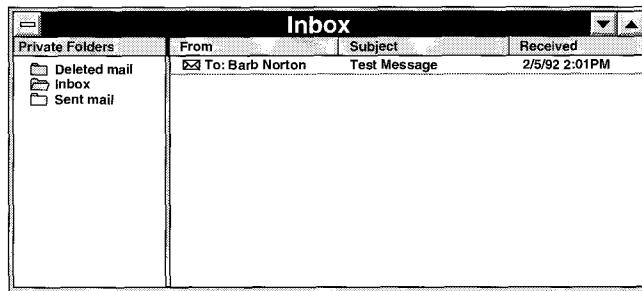
► **To send a message**

- Choose the Send button (ALT+S).

The message disappears. In a few moments, a beep will alert you that you have received a new message. The message header appears in your Inbox.

## Reading a Message

The message header in your Inbox displays information about the message, including who the message is from and the date and time it was received.

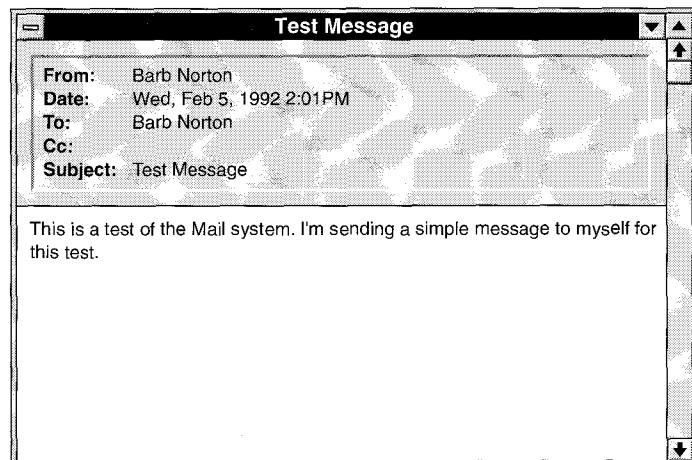


Because you haven't read the new message, Mail displays a closed-envelope symbol and shows the sender's name in bold.

### ► To read the message

- Double-click the message, or press TAB to move the highlight from the Folders list to the message list; use the arrow keys to highlight the message; and then press ENTER.

The message appears in a Read Note form.



Notice that the message heading of the Read Note form shows that the message is from your name and to your name. All messages you send and receive show who sent the message and who received it.

## Replying to a Message

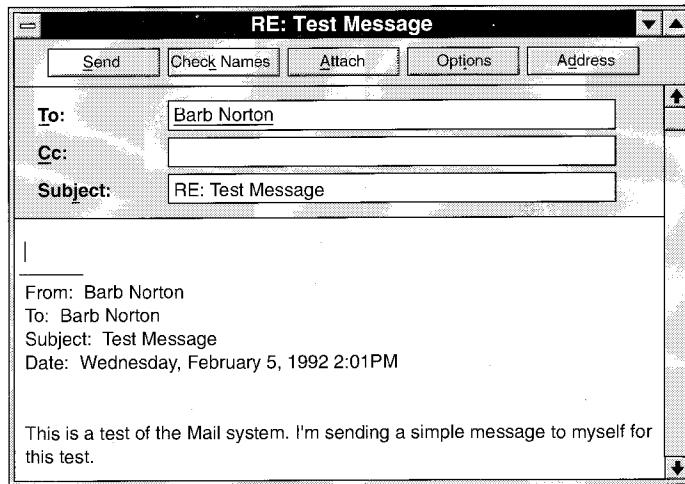
After reading a message, you may want to send a reply. The Reply button or command automatically addresses the message to the person who sent it and includes the original message in the message body. Including the original message is useful because you can add your comments above or within the original message.

The following procedure shows you how to reply to and edit the original message.

### ► To reply to a message

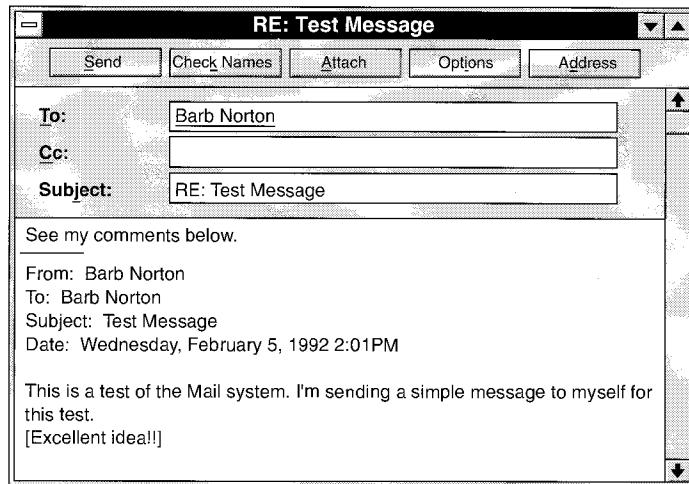
1. Click the Reply button, or from the Mail menu, choose Reply (ALT, M, R).

A Send Note form appears. The name of the original message sender appears in the To box, and the title of the original message appears in the Subject box, preceded by the prefix RE: (for "reply"). The original message is included in the form, below the solid line.



2. Type **See my comments below.**
3. Use the arrow keys to move the insertion point to the end of the original message.

4. Press ENTER to start a new line after the original message and type [Excellent idea!!]



5. Choose the Send button (ALT+S).

Because you are replying to a message from yourself, you'll hear a beep in a few moments and see the reply in your Inbox.

## Deleting a Message

To manage the number of messages you keep in your Inbox, you should delete messages you've already read and no longer need.

### ► To delete a message from the Inbox

1. In the Inbox, select the second Test Message.

To select the Test Message, click it, or press TAB to move the highlight to the message list and use the arrow keys to highlight it.

2. Click the Delete button, or choose Delete (ALT, F, D) from the File menu.

The message is moved to the Deleted Mail folder, where you can retrieve it until it is deleted there. By default, Mail deletes messages in the Deleted Mail folder when you quit Mail. To change this option, choose Options from the Mail menu.

## Advanced Features of Mail

Mail has some advanced features that are fully described in Help. This section familiarizes you with these features and directs you to specific Help topics.

To view a Help topic, choose Contents from the Help menu.

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**Note** If a Help topic is a subtopic, the main topic is listed first, followed by the subtopic. For example, “Creating a Folder or Subfolder” is part of “Using Folders,” so the Help topic is listed here as:

**Help Topic** Using Folders: Creating a Folder or Subfolder

In the Help Table of Contents, you click Using Folders to show its list of subtopics, and then click Creating a Folder or Subfolder to view the procedure.

---

## Attaching Files

Mail makes it easy for you to send one or more files with your message. You can attach application files, such as Microsoft Word or Microsoft Excel documents. You can also attach batch files, programs, graphics files, or any other files that are available to you. To avoid introducing a computer virus, you should use the same care when opening an attached file that you do when running a file from the network or a floppy disk.

**Help Topic** Including Files and Objects in Messages: Attaching a File

## Creating Message Templates

If you send a specific message on a regular basis, such as a weekly progress report, you can set up a Send Note template for the message and preaddress it. When you need to send the message, you display the Send Note template, choose the Forward button, fill in the blanks, and send it. You don’t have to spend time addressing the message or re-creating the form.

**Help Topic** Sending Messages: Creating and Using a Message Template

## Working with Embedded Objects

Mail includes object linking and embedding capability. This allows you to copy parts of formatted documents from other applications, such as spreadsheets and word processing, into your messages without losing formatting.

To avoid introducing a computer virus, you should use the same care when opening or activating an object in a message that you do when opening or activating an object from the network or a floppy disk.

**Help Topic** Including Files and Objects in Messages: Embedding an Object in a Message; Working with an Embedded Object

## Finding Messages

You can use the Message Finder command to search for messages you've stored in Mail folders. You can also keep multiple Message Finder windows minimized on the Mail workspace, each with its own search criteria. Then, when you want to search for a message with that criteria, you simply maximize the icon.

**Help Topic** Working with Messages You've Received: Finding a Message

## Using Folders

Mail stores your private messages in folders on your hard disk. Shared folders are stored in your postoffice and can be accessed by other users in your postoffice.

**Help Topic** Using Folders

## Working Offline

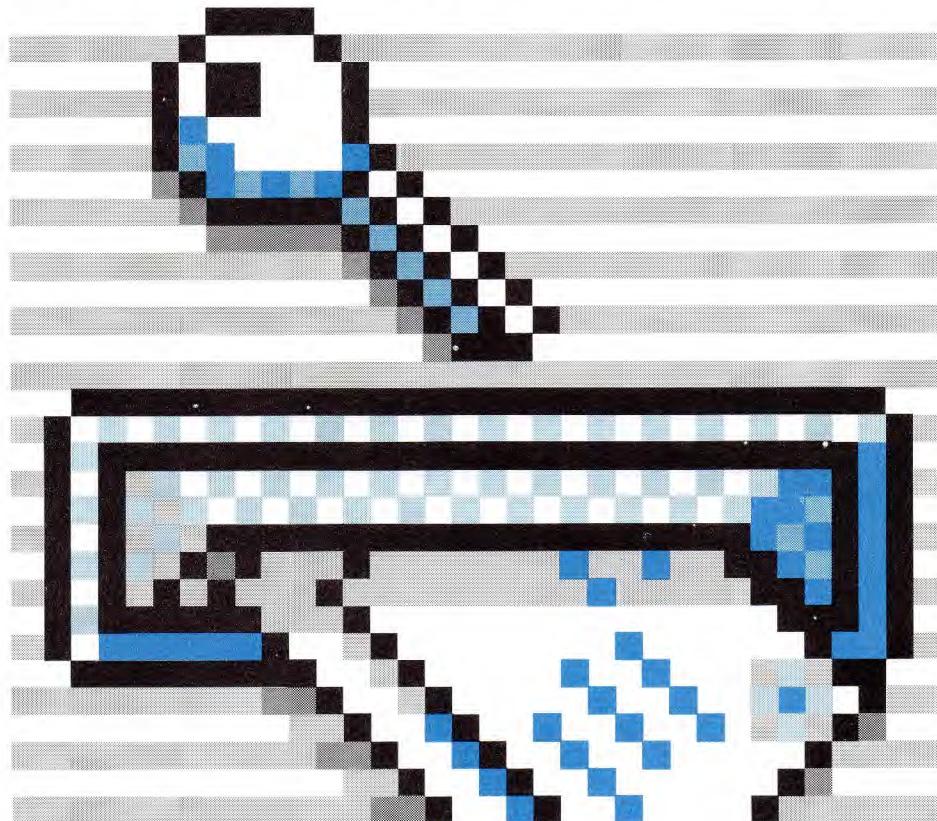
You may want to create new messages or work with messages you've received without being connected to the postoffice (for example, while you are traveling or working at home). If you have Windows for Workgroups and Mail installed on your computer, you can compose and work with messages without being connected to the postoffice. This is called *working offline*.

When you connect to the postoffice after working offline, you can send the messages you've composed and save the messages you've worked with in your mailbox.

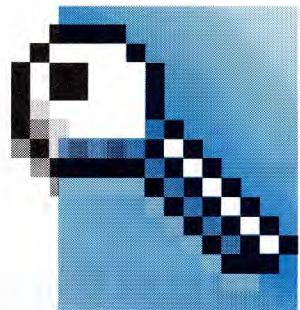
**Help Topic** Working Offline

# Managing the Workgroup Postoffice

Part 2 explains how to create and manage a Workgroup Postoffice. The user in each workgroup who will manage the Workgroup Postoffice should read this part.



# Mail Administration Concepts



Part 2 of this manual is written for the person creating and managing the Workgroup Postoffice. This chapter explains the concepts of Mail administration in a Windows for Workgroups system.

## The Role of the Administrator

Before users in your workgroup can use Mail, they need to connect to a postoffice. If your workgroup does not have an existing postoffice, someone in your workgroup needs to create and manage a *Workgroup Postoffice* (WGPO). This person is called the *administrator*.

Mail provides a graphical user interface, the Postoffice Manager, to manage the WGPO. Chapter 5, “Creating a Workgroup Postoffice,” describes how to create a WGPO, and Chapter 6, “Managing Your Workgroup Postoffice,” explains how to manage your WGPO.

Using the Postoffice Manager, you can:

- Add users to the WGPO.
- Modify existing user accounts.
- Remove users from the WGPO.
- Manage the disk space where the WGPO is stored.

You may also need to perform one or more of the following tasks:

- Change the name of your WGPO.
- Move your WGPO.
- Remove your WGPO.
- Manage the Mail system files.

## The Mail Messaging System

The Windows for Workgroups messaging system consists of the following:

- The Mail application
- The WGPO

The Mail application runs on each user's computer, and the WGPO is stored in a shared directory on a computer that is running Windows for Workgroups.

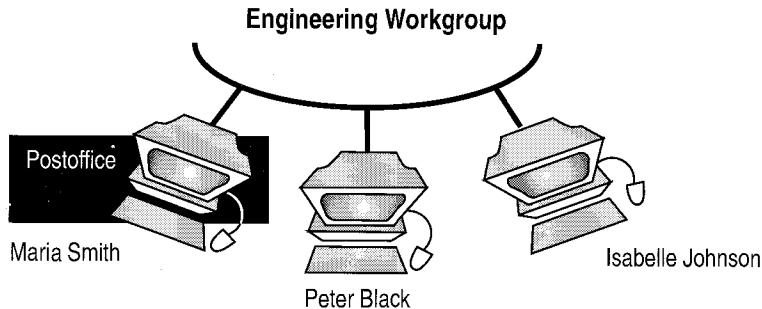
If your company already has a messaging system, you can use the Mail application with the postoffice or messaging (mail) server that is part of that system. To use Mail with an existing messaging system, see Appendix C, "Using Mail with Other Messaging Systems."

## The Workgroup Postoffice

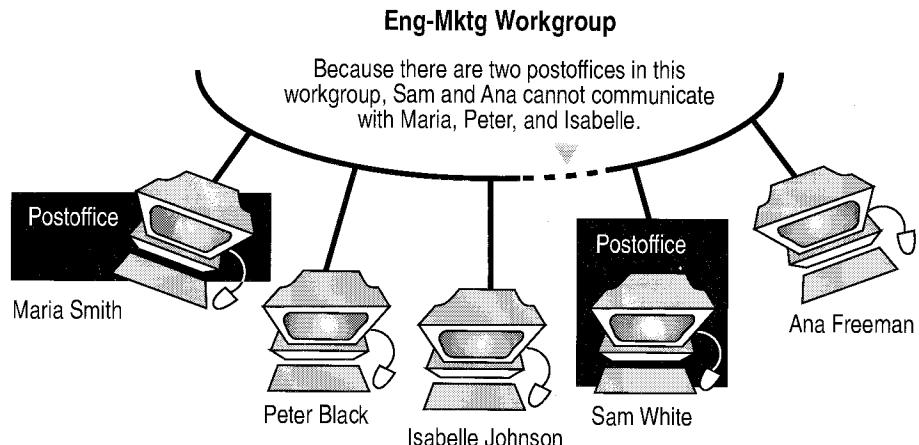
The WGPO contains all the information about Mail user accounts and serves as a collective mail-drop facility for users in your workgroup. To communicate, users must be connected to the same postoffice and have an account on that postoffice.

The following figure shows three users in a workgroup with a WGPO. Maria Smith, Peter Black, and Isabelle Johnson belong to a workgroup called Engineering. To allow users in the Engineering workgroup to use Mail, Maria created a WGPO on her computer and accounts for herself, Peter, and Isabelle. Because she created the WGPO, she will be its administrator. Maria, Peter, and Isabelle use

their respective computers to run Mail, and their message files are stored on their computers as well. They can now use Mail to send messages and files to each other.

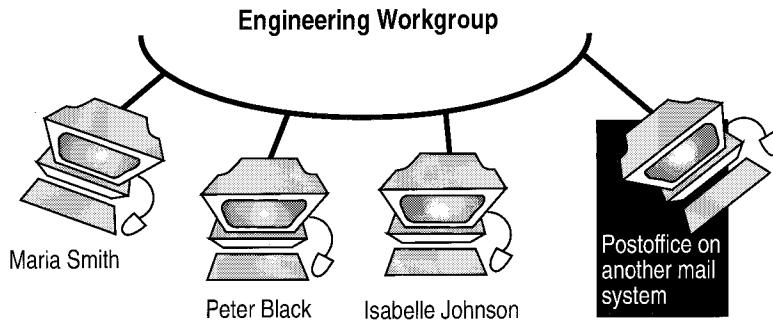


Two users connected to different WGPOs cannot exchange messages. The following figure shows a new workgroup that includes the original Engineering workgroup and two new users from Marketing, Sam and Ana. Sam created another WGPO on his computer, and he created accounts for himself and Ana. In this configuration, Maria, Peter, and Isabelle can communicate with each other. Similarly, Sam and Ana can communicate. However, Sam and Ana cannot communicate with Maria, Peter, and Isabelle because they are not connected to the same postoffice. If Sam deletes his postoffice and Maria creates accounts for Sam and Ana on her postoffice, all five can communicate with each other.

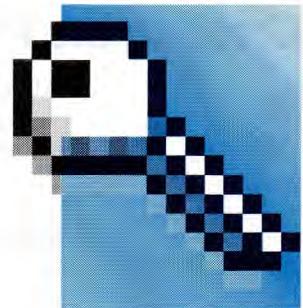


In addition to creating a WGPO on a computer that is part of your workgroup, you can create it on a file server that is part of an existing network, such as a Novell NetWare or a Microsoft LAN Manager server. For information about this configuration, see Appendix B, “Using Mail with Other Networks.”

The following figure shows the Engineering workgroup connected to a postoffice that is part of an existing messaging system. For this configuration, the administrator of the existing messaging system is responsible for setting up and configuring the postoffice. Each member in the Engineering workgroup needs to connect to that postoffice, as explained in Chapter 2, “Starting Mail.”



# Creating a Workgroup Postoffice



This chapter explains how to create a Workgroup Postoffice (WGPO). The person who creates the WGPO should plan to manage it.

Creating the WGPO requires that you:

- Verify that there is enough disk space on the computer where you will install it.
- Create the WGPO and an account for the administrator.
- Share the WGPO so that all users in your workgroup can use it.

Chapter 6, “Managing Your Workgroup Postoffice,” explains how you manage the WGPO you have created.

## Verifying Disk Space

Before creating your WGPO, verify that your computer meets the following requirements.

On the computer where the WGPO will be installed:

- 360K of available disk space for an empty postoffice.
- 16K of available disk space for each user account.

On each user’s computer:

- Enough available disk space for each user’s mailbox.

The required disk space depends on the number and type of messages stored in a mailbox. A typical small mailbox requires about 100K of disk space; a large mailbox can take up several megabytes of disk space.

# Creating the Postoffice and the Administrator Account

After you have verified that the computer has enough disk space to create a WGPO, you can create your WGPO and administrator account. The administrator account is the first account you create in the WGPO.

---

**Important** The computer where you create your WGPO must be turned on at all times so that users can exchange mail.

If you want to create the WGPO on a network server, see Appendix B, “Using Mail with Other Networks,” for specific instructions.

You should create only one WGPO per workgroup. Only the users connected to the same WGPO can communicate with each other.

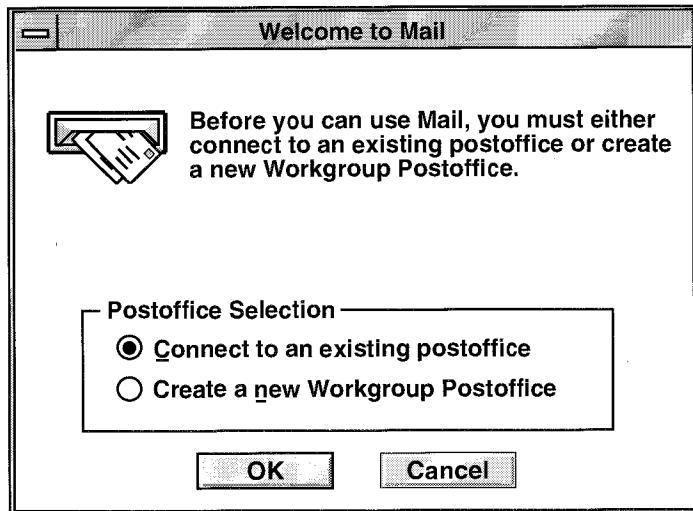
After you create the administrator account, you can modify it, but you cannot remove it.

---

## ► To create a WGPO and the administrator account

1. Start Mail.

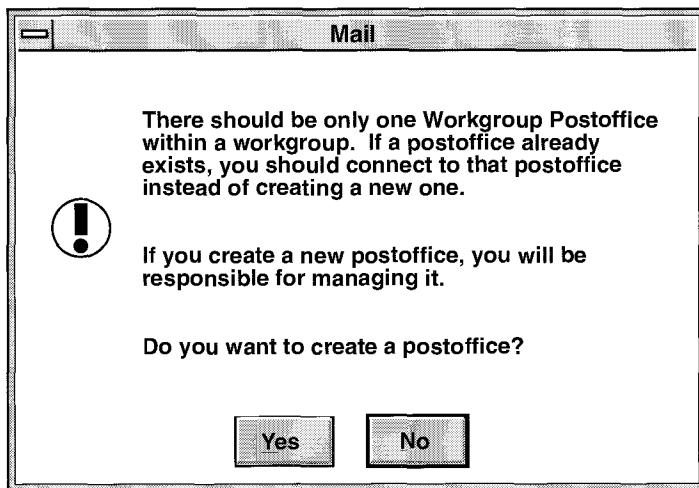
Mail starts the Postoffice Manager by displaying the following dialog box.



2. Select the Create A New Workgroup Postoffice option button.

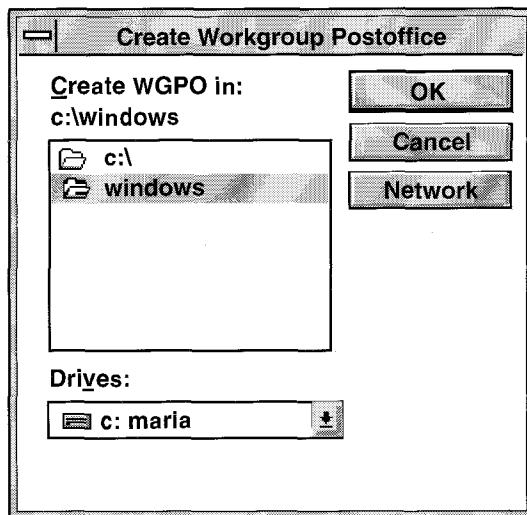
3. Choose the OK button.

The following dialog box appears.



4. Choose the Yes button.

The following dialog box appears.



5. Select a location for your WGPO.

You can create the WGPO either on your hard drive or on a network server.

- To create the WGPO on your hard drive, select a drive from the Drives box and a directory from the Create WGPO In list.

—or—
- To create the WGPO on a network server, choose the Network button, and select a server and shared directory from the dialog box.

6. Choose the OK button.

The following dialog box appears.



Use this dialog box to create the administrator account. In this box, fill in the appropriate information.

The Postoffice Manager does not distinguish between uppercase and lowercase letters; "MARIAS," "MariaS," and "marias" are considered to be the same.

When you fill in this dialog box, type names that are easy to read. You can use extended characters (such as letters with accents), but it is not recommended.

Only alphanumeric characters are allowed in the Mailbox and Password boxes.

**Required Information**

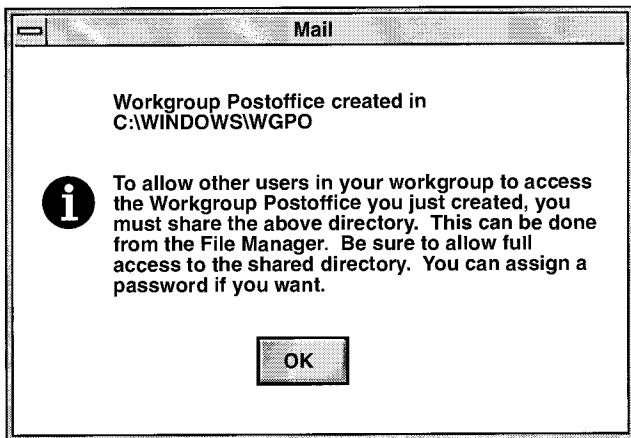
Box	Description
Name	Type your full name—in this example, Maria Smith. The maximum length is 30 characters, and the default is the name you used when installing Windows for Workgroups.
Mailbox	Type a unique name with which you will sign in to Mail. Choose a mailbox name that is easy to remember—in this example, MARIAS. The maximum length is 10 characters, and the default is your Windows logon name.
Password	Type a password. You will use this password and your mailbox name to sign in to Mail. Choose a password that is easy to remember. The maximum length is 8 characters, and the default is PASSWORD.

**Optional Information**

Box	Description
Phone #1	Type your phone number—in this example, (206) 555-5555. The maximum length is 32 characters.
Phone #2	If you have two extensions or one extension and a fax number, type the number for your second extension or your fax number. The maximum length is 32 characters.
Office	Type your office location—in this example, 5. The maximum length is 32 characters.
Department	Type your department's name. The maximum length is 32 characters.
Notes	Type any comments about your account. The maximum length is 128 characters.

7. Choose the OK button.

A dialog box telling you to share the WGPO directory appears.



8. Choose the OK button.

## Sharing the Workgroup Postoffice

After you create your WGPO, you must share the WGPO directory that contains the data files with all users on the postoffice.

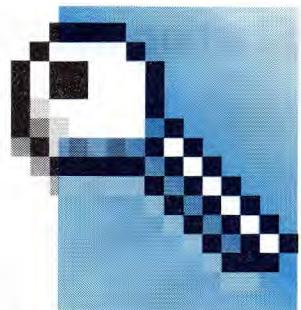
### ► To share your Workgroup Postoffice

1. Open the File Manager and select the WGPO directory.
2. From the Disk menu, choose Share As.
3. In the Share Name box, type a name for your postoffice. The default is WGPO.
4. Select the Re-share At Startup check box.
5. Under Access Type, select the Full Access option button.
6. Under Passwords, type a full access password for your WGPO (optional).
7. Choose the OK button.

**Note** After you create your WGPO, the Postoffice Manager command appears on the Mail menu when you start Mail. This command appears only on the computer where you created your WGPO. If you want to run the Postoffice Manager from another computer in your workgroup, you must modify your MSMAIL.INI file as explained in Chapter 6, "Managing Your Workgroup Postoffice."

## CHAPTER 6

# Managing Your Workgroup Postoffice



After you have created your Workgroup Postoffice (WGPO) and your administrator account, you manage the WGPO with the Postoffice Manager.

**Important** Only the administrator can run the Postoffice Manager. The administrator can manage the WGPO from any computer that is part of his or her workgroup. For instructions, see “Workgroup Postoffice Installation Results” later in this chapter.

With the Postoffice Manager, you can:

- Add users to the WGPO.
- Modify existing user accounts.
- Remove users from the WGPO.
- Manage the disk space where the WGPO is stored.

You may also need to perform one or more of the following tasks:

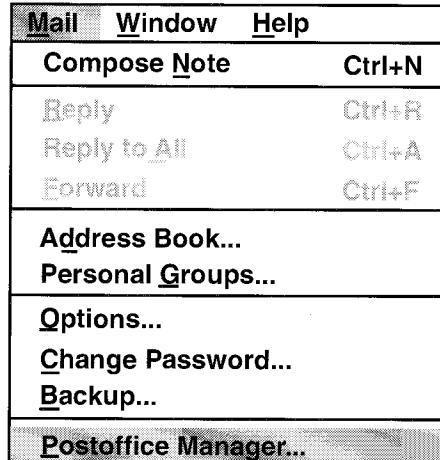
- Change the name of your WGPO.
- Move your WGPO.
- Remove your WGPO.
- Manage the Mail system files.

# Starting the Postoffice Manager

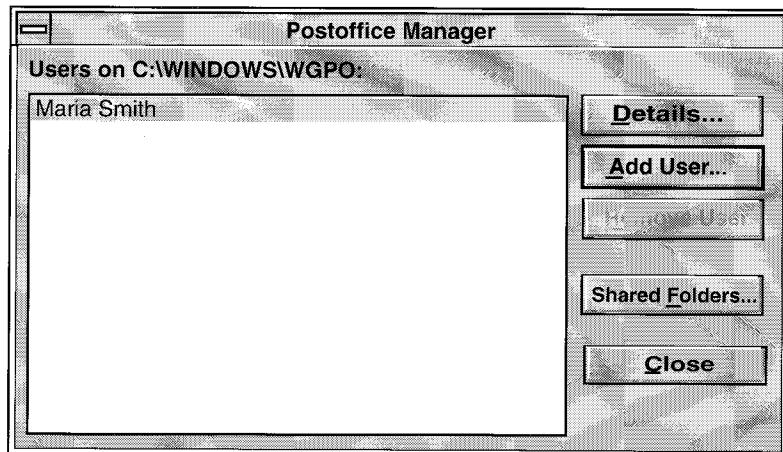
Before you can start the Postoffice Manager, you must start Mail (see Chapter 2, "Starting Mail").

## ► To start the Postoffice Manager

- From the Mail menu, choose Postoffice Manager.



The following dialog box appears.



With this dialog box, you can add users, modify user accounts, and remove users.

## Adding a User

To add a user to your WGPO, you must provide the user's name, mailbox name, and password.

Optionally, you can also provide the user's phone number(s), office location, and department, and comments about the user's account.

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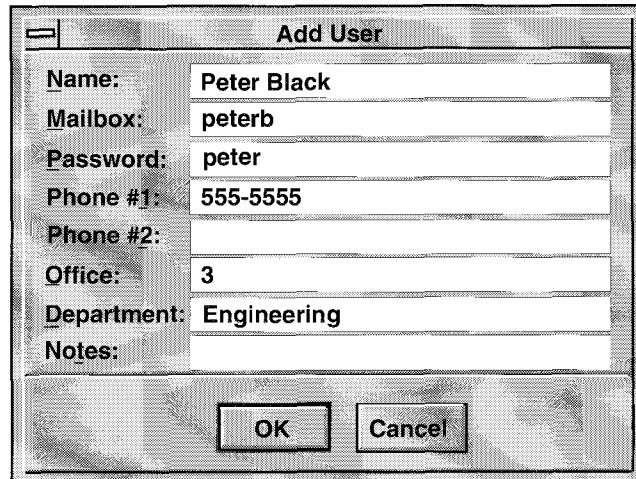
**Important** Users who do not have an account on the WGPO can each create their own account. If you create the account, be sure to give the account information to the user.

---

### ► To add a user

1. From the Postoffice Manager dialog box, choose the Add User button.

The following dialog box appears.



2. Fill in the appropriate information.

For a complete description of these entries, see Chapter 5, “Creating a Workgroup Postoffice.”

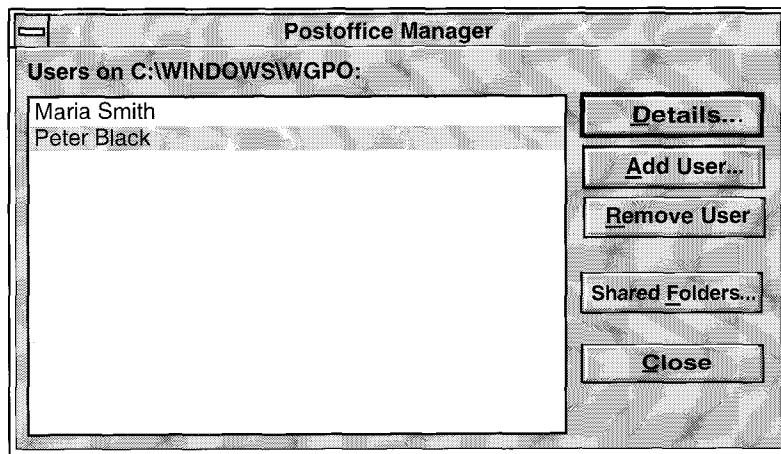
3. Choose the OK button.

## Modifying a User Account

With the Postoffice Manager, you can modify any information about the user’s account.

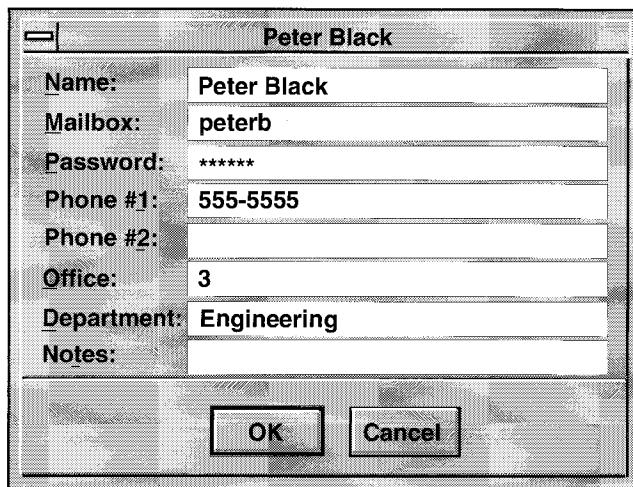
### ► To modify a user account

1. From the Postoffice Manager dialog box, select the user name you want to modify.



2. Choose the Details button.

A dialog box with the user's account information appears.



3. Change the appropriate entries.
4. Choose the OK button.

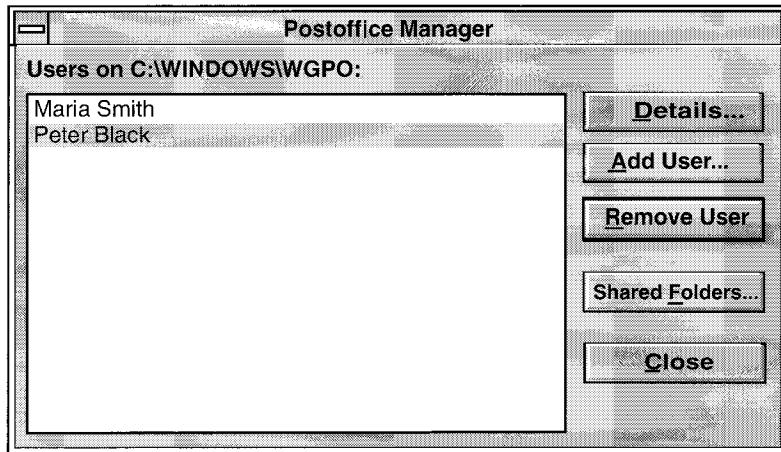
# Removing a User

With the Postoffice Manager, you can remove a user from your WGPO.

**Note** You cannot remove the administrator's account.

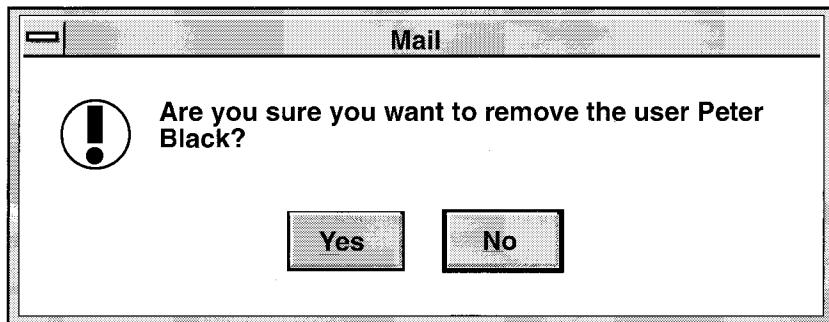
## ► To remove a user

1. From the Postoffice Manager dialog box, select the user name you want to remove.



2. Choose the Remove User button.

The following dialog box appears.



3. Choose the Yes button.

# Managing Disk Space

Managing the disk space where the WGPO is stored is one of the most important administrative tasks. To manage disk space, you need to check the current status of shared folders and recover unused disk space by compressing shared folders.

A *shared folder* is a public folder that is stored in the WGPO, unlike users' private folders, which are stored on their own computers. All users in your workgroup can open shared folders and see the messages they contain. Any user in the WGPO can create a shared folder and choose the appropriate access permissions (Read, Write, or Delete).

## Checking the Status of Shared Folders

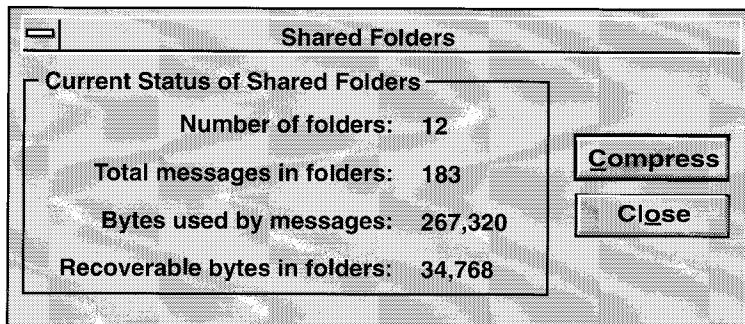
By checking the status of shared folders, you determine:

- The number of shared folders.
- The number of messages stored in shared folders.
- The amount of disk space the messages use.
- The amount of disk space you can recover by compressing shared folders.

### ► To check the status of shared folders

- From the Postoffice Manager dialog box, choose the Shared Folders button.

The Shared Folders dialog box shows the current status of shared folders in your WGPO.



## Compressing Shared Folders

Compressing shared folders recovers disk space. When the Mail system runs out of disk space, this is the first step to take. If you still require more space, you can delete old messages and unused folders. You may need to move the WGPO to a different location (see “Moving Your Workgroup Postoffice” later in this chapter.)

If your shared folders contain a large number of messages, the compression process may take a long time.

### ► To compress shared folders

1. From the Postoffice Manager dialog box, choose the Shared Folders button.  
The Shared Folders dialog box appears.
2. Choose the Compress button.
3. Choose the Close button.

---

**Important** Do not attempt to compress shared folders while others are using them. Before compressing a shared folder, ask all users in your workgroup to close them.

---

## Changing the Name of Your Workgroup Postoffice

You may need to change the name of your WGPO. For example, if you are part of a large company where someone else created a WGPO with the same name as yours, either you or the administrator of the other WGPO needs to change the name of the WGPO.

Before you rename your WGPO, inform users in your workgroup that they will not be able to exchange messages until they reconnect to the renamed WGPO.

### ► To rename your Workgroup Postoffice

1. Ask all users in your workgroup to exit and sign out of Mail.
2. Open the File Manager and select the WGPO directory.
3. From the Disk menu, choose Share As.
4. In the Share Name box, type the new name for your WGPO.
5. Choose the OK button.

6. Edit the following line in the [Microsoft Mail] section of your MSMAIL.INI file to reflect the new name of the WGPO:

ServerPath=drive:\directory

—or—

ServerPath=\computername\sharename

If your shared directory had a password, you need to delete or edit the line specifying the password for the shared directory.

7. Inform users in your workgroup of the new name, and ask them to edit the following line in the [Microsoft Mail] section of their MSMAIL.INI file to reflect the new name of the WGPO:

ServerPath=\computername\sharename

They may also need to delete or edit a line specifying a password for the shared directory.

## Moving Your Workgroup Postoffice

You may need to move your WGPO to a different location—for example, if the computer where you installed the WGPO runs out of disk space.

Before you move your WGPO, inform users in your workgroup that they will not be able to exchange messages until they reconnect to the relocated postoffice.

### ► To move your WGPO

1. Ask all users in your workgroup to exit and sign out of Mail.
2. Open the File Manager and select the WGPO directory.
3. From the File menu, choose Move.
4. In the To box, type the new path for your WGPO.
5. Choose the OK button.
6. Share your WGPO as explained in “Sharing the Workgroup Postoffice,” in Chapter 5, “Creating a Workgroup Postoffice.”
7. Edit the following line in the [Microsoft Mail] section of your MSMAIL.INI file to reflect the new location of the WGPO:

ServerPath=drive:\directory

—or—

ServerPath=\computername\sharename

If your shared directory had a password, you need to delete or edit the line specifying the password for the shared directory.

8. Inform users in your workgroup of the new location for the WGPO, and ask them to edit the following line in the [Microsoft Mail] section of their MSMAIL.INI file to reflect the new location of the WGPO:

ServerPath=\\computername\\sharename

They may also need to delete or edit a line specifying a password for the shared directory.

## Removing Your Workgroup Postoffice

You may need to remove a WGPO that you just created, for example, if something goes wrong when you are creating it and you want to re-create it.

Before you remove your WGPO, inform users in your workgroup that they will not be able to exchange messages until they reconnect to a new postoffice.

### ► To delete your WGPO

1. Delete the WGPO directory tree.
2. Delete the following lines from the [Custom Commands] section of your MSMAIL.INI file:

```
WGPOMgr1=3.0;Mail;;13  
WGPOMgr2=3.0;Mail;&Postoffice Manager...;14;  
WGPOMgr.DLL;0;;Manage Workgroup Postoffice;MSMAIL.HLP;2870
```

## Managing the Mail System Files

When you create a WGPO or users in your workgroup connect to a postoffice, the Mail system files are modified. The Mail system files are:

- The message file, MSMAIL.MMF.
- The Mail file, MSMAIL.INI.

The message file, MSMAIL.MMF, stores messages, message folders, and the Personal Address Book for the user. The WGPO updates this file when it receives messages. The message file for each user is stored on his or her computer. Your message file is located in the directory where you installed Windows (the default is C:\WINDOWS).

The Mail file, MSMAIL.INI, contains information that controls the way Mail works. Your MSMAIL.INI file is located in the C:\WINDOWS directory.

The Mail system files are automatically managed by Mail, so you shouldn't need to alter them unless you want to change specific functionality or you want to restore these files to a particular state. For example, if you install a WGPO and then you delete it, you need to modify your MSMAIL.INI file to connect to a postoffice.

The following sections describe how these files are modified when you create a WGPO and when a user connects to a WGPO. They also describe how to back up and restore the Mail system files.

## Workgroup Postoffice Installation Results

When you create a WGPO, the Postoffice Manager makes the following changes to the system files for the administrator account:

- It creates the WGPO directory in the specified location.
- It creates the following entries in the [Custom Commands] section of the MSMAIL.INI file:

```
WGPOMgr1=3.0;Mail;;13  
WGPOMgr2=3.0;Mail;&Postoffice Manager...;14;  
WGPOMgr.DLL;0;;Manage Workgroup Postoffice;MSMAIL.HLP;2870
```

These lines instruct Mail to display the Postoffice Manager command in the Mail menu when you start Mail on the computer where you created your WGPO. This command appears only on the computer from which you created your WGPO. If you want to run the Postoffice Manager on another computer, you must add these lines to the MSMAIL.INI file on that computer.

- It adds the following lines to the [Microsoft Mail] section of the MSMAIL.INI file:

```
ServerPath=drive:\directory  
Login=mailbox_name
```

- It creates a message file for the administrator account. The default name is MSMAIL.MMF.

## Workgroup Postoffice Connection Results

When users connect to a WGPO, the Postoffice Manager makes the following changes to their system files:

- It creates the following entry in the [Microsoft Mail] section of the MSMAIL.INI file:

```
ServerPath=\\computername\\sharename  
Login=mailbox_name
```

- It creates a message file for the user. The default name is MSMAIL.MMF.

## Backing Up and Restoring the Mail System Files

When a user connects to a postoffice or creates a WGPO for the first time, Mail creates an MSMAIL.INI and an MSMAIL.MMF file (the Mail system files) for that user. After the Mail system files have been created, Mail automatically manages them for each user. In general, you don't need to alter your Mail system files; however, you might want to restore them to a given state or alter them to change the way Mail works.

It is a good practice to regularly back up your Mail system files. Then, if there is a problem, you can recover your mail and Mail environment from the last backup copy. The following procedures explain how to back up and restore your Mail system files. The procedures for backing up and restoring your MSMAIL.MMF file back up and restore all your folders in your mailbox. If you want to back up or restore only some of the folders in your mailbox, use the Export Folder and Import Folder commands. For information about using Export and Import, see the online Help.

---

**Important** Before altering the MSMAIL.INI file, you should always make a backup copy in case you run into problems. After altering the MSMAIL.INI file, you must restart Mail for the changes to take effect.

---

### ► To back up your MSMAIL.MMF file

1. From the Mail menu, choose Backup.
2. In the File Name box, specify the name and location of your backup file, for example, C:\\WINDOWS\\MARIA.MMF.
3. Choose the OK button.

► **To restore your MSMAIL.MMF file**

1. Open the File Manager and select the backup copy of your message file.
2. From the File menu, choose Rename.
3. In the To box, type **c:\windows\msmail.mmf**
4. Choose the OK button.

The backup file becomes your message file, and your mailbox displays the messages and folders you had when you backed up the file. New messages that you received after you backed up your message file will not appear in your Inbox.

► **To back up your MSMAIL.INI file**

1. Open the File Manager and select your MSMAIL.INI file.  
Your MSMAIL.INI file is located in the directory where you installed Mail (the default is C:\WINDOWS.)
2. From the File menu, choose Copy.
3. In the To box, type a name for your backup file, for example, MSMAIL.OLD.
4. Choose the OK button.

To restore your MSMAIL.INI file, you can rename a backup copy, if you have one, or you can edit your existing MSMAIL.INI file. How you edit the file depends on whether you created a WGPO or connected to one.

► **To restore your MSMAIL.INI file after creating a WGPO**

If you made a backup copy of your MSMAIL.INI file, rename it to MSMAIL.INI, and move it to the directory where you installed Mail (the default is C:\WINDOWS). If you don't have a backup copy, follow these steps.

1. Remove the following lines from the [Custom Commands] section of your MSMAIL.INI file:

```
WGPOMgr1=3.0;Mail;;13  
WGPOMgr2=3.0;Mail;&Postoffice Manager...;14;  
WGPOMgr.DLL;0;;Manage Workgroup Postoffice;MSMAIL.HLP;2870
```

2. Remove the following lines from the [Microsoft Mail] section of the MSMAIL.INI file:

```
ServerPath=drive:\directory  
Login=mailbox_name
```

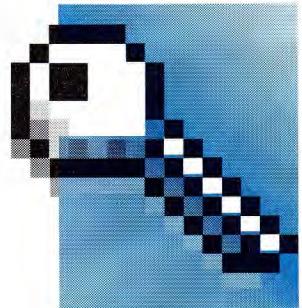
► **To restore your MSMAIL.INI file after connecting to a WGPO**

- If you made a backup copy of your MSMAIL.INI file, rename it to MSMAIL.INI, and move it to the directory where you installed Mail (the default is C:\WINDOWS).  
–Or–
- If you don't have a backup copy, remove the following lines from the [Microsoft Mail] section of your MSMAIL.INI file:

```
ServerPath=\\computername\\sharename  
Login=mailbox_name
```

## A P P E N D I X A

# Troubleshooting



This appendix contains information to help you solve problems you may encounter when creating or managing the Workgroup Postoffice (WGPO).

### You Cannot Create a Workgroup Postoffice

There are several reasons why you may not be able to create a WGPO. Most often, it is because you don't have enough disk space or, if you are creating the WGPO on a server, because you don't have write permission on that server. In this case, find a new location with enough disk space to create your WGPO.

### You Forget Your Password

If you forget your password, you cannot recover it; you must create a new WGPO.

### A User in Your Workgroup Forgets His or Her Password

If a user in your workgroup forgets his or her password, do the following:

1. Sign in to Mail.
2. Start the Postoffice Manager.
3. In the Postoffice Manager dialog box, select the name of the user and choose the Details button.
4. In the Password box, type a new password.
5. Choose the OK button.
6. In the Postoffice Manager dialog box, choose the Close button.

Now the user can sign in to Mail with the new password.

## A Message File Is Corrupted

If a message file is corrupted, a message box appears, with an option to repair the message file. You or the user can either repair the file immediately or quit Mail and repair it later. However, the user with the corrupted file cannot use Mail until it is repaired.

## APPENDIX B

# Using Mail with Other Networks



In addition to creating a Workgroup Postoffice (WGPO) on a computer that is part of your workgroup, you can create it on a file server that is part of an existing network, such as a Novell NetWare or a Microsoft LAN Manager server. To add Macintosh, OS/2, and other mail users to your WGPO, see Appendix C, "Using Mail with Other Messaging Systems."

This appendix describes how to set up a WGPO on another network. For more information about connecting your computer to another network, see Appendix B, "Using Windows for Workgroups with Other Networks," in the *Microsoft Windows for Workgroups User's Guide*.

## Using Mail with a NetWare Network

To use Mail with a Novell NetWare network, you need to create a WGPO on a NetWare server and grant full trustee rights to the WGPO directory.

### ► To create your WGPO on a NetWare server

1. Create a directory on the NetWare server where the WGPO will be located.
2. Grant full trustee rights to this directory.
3. Use the Control Panel to set up NetWare support for your Windows for Workgroups software.

For instructions, see Appendix B, "Using Windows for Workgroups with Other Networks," in the *Microsoft Windows for Workgroups User's Guide*.

4. Log on to your NetWare server.
5. Start Windows for Workgroups.

6. Use the File Manager to map (assign) a drive letter to the NetWare directory where you want to create your WGPO.  
For instructions, see Appendix B, “Using Windows for Workgroups with Other Networks” in the *Microsoft Windows for Workgroups User’s Guide*.
7. Create your WGPO as explained in Chapter 5, “Creating a Workgroup Postoffice.”

## Using Mail with a LAN Manager Network

To use Mail with a Microsoft LAN Manager network, create a WGPO on a LAN Manager server and grant full access permissions to the WGPO directory.

► **To create your WGPO on a Microsoft LAN Manager server**

1. Create a directory on the LAN Manager server where the WGPO will be located.
2. Share the directory you just created. Make sure you don’t share the parent directory.
3. Provide full access permissions to the directory.
4. Create your WGPO as explained in Chapter 5, “Creating a Workgroup Postoffice.”

For more information about LAN Manager, see the *Microsoft LAN Manager Administrator’s Guide*.

Mail works with a LAN Manager server automatically; you don’t need to set up special support for it. However, to view the LAN Manager servers in the Connect and Share dialog box, there must be at least one computer in your workgroup whose workgroup name matches the name of the primary domain controller on the LAN Manager server.

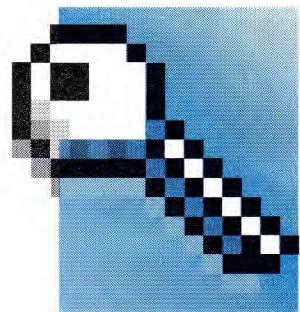
For information about setting LAN Manager options, see Appendix B, “Using Windows for Workgroups with Other Networks,” in the *Microsoft Windows for Workgroups User’s Guide*.

## Using Mail with Other Networks

If you want to use Mail with another network, you need to set up support for that network in your Windows for Workgroups software, using the Control Panel. For information about the necessary Windows for Workgroups drivers and any further instructions, contact your network vendor.

## APPENDIX C

# Using Mail with Other Messaging Systems



The messaging system in a Windows for Workgroups environment consists of the Mail application and the Workgroup Postoffice (WGPO). However, if your company already has a messaging system with a mail server or postoffice, you can use the Mail application with the existing messaging system.

To use Mail with an existing messaging system, you need to upgrade to a Mail version 3.0 Postoffice and add a gateway to the existing messaging system. The following table compares the messaging features of the WGPO with those of a Mail version 3.0 Postoffice.

WGPO	Mail version 3.0 postoffice
Single postoffice mail features	Multiple postoffice mail features
Single postoffice mail administration	Multiple postoffice mail administration
Basic security	Advanced security
Support for Windows and MS-DOS	Support for Windows, MS-DOS, Macintosh, and OS/2 version 1.3
	Ability to exchange mail with other messaging systems through gateways
	Ability to exchange mail with Mail Remote version 3.0 Postoffices
	Ability to connect to a Mail version 3.0 Postoffice via a modem from a remote computer
	Advanced administration

The following table tells you which Microsoft gateway to use for a given messaging system.

Messaging system	Microsoft Mail version 3.0 gateway
ARCOM 400 Swiss PTT	X.400
AT&T Mail	X.400
Atlas 400	X.400
Banyan Mail	MHS or X.400
Beyond Mail	MHS
cc:Mail	MHS, SNADS, or X.400
The Coordinator	MHS
CompuServe	SMTP or MHS
Data General CEO	X.400
DaVinci	MHS
DEC All-In-1	X.400, PROFS, or SNADS
DEC VMS Mail	X.400 or SNADS
Dutch PTT	X.400
EasyLink	X.400
Envoy 100/Gemdes	X.400
Fax	Fax
Fischer International EMC2	X.400 or SNADS
Gold 400 UK	X.400
Higgins	MHS
IBM AS/400 Office	SNADS
IBM System36	PROFS
IBM CMS NOTES	PROFS
IBM DISOSS	SNADS
IBM OfficeVision MVS	SNADS
IBM PROFS	PROFS
INFONET	X.400
Internet	SMTP
Lotus Notes	MHS
Microsoft Mail for AppleTalk	Microsoft Mail connection
NCR Cooperation	X.400
Novell NetWare MHS	MHS

*(continued)*

Messaging system	Microsoft Mail version 3.0 gateway
Retix	X.400
Soft-Switch Central	SNADS
Sprint TeleMail	X.400
Telebox 400 German PTT	X.400
Touch	X.400
Unisys	X.400
UNIX SMTP	SMTP
UUCP	SMTP
Verimation Memo	SNADS
Wang Office	MHS, X.400, or PROFS
X.25	X.400

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