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## Configuring an Email Client

The Secure Email Client upgrade option enables Neoteris IVE users to use standards-based email clients to access corporate email from remote locations. This document provides information to help administrators determine which supported email client to recommend to users, as well as procedural information (written for users) for configuring each of the supported email clients. The supported email clients include Outlook 2000, Outlook 2002, Outlook Express 5.5 and 6.x, Netscape Messenger 4.7, and Netscape Mail 6.2.

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## Outlook 2000

Users can configure the Outlook 2000 email program to retrieve email from any standards-based IMAP or POP mail server through the Neoteris IVE. If your corporate mail server is an Exchange Server, however, and your users are laptop users who use the same machine while in-house and traveling, users need to configure one of the following clients to retrieve email while working remotely:

- Outlook Express 5.5 or 6.x (in IMAP or POP mode)
- Netscape Messenger 4.7x (in IMAP mode only)
- Netscape Mail 6.2 (in IMAP mode only)

The reason:

If your corporate mail server is an Exchange Server, the Outlook 2000 client running on laptops will probably be configured with a MAPI email account (using Microsoft's proprietary MAPI protocol) for in-house use. Because the Outlook 2000 client only allows one mail server configuration, users need to configure an additional client to retrieve emails when out of the office. Users may configure the Outlook 2000 client on a separate home PC to retrieve email from the corporate Exchange Server via the Neoteris IVE as long as no other Outlook 2000 email account is configured on that machine.

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**Note:** If your site uses an Exchange Server (versus an IMAP or POP server), users do not need to change their email set up in order to use the IVE to access email from a remote location.

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## To configure the Outlook 2000 email program for an IMAP or POP mail server:

1. From the Outlook 2000 **Tools** menu, choose **Accounts**. The **Internet Accounts** dialog appears.

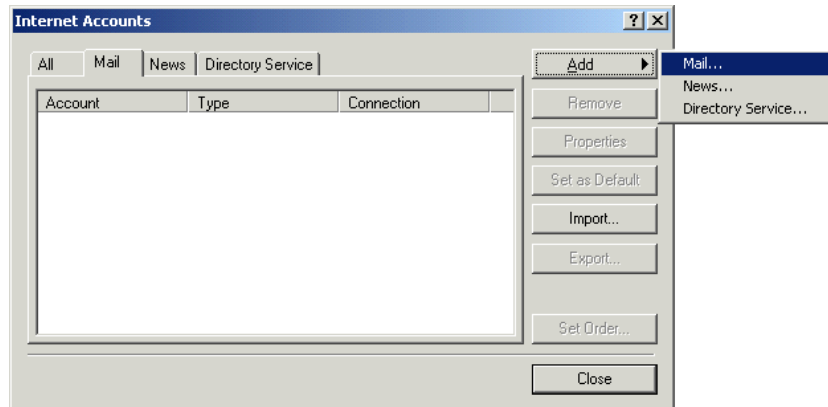


Figure 1: Internet Accounts Dialog

2. Select the **Mail** tab and then click **Add > Mail**. The **Internet Connection Wizard** appears.

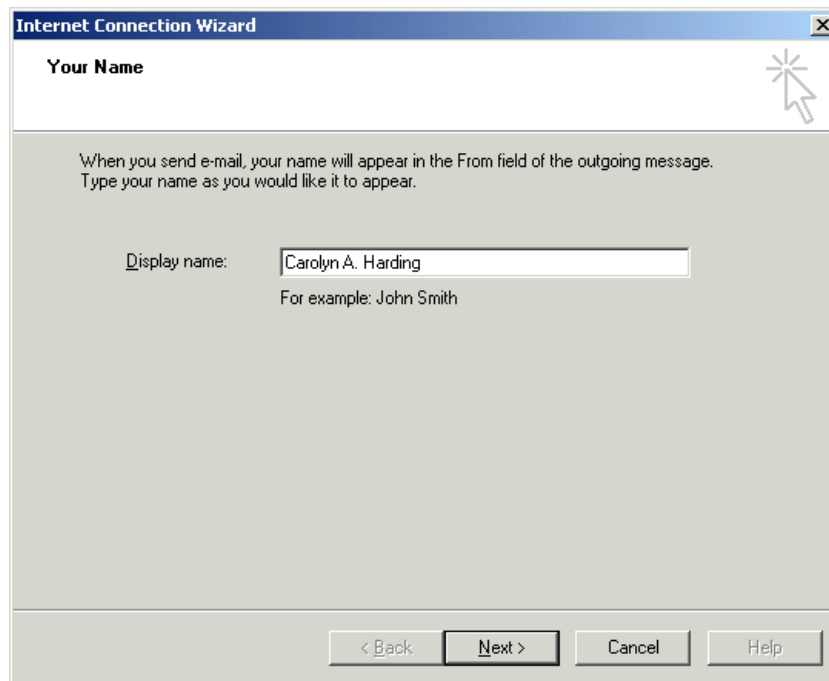
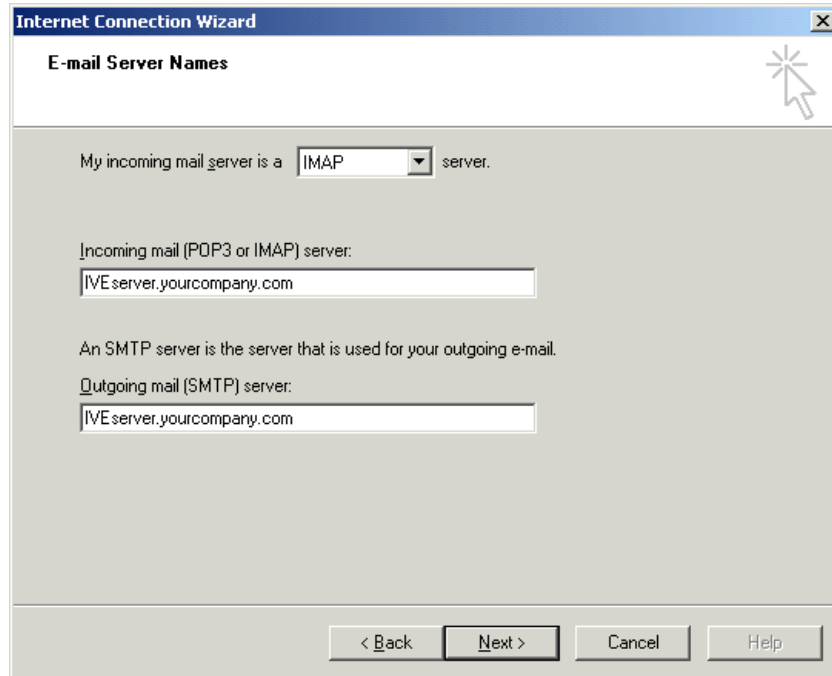


Figure 2: Internet Connection Wizard - Your Name Page

3. On the **Your Name** page, enter the name you want to display for messages sent from your account and click **Next**.
4. On the **Internet E-mail Address** page, enter your corporate email address and click **Next**.

5. On the **E-mail Server Names** page, specify the type of mail server used for corporate email: POP or IMAP. Next, enter the name of the IVE server for both the incoming and outgoing mail servers and then click **Next**. For example, if the URL to your IVE is `https://iveserver.yourcompany.com`, then the mail server address to enter is `iveserver.yourcompany.com`. If you entered email settings through the IVE Email Setup page, enter the mail server name that displayed after you completed the setup.



The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "E-mail Server Names". The main content area includes a label "My incoming mail server is a" followed by a dropdown menu currently showing "IMAP". Below this is a text input field labeled "Incoming mail (POP3 or IMAP) server:" containing the text "IVEServer.yourcompany.com". A second text input field labeled "Outgoing mail (SMTP) server:" also contains "IVEServer.yourcompany.com". At the bottom of the window are four buttons: "< Back", "Next >", "Cancel", and "Help".

**Figure 3: Internet Connection Wizard - E-mail Server Names Page**

6. On the **Internet Mail Logon** page, enter your user name for the mail server. If you do not enter the same password each time for email, make sure to clear the **Remember password** box. When you are finished, click **Next**. For example, if you entered email settings through the secure gateway **Email Setup** page, enter the username that displayed after you completed the setup.

7. On the connection page, specify the method you want to use to connect to the Internet and then click **Next**.

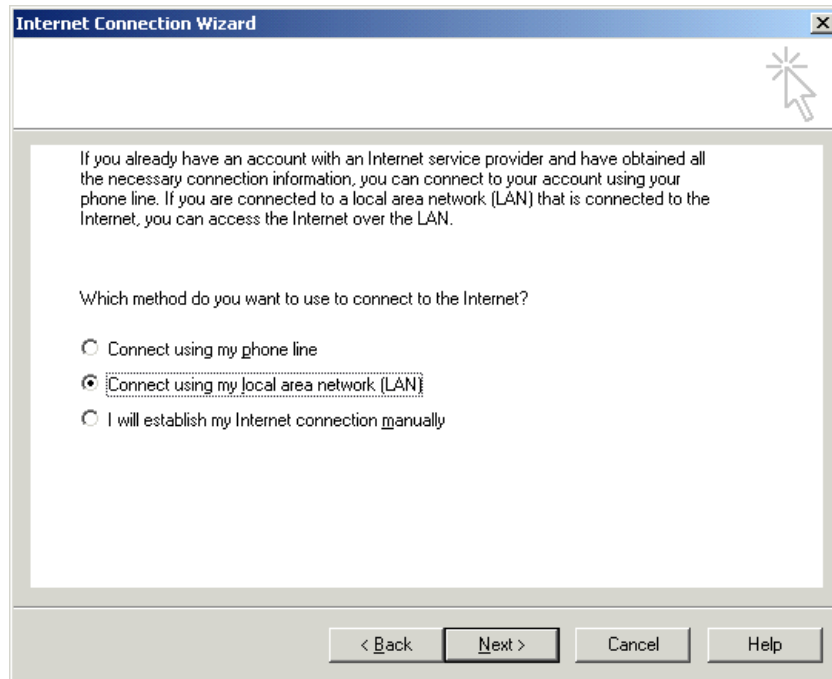


Figure 4: Internet Connection Wizard - Connection Options Page

8. On the **Congratulations** page, click **Finish**. The new email account appears in the **Internet Accounts** dialog.

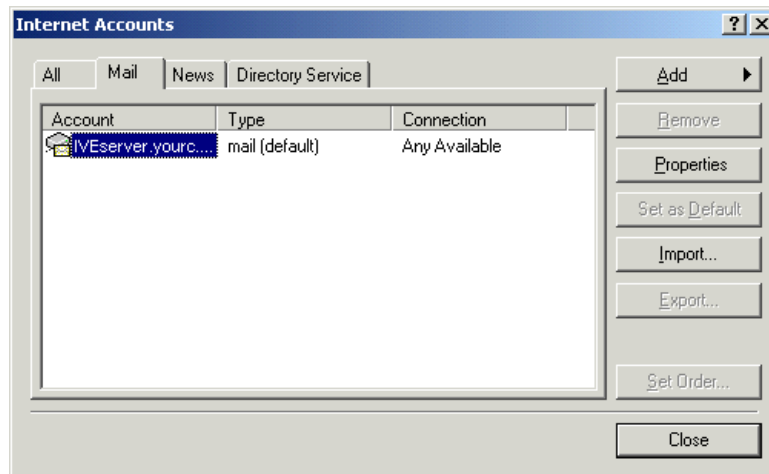


Figure 5: New Account in Internet Accounts Dialog

9. Select the new email account and click **Properties**. The **Properties** dialog appears.
10. In the **Properties** dialog, select the **General** tab. Enter a name for this account, such as Corporate Email Account. This name appears in the Properties dialog title bar.

11. In the **Properties** dialog, select the **Servers** tab. Under **Outgoing Mail Server**, check **My server requires authentication** and then click **Settings**. The **Outgoing Mail Server** dialog appears.

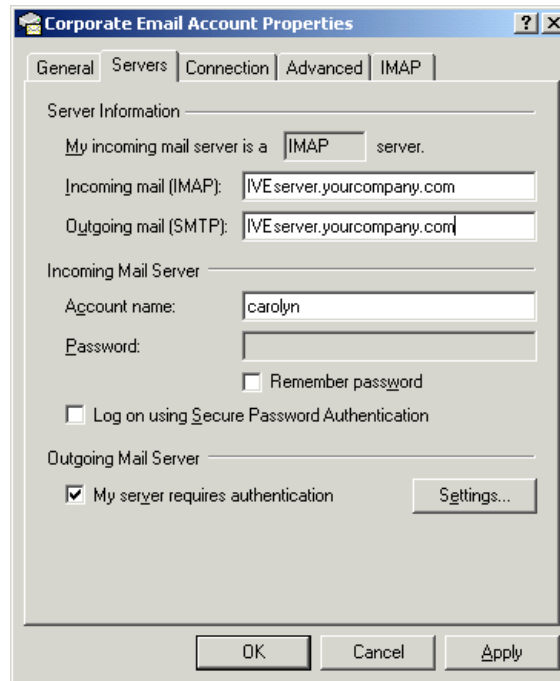


Figure 6: Properties Dialog - Servers Tab

12. In the **Outgoing Mail Server** dialog, select **Use same settings as my incoming mail server** and then click **OK**, which returns you to the **Properties** dialog.
13. In the **Properties** dialog, select the **Advanced** tab. Under **Server Port Numbers**, check **This server requires a secure connection (SSL)** for both the outgoing and incoming mail server.

The incoming mail port number will automatically change to 993 for IMAP or 995 for POP, but you need to manually change the outgoing mail server port to 465. When you are finished, click **OK** to save your settings and return to the **Internet Accounts** dialog.

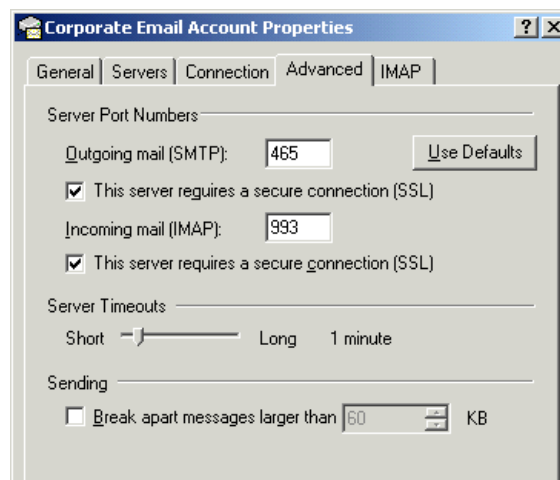


Figure 7: Properties Dialog - Advanced Tab

14. In the **Internet Accounts** dialog, click **Close**. If you are prompted to download folders from the mail server you just added, click **Yes** to display the **Show/Hide IMAP Folders** dialog. Select the **All** tab, click **Reset List**, and then click **OK** to download folders. When prompted for your password, enter the password required by your system administrator.

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**Note:** You may receive a warning that the server you are connected to is using a certificate that could not be verified. Simply click **Yes** to proceed.

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15. Expand the new account and click on the Inbox. Messages from the mail server appear in the Inbox.

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**Important:** Until the system administrator obtains a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time they open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

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## Outlook 2002

Users can configure the Outlook 2002 email program to retrieve email from any standards-based IMAP or POP mail server through the Neoteris IVE. If your corporate mail server is an Exchange Server, however, and your users are laptop users who use the same machine while in-house and traveling, users need to configure one of the following clients to retrieve email while working remotely:

- Outlook Express 5.5 or 6.x (in IMAP or POP mode)
- Netscape Messenger 4.7x (in IMAP mode only)
- Netscape Mail 6.2 (in IMAP mode only)

The reason:

If your corporate mail server is an Exchange Server, the Outlook 2002 client running on user laptops will probably be configured with a MAPI email account (using Microsoft's proprietary MAPI protocol) for use while in-house. Even though the Outlook 2002 client provides support for simultaneous server configurations, it does not support IMAP access when the MAPI account is offline, preventing users from retrieving emails when working remotely. Users may configure the Outlook 2002 client on a separate home PC to retrieve email from the corporate Exchange Server via the Neoteris IVE.

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**Note:** If your site uses an Exchange Server (versus an IMAP or POP server), users do not need to change their email set up in order to use the IVE to access email from a remote location.

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## To configure the Outlook 2002 email program for an IMAP or POP server:

1. From the **Outlook Tools** menu, choose **E-mail Accounts**. The **E-mail Accounts** wizard appears.

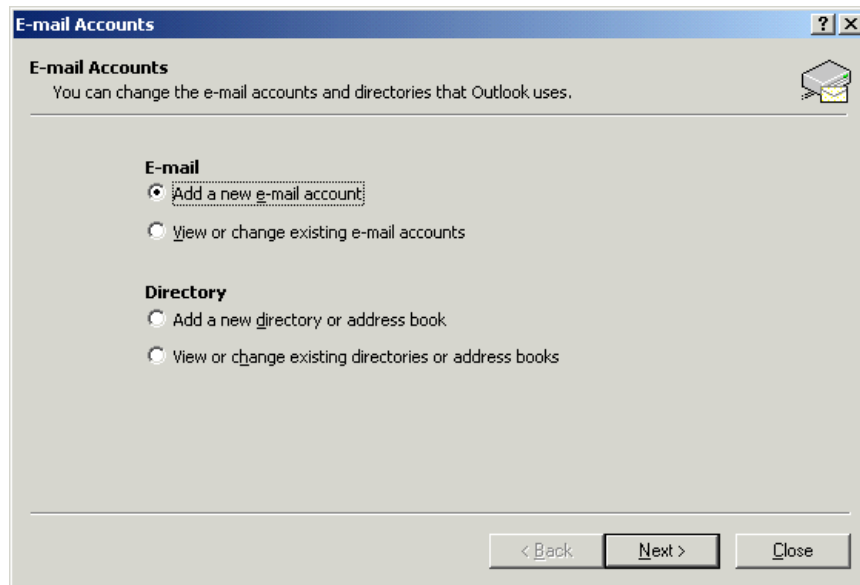
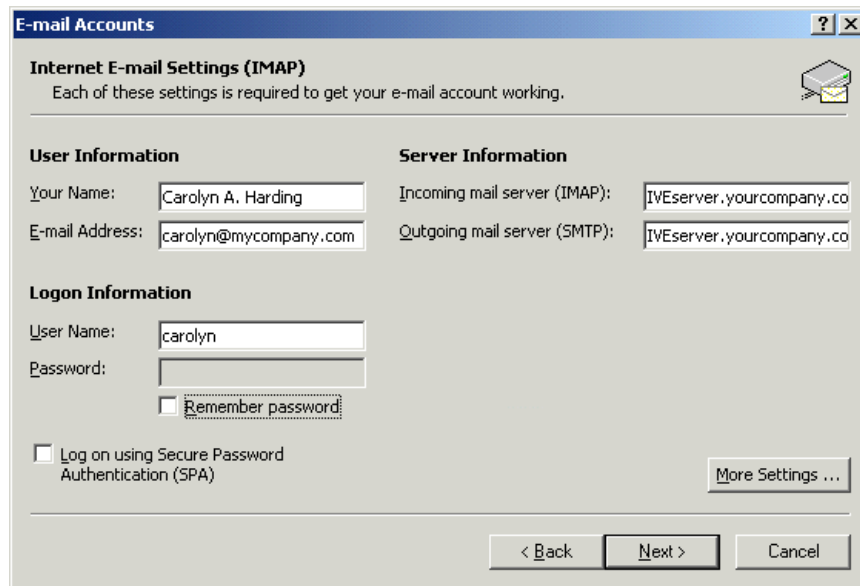


Figure 8: E-mail Accounts Wizard

2. On the **E-mail Accounts** page, select **Add a new e-mail account** and click **Next**.
3. On the **Server Type** page, specify the type of mail server used for your corporate email—POP or IMAP—and click **Next**.
4. On the **Internet E-mail Settings** page, enter the requested user, server, and logon information:
  - Your Name: The display name to use for messages sent from your account.
  - E-mail Address: Your corporate email address.
  - Incoming mail server: The IVE server name\*.
  - Outgoing mail server: The IVE server name\*.
  - User Name: The name\* you use to log in to your mail server.
  - Password: Leave this field blank. If you do not enter the same password each time for email, make sure to clear the **Remember password** box.

\*If you entered email settings through the IVE Email Setup page, enter the mail server name and user name that displayed after you completed the setup. If you did not enter email settings through the IVE Email Setup page and the URL to your IVE is `https://IVEserver.yourcompany.com`, then the address to enter as the incoming and outgoing mail server is `IVEserver.yourcompany.com`.

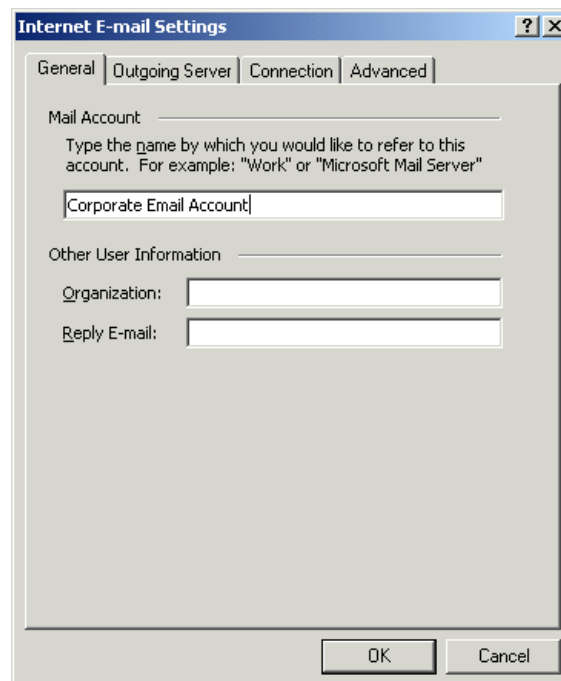


The screenshot shows the "E-mail Accounts" dialog box with the "Internet E-mail Settings (IMAP)" tab selected. The dialog contains the following fields and options:

- User Information:** Your Name: Carolyn A. Harding; E-mail Address: carolyn@mycompany.com
- Server Information:** Incoming mail server (IMAP): IVEserver.yourcompany.co; Outgoing mail server (SMTP): IVEserver.yourcompany.co
- Logon Information:** User Name: carolyn; Password: (empty);  Remember password;
- Log on using Secure Password Authentication (SPA)
- Buttons: < Back, Next >, Cancel, and More Settings ...

Figure 9: Internet E-Mail Settings Page (IMAP configuration shown)

5. On the **Internet E-mail Settings** page, click **More Settings**. The **Internet E-mail Settings** dialog appears.



The screenshot shows the "Internet E-mail Settings" dialog box with the "General" tab selected. The dialog contains the following fields and options:

- Mail Account: Corporate Email Account
- Other User Information: Organization: (empty); Reply E-mail: (empty)
- Buttons: OK, Cancel

Figure 10: Internet E-mail Settings Dialog - General Tab

6. In the **Internet E-mail Settings** dialog, select the **General** tab and enter a name for this account, such as Corporate Email Account.

7. In the **Internet E-mail Settings** dialog, select the **Outgoing Server** tab and check **My outgoing server (SMTP) requires authentication**. (Keep the option **Use same settings as my incoming mail server**.)

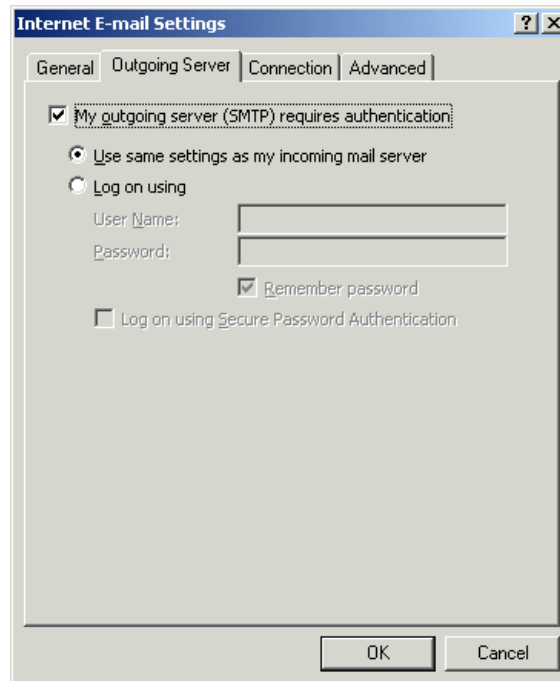


Figure 11: Internet E-mail Settings Dialog - Outgoing Server

8. In the **Internet E-mail Settings** dialog, select the **Advanced** tab to configure server settings:  
Under **Server Port Numbers**, check **This server requires a secure connection (SSL)** for both the incoming and outgoing mail server.  
The incoming mail port number will automatically change to 993 for IMAP or 995 for POP, but you need to manually change the outgoing mail server port to 465. When you are finished, click **OK** to save your settings and return to the **Outlook** window.

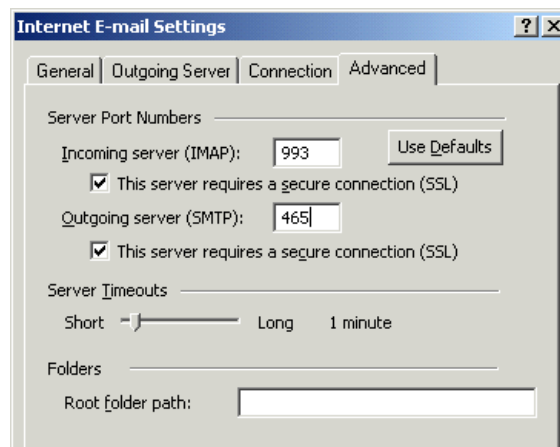


Figure 12: Internet E-mail Settings - Advanced Tab

- Expand the new account and click on the Inbox. If you are prompted for your password, enter the password required by your system administrator. Messages from the mail server appear in the Inbox.

**Important:** If the system administrator has not obtained a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time you open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

## Outlook Express 5.5 and 6.x

If your corporate mail server is a Microsoft Exchange Server and users use the Outlook 2000 or 2002 email program when in the office, note that deleted emails appear in the Outlook Express Inbox with a strike through them; they are not moved to the Deleted Items folder on the Exchange Server, which is the behavior when using the Outlook 2000 or 2002 program. When users purge deleted emails in an Outlook Express program, the emails are gone forever. If users do not purge them, then the emails appear in the Outlook 2000 or 2002 program the next time they use it.

To ensure that users do not permanently delete emails they may need to retrieve later, **we recommend that when working within Outlook Express 5.5 or 6.x**, users either:

- Manually drag emails they wish to delete to the Deleted Items folder that appears under Local Folders (these are default folders that appear). This folder syncs with the Deleted Items folder on the Exchange Server, enabling users to retrieve deleted emails later.
- Leave deleted emails in the Outlook Express Inbox, and then the next time they log in to Outlook 2000 or 2002 program, move the deleted emails to the Deleted Items folder.

### To configure the Outlook Express 5.5 or 6.x email program:

- From the Outlook Express **Tools** menu, choose **Accounts**. The **Internet Accounts** dialog appears.

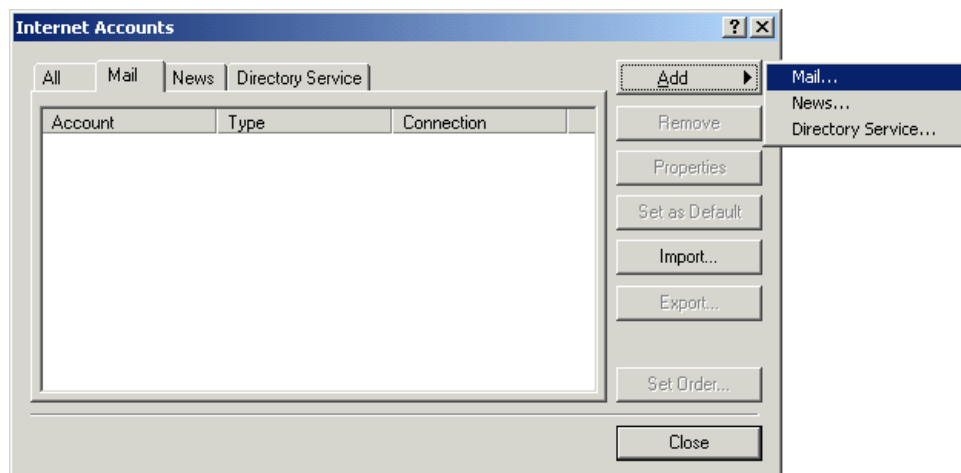


Figure 13: Internet Accounts Dialog

2. Select the **Mail** tab and then click **Add > Mail**. The **Internet Connection Wizard** appears.



**Internet Connection Wizard**

**Your Name**

When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.

Display name:

For example: John Smith

< Back   Next >   Cancel

**Figure 14: Internet Connection Wizard - Your Name Page**

3. On the **Your Name** page, enter the display name to use for messages sent from your account and click **Next**.
4. On the **Internet E-Mail Address** page, enter your corporate email address and click **Next**.
5. On the **Email Servers** page, specify the type of mail server used for your corporate email: POP or IMAP. Next, enter the name of the IVE server for both the incoming and outgoing mail servers. When you are finished, click **Next**. For example, if the URL to your IVE is `https://IVEserver.yourcompany.com`, then the mail server address to enter is

IVEserver.yourcompany.com. If you entered email settings through the IVE Email Setup page, enter the mail server name that displayed after you completed the setup.

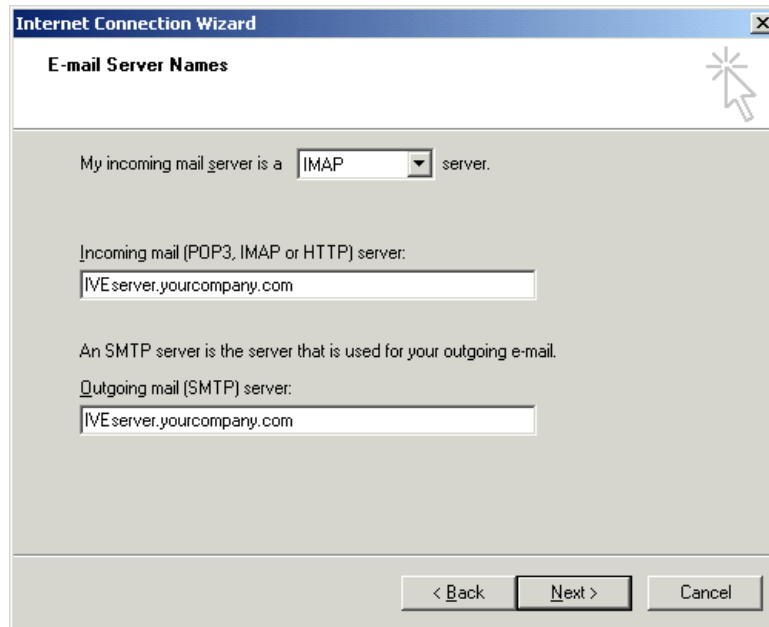


Figure 15: Internet Connection Wizard - E-mail Servers Page

- On the **Internet Mail Logon** page, enter the user name for the mail server. If you do not enter the same password each time for email, make sure to clear the **Remember password** box. When you are finished, click **Next**. The **Congratulations** page appears.

If you entered email settings through the IVE Email Setup page, enter the user name that displayed after you completed the setup.

- On the **Congratulations** page, click **Finish**. The new email account appears in the **Internet Accounts** dialog.

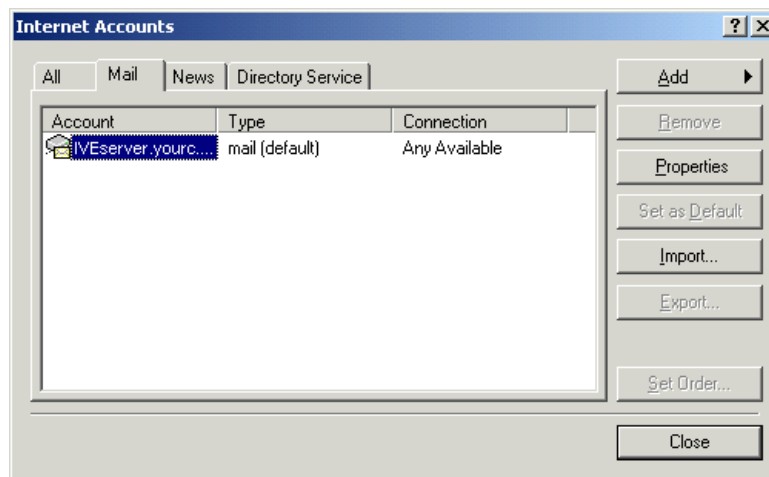


Figure 16: New Account in Internet Accounts Dialog

8. Select the new email account and click **Properties**. The **Properties** dialog appears.
9. In the **Properties** dialog, select the **General** tab. Enter a name for this account, such as Corporate Email Account. This name appears in the Properties dialog title bar.
10. In the **Properties** dialog, select the **Servers** tab. Under **Outgoing Mail Server**, check **My server requires authentication** and then click **Settings**. The **Outgoing Mail Server** dialog appears.

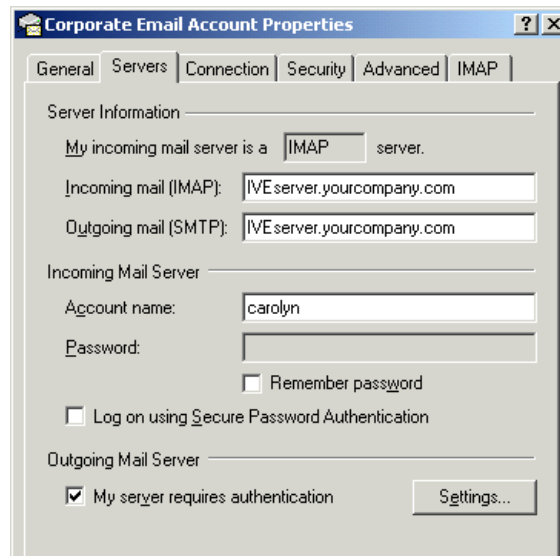


Figure 17: Properties Dialog - Servers Tab

11. In the **Outgoing Mail Server** dialog, select **Use same settings as my incoming mail server** and then click **OK**.
12. In the **Properties** dialog, select the **Advanced** tab. Under **Server Port Numbers**, check **This server requires a secure connection (SSL)** for both the outgoing and incoming mail server.

The incoming mail port number will automatically change to 993 for IMAP or 995 for POP, but you need to manually change the outgoing mail server port to 465. When you are finished, click **OK** to save your settings and return to the **Internet Accounts** dialog.

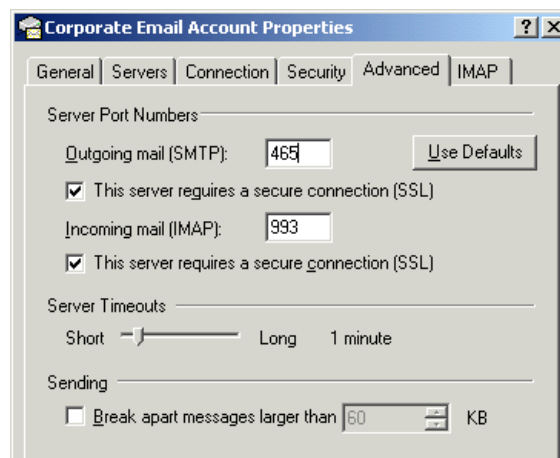


Figure 18: Internet Accounts Dialog - Advanced Tab

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13. In the **Internet Accounts** dialog, click **Close**. If you are prompted to download folders from the mail server you just added, click **Yes** to display the **Show/Hide IMAP Folders** dialog. Select the **All** tab, click **Reset List**, and then click **OK** to download folders. When prompted for your password, enter the password required by your system administrator.

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**Note:** You may receive a warning that the server you are connected to is using a certificate that could not be verified. Simply click **Yes** to proceed.

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14. Expand the new account and click on the Inbox. Messages from the mail server appear in the Inbox.

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**Note:** When using Outlook Express 6.x, if you are prompted to log in more than one time, go to **Tools > Options** and on the **General** tab, uncheck **When starting, go directly to my 'Inbox' folder**.

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15. If your corporate mail server is an Exchange Server and you use either the Outlook 2000 or 2002 program when working in the office:

From the Outlook Express **View** menu, select **Current View** and make sure that **Show All Messages** is selected. This option ensures that your Outlook Express and Outlook 2000/2002 program Inboxes appear synchronized.

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**Important:** Until the system administrator obtains a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time you open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

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## Netscape Messenger 4.7x

To retrieve email from a remote location using Netscape Messenger on a laptop or home machine, users must configure Netscape Messenger in IMAP mode because it does not support Secure-POP, which is required by the Neoteris IVE. If your corporate mail server is a Microsoft Exchange Server and users use the Outlook 2000 or 2002 email program when in the office, note that when using the Netscape program, deleted emails are moved to the Netscape Trash folder and no longer appear in the Netscape Inbox, but they do not disappear from the Outlook 2000 or 2002 Inbox unless users do two things:

- 1 Configure the Netscape program to move deleted messages to the **Trash** folder and check the option to expunge the Inbox upon exiting (using the **Mail Server Properties** dialog).
- 2 Run only one program at a time and exit when finished so that the other program's Inbox synchronizes with the server and displays the same messages.

### To configure the Netscape Messenger 4.7x email program:

1. From the **Netscape Messenger Edit** menu, choose **Preferences**. The **Preferences** dialog appears.

- In the **Preferences** dialog, expand **Mail & Newsgroups** and then choose **Mail Servers**.

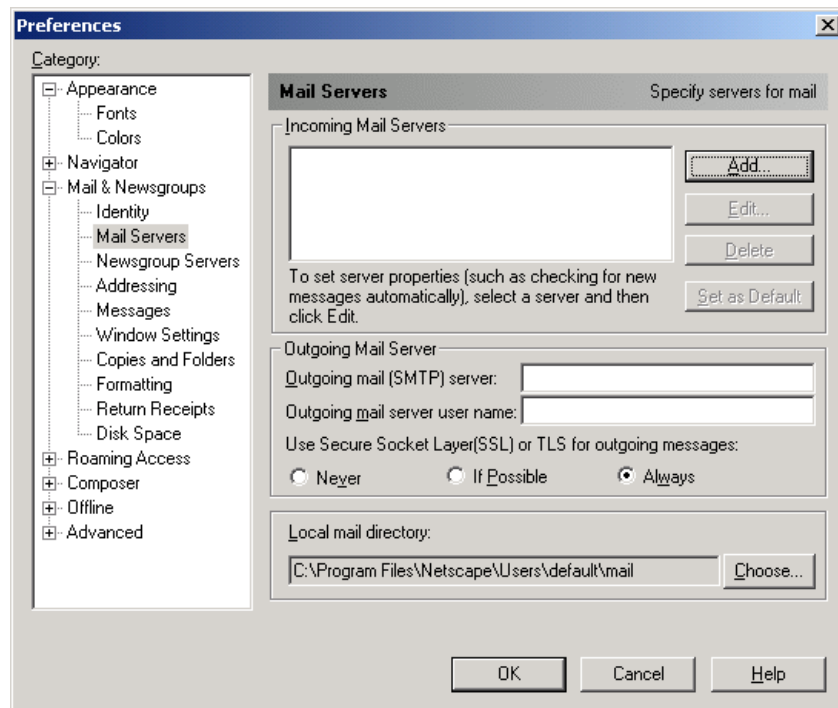


Figure 19: Preferences Dialog

- In the **Mail Servers** section, delete any mail servers listed under **Incoming Mail Servers** and then click **Add**. The **Mail Server Properties** dialog appears.
- In the **Mail Server Properties** dialog, select the **General** tab to configure the mail server:

Enter the name of the IVE server, specify IMAP as the type of mail server, and enter the name you use to log in to your corporate mail server. If you do not enter the same password each time for email, make sure to clear the **Remember password** box. For example, if you entered email settings through the IVE Email Setup page, enter the mail server name and user name that displayed after you completed the setup. If you did not enter email settings through the IVE Email Setup page and the URL to your IVE is `https://IVEserver.yourcompany.com`, then the address to enter as the incoming

and outgoing mail server is IVEserver.yourcompany.com.

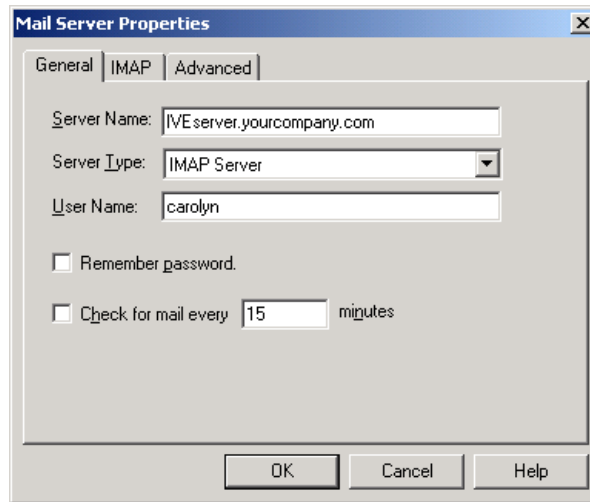
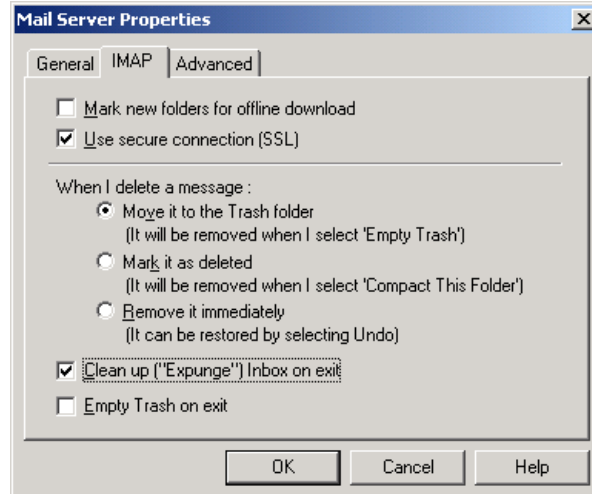


Figure 20: Mail Server Properties Dialog - General Tab

5. In the **Mail Server Properties** dialog, select the **IMAP** tab to configure connection and deletion settings:

Select **Use secure connection (SSL)**, **Move it to the trash folder** and **Clean up ("Expunge") Inbox on exit**. When you are finished, click **OK** to return to the **Mail Servers** section of the **Preferences** dialog.



6. Under **Outgoing Mail Server**:
  - Make sure the **Outgoing mail (SMTP) server** is the server you entered in In the Mail Server Properties dialog, select the General tab to configure the mail server:. If not, enter the server name now.
  - In the **Outgoing mail server user name** field, enter the name you use to log in to your corporate mail server.
  - Under **Use Secure Socket Layer (SSL) or TLS for outgoing messages**, select **Always**. The new account appears in your list of email accounts.
7. When you are finished, click **OK**.

To begin using your new email account, expand the account name so that you see the Inbox and its messages. You may need to click the **Get Msg** button in the Netscape Messenger toolbar. When prompted for your password, enter the password required by your system administrator.

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**Important:** If your system administrator has not obtained a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time you open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

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## Netscape Mail 6.2

To retrieve email from a remote location using Netscape Mail on a laptop or home machine, users must configure Netscape Mail in IMAP mode because it does not support Secure-POP, which is required by the Neoteris IVE. If your corporate mail server is a Microsoft Exchange Server and users use the Outlook 2000 or 2002 email program when in the office, note that when using the Netscape program, deleted emails are moved to the Netscape Trash folder and no longer appear in the Netscape Inbox, but they do not disappear from the Outlook 2000 or 2002 Inbox unless users do two things:

- 1 Configure the Netscape program to move deleted messages to the Trash folder and check the option to expunge the Inbox upon exiting (using the Server Settings dialog).
- 2 Run only one program at a time and exit when finished so that the other program's Inbox synchronizes with the server and displays the same messages.

## To configure the Netscape Mail 6.2 email program:

1. From the Netscape 6 browser **Tasks** menu, choose **Mail & Newsgroups**. The **Local Folders** page appears.

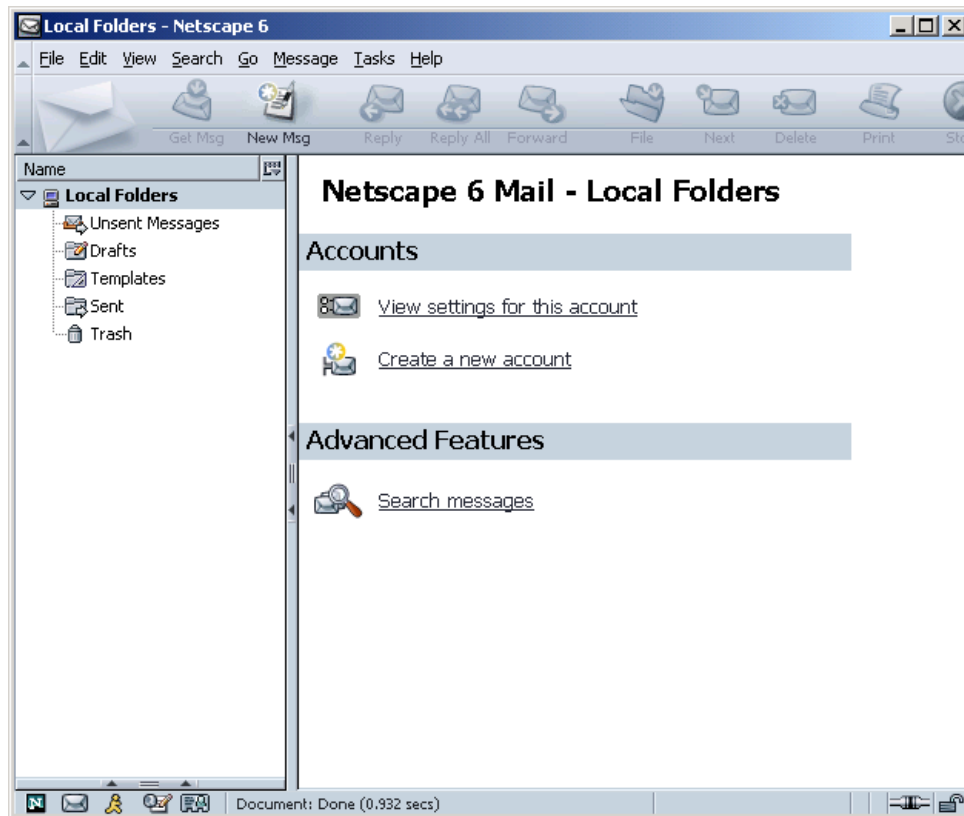
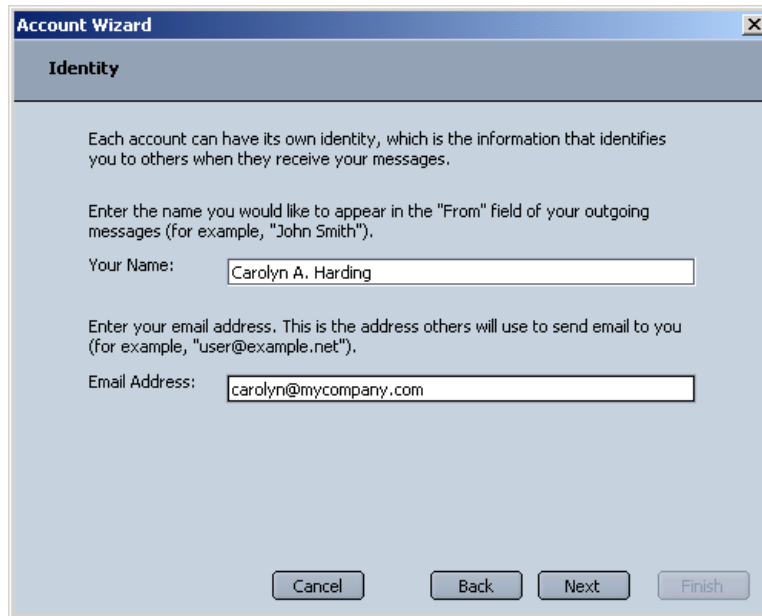


Figure 21: Local Folders Page in Netscape 6

2. On the **Local Folders** page, click **Create a new account** to launch the **Account Wizard**.
3. On the **New Account Setup** page, make sure **ISP or email provider** is selected and click **Next**.

4. On the **Identity** page, enter the name to be displayed for messages sent from your account and your corporate email address. When you are finished, click **Next**.



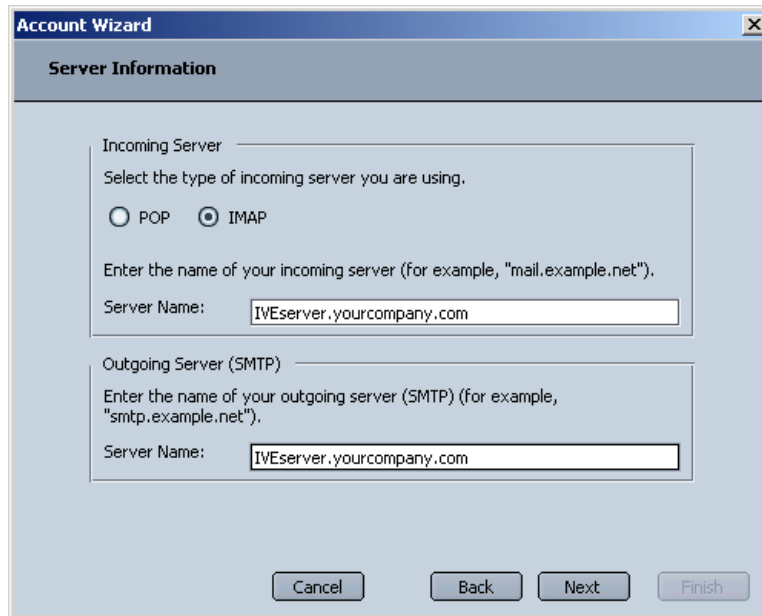
**Figure 22: Account Wizard - Identity Page**

5. On the **Server Information** page, specify IMAP as the type of mail server, enter the name of the IVE server<sup>1</sup> for both the incoming and outgoing mail servers<sup>2</sup>, and click **Next**.

<sup>1</sup>If you entered email settings through the IVE Email Setup page, enter the mail server name that displayed after you completed the setup. If you did not enter email settings through the IVE Email Setup page and the URL to your IVE is `https://IVEserver.yourcompany.com`, then the address to enter as the incoming and outgoing mail server is `IVEserver.yourcompany.com`.

<sup>2</sup>If an IMAP server was previously defined for your email program, then you won't be prompted for an outgoing server name. In this case, you will need to set the IVE server as your default mail server in In the Outgoing Server (SMTP) Settings section, click Always under Use secure connection (SSL), and

then click **Advanced**. The **Advanced Outgoing Server (SMTP) Settings** dialog appears..



The screenshot shows a dialog box titled "Account Wizard" with a "Server Information" header. It is divided into two main sections. The first section, "Incoming Server", asks the user to "Select the type of incoming server you are using." and provides two radio button options: "POP" and "IMAP", with "IMAP" being the selected option. Below this, it prompts the user to "Enter the name of your incoming server (for example, 'mail.example.net')." and includes a text input field labeled "Server Name:" containing the text "IVEserver.yourcompany.com". The second section, "Outgoing Server (SMTP)", prompts the user to "Enter the name of your outgoing server (SMTP) (for example, 'smtp.example.net')." and includes a text input field labeled "Server Name:" also containing "IVEserver.yourcompany.com". At the bottom of the dialog, there are four buttons: "Cancel", "Back", "Next", and "Finish".

**Figure 23: Account Wizard - Server Information Page**

6. On the **User Name** page, enter the name you use to log in to your corporate mail server. When you are finished, click **Next**. For example, if you entered email settings through the IVE Email Setup page, enter the user name that displayed after you completed the setup.
7. On the **Account Name** page, enter a name for your account and then click **Next**.
8. On the **Congratulations** page, click **Finish** to save your changes and exit the wizard. The new account appears on the **Local Folders** page.
9. From the **Local Folders** page **Edit** menu, choose **Mail & Newsgroups Account Settings**. The **Mail & Newsgroups Account Settings** dialog appears.

10. In the **Mail & Newsgroups Account Settings** dialog, choose **Server Settings** under the account you just created.

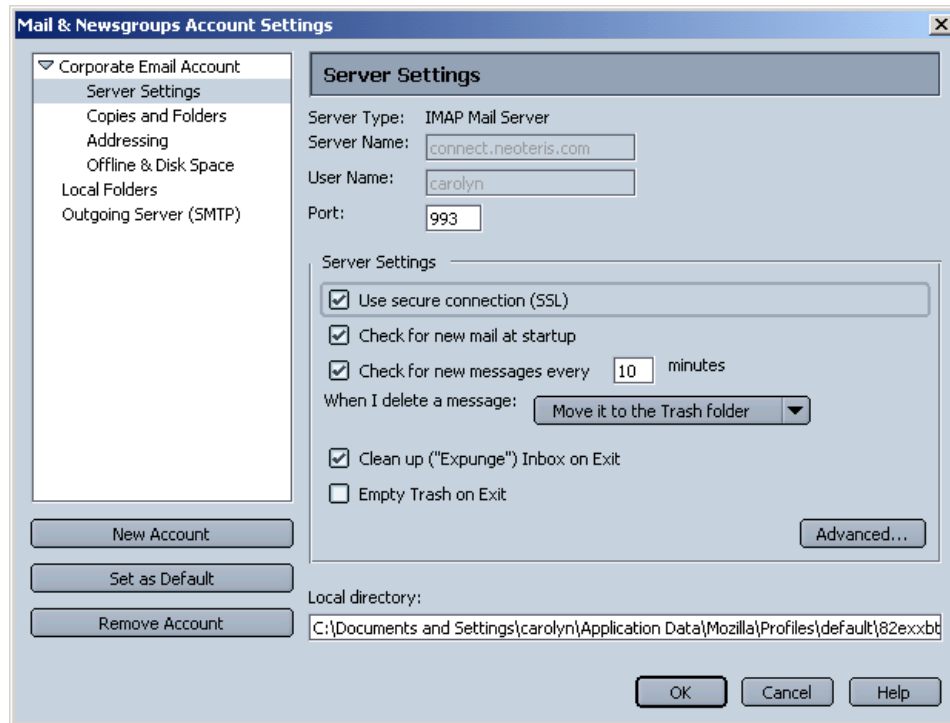
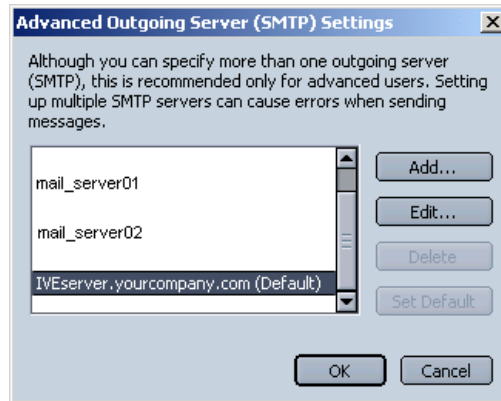


Figure 24: Mail & Newsgroups Account Settings

11. In the **Server Settings** section:
- Check **Use secure connection (SSL)**. Note that the port number automatically changes to 993.
  - For **When I delete a message**, select **Move it to the Trash folder**.
  - Check **Clean up ("Expunge") Inbox on Exit**.
12. In the **Mail & Newsgroups Account Settings** dialog, select **Outgoing Server (SMTP)**. The **Outgoing Server (SMTP) Settings** section appears.

13. In the **Outgoing Server (SMTP) Settings** section, click **Always** under **Use secure connection (SSL)**, and then click **Advanced**. The **Advanced Outgoing Server (SMTP) Settings** dialog appears.



**Figure 25: Advanced Outgoing Server (SMTP) Settings Dialog**

The IVE server name you entered on the **Server Information** page (On the Server Information page, specify IMAP as the type of mail server, enter the name of the IVE server<sup>1</sup> for both the incoming and outgoing mail servers<sup>2</sup>, and click Next.) should appear as the default server. If it does not, select the IVE server name and click **Set Default**.

14. When you are finished, click **OK** to return to the **Mail & Newsgroups Account Settings** dialog, and then click **OK** again.

To begin using your new email account, expand the account name so that you see the Inbox and its messages. You may need to click the **Get Msg** button in the Netscape Messenger toolbar. When prompted for your password, enter the password required by your system administrator.

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**Important:** If your system administrator has not obtained a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time you open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

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## Configuring an Email Client

The Secure Email Client upgrade option enables Neoteris IVE users to use standards-based email clients to access corporate email from remote locations. This document provides information to help administrators determine which supported email client to recommend to users, as well as procedural information (written for users) for configuring each of the supported email clients. The supported email clients include Outlook 2000, Outlook 2002, Outlook Express 5.5 and 6.x, Netscape Messenger 4.7, and Netscape Mail 6.2.

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## Outlook 2000

Users can configure the Outlook 2000 email program to retrieve email from any standards-based IMAP or POP mail server through the Neoteris IVE. If your corporate mail server is an Exchange Server, however, and your users are laptop users who use the same machine while in-house and traveling, users need to configure one of the following clients to retrieve email while working remotely:

- Outlook Express 5.5 or 6.x (in IMAP or POP mode)
- Netscape Messenger 4.7x (in IMAP mode only)
- Netscape Mail 6.2 (in IMAP mode only)

The reason:

If your corporate mail server is an Exchange Server, the Outlook 2000 client running on laptops will probably be configured with a MAPI email account (using Microsoft's proprietary MAPI protocol) for in-house use. Because the Outlook 2000 client only allows one mail server configuration, users need to configure an additional client to retrieve emails when out of the office. Users may configure the Outlook 2000 client on a separate home PC to retrieve email from the corporate Exchange Server via the Neoteris IVE as long as no other Outlook 2000 email account is configured on that machine.

---

**Note:** If your site uses an Exchange Server (versus an IMAP or POP server), users do not need to change their email set up in order to use the IVE to access email from a remote location.

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## To configure the Outlook 2000 email program for an IMAP or POP mail server:

1. From the Outlook 2000 **Tools** menu, choose **Accounts**. The **Internet Accounts** dialog appears.

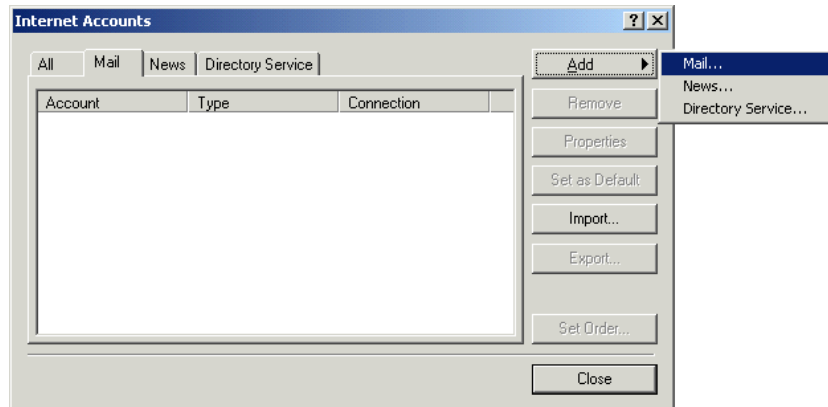


Figure 1: Internet Accounts Dialog

2. Select the **Mail** tab and then click **Add > Mail**. The **Internet Connection Wizard** appears.

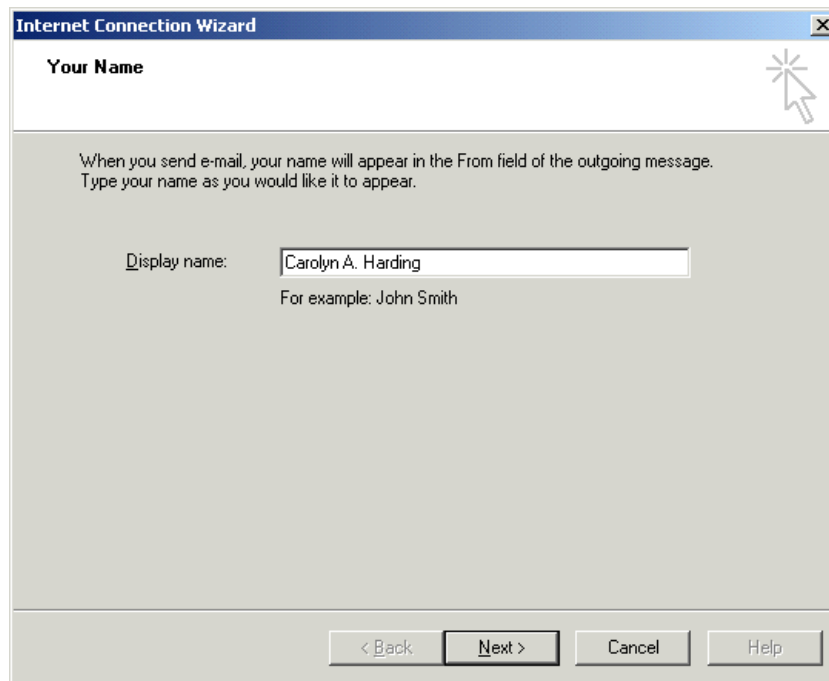
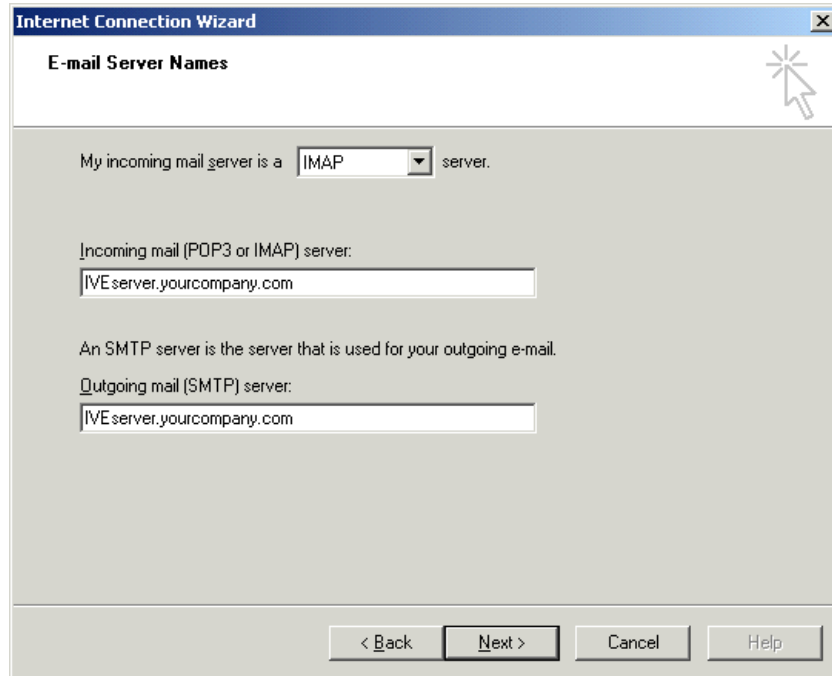


Figure 2: Internet Connection Wizard - Your Name Page

3. On the **Your Name** page, enter the name you want to display for messages sent from your account and click **Next**.
4. On the **Internet E-mail Address** page, enter your corporate email address and click **Next**.

5. On the **E-mail Server Names** page, specify the type of mail server used for corporate email: POP or IMAP. Next, enter the name of the IVE server for both the incoming and outgoing mail servers and then click **Next**. For example, if the URL to your IVE is `https://iveserver.yourcompany.com`, then the mail server address to enter is `iveserver.yourcompany.com`. If you entered email settings through the IVE Email Setup page, enter the mail server name that displayed after you completed the setup.



The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "E-mail Server Names". The main content area includes a label "My incoming mail server is a" followed by a dropdown menu showing "IMAP" and the word "server.". Below this is a label "Incoming mail (POP3 or IMAP) server:" followed by a text input field containing "IVEServer.yourcompany.com". Further down is a label "An SMTP server is the server that is used for your outgoing e-mail." followed by a label "Outgoing mail (SMTP) server:" and another text input field containing "IVEServer.yourcompany.com". At the bottom of the window, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

**Figure 3: Internet Connection Wizard - E-mail Server Names Page**

6. On the **Internet Mail Logon** page, enter your user name for the mail server. If you do not enter the same password each time for email, make sure to clear the **Remember password** box. When you are finished, click **Next**. For example, if you entered email settings through the secure gateway **Email Setup** page, enter the username that displayed after you completed the setup.

7. On the connection page, specify the method you want to use to connect to the Internet and then click **Next**.

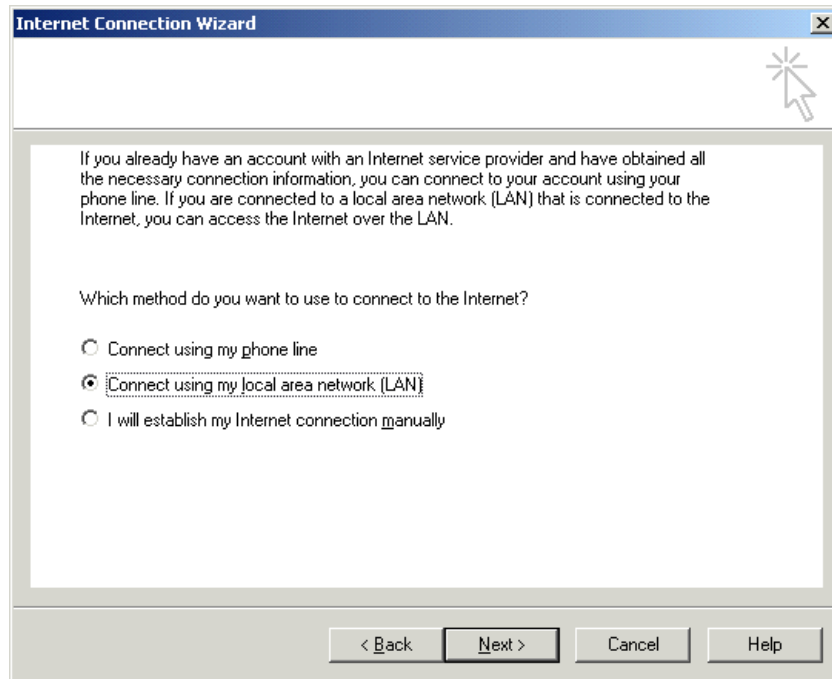


Figure 4: Internet Connection Wizard - Connection Options Page

8. On the **Congratulations** page, click **Finish**. The new email account appears in the **Internet Accounts** dialog.

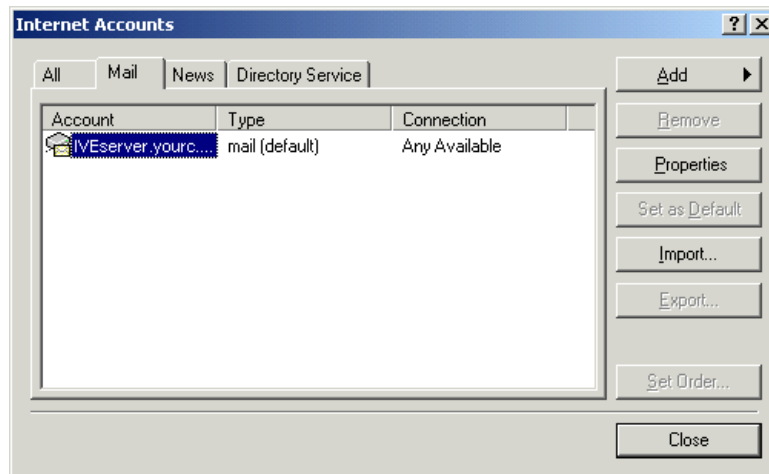


Figure 5: New Account in Internet Accounts Dialog

9. Select the new email account and click **Properties**. The **Properties** dialog appears.
10. In the **Properties** dialog, select the **General** tab. Enter a name for this account, such as Corporate Email Account. This name appears in the Properties dialog title bar.

11. In the **Properties** dialog, select the **Servers** tab. Under **Outgoing Mail Server**, check **My server requires authentication** and then click **Settings**. The **Outgoing Mail Server** dialog appears.

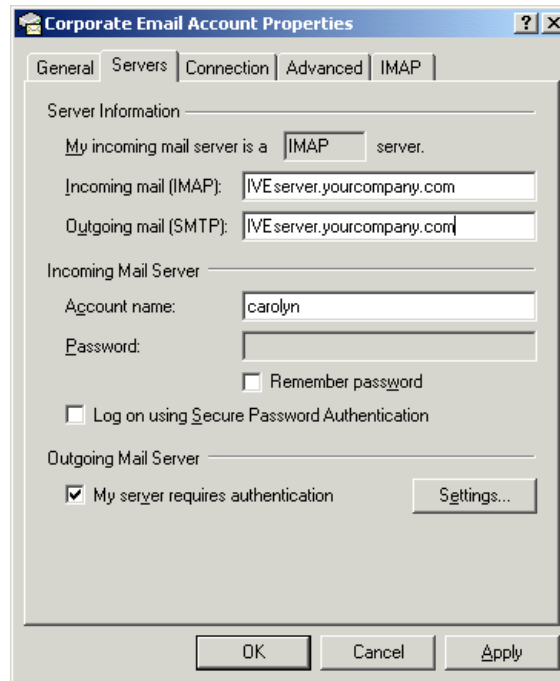


Figure 6: Properties Dialog - Servers Tab

12. In the **Outgoing Mail Server** dialog, select **Use same settings as my incoming mail server** and then click **OK**, which returns you to the **Properties** dialog.
13. In the **Properties** dialog, select the **Advanced** tab. Under **Server Port Numbers**, check **This server requires a secure connection (SSL)** for both the outgoing and incoming mail server.

The incoming mail port number will automatically change to 993 for IMAP or 995 for POP, but you need to manually change the outgoing mail server port to 465. When you are finished, click **OK** to save your settings and return to the **Internet Accounts** dialog.

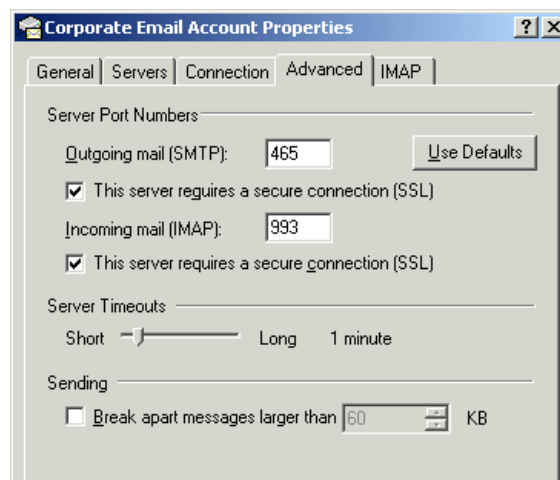


Figure 7: Properties Dialog - Advanced Tab

14. In the **Internet Accounts** dialog, click **Close**. If you are prompted to download folders from the mail server you just added, click **Yes** to display the **Show/Hide IMAP Folders** dialog. Select the **All** tab, click **Reset List**, and then click **OK** to download folders. When prompted for your password, enter the password required by your system administrator.

---

**Note:** You may receive a warning that the server you are connected to is using a certificate that could not be verified. Simply click **Yes** to proceed.

---

15. Expand the new account and click on the Inbox. Messages from the mail server appear in the Inbox.

---

**Important:** Until the system administrator obtains a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time they open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

---

## Outlook 2002

Users can configure the Outlook 2002 email program to retrieve email from any standards-based IMAP or POP mail server through the Neoteris IVE. If your corporate mail server is an Exchange Server, however, and your users are laptop users who use the same machine while in-house and traveling, users need to configure one of the following clients to retrieve email while working remotely:

- Outlook Express 5.5 or 6.x (in IMAP or POP mode)
- Netscape Messenger 4.7x (in IMAP mode only)
- Netscape Mail 6.2 (in IMAP mode only)

The reason:

If your corporate mail server is an Exchange Server, the Outlook 2002 client running on user laptops will probably be configured with a MAPI email account (using Microsoft's proprietary MAPI protocol) for use while in-house. Even though the Outlook 2002 client provides support for simultaneous server configurations, it does not support IMAP access when the MAPI account is offline, preventing users from retrieving emails when working remotely. Users may configure the Outlook 2002 client on a separate home PC to retrieve email from the corporate Exchange Server via the Neoteris IVE.

---

**Note:** If your site uses an Exchange Server (versus an IMAP or POP server), users do not need to change their email set up in order to use the IVE to access email from a remote location.

---

## To configure the Outlook 2002 email program for an IMAP or POP server:

1. From the **Outlook Tools** menu, choose **E-mail Accounts**. The **E-mail Accounts** wizard appears.

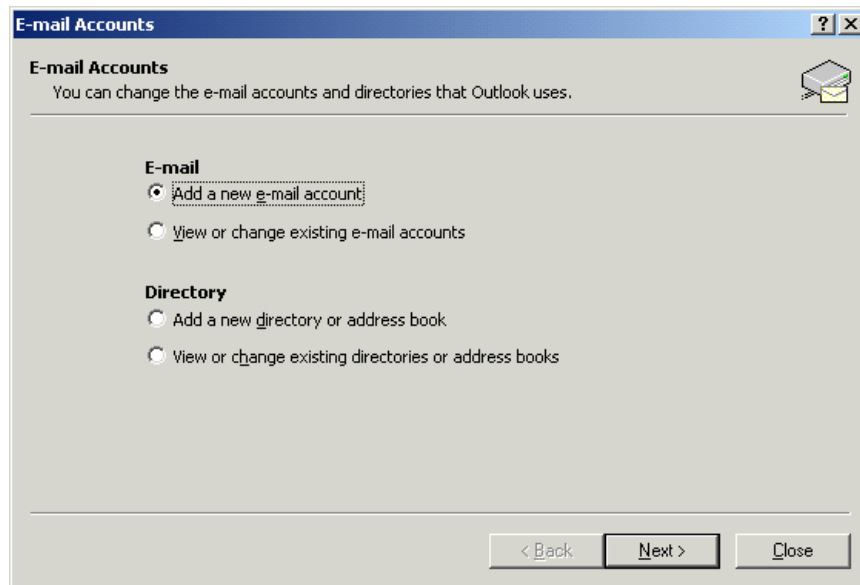


Figure 8: E-mail Accounts Wizard

2. On the **E-mail Accounts** page, select **Add a new e-mail account** and click **Next**.
3. On the **Server Type** page, specify the type of mail server used for your corporate email—POP or IMAP—and click **Next**.
4. On the **Internet E-mail Settings** page, enter the requested user, server, and logon information:
  - Your Name: The display name to use for messages sent from your account.
  - E-mail Address: Your corporate email address.
  - Incoming mail server: The IVE server name\*.
  - Outgoing mail server: The IVE server name\*.
  - User Name: The name\* you use to log in to your mail server.
  - Password: Leave this field blank. If you do not enter the same password each time for email, make sure to clear the **Remember password** box.

\*If you entered email settings through the IVE Email Setup page, enter the mail server name and user name that displayed after you completed the setup. If you did not enter email settings through the IVE Email Setup page and the URL to your IVE is `https://IVEserver.yourcompany.com`, then the address to enter as the incoming and outgoing mail server is `IVEserver.yourcompany.com`.

**E-mail Accounts**

**Internet E-mail Settings (IMAP)**  
Each of these settings is required to get your e-mail account working.

**User Information**

Your Name: Carolyn A. Harding  
E-mail Address: carolyn@mycompany.com

**Server Information**

Incoming mail server (IMAP): IvEserver.yourcompany.co  
Outgoing mail server (SMTP): IvEserver.yourcompany.co

**Logon Information**

User Name: carolyn  
Password:   
 Remember password

Log on using Secure Password Authentication (SPA)

More Settings ...

< Back Next > Cancel

Figure 9: Internet E-Mail Settings Page (IMAP configuration shown)

5. On the **Internet E-mail Settings** page, click **More Settings**. The **Internet E-mail Settings** dialog appears.

**Internet E-mail Settings**

General Outgoing Server Connection Advanced

Mail Account  
Type the name by which you would like to refer to this account. For example: "Work" or "Microsoft Mail Server"

Corporate Email Account

Other User Information

Organization:   
Reply E-mail:   
OK Cancel

Figure 10: Internet E-mail Settings Dialog - General Tab

6. In the **Internet E-mail Settings** dialog, select the **General** tab and enter a name for this account, such as Corporate Email Account.

7. In the **Internet E-mail Settings** dialog, select the **Outgoing Server** tab and check **My outgoing server (SMTP) requires authentication**. (Keep the option **Use same settings as my incoming mail server**.)

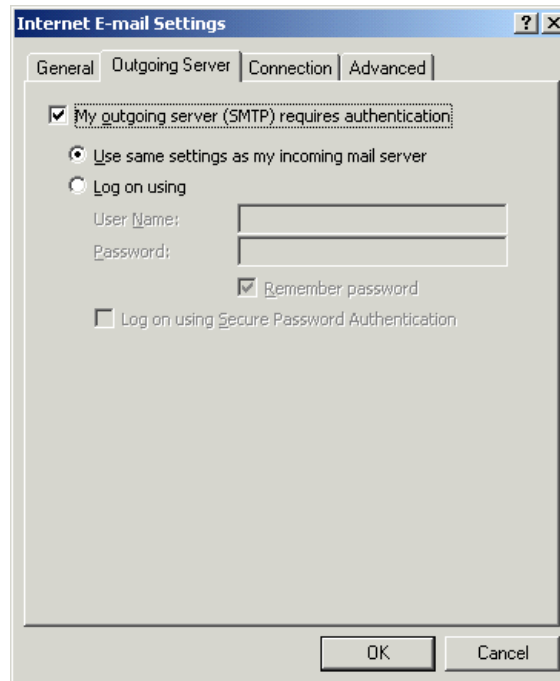


Figure 11: Internet E-mail Settings Dialog - Outgoing Server

8. In the **Internet E-mail Settings** dialog, select the **Advanced** tab to configure server settings:  
Under **Server Port Numbers**, check **This server requires a secure connection (SSL)** for both the incoming and outgoing mail server.  
The incoming mail port number will automatically change to 993 for IMAP or 995 for POP, but you need to manually change the outgoing mail server port to 465. When you are finished, click **OK** to save your settings and return to the **Outlook** window.

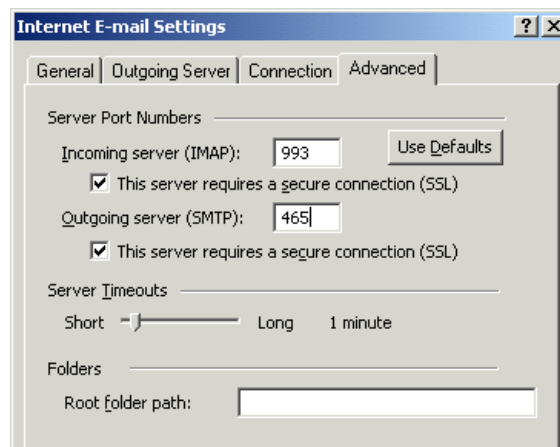


Figure 12: Internet E-mail Settings - Advanced Tab

- Expand the new account and click on the Inbox. If you are prompted for your password, enter the password required by your system administrator. Messages from the mail server appear in the Inbox.

---

**Important:** If the system administrator has not obtained a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time you open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

---

## Outlook Express 5.5 and 6.x

If your corporate mail server is a Microsoft Exchange Server and users use the Outlook 2000 or 2002 email program when in the office, note that deleted emails appear in the Outlook Express Inbox with a strike through them; they are not moved to the Deleted Items folder on the Exchange Server, which is the behavior when using the Outlook 2000 or 2002 program. When users purge deleted emails in an Outlook Express program, the emails are gone forever. If users do not purge them, then the emails appear in the Outlook 2000 or 2002 program the next time they use it.

To ensure that users do not permanently delete emails they may need to retrieve later, **we recommend that when working within Outlook Express 5.5 or 6.x**, users either:

- Manually drag emails they wish to delete to the Deleted Items folder that appears under Local Folders (these are default folders that appear). This folder syncs with the Deleted Items folder on the Exchange Server, enabling users to retrieve deleted emails later.
- Leave deleted emails in the Outlook Express Inbox, and then the next time they log in to Outlook 2000 or 2002 program, move the deleted emails to the Deleted Items folder.

### To configure the Outlook Express 5.5 or 6.x email program:

- From the Outlook Express **Tools** menu, choose **Accounts**. The **Internet Accounts** dialog appears.

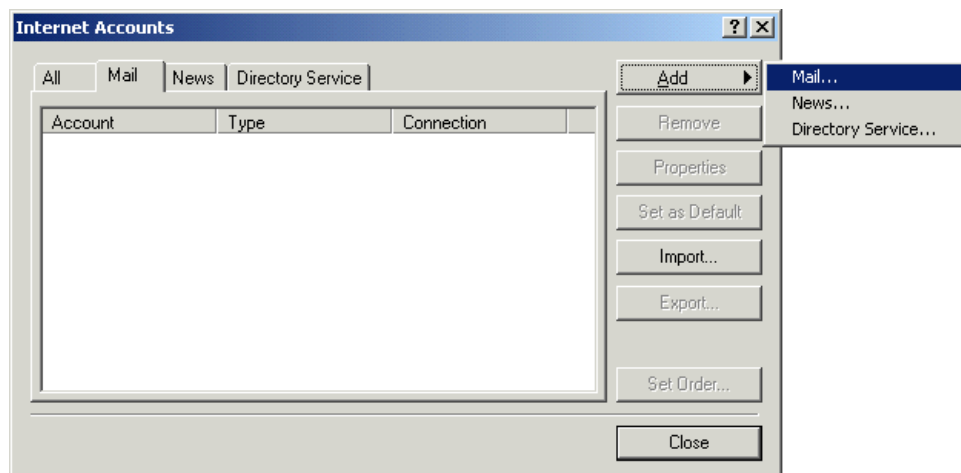
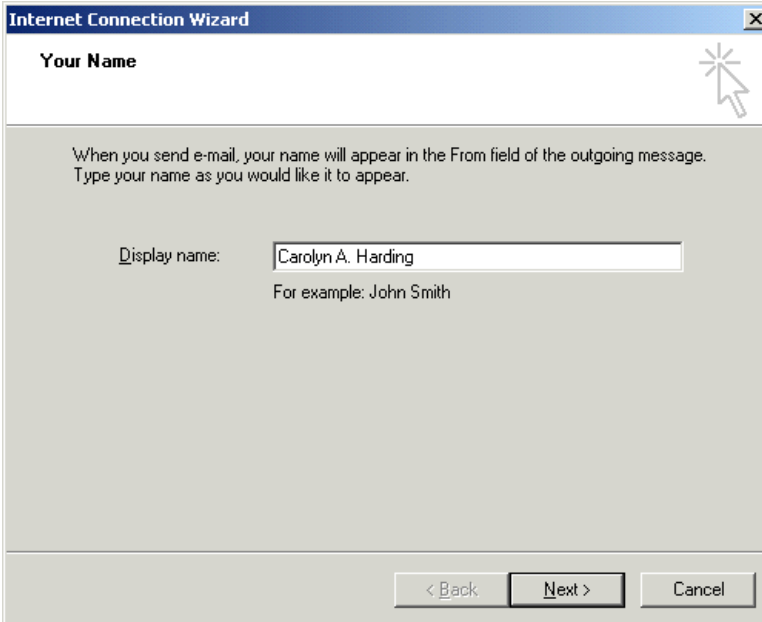


Figure 13: Internet Accounts Dialog

2. Select the **Mail** tab and then click **Add > Mail**. The **Internet Connection Wizard** appears.



**Internet Connection Wizard**

**Your Name**

When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.

Display name:

For example: John Smith

< Back   Next >   Cancel

**Figure 14: Internet Connection Wizard - Your Name Page**

3. On the **Your Name** page, enter the display name to use for messages sent from your account and click **Next**.
4. On the **Internet E-Mail Address** page, enter your corporate email address and click **Next**.
5. On the **Email Servers** page, specify the type of mail server used for your corporate email: POP or IMAP. Next, enter the name of the IVE server for both the incoming and outgoing mail servers. When you are finished, click **Next**. For example, if the URL to your IVE is `https://IVEserver.yourcompany.com`, then the mail server address to enter is

IVEserver.yourcompany.com. If you entered email settings through the IVE Email Setup page, enter the mail server name that displayed after you completed the setup.

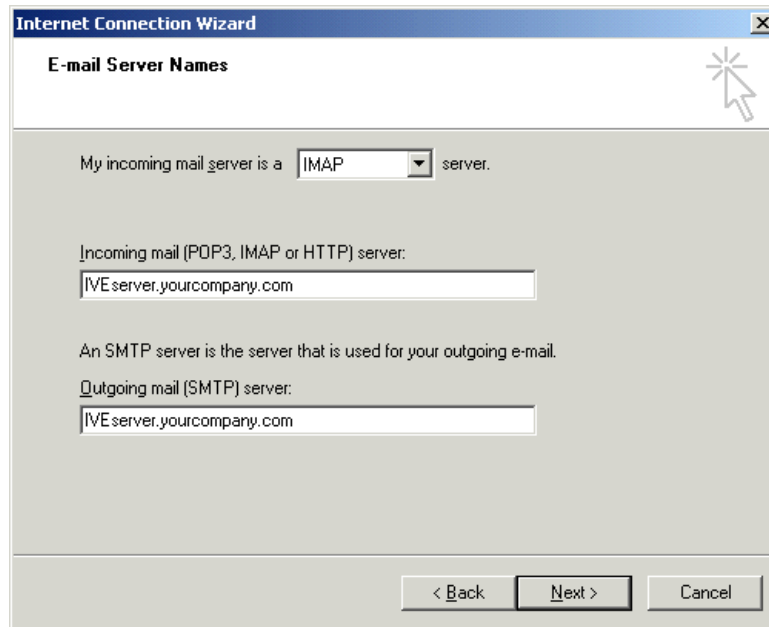


Figure 15: Internet Connection Wizard - E-mail Servers Page

- On the **Internet Mail Logon** page, enter the user name for the mail server. If you do not enter the same password each time for email, make sure to clear the **Remember password** box. When you are finished, click **Next**. The **Congratulations** page appears.

If you entered email settings through the IVE Email Setup page, enter the user name that displayed after you completed the setup.

- On the **Congratulations** page, click **Finish**. The new email account appears in the **Internet Accounts** dialog.

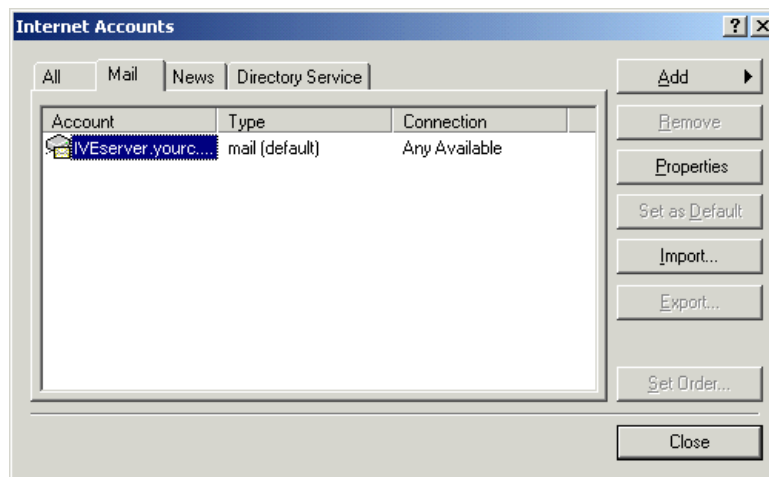


Figure 16: New Account in Internet Accounts Dialog

8. Select the new email account and click **Properties**. The **Properties** dialog appears.
9. In the **Properties** dialog, select the **General** tab. Enter a name for this account, such as Corporate Email Account. This name appears in the Properties dialog title bar.
10. In the **Properties** dialog, select the **Servers** tab. Under **Outgoing Mail Server**, check **My server requires authentication** and then click **Settings**. The **Outgoing Mail Server** dialog appears.

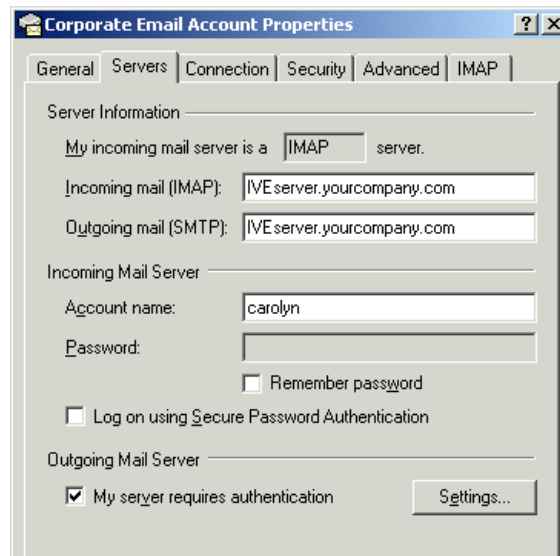


Figure 17: Properties Dialog - Servers Tab

11. In the **Outgoing Mail Server** dialog, select **Use same settings as my incoming mail server** and then click **OK**.
12. In the **Properties** dialog, select the **Advanced** tab. Under **Server Port Numbers**, check **This server requires a secure connection (SSL)** for both the outgoing and incoming mail server.

The incoming mail port number will automatically change to 993 for IMAP or 995 for POP, but you need to manually change the outgoing mail server port to 465. When you are finished, click **OK** to save your settings and return to the **Internet Accounts** dialog.

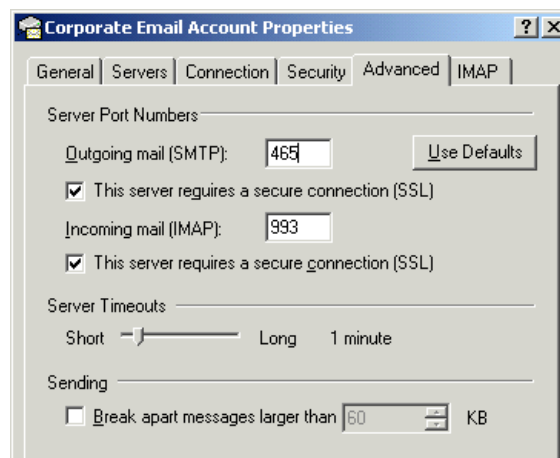


Figure 18: Internet Accounts Dialog - Advanced Tab

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13. In the **Internet Accounts** dialog, click **Close**. If you are prompted to download folders from the mail server you just added, click **Yes** to display the **Show/Hide IMAP Folders** dialog. Select the **All** tab, click **Reset List**, and then click **OK** to download folders. When prompted for your password, enter the password required by your system administrator.

---

**Note:** You may receive a warning that the server you are connected to is using a certificate that could not be verified. Simply click **Yes** to proceed.

---

14. Expand the new account and click on the Inbox. Messages from the mail server appear in the Inbox.

---

**Note:** When using Outlook Express 6.x, if you are prompted to log in more than one time, go to **Tools > Options** and on the **General** tab, uncheck **When starting, go directly to my 'Inbox' folder**.

---

15. If your corporate mail server is an Exchange Server and you use either the Outlook 2000 or 2002 program when working in the office:

From the Outlook Express **View** menu, select **Current View** and make sure that **Show All Messages** is selected. This option ensures that your Outlook Express and Outlook 2000/2002 program Inboxes appear synchronized.

---

**Important:** Until the system administrator obtains a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time you open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

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## Netscape Messenger 4.7x

To retrieve email from a remote location using Netscape Messenger on a laptop or home machine, users must configure Netscape Messenger in IMAP mode because it does not support Secure-POP, which is required by the Neoteris IVE. If your corporate mail server is a Microsoft Exchange Server and users use the Outlook 2000 or 2002 email program when in the office, note that when using the Netscape program, deleted emails are moved to the Netscape Trash folder and no longer appear in the Netscape Inbox, but they do not disappear from the Outlook 2000 or 2002 Inbox unless users do two things:

- 1 Configure the Netscape program to move deleted messages to the **Trash** folder and check the option to expunge the Inbox upon exiting (using the **Mail Server Properties** dialog).
- 2 Run only one program at a time and exit when finished so that the other program's Inbox synchronizes with the server and displays the same messages.

### To configure the Netscape Messenger 4.7x email program:

1. From the **Netscape Messenger Edit** menu, choose **Preferences**. The **Preferences** dialog appears.

- In the **Preferences** dialog, expand **Mail & Newsgroups** and then choose **Mail Servers**.

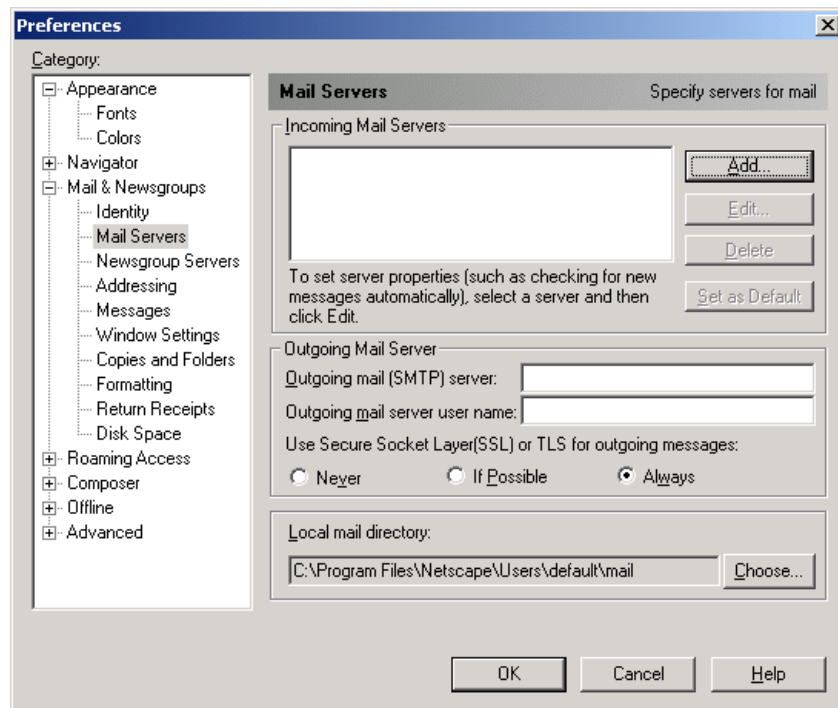


Figure 19: Preferences Dialog

- In the **Mail Servers** section, delete any mail servers listed under **Incoming Mail Servers** and then click **Add**. The **Mail Server Properties** dialog appears.
- In the **Mail Server Properties** dialog, select the **General** tab to configure the mail server:

Enter the name of the IVE server, specify IMAP as the type of mail server, and enter the name you use to log in to your corporate mail server. If you do not enter the same password each time for email, make sure to clear the **Remember password** box. For example, if you entered email settings through the IVE Email Setup page, enter the mail server name and user name that displayed after you completed the setup. If you did not enter email settings through the IVE Email Setup page and the URL to your IVE is `https://IVEserver.yourcompany.com`, then the address to enter as the incoming

and outgoing mail server is IVEserver.yourcompany.com.

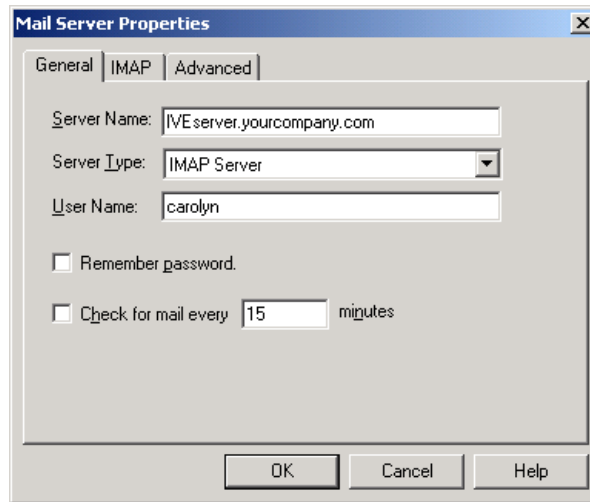
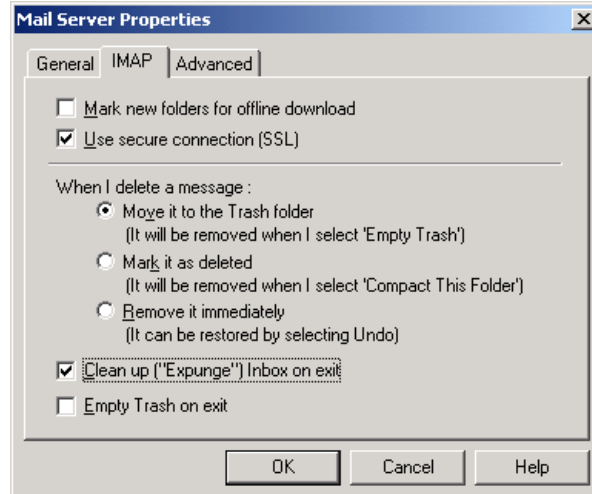


Figure 20: Mail Server Properties Dialog - General Tab

5. In the **Mail Server Properties** dialog, select the **IMAP** tab to configure connection and deletion settings:

Select **Use secure connection (SSL)**, **Move it to the trash folder** and **Clean up ("Expunge") Inbox on exit**. When you are finished, click **OK** to return to the **Mail Servers** section of the **Preferences** dialog.



6. Under **Outgoing Mail Server**:
  - Make sure the **Outgoing mail (SMTP) server** is the server you entered in In the Mail Server Properties dialog, select the General tab to configure the mail server:. If not, enter the server name now.
  - In the **Outgoing mail server user name** field, enter the name you use to log in to your corporate mail server.
  - Under **Use Secure Socket Layer (SSL) or TLS for outgoing messages**, select **Always**. The new account appears in your list of email accounts.
7. When you are finished, click **OK**.

To begin using your new email account, expand the account name so that you see the Inbox and its messages. You may need to click the **Get Msg** button in the Netscape Messenger toolbar. When prompted for your password, enter the password required by your system administrator.

---

**Important:** If your system administrator has not obtained a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time you open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

---

## Netscape Mail 6.2

To retrieve email from a remote location using Netscape Mail on a laptop or home machine, users must configure Netscape Mail in IMAP mode because it does not support Secure-POP, which is required by the Neoteris IVE. If your corporate mail server is a Microsoft Exchange Server and users use the Outlook 2000 or 2002 email program when in the office, note that when using the Netscape program, deleted emails are moved to the Netscape Trash folder and no longer appear in the Netscape Inbox, but they do not disappear from the Outlook 2000 or 2002 Inbox unless users do two things:

- 1 Configure the Netscape program to move deleted messages to the Trash folder and check the option to expunge the Inbox upon exiting (using the Server Settings dialog).
- 2 Run only one program at a time and exit when finished so that the other program's Inbox synchronizes with the server and displays the same messages.

## To configure the Netscape Mail 6.2 email program:

1. From the Netscape 6 browser **Tasks** menu, choose **Mail & Newsgroups**. The **Local Folders** page appears.

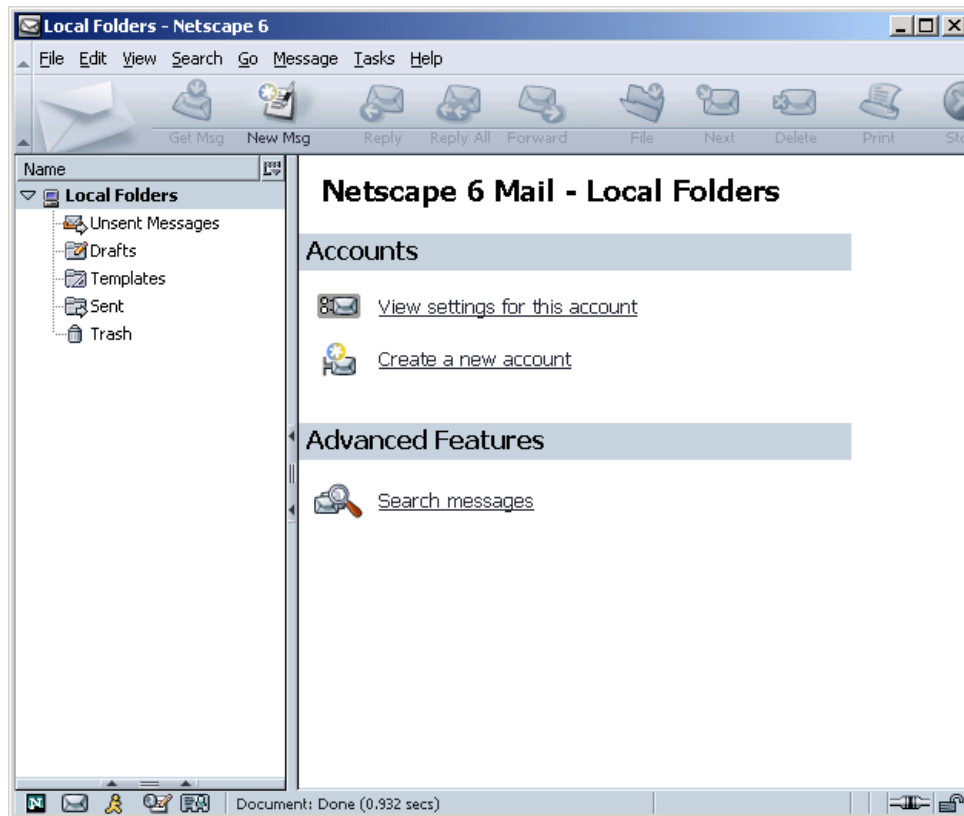
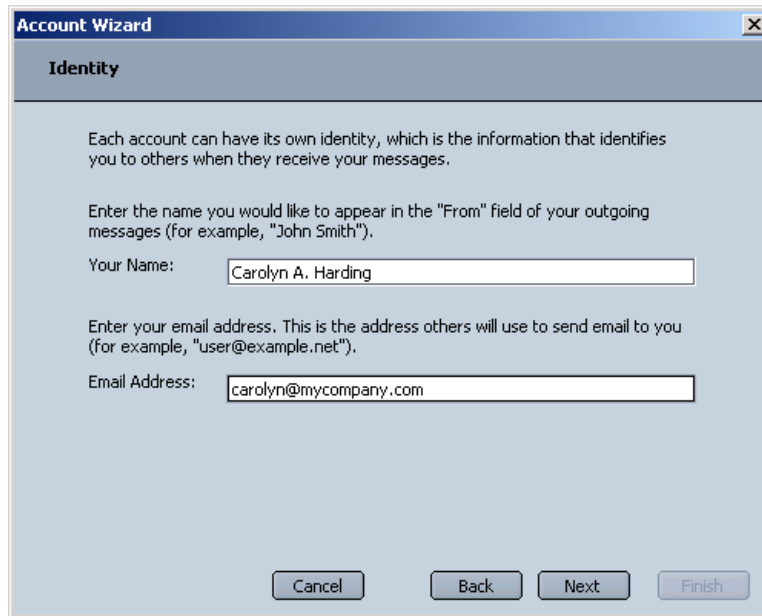


Figure 21: Local Folders Page in Netscape 6

2. On the **Local Folders** page, click **Create a new account** to launch the **Account Wizard**.
3. On the **New Account Setup** page, make sure **ISP or email provider** is selected and click **Next**.

4. On the **Identity** page, enter the name to be displayed for messages sent from your account and your corporate email address. When you are finished, click **Next**.



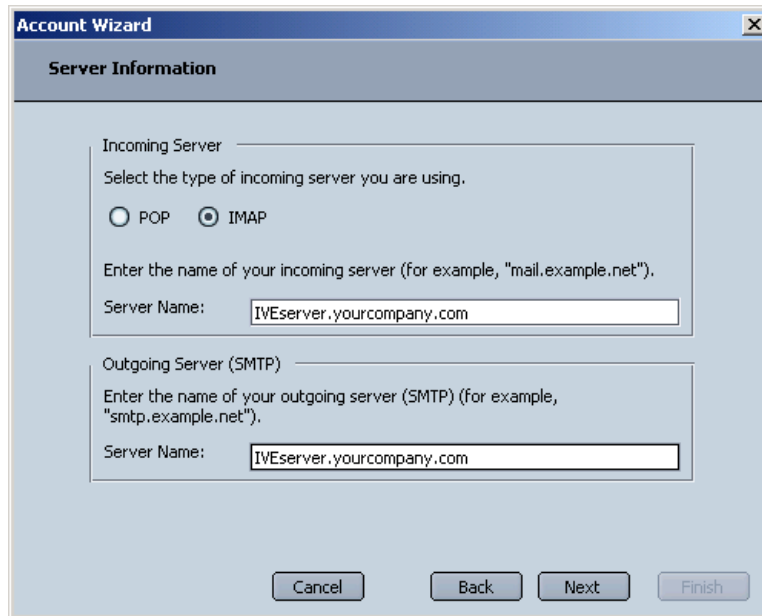
**Figure 22: Account Wizard - Identity Page**

5. On the **Server Information** page, specify IMAP as the type of mail server, enter the name of the IVE server<sup>1</sup> for both the incoming and outgoing mail servers<sup>2</sup>, and click **Next**.

<sup>1</sup>If you entered email settings through the IVE Email Setup page, enter the mail server name that displayed after you completed the setup. If you did not enter email settings through the IVE Email Setup page and the URL to your IVE is `https://IVEserver.yourcompany.com`, then the address to enter as the incoming and outgoing mail server is `IVEserver.yourcompany.com`.

<sup>2</sup>If an IMAP server was previously defined for your email program, then you won't be prompted for an outgoing server name. In this case, you will need to set the IVE server as your default mail server in In the Outgoing Server (SMTP) Settings section, click Always under Use secure connection (SSL), and

then click **Advanced**. The **Advanced Outgoing Server (SMTP) Settings** dialog appears..



**Figure 23: Account Wizard - Server Information Page**

6. On the **User Name** page, enter the name you use to log in to your corporate mail server. When you are finished, click **Next**. For example, if you entered email settings through the IVE Email Setup page, enter the user name that displayed after you completed the setup.
7. On the **Account Name** page, enter a name for your account and then click **Next**.
8. On the **Congratulations** page, click **Finish** to save your changes and exit the wizard. The new account appears on the **Local Folders** page.
9. From the **Local Folders** page **Edit** menu, choose **Mail & Newsgroups Account Settings**. The **Mail & Newsgroups Account Settings** dialog appears.

10. In the **Mail & Newsgroups Account Settings** dialog, choose **Server Settings** under the account you just created.

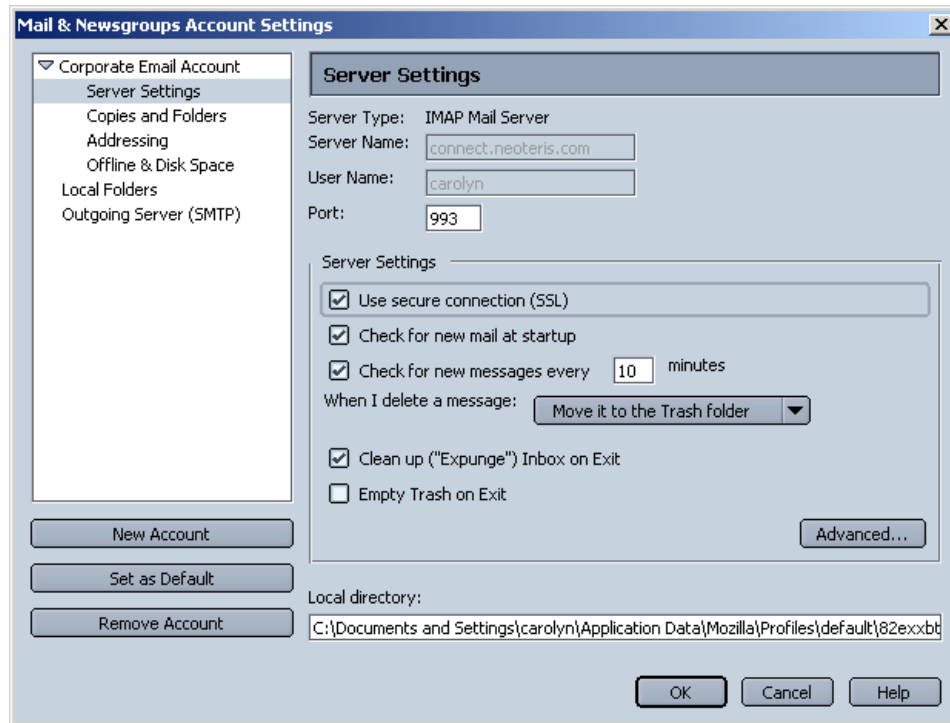
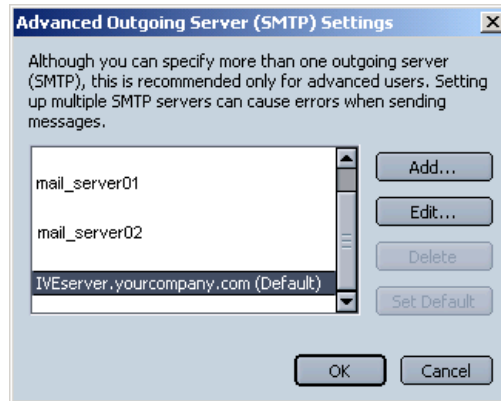


Figure 24: Mail & Newsgroups Account Settings

11. In the **Server Settings** section:
- Check **Use secure connection (SSL)**. Note that the port number automatically changes to 993.
  - For **When I delete a message**, select **Move it to the Trash folder**.
  - Check **Clean up ("Expunge") Inbox on Exit**.
12. In the **Mail & Newsgroups Account Settings** dialog, select **Outgoing Server (SMTP)**. The **Outgoing Server (SMTP) Settings** section appears.

13. In the **Outgoing Server (SMTP) Settings** section, click **Always** under **Use secure connection (SSL)**, and then click **Advanced**. The **Advanced Outgoing Server (SMTP) Settings** dialog appears.



**Figure 25: Advanced Outgoing Server (SMTP) Settings Dialog**

The IVE server name you entered on the **Server Information** page (On the Server Information page, specify IMAP as the type of mail server, enter the name of the IVE server<sup>1</sup> for both the incoming and outgoing mail servers<sup>2</sup>, and click Next.) should appear as the default server. If it does not, select the IVE server name and click **Set Default**.

14. When you are finished, click **OK** to return to the **Mail & Newsgroups Account Settings** dialog, and then click **OK** again.

To begin using your new email account, expand the account name so that you see the Inbox and its messages. You may need to click the **Get Msg** button in the Netscape Messenger toolbar. When prompted for your password, enter the password required by your system administrator.

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**Important:** If your system administrator has not obtained a signed digital certificate for the IVE server, you may be prompted with one or more security or IP address warnings each time you open the Inbox. The IVE server is fully functional and secure, however, and you may choose to proceed.

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