



# **Installation guide for ChoiceMail Multi User Edition**

**March, 2004**

**Version 2.1**

# ChoiceMail Multi User Installation Guide

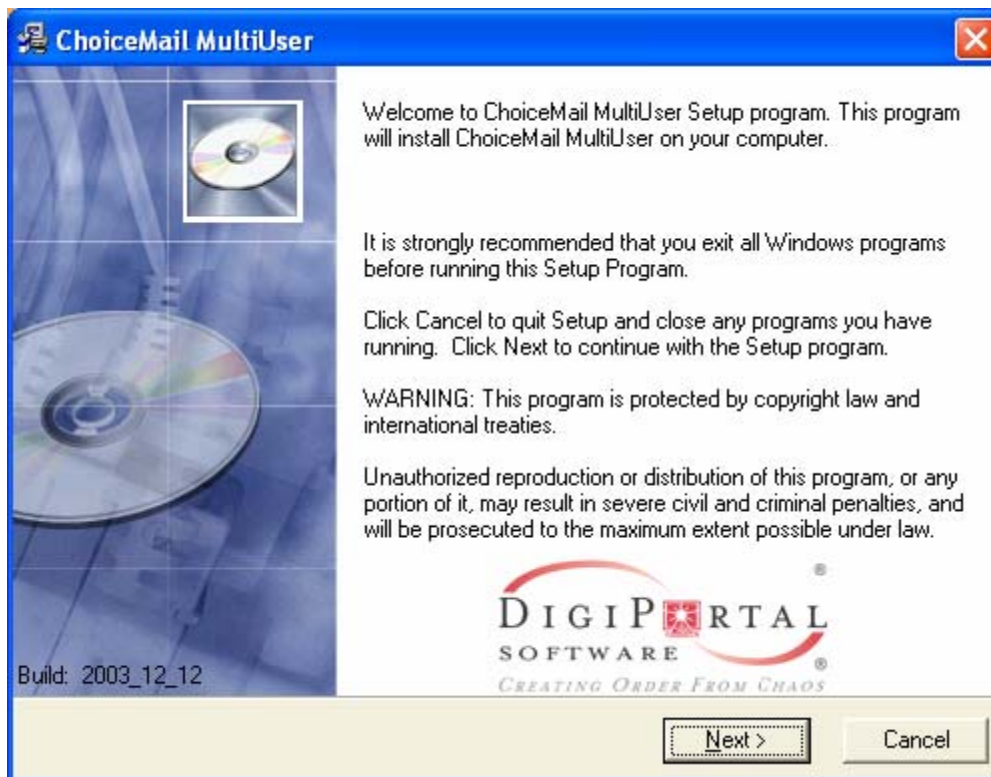
1. Go to the URL that we have provided you and download the installer to the machine on which that ChoiceMail will be running.
  - a. This should be a machine that is running Microsoft Windows NT, 2000 or XP and accessible to everyone on your network.
  - b. It is best to save the installer to your desktop so that it is easy to find.
2. Double click on the installer to begin the installation. The default installation folder for ChoiceMail Multi User is:  
"C:\Program Files\DigiPortal Software\CM MultiUser". You can change the default installation folder if appropriate for your environment.



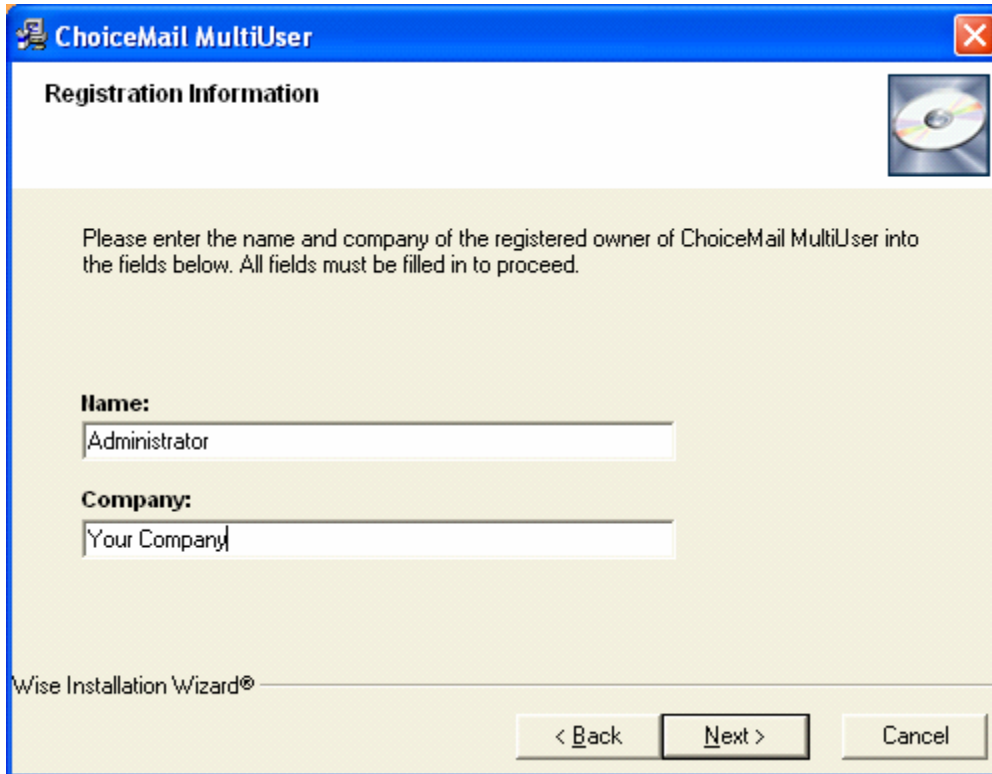
CMMultiUserInstaller.exe

Here are the screens in sequence that you will see:

## Screen 1



## Screen 2



**ChoiceMail MultiUser**

**Registration Information**

Please enter the name and company of the registered owner of ChoiceMail MultiUser into the fields below. All fields must be filled in to proceed.

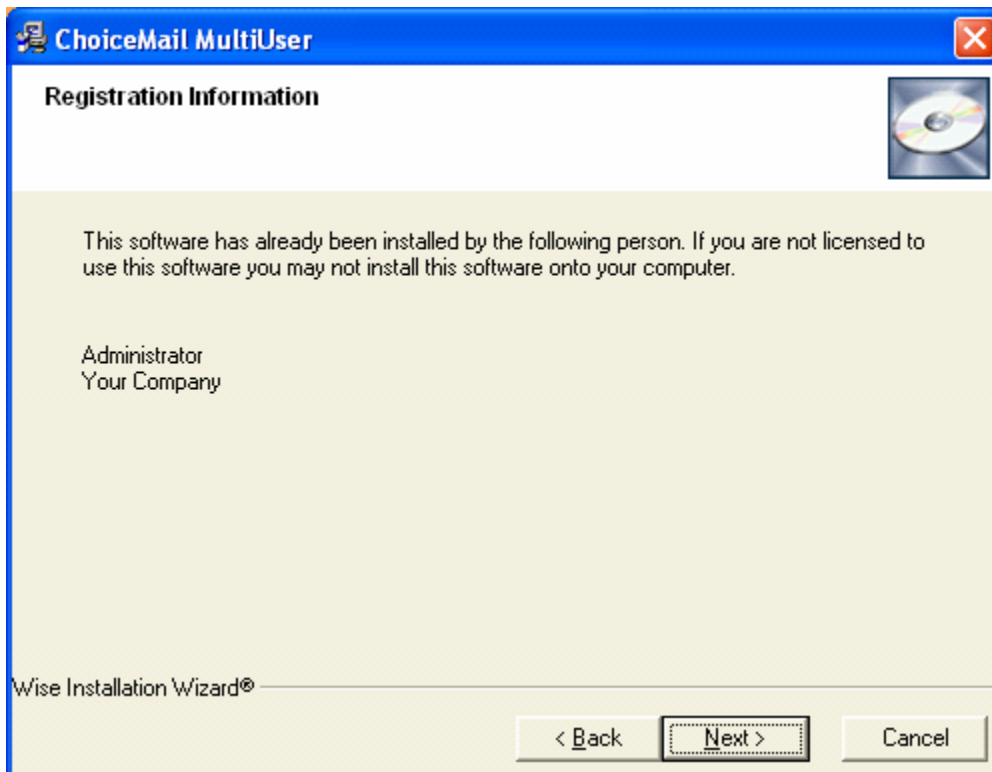
**Name:**  
Administrator

**Company:**  
Your Company

Wise Installation Wizard®

< Back   Next >   Cancel

## Screen 3



**ChoiceMail MultiUser**

**Registration Information**

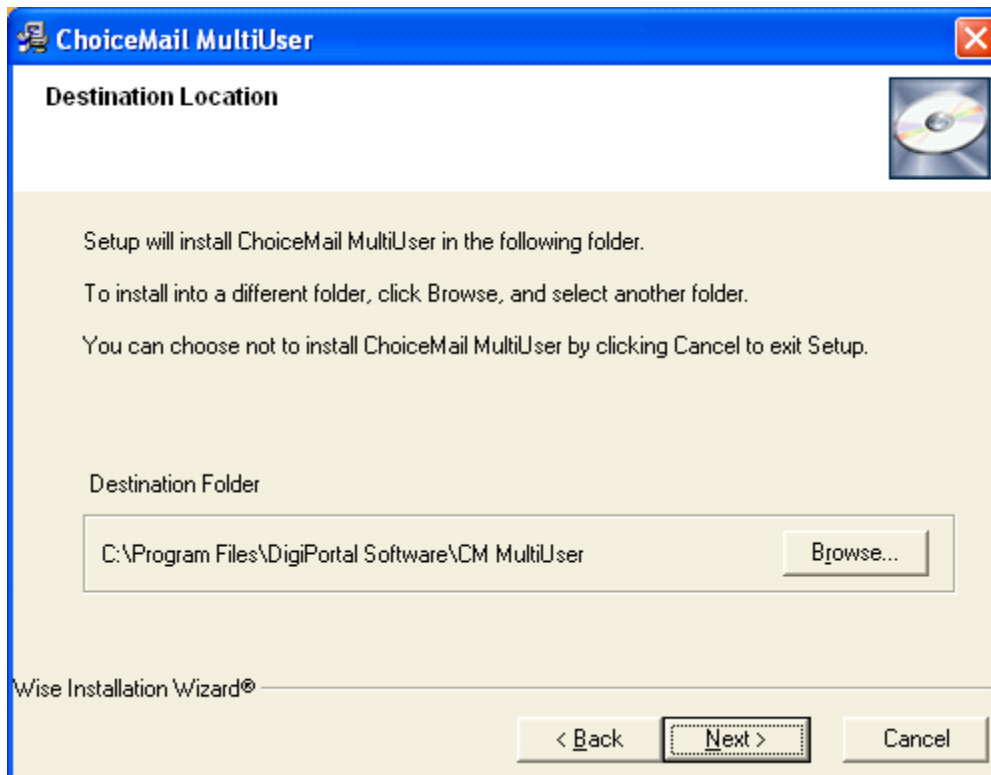
This software has already been installed by the following person. If you are not licensed to use this software you may not install this software onto your computer.

Administrator  
Your Company

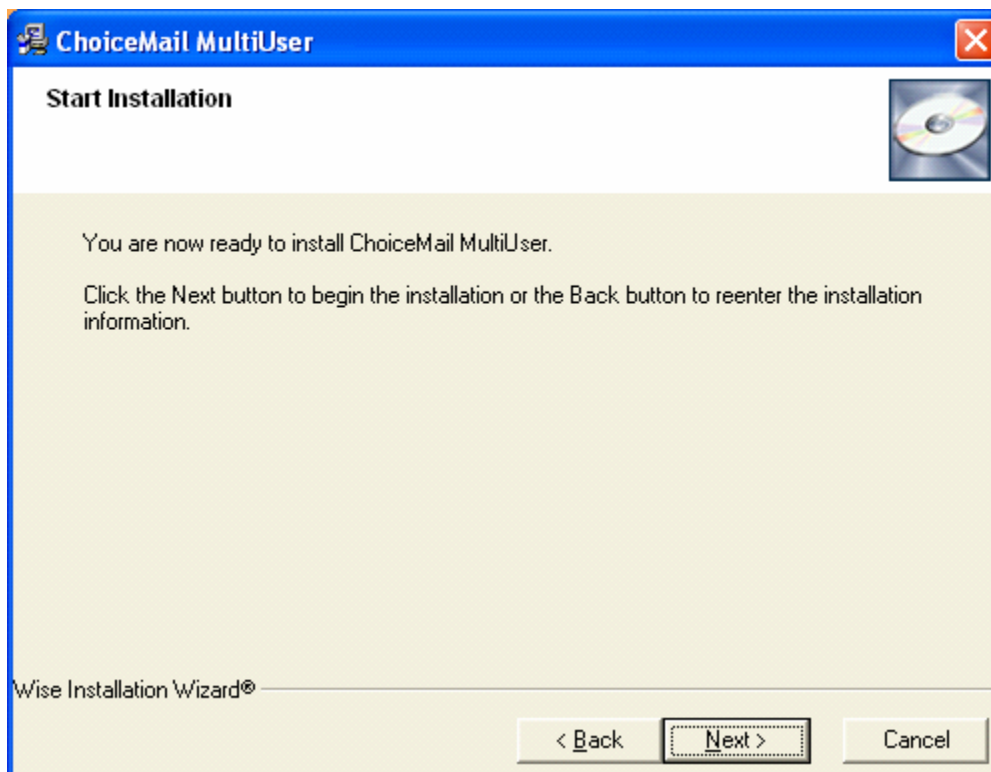
Wise Installation Wizard®

< Back   Next >   Cancel

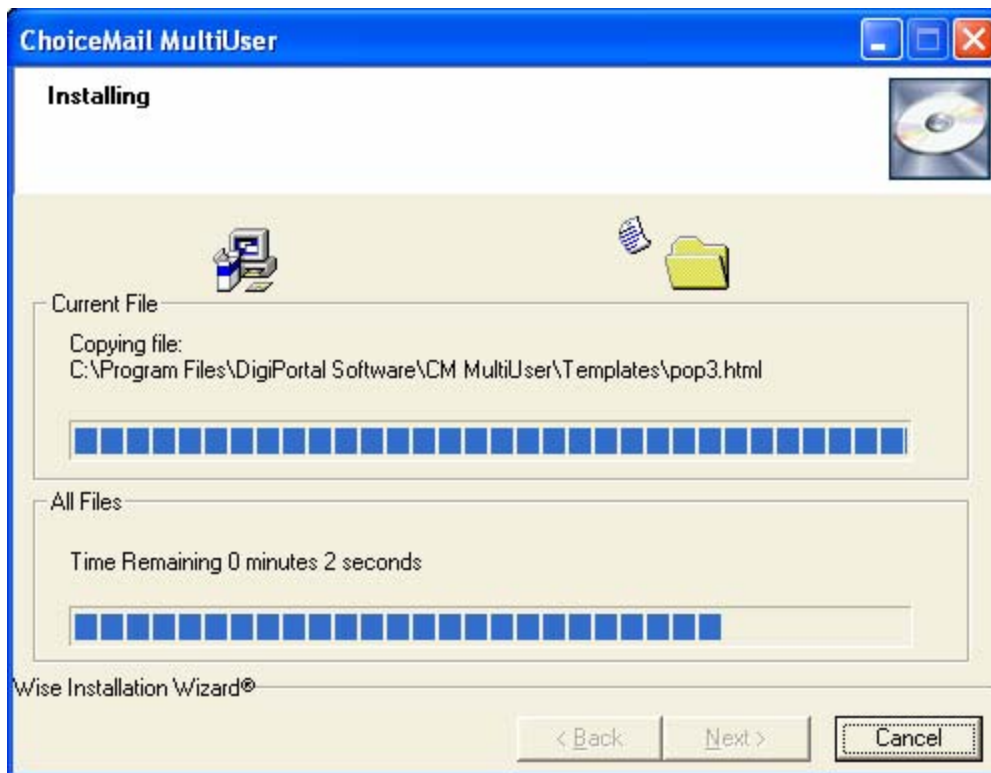
## Screen 4



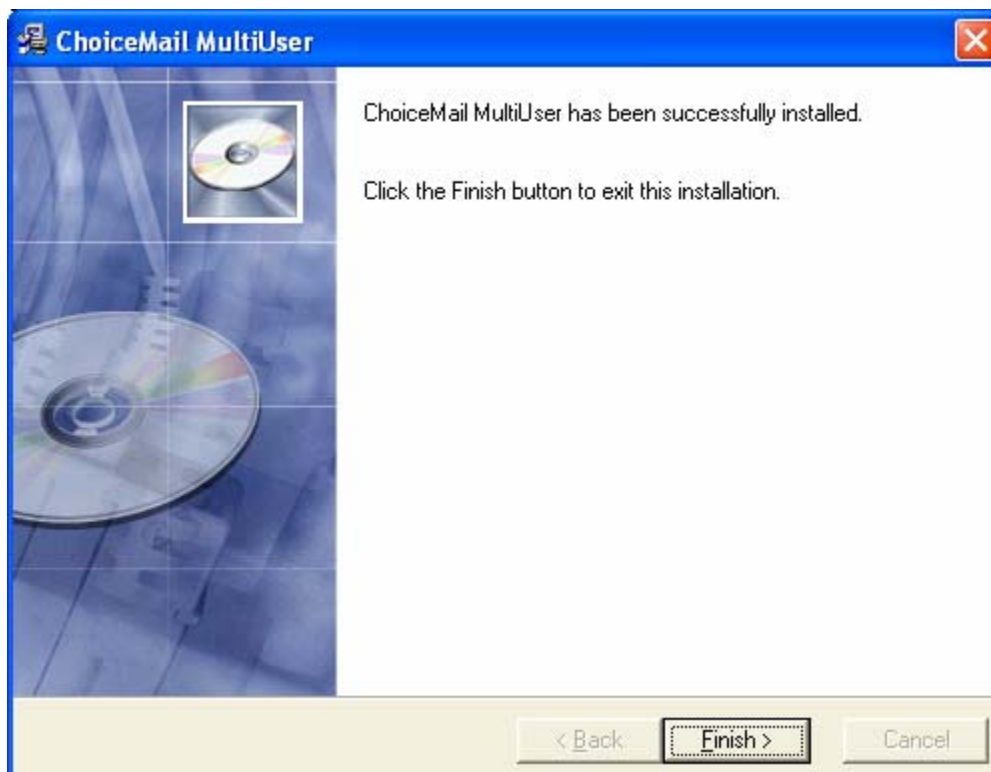
## Screen 5



## Screen 6



## Screen 7

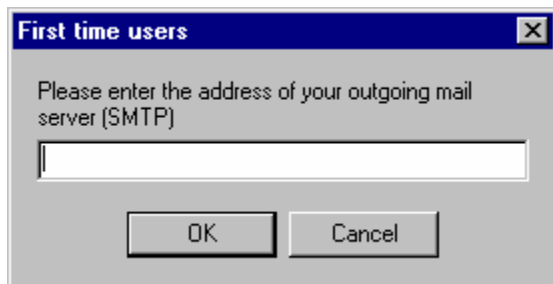


# Setup and Configuration

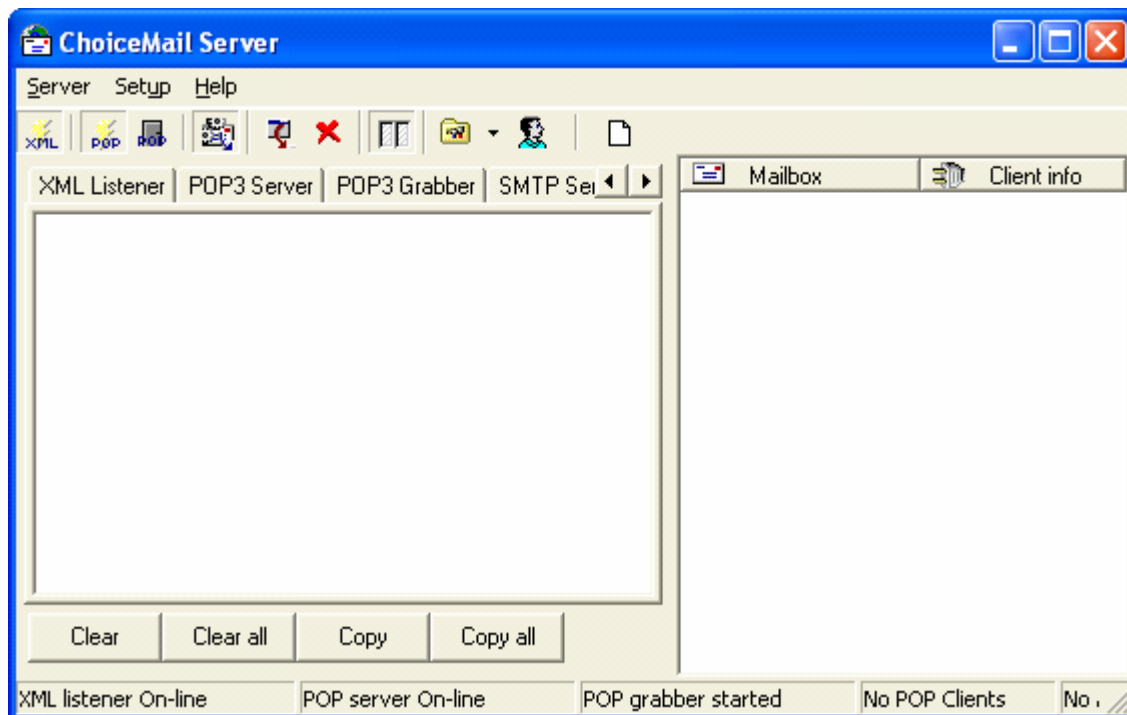


1. Double click on the ChoiceMail Enterprise.Ink icon.

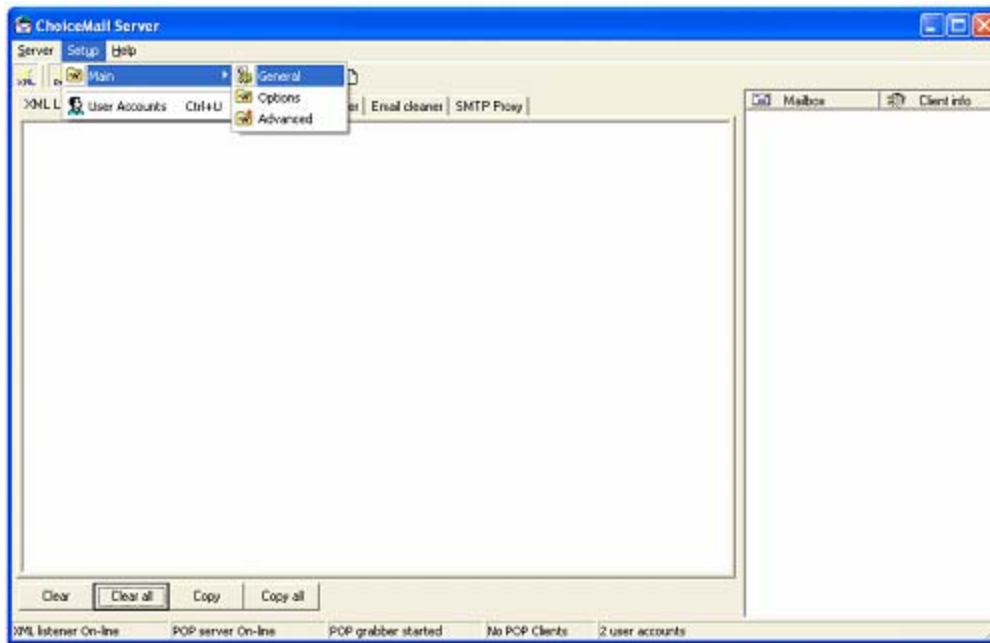
2. Enter the name of the SMTP server associated with the Internet Service Provider (ISP) that you use for your connection. If you do not know the name of your SMTP server, please contact your ISP



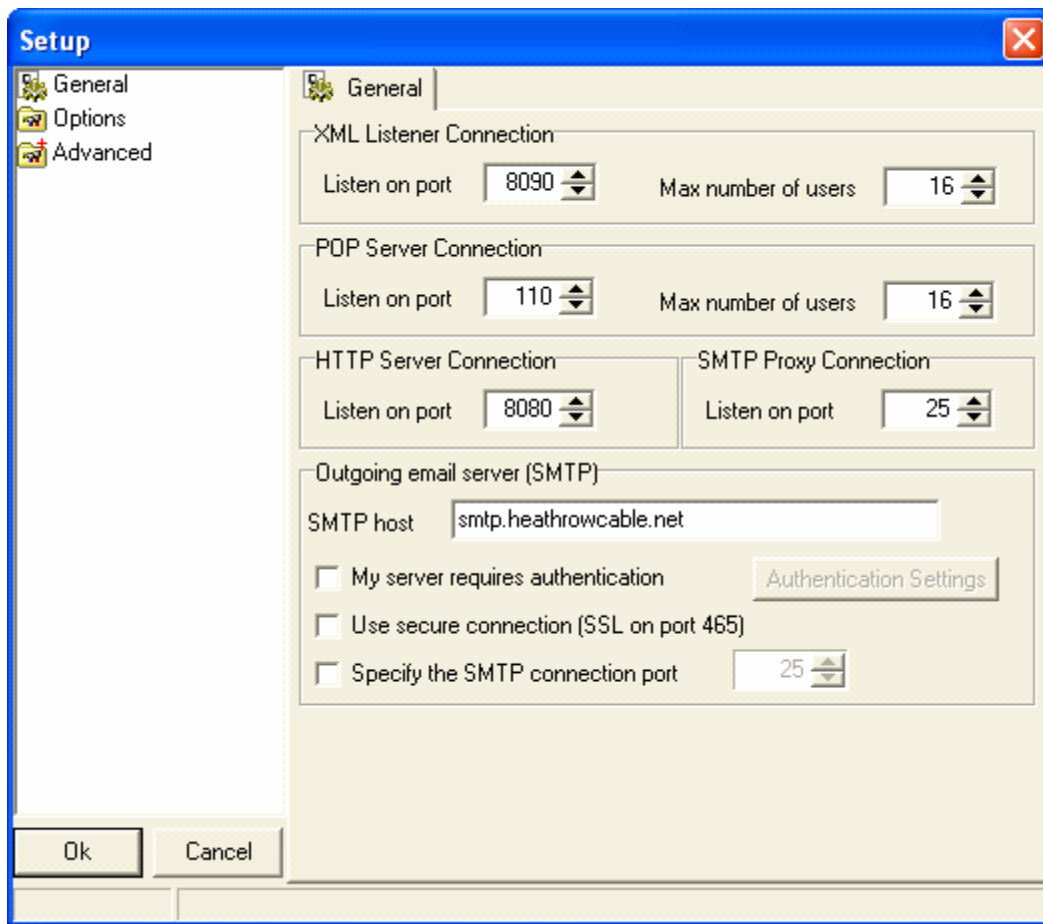
3. This is the ChoiceMail Multi User Main screen.



4. Please click on Setup -> Main -> General

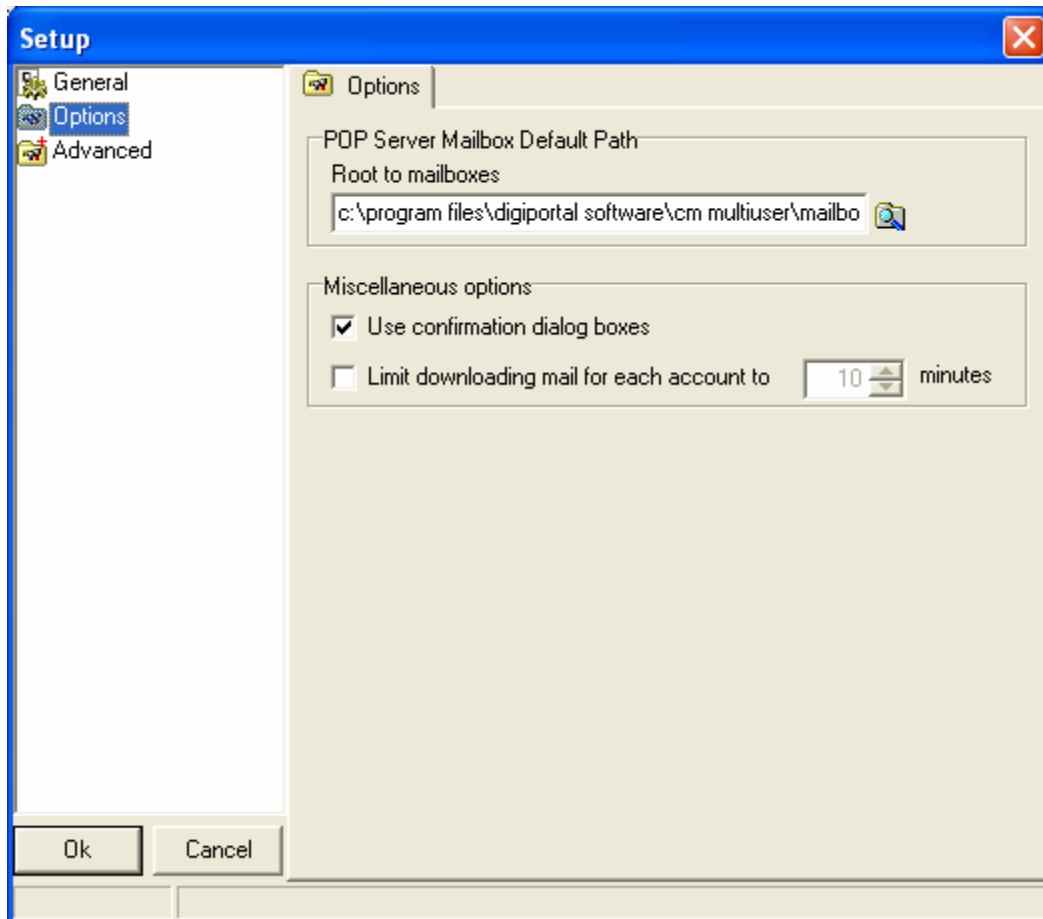


5. The General Tab: You will notice that under the Outgoing email Server (SMTP) your ISP's mail server should be visible. If you need to make a correction to this information or if you need to use the various options below to connect to your ISP's mail server you may do it from this screen.

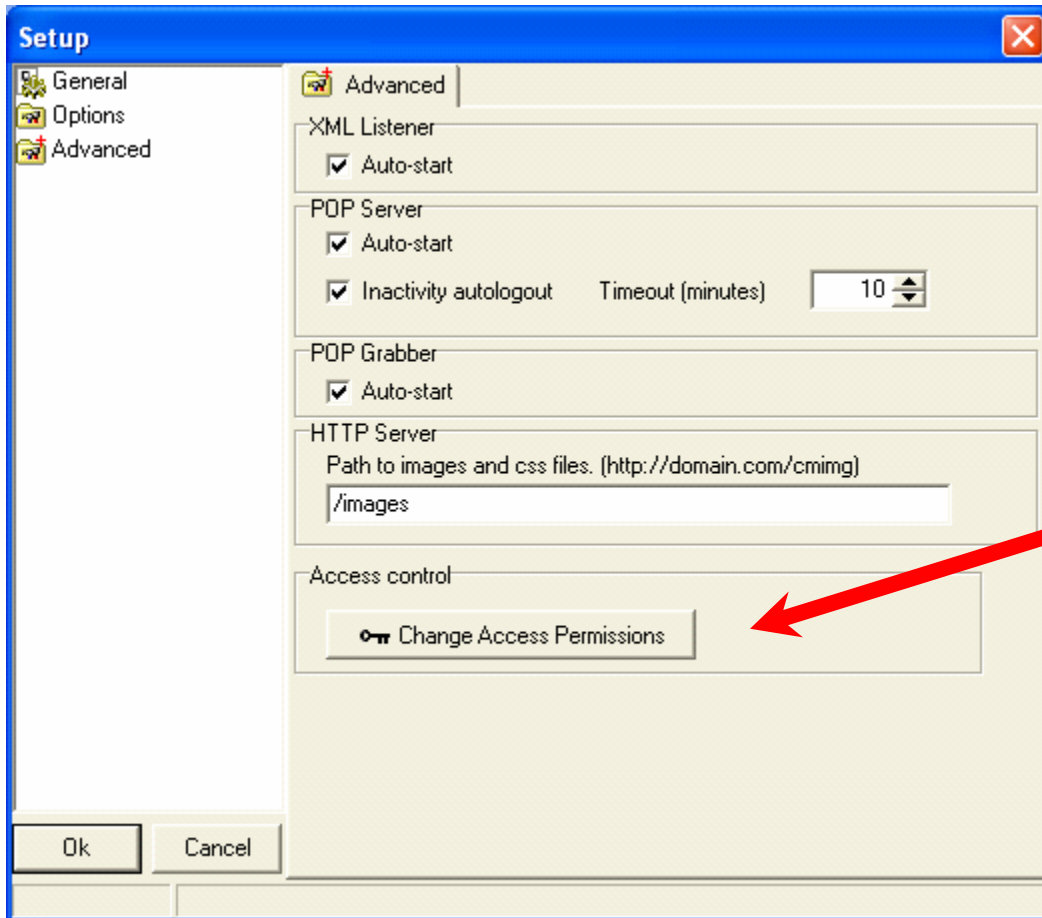




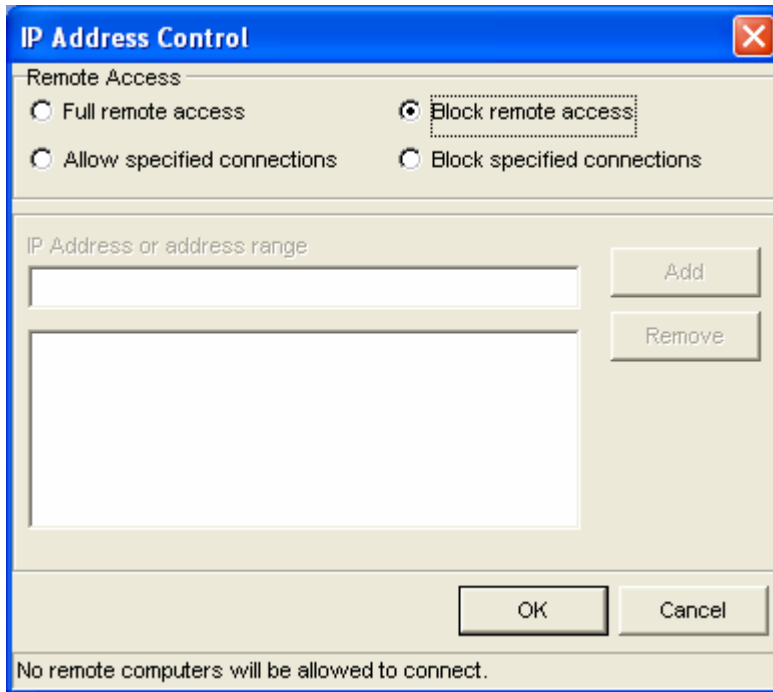
- Options Tab: This screen shows you where ChoiceMail will store the mailboxes and mail for each user.



7. The Advanced Tab: There should normally be no need to change any of the settings on this tab with the possible exception of the HTTP server for images. If you have a standard web server available on your network, you can offload static images to your other server, thereby reducing the load on ChoiceMail's special purpose web server
- a. On this screen please click on the 'Change Access Permissions' button.

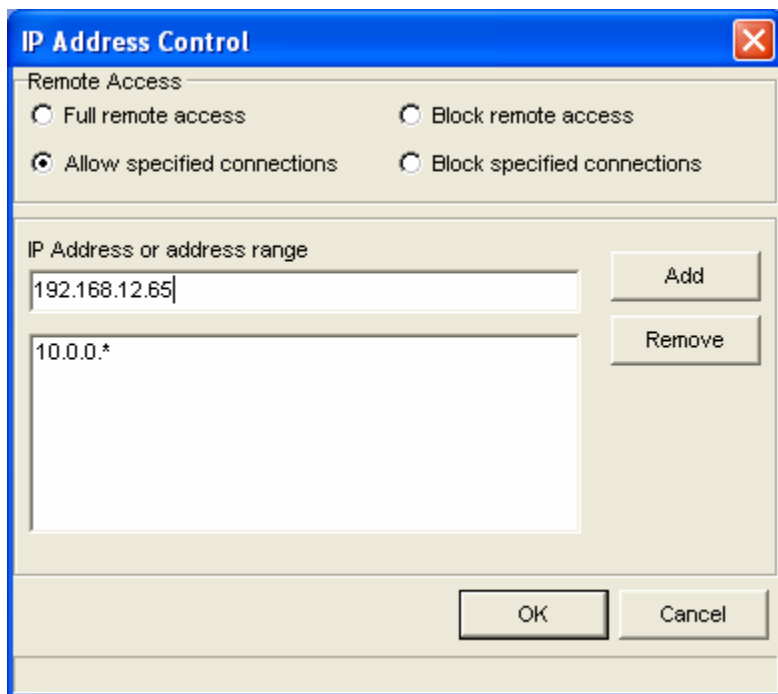


8. This will bring up the IP Address control panel. By default it is set to **'Block remote access'**, you will need to change this to either **'Full remote access'** or **'Allow specified Connections'**.

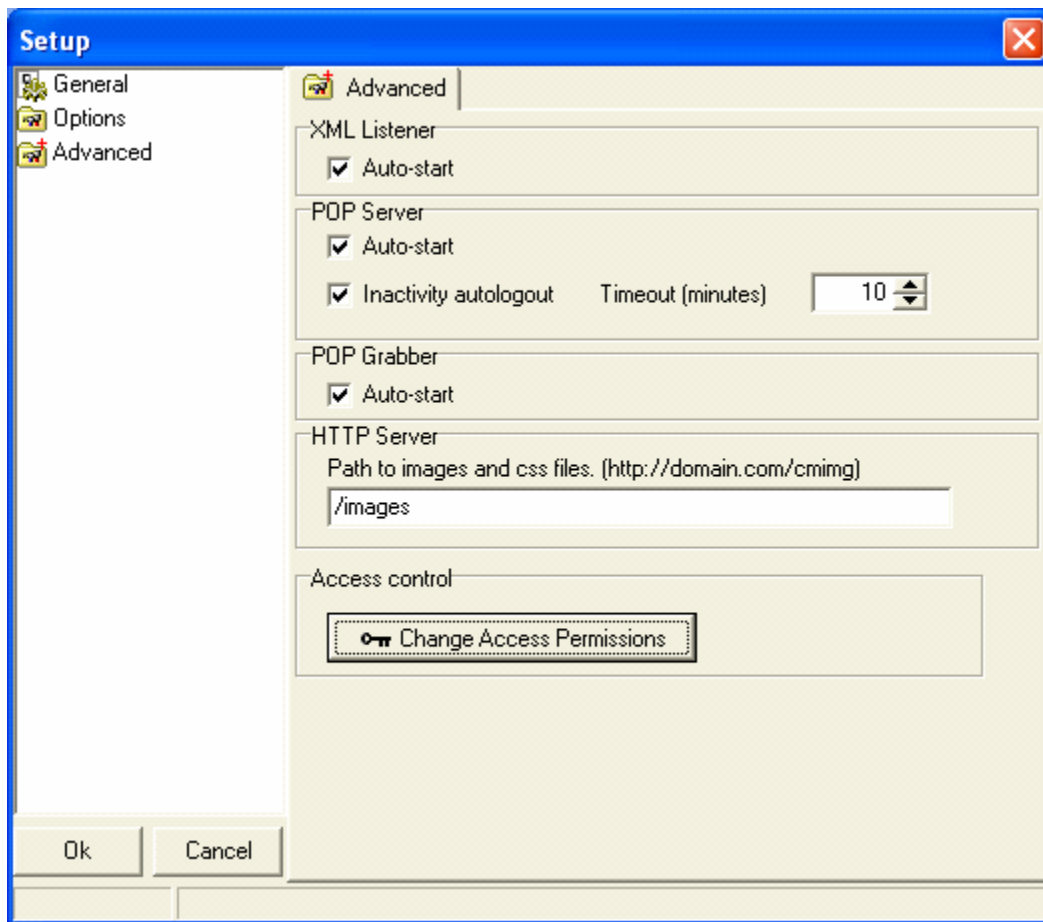


9. If you choose **'Full remote access'** then you are done and can click OK at the bottom of the screen. **'Full remote access'** will permit anyone to connect to ChoiceMail as long as they can get to the server it is being hosted on. Normally this is the default to set it to as long as the server is behind a firewall and only people behind the server will be accessing this server.

- 10.** If you choose the option to **'Allow Specified connections'** then you will need to supply the IP address of each machine that is allowed to connect to ChoiceMail Multi User. So in the example below it shows that anyone in the local network with an IP address of 10.0.0.\* will be able to access the server and ChoiceMail. The \* lets you match a range of IP addresses. In the other example you will see that an outside IP address was added. This could be an IP address of someone working from home or at another office. Just remember you must type one value or IP address at a time then click Add. Once you are done go ahead and click OK at the bottom of the screen.

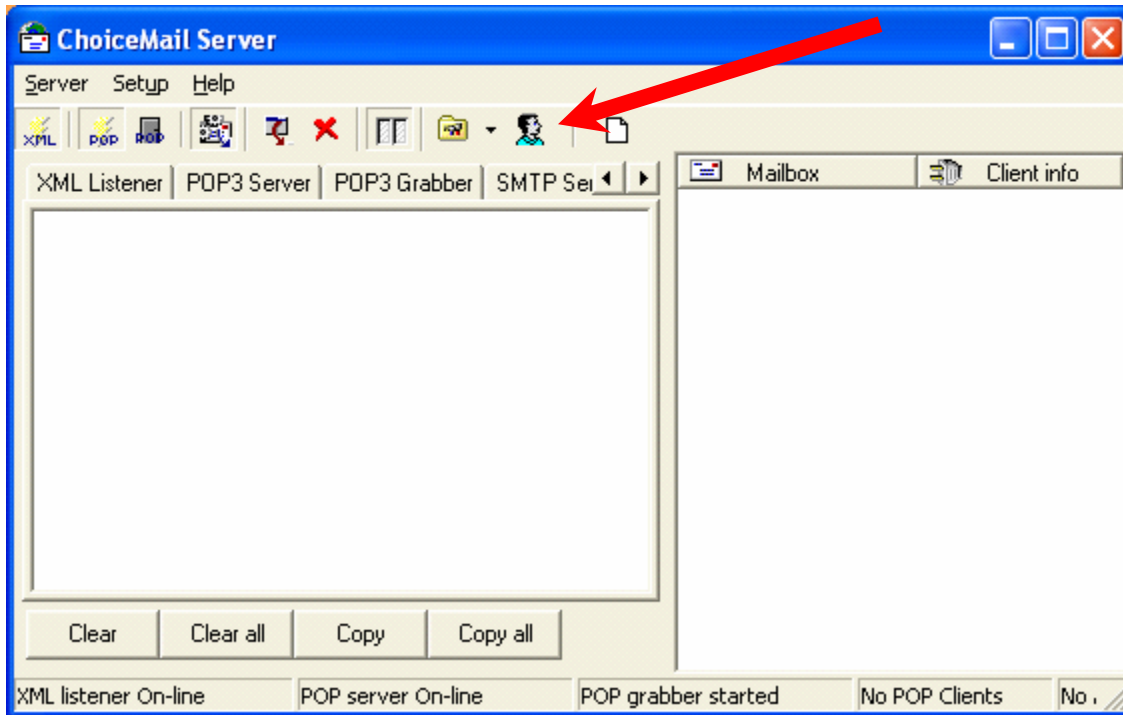


11. You should now be back to this screen and the Advanced Tab. Go ahead and click OK to save your Changes. You will be back to the ChoiceMail Multi User Main screen.

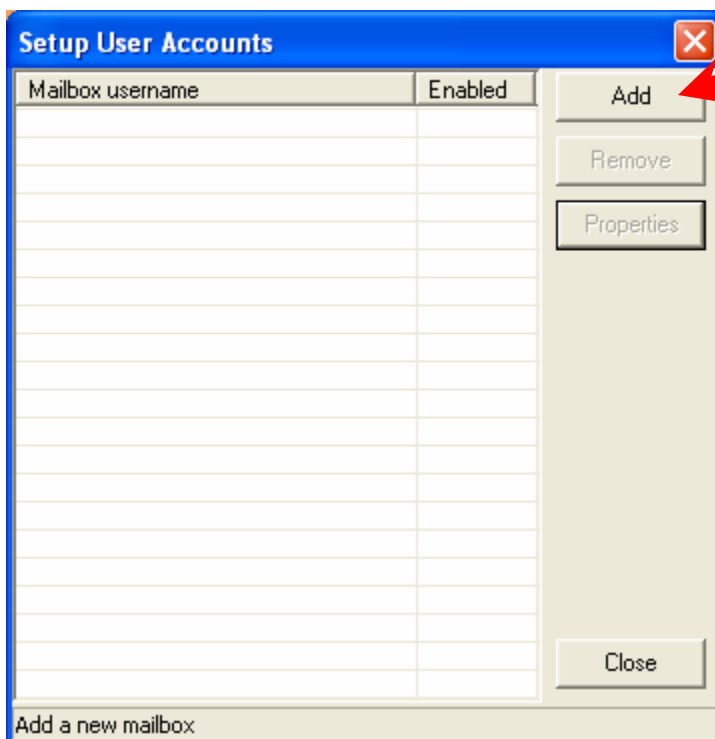


# Setting Up User Accounts in ChoiceMail Multi User

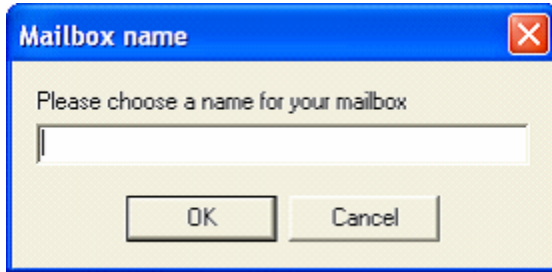
1. To set up User Accounts in ChoiceMail please click on the icon of the Man.



2. Click on Add.

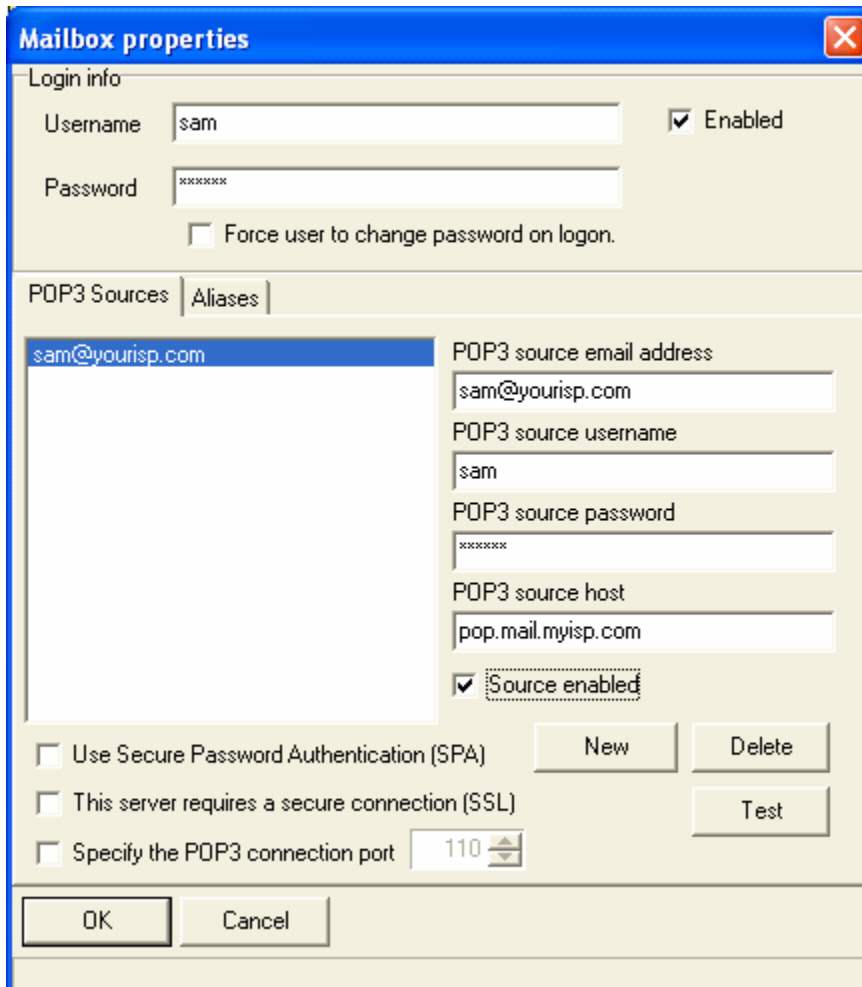


3. Enter in a name for this mail box. This is what you see when you click on Add in Account Set up. This should typically be the Username portion of the email address that you use in your email program, i.e. sam for [sam@myisp.com](mailto:sam@myisp.com). Now click OK.



A dialog box titled "Mailbox name" with a close button (X) in the top right corner. The text inside says "Please choose a name for your mailbox". Below the text is a text input field. At the bottom are two buttons: "OK" and "Cancel".

4. Mailbox Properties:



A dialog box titled "Mailbox properties" with a close button (X) in the top right corner. It has two tabs: "POP3 Sources" (selected) and "Aliases".

**Login info**

Username:   Enabled

Password:

Force user to change password on logon.

**POP3 Sources** | Aliases

POP3 source email address

POP3 source username

POP3 source password

POP3 source host

Source enabled

Use Secure Password Authentication (SPA)

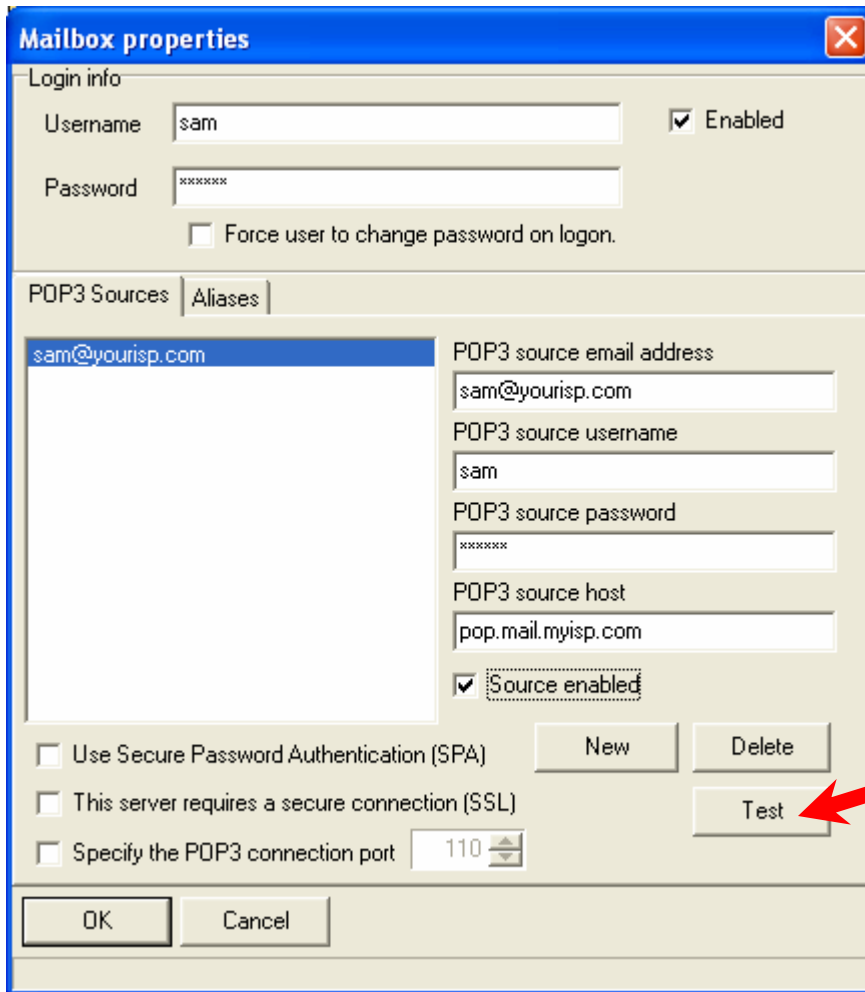
This server requires a secure connection (SSL)

Specify the POP3 connection port

- a. Login Info:
  - Username and Password should be the username and password that are used in the email program for this email address.*
- b. 'Enabled' Check box should be checked.
- c. 'Force User to change password on login' is by default checked but since you have entered in the correct information just UNCHECK the box.
- d. Click on the **NEW** button and enter in the email address that ChoiceMail will be checking email for.
  - 1. **The POP3 Source Name** = username that this Internet Service Provider (ISP) or email service provider requires you to use when connecting to their POP 3 (Incoming Mail) server. This should be the Username portion of the email address that you currently have listed in your email client.
  - 2. **The POP3 Source Password** = password that this ISP or email service provider requires you to use when connecting to their POP 3 (Incoming Mail Server). This should be the same Password that you currently have listed in your email client for this email address.
  - 3. **The POP3 Source Host** = POP 3 Mail Server that this ISP or email service provider requires you to connect to so that you can download your mail. This should be the same POP 3 (Incoming Mail Server) that you currently have listed in your email client for this email address.
  - 4. **Source enabled** = Checked.
  - 5. Use Secure Password Authentication (SPA) = UNCHECKED unless your ISP or email service provider tells you that you must use this.
  - 6. This Server Requires A Secure Connection (SSL) = UNCHECKED unless your ISP or email service provider tells you that you must use this.
  - 7. Specify The POP 3 Connection Port = UNCHECKED unless your ISP or email service provider tells you that you must use this. This PORT is used to connect to your ISP or email service provider and does NOT have anything to do with the ChoiceMail connecting to your email client.
- e. Click OK at the bottom of the Screen.



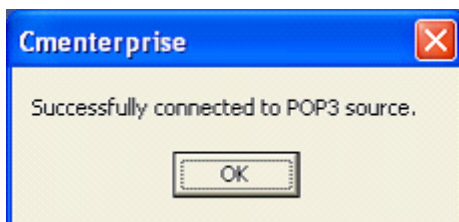
5. Mailbox Properties: Testing account. Click on the Test button to make sure ChoiceMail can connect to this account at the ISP where it is located.



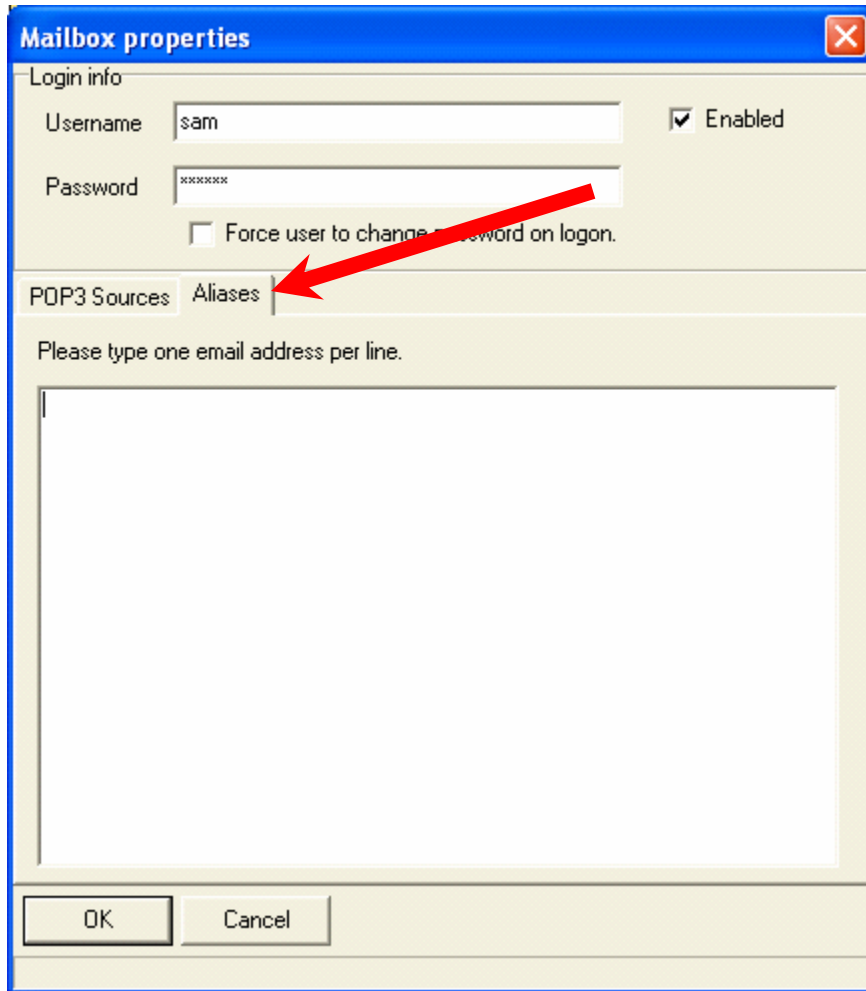
The image shows a 'Mailbox properties' dialog box with a blue title bar and a close button. It is divided into several sections:

- Login info:** Contains a 'Username' field with 'sam', a 'Password' field with '\*\*\*\*\*', and an 'Enabled' checkbox which is checked. There is also an unchecked checkbox for 'Force user to change password on logon'.
- POP3 Sources / Aliases:** A tabbed interface with 'POP3 Sources' selected. A list on the left contains 'sam@yourisp.com'. To the right, fields are filled with: 'POP3 source email address: sam@yourisp.com', 'POP3 source username: sam', 'POP3 source password: \*\*\*\*\*', and 'POP3 source host: pop.mail.myisp.com'. A 'Source enabled' checkbox is checked.
- Options:** Three unchecked checkboxes: 'Use Secure Password Authentication (SPA)', 'This server requires a secure connection (SSL)', and 'Specify the POP3 connection port' (with a dropdown set to '110').
- Buttons:** 'New', 'Delete', and 'Test' buttons are located to the right of the options. A red arrow points to the 'Test' button.
- Footer:** 'OK' and 'Cancel' buttons.

6. If successful you will get the following confirmation: Just click OK. If you do NOT get this confirmation then you must check the information that you have entered in for this user and make the necessary corrections.

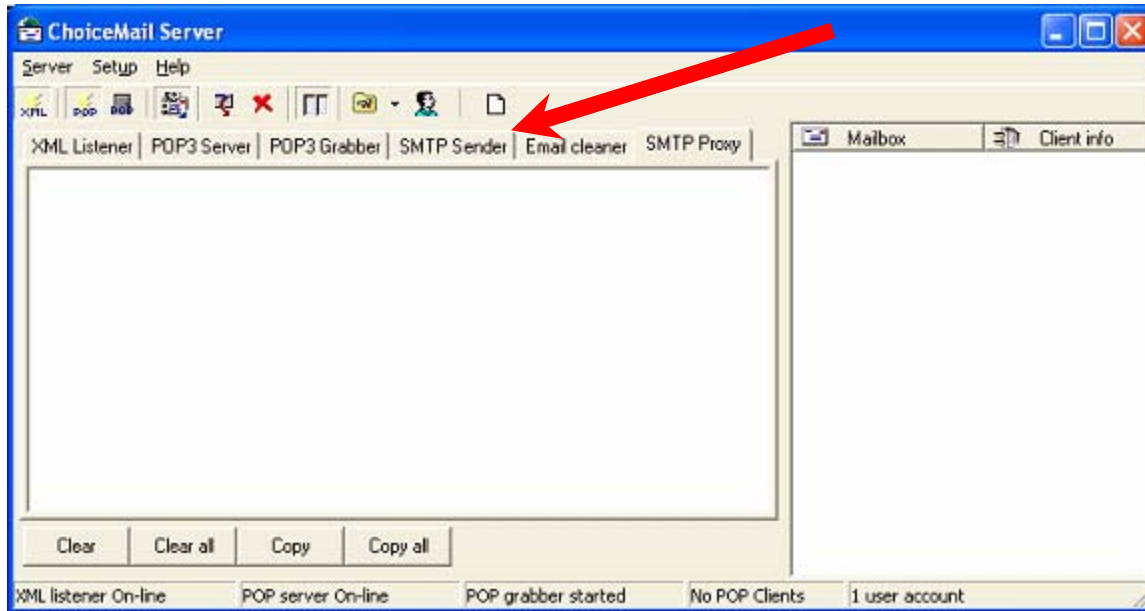


7. If User has any Aliases going to this email account you must tell ChoiceMail about them. Click on the Aliases Tab at the top of the screen. After you have entered in each alias one at a time go ahead and click on OK. If you are finished with setting up this Users account you can click on OK again.



The image shows a Windows-style dialog box titled "Mailbox properties". It has a blue title bar with a close button (X) in the top right corner. The dialog is divided into sections. The first section is "Login info", which contains a "Username" field with the text "sam", a "Password" field with "xxxxxx", and a checked checkbox labeled "Enabled". Below this is an unchecked checkbox labeled "Force user to change password on logon.". The second section is a tabbed interface with two tabs: "POP3 Sources" and "Aliases". A red arrow points to the "Aliases" tab. Below the tabs, there is a text prompt: "Please type one email address per line." followed by a large, empty text area for input. At the bottom of the dialog are two buttons: "OK" and "Cancel".

8. You will now be back at the screen where you can add additional users or edit existing ones. Clicking OK will take you back to the ChoiceMail Multi User Main screen.
- a. By clicking on the icon that looks like a piece of paper you will start the logging option in ChoiceMail. The log information will show you everything ChoiceMail is doing.
1. **XML Listener:** Used for XML communication in client/server
  2. **POP3 Server:** POP3 mail server
  3. **POP3 Grabber:** Mail Downloader View the process of mail being downloaded
  4. **SMTP Sender:** Component for sending email challenges and other mail out
  5. **Email Cleaner:** Component for cleaning unused files, expired users....
  6. **SMTP Proxy:** Component used primarily for pre-approval.



9. ChoiceMail will NOT start downloading emails until the User's email client has successfully connected to ChoiceMail first. ChoiceMail will not download mail that it knows it can not deliver.

## Changing Settings in your Email program

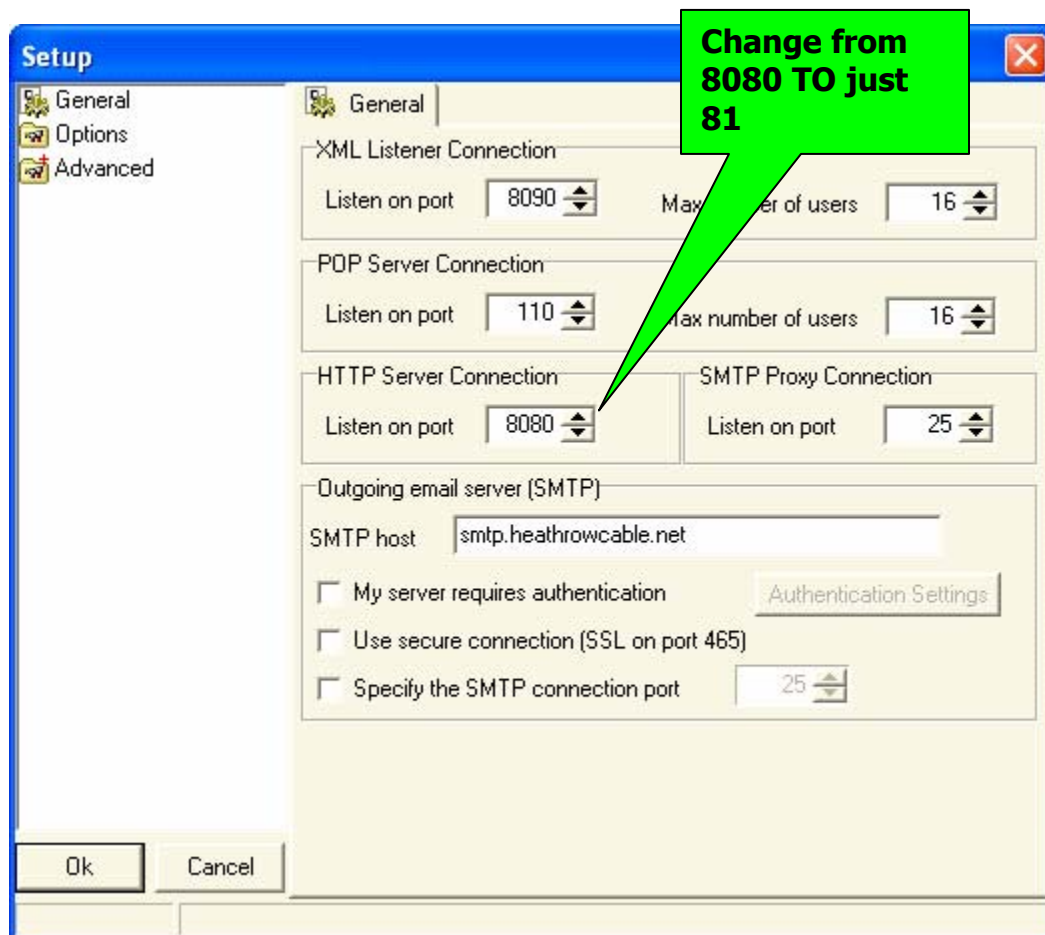
1. For every email account that ChoiceMail is protecting, that user must modify their Email program so that it now connects directly to ChoiceMail.
2. In the email program or client that they are using they **MUST** change the POP3 and SMTP servers to the **machine name** that ChoiceMail is running on.
3. The **Usernames** and **Passwords** **MUST** match what was entered into ChoiceMail when their account was being set up.
4. They **MUST** click on **Send/Receive** in their email program to ensure that ChoiceMail and their email program can communicate. Remember until this is done and done successfully ChoiceMail will **NOT** download any mail for that User.

**Congratulations!! ChoiceMail is now protecting you Inbox(s)**

**Please refer to the User Guide for instructions on how to use ChoiceMail Multi User.**

# Troubleshooting

1. ERROR: "Could not bind socket". This normally occurs at startup.
  - a. Cause = Port Conflict.
    - i. The Fix:
      1. Bring up the ChoiceMail Multi User Main Screen and click on Setup -> Main -> General Tab.
      2. You will want to Change the HTTP Server Connection: Listen on port 8080 to just 81.
      3. Once you do this click OK at the bottom of the screen and try to re-start ChoiceMail. If the error goes away you are all set.
      4. **IMPORTANT: When you log into ChoiceMail from your web browser you will no longer going to be checking on port 8080 but on 81. So your address in the browser should look like this now: <http://servernamehatISRunningChoiceMail:81> OR <http://IPAddressoftheserverrunningChoiceMail:81>**



2. If you are still getting this error then you probably have another piece of Software using port 25. This is usually 'Microsoft Simple Mail Transport Protocol'. You do not need this running and most people do not realize it is. It is installed with the OS if you also installed web services.
  - a. The fix is to turn it off.
    - i. Click on your Start Menu
    - ii. Click on Control Panel
    - iii. Double click on Administrative Tools
    - iv. Double click on Services
    - v. Find and double click on 'Microsoft Simple Mail Transport Protocol'
    - vi. Click on **STOP**.
    - vii. Click on **Apply** and then **OK**
  - b. Now restart ChoiceMail Multi User you should no longer get an Error.
  - c. You can now start referring to the User Guide for instructions on how to use ChoiceMail Multi User.
3. Still getting an ERROR: Please call 321-206-6175 to schedule a technical support call. Please keep in mind that this service is only available Monday – Friday 9:00 AM – 5:00 PM EST.