

**TOPS<sup>®</sup>**  
**ADMINISTRATOR'S GUIDE TO INBOX<sup>™</sup> FOR MACINTOSH**

**T O P S<sup>®</sup>**

**ADMINISTRATOR'S**

**GUIDE**

**TO INBOX<sup>™</sup>**

**FOR MACINTOSH<sup>®</sup>**

**T O P S**

**ADMINISTRATOR'S**

**GUIDE**

**TO INBOX**

**FOR MACINTOSH**

**Version 3.0**

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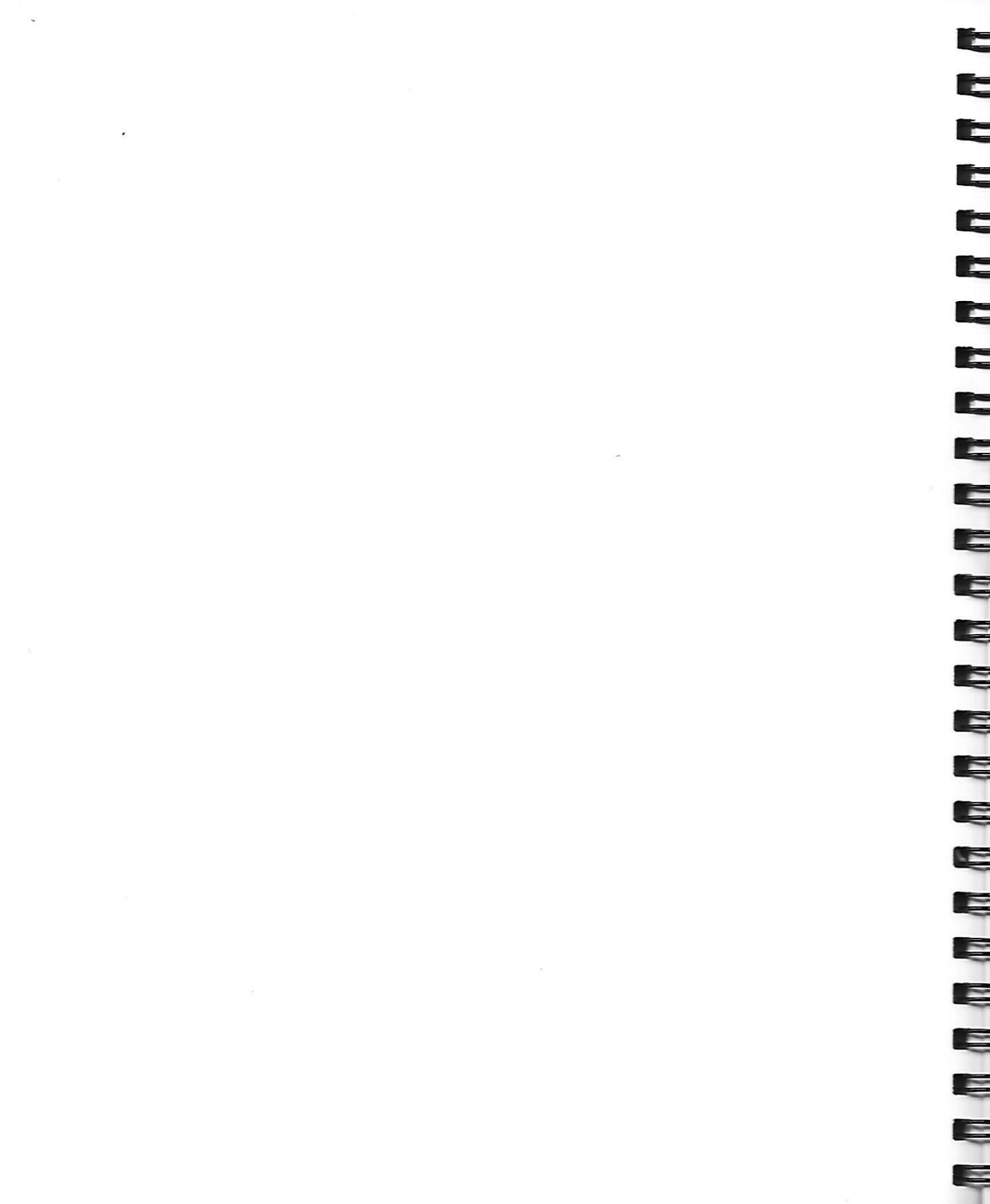
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# Preface

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## Your InBox Package

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Your TOPS InBox 3.0 package contains the following items:

- **Macintosh Administrator's Disks:**

- InBox Administrator software
- TOPS InBox Server
- TOPS InBox Desk Accessory
- Recovery Utility
- AppleTalk

- **Macintosh User's Disk:**

- TOPS InBox
- TOPS InBox Setup
- InBox Help
- TOPS InBox Init

- **DOS User's Disk:**

Some InBox packages may also include two 5 1/2" disks for InBox users on IBM PC and compatible computers

- **Documentation:**

- **Administrator's Guide to InBox for Macintosh**  
This administrator's guide describes how to design and install an InBox electronic mail system..
- **User's Guide to InBox for Macintosh**  
This user's guide describes how InBox for Macintosh works and how to use it.
- **User's Guide to InBox for DOS**  
Some InBox packages may include this user's guide, which describes how InBox for DOS works and how to use it.

- **Release Notes:**

Additional information not included in the above guides. Read all *Release Notes* first.

Refer to your TOPS packing list for details on other items which accompany your InBox package.

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## Who Should Read this Guide?

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Network administrators or users whose job it is to create and manage an InBox mail system should read this guide. Written for experienced Macintosh users who may be new to electronic mail systems, this *Administrator's Guide* explains how to set up and manage an InBox system. Readers should know how to use whatever network hardware and software (if any) connects their computers.

### If you plan to...

Use InBox to send and receive mail...

Install and administer a small (<20) InBox system...

Install and administer a large (>20) InBox system...

### You need to read...

*User's Guide to InBox for Macintosh and/or*

*User's Guide to InBox for DOS*

*Administrator's Guide to InBox for Macintosh*

*Administrator's Guide to InBox Plus for Macintosh*

As the chart above indicates, there are currently two versions of InBox—workgroup-level InBox and InBox Plus. Workgroup-level InBox is designed for communication between up to 20 users on a local area network. InBox Plus allows communication between InBox users on a broader scale and, in some cases, with users of a variety of other electronic mail systems (see *Chapter 1*).

The Administrator's Guide you are currently reading is for a workgroup-level InBox system. If, at a later time, you wish to increase your electronic mail capacity, you can upgrade to InBox Plus.

## Finding Out About InBox

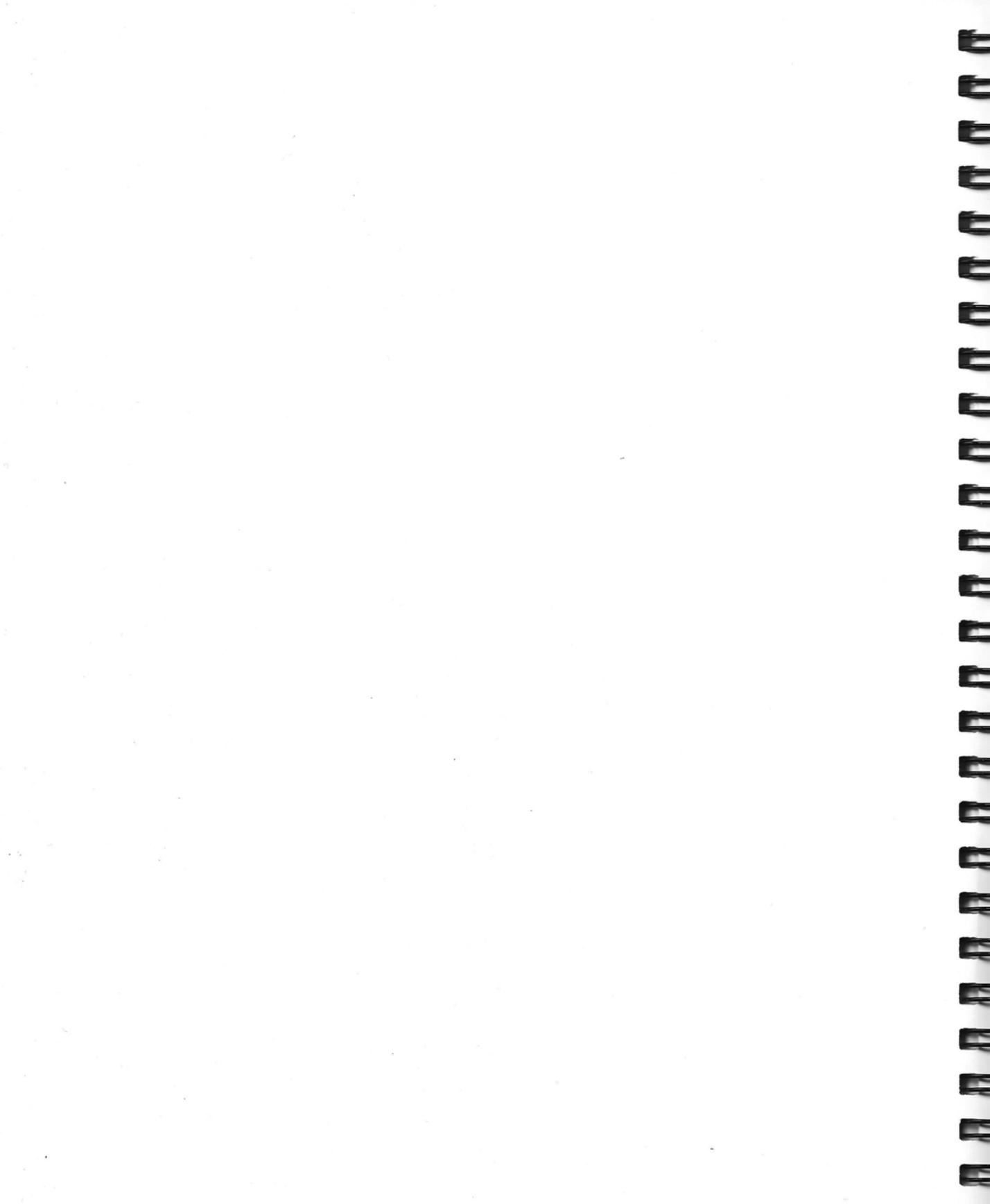
There are three ways to learn about the InBox program:

- *This guide* explains how to design and create an InBox mail system for up to 20 users on Macintosh, IBM PC or PC compatible computers. It tells you how to use the InBox Administrator software to create a Message Center, user mailboxes, sort them and otherwise manage your InBox electronic mail system.
- The *User's Guide to InBox for Macintosh* describes how to set up InBox software on your computer and use all the InBox features, including sending, receiving, sorting and storing messages.
- The workgroup InBox software also contains *on-line help* which offers succinct descriptions of how to use each of the InBox features.

## Typeface Conventions

Various typefaces are used to indicate the different meanings or context of certain words or phrases. The following list defines the typeface conventions that appear in this manual:

Typeface Style	How the Style is Used	An example
This typeface	Normal text.	Throughout this manual, several typefaces are used...
<i>This typeface</i>	Indicates figure and table titles, book titles and chapter names, examples, and emphasis on important words, .	See <i>Chapter 3</i> of the <i>Administrator's Guide to InBox Plus for Macintosh</i> , for information on...
<b>This typeface</b>	Special headings, indicates steps or processes which must be done in sequence.	<b>1. Make a working copy of your InBox Administrator disk...</b>
<b>This typeface</b>	Indicates menu and menu option names, dialog boxes and window names and any other screen or keyboard option available for your use.	From the <b>Message Center</b> menu select <b>Edit Message Center...</b>



# Before You Start

This chapter covers what you, as InBox administrator, need to know before you set up and administer an InBox mail system on your network. It explains your role as administrator and how an InBox mail system works.

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## Your Role as InBox Administrator

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It is best for one person to administer an InBox system, although users can help with some administrative tasks. This section contains an overview of InBox administration tasks and explains how users can help you with those tasks.

Assuming that you are the InBox administrator, your role is to:

- Design an InBox system for your network.
- Set up the system.
- Perform daily management tasks.
- Troubleshoot any problems that may arise.

### Design an InBox System for Your Network

To design an InBox system for your network, you need to choose a computer and location for your InBox *Message Center*. You need to prepare InBox User Worksheets with information to help users set up InBox on their computers.

Decisions that you make about how InBox should work with your network, the computer you use for the Message Center, and the computer's location determine how quickly InBox responds to users' requests, how easy it is to use, how secure users' mail is, and how convenient it is for you to back up InBox mail files.

*Chapter 2* explains these design procedures. It is important for you to read this chapter even if you have used previous versions of InBox.

## Set Up Your InBox System

To set up InBox on your network you need to:

- Install TOPS InBox administration tools. *Chapter 3* explains which files you need to copy from the TOPS InBox diskettes.
- Create an InBox Message Center, designating one computer on the network to receive and process all mail. *Chapter 4* describes how to create a Message Center using the TOPS InBox Administrator program.
- Create a Mailbox for each user on the Message Center. *Chapter 5* explains how to use the Administrator program to create Mailboxes for users. Mailbox creation is optional; users can create their own Mailboxes, if desired.

## Managing the InBox System

Once you have set up InBox, you need to spend from 30 minutes to an hour a week managing it.

Your most important task is to back up your Message Center every day so that users will not lose any mail if the Message Center computer's disk fails. If the Message Center begins to take up too much disk space, you need to reclaim space using the InBox Administrator program. Occasionally, you'll need to add Mailboxes, remove them, or change Mailbox names and passwords—also using the Administrator program. If your Message Center is damaged, you can use the TOPS InBox Recovery program to repair the Message Center. *Chapters 5* and *6* cover these management tasks in detail.

## Troubleshoot Problems

InBox system users will expect you to solve any problems they encounter. It is up to you to find the causes of problems and get InBox working again. InBox displays informational text and error messages to explain what is happening if things don't go quite right. *Chapter 7* further describes what to do in each situation.

## How Users Can Help

You can get users to help you administer a workgroup-level InBox mail system by making sure that they know how to use the InBox Setup program. With the Setup program, users can help you by:

- Creating their own Mailboxes
- Changing their Mailbox names or passwords on their own.

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## How InBox Works

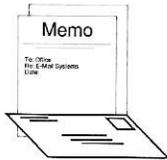
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InBox is like an express mail service. Users within a workgroup or company—either in the same office or across the country from one another—can send memos and files to each other and InBox delivers them in minutes. InBox is also like an answering machine. It holds messages for users so they can read mail at their convenience. Even while working in some other computer application, a user can be notified when new mail arrives.

An InBox system can support Macintosh, IBM PC, and IBM PC compatible computers running on a private local-area or wide-area network. An InBox system consists of these basic elements:

- Mail
- A Message Center
- A Mailbox for each user
- Storage Boxes

### Mail



InBox system users can send two types of mail to each other: messages and files.

A mail message is a written note in the form of:

- An interoffice memo
- A phone memo

InBox supplies users with forms for writing interoffice and phone Memos. Users can enclose one or more files with either type of memo. The files can be regular text files, graphics, or applications.

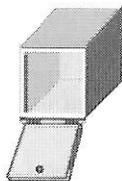
### The Message Center



A *Message Center* consists of users' Mailboxes and software for sorting mail. Like a postal system, in which mail first goes to a distribution center or post office, all InBox mail first goes to the Message Center. Then Message Center software sorts the messages and puts them into Mailboxes for the recipients, just as a mail clerk sorts mail and puts it into mail slots for delivery.

A Message Center can contain up to 21 Mailboxes, including both Macintosh and PC InBox users. If you need more than 21 Mailboxes, please read about InBox Plus at the end of this chapter.

## Mailboxes

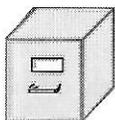


Every InBox user has a Mailbox. Like an answering machine, the Mailbox holds messages for users indefinitely. Users can read mail at their convenience. Messages remain in Mailboxes unless users delete or move them.

When users log in to their Mailboxes, InBox displays a list of the messages in their Mailboxes. Users can sort messages by subject, date, sender or status.

When users read their mail, it appears as though the information is on their own computers; however, they are actually seeing information that is in a Mailbox on the Message Center, located on some remote computer.

## Storage Boxes



After users read their mail they may want to keep some of their messages. InBox gives them the option of creating Storage Boxes where they can organize and store messages.

InBox Storage Boxes are like filing cabinets where users can store information in an organized way. Like Mailboxes, users can open Storage Boxes, see a list of the messages in them, and sort the messages by subject, date, status or sender. Users can create as many Storage Boxes as they want.

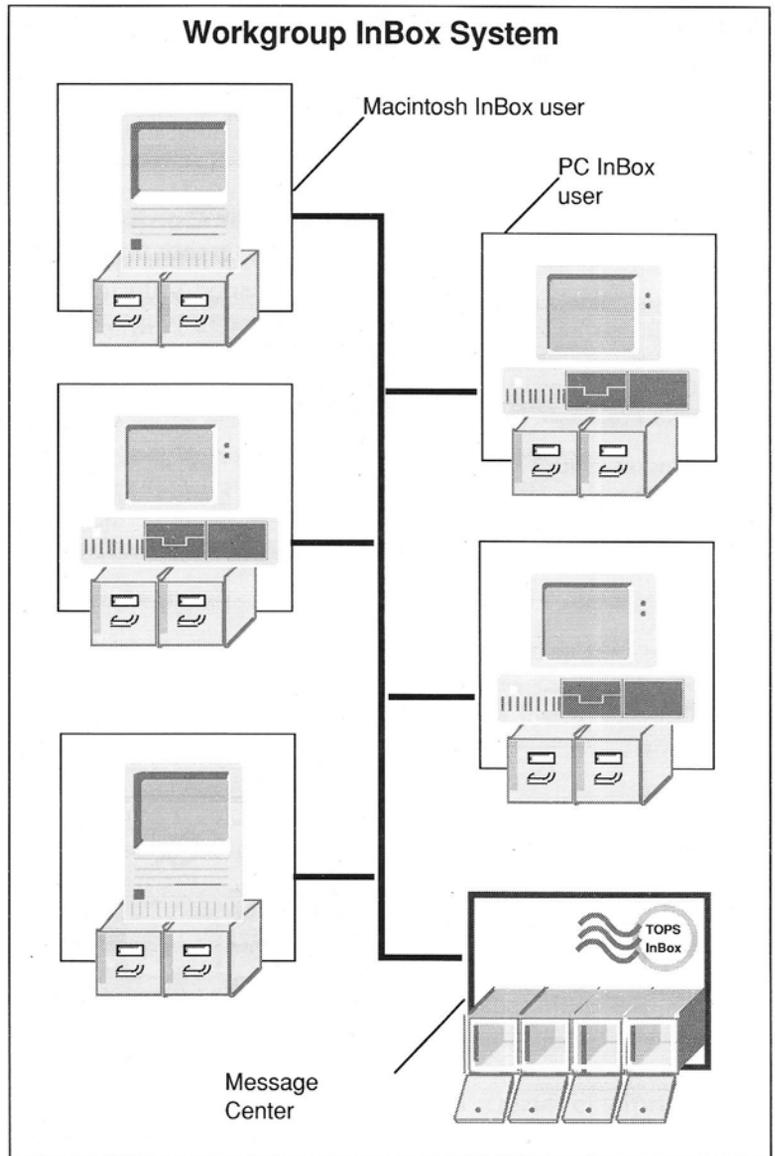
Storage Boxes differ from Mailboxes in that they are not located on the Message Center, as are Mailboxes. Users can put Storage Boxes wherever they choose—usually on their own computers, but also on a file-server, or anywhere else on the network.

## Your InBox System

Every InBox system brings together all these elements—Message Centers, Mailboxes, users, Storage Boxes. It also requires a network platform on which to function. The network provides the communication link between InBox users and InBox Message Center. The network can be an AppleTalk-based system or a full file-service network.

As mentioned in the *Preface*, there are currently two versions of InBox—workgroup-level InBox and InBox Plus. This *Administrator's Guide* describes how to set up and manage a workgroup-level InBox system. Such a system is diagramed on the following page. It is designed for communication between up to 20 users.

InBox Plus provides for communication between InBox users on a broader scale and is described briefly later in this chapter.



Most communication is initiated by InBox users. They can send messages or make requests for information to the Message Center. When the Message Center receives such requests, it retrieves information, say, from a user's Mailbox and sends it to the user's computer. The information remains stored, however, in the Mailbox on the Message Center until the user decides to delete it or move it to a Storage Box.

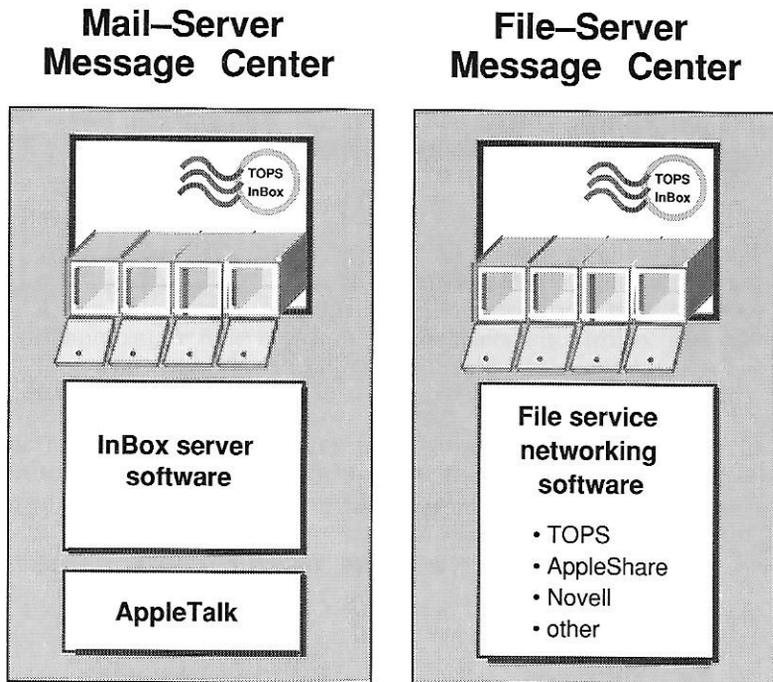
## InBox Configurations

An InBox system can be set up in two configurations. One, a *mail-server* configuration, uses InBox server software for transporting information between user and Message Center. The other, a file-server configuration, uses existing file-service networking software for InBox communications.

### Mail-Server Configuration

In a *mail-server* InBox system, the Message Center supplies its own network transport software, the InBox Server program. The Server makes a two-way connection between a user's InBox program and the Message Center whenever InBox is running. The Server uses that connection to make sure all requests reach the Message Center, and all responses are delivered back to the user.

The *mail-server* Message Center is built to work on top of any AppleTalk-based networking system. It can work with LocalTalk and compatible cabling systems (conventional AppleTalk or FlashTalk), Ethernet cabling (EtherTalk) or Token Ring cabling (TokenTalk).



## File-Server Configuration

In a *file-server* InBox system, the Message Center uses the network transport services provided by file-server software, such as TOPS, AppleShare, Novell and many others. The networks let users share files over the network.

The *file-server* Message Center is built to work on top of any local area network (LAN) system. It doesn't matter what type of cabling system or software the network uses.

With a *file-server* Message Center, the Message Center resides on the host network's file server. The directory or folder containing the Message Center must be made available (published) to the users on the network. InBox users have to gain access (mount) the published volume in order to gain access to the Message Center.

For example, when a user mounts a Message Center volume, the volume appears as a virtual drive or icon on his or her screen. An InBox user can open the Message Center volume and use the files in that volume just as if it were on his or her own computer.

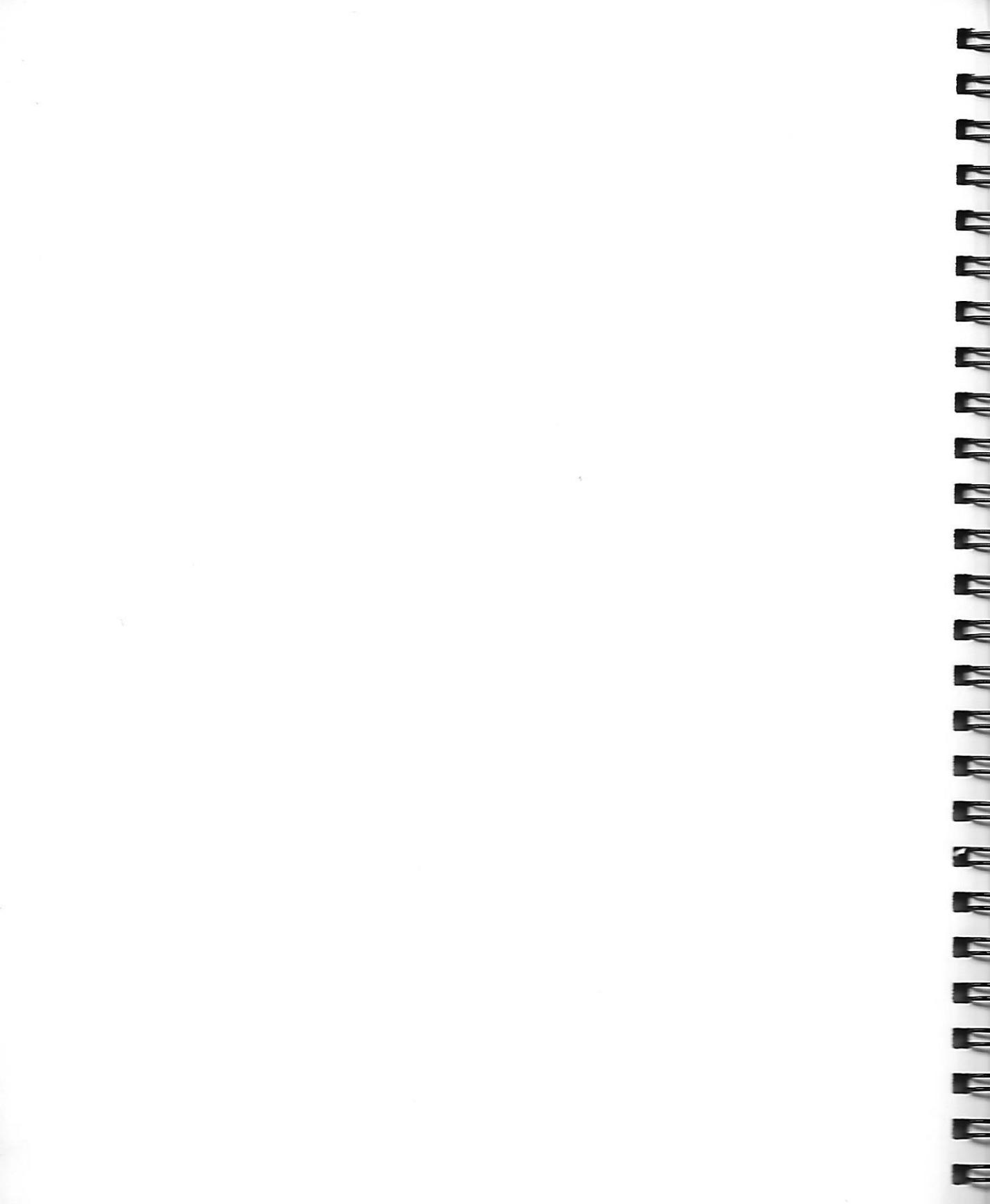
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## About InBox Plus

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TOPS distributes a version of InBox that has capabilities beyond what you get with your workgroup version of InBox. InBox Plus, as it is called, offers all the features of InBox *plus*:

- **Up to 100 Mailboxes per Message Center.**  
You can go beyond the 20 Mailbox limit of your workgroup InBox system.
- **More than one Message Center per InBox system**  
You can use as many InBox Plus Message Centers as you like on your InBox system. Users on one InBox Plus Message Center can send mail to users on any other InBox Plus Message Center.
- **Distribution Lists**  
An InBox Plus administrator can create enterprise-wide distribution lists that speed the sending of mail to large numbers of InBox users.
- **Gateways to Other Mail Systems**  
InBox Plus offers the possibility of linking your electronic mail system to other e-mail systems around the world—say, in another office across the country or to nationwide and international e-mail services and networks such as AT&T Mail, BIX, UUCP, VAXmail, The WELL or Telex.



# Designing Your InBox System

Designing an InBox system may seem like a difficult task at the outset but it really isn't. If you take the time to read through this chapter and carefully take into account the various design considerations, you'll find yourself quickly assembling an InBox e-mail system that can serve you and your network users for many years to come. Once it's designed and set up, all you need to do is manage it. InBox is put together in such a way as to allow trouble-free, nearly invisible operation.

To be sure that your InBox system serves your workgroup's needs, follow these design steps:

- Decide on the general InBox configuration you want to use.
- Choose the location for your Message Center (which computer and hard disk).
- Select a Message Center name and password.
- Prepare a Message Center worksheet
- Prepare an InBox User Worksheet for each InBox user

This chapter assumes that you do not yet have a Message Center in use on your network. If you do have a Message Center installed and wish to install another, you will have to upgrade to an InBox Plus system, since workgroup InBox only supports a single Message Center.

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## Design Factors

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As you go about designing your InBox system, there are a few factors you need to keep in mind. These include:

- **Where You Start:** the number and kind of Macintoshes and/or PCs you currently have and what network hardware and software already exists at your site (if any).
- **Configuration Alternatives:** how you go about deciding which of two InBox configurations to install: mail-server or file-server.
- **Additional Performance Factors:** how quickly InBox responds to user mail requests depends on a number of additional factors.

These design considerations are described in the following sections.

## Where You Start

Everyone starts with different conditions to some degree or another. The assumptions made here are not meant to be comprehensive. The hardware and software you have in place *now* as you get ready to install InBox is the place to begin your design.

You may have 12 PCs or compatibles and 5 Macintoshes. You may have all Macintoshes and no PCs. InBox works equally well with both. You may have no networking capabilities whatever; you may have an active file-service network already installed. Keep in mind that you must have a cabled-together network of some sort to set up an InBox system. The following may be your situation:

### No Network

If you have no networking capability whatsoever, you need to get one. If you have an all Macintosh workgroup, the easiest way to do this is to get LocalTalk or compatible cabling and connectors from your dealer and connect your Macintoshes together.

If you have both PCs and Macintoshes, you'll need to get LocalTalk interface cards (like the TOPS FlashCard). Install one in each PC prior to cabling. Since AppleTalk is built-in to all Macintoshes, no card is required for them—just connectors and cables.

Using Appletalk is the simplest and quickest way to get a local area network up and running at your site. Alternatives to conventional AppleTalk networking are FlashTalk (same cabling, higher data transfer rate) and EtherTalk (using Ethernet cabling and interface cards).

## Configuration Alternatives

### Existing Network

If you already have a network installed, your InBox design depends on what type of network it is. If you have an AppleTalk-based network, both mail-server and file-server InBox configuration alternatives are available to you.

If you have a file-service network that is not AppleTalk-based or only partially AppleTalk-based, then you can use that network to support InBox communication. You will have to install your InBox Message Center on your existing network file-server (file-server configuration).

As discussed in *Chapter 1*, the mail-server configuration uses the InBox networking software to send messages between InBox users and your Message Center, while the file-server configuration depends on an existing file-service network to perform these tasks. Since the InBox networking software is designed specifically to support InBox communication, it is much more efficient than using some other file-service networking. All other things being equal, a mail-server InBox configuration will deliver much higher performance than the file-server configuration. However, the file-server configuration offers the flexibility of running your InBox Message Center off an already existing file server. The file server can be a Macintosh, PC, Sun workstation, VAX or any other computer being used for that purpose. In addition to this key performance/flexibility tradeoff, there are a number of other factors you might consider if you have the possibility of deciding between a mail-server and file-server configuration:

### How Easy Is the Message Center To Use?

With a mail-server Message Center, InBox users just run InBox and it works. With a file-server Message Center they have to mount or gain access to the remote volume (directory or folder) containing the Message Center before they run InBox. If their software connection to the Message Center fails, InBox does not work.

### How Secure Is the Message Center?

The security of mail files depends on how accessible they are to users on the network who are *not* logged in to InBox. Can the files be read, changed, or deleted by users?

With a mail-server Message Center, users cannot access mail files over the network, except through InBox. With a file-server Message Center, users can read the files, write to them, or delete them using

the network file-server software. Even though users cannot readily understand the files because they are encrypted, you may not want them to be able to delete files or write to the Message Center folder.

### How Easy are Backups?

How convenient it is to back up Message Center files depends on where they are located. For example, if you have a large network file server, it would be convenient to put your Message Center on that machine and back up InBox files at the same time as all others.

### Summary of Configuration Advantages and Disadvantages

The chart below summarizes the various advantages and disadvantages of mail-server configuration vs. file-server configuration. Please keep in mind that the additional factors discussed in the next section can also impact the performance of your InBox system.

Message Center Type	Advantages	Disadvantages
<b>Mail-Server</b> Based on an AppleTalk Networking System	Very Efficient: Transport of messages between user and Message Center based on InBox networking software. Does not require additional networking software.  Easy to Use: Does not require mounting remote volumes.  High Level of Security: Mail cannot be accessed except through InBox.	Requires a Macintosh: Cannot be installed on PC (DOS) or other operating system.  May require you to dedicate a Macintosh to operate efficiently.
<b>File-Server</b> Based on a File Service Networking System	Very Flexible: Can be installed on any type of computer and associated file server (Macintosh, IBM PC, Sun workstation, Vax, etc.).  Uses no additional memory on server computer.	Less operating efficiency than mail-server type.  Requires additional network software to operate (TOPS, AppleShare, Novell, etc.).  Low Level of Security: Anyone with access to network software can alter files necessary to store and transmit messages.  More Difficult to Use: Requires mounting of remote volume prior to use.

## **Additional Performance Factors**

A number of factors can influence the performance of InBox in any networked situation. Some of these include:

- Fast or slow network cabling system
- Fast or slow microprocessor
- Large or small capacity disk drive
- Small or large number of users
- Small or large amount of traffic
- Network hardware configuration (bridges, gateways, etc.)

These factors, taken in combination, can affect the speed with which InBox responds to user requests. If you have fast cabling, a computer with 8 Mb of memory, a 180 Mb disk drive, a small number of users, and little message traffic you'd have the fastest InBox system on your block! But rarely do these factors conspire to make that be your situation. More often, you may find yourself being squeezed for hard disk space, short on memory, with heavy message traffic and a passel of users screaming for better throughput.

Which factor is going to tip the balance? All situations vary and we cannot formulate an exact remedy for improving InBox performance that works in all circumstances. In nearly all networks, enhancing the cabling system (say, moving from AppleTalk to Ethernet) boosts the speed of all network traffic. Larger hard drives are usually faster than smaller drives.

Dedicating a Macintosh to InBox alone can often help—with 20 users and heavy message traffic, this may be the only way to go. You can run other programs on the Message Center computer, but the programs will run slowly if InBox system use is heavy.

The mail-server configuration is certainly faster, under most conditions, than the file-server configuration. However, if you have network access to a large mainframe and its requisite speedy disk drives, you may get better InBox performance installing a file-server Message Center there.

Networks that are configured with bridges between LANs and/or gateways to offsite networks may encounter performance problems. When using workgroup InBox, linkage between networks should be avoided. The more advanced program, InBox Plus should be used in situations where more than one LAN is linked to another.

All of these factors must be taken into consideration when designing your InBox e-mail system. These are suggestions. What follows are *requirements* for each type of Message Center. They must be adhered to for InBox in operate properly.

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# Message Center Requirements

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You can create two types of Message Centers using the Macintosh version of the InBox Administrator software: file-server or mail-server. By now you should have a good idea which type you plan to install. Each type requires different system resources but both Message Center installations require the following:

- Computer
- Disk storage
- Memory
- Folder or directory in which to install the Message Center
- Network software
- Network hardware
- Network “Zone”
- InBox Administrator software

## Computer

### Mail-Server:

A mail-server Message Center requires one of these Macintosh models:

- Macintosh Plus™ with RAM-based AppleTalk (A file containing RAM-based AppleTalk software is included on your InBox Administrator’s disk)
- Macintosh SE™
- Macintosh II™
- Macintosh II Family

You can run other programs on the Message Center computer, including AppleShare, which normally requires a dedicated computer.

### File-Server:

You can put a file-server Message Center on any type of computer. If, for example, you have a mainframe or minicomputer that you use as a file server for the personal computers on your network, you can put a file-server Message Center on that computer.

## Disk Storage

### Mail-Server:

For a mail-server Message Center, you must use the startup drive on the computer where you create the Message Center. If the drive that you want to use is not the startup drive, make it so. Refer to your Apple Macintosh documentation for instructions.

**File-Server:**

For a file-server Message Center, you can use any drive on the network that users can mount on their computers. Choose one of the drives on the computer where you want to create the Message Center.

**Both Mail-Server and File-Server:**

The two types of Message Centers require the same amount of disk space.

To get the best possible response time from your InBox system, put your Message Center on as fast a disk as you can. You do not have to devote the whole disk to the Message Center; you can partition the disk, allowing sufficient disk space for the Message Center in one of the partitions.

The amount of disk space you need depends on how heavily used your InBox system is and the number and type of messages that users transmit:

- **Light Use**  
Less than 20 messages received each day by each Mailbox; average message size is 1K (a half-page of text)
- **Medium Use**  
20 to 40 messages received each day by each Mailbox; average message size is 10K (a five-page message or a brief message with five pages of text enclosed)
- **Heavy Use**  
More than 40 messages received each day per Mailbox; average message size is 20K (a message with ten pages of text or any amount of graphics enclosed)

This table (on the next page) contains estimates of the minimum amount of disk space a Message Center requires. The number of Mailboxes and the way that you use InBox determine the amount of disk space that you need. The table refers to the day-to-day handling and processing of electronic mail. Long term storage of mail and enclosures could increase the amount of disk space required, substantially.

Disk Space Requirements			
Number of Mailboxes	Light Use	Medium Use	Heavy Use
2 – 4	100 K	1 Mb	3 Mb
5 – 8	200 K	2.5 Mb	6 Mb
9 – 12	300 K	3.5 Mb	9.5 Mb
13 – 16	400 K	5 Mb	12.5 Mb
17 – 20	500 K	6 Mb	16 Mb

The number of Mailboxes on your Message Center equals the number of InBox users. If you think that your InBox system will expand, make sure that you plan for enough disk space to accommodate new users.

Refer to *Appendix A* for the formulas used to compute these estimates. If you want to figure the exact amount of disk space that you need, use these formulas.

## Memory

### Mail-Server:

A mail-server Message Center uses its computer's memory for running the InBox Server software. Remember, though, that the mail-server Message Center does not require that you run network software (TOPS or AppleShare) on its computer, so in that way you may save memory.

To figure the amount of memory you need, use the estimates in the following table. Make sure that you plan for any Mailboxes you may later add to the Message Center. The number of users sending mail at any time, of course, is related to the total number of users you have and how frequently you expect them to send messages. For example, if you have 15 Mailboxes, it would make sense to plan for seven users to be able to send mail at the same time, unless you know in advance that use would be heavier.

<b>Memory Requirements</b>			
<b>Number of Mailboxes</b>	<b>Number of Users Sending Mail At Any Time</b>		
	<b>2 – 4</b>	<b>5 – 9</b>	<b>10– 14</b>
<b>2 – 4</b>	65 K	85 K	105 K
<b>5 – 8</b>	67 K	87 K	107 K
<b>9 – 12</b>	69 K	89 K	109 K
<b>13 – 16</b>	71 K	91 K	111 K
<b>17 – 20</b>	73 K	93 K	113 K

**File-Server:**

A file-server Message Center does not use the host computer's memory, but it does require that the host computer run network software (TOPS, AppleShare, Novell, etc.). You need enough memory to support whatever network software the file server is using.

**The Folder**

The InBox Administrator software uses standard names for the topmost folder containing InBox Message Center folders. A mail-server Message Center is automatically created in a folder called Mail-Server InBoxMC, and a file-server Message Center is created in a folder called InBoxMC. When you create your Message Center, you choose where on the drive to create it.

**Mail-Server:**

You can create a mail-server Message Center any place on the chosen drive:

- Where you can see it when you look at the contents of the drive in the **Open** dialog box
- In a folder on the drive
- In a folder within a folder

## **Network Software**

### **File-Server:**

You can create a file-server Message Center anywhere on the file-server hard drive. For users to access the Message Center, you publish (make available) the volume (drive, folder or directory) containing the Message Center and users mount (gain access to) that volume.

The Message Center folder (directory), however, must be nested only one level below the published volume.

For example, when you create a file-server Message Center on a network file server, the InBox administrator software creates a Message Center directory named InBoxMC. You will normally want to place InBoxMC inside a directory or folder which you publish, rather than at the root level of the drive.

This is because for security reasons, you do not want to publish the entire hard drive just to make the Message Center available. It may be that your file server software does not let you publish a single folder or directory, but only the entire drive. In that case you must either set access permissions accordingly, or, if possible, use the DOS SUBST command to make the directory containing the Message Center appear as a logical drive of its own.

### **Mail-Server:**

A mail-server Message Center requires conventional AppleTalk networking capability. AppleTalk software is built into the read-only memory (ROM) of every Macintosh computer and can be added to IBM PCs and compatibles. Changes to the ROM over the years makes it necessary for you to make sure that Macintosh Plus model computers have the AppleTalk file (included on your Administrator's diskette) copied into the System Folder of each Macintosh Plus on your network. The Administrator disk also contains the TOPS InBox Server init which is the software that implements the mail-server Message Center and provides for network communication between users and the Message Center across an AppleTalk network.

### **File-Server:**

A file-server Message Center requires TOPS, AppleShare, Novell or some other File Service networking software. The network software must be configured in such a way as to permit user's to easily mount or map remote volumes to their local computers. In order to access their Mailboxes, users also need read/write and save/delete privileges on the Message Center volume.

## **Network Hardware**

### **Mail-Server:**

For a mail-server Message Center you need whatever hardware it takes to connect all of the computers that will be running InBox. This includes LocalTalk or compatible cables and connectors, or Ethernet cables and connectors. If you have IBM PCs or compatibles running InBox, you also need hardware (LocalTalk interface cards and/or EtherTalk interface cards) for running AppleTalk software on those computers.

### **File-Server:**

For a file-server Message Center you need only the existing network hardware for that particular file-service network. This includes cabling, connectors and interface cards. Throughout this guide we assume that your network hardware is already installed and providing communications facilities between computers and users.

### **Both Mail-Server and File-Server:**

Additionally, make sure that the computer is as close as possible to InBox system users on the network. The network cables that run between users and the Message Center should be as short and fast as possible. No bridges or gateways should sit between users and the Message Center, if possible.

## **The Network Zone**

You need to know what network “zone” your Message Center is in.

### **Mail-Server:**

A zone is something that you can create when you connect two AppleTalk networks using a bridge. According to the formal definition, a zone is a logical grouping of AppleTalk networks that are connected to form a large network. In practice, a zone usually contains only one network. If you have no “zones” on your network, InBox automatically creates two pseudo-zones: “File-Server Zone” and “Mail-Server Zone.” A mail-server Message Center is accessed through the Mail-Server Zone.

### **File-Server:**

If you are using a file-server configuration, then InBox is using some other file-service software to make network connections. For consistency, InBox will refer to that environment as the “File-Server Zone.” This is actually a pseudo-zone, not a real AppleTalk zone.

InBox software always shows a file-server zone, and any other AppleTalk zones. The file-server Message Center is accessible in the File-Server Zone and a mail-server Message Center is accessed through the Mail-Server Zone or other available AppleTalk zones.

## **TOPS InBox Administrator Program**

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## **Message Center Name and Password**

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## **Message Center Worksheet**

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### **Mail-Server:**

To create a mail-server Message Center you need the Macintosh version of the TOPS InBox Administrator software, which is in this package. You cannot create a mail-server Message Center using the InBox Administrator software for DOS.

### **File-Server:**

To create a file-server Message Center you can use either the Macintosh or DOS version of the TOPS InBox Administrator software, depending on which type of computer from which you plan to administer your InBox system.

When you create your Message Center, the InBox Administrator software requires a name and a password.

Your Message Center name should be something that is easy for you to remember. It can consist of 1 to 33 characters, including alphanumeric characters, commas, dashes, periods, and spaces.

A Message Center password can consist of up to 13 of the characters on your keyboard, not including any extended Macintosh characters, such as O-umlaut (ö). Follow these guidelines for choosing a secure password:

- A password *should* consist of six or more random characters or numbers (for example, “aqp677”) or two unrelated words and a special character (for example, “olive-carpet”)
- A password *should not* consist of a name, part of a name, birth dates, or telephone numbers (for example, your name, a pet’s name, a city name, your telephone number), or two related words (such as open-sesame)

As the final step in planning for your Message Center, complete the worksheet in this section. You need the information on this worksheet to use as a guide when you create your Message Center. Also, anyone who fills in for you as InBox system administrator can use the worksheet as a reference.

If you are concerned about the security of your mail system, do not record your Message Center password on this worksheet, but make sure that you communicate it to a person who can fill in for you in your absence.

## Message Center Worksheet

1. The InBox Administrator software requires you to type the InBox "Magic Word" before it allows you to create a Message Center. It cannot be changed. The Magic Word is:	See <i>Chapter 4</i> for the Magic Word.
2. Message Center Name:	
3. Message Center password:	
4. Message Center type:	<input type="checkbox"/> Mail-server <input type="checkbox"/> File-server
5. Message Center location:	Network Zone (if any): _____ Computer or Server Name: _____ Drive/Volume Name: _____ Folder or Directory: _____

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## Preparing InBox User Worksheets

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As InBox administrator, you have information that InBox users need to set up InBox on their computers. You need to provide the information indicated on the following InBox User's Worksheets. Make photocopies of this worksheet and fill one out for each InBox user on the network. There is one version for Macintosh InBox users and one for PC InBox users. The sections below tell you how to fill out each form, line-by-line.

## **Filling Out the User Worksheet- Macintosh**

### **Line 1: INSTALL**

If you're installing a mail-server Message Center, simply check "No."

If you're installing a file-server Message Center, check "Yes" and provide the Zone, Server, Volume or other file-service network information so the user can locate and mount or map the file-server Message Center.

### **Line 2: INSTALL**

User's can install their InBox software anywhere they like on their local hard drive and name it anything they like. It is recommended that the folder be called, "InBox" However, this line gives you the opportunity to establish a folder naming convention other than that, if you so wish.

If you have small memory Macintoshes on your network (Macintosh Pluses or SEs with 1 to 2 Mb of memory), you may wish to give these users the option of using the InBox desk accessory (the desk accessory is contained on the Administrator's diskette). If a user plans to install and use the InBox desk accessory, they must install their user software in the System Folder.

### **Line 3: LOG IN**

If you plan to create user's Mailboxes, check "No" and complete the requisite information.

Workgroup InBox permits users to create their own Mailboxes. If you plan to let user's create their own Mailboxes, check the "Yes" box and fill in the zone (if any) and Message Center name.

### **Line 4: CONFIGURE**

If you choose to use an alternate naming convention for InBox Storage Box folders, fill it in here. Otherwise, let the default remain (automatic at the time of user installation).

### **Line 5: CONFIGURE**

Complete the time zone information as necessary for each user.

## InBox User's Worksheet - Macintosh

<p><b>INSTALL</b></p> <p>1. Do you need to access (mount) a remote volume before using InBox?</p>	<p><input type="checkbox"/> <b>No.</b></p>	<p><input type="checkbox"/> <b>Yes.</b></p> <p>AppleTalk—Mount Volume Zone: _____</p> <p>Server: _____</p> <p>Volume: _____</p> <p>Other File Service Network: _____ _____ _____</p>
<p><b>INSTALL</b></p> <p>2. Where do you want your InBox software installed?</p>	<p><input type="checkbox"/> In the folder named: _____</p> <p>(Recommended folder is named "InBox")</p>	<p><input type="checkbox"/> In the folder named:   System _____</p> <p>(only if you plan to use the InBox Desk Accessory)</p>
<p><b>LOG IN</b></p> <p>3. Will you create your own Mailbox?</p>	<p><input type="checkbox"/> <b>No.</b></p> <p>The InBox Administrator has created the following Mailbox for you:</p> <p>Message Center zone: _____</p> <p>Message Center name: _____</p> <p>Mailbox name: _____</p> <p>Password: _____</p> <p>As soon as you set up the InBox software, change your password to one that only you know.</p>	<p><input type="checkbox"/> <b>Yes.</b></p> <p>You can choose your own Mailbox name and password when you create your Mailbox:</p> <p>Message Center zone: _____</p> <p>Message Center name: _____</p> <p>Mailbox name: _____</p> <p>Password: _____</p>
<p><b>CONFIGURE</b></p> <p>4. Where do you want to put your InBox Storage Boxes?</p>	<p>Storage Box folder name: _____</p> <p>(The recommended name is "InBox™ Storage Boxes Folder")</p>	
<p><b>CONFIGURE</b></p> <p>5. Under Configure, you need to set:</p>	<p>Time zone: <span style="float: right;">Daylight Savings Time (DST)</span></p> <p><input type="checkbox"/> Eastern <span style="float: right;"><input type="checkbox"/> <b>Yes.</b>    <input type="checkbox"/> <b>No.</b></span></p> <p><input type="checkbox"/> Central</p> <p><input type="checkbox"/> Mountain</p> <p><input type="checkbox"/> Pacific</p> <p><input type="checkbox"/> Other _____ min. <span style="float: right;"><input type="checkbox"/> East of Greenwich</span></p> <p style="text-align: right;"><input type="checkbox"/> West</p>	

## **Filling Out the User Worksheet- PC**

### **Line 1: INSTALL**

If you're installing a mail-server Message Center, simply check "No."

If you're installing a file-server Message Center, check "Yes" and provide the Zone, Server, Volume or other file-service network information so the user can locate and mount or map the file-server Message Center.

### **Line 2: INSTALL**

User's can install their InBox software anywhere they like on their local hard drive and name it anything they like. It is recommended that the path be, C:\INBOX However, this line gives you the opportunity to establish a path naming convention other than the default, if you so wish.

### **Line 3: INSTALL**

If user's have ample memory to handle the memory-resident InBox TSR, check "Yes." Otherwise, check "No."

### **Line 4: LOG IN**

If you plan to create user's Mailboxes, check "No" and complete the requisite information.

Workgroup InBox permits users to create their own Mailboxes. If you plan to let user's create their own Mailboxes, check the "Yes" box and fill in the zone (if any) and Message Center name.

### **Line 5 CONFIGURE**

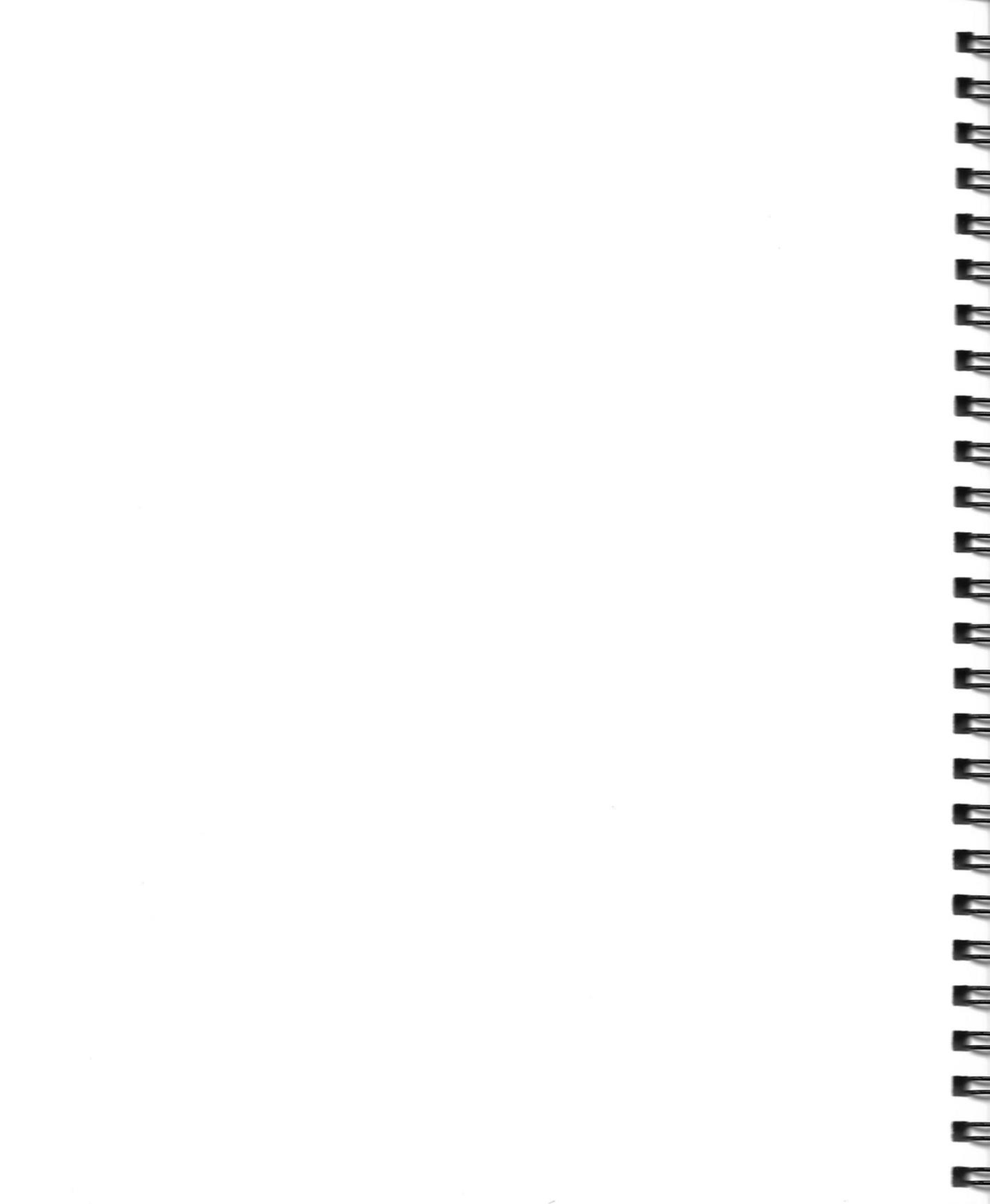
If you choose a path other than C:\INBOX for InBox Storage Box folders, fill it in here. The alternate directory you choose must be created if it does not already exist. the Configure routine cannot create a new directory.

### **Line 6: CONFIGURE**

Complete the time zone information as necessary for each user.

## InBox User's Worksheet - PC

<p><b>INSTALL</b></p> <p>1. Do you need to access (mount) a remote volume before using InBox?</p>	<p><input type="checkbox"/> <b>No.</b></p>	<p><input type="checkbox"/> <b>Yes.</b></p> <p>AppleTalk—Mount Volume Zone:</p> <p>_____</p> <p>Server:</p> <p>_____</p> <p>Volume:</p> <p>_____</p> <p>Other File Service Network:</p> <p>_____</p> <p>_____</p>
<p><b>INSTALL</b></p> <p>2. Where do you want your InBox software installed?</p>	<p><input type="checkbox"/> Accept the path C:\INBOX</p>	<p><input type="checkbox"/> In the following directory (directory pathname):</p> <p>_____</p> <p>_____</p>
<p><b>INSTALL</b></p> <p>3. Do you want to start the alert TSR from your autoexec?</p>	<p><input type="checkbox"/> <b>No.</b></p>	<p><input type="checkbox"/> <b>Yes.</b></p>
<p><b>LOG IN</b></p> <p>4. Will you create your own Mailbox?</p>	<p><input type="checkbox"/> <b>No.</b></p> <p>The InBox Administrator has created the following Mailbox for you:</p> <p>Message Center zone:</p> <p>_____</p> <p>Message Center name:</p> <p>_____</p> <p>Mailbox name:</p> <p>_____</p> <p>Password:</p> <p>_____</p> <p>As soon as you set up the InBox software, change your password to one that only you know.</p>	<p><input type="checkbox"/> <b>Yes.</b></p> <p>You can choose your own Mailbox name and password:</p> <p>Message Center zone:</p> <p>_____</p> <p>Message Center name:</p> <p>_____</p> <p>Mailbox name:</p> <p>_____</p> <p>Password:</p> <p>_____</p>
<p><b>CONFIGURE</b></p> <p>5. Where do you want to put your InBox Storage Boxes?</p>	<p>Storage Box directory pathname:</p> <p>_____</p> <p>(The recommended path is C:\INBOX.)</p>	
<p><b>CONFIGURE</b></p> <p>6. Under Configure, you need to set:</p>	<p>Time zone: <span style="float: right;">Daylight Savings Time (DST)</span></p> <p><input type="checkbox"/> Eastern <span style="float: right;"><input type="checkbox"/> <b>Yes.</b> <input type="checkbox"/> <b>No.</b></span></p> <p><input type="checkbox"/> Central</p> <p><input type="checkbox"/> Mountain</p> <p><input type="checkbox"/> Pacific</p> <p><input type="checkbox"/> Other _____ min. <input type="checkbox"/> East of Greenwich</p> <p style="margin-left: 100px;"><input type="checkbox"/> West</p>	



# Installing InBox Administrator Tools

Your TOPS InBox administrator tools include:

- **InBox Administrator program**  
This program lets you create and manage a Message Center. You can:
  - Create a Message Center that supports up to 20 users.
  - Create and remove Mailboxes.
  - Change Mailbox names and passwords.
  - Reclaim space on the disk that holds the Message Center.
  - Notify users of important events.
  - Sort the order in which Mailbox names are displayed in the Mailboxes window.
- **InBox Recovery Utility.**  
Used for repairing a damaged Message Center.
- **InBox Server software**  
This provides the networking software for a mail-server InBox system. It is a Control Panel device

## Where to Install Administrator Tools

Generally speaking you install InBox administrator tools on the computer from which you intend to administer and manage your InBox system.

In the case of a mail-server configuration, you must install the administrator tools on the Message Center computer in order to create the Message Center. Once the Message Center has been created, however, you can remove the administrator tools and administer the Message Center from any computer on the network.

It is recommended that you administer the Message Center from some other computer (probably the one you use everyday). InBox Administrator software should be installed on that computer.

In the case of a file-server configuration, you can administer *and* create a Message Center from any computer on the network. You need to install the InBox administrator tools on the computer from which you intend to administer InBox, probably your own.

The following table lists the requirements for installing the InBox administration tools:

Computer	The InBox administrator tools run on any of these Macintosh models: <ul style="list-style-type: none"><li>• Macintosh Plus</li><li>• Macintosh SE</li><li>• Macintosh SE/30</li><li>• Macintosh II Family</li></ul>
Disk Space	240K (check Release Notes for up to date information)
Memory	384K (check Release Notes for up to date information)

## How to Install Your Administrator Tools

To install the InBox administrator tools, follow these steps:

- 1. Make backup copies of your TOPS InBox diskettes.**
- 2. Create a folder named: InBox Admin.**  
Create this folder on your own computer. The folder is not only for InBox administration tools, but also for the software that you will need to use InBox mail. (The *User's Guide* explains how to install the software for using mail.)
- 3. Copy these files from the TOPS InBox diskette to the InBox folder on your computer:**
  - TOPS InBox Administrator
  - TOPS InBox Server
  - TOPS InBox Recovery Utility
  - AppleTalk (copy to System Folder)  
(Only if you are installing your Message Center on a Macintosh Plus computer)

You now have the tools for administering an InBox system.

# Creating a Message Center

Creating an InBox Message Center is a straightforward procedure. Make sure you read the information in *Chapter 2* and fill out your Message Center Worksheet before starting the procedure.

This chapter contains instructions for:

- Creating a mail-server Message Center
- Creating a file-server Message Center
- Logging in to your Message Center

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## Creating a Mail-Server Message Center

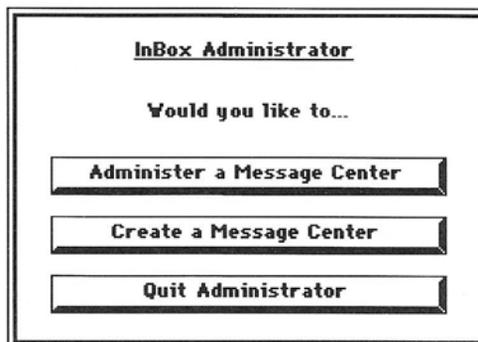
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**1. Install the administrator tools on the Message Center computer.**

Follow the instructions in *Chapter 3*. (If the computer is a Macintosh Plus, copy the RAM-based AppleTalk file into the System Folder.)

**2. Start the InBox Administrator program.**

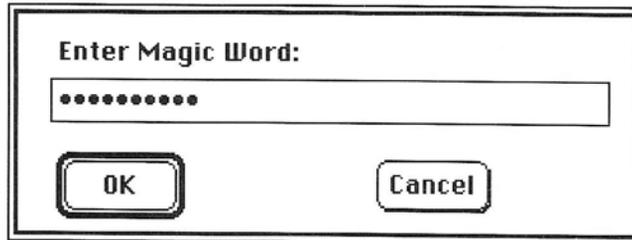
On the Message Center computer, double click on the Administrator file in the folder where you installed your InBox administrator tools.



3. **When the Administrator dialog appears, click on Create**

4. **Supply the Magic Word.**

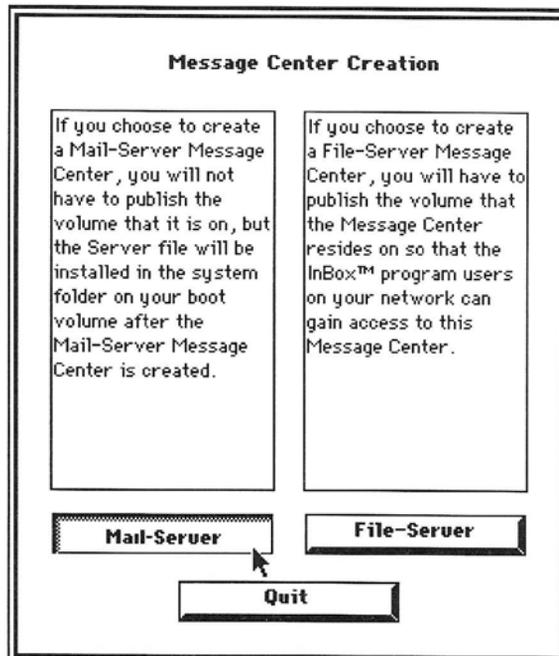
The Magic Word is required to create a Message Center. It cannot be changed. In the next dialog box, type the Magic Word, **INBOXMAGIC**, and click **OK**. As you type the Magic Word, it appears as black dots on the screen.



The dialog box is titled "Enter Magic Word:". It features a text input field containing ten black dots. Below the input field are two buttons: "OK" on the left and "Cancel" on the right.

The purpose of the Magic Word is to discourage users from creating Message Centers. In some situations, users may receive both InBox user software *and* InBox administrator software (and guides!). Since user's should not create Message Centers at random, care should be taken so that user's do not create Message Centers on their own.

5. **Click on Mail-Server to select a mail-server Message Center.**



The dialog box is titled "Message Center Creation". It contains two columns of text. The left column describes the Mail-Server option, and the right column describes the File-Server option. At the bottom, there are three buttons: "Mail-Server", "File-Server", and "Quit". A mouse cursor is pointing at the "Mail-Server" button.

**Message Center Creation**

If you choose to create a Mail-Server Message Center, you will not have to publish the volume that it is on, but the Server file will be installed in the system folder on your boot volume after the Mail-Server Message Center is created.

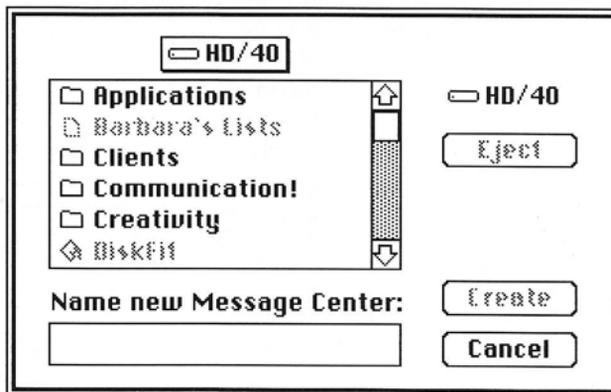
If you choose to create a File-Server Message Center, you will have to publish the volume that the Message Center resides on so that the InBox™ program users on your network can gain access to this Message Center.

**Mail-Server**      **File-Server**

**Quit**

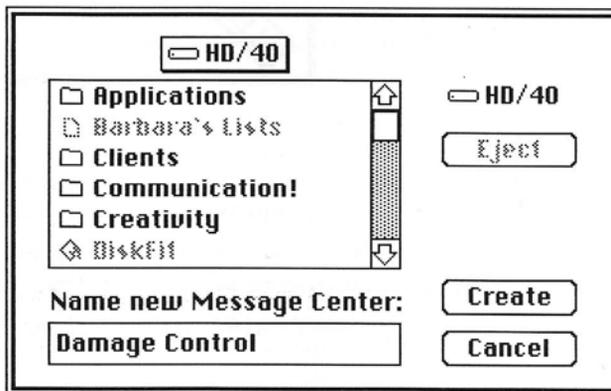
**6. Choose the folder for your Message Center.**

You can choose any folder in your startup drive. A list of the folders in your startup drive appears in a dialog box. The drive name is displayed in a rectangle at the top of the dialog box. Choose the folder for your Message Center by clicking on the folder. You do not have to choose a folder. You can simply go on to step 7 and type in the name of your Message Center.



**7. Name your Message Center.**

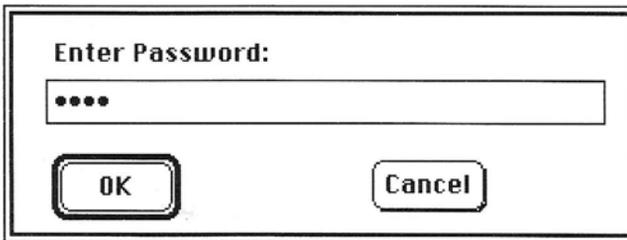
Type the name you specified in your Message Center Worksheet in the space titled **Name New Message Center** and click on **Create**.



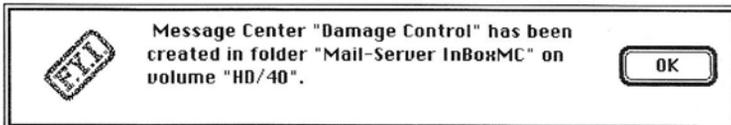
The Administrator program creates the Mail-Server InBoxMC folder for your Message Center.

**8. Choose a Message Center password.**

When a dialog box prompts you for the Message Center password, type the password you specified in the Message Center Worksheet and click **OK**. This password automatically becomes the default password when you later log in to the Message Center as administrator.



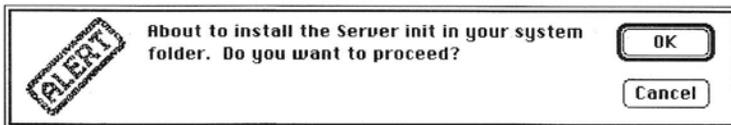
When the confirmation dialog box appears, type the password again and click **OK**. The Administrator program lets you know that you have successfully created a Message Center by displaying this message:



Click **OK** after you read the message.

#### 9. Install the InBox Server.

The Administrator program displays a message that it is about to install the Server. Click **OK** to proceed or **Cancel** to quit. If you quit, you will have to install the Server at a later time.



#### 10. Start the InBox Server.

The Administrator program displays a message that it is about to restart your computer to start the Server. Click **Restart** to restart your computer and start the Server.

You have finished creating your mail-server Message Center. To log in to your Message Center, refer to the last section in this chapter, "Logging in to Your Message Center." *Chapter 4*, About Mailboxes, contains instructions for creating Mailboxes on your Message Center.

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#### Note

After the computer restarts, you can install the InBox administrator software on another computer—your own, most likely—and add Mailboxes or perform other administrator tasks over the network.

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## Creating a File-Server Message Center

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You can create your file-server Message Center on any file server on the network. For users to access the Message Center, you publish (make available) the volume (drive, folder or directory) containing the Message Center and users mount (gain access to) it.

To create a Message Center:

1. **Create a folder or directory on the file server where you plan to install the Message Center.**

Use the volume name you specified in the Message Center Worksheet in *Chapter 2*. For example, if the name you chose was "EMAIL," you need to create a folder or directory named EMAIL. You will use the InBox Administrator program to install the file-server Message Center in that folder or directory. (It is also possible, though not recommended, to install the Message Center in the root directory)

2. **Make sure that the volume (drive, folder or directory) you have chosen for your Message Center is available to network users.**

For example, if you are running TOPS or AppleShare software, publish the volume from the file-server computer. (If the volume is a directory on a PC and, for some reason, you can only publish at the drive level, use the DOS SUBST command to make the directory appear as a separate logical drive. Then publish that drive.)

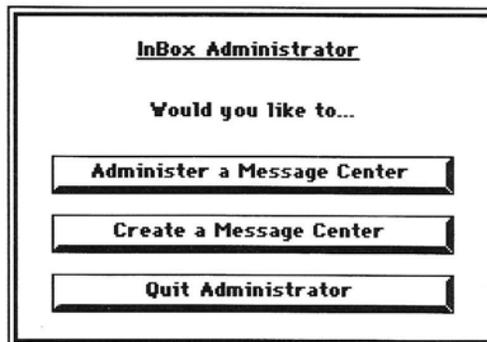
3. **Go to the computer where you installed your administrator tools, and mount the published volume.**

You will create the Message Center at the root level of that volume.

4. **Start the InBox Administrator program.**

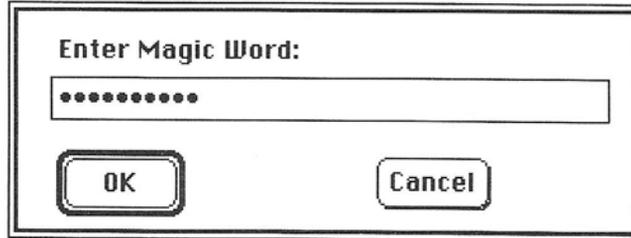
Double click on the Administrator file in the folder where you installed your InBox administrator tools.

5. **When the Administrator dialog appears, click on Create.**



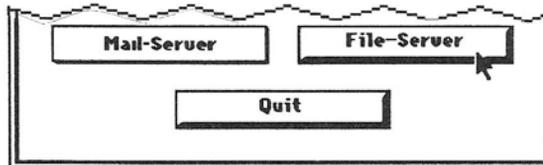
**6. Supply the Magic Word.**

The Magic Word is the password required to create a Message Center. It cannot be changed. In the next dialog box, type the Magic Word, **INBOXMAGIC**, and click **OK**. As you type the Magic Word, it appears as black dots on the screen.



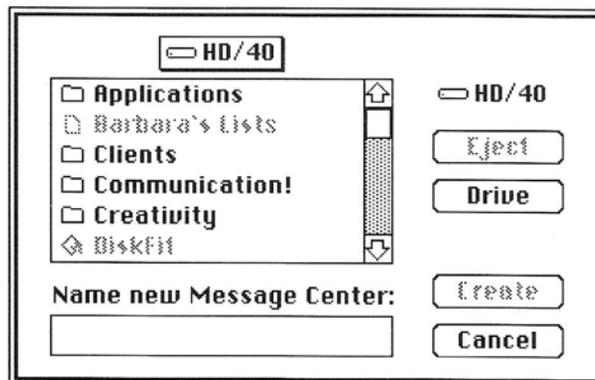
The purpose of the Magic Word is to discourage users from creating Message Centers. In some situations, users may receive both InBox user software *and* InBox administrator software (and guides!). Since users should not create Message Centers at random, care should be taken so that users do not create Message Centers on their own.

**7. Click on File-Server to select a file-server Message Center.**



**8. Choose the drive for your Message Center.**

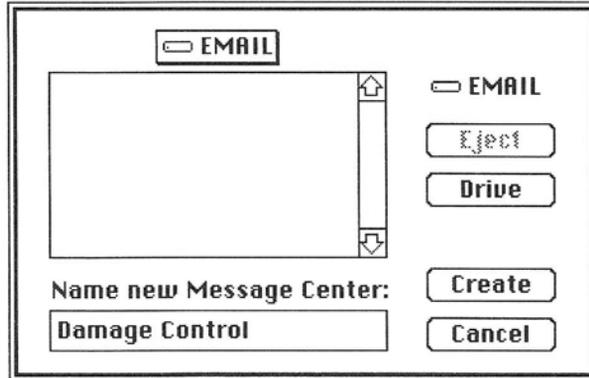
The drive name is displayed in a rectangle at the top of the dialog box. The list of folders on the drive appears below the drive name.



Choose the drive for your Message Center by clicking on **Drive** until the volume you mounted in Step 3 appears in the rectangle. (**Drive** will be active only if you have mounted a remote volume.)

**9. Name Your Message Center.**

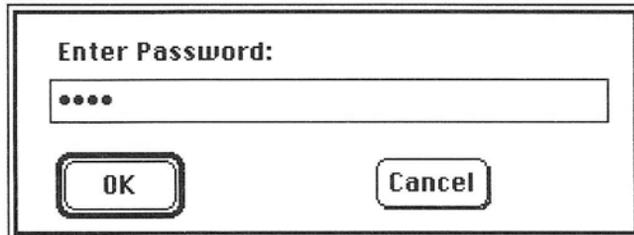
Type the name specified in your Message Center Worksheet in the space titled **Name New Message Center** and click on **Create**.



The Administrator program creates the InBoxMC folder for your Message Center.

**10. Choose a Message Center password.**

When a dialog box prompts you for the Message Center password, type the password you specified in the Message Center Worksheet and click **OK**.



When the confirmation dialog box appears, type the password again and click **OK**. The Administrator program lets you know that you have successfully created a Message Center by displaying this message:



Click **OK** after you read the message.

---

## Logging In to Your Message Center

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You have finished creating your file-server Message Center and you are logged in to it. Once again, make sure that the Message Center volume remains published so that InBox users can access it.

If you want to create Mailboxes on your Message Center, see *Chapter 5, About Mailboxes*. If you want to quit the Administrator program, pull down the **File** menu and select **Quit**.

To log in to your Message Center at a later date, refer to the next section, "Logging In to Your Message Center."

InBox administrator and management tasks require that you be logged in to your Message Center. This can be done through the Administrator program once you have created your Message Center. It does not matter whether you have a mail-server Message Center or file-server Message Center.

However, the workgroup InBox Administrator program will not let you log in to an InBox Plus Message Center. You need the InBox Plus Administrator program to do that.

To log in to your Message Center:

- 1. If you have a file-server Message Center make sure the Message Center volume is available on the network and you have mounted (gained access to) it on your computer.**

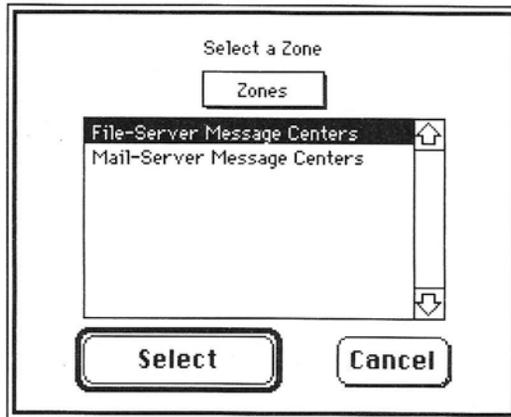
- 2. Start the InBox Administrator program.**  
Double click on the Administrator file in the InBox folder.

- 3. When the Administrator dialog appears, click the Administer button.**

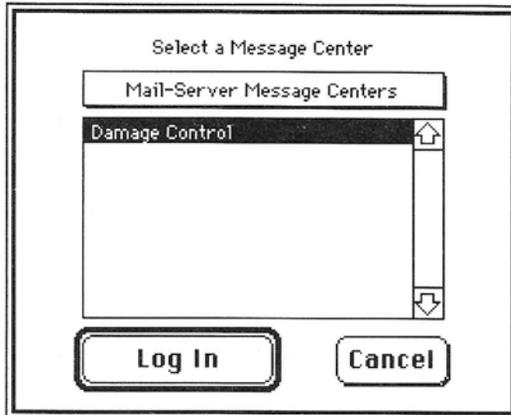
- 4. Choose your Message Center.**  
The next two dialog boxes lead you to your Message Center. First choose the appropriate "zone" where your Message Center is located.

If you have a mail-server Message Center, you may find your AppleTalk zone name in the dialog box. If you have only one zone on your network you will see "Mail-server Message Centers."

If you are trying to log in to a file-server Message Center, select "File-server Message Centers."

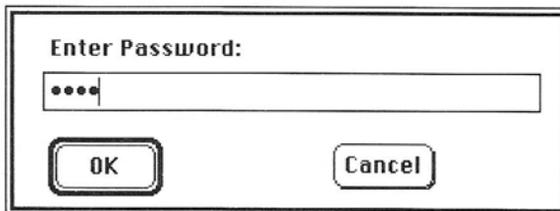


Select the zone that your Message Center is in by double-clicking on the zone name. When you see the name of your Message Center, select it and click on **Log In**.



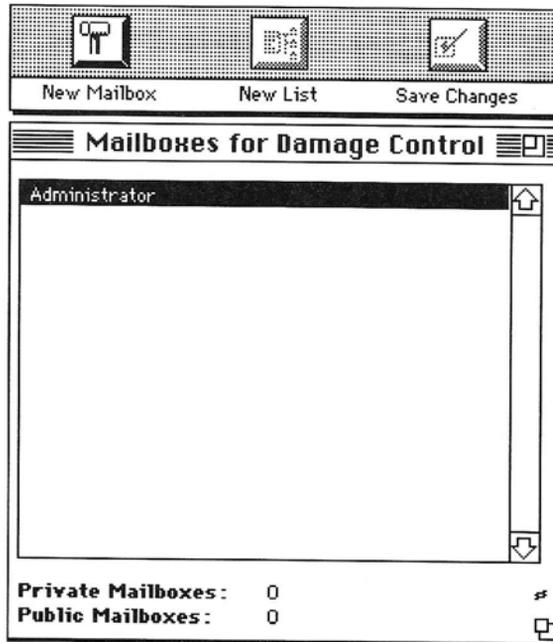
**5. Type the password.**

In the next dialog box, type the Message Center password and click **OK**. The password appears as black dots on the screen to protect it from anyone who may be watching your screen.



If you type the wrong password, you will see an **Invalid Password** message. Click on **OK** to return to the previous screen.

When you have logged in to your Message Center, the InBox Administrator menu bar and screen appear:



The buttons at the top of the screen are on a separate control pad that can be moved anywhere on your screen. They have the following functions:

**New Mailbox**—Creates a new mailbox on the Message Center

**New List**—Creates distribution lists. Function available in InBox Plus Administrator only

**Save Changes**—Saves changes that you make to mailboxes

The Mailboxes window below it displays the names of the Mailboxes in your Message Center.

You now have the skills to create a Message Center and log in to it. The next chapters tell you about Mailboxes and how to manage your Message Center.

# Mailboxes

Each InBox system user needs a Mailbox, where electronic mail from other InBox system users is delivered and stored.

This chapter contains information about Mailboxes. It describes the “Administrator” Mailbox, how to create Mailboxes, and how to change, remove, and sort Mailboxes. (As explained in *Chapter 1*, users can create and manage their own Mailboxes using the Setup and InBox programs, if you want them to help you manage the Message Center.)

All the procedures in this chapter assume that you are running the Administrator program and are logged in to your Message Center. If you need directions for logging in, refer to “Logging In To Your Message Center” in *Chapter 4*.

## The Administrator Mailbox

Every new Message Center contains an “Administrator” mailbox. The Administrator mailbox is a place for users to send questions or requests about mail. Check for messages in the Administrator mailbox no less than twice a day, and more often if you can.

The password for the Administrator Mailbox is the same as the password you selected for your Message Center. You can change this Mailbox password if you want. However, this does not change the Message Center password. To do so, double click on **Administrator**, tab to **Password:**, type in the new password, and click on **Change**. Confirm the new password in the **Confirmation** dialog box. To change the Message Center password, see *Chapter 6*.

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## Creating Mailboxes

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Creating Mailboxes takes little time, but requires some forethought. It only takes a few minutes to create each user's Mailbox and save all the changes to your Message Center.

As you create Mailboxes, the Administrator program puts them in alphabetical order by last name in your Message Center. You can change the order in which Mailboxes are listed. See the section "Sorting Mailboxes" later in this chapter.

## Mailbox Names and Passwords

You should plan the naming scheme for Mailboxes so that it's easy for users to identify them. The best policy is usually to include each person's first and last names in his or her Mailbox name. If a name is very common, include a middle initial too. Duplicate names are not allowed.

The InBox Administrator program allows 20 users per Message Center. If there's any chance that you'll expand your InBox system network, you can avoid extra work and confusion in the future by using full names now.

To keep your Mailboxes secure, write a password for each user on the InBox User's Worksheet and hand it to each user. Instruct users to discard the paper after they have learned their passwords.

To decide on a secure password for each user, follow these guidelines:

- A password *should* consist of six or more random characters or numbers (for example, "aqp677") or two unrelated words and a special character (for example, olive-carpet)
- A password *should not* consist of a name, part of a name, birth dates, or telephone numbers (for example, your name, a pet's name, a city name, your telephone number), or two related words (such as open-sesame)

## Private and Public Mailboxes

When you create a Mailbox, you have a choice between making that Mailbox private or public.

A private Mailbox is intended to be used by only one person who knows the password for it. Most Mailboxes that you create will be private. With your workgroup InBox 3.0 you can create up to 20 private Mailboxes.

A public Mailbox is intended to be used by a group of users. For example, you can create a public Mailbox for users who are working on the same project. They can have discussions by sending mail to and from their public Mailbox and by reading the mail in it

regularly. Users log in to a public Mailbox by selecting the **Use Mailbox** command from the **Customize** menu. When a user sends mail from a public Mailbox, that user's name appears in the **From:** line.

If you want to make a public Mailbox accessible to all users on the network, give the password to everyone or delete the password. You can create as many Public Mailboxes as necessary. They do not count in the total of 20 available user Mailboxes.

## Creating a Mailbox

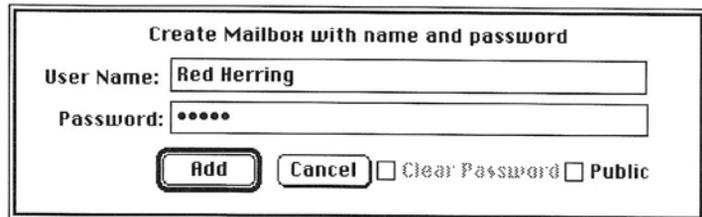
To create a Mailbox:

1. **Click New Mailbox on the Control Pad.**



2. **Enter a name and password for the new Mailbox in the dialog box that appears and click on Add.**

Type the user name, click on or tab to the **Password** space, and type the password. The password appears as black dots on the screen. If you want to create a public Mailbox, click the **Public** check box.

A dialog box titled "Create Mailbox with name and password". It contains two input fields: "User Name:" with the text "Red Herring" and "Password:" with seven black dots. Below the fields are four buttons: "Add", "Cancel", "Clear Password" (with an unchecked checkbox), and "Public" (with an unchecked checkbox).

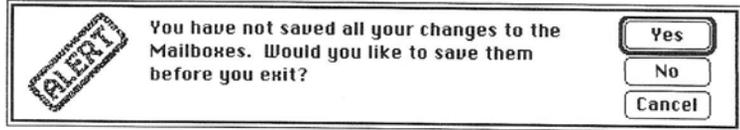
Confirm the new password in the **Confirmation** dialog box. The name of the new Mailbox appears in the Message Center's list of Mailboxes.

3. **To save your changes, click Save Changes on the Control Pad.**

You can save changes each time you create a Mailbox, or wait until you have finished working in the Administrator program. You are offered the opportunity to save changes when you quit, however, it is always a good idea to save changes after you create each Mailbox.

4. **To quit the Administrator program, open the File menu and select Quit.**

If you select **Quit** without saving your changes, the Administrator program asks you to save or cancel the changes. If you click on **Cancel**, the changes will not be permanent.



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## Managing Mailboxes

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Users can change their own Mailbox names or passwords and they can disable their InBox software (by removing the TOPS InBox init) using the InBox Setup program. However, as InBox system administrator, you can use the Administrator program to make these changes to any Mailbox as well as removing Mailboxes without knowing the Mailbox password.

If a user forgets a password and comes to you for help, you won't be able to tell what the password is; but you can, as administrator, delete a current password and create a new one. The user can then use that password or change it.

### Changing a Mailbox Name or Password

The window labeled **Mailboxes for Message Center** contains a list of all of the Mailboxes on your Message Center. Scroll through the list until you find the Mailbox whose name or password you want to change. Then:

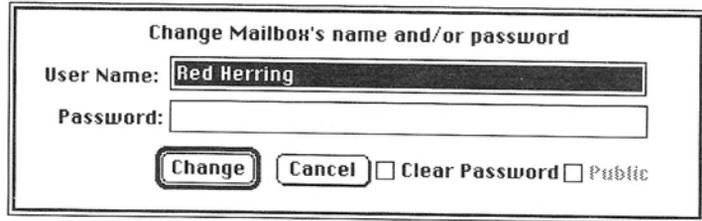
1. **Double click on the Mailbox that you want to change.**

A dialog box appears with a line containing the Mailbox name and a blank line for the password.

2. **Edit the Mailbox name, or type and confirm the new password.**

To change the Mailbox name, edit the name displayed. To change the password, type a new one. If you want to make it possible for all InBox users to log in to the mailbox from their own computers without typing the password, click on **Clear password**.

After you finish editing, click on **Change**; if you edited the password, confirm the new one in the confirmation dialog that appears.



Change Mailbox's name and/or password

User Name: Red Herring

Password:

Change Cancel  Clear Password  Public

## Removing a Mailbox

When you remove a Mailbox from your Message Center, you delete the Mailbox and all of the messages in the Mailbox. Before you remove a Mailbox, make sure that neither the owner nor anyone else needs any of the messages in it. You should also back up the Message Center before you remove a Mailbox.

The window labeled **Mailboxes for Message Center** contains a list of all of the Mailboxes on your Message Center. Scroll through the list until you find the Mailbox you want to remove. Then:

1. **Select the Mailbox that you want to remove by clicking on it.**
2. **Open the Administer menu and select Remove.**
3. **Click OK when the confirmation dialog box appears.**

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## Sorting Mailboxes

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You can decide the order in which Mailboxes are listed in your Message Center. This is called a *sort* order. You can sort by:

- First name
- Last name
- Ordinal

The ordinal sort is the order that you decide on as the administrator for the Message Center. It lets you organize Mailboxes by department, project, or any other scheme you find useful. InBox users can sort Mailboxes, but they can't change the ordinal sort order; only you can.

To sort Mailboxes:

1. **From the Message Center menu, select Sort Mailboxes.**  
The Sort dialog box appears:



2. **Click on the sort you want and then click OK.**  
The window labeled **Mailboxes for Message Center** appears.

If you chose the first or last name sort, the InBox program displays the Mailboxes in the sort you chose. If you chose the ordinal sort, you can now put the Mailboxes in the order you want.

3. **To put Mailboxes in the order you want, select the Mailbox and drag it to where you want it in the list.**
4. **Ask users to restart their InBox programs.**

Changes in sort order will only be apparent to users after they restart the InBox program. Use the **Notify Users** option, described in *Chapter 6*, to ask users to restart the program.

# Managing Your Message Center

Your Message Center should be managed so that it operates most efficiently for you and all InBox system users. As administrator, one of the most important tasks you can do is back up the Message Center daily to protect users' mail.

This chapter includes these topics:

- The Mail-Server Control Panel
- Opening and Closing your Message Center
- Keeping users posted
- Backing up files and Reclaiming disk space
- Restoring a damaged Message Center
- Changing the Message Center name or password
- Removing a Message Center
- Changing a Message Center type

Some of the procedures in this chapter assume that you are running the Administrator program and are logged in to your Message Center. If you need directions for logging in, refer to "Logging In To Your Message Center" in *Chapter 4*.

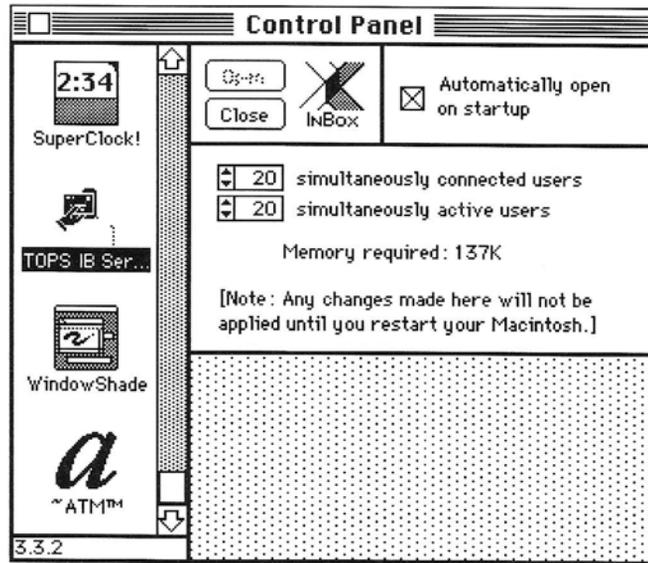
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## The InBox Server Control Panel

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The InBox Server software that supports a mail-server Message Center is controlled through a Control Panel device accessed through your Macintosh Control Panel under the  menu. You should make sure that the default settings for the InBox Server suit your needs.

Select the **Control Panel** option from the  menu. Then click on the InBox Server icon in the left column of the panel. The controls for the Server appear:



**Open**—Selecting **Open** presents a dialog box which allows you to select the Message Center folder and launch the InBox Server program. If **Open** is dimmed, then the Message Center is already open.

**Close**—Selecting **Close** stops the InBox Server program. If **Close** is dimmed, then the Message Center is already closed.

**Automatically open on startup**—Starts the Server program whenever you start the computer

**Simultaneously connected users**—The number of users that can connect to the Message Center (use the InBox program) at one time.

**Simultaneously active users**—The number of users that can send or receive mail at one time.

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## Opening and Closing Your Message Center

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Your Message Center should be available to users at all times, except when you are backing it up. This section explains the procedures for opening mail-server and file-server Message Centers for use.

### Mail-Server Message Center

To open a mail-server Message Center, start the InBox Server. The controls for the InBox Server are in the Macintosh Control Panel. To display them, select **Control Panel** from the  menu. Then click on the InBox Server icon in the left column of the panel. The Server controls appear.

To start the InBox Server, click on **Open**. If you want to start the Server each time you start the computer, click the **Automatically open on startup** option.

### File-Server Message Center

To open a file-server Message Center, use your network software program to publish the disk, disk partition, or folder containing the Message Center. Publishing a disk, disk partition, or folder means making it available to anyone on the network. Users can read and write to files on a published disk, just as if the files were on their own computers.

For example, if you are running TOPS network file-sharing software, use TOPS/Mac to publish the disk or directory that the Message Center is on.

## Closing Your Message Center

You close your Message Center whenever you need to use the Recovery utility and to do backups. When the Message Center is closed, it is not available to users. You should always notify users (explained later in this chapter) prior to closing the Message Center. After you finish your backups, open the Message Center for use.

To close a mail-server Message Center, select **Control Panel** from the  menu. Then click on the InBox Server icon in the left column of the panel. The Server controls appear. Click on **Close**.

To close a file-server Message Center, unpublish the folder or disk that the Message Center is on.

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## Keeping Users Posted

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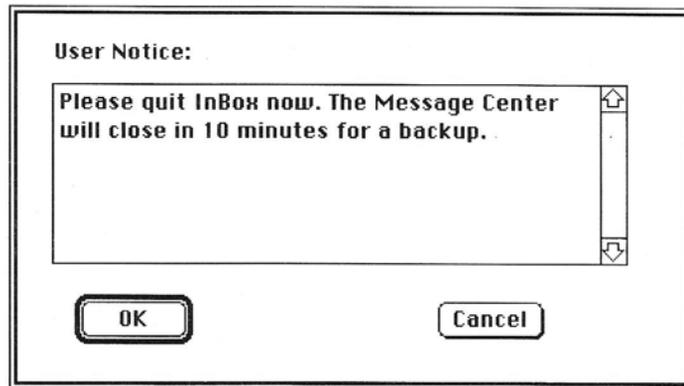
An InBox Notice is a message that is automatically displayed on each InBox user's screen when you send it. It appears approximately 1 minute after you send it using the **Notify Users** command. You can use an InBox Notice to keep users who are connected to the Message Center posted about important events. For example, you might send an InBox Notice to:

- Alert users that you're going to close the Message Center to do backups
- Inform users about conditions that may be slowing down mail
- Inform users about important news of the day or upcoming events.

If you have a mail-server Message Center, all users who are running the InBox system will receive the notice. If you have a file-server Message Center, any user who has the Message Center mounted will receive the notice.

To send an InBox Notice to users:

1. **Open the Message Center menu and select Notify Users.**  
The Notice to Users dialog box appears.



2. **Type your Notice and click OK.**

The Notice is sent immediately and appears in a framed window on user's screens.

The first time you use this option, the **Notice to Users** will be blank. The next time you select the **Notify Users** option, the **Notice to Users** dialog box will contain the text of your last Notice. When you edit the Notice and click **OK**, users receive the new Notice.

The Notice can contain up to 256 characters. Click in the scroll bar on the right side of the Notice to scroll through the Notice.

## Hint

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When preparing to close the Message Center for backups or any other reason, it is suggested that you send three messages to users at timed intervals. Starting 20 minutes prior to shutdown, the first message should tell users, "The InBox Message Center will close in 20 minutes." The next message, at 5 minutes prior to shutdown, should do likewise, stating, "The InBox Message Center will close in 5 minutes." A final message, 1 minute prior to shutdown, states, "The InBox Message Center will close in 1 minute." This gives users ample time to retrieve mail messages and either store them or delete them.

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## Disk Management

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### Backing Up Files

To protect people's mail, you should back up the Message Center every day. You can do a full backup once a week, and an incremental backup every day. Use a software program that is designed for the purpose.

To back up the files, choose a time when mail use is slow. Notify users that their connection to the Message Center will be closed, so they should quit the InBox program and wait until the backup is complete. (See the section "Keeping Users Posted" for information on using the **Notify Users** feature.) Close the Message Center to protect the files before you start the backup.

### Reclaiming Disk Space

You can free up space on your Message Center disk by using the **Reclaim Disk Space** option. Messages take up space in the Mailboxes even after users delete and discard them. This happens because when a user deletes a mail message, the message actually remains on the disk. Only the reference to it is removed from the user's Mailbox.

If you are running short on disk space for your Message Center, you should reclaim disk space often. This is especially true if messages include lengthy enclosures.

To remove all of the deleted messages from your disk, select **Reclaim Disk Space** from the **Message Center** menu. The Administrator program displays messages that explain what is happening as it removes the messages.

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## Recovering a Damaged Message Center

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If a mailbox or a whole Message Center is damaged, you can run the InBox Recovery utility to try to repair the damage.

The Recovery utility checks all the InBox program and data files (including Mailboxes), and writes a Recovery Log that lists the time, name of each file checked, and status of the file check. You can look at the Recovery Log on the screen and you can print it out.

You should back up your Message Center before you run the Recovery utility. This is because if the Recovery utility finds damaged data files, it may remove them. If this happens, you have your backup files available.

To recover a Message Center:

1. **Unless the Message Center is totally inoperative, you should first notify users that the Message Center is closing.**
2. **Close the Message Center.**
3. **In the folder where you installed the InBox management tools, double click on TOPS InBox Recovery Utility.**
4. **Click on Start.**
5. **Select the drive and folder of the Message Center and click on Open.**
6. **Select the drive and folder in which to save the Recovery Log and click on Save.**

The default name for this log is Recovery Log. You can change the name by typing over it.

The Recovery utility starts and displays a message that it is checking for damage. If it doesn't find any damage, a dialog box appears with the message that no repair is necessary. Click on Quit to exit the Recovery utility.

7. **If the Recovery utility finds damage, a dialog box appears with these options: Show Log, Print Log, Repair, and Quit. Click on the option you want.**

To repair the Message Center, click on **Repair**. You can choose one option at a time. When you have finished choosing options, click on Quit to exit the Recovery utility.

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## Making Changes

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The following are a number of changes you may want to make to your Message Center.

### Changing Your Message Center Name or Password

If you make a mistake when creating your Message Center name, you can change it. And although it's a good idea to keep the same password and let one or two other people know what it is so they have access to it when you are out, you can also change the Message Center password. If you change the name of the Message Center, users will have to re-log in to the renamed Message Center.

To change either the Message Center name or password:

1. **From the Message Center menu, select Edit Message Center.**
2. **Type the current password and click on OK.**
3. **Type the new name or password in the dialog box that appears, and click on Change.**
4. **If you type a new password, confirm it in the box supplied.**

### Removing a Message Center

To remove a mail-server Message Center, close the Message Center, remove the InBox Server program from the System Folder and then remove the Mail-Server InBoxMC folder. Restart the computer.

To remove a file-server Message Center, delete the InBoxMC folder or directory. If your file-server Message Center is on a PC, you will have to first delete the contents of all sub-directories and the sub-directories themselves before you can delete the InBoxMC directory. These sub-directories are created automatically when you create a Message Center. Restart the computer.

### Changing Your Message Center Type

If you create your Message Center and later decide that another type would work better for your network, you can change from a mail-server Message Center to a file-server Message Center and *visa versa*

#### **To change to a mail-server Message Center:**

1. **Change the folder name InBoxMC to Mail-Server InBoxMC.**

**Note**

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You can only change to a mail-server Message Center if the Message Center computer is a Macintosh.

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2. **Copy the InBox Server program from the folder containing your InBox management tools to the system folder.**
3. **Restart your computer.**
4. **Open the Message Center using the InBox Server init on the Control Panel.**
5. **Set the InBox Server options on the Control Panel.**  
Make sure that the following options are each initially set to 20:
  - **simultaneously connected users**
  - **simultaneously active users**You can adjust these numbers later if you need more memory. If you want the Server program to run each time you restart the computer it is on, make sure that the **Automatically open on start** option has a check mark next to it.
6. **Restart your computer so that the new settings will take effect.**
7. **Make sure that you can find the Message Center using the InBox Setup program, then have users run the Setup program and connect to the new Message Center.**

**To change to a file-server Message Center:**

1. **Close the Message Center.**
2. **Change the folder name Mail-Server InBoxMC to InBoxMC.**
3. **Move the InBoxMC folder to a location where the Administrator program can find it.**  
Move the InBoxMC folder to the top level of the drive that it is on and publish that drive, or put the InBoxMC folder inside another folder, named, for example, EMAIL and publish that folder.
4. **Remove the InBox Server program from your system folder.**
5. **Restart your computer.**
6. **Publish the drive or folder where InBoxMC resides, if you have not already done so.**
7. **Make sure that you can find the Message Center using the InBox Setup program, then have users run the Setup program and connect to the new Message Center.**

**A****Disk Space and  
Memory Requirements**

This appendix contains the formulas used to compute the disk space and memory requirements used in *Chapter 2* of this book. If you want to figure the exact requirements for the number of Mailboxes on your Message Center, use these formulas.

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**Disk Space  
Requirements**


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Disk Space Requirements =  $m \times n \times (s + 5)$ Kb  
where

**m** = the number of mailboxes on the Message Center

**s** = average message size in Kb

**n** = the number of messages received each day per user

The values of **s** and **n** are determined by the type of use your InBox system receives—light, medium, or heavy:

**Light Use**

Less than 20 messages received each day by each user; average message size is 1K (a half-page of text)

**Medium Use**

20 to 40 messages received each day by each user; average message size is 10K (a five-page message or a brief message with five pages of text enclosed)

**Heavy Use**

More than 40 messages received each day per user; average message size is 20K (a message with ten pages of text or any amount of graphics enclosed)

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## Memory Requirements

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The following formula will let you calculate the memory requirements of a mail-server Message Center. This is the memory required by the InBox Server software.

$$\text{Memory Requirements} = ((c \times .5) + (a \times 4) + 47)\text{Kb}$$

where

**c** = the number of **simultaneously connected users**. This option is set in the InBox Server Control Panel. See *Chapter 4* for more information about the InBox Server control panel options.

**a** = the number of **simultaneously active users**. This option is set in the InBox Server Control Panel. See *Chapter 4* for more information about the InBox Server control panel options.

# B

## Troubleshooting

You may occasionally encounter difficulties in administering your InBox system. This appendix provides some guidelines for diagnosing and solving commonly encountered problems.

If you are uncertain how to perform a certain InBox administrator function, check the *Table of Contents* for the chapter that describes the function in question. This appendix discusses only unexpected problems. Troubleshooting information for problems related to InBox user software are found in the appendices of the *User's Guide to InBox for Macintosh* and *User's Guide to InBox for DOS*.

Your first step is to determine the nature of the problem you are experiencing. The problems discussed in this appendix are grouped according to where you might encounter them:

- **Creating an InBox Message Center**
- **Managing your InBox Message Center**

Each section is further divided, where appropriate, into those problems which are specific to mail-server or file-server configurations.

If you already know where your problem lies, go directly to the section in this appendix that discusses that problem type.

If you are unable to resolve your problem with this troubleshooting guide, refer to the section "TOPS Technical Support" at the end of this appendix. This section lists the information you should collect and have available when you call TOPS Technical Support for additional assistance.

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## Creating a Message Center

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### Mail-Server Message Center

#### **The “Create” option in the Administrator program requests a Magic Word.**

A special word is required to create a new Message Center to reduce the chances of users creating unwanted Message Centers. This is explained in *Chapter 4* of this *Administrator’s Guide*.

#### **Password verification always fails.**

The maximum length password is 13 characters.

#### **The message “Could not find Server init to install” occurs.**

The TOPS InBox Server file is not in the same folder as the TOPS InBox Administrator program. Insert the TOPS InBox administrator diskette and copy the TOPS InBox Server file to the folder containing the TOPS InBox Administrator program.

#### **The InBox Server Control Panel Icon cannot be selected. The error message “Sorry, control panel can’t get a needed resource” occurs.**

AppleTalk is inactive. Use the Chooser to change it to active.

#### **The computer hangs after the server INIT loads.**

The init is too large to fit in memory. Temporarily remove other inits and CDEVs from the system folder, restart with the InBox Server init, and check the number of simultaneous users in the control panel and lower it. Then restart the machine. Less memory will then be used.

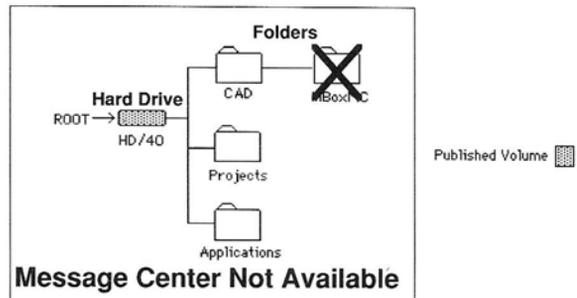
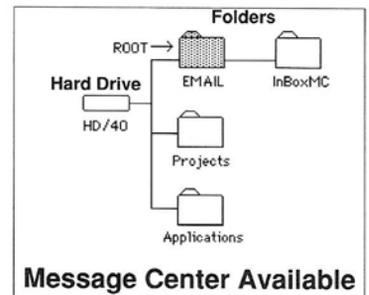
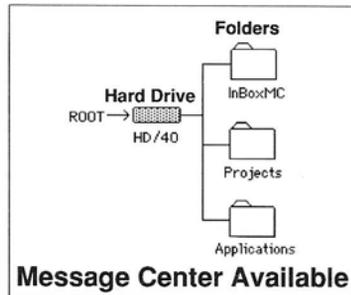
### File-Server Message Center

#### **You want to place the Message Center in a non-root directory or folder.**

For a file-server Message Center to be visible to a user, it must be at the topmost level of a mounted volume. This level is technically referred to as “root.” For network users to use a Message Center created in a non-root folder or directory, that folder or directory containing the Message Center must be published. (The volume will then appear as “root” when mounted remotely).

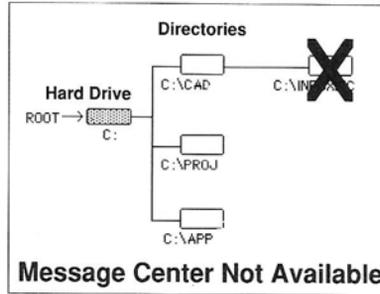
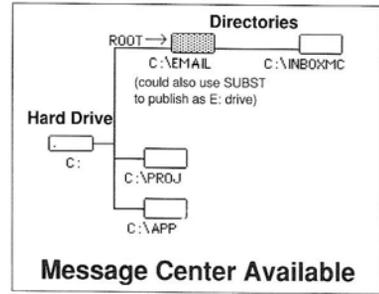
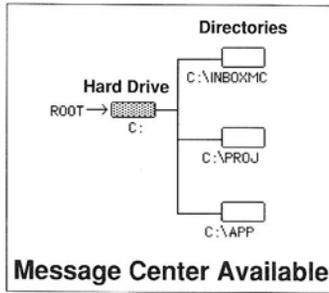
- On a Macintosh, a file-server Message Center can be created anywhere on the hard drive so long as the published volume (folder) is the volume which *contains* the InBoxMC folder (see diagram). A mail-server Message Center can exist anywhere on the hard drive you wish.

For example, if the InBoxMC folder is on the topmost level of the hard drive “HD/40” and you publish that hard drive, InBox network users will be able to mount HD/40 and InBox can find the Message Center. If the InBoxMC folder is contained in a folder called EMAIL, and you publish EMAIL, users will be able to mount EMAIL and InBox can find the Message Center. However, if the InBoxMC folder is located in a folder called CAD and you publish the drive, HD/40, users will be able to mount HD/40 but InBox will not find the Message Center.



- On a PC, a file-server Message Center can be created anywhere on the hard drive so long as the published volume (directory) is the volume which *contains* the InBoxMC folder (see diagram). If you are using TOPS this is fine; you simply publish the directory and users can mount that volume.

For example, if the InBoxMC directory is on the topmost level of the hard drive “C:<name>” and you publish that hard drive, InBox network users will be able to mount C:<name> and InBox can find the Message Center. If the InBoxMC directory is contained in a directory called EMAIL, and you publish EMAIL, users will be able to mount EMAIL and InBox can find the Message Center. However, if the InBoxMC directory is located in a directory called CAD and you publish the drive, C:<name>, users will be able to mount HD/40 but InBox will not find the Message Center.



Published Volume

However, if you are using file-service network software other than TOPS, and that software does not permit you to publish individual directories (i.e., you can only publish the entire hard disk), use the DOS SUBST command to make the directory containing the InBoxMC folder appear to be the root of a logical drive. For example:

**SUBST E: C:\EMAIL**

will make the directories and files in C:\EMAIL appear as though they reside at the root of E:. Then publish E: drive.

- On a file server other than a PC or Macintosh (for example, a Sun workstation or VAX) the same principles apply. If possible, publish only the directory where InBoxMC resides (or will be created) rather than the entire hard drive. If you have to publish the entire hard drive, set permissions to provide you maximum security and place InBoxMC at the root level.

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## Managing a Message Center

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### **No Message Center is found when using the “Administer” option in the Administrator program.**

This could be caused by several reasons:

- The “Create” option has not been previously used to create a Message Center.
- A mail-server Message Center was created, but the InBox Server was not copied to the System Folder.
- The Message Center was created in a non-root directory or folder (see above).
- A mail-server Message Center exists, but the Message Center is not “Open”. (Use the InBox CDEV in the Control Panel).
- A file-server Message Center exists, but the volume with the server was not published/mounted (remote administrator).
- The Mail-Server InBoxMC folder has been discarded.
- The AppleTalk ROMs in the Macintosh Plus are not sufficient for the Macintosh to “see” itself (respond to a name lookup). The RAM based AppleTalk file (supplied with InBox) must be added to the system folder. Version 52 has been tested successfully. You can find out the version number by selecting the AppleTalk file in your System Folder and using **Get Info** under the Macintosh Finder File menu. Some earlier versions do not work.

### **Performance improvement is desired.**

There are four fundamental issues to initially address.

- The processing power of the Message Center machine will affect performance, especially in the mail server option. If a more powerful machine is not available, then establishing more Message Centers with fewer users each will improve response time as seen by the users. However, to establish Message Centers servicing Mailboxes greater than 20 in number or to link Message Centers, you need to upgrade to InBox Plus.
- The speed of the network will affect performance. InBox performance will be much improved with faster networks. Networks with heavy activity will also slow InBox performance.
- The configuration of the network will affect performance. Whenever possible, the Message Center should be in the same AppleTalk zone with its users. AppleTalk bridges slow down traffic, and will have an observable impact on the responsiveness of the InBox software.
- In general, mail-server Message Centers are faster than file-server Message Centers. There is less software involved.

**The recovery log file cannot be opened (application missing).**

The Recovery utility creates a log file of type “document”, but does not attach an application program to it. To read the log, launch a word processing application (such as Microsoft Word or MacWrite) or any text editing application and open the recovery log from within the application.

**The administrator Mailbox password fails after changing the Message Center password.**

The Message Center password and the administrator Mailbox password are two different passwords and must be changed independently. Make sure that you have changed each separately.

**There is disk space shortage on the Message Center.**

There are three normal operations that will recover disk space:

1. Use **Reclaim Disk Space** in the InBox Administrator program. This compresses all Mailboxes and some ancillary files as well.
2. Launch the Recovery utility after backing up the Message Center. This discards incomplete messages, unreferenced enclosure files, etc.
3. Delete unnecessary Mailboxes and distribution lists. Then use **Reclaim Disk Space** and/or the Recovery utility.
4. Ask users to either delete existing mail from their Mailboxes or move existing mail to their local Storage Boxes.

## **Mail-Server Configuration**

**Users can't see the Message Center from their machines.**

Check to make sure that the Message Center is open by checking the TOPS InBox Server in the Control Panel (the word “Open” should be dimmed).

**Users can't find the Message Center after it has been moved.**

If the Message Center has been moved from one side of an AppleTalk bridge to the other, it will have a new net number. Users should use the Setup program and log in again.

**After restarting the computer that has the Message Center on it, the Message Center is not “Open” (or running), and users cannot access it.**

Use the TOPS InBox Server in the Control Panel to open the Message Center (by clicking the **OPEN** button), then set the TOPS InBox Server to automatically open on startup.

**The InBoxMC folder is not visible to the Recovery utility on a Message Center.**

This occurs when the Message Center is still open, or available for use. The Message Center can be closed by clicking the **CLOSE** button in the TOPS InBox Server under the Control Panel.

**“File busy” errors occur while you are attempting a backup of the Message Center.**

A backup of the Message Center cannot be done while it is open. Use the TOPS InBox Server Control Panel device to close the Message Center (by clicking the **CLOSE** button). Then perform the backup. Open the Message Center when backup is complete.

## **File-Server Configuration**

**Users can't see the Message Center.**

There can be several causes:

- The proper folder, directory, or hard drive is not published. The InBoxMC folder (or directory) should be *inside* the published folder (or directory) or drive. It is not sufficient to publish the InBoxMC folder (or directory) itself.
- Users have not mounted the Message Center volume.
- If TOPS is being used, make sure that the publish option “Many Writers” has been selected when the volume was published, so that many users can have write access to the published volume. If another file sharing network is being used, verify that all users have the correct access privileges (read/write).
- If TOPS file-sharing is being used, make sure that all computers have the correct version. Only TOPS version 3.0 or later should be used.
- If TOPS file-sharing is being used, the server is a PC, and some clients are Macintoshes, then check to make sure that the TOPS software on the PC is configured to support both PCs and Macintoshes.

- If some users can see the Message Center and others cannot, then:
  1. Check to make sure that the proper volume is mounted,
  2. Check to make sure that cabling and connectors are correctly and tightly plugged into the printer port on Macintoshes, and functioning.
  3. Check to make sure that the network is functioning correctly by accessing files on the Message Center without using InBox. If you suspect network problems, such as cabling that exceeds its length limits or other network configuration problems, call TOPS Technical Support and request a copy of Tech Note 1010: *Network Hardware and Topologies*.

**Users cannot “see” a new Mailbox created on a file-sharing Message Center.**

In this configuration, users are required to quit InBox and restart the InBox application before new Mailboxes are visible.

**You want to avoid publishing the entire hard drive on the Message Center.**

This can be achieved by copying the InBoxMC folder (or directory) into a new folder (or directory) and publishing the new folder (or directory). See the discussion above entitled “The administrator wants to place the Message Center files in a non-root directory or folder”.

**“File busy” errors occur while you are attempting a backup of the Message Center.**

A backup of the Message Center cannot be done while it is published. Unpublish the volume containing the InBoxMC folder (or directory). Then perform the backup.

**An “Access denied” error occurs when the administrator deletes a Mailbox.**

If a Mailbox is deleted when the Message Center is not published and mounted, an “access denied” error will occur because a file on the Message Center cannot be accessed. The solution is to make sure that the Message Center is accessible to the network prior to performing a Mailbox deletion. Also, if there are non-InBox files in the Mailbox directory or folder when the deletion takes place (including hidden files placed there by file sharing software), deletion will fail.

**The Recovery utility changes the Message Center's name to "Unknown" and changes the password.**

On the PC, if the file Admin.DAT is deleted or corrupted, the Recovery utility can reconstruct the Message Center entirely from the file Admin.BAK. However, the name of the Message Center is changed to "Unknown", and the lost password is set to "unknown". Should this occur, use the Administrator program to reset the Message Center name and password. The administrator Mailbox password will not be changed..

**Users cannot exchange messages when using AppleShare as a file server Message Center.**

When the clients are logged into AppleShare as guests, they can exchange messages. When they are logged in as registered users, one user can send messages successfully. The other cannot.

When a new Mailbox is created, the AppleShare administrator must change the permissions on the new folder created on the Message Center.

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# TOPS Technical Support

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If you have persistent problems with InBox that the information in this appendix did not resolve, contact your InBox and TOPS dealer or international distributor. In the United States and Canada you can also contact TOPS Technical Support. In either case, be sure to have the following information about your system available:

## Hardware Information

- Brand names, type or model of all computers involved:
- Brand names, type or model of all additional hardware in the computers, such as accelerator boards
- Make or model for all network interface cards:
- Type of connectors and cabling used by your network:
- Physical layout or arrangement of the stations on the network:

## Software Information

- Version numbers for all InBox software:
- Version numbers for all file serving software installed:
- Version numbers for DOS or the Macintosh system and finder:
- Version numbers for print spoolers or other system software:
- Any relevant applications and their version numbers:

## Problem Checklist

- Reproduce the sequence of events that lead to the problem.
- Write down any error messages that appear.
- Call from a location near your computer, with InBox loaded.

## TOPS Contacts (United States & Canada) :

- **TOPS Technical Support**      **415-769-8711**  
Call TOPS at the above number between the hours of 7:00 AM and 5:00 PM Pacific Standard Time.
- **TOPS Bulletin Board Service**      **415-769-8774**  
This bulletin board service is available 24 hours a day (1200 or 2400 baud/8 bits/1 stop bit/no parity).
- **BIX Information Service**  
TOPS maintains a "conference" on BIX.. Enter: **JOIN TOPS**
- **Compuserve**  
TOPS maintains a topic in the PC Vendors forum and in the Apple Vendors forum.
  - For PCs, enter: **GO PCVEN**
  - For Macintoshes, enter: **GO APPVEN**
- **AppleLink**  
If you have access to AppleLink, you can send e-mail to TOPS Technical Support. Address it to **D0098**.

# Glossary

## **Address list**

A list of InBox users to whom you can address mail. It appears when you click the **Address** button on a memo or phone memo.

## **Address book**

A selective list of addressees drawn from the available address lists but personalized for your use only. You can create personal Address books which could contain entries organized, for example, by department, project or individual choice.

## **AppleTalk**

A set of network communication protocols developed by Apple. The protocols route data packets between nodes and networks, assure reliable end-to-end communication, and carry out other communication management tasks. "AppleTalk networks" usually refer to networks which use AppleTalk protocols on top of a LocalTalk physical networking system.

## **ASCII**

American Standard Code for Information Interchange. ASCII is a standard way of representing alphanumeric English-language characters and commonly used symbols and punctuation in microcomputer operating systems.

## **Back up**

To copy the contents of a disk, directory, or file to another hard or floppy disk. (A backup file or disk is made in case the original becomes damaged.)

## **Bridge**

In general, a device that connects two distinct physical networking systems, such as two different network cabling systems. AppleTalk (EtherTalk) bridges, however, are routing devices that connect two AppleTalk (EtherTalk) networks and control network traffic by passing only communication packets going from one side of the bridge to the other, that is between two different AppleTalk zones.

**Directory**

A self-contained group of files stored on a disk. Directories can be created within other directories, forming a hierarchy of directory and subdirectory levels (root directory, second-level directory, etc.). Also used to refer to a listing of files within a directory.

**Dialog box**

A box that appears on the screen to prompt you for information during a procedure. While a dialog box is open, you cannot perform any other functions.

**Disk**

A device used to store information processed by your computer. Hard disks and floppy diskettes are common storage devices.

**DOS**

The operating system (Disk Operating System) used by IBM PC and compatible computers.

**Distribution List**

A list of InBox addresses created by an InBox Plus administrator for use network-wide. It appears as a single address on an InBox Plus Message Center address list.

**Ethernet**

A physical networking system (communication chips, connectors and cabling) used to link computers and peripheral devices together to permit communication and data transmission. Cabling consists of coaxial cable ("thick" or "thin" Ethernet), twisted pair and other types. Ethernet transmits data at 10 megabits per second.

**EtherTalk**

Refers to networks that use AppleTalk protocols with Ethernet physical networking systems.

**File server**

A station on a network that makes files available to other stations on the network.

**File-server Message Center**

(See Message Center)

**Finder**

The application that maintains the Macintosh desktop. It keeps track of documents and applications and transfers information to and from disks, and enables applications to be launched.

**Folder**

Macintoshes store files in folders, which can be created within other folders, forming a hierarchy of levels.

**Gateway**

A computer or other device used to connect two usually dissimilar networking systems, by providing a hardware connection and a software interface between the two.

- **AppleShare Gateway**

Usually refers to a device that links AppleTalk networks (sometimes called a router).

- **Mail Gateway**

Usually refers to a device that links different mail systems. For example, a gateway can provide an electronic mail interface beyond the local InBox system to outside services such as AT&T Mail, DASnet, Internet, etc.

**Hierarchical file system (HFS)**

A filing system used by the Macintosh operating system in which files are organized according to a hierarchy of folders within folders.

**Init**

An "init" is a file stored in the Macintosh System Folder which is loaded into memory each time the computer is started.

**Local**

Files, software or hardware stored in or connected to a computer.

**Local Area Network (LAN)**

A network localized in a single workplace or institution. Compared to a wide area network, which spans long distances and usually links local area networks.

**LocalTalk**

A physical networking system (communication chips, connectors and cabling) developed by Apple and used to link computers and peripheral devices together to permit communication and data transmission. LocalTalk cabling also refers to any compatible cabling system, such as TOPS Teleconnectors and PhoneNET connectors and twisted pair cabling. LocalTalk transmits data at 230 kilobits per second.

**Log in**

The process of gaining access to a Mailbox or Message Center by selecting a user name and typing in a password.

**Mailbag**

A group of messages collected by an InBox Plus Message Center to be delivered to another Message Center by an InBox Router at administrator-specified time intervals. Intervals are determined using the Router software.

**Mailbox**

A group of files stored in the Message Center assigned to an InBox user. This is where all messages for that user are delivered.

**Mail-server Message Center**

(See Message Center)

**Memory (Disk, RAM, ROM)**

The data storage area of a computer system, usually composed of three types.

- Disk memory is the main data storage area of a computer. Application and data files are stored even with the computer turned off.
- RAM (random-access memory) is memory used to hold application programs when they are being executed. Turning off the computer clears the memory.
- ROM (read-only memory) is memory on which data is permanently stored, or burned in. You cannot write to ROM.

**Message Center**

The central mail distribution center for an InBox system. Consists of a collection of InBox Mailboxes and software for distributing incoming messages. The workgroup InBox Administrator program creates Message Centers that support 1 to 20 users. The InBox Plus Administrator program creates Message Centers that support 1 to 100 users.

There are two Message Centers configurations mail-server and file-server.

- **Mail-server Message Center**

A Message Center that can be used on an AppleTalk network. A mail-server Message Center provides all the networking software required to transport InBox messages over the network and does not require file-sharing.

- **File-server Message Center**

A Message Center that uses the file-sharing capabilities of an existing network to transport InBox messages.

**Mount**

To use your network software to connect to another computer and make a directory or folder available to your own computer. You can read and write to the directory or folder as if it were on your own computer.

**MultiFinder**

Macintosh system software which enables one application to process information in the background while another application is running in the foreground.

**Multitasking**

The ability to process information in the background while other applications are running in the foreground.

**Network**

Computers, printers, and peripherals connected by a combination of hardware and software to permit information exchange. The software works according to communication rules, or protocols.

- **AppleShare Network**

Based on the AppleTalk communication protocols, a network that provides file-sharing capability along with the basic AppleTalk features.

- **AppleTalk Network**

A network that uses AppleTalk communication protocols and does not support file sharing without additional software.

- **Novell Network**

A network that supports file sharing and connects networks using varying types of communication protocols.

- **File-Sharing Network**

A network that lets you make files available to the network (publish volumes) so that users on other machines can access the files (mount volumes) as if they were on their own systems.

- **TOPS Network**

A network based on AppleTalk protocols that supports file sharing and connects Macintosh, DOS, and Sun computers. It runs on either LocalTalk or Ethernet cabling systems.

**Notice to Users**

A notice from the InBox system manager to all InBox users whose computers are running and connected to the Message Center. The notice appears temporarily in a dialog box displayed in the monitor foreground on top of whatever program the user has running.

**Password**

A unique character string that the user must enter to access certain files, folders, volumes, Mailboxes or Message Centers. Passwords provide security for user materials stored in electronic form.

**Path**

The route through a hierarchical file system, from one directory down through the hierarchy, to a file.

**Protocols**

A set of rules that govern the transmission of information across a network. Many kinds of rules at different levels govern data communication, just as in spoken communication.

**Publish**

To make a resource such as directory or folder available to other computers on a network.

**Remote**

Files, hardware or software stored in or directly connected to a station on a network other than your own.

**Root level**

The top level of a hierarchical file system. On a Macintosh, if you open your hard drive (double click on the hard disk icon in the Macintosh Finder), the window that appears with the name of the hard drive visually represents the “root” level in the file hierarchy. On a PC, the root level is the topmost directory.

**Router**

A program that connects Message Centers so that InBox Plus software can transfer mail between them. This feature is available only with InBox Plus.

**Server**

A station that makes its resources, such as files, printers, and other peripherals, available to other stations on a network.

**Storage Box**

A disk storage location where an InBox user can store messages he or she has moved from his/her Message Center Mailbox. Usually on a local hard drive.

**Volume**

A folder, directory, or subdirectory that has been published (made available) to the network. (When a folder is published, all folders and files in that folder are also published.)

**Window**

A work area within an application. When a window is active, you can perform a particular set of tasks. A window is normally framed by a title bar at the top containing a close box (to “close” the window) on the left and a zoom box (to enlarge or shrink the window) on the right. If the contents of the window are lengthy, a scroll bar on the right hand edge may also be displayed. InBox contains message windows, message list windows and help windows.

**Zone**

Large AppleTalk networks may consist of smaller networks that are connected together. A zone is a logical grouping of connected AppleTalk networks. Each network must be in a zone, and a zone can contain one or more networks. Often each zone constitutes a single network.

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*Before you read the documentation...*

# **InBox 3.0 for Macintosh Administrator's Release Notes**

These Release Notes provide information that supplements the *InBox Administrator's Guide for Macintosh*. For additional information regarding another InBox product, please see the Release Notes that accompany that particular software package.

The notes are divided into several sections as outlined below. Be sure to read any relevant sections before using InBox 3.0.B.

## **Supplemental Information**

Information not included in the *InBox Administrator's Guide for Macintosh*.

## **Applications Compatibility**

A list of the applications that have been tested by TOPS and found to be incompatible or partially compatible with InBox 3.0.B Administrator software.

## **Known Limitations of InBox 3.0.B**

A list of known limitations of InBox 3.0.B Administrator software.

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## **Supplemental Information**

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This section contains information that supplements or makes corrections to the InBox documentation:

- **AppleTalk File and Mac Plus**

The RAM-based AppleTalk file (Version 52) is included on the Administrator's disk for use by Message Centers that are Macintosh Pluses. Without this file a Macintosh Plus running the InBox Administrator or User software will be unable to see the Message Center when the Message Center is local.

Additionally, if a Mac Plus InBox user elsewhere on the network has difficulty finding the Message Center, the RAM-based AppleTalk file may help.

- **File-Server Message Centers and TOPS/DOS**

When using TOPS/DOS and InBox in a File-Server Message Center configuration, you must use TOPS/DOS 3.0.

- **Recovery Utility**  
For a Mail-Server Message Center, the Recovery Utility can only be run with the Message Center closed. For a File-Server Message Center, the InBoxMC folder or directory should not be available for network access.
- **Replacing the TOPS InBox Server Init on a Mail Server Message Center**  
If you must replace the TOPS InBox Server Init because it is damaged, you must restart the Message Center computer after you replace the Init. If you have made changes to the Init via the Control Panel for the number of active and simultaneous users, you will need to modify these numbers again after reinstalling the TOPS InBox Server Init. You will need to restart the computer again after making these modifications.
- **Moving a Message Center**  
If you move your Message Center computer from one side of a bridge or gateway to another, the users of that Message Center must log in to the Message Center again using the TOPS InBox Setup program.
- **Changing Mailbox Order**  
To be able to re-order Mailboxes by dragging them with the mouse, first select the **Message Center** menu, select Sort Mailboxes, and then select the **Ordinal** sort button.
- **Message Centers and AppleShare**  
If users create their own Mailboxes in either Mail Server or File Server mode, you may need to alter the permissions given to the folders they create, so that all users will have read and write access to the InBoxMC (or Mail-Server InBoxMC) folder and its associated files. If the permissions are not set correctly, some users may be unable to send or receive mail.
- **"MCP Not Connected" Error Message**  
If the Message Center disconnects from the network abruptly you may see the message "MCP not connected." This means that you are no longer connected to the Message Center.
- **Duplicate Serial Numbers for Message Centers**  
When two Message Centers on the same network have the same serial number, you will receive an error message when attempting to open the second Message Center that says "Message Center with same ID already exists." Click **OK** when you see this message.
- **Users or Administrator Cannot See the Message Center**  
If users or the Administrator are unable to see a Mail-Server Message Center, and have previously been able to access the

## Supplemental Troubleshooting Information

Message Center, or if they are only able to access the Message Center when a few people are using it, you need to increase the number of active and simultaneous users set for the TOPS InBox Server Init.

- **“Not Enough CCBs” Error Message**  
If users receive this message, increase the number of simultaneous and active users set in the TOPS InBox Server Init.

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## **Applications Compatibility**

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- **Liaison by InfoSphere**  
When using Liaison dial-in software, users will be unable to see the Message Center unless TOPS InBox Server Init loads before Liaison. If you use Liaison, place an @ at the beginning of the TOPS InBox Server Init file name.
- **Omnis by Blyth**  
A Message Center should not have users accessing it when the computer is also running Omnis remotely. The Message Center can run Omnis if all the Omnis files reside locally on the Macintosh.
- **AppleTalk Version 53**  
The documentation states that InBox 3.0.B is compatible with AppleTalk Version 52 and higher. However, InBox currently only supports AppleTalk Version 52, and is incompatible with AppleTalk Version 53.
- **AppleTalk Phase II**  
If you are using AppleTalk Phase II, Mac Pluses on your network using AppleTalk Version 53 may not be able to act as Message Centers or clients, depending on your Phase II configuration, and whether Message Centers and clients reside on Ethernet.  
  
If the Mac Plus is a Message Center using AppleTalk version 53 (for use with AppleTalk Phase II), then InBox clients on Ethernet will be unable to see the Message Center. If the Message Center on AppleTalk is any other kind of Mac, or if it is a PC, then all devices on both AppleTalk or Ethernet will be able to access the Message Center. If the Message Center is on Ethernet and you are using AppleTalk Phase II, all computers except Mac Pluses will be able to access the Message Center.
- **Dayna File Init**  
Your Message Center may hang when using the Dayna File Init in conjunction with TOPS InBox Server Init on Mac SE/30s and the Mac II family.

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## **Known Limitations of InBox 3.0**

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The following list itemizes functionality and features that are not fully implemented in version 3.0 of InBox. Some items describe possible work-arounds to these limitations.

- **Editing Mailbox Names**  
In the Administrator program, if you select **Edit** after highlighting more than one Mailbox, you will only be able to edit the first Mailbox selected. You cannot edit multiple Mailboxes simultaneously; you must select and edit each one separately.
- **Using the InBox Administrator on Multiple Macintoshes Simultaneously**  
Do not use the Administrator program to simultaneously access the same Message Center from two different computers. While it is possible, it could cause changes you have made to the Message Center to be lost.
- **TOPS InBox Server and Memory Limitations**  
Do not set the number of simultaneous and active users to a number which is higher than the amount of RAM your Mac has available. If you do this, a system bomb may occur on the Message Center computer when you restart it. If this happens you will have to start up the Macintosh from floppy, or use an Init suppressor like Aask to prevent the Server Init from loading. Then throw away the TOPS Server Init, and copy a new one into the System Folder.  
  
The Server Init will display the amount of memory that it will use when you close the Control Panel or when you select another icon from within the Control Panel. Check that you have this much memory available before restarting the Message Center computer.
- **Renaming Mailboxes on a Message Center**  
If Mailboxes on the Message Center are sorted by last name, a Mailbox may not move to the appropriate location alphabetically after it has been renamed. When you exit the Administrator program and then re-enter it, you will see the message "The Mailbox name sort is not accurate. Would you like to correct the sort?" Click **OK** at this point, and when you view the Mailbox names, they will now be sorted in the correct alphabetical order.
- **Long System Messages**  
The InBox Administrator can type a system message that is up to six lines long. However, InBox users can only see the first three lines of the message. For best results, keep your system messages short.

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T O P S

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ADMINISTRATOR'S DISK**

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