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A. Introduction (Please Read First)

Microsoft provides a variety of Internet mail applications. Some of these include:

1. MS Exchange (the Inbox icon from Windows)
2. Internet Mail (available in the IE v3.x installation)
3. MS Outlook (available with MS Office)
4. MS Outlook Express

Choose the settings options for the email program you are using. If you receive any errors starting one of these applications see the startup and component problem section. Also you may find slight differences in the various Microsoft mail versions.

B. Server Information for Use with the Internet Service

Your new POP (Outgoing mail) server for all of these instructions is:
POSTOFFICE.ATTGLOBAL.NET

Your new SMTP (Incoming mail) server for all of these instructions is:
SMTP1.ATTGLOBAL.NET

C. MS Exchange Setup

Note: This setup is for the original Windows 95/98 version off the CD-ROM.

- 1) Start the Inbox, click Tools, and choose Services.
- 2) Highlight Internet Mail and click on Properties.
- 3) Enter the following information:
 - a) Type your name as you wish it to appear in the Full name field.

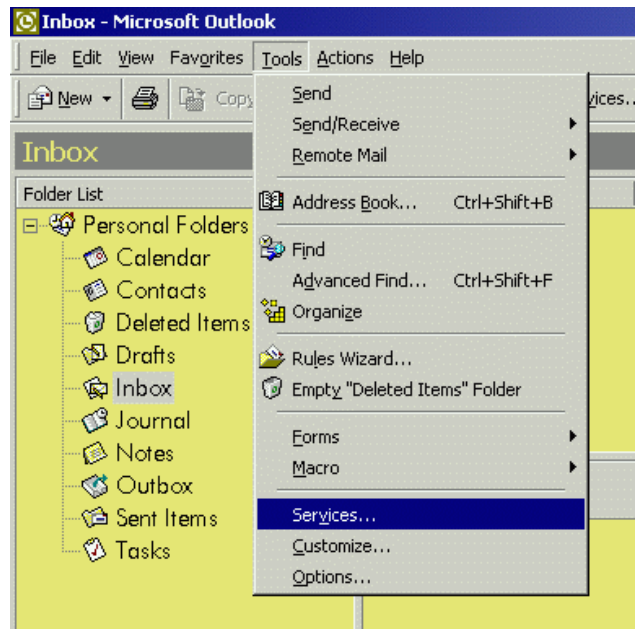
- b) Type your email address in the field E-mail address.
 - c) The Internet Mail server should be your assigned POP server.
 - d) Account name should be your POP username (account.userid).
 - e) Type your password in the Password field.
 - f) Click on Advanced Options and enter the SMTP server and click OK.
- 4) Click OK twice.
- 5) All other settings are preferences. If you were missing any components like Internet mail see the startup and component section.

D. MS Internet Mail Setup

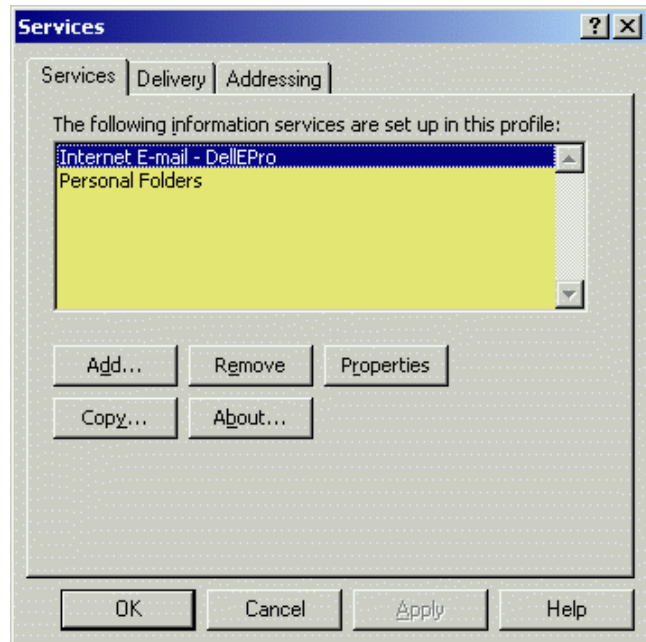
- 1) Start the Internet Mail program.
- 2) If you are starting Internet Mail for the first time a setup wizard will appear. If you are using a setup wizard continue on if not go to Step #3.
 - a) Click Next on the welcome panel.
 - b) Enter Your name as you would like it to appear in the Name field.
 - c) In the field Incoming Mail (POP3) Server enter your POP server and enter your SMTP server in the field Outgoing Mail (SMTP) Server. Click Next.
 - d) Choose the option Login using: and enter your POP username in the Account field and your login Password. Click Next.
 - e) Click on Next, then click on Finish.
- 3) To access your mail settings without using the Setup wizard:
 - a) Click Mail on the menu bar and then Options.
 - b) All options are preferences except the Server and Connection tab.
 - c) Click the tab Server and enter your Name, Organization and Email Address in the appropriate field.
 - d) Enter your SMTP server in the Outgoing Mail (SMTP) field.
 - e) Enter your POP server in the Incoming Mail (POP3) field.
 - f) Enter your POP username in the POP3 Account field.
 - g) Enter your password in the Password field.
 - h) Click Advanced Options and leave the port numbers at their default (110 for POP and 25 for SMTP). You should not check 'Leave copy of messages on server' or your mailbox may become full. Enter your email address in the Reply To field.
 - i) The rest of the Advanced options are preferences so click OK.
 - j) All other settings are options so click OK.

E. MS Outlook Setup

- 1) Start MS Outlook Mail, click Tools, and choose Services.

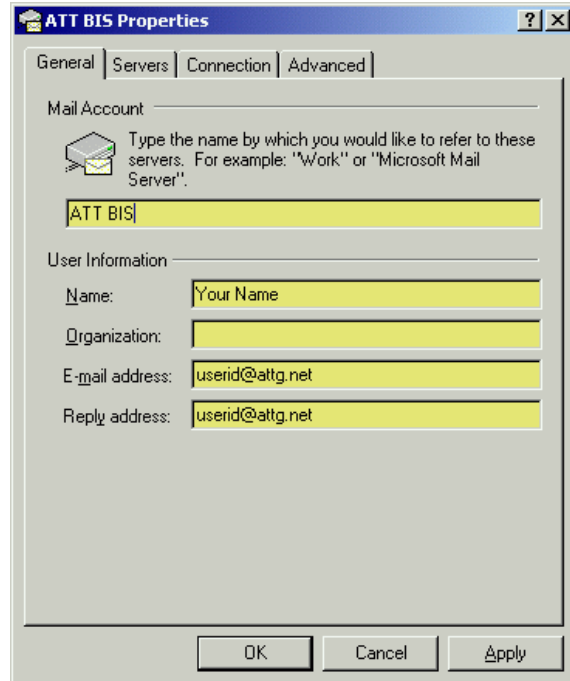


- 2) Highlight Internet Mail and click on Properties.

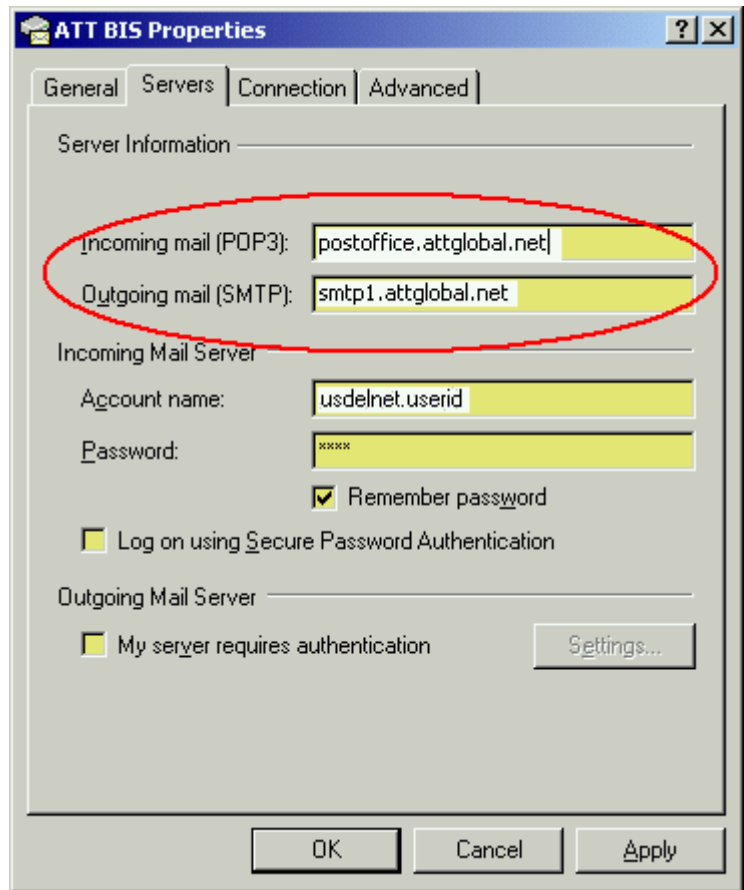


3) Enter the following information:

- a) Type your name as you wish it to appear in the Full name field.
- b) Type your email address in the field E-mail address.



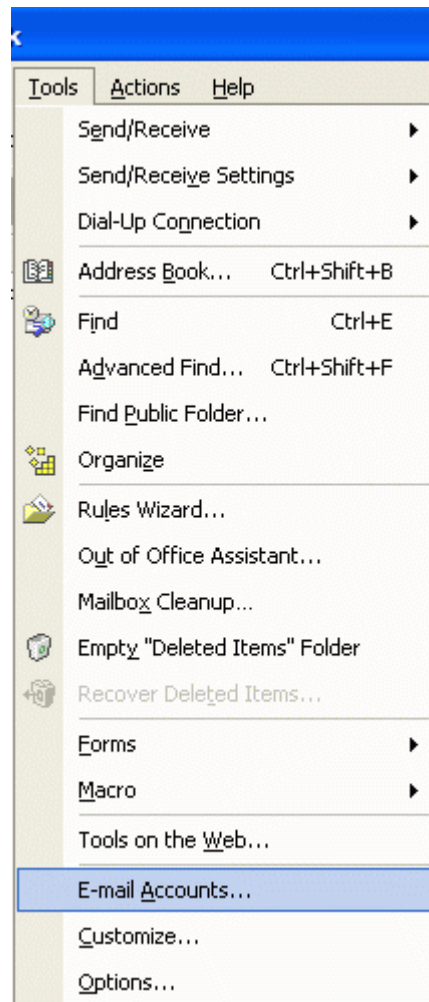
- c) The Internet Mail server should be your assigned POP server.
- d) Account name should be your POP username (account.userid). For DellEpro, the account remains USDELNET (usdelnet.userid).
- e) Type your password in the Password field.
- f) Click on Advanced Options and enter the SMTP server and click OK.



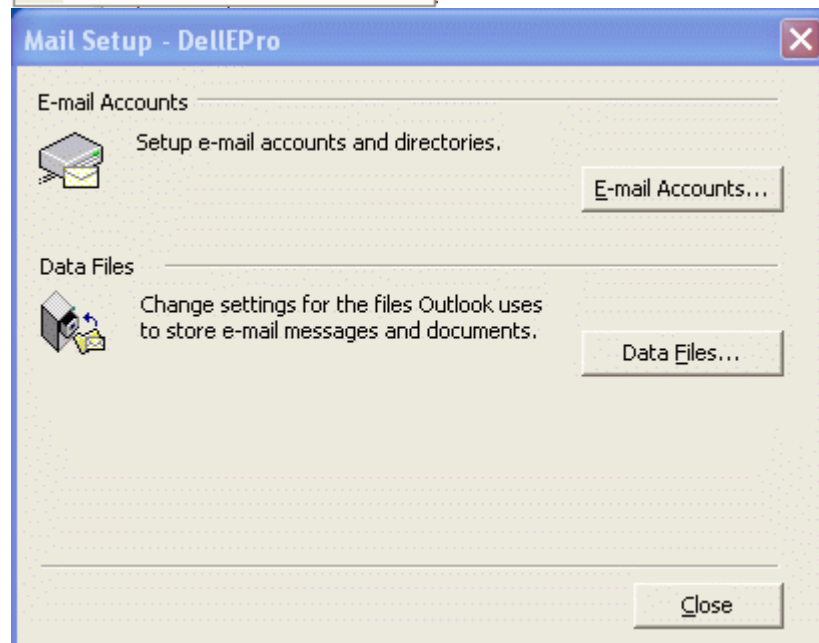
- g) Click the Connection tab and choose the DUN connection you are using. Choose place_holder_org if using the 32-bit Dialer.
- 4) Click OK twice.
- 5) All other settings are preferences. If you were missing any components like Internet mail see the startup and component section. You should now be configured for AT&T BIS.

F. MS Outlook XP Setup

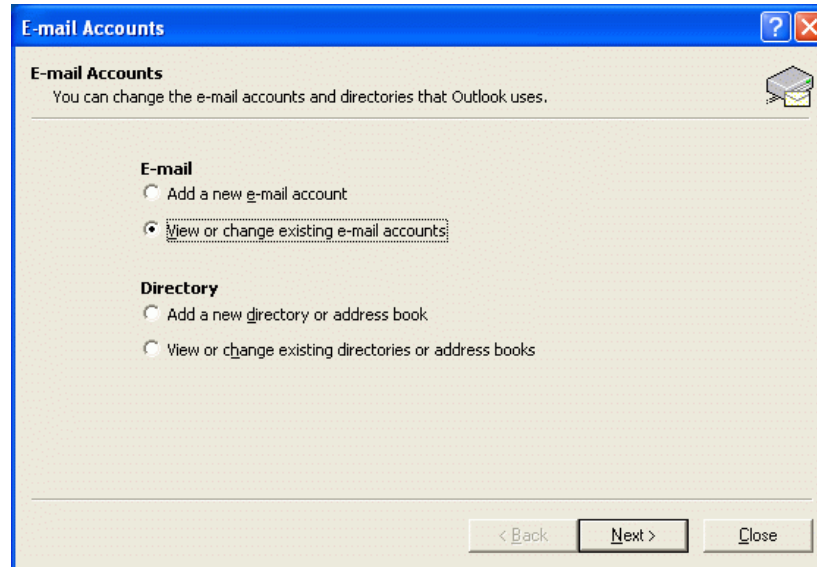
- 1) Start MS Outlook Mail, click Tools and E-mail Accounts.



- 2) Click on E-mail Accounts

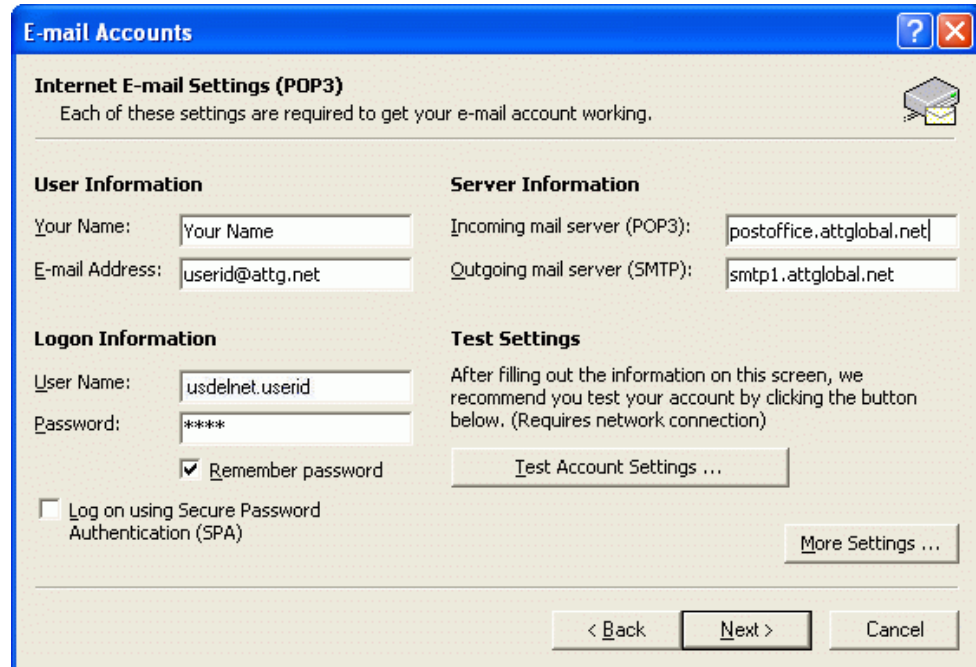


- 3) Select View or change existing e-mail accounts.



- 4) Select the DellEPro mail account

- 5) Change your e-mail address and the server settings as shown.

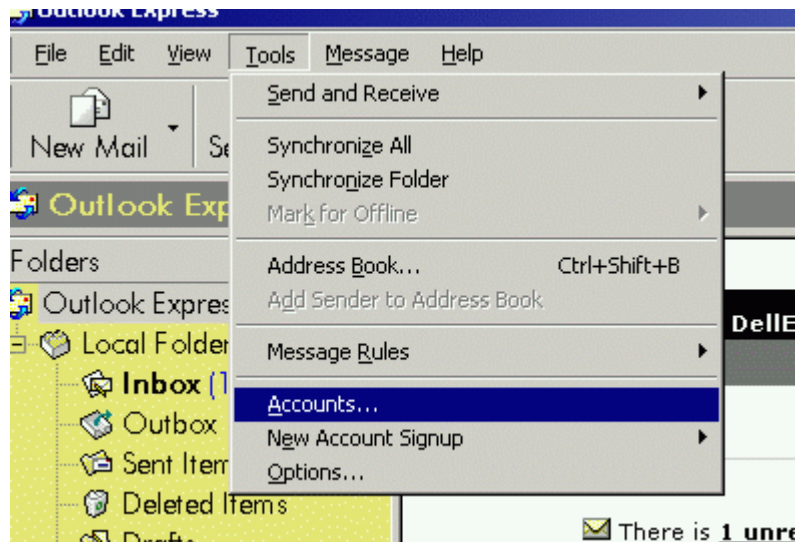


- 6) Click Next and then Finish. You should now be configured for AT&T BIS.

G. MS Outlook Express Setup

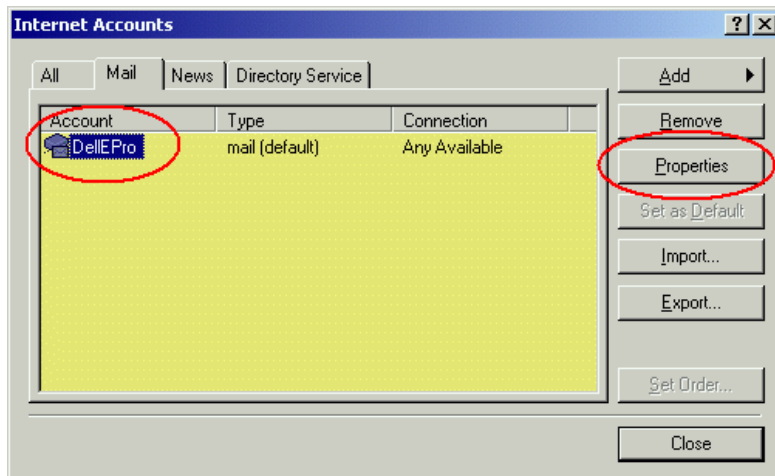
- 1) Start the MS Outlook Express program.

- 2) Click Tools on the menu bar and then the Accounts option.

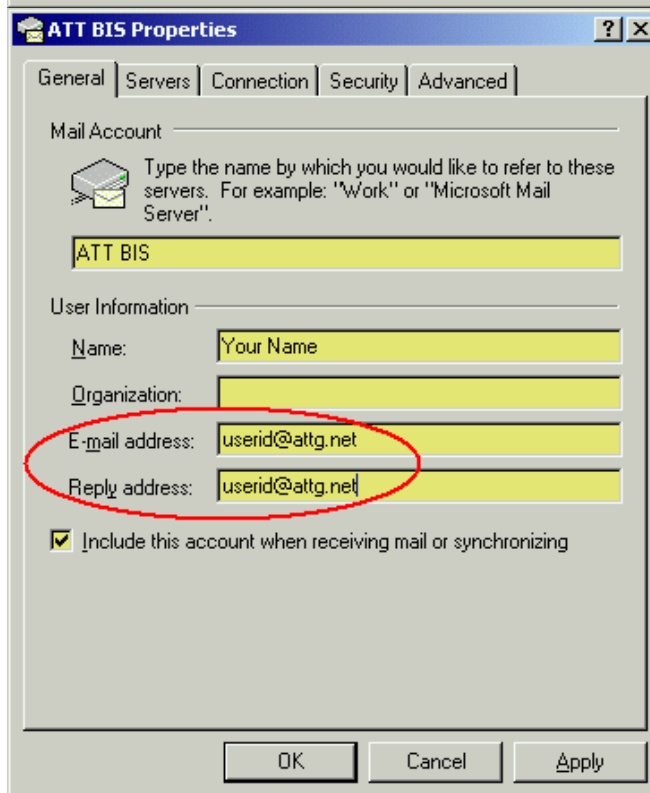


- 3) Click the tab labeled Mail.
- 4) If you do not have any Mail Accounts listed click the Add button and choose Mail. (If you already have your Account listed go to Step #6).
- 5) The Add wizard settings are as follows:
- Enter your name as you would like it to appear in the Name field and click Next.
 - Enter your email address and click Next.
 - Choose POP3 for the option 'My incoming mail server is.' In the field Incoming Mail (POP3 or IMAP) Server enter your POP server and enter your SMTP server in the field Outgoing Mail (SMTP) Server. Click Next.
 - Choose the option Log on using: and enter your POP username in the POP account field and your login Password. Click Next.
 - Type the name you would like for the account name, and click Next.
 - Choose the option for Connect using my phone line and click Next.
 - Choose 'Use an existing dial-up connection' and choose the name of your connection icon that you use to connect to the service. If using the 32-bit Dialer choose place_holder_org.
 - Click on Next, then click on Finish. You should now be configured for AT&T BIS.
- 6) To access your mail settings without using the Setup wizard:

- a) Highlight your existing account name and choose Properties.



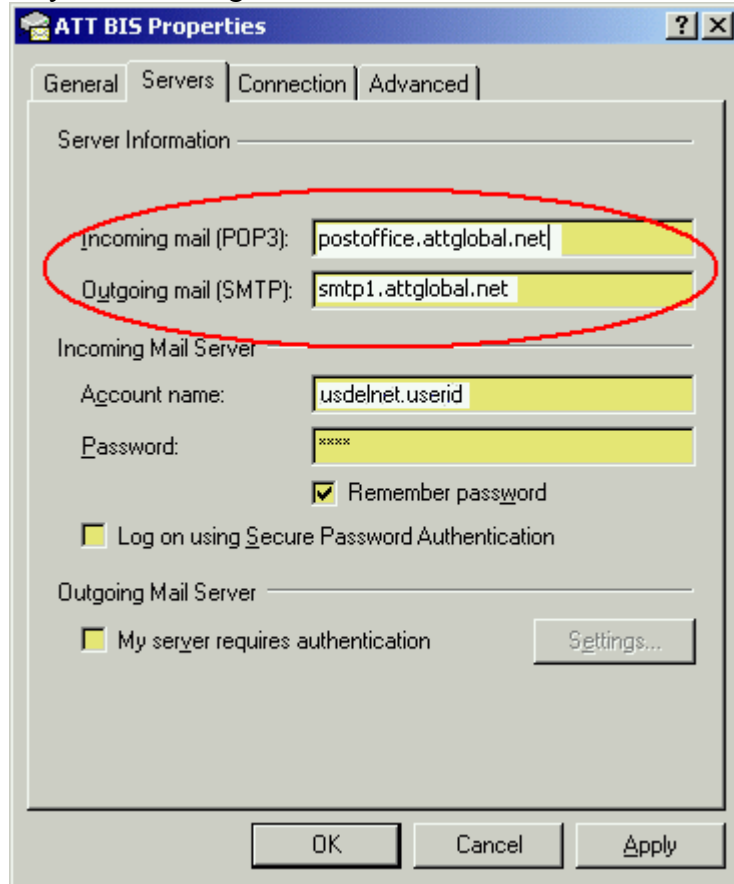
- b) Under the General tab enter your Name, Organization, Email address and Reply address in the appropriate field.



c) Click the Servers tab and verify the following:

- i) Enter your POP server in the Incoming Mail (POP3) field.
- ii) Enter your SMTP server in the Outgoing Mail (SMTP) field.
- iii) Choose the option Log on using.
- iv) Enter your POP username in the Account field.

d) Enter your password in the Password field.



e) Do not modify the Security tab settings.

f) Click Advanced Options and leave the port numbers at their default (110 for POP and 25 for SMTP). You should not check 'Leave copy of messages on server' or your mailbox may become full.

g) The rest of the Advanced options are preferences so click OK. You should now be configured for AT&T BIS.

H. Components Missing or Receiving Startup Error Messages

If you receive errors regarding "Unable to open your default mail folder" or if you are missing components like "Internet Mail." You need to properly configure your Windows system. Usually the mail program will give you specific instructions on doing this. If not, go directly to the Mail and Fax icon in Control Panel. Services, default mail folders, and address books are installed here. Use the Windows help or contact your Windows provider if you need specific help for your system.

I. Information on Telnetting into your Mailbox

If you are having problems receiving mail, try telnetting into your mailbox. This will ensure the POP server is functioning properly. You will need to use a Telnet application to access the POP server. It is EXTREMELY important to specify port 110, otherwise you will see a message from the POP server reading "login:" and the below procedures will fail. Windows 95/98/NT offers an inbuilt Telnet application. To use it, open an MS-Dos Prompt and issue the following command:

```
C:\>telnet your.pop.server 110
```

(Replace your.pop.server with your POP server and do not forget 110).

- You should connect and see a line beginning with +OK.
- Type (w/o quotes): "user YourAccount.YourUserid" (replace with your account/userid) then hit enter. You should then see another +OK message.
- Type (w/o quotes): "pass YourPassword" (login password) and hit enter.
- If the mailbox is functioning you will see another +OK message with the message number. If not, you will receive an error beginning with - ERR.
- The most common error is "-ERR UserID or Password supplied for "account. userid" is incorrect." This error usually means the username/pw is invalid or you accessed the wrong POP server. If you see the error "- ERR Previous Process Found" or 0 messages after an abrupt disconnection, wait 20 minutes and retry (the mail will be restored).
- If you receive any other errors check the status page for known outages. If there are none listed contact the helpdesk for further assistance.
- Type quit to exit the mailbox.

This is sample text from a mailbox telnet session:

```
+OK Pop Server Version 1.0.0 at pop3b.prserve.net Starting.  
user account.userid  
+OK Password required for account.userid.  
pass password  
+OK userid has 3 message(s) (7683 octets)
```

In this example this mailbox is working properly and has 3 messages. If mail could not be downloaded, one of the following is the problem:

- 1) The email software is not configured properly.
- 2) There is a problem with the email software itself.
- 3) One of the email messages may be causing a failure while the mail is being downloaded. This may be from a non-standard or large email message that is causing the email software to abort the download. This is often seen with Outlook Express and Netscape Mail. If you receive this problem, try the following:
 - a) Try downloading your mail with another email application.
 - b) Through Telnet you can selectively delete the message causing your email application to terminate (see the Telnet commands below).

- c) Delete all mailbox messages using the web page account tools. This process is irreversible and the mail cannot be recovered.

Available Commands once telneted into your Mailbox:

- LIST -Displays each message with its number (#) and file size.
- DELE # -Deletes the mail item specified (# is the message number). Make sure to type quit after finishing the delete command(s).
- RETR # -Displays the message across the screen without stopping.
- QUIT -Closes the Telnet session.
- TOP # RETR -Displays the message header (shows who the message is from).

J. Troubleshooting Section

Microsoft Mail Troubleshooting (also see the General Troubleshooting):

- Outlook Express will many times terminate a mail download if it detects your mailbox contains a non-standard email message.
- Outlook Express may crash when using auto-dial feature with our dialer. If you experience this problem try downloading the latest dialer. If it continues to fail highlight your existing account name from Outlook and choose Properties. Click the Connection tab and choose Connect using a Local Area Network. Re-enable the autodial feature if you download a new dialer to see if the problem is corrected on your system.
- If you are missing the Internet Mail component or if you are missing a Default Mail folder, see the component help above.
- If you have any other problem with the these Microsoft mail packages, you can use the following support resources:
 - a) Register and use the Microsoft Support Online tool. It is located at <http://www.microsoft.com/support>
 - b) Connect to the Microsoft public news server: msnews.microsoft.com. You can post questions to experts in the following newsgroups:
 - microsoft.public.inetexplorer.ie4.outlookexpress
 - microsoft.public.exchange.clients
 - microsoft.public.outlook
 - microsoft.public.internet.mail

K. General Email Troubleshooting Information:

Note: The following provides a basic outline of troubleshooting problems when downloading and sending email. For a full list of all the email troubleshooting please obtain the general email document or visit http://help.place_holder_domain/email/genpd.html

- 1) If you are unable to Download email, but email is sent successfully:
 - a) Verify your email settings are correct (your POP server, POP username and login password must be correctly listed in your email software).
 - b) If it has worked before, check the status page for mail outages.
 - c) If you experienced an abrupt disconnection, wait about 15 minutes to retry downloading mail. Otherwise you may receive "0 messages" or "previous process found" until the POP server restores your mail.
 - d) Test your mailbox by carefully following the telnet procedures. If telnet confirms the mailbox is functioning there may a single message causing a download failure as listed in the telnet instructions. If not, contact the software vendor or try using another email package.

- 2) If you are unable to Send email, but email is downloaded successfully:
 - a) Verify your email settings are correct (the SMTP server and email address must be correctly listed in your email software).
 - b) If it has worked before, check the status page for mail outages.
 - c) Send a message to your email address as a test. Make sure to type the full email address in the correct location of the message window.
 - d) If the Reply To or Email Address setting has an invalid domain name, mail will fail to be sent and return the error "451 Unresolvable Domain" (email addresses have the format username@domain). If you want an anti-spam address, try something like useridREMOVE@domain.
 - e) Verify you dial into OUR service before accessing our SMTP server. If using another provider (Lan or Dial) you should use their SMTP server to send out email. If not you may receive the error "550 Access Denied". If you receive this error dialed into our service find the local IP address in the dialer messages window. Perform an NSLookup to verify it resolves to a domain name (in Windows 95/98/NT issue "ping -a IP.address" from an MS-Dos prompt to perform a lookup). If it fails to resolve OR if you are unable to perform these procedures submit a problem to the online helpdesk on our web page. Provide the local IP address and dial access number being used.
 - f) If you fail to connect smtp1.place_holder_domain you may want to try using the other name smtp2.place_holder_domain. There is no difference between these servers because they point to the same machines underneath the covers, but switching may help your email software clear its cache.
 - g) If you are using Windows 95/98/NT open the Network icon from Control Panel. Under the Identification tab verify the Computer Name and Workgroup are only alphanumeric characters without any spaces. If not, sending email may return an error "501 Invalid Domain".
 - h) Contact the software vendor or try using another email package.

- 3) If you are unable to Send AND Download email:
 - a) Verify your email settings are correct (SMTP server, email address, POP server, POP username and login password should be setup).
 - b) If it has worked before, check the status page for mail outages.

- c) If using an email application for Windows 95/98/NT verify you are using our Windows 32-bit dialer. If you are using our Windows 16-bit dialer you must use a 16-bit email application only.
 - d) Test your dial connection using ping. You can try to ping your home page, the POP or SMTP server(s) to see if you have a dial connection. In Windows 95/98/NT open an MS-Dos prompt and issue the command: "ping server.name" without quotes. It should return replies. With the
 - e) Windows 3.x dialer you can use pingw.exe from the dialer directory. If you are unable to Ping it is probably a dial connection problem.
 - f) Contact the software vendor or try using another email package.
- 4) If you are unable to send email to a Single (or few) addresses:
- a) Verify you typed out the full email address in the correct location without using an address book. Contact the owner of the email address to verify it is valid (most problems relate to invalid addresses).
 - b) Anytime email fails to be delivered it should bounce (or return) to the sender. The bounced email message should contain a complete mail header with server information (your email software should have an option to display all headers). The message header and errors in the message body **MUST** be available to troubleshoot these problems. Our outgoing and incoming mail system will bounce any message that fails to reach its destination. We cannot control outside email systems, which can delete failed messages instead of bouncing them. Once you have the email header information check for the following:
 - i) The recipient's email address should be correctly listed in the message header. If not, the message is being sent incorrectly.
 - ii) Check your software settings and/or the message window. If you see messages regarding "Too many hops" on servers outside our network, there is unfortunately nothing we can do. This is because that system is too far off the Internet backbone.
 - iii) If the header shows a failure in a certain system, the header should be sent to the owning network administration. If you suspect a problem on our system submit the header through the online helpdesk on our web page.

Additional Contacts:

Your Internet Helpdesk is your Network Support.

Microsoft supports Microsoft mail applications.