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A. Introduction (Please Read First)

Netscape browser versions 2 and higher offer a built in email program. The following guide has setup as well as fix information on this email program. Netscape v2.x - v3.x does not offer an option for multiple mailboxes. Netscape v4.x offers multiple "profiles" for this ability.

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

Your new NNTP (Newsgroup) server for all of these instructions is:
NEWS1.ATTGLOBAL.NET

C. Netscape 2.x - 3.x Mail and News Preferences (Setup Information)

Note: See the Server section for information on the server names.

- 1) To get to the Mail and News Preferences click Options under the browser or mail window and choose Mail and News Preferences.
- 2) Appearance Tab: are all your preferences.
- 3) Composition Tab: are all your preferences. There are options to email or save outgoing mail or news items. The save email items are usually defaulted to the sent mail file (i.e. c:\netscape\mail\sent).

- 4) Servers Tab: contains most of the important information including:
 - a) Outgoing Mail (SMTP) Server- Enter your SMTP server.
 - b) Incoming Mail (POP3) Server- Enter your POP server.
 - c) POP3 username- Enter your email username.
 - d) Mail Directory defaults correctly (i.e. c:\netscape\mail).
 - e) Maximum Mail Message defaults to None.
 - f) Messages copied from the server should be Removed from the Server.
 - g) Check for Mail should be None or a high number (i.e. 99) see troubleshooting for more information.
 - h) News (NNTP) Server- Enter your News server.
 - i) News RC directory defaults correctly (i.e. c:\netscape\news).
 - j) Maximum messages at a time is a preference for News.

- 5) Identity Tab: contains information on yourself including:
 - a) Your Name should list your name as you wish it to appear.
 - b) Your Email should be your email address.
 - c) Your Reply-to-Address should list your email address again.
 - d) Your Organization is a Preference.
 - e) Signature File is optional.

- 6) Organization Tab: are all preferences, but the most important option is Remember Mail Password. When you attempt to retrieve mail a pop- up will appear asking for a Password, which is identical to your login password. If this box is checked Netscape will keep the Password if not, it will prompt again. You need to uncheck this anytime you change your Password or if you are having password problems (revokes).

D. Netscape 4.x Mail & Newsgroups Preferences (Setup Information)

Note: See the Server section for information on the server names.

- 1) Start the Netscape "Profile" you would like to configure. (You can create multiple profiles to maintain multiple settings using the User Profile Manager in the Communicator Utilities program group).
- 2) Choose Edit from the Netscape menu bar and then Preferences.
- 3) From the Category list, click the plus sign next to Mail & Newsgroups.
- 4) Select Identity under Mail & Newsgroups and enter the following:
 - a) Enter Your name as you wish it to appear.
 - b) Enter your Email address and the Reply to address if different.
 - c) Organization and Signature File settings are your preferences.
- 5) Select Messages under Mail & Newsgroups and modify the settings as desired (all options here are preferences).

- 6) Select Mail Server under Mail & Newsgroups and enter the following:
 - a) Mail server user name is your POP Username (account.userid).
 - b) Outgoing mail (SMTP) server is the SMTP server.
 - c) Incoming mail server is your assigned POP server.
 - d) Under the Mail Server Type choose POP3 (messages and folders are kept locally, on the hard disk). Do not check Leave messages on server after retrieval or your mailbox on the server may become full.
 - e) Click the button More Options.
 - f) The Local mail directory should default correctly.
 - g) It is best not to check the option to Check for mail every xx minutes to prevent password problems.
 - h) You should uncheck the Remember my mail password option anytime you change your password. Otherwise you can use this feature.
 - i) Click OK on the More Options window.
- 7) Select Newsgroup Servers under Mail & Newsgroups and enter the following:
 - a) Enter the news server in the Discussion groups (news) server field.
 - b) Leave the port at the default of 119 and do not check Secure.
 - c) All other options are preferences.
- 8) Select Directory under Mail & Newsgroups and modify the settings as desired (all options here are preferences).
- 9) All other options in Netscape Communicator are preferences except the Proxies option. Netscape will default to using a Direct connection to the Internet. Do not use this option, unless you are using one of our intranet only services. If so, contact your SA or local support for the proxy or "socks" server to use. Click OK when completed.

E. Information on Telneting into your Mailbox

If you are having problems receiving mail, try telneting 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 95/98/98/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 QUALCOMM Pop server derived from UCB (version 2.1.4-R3) at
pop1.prserv.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 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).

F. Troubleshooting Section

Netscape Mail Troubleshooting (also see the General Troubleshooting):

Note: The following fixes list many common errors with Netscape mail. You can try to search for more fixes at <http://help.netscape.com> or <http://www.ietf.org> if the below troubleshooting fails.

- If you get the error, "An Error Occurred With the POP3 Server. You Should Contact the Server Administrator..." see the Telnet help above. This can be caused by a large or non-standard email message causing Netscape to terminate a download.
- Disable email auto-checking if your password continually becomes revoked. Netscape defaults to checking for mail automatically every 10 minutes. If an invalid password is stored in Netscape this will cause the password to revoke. You should also uncheck Remember Mail Password.
- The Netscape email program window can be manipulated to cover up email messages (it is separated into three separate panes). The email program defaults to displaying your email on a "web browser" window. The middle bar can be moved up and down using your mouse or try maximizing the mail window if you do not see your email messages.
- If you are having difficulties sending email see the general email troubleshooting. If this fails, check for the following:
 - a) Use this help if you are unable to "resolve" the SMTP server using 32-bit Netscape. Open Netscape, click Options then Mail and News Preferences. Click Servers and erase everything (including spaces) in the Outgoing Mail (SMTP) Server field. Click OK, close Netscape, restart Netscape, re-add the SMTP server and retry.
 - b) If you get the message "unable to open temp file..." it is associated with an incorrect entry in netscape.ini. Use File Manager or Windows Explorer to navigate to the file then double-click it. Under the heading Main look for the entry called temp directory= and verify the path statement is correct.
- Use the following help for FCC errors. Go to Options then Mail and News Preferences then the Composition Tab. Verify the path to the Sent file in the Mail File field under "By Default, copy outgoing message to the file" is correct. If so remove the path or rename the file to have Netscape recreate the Sent file. You should also check all fields with a path statement including the News entries.
- Use these procedures for all over general receive mail problems including General Protection Faults and Illegal Function errors. Rename all the files called *.snm and

popstate.dat in the netscape\mail folder to keep the old messages (if that fails you will have to move or delete ALL the files). Restart and retry the Netscape program. You can also uninstall Netscape making sure to delete the existing directory before reinstalling. Bookmark.htm and Address.htm save your bookmarks and address book settings respectively, so you can make backups of them.

- Go to the web pages listed above to search for more Netscape fixes.

G. 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 95/98/98/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 95/98/98/NT open the Network icon from Control Panel. Under the Identification tab verify the Computer Name and Workgroup are only alpha-numeric 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 95/98/98/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 95/98/98/NT open an MS-Dos prompt and issue the command: "ping server.name" without quotes. It should return replies. With the 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.
- e) 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. Check your software settings and/or the message window.

- ii) 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.

Your Software Support is provided by Netscape.