Version 3.0 For Windows
User Manual

Eudora Light

Acknowledgments

About the Name

Why the name "Eudora"?

When looking for a name for this new Post Office Protocol mail program, we thought immediately of the title of the short story "Why I Live at the P.O.," and named the program after the author of the story, Eudora Welty.

"Why I Live at the P.O." can be found in a collection titled *A Curtain of Green* (Harcourt Brace Jovanovich). Ms. Welty's stories are funny, sad, and fascinating; she's surely one of the great American writers.

Contents

Getting Started

System Requirements

To use the Eudora Light electronic mail (e-mail) application (hereafter referred to as Eudora), you must have the following:

- IBM PC or compatible.

- Microsoft Windows 3.1 for 16-bit version; Microsoft Windows 95 or Windows NT 3.51 or later for 32-bit version.

- Winsock 1.1 API compliant networking package (not needed for serial connection).

- A mail account with an Internet Service Provider or an Internet-style network.

- Access to your mail account via a modem (9600 bps or higher recommended) or Internet-style network connection.

Installing Eudora

Installing Eudora is simple, and requires very little input—just follow the instructions below. If you are installing over a previous version of Eudora Light, all of your messages, mailboxes, folders, and options will be maintained.

To install Eudora, do the following:

1. Exit any applications you are running including toolbars, memory management programs, screen savers, and virus protection programs.

2. If you are installing from a software archive, double-click on it to start the Setup application.

    If you are installing from diskette, insert the Eudora diskette 1 into drive A: of your PC. Then select **Run...** from the **Start** menu, enter **A:Setup.exe**, and click **OK**.

3. Read the Welcome screen, then click **Next**. The Software License Agreement is displayed.

4. Read the Software License Agreement and click **Yes**.

6. Specify a directory to install Eudora Pro, then click Next.

    Note: If you are already using Eudora, you can select your current Eudora directory and all of your messages, mailboxes, folders, and options will be maintained.

7. Select the version of the software that you want to install, 16- or 32-bit.

    Based on the operating system and connectivity software that you are running, the Setup program recommends an appropriate version. The 32-bit software can be used with the 32-bit operating systems Windows 95 or Windows NT 3.51 or later, but it also requires 32-bit connectivity software. If you are using a 32-bit operating system but the Setup program recommends the 16-bit version, it is probably because your connectivity software is 16-bit.

8. Verify that the displayed settings are correct, then click Next (or use the Back button if you need to go back and make changes).

9. If you are installing from diskette, you are prompted to insert the additional diskettes into drive A.

10. Eudora is installed in the destination directory, and you are prompted for whether or not you want to view the README file. Click Yes.

Uninstalling Eudora

You can uninstall Eudora by using the tools provided with your Windows operating system. In Windows 95 or Windows NT 4.0, open the control panel, double-click on **Add/Remove Programs**, select Eudora, and click Remove. In Windows 3.1 or Windows NT 3.5, open the Eudora program group from within the Program Manager, then double-click on the **Uninstall Eudora** icon.

Opening and Configuring Eudora

After you have installed Eudora, double-click on its icon to open it. If you are installing Eudora for the first time, the Getting Started Options are displayed.

To send and receive messages, you must have an account on a computer running a POP (Post Office Protocol) server, and access to a computer running an SMTP (Simple Mail Transfer Protocol) server. Your incoming e-mail messages are delivered to your POP account, where Eudora picks them up and transfers them to your PC. Your outgoing messages are sent to the SMTP server, which delivers them to your recipients.

You have to provide basic information about your account, servers, and network connection before you can send and receive messages. To do this, use the **Getting Started** Options (if this is not open, select **Options...** from the **Tools** menu and click on the Getting Started category).
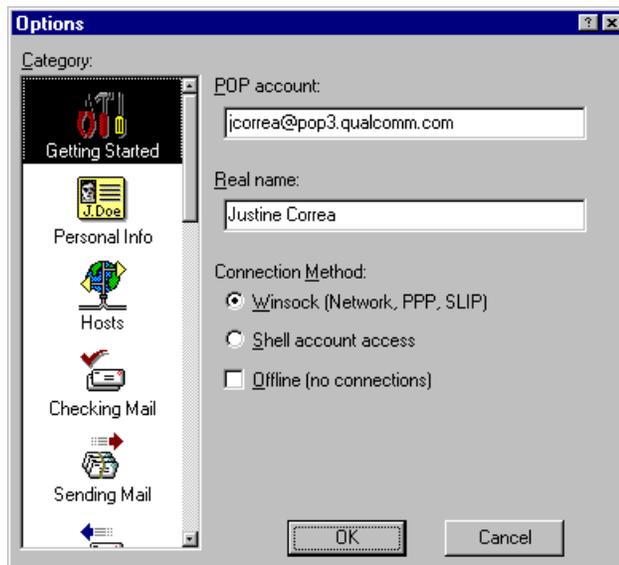
An example of Getting Started Options

In the **POP account** field, type your POP account name, an "@" sign, and the full name of the computer that is running the POP server. For example, if your assigned POP account name is "jcorrea," and the name of the computer where you receive e-mail is "pop3.qualcomm.com" type "jcorrea@pop3.qualcomm.com" in this field.

Note: Be sure to use your POP account —this may or may not be your e-mail address. If your e-mail address is different than your pop account, put your e-mail address in the **Return Address** *field of the Personal Info Options.*

In the **Real name** field, type your real name. It is included in the **From** field of your outgoing messages.

Specify a connection method. If you are using Eudora via TCP/IP software (e.g., a direct network connection, SLIP, or PPP), select **Winsock**. If you are using Eudora via a Unix shell account, select **Dialup**. Most users will select Winsock.

If your POP and SMTP servers are on the same computer, you do not need to specify an SMTP server. If they are not on the same computer, click on the **Hosts** category and enter in the **SMTP** field the full name of the computer running the SMTP server.

You are now ready to go. For a quick introduction to Eudora's basic functions, see the "Tutorial" chapter; for detailed explanations of all the available functions, see the appropriate chapters.

Quitting Eudora

To quit Eudora, select **Exit** from the **File** menu. If you have queued messages, or timed messages due to be sent in the next 12 hours, you are given the option to send them (see the section "Quitting with Queued Messages").

The Trash mailbox is emptied if the **Empty Trash when exiting** option is on in the Miscellaneous Options.

Online Help

There are several ways to get online Help with Eudora:

• To find out what something in the user interface does, use either **Context Sensitive Help** from the **Help** menu, or the **Help button** on the toolbar, and click on the item you want to know about. A brief description of the item is displayed.

• The **F1** key also displays context-sensitive Help. Select the user interface item you want to know about, then press **F1**.

• For instructions on how to do certain tasks, select **Help Topics** from the **Help** menu. The Help Contents are displayed, and you can either browse the contents or use the Find and Index options.

Registering Your Copy of Eudora

Use the **Register Eudora** command (in the **Help** menu) to register your copy of Eudora and receive a free electronic newsletter. It covers the latest news and informaton about the Eudora Division of QUALCOMM Incorporated, our products, e-mail, messaging, and other interesting new applications and exciting services that can be delivered directly to your electronic mailbox.

If you open the registration screen but don't want to register at that time, you can choose **Not Now** to be prompted 7 days later, or **Never Register** to never be prompted again. At any time, you can choose **Register Eudora...** from the Help menu to display the registration form.

Tutorial

Introduction

This tutorial introduces Eudora's basic functions. There are a host of other operations that are not described here. For detailed explanations of all available Eudora functions, see the other chapters.

Most Eudora commands can be applied either to an open message window or to highlighted message summaries in a mailbox window. This lets you apply commands (such as Transfer, Forward, and Reply) to messages without opening them first. Whenever the term *current message* is used in this manual, it refers to a message that is open and is in the topmost window or whose message summary is highlighted within a mailbox window.

Creating an Outgoing Message

A good way to familiarize yourself with Eudora is to create an outgoing message. An outgoing message is one that you send to someone else.

From the **Message** menu, select **New Message**. A new *composition window* is displayed. Since it is easiest to experiment with Eudora by sending a message to yourself, type your own e-mail address in the **To** field.

The **From** field has been automatically filled in and can't be altered. This is your real name and return address (as entered in the **Real name** and **Return address** fields in the Personal Info Options).

Press the tab key or point and click the mouse to move the cursor down to the **Subject** field. Typically, you would enter some brief text indicating what the message is about. For this message, type the words **Test Message**.

Move the cursor past the remaining **Cc, Bcc**, and **Attachments** fields down into the large area below them. This area is reserved for the body of the message. Here you can type whatever text you want. When you finish your message (referred to in this tutorial as your *test message*), the composition window should look something like the following example.
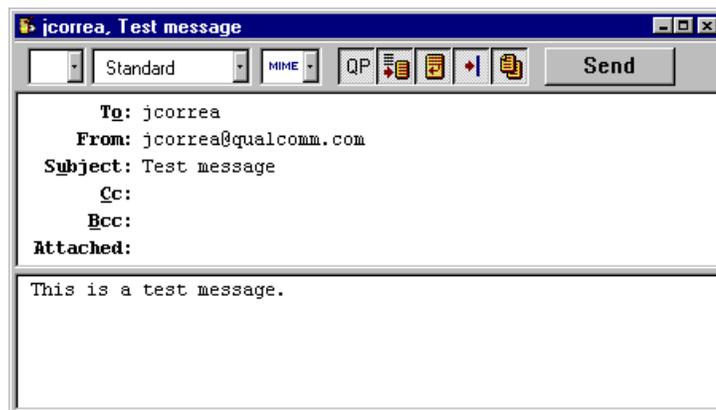
Example test message

Saving the Message

To save any current outgoing message, such as your test message, select **Save** from the **File** menu. This saves the message in its current state in the Out mailbox, which holds all outgoing mail.

After you save your test message, select **Out** from the **Mailbox** menu to view the message summary. The bullet (•) in the Status column of the message summary indicates that the message has been saved, and can be sent or queued.
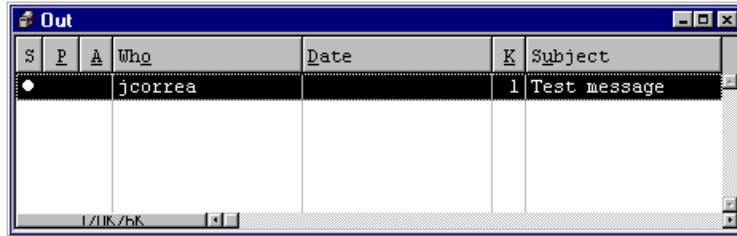
A message saved in the Out mailbox

Sending the Message

Notice the **Send** button in the upper right hand corner of the composition window. To send the message, simply click on this button.

The composition window immediately closes, and the progress window is momentarily displayed at the top of the screen. The progress window shows you the progress of lengthy operations.

Checking for and Receiving the Message

There are two ways to check your POP server to see if you have any new incoming mail. One way is to set up Eudora to automatically check for mail every so often. The other way is to check for mail manually whenever you want to by selecting **Check Mail** from the **File** menu. Do this manual check now.

Your password is requested for the first mail check after Eudora is opened, whether it is an automatic or manual check.

Note:　Your POP account password is provided by your e-mail administrator.

The Password dialog

Type in your password and click **OK**. If you make a mistake before clicking **OK**, simply backspace and re-enter the password correctly. If your password is rejected, select **Check Mail** from the **File** menu again and re-enter your password.

Note:　Your password is case-sensitive, so the uppercase and lowercase letters must be typed in exactly. Be sure Caps lock is off.

After successfully entering your password, a progress window is momentarily displayed at the top of the screen indicating that an attempt to reach your POP account is being made. If there is a network problem between you and the POP server, an alert is displayed. Consult with your e-mail administrator to solve the problem.

If there is no mail waiting at your account on the POP server, the **You have no new mail** alert is displayed. This means that the message you sent to yourself in the previous exercise has not been delivered to your POP account yet. Click **OK**.

Keep selecting **Check Mail** from the **File** menu until your test message arrives. If the message doesn't arrive in a minute or two, notify your e-mail administrator.

When mail is found in your POP account, it is transferred to your PC and the progress window lets you monitor the transfer. This is followed by the **You have new mail** alert.

Click **OK**. The In mailbox window is displayed with your test message summary listed inside.
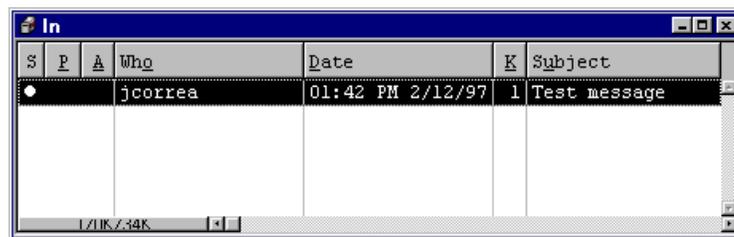
The test message listed in the In mailbox

The mailbox window shows a summary of each message in the mailbox. Incoming messages are stored indefinitely in the In mailbox until they are deleted or transferred to another mailbox (as described later in this tutorial).

To select (highlight) the message summary, click anywhere on the summary. To open the message, double-click on its summary. Do this for your test message to display it on your screen.
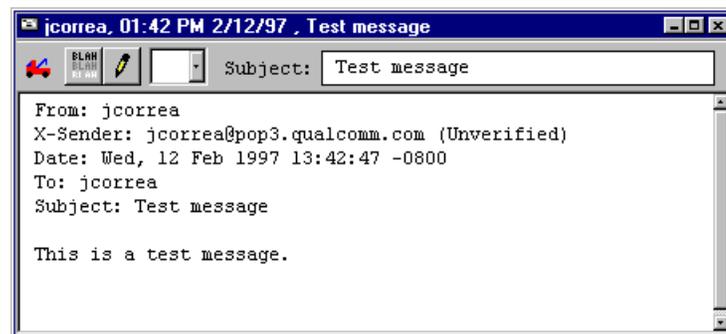
The incoming test message

Replying to the Message

You can easily reply to the sender of an incoming message without having to create a new message from scratch.

With the test message current, select **Reply** from the **Message** menu to initiate a reply to the message.

A new composition window is displayed, with the sender's address (in this case, your own) automatically placed in the **To** field of the header. The original sender's text is automatically included in the body of the message. You can edit this text as needed (or it can be deleted by pressing the Delete key). You can enter more text in the reply message just as in any outgoing message. In your test reply, move the insertion point to the area below the original message and type in some additional text. To send this message, click **Send**.
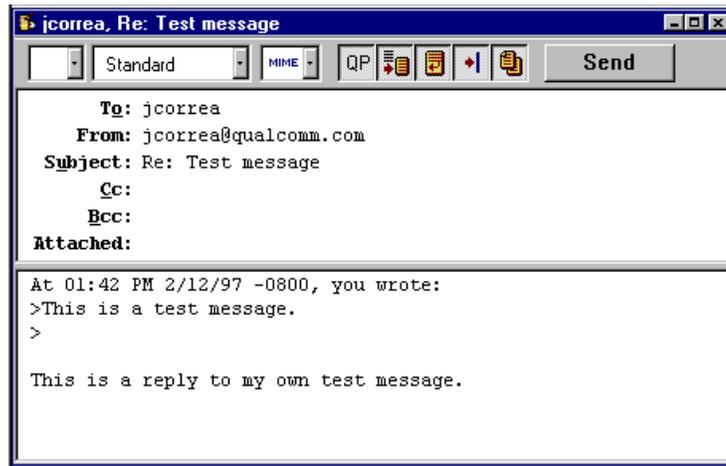
A reply to a message

Transferring the Message Between Mailboxes

You can organize your incoming mail by creating new mailboxes and easily transferring messages among them.

To create a new mailbox and transfer your test message into it, open the In mailbox, select your test message summary, and select **New...** from the **Transfer** menu. The New mailbox dialog is displayed. Any name can be typed in the new mailbox title field, but for this example, type **Testing**.

New mailbox dialog

Click **OK** to create the new mailbox. Because your test message was highlighted when you selected **New...** from the Transfer menu, it is automatically transferred into the Testing mailbox. To see this, select **Testing** from the **Mailbox** menu.

You can also transfer messages among existing mailboxes. To do this, select your original test message from the Testing mailbox and then select **In** from the **Transfer** menu.
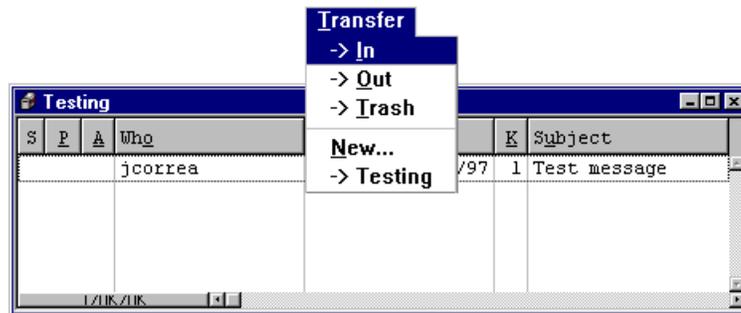
Transferring the test message

Deleting the Message

Messages are stored indefinitely in any mailbox until they are deleted or transferred to another mailbox. Any current message can be deleted.

To delete your test message, open it or select it in the In mailbox. Then, select **Delete** from the **Message** menu. As a safeguard, the Delete command doesn't actually delete messages, but instead transfers them to the Trash mailbox. So, if you suddenly realize that you deleted a message you want to keep, you can transfer it out of the Trash into another mailbox.

All messages stored in the Trash mailbox are automatically deleted when you quit Eudora (although you can turn this option off). To manually delete messages in the Trash mailbox, select **Empty Trash** from the **Special** menu.

Creating Messages

Creating an Outgoing Message

An outgoing message is a message you send to someone else. The simplest way to create an outgoing message is to select **New Message** from the **Message** menu. A new message window is displayed, referred to as the *Composition Window*.

Using the Composition Window

The composition window consists of the title bar, the toolbar, the message header, and the message body.
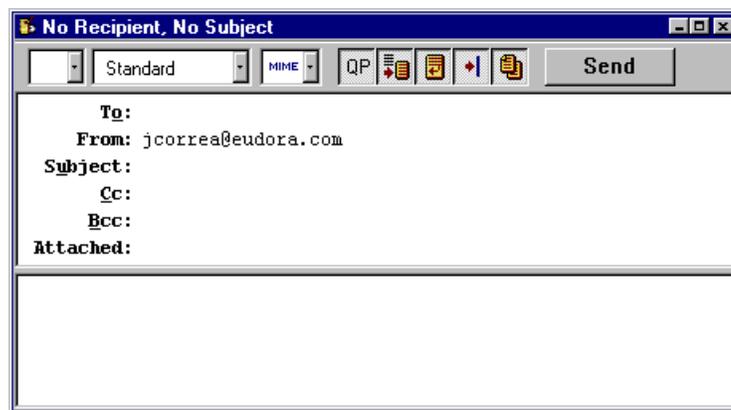
The composition window

Title Bar

The Title bar provides information about the message, including the name of the addressee, the time and date the message was sent, and the message subject.

Toolbar

The toolbar consists of a series of buttons and popups that are displayed just under the title bar. It allows you to control the priority of your message, override some of your default options for the current message, and send or queue the message. Each button can be turned on or off for the current message by clicking on it (a button is on when it is depressed, and off when it is raised). You can set some of the defaults for the toolbar in the Sending Mail Options.

The popup menus and buttons are described below.

Priority Popup
This lets you indicate that the message is of higher or lower priority than a normal message. For most messages, this is just an empty box (normal priority). For details, see the section "Setting the Message Priority."

Signature Popup
This lets you automatically append one of your signatures to the end of the message. For details, see the section "Using a Signature in an Outgoing Message."

MIME ·   **Attachment Type Popup**
This lets you select the encoding format for attachments. For details, see the
section "Attaching a File to a Message."

QP   **Quoted-Printable Encoding**
If this is on, quoted-printable encoding is used when sending messages that
contain long lines of text or special characters. It is used for all plain text
attachments. It is recommended that this always be on.

Text As Document
If this is on, plain text files are attached to the message, not incorporated into the
message as part of the message body.

Word Wrap
If this is on, a carriage return is not required at the end of each line. When the
message is sent, the text is automatically "wrapped," meaning that carriage
returns are inserted at the end of each line of text, with roughly 76 characters per
line.

Tabs in Body
If this is on, pressing the tab key within the message body inserts a tab. If this is
off, pressing the tab key within the message body returns the cursor to the **To**
field of the message header.

Keep Copy
If this is on, a copy of the message is put into the Out mailbox when the message
is sent. These messages are saved there until they are deleted or transferred.

Send   **Send** or **Queue**
These let you send the message immediately or put it in the queue to send later.
If the **Immediate Send** option in the Sending Mail Options is on, the button is
labeled Send. If the option is off, the button is labeled Queue. For details, see the
Queue   section "Sending or Queueing a Message."

Message Header

Outgoing mail headers consist of the following fields: **To**, **From**, **Subject**, **Cc**, **Bcc**, and
Attachments. Each field is described below. The **To**, **Subject**, **Cc**, and **Bcc** fields can be directly
edited. To move the cursor from field to field, press the tab key or click in the desired field with the
mouse.

To resize the Header region of the outgoing message window, drag the separator up or down.

To
The intended recipients' e-mail addresses, or nicknames you have defined (see the section "Using
the Address Book and Quick Recipient List"). Multiple addresses and nicknames must be separated
by commas.

From
The sender's e-mail address. This is usually your POP account plus your real name. You can use a
return address other than your POP account by entering the address in the **Return address** field of
the Personal Info Options.

Subject
Some brief text indicating the contents of the message. This field can be left blank (though it is a
breach of e-mail etiquette to do so).

Cc
The e-mail addresses or nicknames of people to whom a copy of the message is to be sent. These recipients are displayed in the message header for all recipients to see. Multiple addresses must be separated by commas. This field can be left blank.

Bcc
The e-mail addresses or nicknames of people to whom a copy of the message is to be sent. These recipients are not displayed in the message header, and the recipients in the **To** or **Cc** fields will not know that a copy went to these addresses. Multiple addresses must be separated by commas. This field can be left blank.

Attachments
A list of documents being attached to and sent along with the message. You must use one of the attachment options to add attachments (see the section "Attaching a File to a Message"). To delete an attachment from an outgoing message, select it and press the delete key. This field can be left blank.

Message Body

After filling in the header fields, move the insertion point to the space below the message header. Type the body of the message here.

Word Wrap
If you turn on the **Word Wrap** button in the message toolbar, when the message is sent carriage returns are automatically inserted at the end of each line of text, with roughly 76 characters per line. This makes the message legible on the recipient's computer.

It is a good idea **not** to include your own carriage returns within paragraphs if you have this option on. Only use carriage returns to create new paragraphs.

To manually wrap text, select the text you want, then select **Wrap Selection** from the **Edit** menu. To unwrap text, select the text you want, then hold down the Shift key and select **Wrap Selection** from the **Edit** menu.

To copy wrapped text without taking the carriage returns, hold down the Shift key and select **Copy** from the Edit menu.

Using a Signature

A signature is a few lines of text that are automatically added to the end of an outgoing message when it is sent. A signature can be whatever you want, but it is mostly used to give contact information (telephone, address, etc.).

Note: Your signature is not displayed in the Eudora message window, but is added to the end of the message when it is sent.

To create or modify the Standard or Alternate signature, select it from the **Signatures** submenu on the **Tools** menu. The Signature window is displayed. Enter your signature text, and select **Save** from the **File** menu to save your changes.

Creating the signature

To include the Standard or Alternate signature in an outgoing message, select it from the Signature popup in the message window. To set the Signature popup to **Standard** for all new messages, turn on **Use signature** in the **Sending Mail Options**.
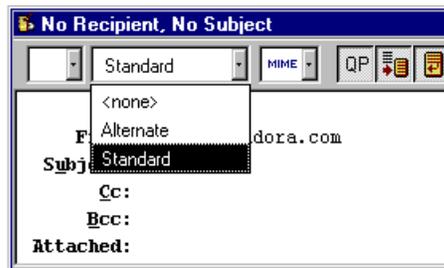
Setting the signature for a particular message

Setting the Message Priority

You can assign a priority to incoming and outgoing messages. The priority is only for you and your recipients—it does not affect the way mail transport systems handle the messages.

There are five priority levels available, 1 being the highest, 5 being the lowest. Each is represented by a small symbol in the Toolbar of a message window and the Priority column of a message summary. Priority 3 is used for messages that have no assigned priorities, and it is not displayed. The **high** and **highest** priority symbols are red.

New messages are created with a Normal priority. To change the priority of the current message, use the Priority popup.
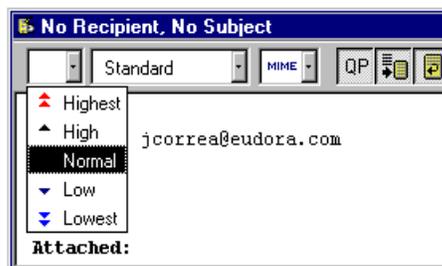
Changing the priority of a message using the priority popup

Note: *To set up Eudora to always use the sender's priority on your replies, turn on the **Copy original's priority to reply** option in the Replying Options. You can always change the priority in the message window.*

Attaching a File to a Message

Any file can be attached to and sent with a Eudora message. Most of the time, an attached document functions like a "rider" to the e-mail message, and does not appear within the message text. Instead, the name of the document is displayed automatically in the **Attachments** field of the message header.

To attach a file to an outgoing message, select **Attach File [to New Message]** from the **Message** menu. The Attach File dialog is displayed. Locate the file you want, select it, and click on the **Open** button to attach the document to the current message, or open a new message with the file attached. You can add as many attachments as you want to a message.

You can also drag one or more files from the Desktop onto the message window to attach them.

To detach a document before the message is sent, select the document in the **Attachments** field, then press the delete key or select **Clear** from the **Edit** menu.

When the message is sent it is encoded in the selected attachment type. This allows you to send any kind of document through the mail, even applications.

If the document is an ASCII file, you can put it in the body of the message by turning off the **Text as Attachment** button in the message toolbar, or by turning on the **Put text attachments in body of message** option in the Attachments Option.

The attachment types include the following:

MIME
This is best for recipients with MIME-compliant e-mail readers, regardless of what operating system they are using. For more information on MIME, see Appendix D.

BinHex
This is best for recipients on a Macintosh with an e-mail reader that is not MIME-compliant.

Manually Decoding Attachments

If you send an attachment and your recipient's e-mail program does not automatically decode it, it will probably be included in the body of the message in the chosen attachment format (MIME, BinHex, or Uuencode).

If you recieve a large message consisting largely of indecipherable text, it is probably an attachment that was not automatically decoded. Usually this is because the attachment headers are formatted incorrectly.

To decode an attachment that was not automatically decoded, open the message and select Save As from the File menu to save the message as a text file. Then run the decoding utility appropriate for the encoding method that the sender used. Decoding utilities can be found at various shareware sites on the Internet.

Including a URL in a Message

To include a URL (Uniform Resource Locator) in a message, enclose it with *less than* and *greater than* signs to ensure that your recipient's application can identify it as a URL. For example, **<http://www.eudora.com/>**.
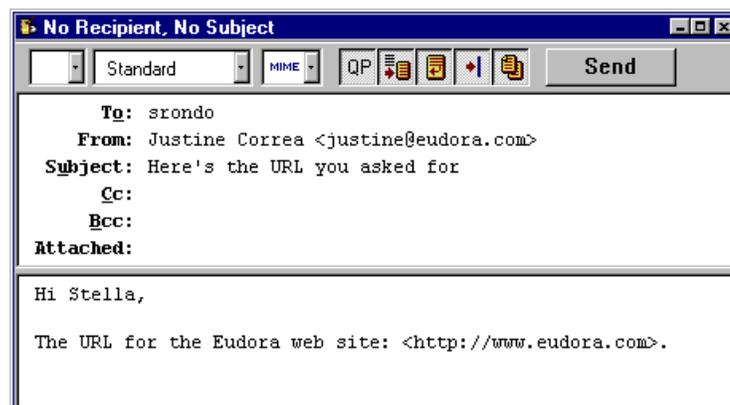
A URL in an outgoing message

Saving a Message for Later Changes

Sometimes it is convenient to save an outgoing message either as a safeguard when typing long messages, or so you can return to it later to make changes.

To save the current message, select **Save** from the **File** menu. Saved messages are put in the Out mailbox with a bullet (•) in the Status column. This indicates that the message has been saved and can be sent or queued.
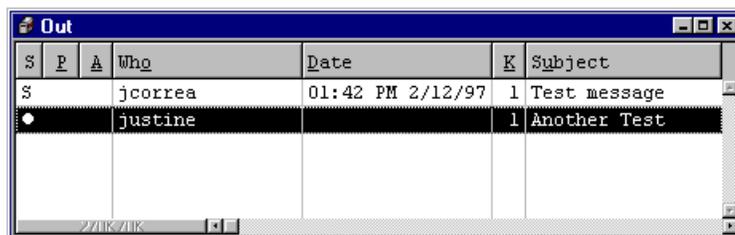
A message saved in the Out mailbox

You can continue making changes or close the message. If you try to close an outgoing message window without saving that version of the message, an alert is displayed asking if the message should be saved or the changes discarded. If you select Discard and the message has never been saved, the message is deleted.

Sending Messages

Sending or Queueing a Message

After you compose a message, you can send it immediately or put it in a queue to be sent later.

Note: Most SMTP servers do not require a password to send mail. For information about setting up a password check for sending mail, see the section "Troubleshooting."

Sending a Message Immediately

If you want to send your messages immediately instead of putting them in a queue to send later, then be sure the **Immediate send** option is on in the Sending Mail Options.

To send the current message, click on the **Send** button or select **Send Immediately** from the **Message** menu. A progress window is displayed to show the progress of the transmission.

If you have the **Immediate send** option on, but want to put the current message in the queue, hold down the Shift key and click on the **Send** button. The **Change Queueing** dialog is displayed and you can set detailed instructions. For more details, see the section "Queueing a Message to Send at a Certain Time."

Queueing a Message to Send Later

If you want to put your messages in a queue (in the Out mailbox) to send all together at a later time, be sure the **Immediate send** option is off in the Sending Mail Options.

You can set up Eudora to warn you if you try to delete a queued message, or try to quit Eudora with queued messages. To do this, turn those options on in the Extra Warnings Options.

To put the current message in the queue, click on the **Queue** button or select **Queue For Delivery** from the **Message** menu. The message window is closed (if it was open), the message is saved in the Out mailbox marked **Q** (meaning it's ready to be delivered), and the date and time are placed in the Date column.

To send all of your queued messages, select **Send Queued Messages** from the **File** menu. A progress window is displayed momentarily at the top of the screen indicating the progress of the transmission.

If you have the **Immediate send** option off, but want to send a message immediately, hold down the Shift key and click on the **Queue** button. The **Change Queueing** dialog is displayed and you can select the **Send message Right Now** option.

Queueing a Message to Send at a Certain Time

You can specify that a message be sent at a certain time in the future. To do this for the current outgoing message, select **Queueing...** from the **Change** submenu off of the **Message** menu. The **Change Queueing** dialog is displayed.

The Change Queueing dialog

If you choose **Right Now**, the message is sent immediately when you click **OK**. If you choose **Next time queued messages are sent**, the message is sent the next time queued messages are sent.

If you choose **On or After**, you can use the **Time** and **Date** fields to fill in the time and date when the message should be sent. The message is saved in the Out mailbox with a **T** in the status column, and the specified date and time in the Date column. The message is sent when the specified time arrives.

Important: *For the message to be sent at the correct time, Eudora must be running at that time. If Eudora is not running, the message is sent the first time Eudora is run after the specified time has passed.*

If you choose **Don't Send** for a message that has never been queued, nothing happens. The message is held in the Out mailbox until it is either deleted or re-queued and sent.

Editing a Queued Message

To edit a queued message, open the Out mailbox and double-click on the message summary. Make the necessary edits and save them. The message is kept in the Out mailbox. If you close the changed message without saving it, an alert is displayed asking you to verify the changes.

Taking a Message Out of the Queue

A message that is queued but is not yet sent can be unqueued using the **Change Queueing** command. Open the Out mailbox and select the desired message summary. Then, select **Change Queueing...** from the **Message** menu and click on **Don't Send**. This changes the message status from queued (Q) to saved (•). The message is held in the Out mailbox until it is either deleted, re-queued, or sent.

Sending Queued Messages When Checking Mail

If the **Send on check** option in the Sending Mail Options is on, every time Eudora checks for mail (automatically or manually), all queued messages are automatically sent.

Keeping Copies of Outgoing Messages

There are two ways to keep copies of your outgoing messages: To put a copy of every outgoing message in the Out mailbox, turn on the **Keep copies** option in the Sending Mail Options; To put a copy of the current outgoing message in the Out mailbox, turn on the **Keep Copy** button in the message toolbar.

In both of these cases, when the messages are sent they are put in the Out mailbox with an **S** in the Status column, indicating that the message has been sent.

If neither of these options are used, outgoing messages are put into the Trash mailbox.

Note: You can also set up a filter to save outgoing messages in particular mailboxes based on information contained in the message. See the section "Filtering Messages" for more information.

Receiving Messages

Checking For Incoming Mail

The POP server is where your mail is received and stored until it is transferred by Eudora to your PC. The information for your POP account is specified in the Getting Started Options.

Note: To best understand the functioning of the POP server with respect to Eudora, see Appendix C.

There are two ways to check your POP server and transfer mail to your PC: automatically or manually. These are described in the sections below.

Checking for Mail Automatically

To set up Eudora to automatically check your POP account and transfer new mail, open the **Checking Mail Options** and in the **Check for mail every ? minutes** field, enter the number of minutes that you want between mail checks. As long as Eudora is running, your POP account is checked for new mail at the specified interval.

Note: 15 minutes is a good minimum interval, because checking mail more frequently puts an unnecessary load on your POP server. If the field is empty, or is set to 0, mail is not automatically checked.

If automatic checking is set, the Check Mail command under the File menu displays the next time that an automatic check is scheduled to occur.

Checking for Mail Manually

You can manually check for new mail at any time by selecting **Check Mail** from the **File** menu.

Note: If automatic checking is on and you manually check for new mail, the next automatic mail check will happen at the specified number of minutes after the manual check.

Stopping a Mail Check

If you want to stop a mail check in the middle, click on the **Stop** button in the progress window.

Using Your Password

Each time you open Eudora and check mail for the first time, you need to enter a password for your POP account. This password is required by the POP server before it will transfer your mail, so that no one else can get your mail from the server.

Note: This does not protect your mail once it is on your PC. Unless a message has been sent with some type of security, it is just plain text, which many applications can read. If you are interested in securing the messages on your PC, you may want to consider a disk driver that can encrypt hard disk data.

If you need to enter a password, the Eudora Password dialog is displayed. Enter your password and click **OK**. If you make a mistake before clicking OK, simply backspace and re-enter the password correctly.

The Password dialog

> *Note: Your POP account password is case-sensitive, so the uppercase and lowercase characters must be typed in exactly. Be sure that Caps Lock is off.*

If your password is rejected, an error message is displayed indicating that you have entered the wrong password. Select **Check Mail** from the **File** menu to redisplay the password dialog.

As long as Eudora is running, it remembers your password. If you don't want it to remember (if, for example, you are away from your PC), select **Forget Password** from the **Special** menu. The next time you check mail, you are prompted for your password again.

You can also make Eudora remember your password from one session to the next, which means you never have to enter your password again, even if you quit and restart Eudora. You only want to do this if your PC is in a secure location, where there is no possible chance of someone else having access to it. To use this option, turn on **Save password** in the Checking Mail Options.

Changing Your Password

To change your password, select **Change Password** from the **Special** menu. You are prompted to enter your old password once, and your new password twice. Depending on the server you are using, the password can be up to 30 characters, but normally it is only 7 or 8.

> *Note: This only works if the POP server is running a compatible password-change server. For information about these servers, see Appendix A.)*

When you choose a new password, try not to use real words, names, dates, familiar acronyms, etc. Some systems require at least one number or symbol in your password, and you may want to do that even if it is not required.

Receiving New Mail

When Eudora does a mail check, you can be notified of new mail in one or all of the following ways: an alert dialog, the opening of the mailboxes to which new mail is delivered, and a special "New Mail" sound. These options are turned on or off in the Getting Attention Options.

> *Note: For the sound alert to work, you may need a sound driver for the PC speaker (see "Appendix A" for a source for this driver).*

Mail usually arrives in the In mailbox (unless you are using filters to transfer messages). If the In mailbox is not already open, select **In** from the **Mailbox** menu. The messages are listed in the order they are received, with the most recent message listed last. Unread messages are designated by a bullet (•) in the Status column of the message summary.

Double-click anywhere on a message summary to open the message. Incoming messages are saved indefinitely in the In mailbox (or the mailbox they are filtered into) until they are deleted or transferred to another mailbox.

The Incoming Message Window

To open an incoming message, double-click on its message summary in a mailbox window, or, if the message summary is current (highlighted), press the space, enter, or return key.
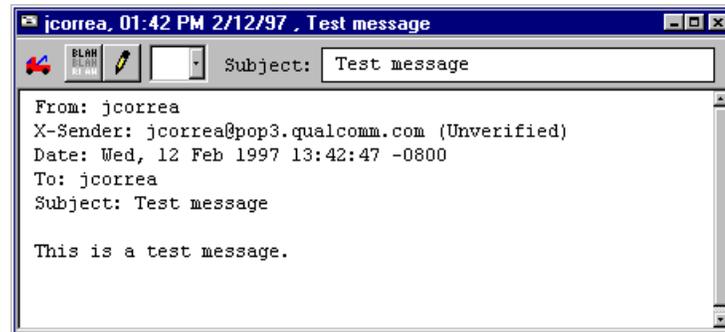
An incoming message window

The incoming message window consists of the title bar, the toolbar, and the message body.

Title Bar

The Title bar provides information about the message, including the name of the sender, the time and date the message was delivered, and the message subject.

Toolbar

The Toolbar consists of buttons and popups displayed just under the title bar.

Tow Truck
This can be used to drag any current message into a different mailbox. Just hold the mouse button down on the icon and drag it to an open mailbox or a mailbox in the Mailboxes window.

BLAH,BLAH,BLAH
If this is on, all the message headers (and any formatting codes) are displayed.

Pencil
If this is on, you can edit the message.

Fetch
If this is on, the message is transferred in full the next time you check mail. This button is only displayed if the message was originally transferred in part. For details, see the section "Managing Your Mail on the POP Server."

Priority Popup
This lets you indicate that the message is of higher or lower priority than a normal message. For most messages, this is just an empty box (normal priority). For details, see the section "Setting the Message Priority."

Subject
This is the subject that was assigned by the sender, and is shown in the message summary. For instructions on changing this subject, see the section "Editing Incoming Messages."

Message Body

The message body contains the message header and text information, as well as the name of each attachment. Attachments can be opened from within the message window by double-clicking on the attachment.

Receiving Attachments

Unless you have specified a particular directory for your incoming attachments (see the section "Specifying an Attachment Directory"), they are automatically decoded and saved in the **Attach** Directory in your Eudora Directory. If you receive multiple attachments with the same name, a number is added to the end of each duplicate name, in the order they are received.

Attachment names are displayed at the bottom of incoming messages. To open an attachment from the message window, double-click on the attachment name. If you have the application that the attachment was created in, that application launches and the attachment opens.

If you recieve a large message consisting largely of indecipherable text, it is probably an attachment that was not automatically decoded. Usually this is because the attachment headers are formatted incorrectly. To decode an attachment that was not automatically decoded, open the message and select Save As from the File menu to save the message as a text file. Then run the decoding utility appropriate for the encoding method that the sender used. Decoding utilities can be found at various shareware sites on the Internet.

Specifying an Attachment Directory

If you do not want to use the default Attach Directory to receive your attachments, select **Options...** from the **Tools** menu and select the Attachments Options. Then click on the large button beneath the Attachment Folder prompt. A standard file dialog is displayed.

Double-click on the name of the directory you want to use (its name should be displayed in the menu above the list), then click the **Use Directory** button. The dialog closes, leaving the Options dialog displayed. The name of the folder you just selected is now displayed in the **Attachment Directory** button.

Note: *If at any time Eudora cannot find your selected directory, Eudora will use the* **Attach** *Directory in the Eudora directory for attachments until you designate a new directory.*

Editing Incoming Message Subjects

To edit the subject of an incoming message, open it and edit the subject in the toolbar (not the subject in the message body). When you are done, click somewhere else in the message, or close it. The new subject is displayed in the message summary. The contents of the **Subject** field of the message header remain unchanged.

Note: *If you reply to the message, the original subject is used for the reply, not your changed subject. This gives you the freedom to put information useful to you into the summary, without fear of your private notes being revealed to your correspondents.*

Editing Incoming Messages

You can edit the message body in an incoming message if you turn on the Pencil button in the Toolbar. You can also edit the Subject in the Toolbar (this is the subject shown in the message summary). To edit an incoming message, click on the Pencil button to turn it on, then edit the message body. When you are done, save your changes and close the message.

To edit the subject of an incoming message, open it and edit the subject in the Toolbar (not the subject in the message body). When you are done, click somewhere else in the message, or close it. The new subject is displayed in the message summary. The contents of the **Subject** field of the message header remain unchanged.

Note: *If you reply to the message, the original subject is used for the reply, not your changed subject. This gives you the freedom to put information useful to you into the summary, without fear of your private notes being revealed to your correspondents.*

Using Active URLs

Any string of text that Eudora recognizes as a URL (Uniform Resource Locator: http, ftp, gopher, ph, finger, etc.) is active. Double-click on a URL to open a World Wide Web location, transfer a file, do a gopher search, use the finger tool, etc. URLs are highlighted and underlined to show that they are active (32-bit Eudora only).

To setup Eudora to automatically open a new message when you use a mailto link within a Netscape Web browser, turn on the **Intercept Netscape mailto URLs** option in the Miscellaneous Options. (Be sure you are not running the Mailto Watcher application at the same time.)

Managing Your Mail on the POP Server

During a mail check, your incoming messages are normally transferred from your account on the POP server to your PC, and then deleted from the POP server. But this can be awkward if you want to read mail from two or more computers, and keep your mail organized at the same time. To help you with this, there are several options that you can use to control your mail transfers and the storage on the server.

Skipping Messages Over a Certain Size

To stop Eudora from transferring incoming messages that are too large, turn on the **Skip messages over ? K in size** option in the Checking Mail Options, and specify a size. Only the first few lines of the messages that exceed that size are transferred, with a note at the bottom stating that the whole message has not been transferred.

Leaving Mail on the Server

To transfer all of your new messages from the POP server to the PC you are on, and also leave copies of those messages on the server, turn on the **Leave mail on server** option in the Checking Mail Options. You can use the **Delete from server after ? days** option to set the maximum number of days the copies should be kept.

At the next mail check from that PC, Eudora ignores the copies of those previously read messages and looks for new ones. However, if you check mail from another computer, those messages are treated as new and are transferred to that computer.

*Note: The **Leave mail on server** option should be used with care, since it can result in a buildup of messages on the POP server.*

Fetching a Message from the Server

If a message was too big for your **Skip messages over ? K in size** option, but you see the first few lines and decide you do want to transfer the whole message, just click on the **Fetch** button in the incoming message window and check mail again.

Responding to Messages

Replying to a Message

To reply to the current message, select **Reply** from the **Message** menu. A new message window is displayed, with the original sender's address automatically placed in the **To** field of the header. All of the sender's original text is quoted in the message body. This text can be edited as needed. Additional text can be added to the reply just as to any outgoing message, and the reply can then be sent or saved for further changes.

If the sender's text did not include style information, each line is prefixed by a greater-than symbol (>).

```
>This is a test message. Could you please reply
>So that I can be sure you received it?
```

Quoted text that does not include style information

If the sender's text did include style information (e.g., bold text), it is quoted with greater-than and less-than symbols above it and below it, and a left sidebar.

```
>>>>
|This text includes style information, such as bold text,
|and text that is very big.
<<<<
```

Quoted text that includes style information

Messages that have been replied to are identified with an "R" in the Status column of their message summary.

Using the Reply Options

There are several options that you can use when replying to messages.

To include everyone who received the original message, select **Reply to All** from the Message menu.

To include yourself as a recipient, turn on the **Include yourself** option in the Replying Options. This only works if you are using **Reply to All**.

*Note: To determine who you are, Eudora uses the "me" nickname. If there is no "me," Eudora uses the contents of the **POP account** and **Return address** fields from the Personal Info Options. The "me" nickname is particularly useful if you have multiple addresses and don't want replies to go to any of those addresses.*

To put the addresses of the other recipients of the original message in the **Cc** field (instead of the **To** field), turn on the **Put original To recipients in Cc field, not To field** option in the Replying Options. Only the original sender's address is put in the **To** field. This only works if you are using **Reply to All**.

To copy the original message's priority to your replies, turn on the **Copy original's priority to reply** option in the Replying Options.

To map Ctrl-R to **Reply to All** instead of **Reply**, turn on this option in the **Replying Options**.

Forwarding a Message

Any message can be forwarded to someone else. To forward the current message, select **Forward** from the **Message** menu. A new message window is displayed with your address in the **From** field, and the original sender's text quoted in the message body. For details on how text is quoted, see the section "Replying to a Message." Make any changes you want, and enter the recipients' address in the **To** field. The message can then be sent or saved for further changes.

Messages that have been forwarded are identified with an "F" in the Status column of their message summary.

Redirecting a Message

Incoming messages can be sent to a new recipient "by way of" you, maintaining the original sender's address in the **From** field. This is called redirecting.

To redirect the current message, select **Redirect** from the **Message** menu. A new message window is displayed with the original sender's address in the **From** field with the statement "by way of *your address*", the original sender's text in the message body, and the original attachments in the **Attachments** field. Make any changes you want, and enter the recipient's address in the **To** field. The message can then be sent or saved for further changes.

Note: You may want to enclose any changes in brackets ([]) so that you don't confuse the recipient about who wrote what.
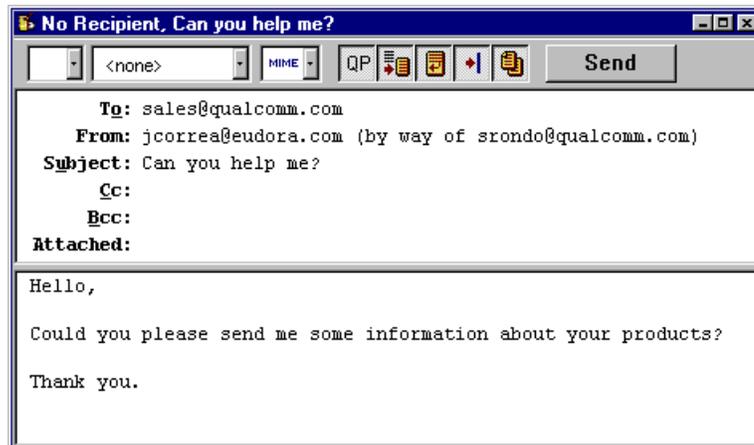
A Redirected message

Messages that have been redirected are identified with an "D" in the Status column of their message summary.

Turbo Redirecting

You can redirect a message to someone on your recipient list, queue the new message (without displaying it), and delete the original message, all with one command. To do this, turn on the **Turbo redirect by default** option in the Miscellaneous Options.

When you use Redirect, your signature is not added to the message when it is sent, unless you originally created the message.

Sending Rejected Messages Again

If for some reason an e-mail message can't be delivered to a recipient, mail transport agents return the message to the original sender (you). A message is typically rejected because of an error in the recipient's address, although many other reasons are possible.

The return message usually includes cryptic information that may let you determine the reason the message was rejected. It also includes the text of the original message.

You can easily recover the original message, make any corrections, and resend it. To do this for the current message, select **Send Again** from the **Message** menu. This eliminates the inserted extra text and reformats the message as it originally appeared. You can then make changes or additions and send the message again.

Working with Mailboxes

Opening a Mailbox

To open a mailbox, select it from the Mailbox menu, or double-click on it in the Mailboxes window.

Note: The unread message icon is displayed in the Mailbox menu whenever a mailbox or folder contains unread messages that are less than five days old, and any mailboxes or folders in the Mailboxes window that conatin unread messages are displayed as bold.

The Anatomy of a Mailbox

Mailbox windows contain all of your incoming and outgoing message summaries. To open a mailbox, select it from the **Mailbox** menu, or double-click on it in the **Mailboxes** window.
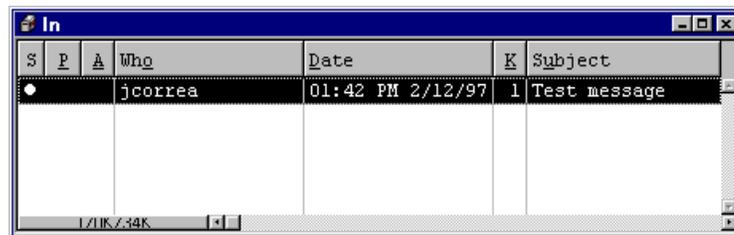
A mailbox window

Message Summaries

Each line in a mailbox window represents a message and is called a *message summary*. Outgoing messages that are in any mailbox other than Out are shown with *italicized* message summaries. To select one or more message summaries, use one of the following options:

• To select one summary, click on it.

• To select two summaries and all the summaries between them, select a summary, hold down the Shift key, and select another summary.

• To select all of the summaries that have the same information in a particular column, hold down the Alt key and click on a column in the summary. For example, if you click on the Status column for one summary, all of the summaries with that status are selected.

• To make "disjointed" selections, hold down the Ctrl key and select summaries.

• To select summaries by dragging the mouse over them, first turn off the **Allow drag and drop transfers** option in the **Miscellaneous Options**.

Each message summary is divided into columns: Status, Priority, Attachments, Sender/Recipient, Date, Size, and Subject. You can show or hide these columns using the Mailbox Columns Options.

A message's Status and Priority can be changed directly in the mailbox window. To do this, select the messages you want to change and click the right mouse button. Select an option from the popup menu to make your change.

The Status Column
This column displays the message status, which is one of the following:

•	The message has not been read (all mailboxes except Out), or is queueable but has not been queued (Out mailbox only).
\<blank\>	The message has been read (all mailboxes except Out), or is not yet able to be queued because it has no recipients (Out mailbox only).
R	Reply has been chosen for the message.
F	Forward has been chosen for the message.
D	Redirect has been chosen for the message.
S	The message has been sent (outgoing messages only).
Q	The message is queued to be sent (outgoing messages only).
T	The message is queued to be sent at a specified time (outgoing messages only).
-	The message was transferred from the Out mailbox before being sent.

The Priority Column
This column displays the message priority. You can use the popup to set a particular priority, or to raise or lower the priority.

   ⌃ Highest priority.

   ⌃ High priority.

\<blank\> Normal priority.

   ⌄ Low priority.

   ⌄ Lowest priority.

For more information on message priorities, see the section "Setting the Message Priority."

The Attachments Column
This column displays the attachment icon (⧉) if a message has attached documents.

The Sender/Recipient Column
This column shows the sender of the message (for incoming messages) or the intended recipients (for outgoing messages).

Note: Bugs in some POP servers/mail transport systems cause Eudora to display the sender of incoming messages as ???@???. This is because the required From: header is missing.

The Date Column
This column displays the date and time the message was composed, or, for timed messages, the date and time the message is scheduled to be sent.

The Size Column
This column displays the size of the message in K (K = 1024 bytes).

The Subject Column
This column displays the subject of the message. The sender originally typed this information into the message header, but you can modify it (see the section "Editing Message Subjects").

Displaying and Resizing Columns

To specify which columns you want to be displayed in your mailboxes, select **Options...** from the **Tools** menu, click on **Mailbox Columns** and be sure the columns you want to see are on.

To resize a column in a mailbox window, move the mouse pointer until it is over the column heading divider to the right of the column you want to resize, drag the divider to the position you want. The column divider moves to the new location, and the mailbox is redrawn. You can only shrink a column as far as its left divider. If you do that, a double divider line is displayed in place of the column, and its contents are hidden. To redisplay the column, drag the right divider line to the right.

Using the Mailbox Size Display

In the lower left corner of each mailbox window, three numbers show the size information for that mailbox. The first is the number of messages in the mailbox; the second is the total amount of space those messages require; the third is the amount of disk space that is wasted with the mailbox.

Wasted space is created when messages are deleted from a mailbox. This wasted space is automatically removed when the amount of wasted space in the mailbox is greater than the amount of space the messages in the mailbox use, or if the amount of space wasted in the mailbox is greater than 5% of the free space on the disk drive that contains it.

To manually clean up the wasted space in a mailbox, click on the mailbox's size display. Or, to clean up all your mailboxes, select **Compact Mailboxes** from the **Special** menu.

Creating Mailboxes and Folders

Eudora lets you create mailboxes to put messages in, and folders to put mailboxes (or folders) in.

There are three ways to create mailboxes and folders:

• Using the **New** option from the **Mailbox** menu and folder submenus.

• Using the **Mailboxes** window (see the section "Using the Mailboxes Window").

• Using the **New** option from the **Transfer** menu (see the section "Transferring Messages").

Creating a Mailbox or Folder Using the Mailbox Menu

To create a new mailbox or mail folder, select **New...** from the **Mailbox** menu, or from a mail folder submenu (to put the mailbox in that folder). The New mailbox dialog is displayed.
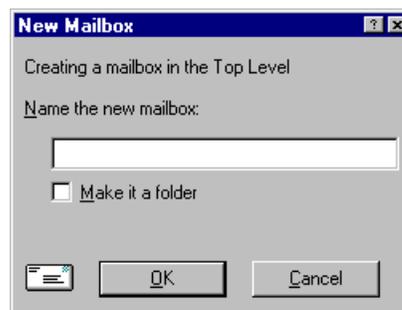
New mailbox dialog

To create a mailbox, type in the new mailbox name and click **OK**. The mailbox is created and added to the Mailbox and Transfer menus.

To create a mail folder, type the name of the new mail folder and check the **Make it a Folder** option. Click **OK** to create the folder. The new mailbox dialog is displayed again. Type the name of a mailbox to create within the new folder, then click **OK**. The new folder and its mailbox are displayed in the Mailbox and Transfer menus.

Using the 16-bit Mailboxes Window

The 16-bit Mailboxes window lets you create new mailboxes and folders, remove and rename them, and move mailboxes among folders. To accomplish any of these tasks, select **Mailboxes** from the **Tools** menu. The Mailboxes window is displayed.
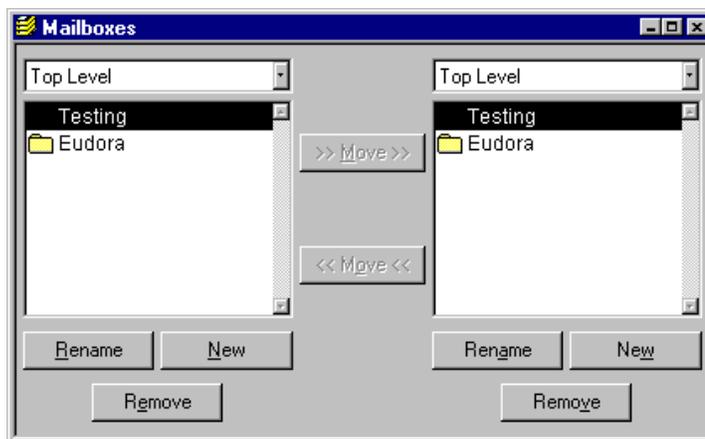
The 16-bit Mailboxes window

The Mailboxes window has two identical lists of mailboxes and folders, each called **Top Level.** These list the names of the mailboxes and folders you have created (folders are identified by an arrow to the right of the name). Each list is similar to that displayed under the Mailbox and Transfer menus, except that the In, Out, and Trash mailboxes aren't included.

If the Mailbox window isn't big enough to display all of your created mailboxes and folders, use the scroll bar on the right side of either list to view the rest of the mailboxes and folders.

Note: Double-clicking on any of the mailboxes in a list opens that mailbox. Messages can be selected, opened, and otherwise manipulated from there.

To open a folder and display its contents in the list, double-click the folder. To change the folder being displayed in the list, select another folder from the title popup.

Creating a New Mailbox or Folder

To create a new mailbox or folder in the Mailbox window, be sure one of the lists is displaying the folder you want to put the new item in. Then click on the **New** button below that list. A dialog is displayed requesting the name of the new mailbox or folder.

Type in the new name, check the **Make it a Folder** option if you want to, and click **OK**. The new mailbox or folder is displayed in the lists, and added to the Mailbox and Transfer menus.

Renaming a Mailbox or Folder

To rename a mailbox or folder, select the one you want to rename (from either list) then click on the **Rename** button under that list. A dialog is displayed requesting the new name. Type in the new name and click **Rename** to rename the mailbox or folder.

Moving a Mailbox from one Folder to Another

To move a mailbox from one folder to another, select the one you want to move (from either list). In the other list, open the destination folder so that its name is displayed above the list. Click on the appropriate **Move** button to move your selection to the other folder.

Removing a Mailbox or Folder

To remove a mailbox or folder, select the ones you want to remove (from either list) then click on the **Remove** button under that list. A dialog is displayed asking you to confirm the removal. Click on the **Remove It** button to remove the mailbox. If you selected more than one mailbox or folder, you are prompted for each one of them. Click on the **Remove All** button to remove all of them without further prompts.

If you choose to remove a mailbox in which messages are still stored, or a folder in which other mailboxes or folders are stored, all the messages, mailboxes, and folders contained within the selected mailbox are also removed.

Using the 32-bit Mailboxes Window

The 32-bit Mailboxes window lets you create new mailboxes and folders, remove and rename them, and move mailboxes among folders. Mailboxes or folders that are bolded have unread messages.

The Mailboxes window is automatically docked to the left side of the Eudora application window, and can also be docked to the right side of the Eudora window, or placed anywhere on your desktop. You can right-click the mouse button to toggle **Docking view** (floating vs. attached to the application window) or **Hide** on and off.

To open the Mailboxes window if you've hidden it, select **View Mailboxes** from the **Tools** menu.

The 32-bit Mailboxes window

To move the Mailboxes window, hold down the left mouse button on the gray rim of the window and drag it where you want it. If you drag it to the left or right edge of the Eudora window, it will dock in a vertical position in the Eudora window.

To open a mailbox or folder, double-click on it. You can move among the folders and mailboxes using the up and down arrow keys, or close or open folders using the left and right arrow keys. You can also start typing the name of the mailbox or folder you want, and it is highlighted when you have typed enough unique characters to identify it (the item must be displayed, so a mailbox that is in a closed folder cannot be selected).

Creating a New Mailbox or Folder

To create a new mailbox or folder in the Mailbox window, right click on a folder and click **New**. A dialog is displayed requesting the name of the new mailbox or folder.

Type in the new name, check the **Make it a Folder** option if you want to, and click **OK**. The new mailbox or folder is displayed in the lists, and added to the Mailbox and Transfer menus.

Renaming a Mailbox or Folder

To rename a mailbox or folder, click on it once, then click again to highlight just the name (or right click on it and select **Rename**). Type in the new name.

Moving a Mailbox from one Folder to Another

To move a mailbox from one folder to another, select the one you want to move and drag it to where you want it.

Removing a Mailbox or Folder

To remove a mailbox or folder, select the one you want to remove then select **Delete** from the right mouse button or use the **Delete** key.

If you choose to remove a mailbox in which messages are still stored, or a folder in which other mailboxes or folders are stored, all the messages, mailboxes, and folders contained within the selected mailbox are also removed.

Organizing Your Messages

Deleting a Message

As a safeguard against inadvertent deletions, two steps are used to delete a message from your PC: first you put the message in the Trash, then you empty the Trash.

To put a message in the Trash, select the message then select **Delete** from the **Message** menu, or select **Trash** from the **Transfer** menu, or press the delete key. The message is transferred to the Trash mailbox.

To delete the messages in the Trash mailbox (removing them permanently from your PC), select **Empty Trash** from the **Special** menu.

You can set up Eudora to warn you if you try to delete unread, queued, or unsent messages. To do this, use the Extra Warnings Options to turn on those options.

Quitting Eudora empties the contents of the Trash mailbox when the **Empty Trash when exiting** option in the Miscellaneous Options is turned on. Finally, if you want to delete just a few messages from the Trash mailbox, select them, then select **Delete** from the **Message** menu or press the delete key. Deleting a message from the Trash removes it completely.

Automatically Deleting Attachments

When you delete messages, you can have their attachments automatically deleted. To do this, turn on the **Delete attachments when emptying Trash** option in the Attachments Options, and be sure the attachments are still in the **Attach Directory** (or the directory you have specified for attachments). If you have this option on, and want to delete a message but save its attachment, move the attachment into another directory before deleting the message.

Transferring Messages

You can transfer messages to any of your mailboxes. There are several ways to do this:

• Select the message(s) you want to transfer, then select a mailbox from the **Transfer** menu.

• Select the message(s) you want to transfer, then right-click on it and select a mailbox from the transfer submenu.

• Drag a message summary to an open mailbox or a mailbox in the 32-bit Mailboxes window (this does not work with the 16-bit Mailboxes window).

To put a copy of a message in another mailbox (instead of transferring the message), hold down the Shift key and use one of the transfer options above. This is useful if you want to file a message in more than one mailbox.

To put a copy of a message in another mailbox (instead of transferring the message), hold down the Shift key and use one of the transfer options above. This is useful if you want to file a message in more than one mailbox.

If you try to transfer a message to the Out mailbox, an alert is displayed informing you that some header information may be removed from the message during transfer. Click **Yes** to transfer the message.

*Note: You can undo mailbox transfers using the **Undo** command under the **Edit** menu.*

Using the Transfer menu

The Transfer menu is one way to transfer messages among your mailboxes. With a current message open, or message summaries selected, select a mailbox from the **Transfer** menu. The messages are transferred from their previous mailbox to the mailbox you selected.

Dragging Messages

You can drag messages from one mailbox to another using the message summaries or the Tow Truck icon in an open window.

To drag a message summary to another mailbox, select the message summary (or summaries) and drag the summary into any open or minimized mailbox window, or (if you are using the 32-bit version) any mailbox in the Mailboxes window. When you release the mouse button, the message is transferred.

To drag an open message to another mailbox, hold down the mouse over the Tow Truck icon and drag the message into any open mailbox or (if you are using the 32-bit version) any mailbox in the Mailboxes window. When you release the mouse button, the message is transferred.

*Note: You can only drag messages around if the **Allow drag and drop transfers** option is on in the **Miscellaneous Options**.*

Creating a Mailbox or Folder During Transfer

To create a mailbox and transfer the current message into it at the same time, select **New...** from the **Transfer** menu instead of the name of a mailbox. The New Mailbox dialog is displayed.

You can create a new mailbox or mail folder (for details, see the section "Creating Mailboxes and Folders"). When you are done, the current message is transferred into the new mailbox.

To create the new mailbox without transferring the message into it, check the **Don't transfer, just create mailbox** option.

Filtering Messages

Some of the e-mail management functions in Eudora can be done automatically using filters. To open the Filters window, select **Filters** from the **Tools** menu. The Filters window is displayed, and any filters you have created are listed on the left.
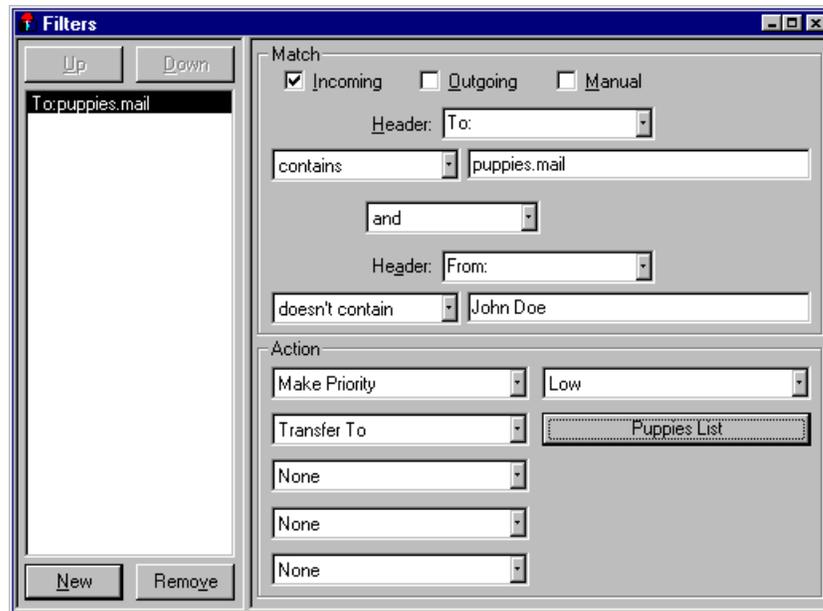
The Filters window with an example filter

To create or modify a filter, first click on the **New** button or select an existing filter.

Second, select the options for how you want the filter to be used: as an automatic filter to be invoked on any **Incoming** and/or **Outgoing** mail, and as a **Manual** filter that can be invoked when you select **Filter Messages** from the **Special** menu. Any combination of these options works.

Third, define the criteria for the filter: use the header item popups and the text fields to specify which header items should include a particular string of text. You can define two related terms for the criteria so that your filter is as specific as possible (see the section "Filter Criteria").

Fourth, Define the action to be taken on messages that fit the criteria (see the section "Filter Actions") and save the filters.

*Note: Filters are automatically named based on the criteria for the filter. You can re-order them using the **Up** and **Down** buttons above the list.*

When the filters are invoked (automatically or manually), each message is matched against each filter in order from top to bottom. If the message meets a filter's criteria, the actions are done as specified until there are no more actions, then the message is matched against the next filter. If at any point a **Skip rest** action is done, nothing else is done with that message, and the next message is filtered.

You can change the width of the filters list to create more or less space for your list. To do this, put the arrow over the bar to the right of the list and drag the line to the left or right.

Filter Criteria (the Match Area)

Each filter can use one or two "terms" as its criteria, connecting them as appropriate with the conjunction popup.

Use the **Header** field to specify which message header items you want the filter to search. You can select an option from the popup menu or enter one yourself. This is helpful if you want to use a header item that does not appear on the menu. The selections are as follows:

- To
- Cc
- From
- Subject
- Reply-To
- «Any Recipient»
- «Any Header»
- «Body»

The «Any Recipient» option searches all possible recipient items (To, Cc, Bcc), the «Any Header» option searches all message headers (including hidden headers that are shown with the **Blah Blah Blah** option), and the «Body» option searches the message body.

Use the **Match Type popup** to control how the header item is matched with the text string in the text field. The match options are:

contains or **doesn't contain**
If the specified header item contains or does not contain the text string, filter the message.

is or **is not**
If the specified header item is or is not a complete match of the text string, filter the message.

starts with or **ends with**
If the specified header item starts with or ends with the text string, filter the message. The **starts with** item refers to the first non-whitespace character after the colon, so any spaces after the colon are ignored.

appears or **doesn't appear**
If the header item appears or does not appear in the message, filter the message (the text field is ignored). This is useful for filtering messages based only on the types of fields they contain.

intersects nickname
If the text string is included in a nickname (whether it is a full address or a nickname within the nickname), filter the message.

Use the **Text** fields to specify the text strings that the filter is searching for. Keep the contents of this field as specific and brief as possible

Use the **Conjunction** popup to link the two terms. The conjunction options are:

ignore
Ignore the second term; if the message matches the first term, filter the message.

and
If the message matches both the first and second terms, filter it.

or
If the message matches either term, filter it.

unless
If the message matches both the first and second terms, do not filter it. (This lets you exclude certain variations of the first term.)

Filter Actions

All messages that match the filter criteria are acted on as specified with the **Actions** popups. Each filter can do up to five things to a message that matches the criteria. You can use the same action twice if it does not directly affect the original message (for example, **Copy To** can be used twice, but not **Transfer To**).

The Action options are as follows:

None
No action.

Make Priority
Assigns the selected priority level to messages. If you select a set level, messages are set to that priority. If you select **Raise** or **Lower**, messages are raised or lowered one priority level based on their pre-filter level.

Make Subject
Assigns the new subject to message summaries (does not affect the suject in the message itself). If you choose this option, the entire subject of the message is replaced with the new subject. Use the "&" symbol if you want to add the new subject to the old subject. For example, entering **New Subject:&** results in **New Subject:Old Subject**.

Copy To
Copies messages to the selected mailbox.

Transfer To
Transfers messages to the selected mailbox.

Skip Rest
Stops filtering for the message (the message is not matched to the rest of the filters in the list).

Sorting Messages Within Mailboxes

The message summaries in mailboxes are automatically sorted by date, in ascending order (the newest messages at the bottom of the mailbox). To change this, select the appropriate command from the **Sort** submenu from the **Edit** menu. To sort in descending order, hold down the Shift key and select a sort option.
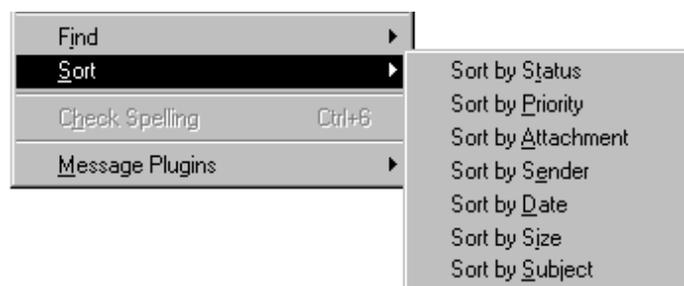
*The Sort submenu*

Mailboxes are sorted based on the previous state of the mailbox. For example, if a mailbox is sorted by date, and then you sort by sender, the messages are grouped by sender and each group is in order by date.

Note: Sometimes sorting by Date can be incorrect. This usually happens if the messages have incorrectly formatted date fields, or unknown or incorrect time zones.

Finding Text Within Messages

Eudora incorporates a Find function that searches for specific text within a single message, multiple messages, or even multiple mailboxes. To display the Find submenu of commands, select **Find** from the **Edit** menu.
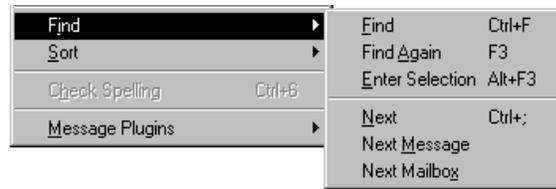
The Find submenu

Finding Text Within One Message

To search for text within a single message, open the message and make sure it is current. Then, select **Find** from the **Edit** menu and select the **Find** command from the submenu. The Find dialog is displayed, with the blinking insertion point located in the text field.

Type the text you want to find in the text field. When finished entering the desired text, click the **Find** button.
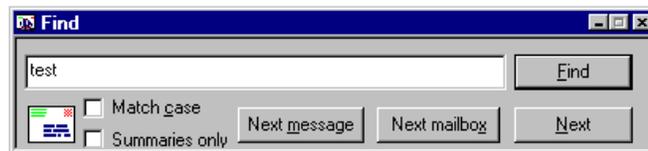
Finding text

Starting at where the cursor is in the message, Eudora searches the current message for the specified text. If no match is found, the not found alert is displayed.

If the search is successful, the message is scrolled to the first point where the match is found and the matching text is highlighted.

To continue searching in the same message for the next occurrence of the text, click the **Find** button in the Find dialog, or select the **Find Again** command from the **Find** submenu. These commands are equivalent and limit the search to the same message. Repeating these commands cycles through the matches in the open message only.

Finding Text Among Multiple Messages and Mailboxes

The Next, Next Message, and Next Mailbox commands are located in the Find submenu (under the Edit menu) or as buttons in the Find dialog.

Next
The Next button (or Next command) allows you to search for the next match of the specified text until it is found either in the same message or in one of the following messages in the current mailbox.

Next Message
The Next Message button (or Next Message command) begins the search at the message after the current message. Eudora continues to search until it finds a matching character string, even if it has to open more than one message or a new mailbox.

Next Mailbox
The Next Mailbox button (or Next Mailbox command) begins the search for the specified text in the mailbox following the current mailbox. The search is conducted among all messages in that mailbox and any subsequent mailboxes, including the In, Out, and Trash mailboxes.

Note: Mailboxes are searched in the order they are listed under the Mailbox menu until the current mailbox is reached.

When the character string is found in a message, the message is displayed. Ctrl+ double-click on the message title bar to open the mailbox that contains the message.

Match Case

Normally, Eudora ignores capitalization when searching. If you want Eudora to consider capitalization when searching, check the Match Case option in the Find dialog. When this option is checked, Eudora searches for exact matches of character strings, including any capitalization.

Summaries Only

If you know the text you are searching for is included in a message summary, check the Summaries Only option in the Find dialog. When you click the Find button, Eudora searches for the text only in the Sender and Subject fields of message summaries as they appear in mailbox windows. Eudora searches much faster when this option is checked.

Enter Selection Command

If you don't want to actually type the text in the Find dialog (for example, the text is very long or complex), highlight it in an existing message, and then select **Enter Selection** from the **Find** submenu. This automatically inserts the selected text at the insertion point in the Find dialog. Then, select the **Find** command from the **Find** submenu to start the search.

Stopping a Find

If you want to stop Eudora from continuing a search, click the Stop button on the progress window or press the Esc key.

Saving a Message to a File

You can save a message to a separate text file on your PC. To do this, open or select the messages you want to save. Then, select **Save As...** from the **File** menu. The Save As dialog is displayed.
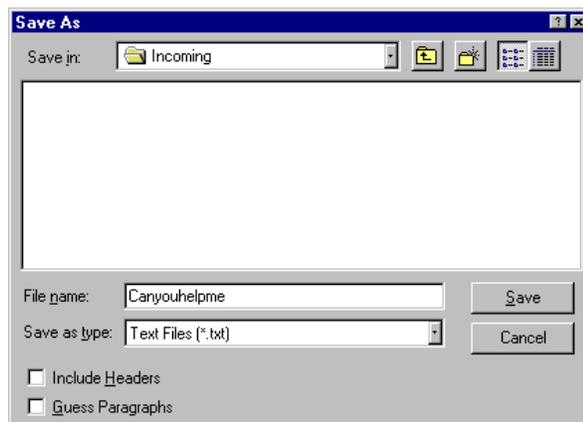
The Save As dialog

Enter the name you want to give the text file, and select the appropriate options.

*Important: Be sure to change the **Save as type:** option to **Text Files.***

Guess Paragraphs removes extraneous carriage returns from the message leaving returns only at the ends of paragraphs.

Include Headers retains the first message's header information in the saved document. If this is not checked, only the body of the messages is saved.

Once you've made all of your choices, click on the **Save** button in the dialog.

Note: *If an unread (•) message is saved to a file, its status changes to read, regardless of whether the message was opened.*

If you select multiple messages from a mailbox window and select **Save As...**, all of the messages are saved to a single file.

Using the Address Book and Quick Recipient List

Using the Address Book

The Address Book is where you keep information about individuals or groups that you correspond with. Each entry in the Address Book includes a nickname for a person or group, their full e-mail addresses(es), and any notes. Nicknames can be used in place of proper e-mail addresses in the **To**, **Cc**, and **Bcc** fields of outgoing messages. You can also use the Address Book to put nicknames on the Quick Recipient List, and to address a new message.

To open your Address Book, select **Address Book** from the **Tools** menu.
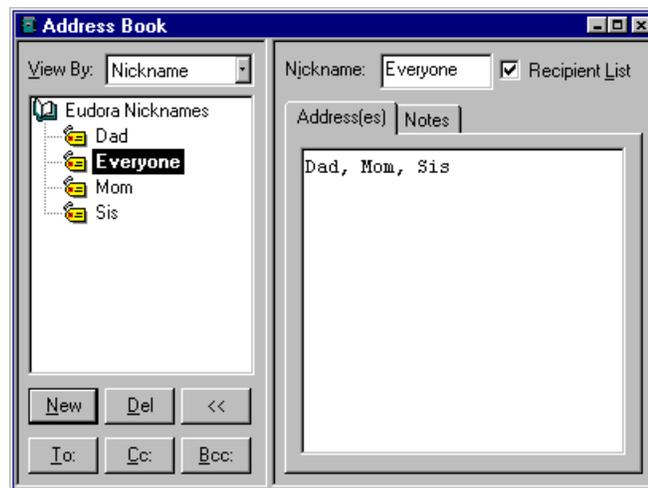
The 32-bit Address Book with example entries

Use the **View By** option to display the entries by nickname or address(es). If you view by a field that doesn't contain any data, the entry is displayed with «». You can also start typing in the list of entries, and the appropriate entry will be selected when you enter enough unique characters to identify it.

To page up and down in the list of entries, use the arrow keys. To resize the list, drag the divider.

To close and open the right-hand side of the Address Book, use the « and » buttons.

Creating New Entries

To create a new entry, click on **New** in the Address Book. A dialog is displayed. Enter a Nickname for the entry. A Nickname (sometimes called an alias) is an easily remembered, shorter substitute for the e-mail addresses in the entry.
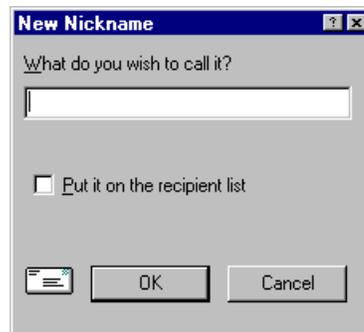
Creating a new entry

Select the **Put it on the recipient list** option if you want the nickname on your list, and click **OK** to create the entry. Then you can enter the information for that entry.

In the **Address(es)** tab, enter the complete e-mail addresses of the people (or person) to be included in the nickname, separating the addresses with commas or returns (this is the only place you can use a return to separate addresses). You can also use nicknames in this field, but be sure that any nicknames you use are defined in their own entry. You can use a mix of nicknames and complete e-mail addresses.

Note: Be sure there is no other information in this field except addresses or nicknames, or your messages will be addressed incorrectly.

In the **Notes** tab, you can enter contact information for the person or group, and any notes to yourself. This information is not included in outgoing messages.

It is recommended that you have at most 2,500 entries per file. If you have a large number of entries, you may want to consider using a Ph server (for information, see Appendix A).

To save your changes to the Address Book, select **Save** from the **File** menu.

Changing and Removing Entries

To make changes to an Address Book entry (including changing the name of the entry, the nickname for it, and any information in the Notes tab), select the entry from the list and edit the fields as appropriate.

Important: *If you change a nickname, but sure to correct any entries that reference that nickname.*

To delete an entry, select it from the list and click on the **Del** button or press the **Delete** key. You cannot delete the Eudora Nicknames file.

To save your changes, select **Save** from the **File** menu.

Including Nicknames on the Quick Recipient List

To include a nickname in the Quick Recipient List, select the appropriate Address Book entry from the list and click on the **Recipient List** option (next to the **Nickname** field). The nickname for the selected entry is included on the Quick Recipient List.

The Recipient List option

If you change a nickname or remove an entry, the Quick Recipient List is updated as appropriate. For details about using the Quick Recipient List, see the section "Using the Quick Recipient List."

Note: You can add or remove multiple nicknames to or from the Quick Recipient List by selecting multiple entries. Hold down the Shift key to select multiple entries in sequence, or the Ctrl key to make disjoint selections.

Addressing a Message from the Address Book

You can open and address a new message from the Address Book using the **To**, **Cc**, and **Bcc** buttons.

To create a new message from the Address Book, select the entry to which you want to address the mail (hold down the Shift key to select multiple entries in sequence, or the Ctrl key to make disjoint selections). Then click on **To**, **Cc**, or **Bcc**. A new composition window is displayed with the selected nickname(s) inserted in the appropriate field.

Note: You can also double-click on an entry to enter that nickname in the To field.

Once the composition window is displayed, you can use the **To, Cc**, and **Bcc** buttons to insert additional nicknames into the corresponding fields.

The "Make Address Book Entry" Command

The **Make Address Book entry** command is used to create entries in your Address Book, and is especially helpful for making group entries.

In the Address Book, highlight several different entries (hold down the Shift key to select multiple entries in sequence, or the Ctrl key to make disjoint selections), then select **Make Address Book Entry...** from the **Special** menu. The New Nickname dialog is displayed prompting you for the nickname of the new entry. The **Address(es)** field of the new entry will include the nicknames for the entries you selected, not the real addresses.

In a mailbox, highlight the message summaries you want and select **Make Address Book Entry...** from the **Special** menu. The New Nickname dialog is displayed prompting you for the nickname of the new entry. Follow the instructions for creating a new entry. If the current message is an outgoing message, the new entry will include all of the addresses in the **To**, **Cc**, and **Bcc** fields. If the current message is an incoming message, the new entry will include the address in the **From** field. If multiple messages are current (i.e., you have several message summaries selected in a mailbox window), addresses are taken from each message and are all put in the new entry.

*Note: The Make Address Book Entry command uses the Reply Options. If the **Include yourself** option is on, your address is included in the new entry.*

In the Directory Services window, finish a Ph query, select the items that you want to include in the entry (or do not select anything to use all of the items), and select **Make Address Book Entry...** from the **Special** menu. The New Nickname dialog is displayed so that you can name the nickname. The real name and e-mail address are included in the new entry.

The "Finish Address Book Entry" Command

With the **Finish Address Book Entry** command, you can enter a unique portion of a nickname in the **To**, **Cc**, or **Bcc** fields of a message, then select **Finish Address Book Entry** from the **Edit** menu, and the nickname will be completed for you. You must enter the characters in the nickname that make it unique, or Eudora will not know which nickname to use. For example, if you have two nicknames, jon and john, you would have to enter "jon" or "joh" for Eudora to complete them.

Using the Quick Recipient List

The Quick Recipient List is your list of recipients to whom you often send mail.

To add a nickname to the Quick Recipient List, check the **Recipient List** option in its Address Book entry.

To add a full e-mail address to the Quick Recipient list, select the text that makes up the full address. Then, select **Add As Recipient** from the **Special** menu.

To remove an entry from the list, uncheck the Recipient List option in the Address Book entry, or select the nickname from the **Remove Recipient** submenu from the **Special** menu.

To open a new message addressed to someone on your Quick Recipient List, select **New Message To, Forward To**, or **Redirect To** from the **Message** menu, and select the nickname from the displayed list.

To insert a nickname into a message that you have already opened, put the cursor where you want the nickname and select **Insert Recipient** from the **Edit** menu.

More than one recipient from the Quick Recipient List can be added to the **To**, **Cc**, and **Bcc** fields of any message. If you use the Insert Recipient command, commas are added where necessary.

Using Directory Services

Opening Directory Services

Eudora can access two different directory services, **Ph** and **Finger**. To use these services, you must put the name of the host machines for the Ph and finger servers in the Hosts Options. The active Ph or finger server (defined in your Host Options) is displayed in the Server field, which includes a popup list of the last 10 servers you have accessed.

To use the directory services, select **Directory Services** from the **Tools** menu.

Using Ph

To look someone up using Ph, enter the information (usually someone's name) into the command field and click on **Ph**. The command is sent to your Ph server, and the response is displayed in the lower section of the window.

If there is more than one match, you can use the Tab key to move down to the next one, or hold down the Shift key and press Tab to move up to the previous one.
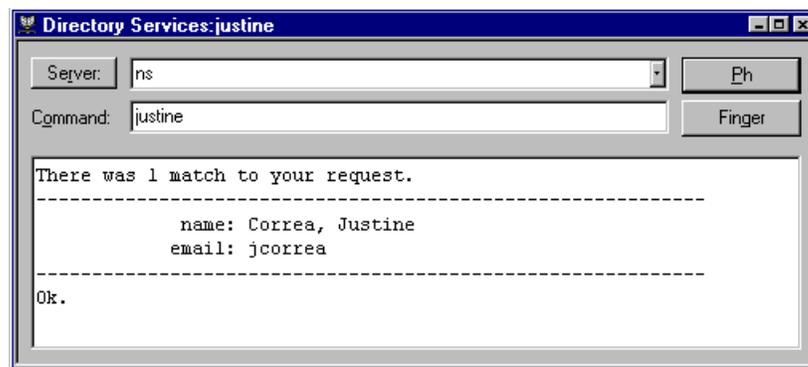
A Ph command and its response

Note: You can type any Ph command in the command field, except login commands or commands requiring login. For information about the Ph server source code, see Appendix A.

Finding Ph Servers

Some Ph servers keep a list of other Ph servers that are available on the Internet. This is not always a comprehensive list of every Ph server out there, but it can be helpful.

To get the list of servers that the active server knows about, click on the Server button in the Directory Services window. A list of servers is displayed in the results area. To go to one of those servers and do a query, double-click on the server's URL.

Using Finger

To use the **Finger** protocol, enter the command and click **Finger**. The command should be in the form "name@domain." If you omit the "@domain" segment, the host name displayed in the Server field is used. The finger command is sent to the finger server, and the response is displayed in the lower section of the window.

Reference

The Main Toolbar

The Main Toolbar is a group of buttons that gives you easy access to your frequently used Eudora commands.

The Main Toolbar

The 32-bit toolbar can be moved to wherever you want it on the screen. Just hold down the left mouse button on the bar itself (not on a button) and drag it around until you find a place you like. You can dock it to the top or bottom of the Eudora window or put it anywhere on your desktop. The 16-bit toolbar cannot be moved.

The Main Window Icon

The main window icon displays when Eudora's main window is minimized. It provides a unique indication of when new mail has been delivered, when outgoing messages are queued, or both.

Normal

This is the normal state of the icon. There is no new mail and no messages are queued and waiting to be sent.

New Mail

The mailbox is open and has a letter in it, indicating that new mail has been delivered.

Queued Messages

The flag on the side of the mailbox is in the up position, indicating that you have outgoing messages queued for delivery.

New Mail/Queued Messages

The mailbox is open and has a letter in it *and* the flag on the side of the mailbox is in the up position, indicating that new mail has been delivered and outgoing messages are queued for delivery.

If you are using the 32-bit version of Eudora under Windows 95 or Windows NT 4.0, a *New Mail* notification icon in the Task Bar Tray also tells you when new mail has arrived. You can hold the mouse over the icon and a tool tip tells you how many messages you have, and if you double-click on the icon Eudora is brought to the foreground. The icon goes away when you click the mouse button or press a key inside the Eudora window.

The Right Mouse Button

The commands that are available from the right mouse button are generally the same as those on the main menu and toolbar, it is simply another access method.

To use the right mouse button commands, place the arrow over a Eudora window and click on the right mouse button, then select a command from the list that is displayed. The list varies depending on which window you are in and what tasks you might need to perform while in that window.

If you have Eudora minimized, you can check for new mail without maximizing the icon. To do so, place the arrow over the Eudora icon, click on the right mouse button, and select **Check Mail**.

Printing

To print the current message or item, select **Print...** from the **File** menu. Eudora automatically prints headers and footers on each page, giving the window title, page number, and your return address.

Plugins (Extended Messaging Services)

Plugins are special add-ons that can be installed to add features to Eudora. For example, you could use a language conversion plugin to translate a message to another language, a security plugin to automatically secure a message, or a text manipulation plugin to change lowercase to uppercase. Plugins interface to Eudora using the Extended Messaging Services Application Programming Interface (EMSAPI).

To make plugins available to Eudora, put them in the **Plugins** directory in your Eudora directory, then restart Eudora. Depending on the plugin type, it will be available in Eudora through the following methods:

• The **Message Plugins** submenu (in the **Edit** menu) typically includes plugins that are used to modify the text of a message. These are referred to as on-request plugins. Some samples of these types of plugins are available with Eudora: Sort, UpperLower, and Unwrap.

• Icons in the message window are typically for plugins that are used to manipulate messages as they are sent or when they are received. These are referred to as on-transmission and on-display plugins .

• The **Tools** menu typically includes plugins that are used to do tasks that are not directly related to Eudora functions. These are referred to as tools plugins.

• The **Attach** submenu (in the **Message** menu) typically includes plugins that are used to create and attach particular files to a message. These are referred to as attachment plugins.

• Plugins that are automatically used when a message is received are not available through the user interface.

To see all of your currently installed plugins, select **Message Plugins Settings** from the Special menu. If a plugin has any settings options, you can use the **Settings** button to change them.

For information about available plugins, send e-mail to <eudora-rep@eudora.com> or visit the World Wide Web site <http://www.eudora.com/>.

The Messaging Application Program Interface (MAPI)

MAPI is an interface that lets you send e-mail messages from any MAPI-compatible application, such as your word processor, spreadsheet, graphics application, etc. See Appendix F for technical details on the Eudora MAPI server.

MAPI-compatible applications have a **Send** or **Send Mail** option in the **File** menu. When you select the option, the Eudora MAPI server displays a new outgoing message with your current document attached. All you need to do is address the message, type any details you want to include in the body of the message, and click **Send** or **Queue**.

To run the Eudora MAPI server, use the MAPI Options dialog. To display the MAPI Options dialog, select **Options...** from the **Tools** menu and click on the MAPI category (see the "Options Dialog" section).

You have several options in the MAPI Options dialog for loading the Eudora MAPI server. You can set it to always run or to run only when Eudora is running, or you can specify that it never run. These three options open or exit the server as soon as you select them.

Note: When you are running the Eudora MAPI server, Microsoft Exchange will not work. If you need to use Exchange, turn off the Eudora server.

You also have several options for saving or deleting MAPI attachments. When you use MAPI to attach a file and send a message, that file is immediately copied into the Attach directory (or a directory you have specified). You can use the MAPI options to save those copies, delete them after sending their corresponding messages, or delete them after their messages are emptied from the trash.

Putting Multiple Users on One PC

You can set up Eudora so that more than one user can be on a single PC. You will need to Exit and reopen Eudora to switch users.

Multiple users with Windows 3.x or Windows NT 3.51

To have multiple users on one PC, make a separate directory for each user and copy the original eudora.ini file into each one (the directories can be put anywhere you like, including on floppies or network drives). Then create a separate program item for each user and point the command line to the new eudora.ini file, as shown in the example below:
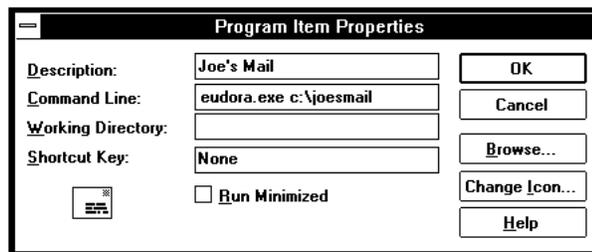
Correcting the properties for each user's program item

Note: Be sure to change the account information in the Getting Started Options.

If you don't already have a program item set up for your original Eudora directory, you should probably do that. Be sure that the command line gives the path to the original eudora.ini file.

Multiple users with Windows 95 or Windows NT 4.0

To have multiple users on one PC, make a separate mail directory for each user (the directories can be put anywhere you like, including on floppies or network drives), and put a copy of the eudora.ini file into each user's directory. Then, for each user, create a shortcut to the Eudora executable (eudora.exe). Right-click on the new shortcut and select **Properties**, then click on the **Shortcut** tab. In the Target field, add the path to the user's eudora.ini file, as shown in the example below.
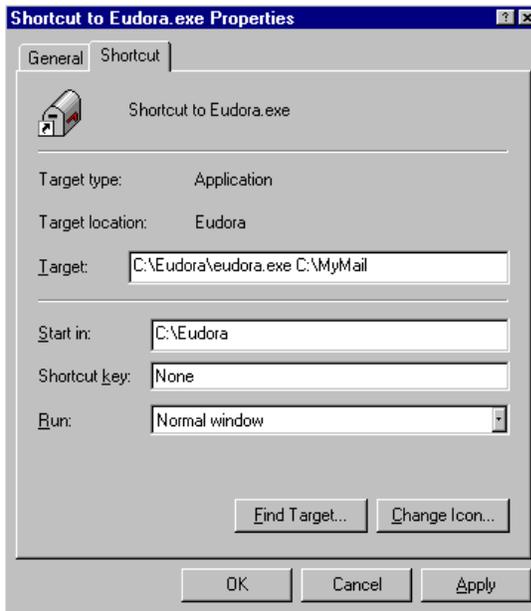
Specifying a mail directory

Note: Be sure to change the account information in the Getting Started Options.

Troubleshooting

Occasionally, you may encounter a problem or bug when using Eudora; this section includes information to help you solve those problems. You can also check the Eudora Technical Support Web Pages at <http://www.eudora.com/techsupport>.

If you are having problems, try the following:

- Be sure that you have the current release of Eudora.

- Be sure that your POP account is set correctly. This is probably different than your e-mail address, so double-check that you have the right information.

- Be sure your SMTP server is set correctly. This may or may not be the same machine as your POP server.

- Be sure you are entering your password correctly, paying attention to upper and lower case letters (make sure the Caps Lock key is off).

- Be sure the date is correct on your computer, especially the year.

- Be sure the **Winsock** option is on (in the Getting Started Options) unless you are using a shell account. (If you can use a browser, use Winsock.)

- Be sure Eudora can find your **winsock.dll**. If Eudora cannot find it, be sure the **Path** line in your AUTOEXEC.BAT file includes the directory that contains the winsock.dll. Or, if you do not want to edit your AUTOEXEC.BAT file, try copying your winsock.dll into the Eudora directory.

- Toggle both of the **Use asynchronous Winsock calls** options (turn them on if they're off, or vice versa) in the Advanced Networking Options.

- Run ScanDisk to check for problems on the hard drive.

- If you're having trouble with your mailboxes (especially with repeated requests to rebuild a mailbox's table of contents), quit Eudora and find the mailbox's .toc file in the Eudora directory. Change the **.toc** extension to **.000**, then open Eudora and see if the problem persists.

- Windows 95 users: If you're having other problems, especially crashes, remove all of the items in your Startup directory (C:\Windows\Start Menu\Programs\StartUp), then restart Windows while holding down the F8 key. In the Startup menu, select Safe Mode. Then open Eudora and see if the problem persists.

Errors

The following are possible errors and alerts you could recieve from Eudora, and suggestions for fixing them.

"-ERR Maildrop lock busy"

This usually happens after your PC has "hung" during a mail check and you are now attempting to re-connect to the mail server. The best thing to do is to contact your e-mail administrator and tell them that you have a POP3 server process that needs to be disconnected.

"503 Need RCPT (Recipient)"

You must include at least one recipient in the **To** field for your message to be delivered. If you have a nickname in the To field, be sure that in the Address Book at least one e-mail address or valid nickname is included in the Address(es) tab. If the Address(es) tab is blank, there are no recipients and this causes the error.

"Error getting a network socket. Cause: no buffer space available (10055)"

The buffers the error message is referring to are TCP buffers. TCP/IP stacks need buffers where they can store data that goes to/from the network. Since at a low level the data has to be sent to a hardware device, the buffers generally have to be in low memory (i.e., < 1MB). This is valuable space for most users, so most TCP/IP stacks have a way of controlling how many of these buffers the user wants allocated. If you're using a lot of other network applications at the same time (especially X Windows, which uses a buffer for each window), then you might get this error. The other case that this error might occur is the TCP/IP stack not correctly marking buffers as being unused, so you have a buffer not being used that the stack thinks is being used.

"Could not rename lmos.tmp to lmos.dat"

Quit Eudora, and go to your Eudora directory. Find the files called lmos.tmp and lmos.dat and delete them both (lmos.tmp may not be there, that's not a problem). On your next mail check you may get some mail that you have already received, but that should only happen once.

Formatting and Printing

The following are possible formatting and printing problems, and suggestions for fixing them.

You received a message containing columns and the columns are not lining up correctly.

Your screen font is probably a proportional font. Change your display font to a non-proportional font (such as Courier) in the Fonts & Display Options.

You have a message that is printing with strange line breaks.

When most e-mail programs send out messages, they insert hard returns at around 75-80 characters. (If they didn't, some e-mail applications would only be able to display the first 80 characters or so of a very long line of text.) What's happening with your message is that the width of the line that fits on the printed page is shorter than 75-80, so the hard returns end up in the wrong place.

The solution is to make the print font smaller, or choose a font that is closer together (like Helvetica instead of Courier, for example). These settings are in the Fonts and Display Options.

Miscellaneous

You want to set up a password check for sending mail, not just checking mail.

SMTP servers, which are used to send mail for most e-mail accounts, do not require a password for access like a POP server does. However, if the POP daemon your server is using is descended from the UC Berkeley POPper, you can use the POPSend protocol, which routes SMTP calls through the POP server, so the POP server requires the password.

If you turn this feature on in your POP server, add this line to the Settings section of the eudora.ini file:

```
UsePOPSend=1
```

This means you will have to enter your password to send as well as check mail. However, it's not terribly secure since users who know what they're doing can simply remove that .ini file line or uncheck the Use XTND XMIT option and disable the feature. But it will protect you against inexperienced but unscrupulous users.

The Options Dialog

The Options dialog lets you specify how you want to use Eudora. To display the Options dialog, select **Options...** from the **Tools** menu.

The Options dialog contains many categories, which are described below. The default setting for each option is listed in brackets after the name of the option.

Note: *For your convenience, some options appear in more than one category. For example, your real name appears in both the Getting Started and Personal Info Options. Changing a setting in one group changes the setting in all groups.*

Getting Started

The Getting Started Options determine the minimum information necessary to send and receive mail.
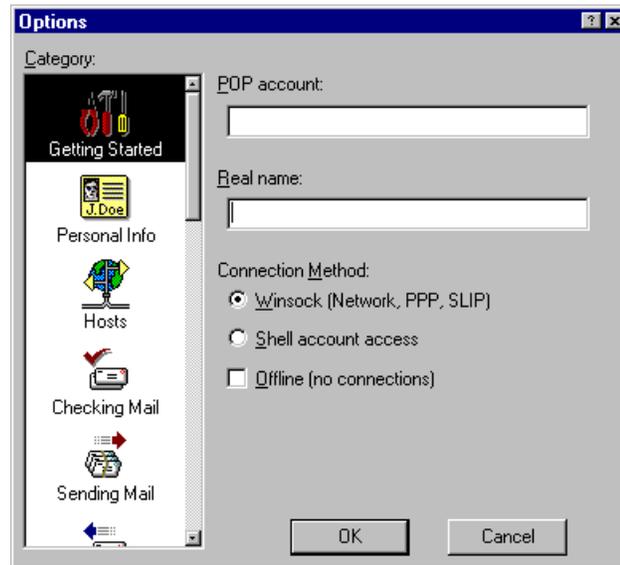
The Getting Started Options

POP account [none]
This is the address for your account on the POP server. Enter your POP account name, an "@" sign, and the full domain name of the computer. For example, if your assigned POP account name is "justine," and the name of the computer where you receive e-mail is "pop3.qualcomm.com" type "justine@pop3.qualcomm.com" in this field.

*Note: Be sure to use your POP account —this may or may not be your e-mail address. If your e-mail address is different than your pop account, put your e-mail address in the **Return Address** field of the Personal Info Options.*

Real name [none]
This is your real name. It is included in the **From** field of outgoing mail.

Connection method [Winsock]
This specifies how you are connecting to the network. If you are using Eudora via TCP/IP software (e.g., a direct network connection, SLIP, or PPP), select **Winsock**. If you are using Eudora without TCP/IP software, select **Dialup**. If you don't want Eudora to attempt to make any connections, select **Offline**.

Personal Info

The Personal Info Options determine your personal information.

The Personal Info Options

POP account [none]
This is the address for your account on the POP server.

Real name [none]
This is your real name. It is included in the **From** field of outgoing mail.

Return address [none]
This is your e-mail address. It is included in the **From** field of outgoing messages, and when a recipient replies, this address is used. Your POP account is used if you do not enter an address here.

Note: If you do enter an address in this field, first test the address to be sure that mail sent to it is indeed delivered to you. If you use an invalid return address, no one will be able reply to your mail.

Dialup username [none]
This is your dialup username. If you use Eudora with the Communications Toolbox, and you have a secondary user name for use during the dialup process, enter it here (e.g., your login name on a terminal server). See Appendix E for details regarding how this field can be used.

Hosts

The Hosts Options determine what servers to use.
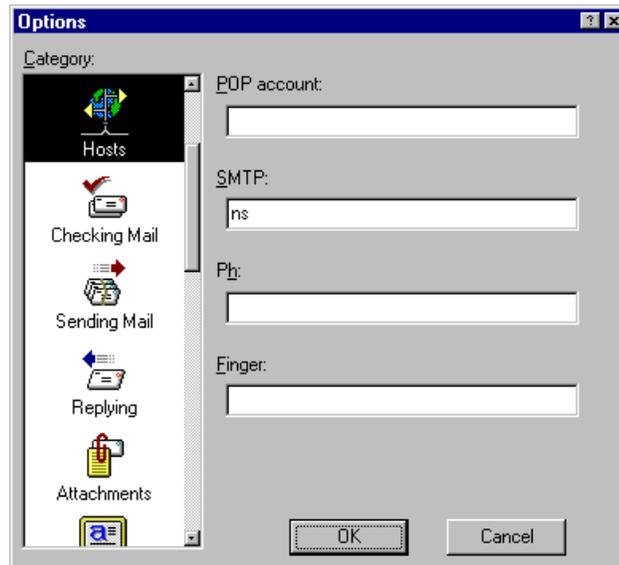
The Hosts Options

POP account [none]
This is the address for your account on the POP server.

SMTP [none]
This is the name of your SMTP server. If the computer that your POP account is on also runs an SMTP server, you can leave this field blank.

Ph [none]
This is the name of your Ph server. It is necessary for doing Ph queries in the Directory Services window.

Finger [none]
This is the name of your finger server. If you leave this blank, Eudora uses your SMTP server as your finger server.

Checking Mail

The Checking Mail Options determine how Eudora checks for and receives your incoming mail messages.
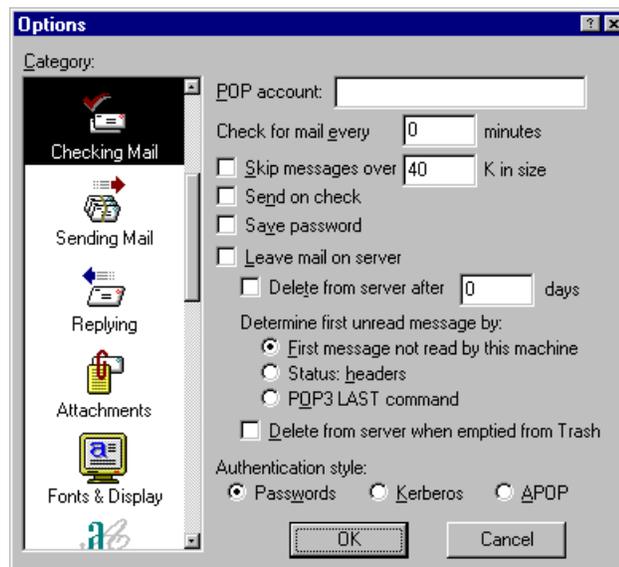
The Checking Mail Options

POP account [none]
This is the address for your account on the POP server.

Check for mail every ? minutes [none]
If this is on and you enter a number, Eudora automatically checks your POP server for new mail at regular intervals and transfers any mail addressed to you to your PC. The number you enter specifies the number of minutes between checks. It's a good idea to set this at no less than 15 minutes. Checking mail more frequently puts an unnecessary drain on your POP server. This option only works when Eudora is running. Leaving this field empty disables automatic checking (even if the box is checked).

Skip messages over ? K [off, 40]
If this is on, messages over the specified size are downloaded only in part. These messages include the first few lines, and a statement that says the message is not complete. This can be useful on slow connections. For details, see the section "Managing Your Mail on the POP Server."

Send on check [on]
If this is on, any messages that are queued in the Out mailbox are sent when mail is checked (automatically or manually).

Save password [off]
If this is on, your password is remembered even if you quit and restart Eudora, so you'll never be prompted to enter it. Only use this option if your PC is in a secure place.

Leave mail on server [off]
If this is on, Eudora copies incoming messages to your PC and leaves the message on the POP server. For details, see the section "Managing Your Mail on the POP Server."

Delete from server after ? days [off, 0]
This option has a check box for turning it on and off and an edit box for specifying the number of days mail that was left on the server should be saved before being deleted. It is a good idea not to leave copies of your messages on the server indefinitely, as this will create mail storage problems on the server.

Determine first unread message by [First message not read by this machine]
Eudora has the capability to track unread messages on your desktop, instead of relying solely on the POP server to mark the messages as unread. This option allows you to select what constitutes an unread message.

The choices are as follows:

First message not read by this machine - any message not previously read by this machine is considered unread.

Status: headers - any message not identified as read in the message Status: header is considered unread. Old versions of Eudora used this method exclusively.

POP3 LAST command - any message after the LAST downloaded message is considered unread. This method is more efficient than the Status: headers method when connecting to a POP server that supports the LAST command.

If you want to get all your messages on multiple PCs, on each PC select **First message not read by this machine**, and set the **Delete from server after ? days** to a number of days that will allow you to check for mail on each PC.

If you want to get all your messages on one PC but also want to be able to read new messages from other machines, on each PC select **First message not read by this machine.** On the PC that you use for all your messages, turn off **Leave mail on server**. On the PCs that you use to read new mail, turn on **Leave mail on server**.

Delete from server when emptied from trash [off]
If this is on, any messages that are deleted from your Trash mailbox are also deleted from the POP server. For details, see the section "Managing Your Mail on the POP Server."

Authentication [Passwords]
This specifies which authentication technology to use: Passwords, Kerberos, or APOP. Ask your e-mail administrator which one to use.

Sending Mail

The Sending Mail Options determine how Eudora sends your outgoing messages.
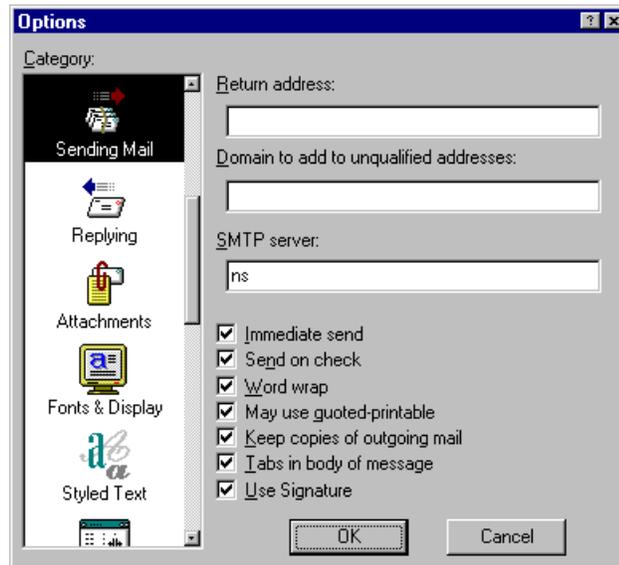
The Sending Mail Options

Return address [none]
This is your e-mail address.

Domain to add to unqualified names [none]
This is the domain name that Eudora automatically adds to an unqualified name. An unqualified name is a name that doesn't have an "@" sign followed by a domain name. This can be used to save time when addressing large numbers of messages to users in the same domain.

SMTP server [none]
This is the name of your SMTP server. If the computer that your POP account is on also runs an SMTP server, you can leave this field blank.

Immediate send [on]
If this is on, the rightmost button in the Toolbar of the message composition window is labeled Send. Clicking on this button immediately sends the message to the SMTP server. If this option is off, the button is labeled Queue and clicking on it places the message in the Out mailbox marked ready for delivery (Q).

Send on check [on]
If this is on, any messages that are queued in the Out mailbox are sent when mail is checked (automatically or manually).

Word wrap [on]
If this is on, the Word wrap option is on in the message toolbar. This means that carriage returns are automatically inserted in long lines when the message is sent, creating roughly 76 characters per line. This makes the message legible on the recipient's computer. It is a good idea not to include your own carriage returns within paragraphs if you have this option on—only use carriage returns to create new paragraphs. It is strongly recommended that you leave this option on.

May use Quoted-Printable [on]
If this is on, the QP option is on in the message toolbar. This means that Eudora uses quoted-printable encoding when necessary, such as when messages that contain long lines of text or special characters are sent. If this option is off, quoted-printable encoding is never used. It is recommended that you leave this option on.

Keep copies [off]
If this is on, the Keep copy option is on in the message toolbar. This means that a copy of the message will be put in the Out mailbox when the message is sent. If this option is off, outgoing messages are put in the Trash mailbox after they are sent.

Tabs in body of message [on]
If this is on, the Tabls in body option is on in the message toolbar. This means that when you press the tab key within the message body a tab is inserted. If this option is off, pressing the tab key within the message body moves the cursor to the **To** field.

Use signature [off]
If this is on, the Signature popup in message toolbars is set to **Standard**. You can always change the setting for a particular message.

Replying

The Replying Options determine how replies are created.
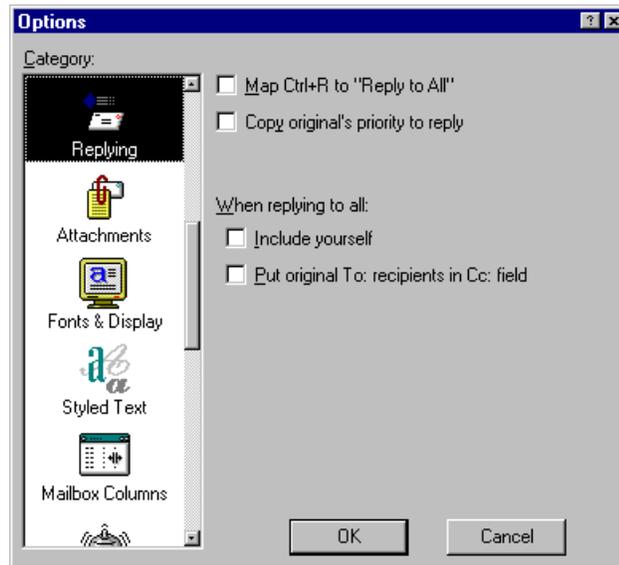
The Replying Options

Map Ctrl+R to "Reply to All"[off]
If this is on, when you hold down the Ctrl key and press R, a new message is created addressed to all of the recipients of the original message.

Copy original's priority to reply [off]
If this is on, your replies use the same priority as the original message.

When replying to all [off]
This specifies how to address a reply. If **Include yourself** is on, when you Reply to all (as described above) your address is left in the address list of the new message and you receive a copy of your own reply. If this option is off, your address is removed from the reply message and you do not receive a copy of the reply. If **Put original To: recipients in Cc: field, not To: field** is on, the addresses of the original message recipients are moved from the **To** field to the **Cc** field of the reply to all message. Only the address of the original sender is placed in the **To** field.

Attachments

The Attachments Options determine how Eudora sends and receives attachments.
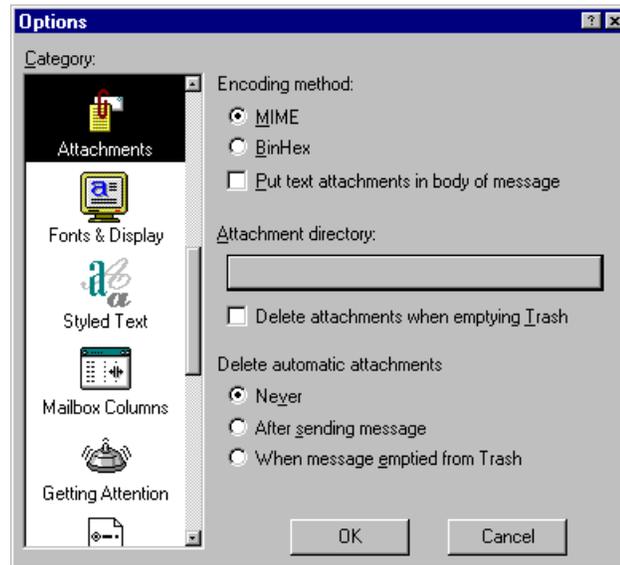
The Attachments Options

Encoding Method [MIME]
This specifies what Encoding Method to use for attached documents. To change the method for just the current message, use the Attachment Type popup in the outgoing message window. For details, see the section "Attaching a File to a Message").

Put text attachments in body of message [off]
If this is on, Eudora puts any plain text attachment you send directly in the message body, as if it were typed in manually.

Attachment Directory [none]
This specifies what directory to put incoming attachments into. To specify a folder, single-click on the folder name button. A dialog is displayed prompting you to select a folder.

Delete attachments when emptying Trash [off]
If this is on, Eudora automatically deletes an attachment received with a message when that message is deleted. The attachment must still be in the folder defined as the Attachments Folder. If you want to save an attachment but delete the message, move the attachment to another folder or turn this option off.

Delete Automatic attachments: [When message emptied from Trash]
This specifies how to handle attachments to automatically generated messages, such as is created with the **Insert System Configuration** command.

Never
If this is on, automatic attachments are never deleted from the attachment directory.

After sending message
If this is on, automatic attachments are deleted from the attachment directory when their corresponding messages are sent.

When message emptied from Trash
If this is on, automatic attachments are deleted from the attachment directory when their corresponding messages are emptied from the trash.

Fonts & Display

The Fonts & Display Options determine how Eudora displays windows and text.
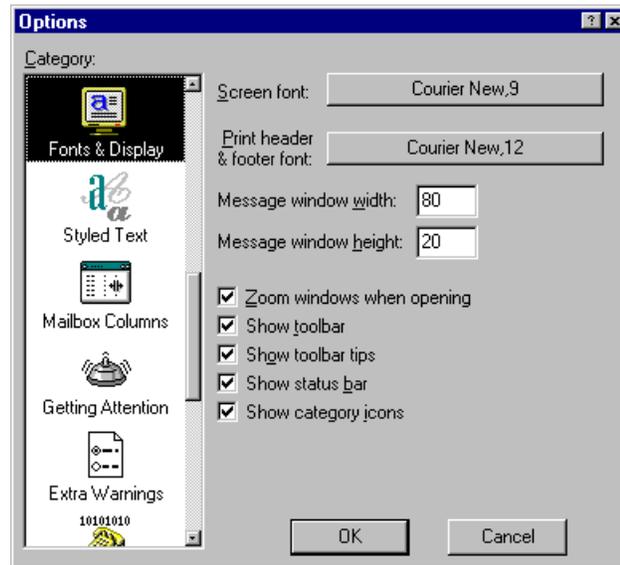
The Fonts & Display Options

Screen Font: [Courier New,9]
This field lists the font to be used for displaying the text of your Eudora messages and mailbox windows. It also lists the point size of the font. To change the selection, click on this field. The Font dialog is then displayed, allowing you to select a new font and size.

Print Font: [Courier New,12]
This field lists the font to be used when printing messages using the Print... command. It also lists the point size of the font. To change the selection, click on this field. The Font dialog is then displayed, allowing you to select a new font and size.

Message Window Width: [80]
This field specifies the width of new and received message windows (in characters). If you leave this field blank, the default value is 80. This setting has no effect on what your mail looks like when it is sent. When mail is sent, Eudora wraps at or before 76 columns.

Note: If you use a proportional font, Eudora sets the window width based on the average width of the characters in the font.

Message Window Height: [20]
This field specifies the height of new and received message windows (in lines). If you leave this field blank, the default value is 20.

Note: If the Zoom windows when opening option is turned on, received message window heights are automatically adjusted to the height of the message text.

Zoom windows when opening [on]
If this option is on, new message windows automatically open to their "zoomed" size. The zoomed size is computed on a window-by-window basis. For message windows, zoomed size is just long enough to display all of the message (but no longer than the main window), and as wide as the Message Window Width setting. Composition windows zoom to the height specified by the Message Window Height setting.

Show toolbar [on]
If this option is on, the main window toolbar is displayed (see the "Main Window Toolbar" section).

Show toolbar tips [on]
If this option is on, holding the mouse pointer over a button in the main window toolbar displays a very brief description of that button's function.

Show status bar [on]
If this option is on, Eudora displays a status bar at the bottom of the main window. The status bar provides a brief description of menu items and toolbar buttons.

Show category icons [on]
This option allows you to turn the Category icons in the Options dialog on and off.

Styled Text

The Styled Text Options determine how styled text is received.
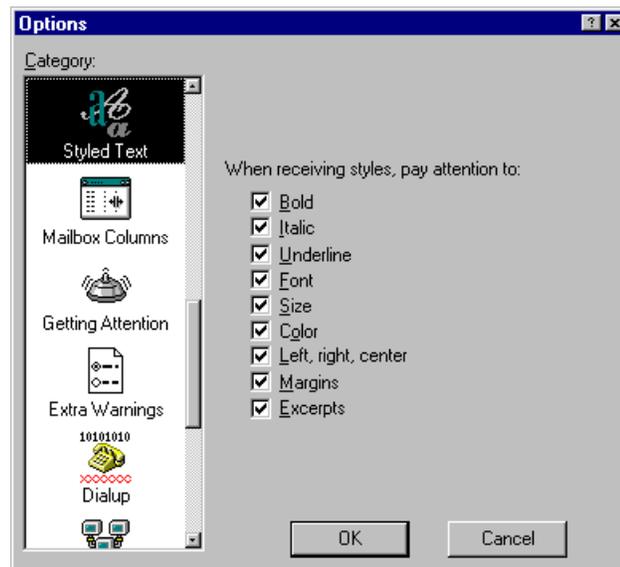
The Styled Text Options

When receiving styles pay attention to
If any of these are on, they can be displayed in incoming messages (if the message includes the style).

Mailbox Columns

The Mailbox Columns Options determine which columns are displayed in mailbox windows.
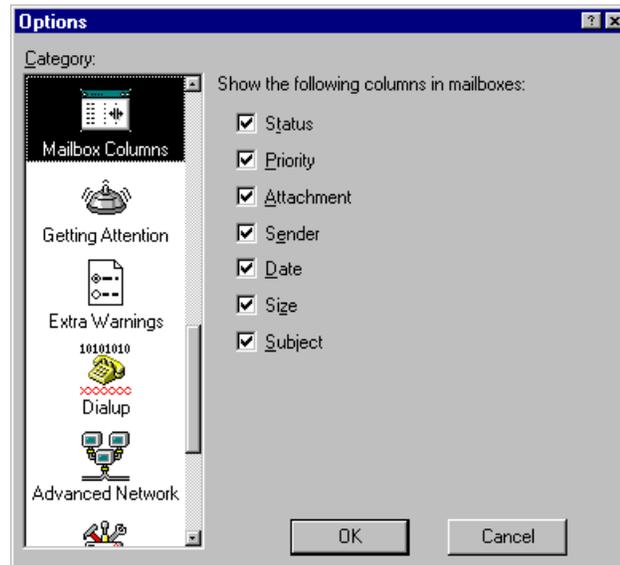
The Mailbox Columns Options

Show columns [Status, Priority, Attachments, Sender, Date, Size, Subject]
If any of these options are on, that column is displayed in mailbox windows.

Getting Attention

The Getting Attention Options determine what Eudora does when it is running in the background and wants your attention, or when new mail arrives.
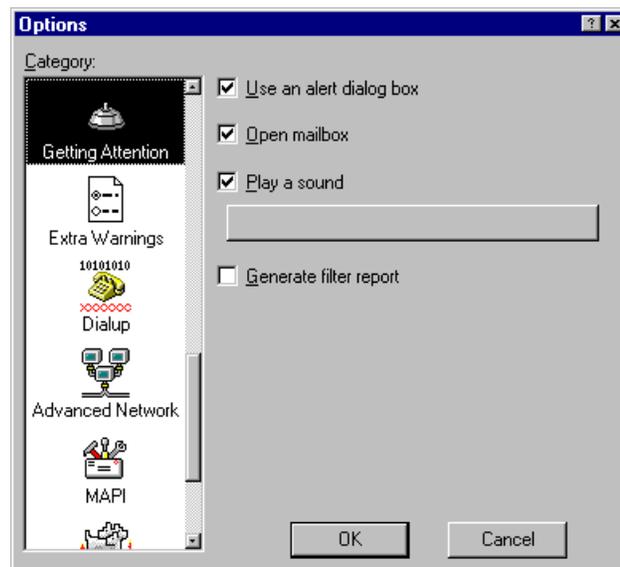
The Getting Attention Options

Use an alert [on]
If this is on, an alert dialog notifies you when new mail is received.

Open mailbox (new mail only) [on]
If this is on, mailboxes are automatically opened when new mail arrives in them, and the first unread message of the last unread batch of messages is selected.

Play a sound [on]
If this is on, a sound is played when Eudora needs attention. To select a sound (.wav) file, click on the button below the Play a sound option. The Select sound file dialog is then displayed, allowing you to select a sound.

Generate Filter Report [on]
If this is on, a filter report is generated when filters are used.

Extra Warnings

The Extra Warnings Options determine whether you are warned before making a possible mistake. Most of the warnings are displayed with an option to stop that warning from being displayed again. If you chose that option, you can turn the warning back on using the Extra Warnings Options.
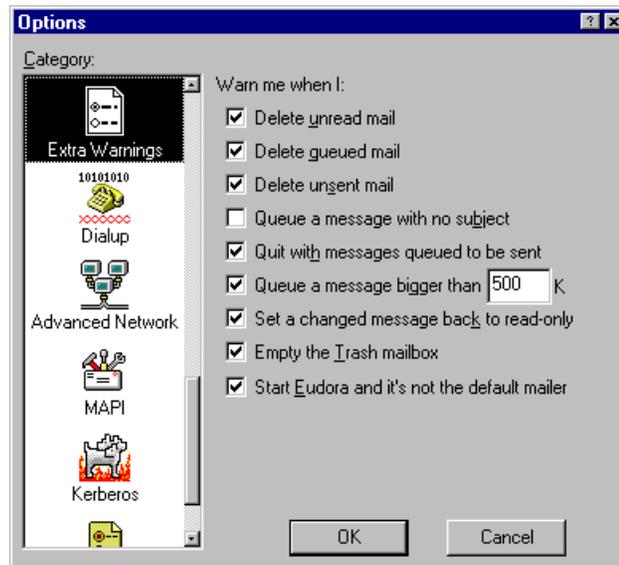
The Extra Warnings Options

Delete unread mail [on]
If this is on, you are warned if you try to delete unread mail.

Delete queued mail [on]
If this is on, you are warned if you try to delete queued mail.

Delete unsent mail [on]
If this is on, you are warned if you try to delete unsent messages.

Queue a message with no subject [on]
If this is on, you are warned if you try to queue a message with no subject.

Quit with messages queued to be sent [on]
If this is on, you are warned if you try to quit Eudora and you have queued messages.

Queue a message bigger than ? k [on, 500]
If this is on, you are warned if you try to send a message whose size is more than the specified number. This number must be between 0 and 1000000.

Set a changed message back to read-only [on]
If this is on, you are warned if you try to make an edited incoming message uneditable.

Empty the Trash mailbox [on]
If this is on, you are warned if you try to empty the Trash mailbox. Once messages are deleted from the Trash, they are completely gone.

Start Eudora and it's not the default mailer [on]
If this is on, you are warned if you try to start Eudora when it's not the default mailer. When Eudora is the default mailer, "mailto" commands open a Eudora message, regardless of what application the command is in.

Dialup

These options set the dialup configuration.

Important*: Do not use the Dialup connection option unless you have a Unix shell account. Most users have a SLIP, PPP, or direct network account and can use the **Winsock** connection method.*
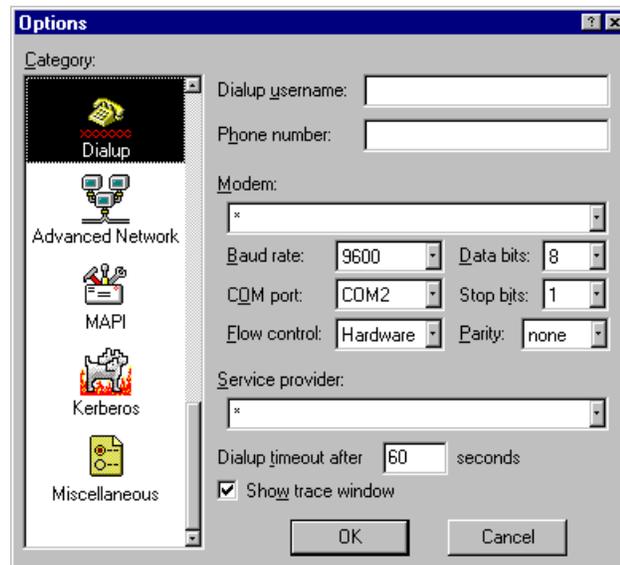
The Dialup options

Dialup username: [none]
Type your dialup user name in this field. Leave this field blank if your dialup username is the same as your POP account username.

Phone number: [none]
Type the dialin phone number for your terminal server here. When using Eudora from a location that requires a prefix (such as "8" or "9"), make sure to include the prefix in this field along with the phone number.

Modem: [*Default:Hayes (unreliable transfers)]
Specifies the modem type. If your modem is listed among those available, select it. If not, select ***Default:Hayes (unreliable transfers)**.

Note: While the default modem functions in many cases, you may experience data corruption when sending or receiving messages. To configure Eudora for a reliable connection using the default modem, you must modify the DEFAULT.MOD dialup file, as described in Appendix E.

Baud rate: [9600]
Specifies the speed at which your modem communicates with the terminal server. Select the value that corresponds with your modem speed.

COM port: [COM2]
Specifies the COM port that your modem is connected to on your PC.

Flow Control: [Hardware]
Specifies the modem flow control. Flow control is the ability of the modem and PC to stop the data flow before the internal buffers fill up and overflow. The modem may use either hardware or software flow control (software flow control is typically the modem default setting), but hardware is preferred and strongly recommended at baud rates above 9600. If your modem does not support

hardware flow control, then you must use software flow control. Software flow control, however, does not work well at speeds above 9600 baud.

Data bits: [8], Stop bits: [1], Parity: [none]
Specify various terminal server settings. The default values are correct for almost all cases. Consult with your local Eudora support coordinator or service provider prior to changing any of these values.

Service provider: [*Default (must modify)]
Specifies the service provider whose terminal server Eudora is connecting to. If your service provider is listed among those available, select it. If not, select ***Default (must modify)**.

Note: The default service provider will not function until the SERIAL.NAV dialup file is modified to work with your service provider, as described in Appendix E.

Dialup timeout after ? seconds [60]
Specifies the number of seconds before a dialup connection will time out.

Show trace window [on]
This option allows you to enable the Trace Window that Eudora displays when making dialup connections. When enabled, the Trace Window is opened automatically at the beginning of the dialup session. It follows what Eudora is sending, expecting, and the characters returned to Eudora. The Trace Window is a valuable troubleshooting tool because when there is an error during the dialup process, the window displays the source of the error.

Advanced Network

These options control some of Eudora's advanced network functions. They should not be modified without first consulting with your e-mail administrator.
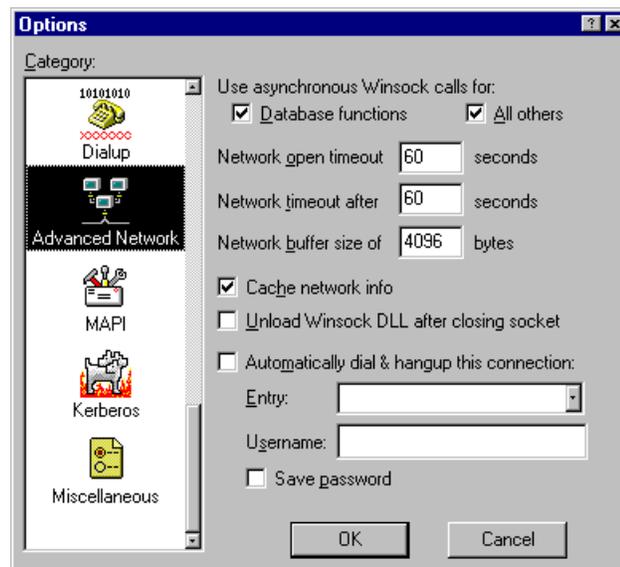
The Advanced Network options

Use asynchronous Winsock calls for:
This option allows you to select asynchronous calls for **Database functions** or **All others** when using the Winsock connection method. There are two methods of making Winsock calls using TCP/IP stacks: blocking and asynchronous. Because of the ability to handle error conditions more gracefully, asynchronous is the preferred method. However, some TCP/IP stacks do not handle asynchronous calls correctly, so if you're experiencing trouble with your Winsock connection make sure both of these options are off.

Network Open timeout after ? seconds [60]
This option allows you to set the number of seconds before a network connection will time out.

Network timeout after ? seconds [60]
This option allows you to set the number of seconds before a network connection will time out.

Network buffer size of ? bytes [4096]
This option allows you to set the size of the buffer that Eudora uses to transfer information to and from the server.

Note: If you are having trouble transferring large messages, the size of this buffer may be decreased.

Cache network info [on]
This option causes Eudora to remember the results of previous database functions when using the Winsock connection method. This speeds up database functions within a single Eudora session.

Unload Winsock DLL after closing socket [off]
This option causes Eudora to unload the Winsock DLL after closing the socket. This is useful if you don't want Eudora to keep your Winsock DLL open continuously.

Automatically dial & hangup this connection [off] (32-bit Eudora only)
If this is checked, the specified dialup connection (referred to in Windows NT 4.0 as a "phonebook entry") is used when Eudora does any network operation. Use the popup menu to select a connection in the **Entry** field.

This option is only available if you have installed the dialup networking services with Windows 95 or Windows NT 4.0.

Username
This specifies the username for the auto connection.

Save password
If this is on, the auto connection password is saved in Eudora so that you do not have to re-enter it after you exit and restart Eudora.

If you select Forget Password(s) from the Special menu, you will need to re-enter the password the next time you check mail.

MAPI

These options control the Eudora MAPI Server.
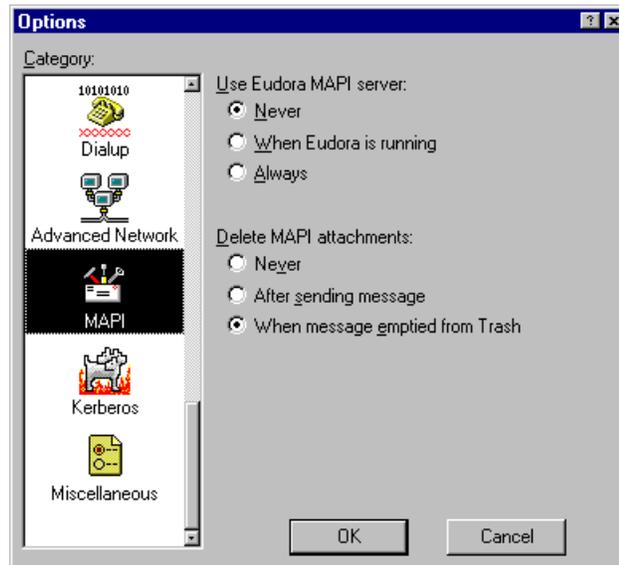
The MAPI options

Use Eudora MAPI server: Never [default]
If this option is on, the Eudora MAPI server is off and is never automatically loaded.

Use Eudora MAPI server: When Eudora is running
If this option is on, the Eudora MAPI server is on when Eudora is running.

Use Eudora MAPI server: Always
If this option is on, the Eudora MAPI server is on and is always loaded on startup.

Delete MAPI attachments: Never
If this option is on, MAPI attachments are never deleted from the attachment directory.

Delete MAPI attachments: After sending messages
If this option is on, MAPI attachments are deleted from the attachment directory when their corresponding messages are sent.

Delete MAPI attachments: When messages are emptied from trash [default]
If this option is on, MAPI attachments are deleted from the attachment directory when their corresponding messages are emptied from the trash.

Kerberos

These options control the Kerberos authentication system. If your network uses Kerberos for authentication, the appropriate options are provided by your e-mail administrator.
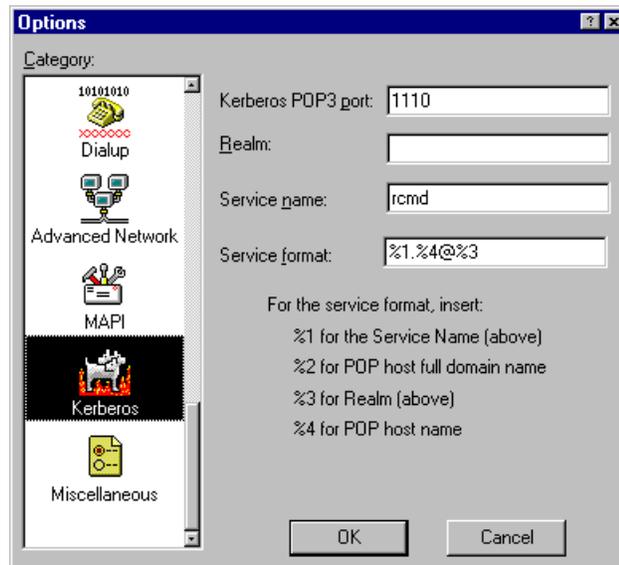
The Kerberos options

Kerberos POP3 port: [1110]
This is the port that the Kerberos POP server is listening on.

Realm: [none]
This is the network realm that the Kerberos server resides in.

Service name: [rcmd]
This is the type of service that you're requesting.

Service format: [%1.%4@%3]
This is the name of the ticket that Eudora requests from the Kerberos server.

Miscellaneous

The Miscellaneous Options determine miscellaneous Eudora functions.
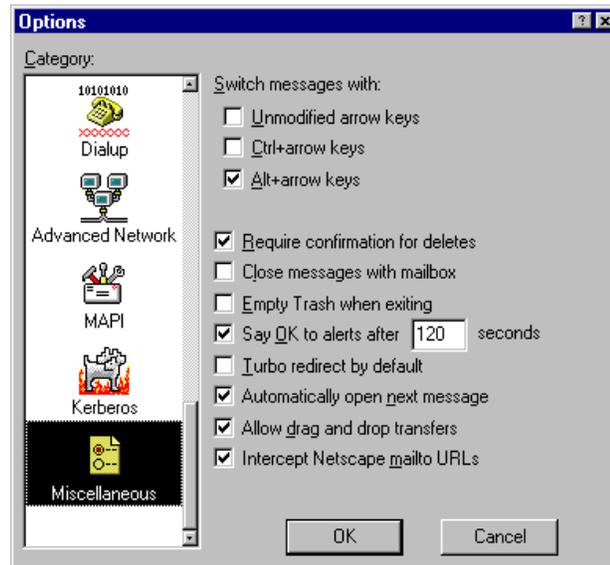
The Miscellaneous Options

Switch messages with: Unmodified arrow keys [off]
If this is on and there is an incoming message window open on the screen, the up or left arrow key opens the previous message and the down or right arrow key opens the next message. If this option is off, the arrow keys can be used to move the caret in messages.

Note: *Even if Unmodified arrow keys is on, the arrow keys* do not *switch messages if there is an outgoing message topmost on the screen.*

Ctrl+arrow keys [off]
If this is on, you can switch messages (as described in the "Unmodified arrow keys" section above) by holding down the Ctrl key and pressing the arrow keys. The Ctrl+arrow keystrokes *do not* work when composition windows are open on the screen.

Alt+arrow keys [on]
If this is on, you can switch messages (as described in the "Unmodified arrow keys" section above) by holding down the [Alt] key and then pressing the arrow keys. The Alt+arrow keystrokes *do* work when composition windows are open on the screen.

Require confirmation for deletes [on]
If this is on, Eudora alerts you when you are deleting messages you haven't read or transferring queued messages out of the Out mailbox.

Close messages with mailbox [off]
If this is on, closing any mailbox window (except Out) closes all the open messages from that mailbox.

Empty Trash when exiting [on]
If this is on, the Trash mailbox is emptied when you exit Eudora. If this is off, the Trash is only emptied when you select Empty Trash from the Special menu.

Say OK to alerts after ? seconds [on, 120]
If this is on, notifications of network problems automatically go away after the specified number of seconds. This allows Eudora to try the communication again, and is most useful if you have automatic mail checking enabled for any of your accounts.

Turbo redirect by default [off]
If this is on and you select Redirect To, a redirected message is created with the specified recipient, the message is queued, and the original message is deleted.

Automatically open next message [off]
If this is on, deleting or transferring the current message opens the next message in the mailbox, but only if it is unread.

Allow Drag and Drop Transfers [on]
If this is on, you can transfer a message to another mailbox using drag and drop.

Intercept Netscape mailto URLs [off]
If this is on, Netscape mailto commands (clicking on an active e-mail address in a Web page) opens a Eudora message.

Menu Commands

The following sections describe each of the Eudora menu commands.

File

This menu provides basic file and mail functions.

File	
New Text File	
Open Text File...	Ctrl+O
Open Attachment	Enter
Close	Ctrl+W
Save	Ctrl+S
Save As...	
Send Queued Messages	Ctrl+T
Check Mail	Ctrl+M
Print...	Ctrl+P
Print Preview	
Print Setup...	
Exit	Ctrl+Q

New Text File
Create a new text file.

Open Text file...
Open a selected (highlighted) message summary, or text file.

Open Attachment
Open a selected (highlighted) message summary, an attachment, or a mailbox (from the Mailboxes window).

Close
Close the current window.

Save
Save the changes to the topmost window.

Save As...
Save the current messages to a text file.

Send Queued Messages
Send all messages that have been queued for delivery.

Check Mail
Pick up new mail from the POP server.

Print...
Print the current message(s), or window.

Print Preview
Display the Print Preview window.

Print Setup ...
Display the Print Setup window.

Exit
Exit the Eudora application.

Edit

This menu provides text editing tools.
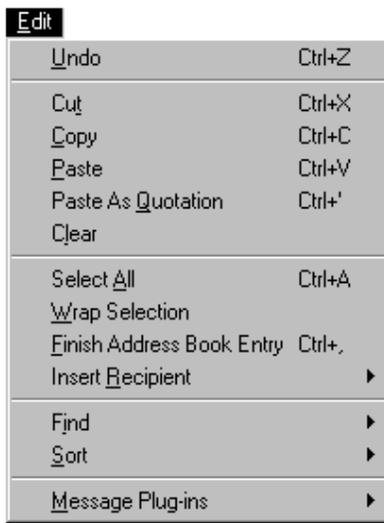
Undo
Reverse the last action taken.

Cut
Delete the selected text and place it on clipboard.

Copy
Copy the selected text and place it on clipboard.

Paste
Paste the contents of the clipboard.

Paste as Quotation
Paste the contents of the clipboard as quoted text.

Clear
Delete the selected text.

Select All
Select the entire contents of a message or a mailbox.

Wrap Selection
Insert carriage returns into the selection, as appropriate.

Finish Address Book Entry
Complete the partial text of an Address Book entry's nickname.

Insert Recipient
Insert the chosen recipient.

Find submenu
Search for the designated character string.

Sort submenu
Sort the message summaries in a mailbox in ascending order.

Message Plugins submenu
Use Message Plugins.

Mailbox

This menu lets you open a mailbox, or bring an open mailbox to the front.

In
Open the mailbox where incoming messages are stored until deleted or transferred to another mailbox.

Out
Open the mailbox where messages you compose are stored, where queued messages are held until actually sent, and where copies of sent messages may be initially stored.

Trash
Open the mailbox where deleted messages are stored.

New...
Display the New Mailbox dialog to create a new mailbox.

[Your Mailboxes]
Open the selected mailbox that you have created.

Message

This menu lets you create, send, and delete messages.

Message	
New Message	Ctrl+N
Reply	Ctrl+R
Reply to All	
Forward	
Redirect	
Send Again	
New Message To	▶
Forward To	▶
Redirect To	▶
Attach File to New Message	Ctrl+H
Send Immediately	Ctrl+E
Change	▶
Delete	Ctrl+D

New Message
Open a new message composition window.

Reply
Reply to the sender of the current message.

Reply to All
Reply to all the original recipients.

Forward
Forward the current message to someone else.

Redirect
Redirect the current message to someone else.

Send Again
Resend a message rejected by the mail system.

New Message To
Send a message to someone on the Quick Recipient list.

Forward To
Forward a message to someone on the Quick Recipient list.

Redirect To
Redirect the message to someone on the Quick Recipient List.

Attach File [to New Message]...
Attach a file to the current message or open a new message with the file attached.

Send Immediately or **Queue For Delivery**
Send the message or put it in the queue.

Change
Change the queueing, status, or priority.

Delete
Transfer the current message into the Trash mailbox.

Transfer

This menu lets you transfer current message(s) to another mailbox.

In
Transfer the current message(s) to the In mailbox.

Out
Transfer the current message(s) to the Out mailbox.

Trash
Transfer the current message(s) to the Trash mailbox.

New...
Display the New Mailbox dialog to create a new mailbox; current message(s) may be transferred into that mailbox.

[Your Mailboxes]
Transfer the current message(s) to the selected mailbox that you have created.

Special

This menu lets you use additional Eudora functions.
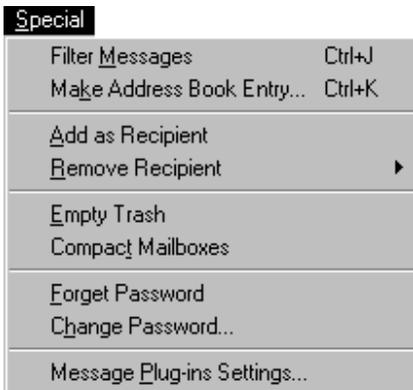
Filter Messages
Run the manual filters for the current message(s).

Make Address Book Entry...
Create an Address Book entry from the current message.

Add As Recipient
Add selected text to the Quick Recipient list.

Remove Recipient
Select a recipient from this menu and the recipient is removed from the Quick Recipient list.

Empty Trash
Delete all messages from the Trash mailbox.

Compact Mailboxes
Reclaim unused space in all mailboxes.

Forget Password
Make Eudora forget your password so mail can't be checked.

Change Password...
Change your POP account password on the POP server.

Message Plugins Settings...
Open the Message Plugins Settings.

Tools

All the Eudora Tools are listed in this menu. Select one to open it.
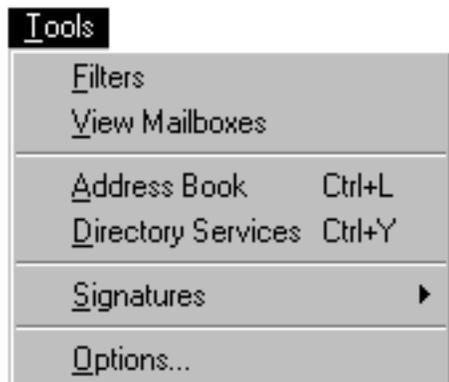
Filters
Display the Filters window.

View Mailboxes
Display the Mailboxes window.

Address Book
Display the Address Book window.

Directory Services
Display the Directory Services window.

Signatures
Select a Signature to display the signature window.

Options...
Display the Options dialog.

Window

All standard Window options are listed in this menu, including what Eudora windows you have open.
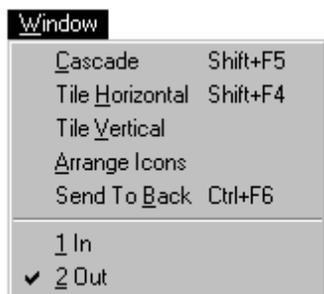
Cascade
Cascade open windows.

Tile Horizontal
Tile open windows horizontally.

Tile Vertical
Tile open windows vertically.

Arrange Icons
Arrange all icons at the bottom of the main window.

Send to Back
Send the topmost window to the back of all displayed windows.

[Your Windows]
All Eudora windows that are open are displayed here.

Help

The Eudora Help menu and About Eudora screen are listed in this menu.
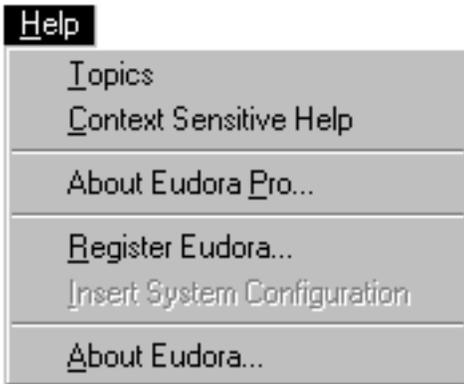
Topics
Display the on-line Help contents.

Context Sensitive Help
Display context sensitive Help.

About Eudora Pro
Display information about the Eudora Pro software.

Register Eudora
Register your copy of Eudora.

Insert System Configuration
Insert text with your system configuration information.

About Eudora...
Display the About Eudora screen.

About Eudora Pro

All of the information about Eudora Pro is listed in this menu.

About Eudora Pro
Display information about the Eudora Pro software.

Request More Info
Create an outgoing message requesting information about Eudora.

Request Ordering Program
Create an outgoing message requesting the *Buy Eudora* application (it will be mailed back to you).

Remove This Menu
Remove the About Eudora Pro menu from the application.

Mail Storage

When you install Eudora, it creates a number of files within the assigned directory. In addition, Eudora creates additional files as needed for mailboxes, signatures, and other functions. The Eudora files are described below.

eudora.ini

Your Options information is saved in the eudora.ini file, along with other information. This file contains notes that describe each entry.

nndbase.txt

Your nicknames are saved in the nndbase.txt file.

nndbase.toc

This file is the table of contents for your nicknames.

in.mbx, out.mbx, trash.mbx

These files hold your mail. You'll see files like these for every mailbox you create.

Note: These files are in UNIX mail format.

in.toc, out.toc, trash.toc

These files are the tables of contents for your mailboxes. They make it much faster for Eudora to access your mail. You'll see files like these for every mailbox you create.

lmos.dat

This file contains information about the messages on your mail server.

eudora.log, eudorlog.old

Eudora can keep records of all mail transfers. These records are kept in the eudora.log and eudorlog.old files. The eudorlog.old file is overwritten and a new eudora.log file is created when the eudora.log file reaches its approximately 100K maximum size. To enable logging, set the LogLevel entry in the [Debug] section of the EUDORA.INI file (for more information, see the [Debug] section of the EUDORA.INI Settings File On-line Help).

filters.pce

Eudora filter names and extensions are saved in the filters.pce file.

descmap.pce

Mappings between mailbox names and DOS 8.3 file names are stored in the descmap.pce file.

*.tlx

Dictionary information is stored in the .tlx files.

Sigs Directory

The Standard and Alternate signature files are kept in the Sigs directory.

Plugins Directory

The EMSAPI plugins are kept in the Plugins directory.

Appendix A – Sources

Anonymous ftp (ftp.qualcomm.com)

QUALCOMM has an anonymous ftp server (ftp.qualcomm.com) that has information and software related to Eudora. These are located within the "quest" directory. Included are POP3, Ph, and password changing servers, the srialpop program, current product information, dialup files, and more.

Eudora Information

The information in this manual was correct at the time of printing. However, things happen very quickly in the electronic world, meaning that some of this information may already be out of date. For the very latest information about Eudora, send e-mail to eudora-info@qualcomm.com.

Obtaining a POP Server

If you would like to run a POP server on your own UNIX system, we suggest you use "popper." Popper is available via anonymous ftp from ftp.qualcomm.com. Popper versions are available for a number of UNIX systems.

VAX/VMS systems may try the "Multinet" package from TGV, or IUPOP3, available via anonymous ftp from ftp.indiana.edu.

For VM/CMS users, there is a port of "popper" available via anonymous ftp from vmd.cso.uiuc.edu (cd to the "POPD" directory).

Ph Server Source Code

A server for the "Ph" protocol is available via anonymous ftp from ftp.qualcomm.com.

Password Change Server

Three sample UNIX servers for Eudora's "Change Password" command are available via anonymous ftp from ftp.qualcomm.com.

Windows Sockets Products

Demos of Windows Sockets 1.1 compliant stacks and applications are available via anonymous ftp from papa.indstate.edu in the directory winsock-l. The are also available on ftp.cica.indiana.edu in the directory pub/pc/win3/winsock.

For those with World Wide Web (WWW) browsers, try the following sites:

The Consumate Winsock Applications list:	http://www.cwsapps.com/
The Ultimate Collection of Winsock Software:	http://www.tucows.com/
Stardust Technologies:	http://www.stardust.com/wsd/

PC Speaker

If you want the new mail sound notification to work with the speaker that comes with your PC, you need to install the PC speaker driver. This driver is available via anonymous ftp from ftp.qualcomm.com. It's the file SPEAK.EXE in the directory quest/windows/eudora/utils. This is a self-extracting archive, so just run it on your PC to produce the necessary files and instructions.

Note: The PC speaker driver does not work with Windows 95 or Windows NT.

Kerberos

You can get the necessary files and information for setting up Kerberos authentication in Eudora from ftp.qualcomm.com in the directory quest/windows/kerberos. Be sure to read the installation instructions to insure that Kerberos is set up properly.

To learn more about the Kerberos authentication system, anonymous ftp to athena-dist.mit.edu and begin in the pub/kerberos directory.

Appendix B – Modifiers and Shortcuts

Modifiers

Many operations in Eudora can be implemented by holding down one or more "modifier" keys. Eudora uses the **Shift**, **Ctrl,** and **Alt** keys as modifiers.

Shift + **Queue**/**Send**	Open the Change Queuing dialog.
Shift + **Insert Recipient**	Insert the address(es) instead of the nickname.
Shift + **Finish Address Book Entry**	Finish the Address Book entry with the address(es) instead of the nickname.
Shift + **Sort command**	Sort in descending order.
Shift + **Transfer**	Put a copy of the current message in the selected mailbox and leave the original where it is.
Shift + **Copy**	Copies the selected text without the carriage returns (copy unwrapped).
Shift + **Wrap Selection**	Removes the carriage returns from the selected text (unwraps).
Shift + **Save**	Saves changes to all open windows.
Shift + **Close**	Closes all open windows.
Shift + **Exit**	Sets all open windows to open again when Eudora is next started.

Shortcuts

The shortcuts for Eudora functions are as follows:

Ctrl + **0**	Open Out mailbox		**Ctrl** + **M**	Check mail
Ctrl + **1**	Open In mailbox		**Ctrl** + **N**	New message
Ctrl + **'**	Paste as quotation		**Ctrl** + **O**	Open file
Ctrl + **;**	Find next		**Ctrl** + **P**	Print
Ctrl + **A**	Select all		**Ctrl** + **Q**	Exit Eudora
Ctrl + **C**	Copy to clipboard		**Ctrl** + **R**	Reply
Ctrl + **D**	Delete		**Ctrl** + **S**	Save current window
Ctrl + **E**	Send or Queue		**Ctrl** + **T**	Send queued messages
Ctrl + **F**	Find window		**Ctrl** + **V**	Paste from clipboard
Ctrl + **G**	Find again		**Ctrl** + **W**	Close message
Ctrl + **H**	Attach document		**Ctrl** + **X**	Cut to clipboard
Ctrl + **J**	Filter messages		**Ctrl** + **Y**	Directory Services
Ctrl + **K**	Make Address Book entry		**Ctrl** + **Z**	Undo
Ctrl + **L**	Open Address Book			

arrows	Move from one message to another in a mailbox (depends on your Miscellaneous Options).
enter	Select the outlined button in any dialog, alert, or window, or open the selected messages.
esc	Stop any operation currently in progress.
F1	Eudora Help.
F2	Rename the selected item in Mailboxes or Address Book.*
F3	Find again.
F7	Toggle split windows in Composition and Address Book.*
page up, **page down**	Scroll up or down through the window.

* 32-bit version only

Appendix C – Mail Transport

Introduction

Eudora uses Simple Mail Transfer Protocol (SMTP) to transfer your outgoing mail to your SMTP server machine, which in turn uses SMTP to send your mail to the world at large. Mail from the world at large arrives on your Post Office Protocol (POP) server, where it waits for Eudora to pick it up with POP version 3. The mail Eudora sends and receives is constructed in accordance with RFC 822 and RFC 1521 (MIME).
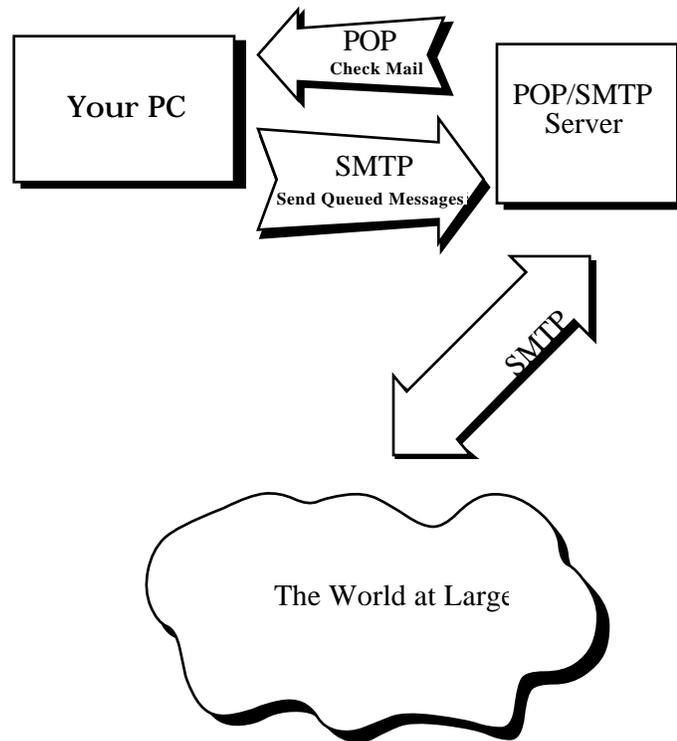
Eudora mail transport overview

Outgoing Mail

When you send an e-mail message to someone, Eudora uses SMTP to send the mail to your local SMTP server computer. That computer then sends the mail to your addressee's computer, also (usually) by means of the SMTP protocol.

Why doesn't Eudora talk directly to your addressee's computer? For one thing, it would take a lot longer for your mail to leave your PC, because your PC would have to call up each addressee's computer and deliver your mail. For another, some computers are "hard to find;" it's much better to let another computer "hunt" for your addressee than to make your PC do it. Finally, sometimes your addressee's computers won't be available when you want to send mail. The SMTP server handles this by holding your mail until the other computer is ready to accept it, eliminating the inconvenience of having unsent messages hanging around on your PC.

Incoming Mail

When somebody sends you mail, other computers use the SMTP protocol to deliver the mail to your POP server. Your POP server puts mail in your "mail drop," where it stays until the Eudora program picks it up. When you check your mail, Eudora uses POP version 3 to pick up your mail and move it to your PC.

Why doesn't Eudora use SMTP to receive your mail? SMTP works best when the computers it knows about are always ready for mail. Unless you wanted to run Eudora 24 hours per day, seven days a week, SMTP wouldn't work very well for you. It also doesn't work well in lab environments, where you might use any number of different PCs.

More Information

If you want to know more about the Internet in general, consult the book *Internetworking with TCP/IP,* by Douglas Comer, 1988, Prentice-Hall ISBN 0-13-470154-2 025.

If you want to know more about SMTP, RFC 822, POP version 3 and MIME, the official standards are:

RFC 821, "Simple Mail Transfer Protocol," by Jonathan B. Postel

RFC 822, "Standard for the Format of Internet Text Messages," by Dave Crockeb

RFC 1939, "Post Office Protocol, Version 3," by Marshall Rose

RFC 1521, "Multipurpose Internet Mail Extensions," by Ned Freed and Nathaniel Borenstein

You can find the RFCs by anonymous ftp to *nic.ddn.mil*; see Internetworking with TCP/IP for details.

Appendix D – MIME and Mapping

What is MIME?

"MIME" stands for Multipurpose Internet Mail Extensions. MIME serves two major purposes – it allows mail applications to tell one another what sort of data is in mail, and it also provides standard ways for mail applications to encode data so that it can be sent through the Internet mail system.

MIME Encoding

The Internet uses the "SMTP" protocol to move mail around. SMTP is limited to the US-ASCII character set (see Appendix C). This is a problem for people who speak languages other than American English and so need accented characters or non-American letters, or for people who want to use special symbols like the bullet.

MIME provides a way around this restriction. It offers two encodings, "quoted-printable" and "base64." These encodings use US-ASCII character codes to represent any sort of data you like, including special characters or even non-text data.

Quoted-printable is used for data that is mostly text, but has special characters or very long lines. Quoted-printable looks just like regular text, except when a special character is used. The special character is replaced with an "=" and two more characters that represent the character code of the special character. So, a bullet in quoted-printable looks like "=95."

However, there are some other things that quoted-printable does. For one, since it uses an "=" to mean something special, equal signs must themselves be encoded (as "=3D"). Second, no line in quoted-printable is allowed to be more than 76 characters long. If your mail has a line longer than 76 characters, the quoted-printable encoding will break your line in two, and put an "=" at the end of the first line, to signal to the mail reader at the other end that the two lines are really supposed to be one. Finally, a few mail systems either add or remove spaces from the ends of lines. So, in quoted-printable, any space at the end of a line gets encoded (as "=20") to protect it from such mail systems.

Let's try an example. Here's a passage of text that you might type on your PC:

```
«Il est démontré, disait-il, que les choses ne peuvent être autrement; car tout étant fait pour une

fin, tout est nécessairement pour la meilleure fin.»
```

Without any encoding, this might show up on your recipient's screen as:

```
+Il est dimontri, disait-il, que les choses ne peuvent btre autrement; car tout itant fait pour une

fin, tout est nicessairement pour la meilleure fin.;
```

This corruption happens because SMTP cannot handle the special characters. However, if you and your recipient both have MIME, quoted-printable encoding would be used, and your text would show up properly:

```
«Il est démontré, disait-il, que les choses ne peuvent être autrement; car tout étant fait pour une

fin, tout est nécessairement pour la meilleure fin.»
```

While your mail was actually in transit, however, it would have looked like:

```
=ABIl est d=E9montr=E9, disait-il, que les choses ne peuvent =EAtre =
autrement; car tout =E9tant fait pour une fin, tout est n=E9cessairement =
pour la meilleure fin.=BB
```

Base64 encoding is another way to protect binary data from the SMTP mail system. However, Base64 makes no attempt to be legible, and is most appropriate for non-text data.

MIME Labelling

The other important part of MIME is that it lets mailers communicate what kind of data is in a message (or part of a message). The primary mechanism used for this is the Content-Type header:

Content-Type: text/plain; charset=iso-8859-1

A content-type header is divided into three parts; the content type, the content subtype, and the parameters. In this case, the content type is "text," meaning the message contains mostly legible text. The content subtype is "plain," which means there aren't any formatting commands or anything like that embedded in the text. Finally, "charset=iso-8859-1" is a parameter; in this case, it identifies the character set the message uses.

The major content types are:

text	legible text
image	pictures and graphics
audio	sound
video	moving pictures
message	messages or pieces of messages
multipart	several different kinds of data in a single message

Practical Issues

There are really only two things you sometimes need to do with Eudora and MIME. One is that it may occasionally be necessary to turn off quoted-printable encoding. Another is that you may want to know how to define mappings between PC file extensions, MIME types, and Macintosh types.

Turning Off Quoted-Printable Encoding

Eudora automatically uses quoted-printable encoding if your mail contains special characters. Eudora also uses quoted-printable encoding for attached plain text files. If your recipients don't have MIME, quoted-printable may hurt more than it helps. If that's the case, just turn off the QP button in the message Toolbar when you are sending text files to those recipients.

Mapping Between File Extensions, MIME Types, and Macintosh Types

Since Eudora needs to have the appropriate extensions on attachment filenames in order to open them up from the message, Eudora has the ability to map between file extensions, MIME types and subtypes, and Macintosh creators and types. Messages received by Eudora can grab the MIME type/subtype and/or Macintosh creator/type from an attachment and map that into the correct file extension. Also, on outgoing messages, Eudora can make sure that attachments are encoded with the correct MIME type/subtype and/or Macintosh creator/type depending on the file extension of the attachment being sent.

Eudora knows about some MIME types. However, since new MIME types are being defined all the time, it may be necessary to add to Eudora's knowledge from time to time. Adding new mappings

between the various types only requires editing the EUDORA.INI file with a text editor (like the one that comes with Eudora).

There is a section in the EUDORA.INI file labelled [Mappings], followed by some entries, one per line. Each entry is called a map. A map defines when the mapping should occur (which can be "in," "out," or "both"), followed by an equal sign and five parameters. These five parameters are (in order) the PC file extension, the Macintosh creator code, the Macintosh type, the MIME type, and the MIME subtype. Here are some sample entries:

```
[Mappings]

both=gif,,,image,gif

both=mpg,,,video,mpeg

both=doc,MSWD,,,

in=xls,XCEL,,,

out=xls,XCEL,XLS4,,

both=eps,,EPSF,application,postscript
```

A map marked "in" only tries to match the map to messages that you receive. A map marked "out" only tries to match the map to messages that you send. A map marked "both" tries to match the map to both incoming and outgoing messages.

The first map above says that any incoming MIME message that has a part type of "image" and subtype of "gif" will get saved to a file with the extension ".gif." It also specifies that outgoing messages that have an attachment with the file extension ".gif" will get the MIME type of "image" and subtype of "gif" if the encoding method of the message is MIME. The second map is similar to the first map in structure, but uses a different file extension and MIME type and subtype.

You can use map entries to move between PC file extensions and Macintosh creator and type as well. The third map says that if an incoming message has an attachment with the Macintosh creator "MSWD" (which is the Macintosh creator for Microsoft Word) then the file extension of the attachment when saved to disk should be ".doc" (the file extension that Word for Windows uses). Since the map is marked as "both," it will also give attachments with the extension ".doc" on outgoing messages the Macintosh creator of "MSWD" if the encoding method of the message is BinHex.

Note that the Macintosh type from this map is empty. This allows multiple types to be recognized with just one mapping. This is nice for "in" maps because it allows you to cover a range of creator/type pairs with one map. You must be careful in using this type of map with an "out" or "both" mapping, though, because an outgoing attachment that matched this map would have a Macintosh creator, but no Macintosh type. Some Macintosh applications cannot open files with a missing type. Microsoft Word for the Macintosh can open files without a type, so this map is fine being marked "both."

Microsoft Excel for the Macintosh is an example of a program that can't open a file with an empty type. This is why there are two maps for Excel (the fourth and fifth maps above). The incoming map for Excel is like the one for Microsoft Word, but the outgoing map explicitly defines the Macintosh type.

The last map shows that you can have both Macintosh creator/type and MIME type/subtype in one entry. This map says that if an incoming message has an attachment that is encoded in MIME and has the "application/postscript" type/subtype, or has a BinHex attachment with the Macintosh type of "EPSF," then the resulting file will have an extension of ".eps." Similarly, if an outgoing message has an attachment with the extension ".eps" and if the MIME encoding is being used for the message, then the attachment will get the "application/postscript" MIME type/subtype. If the

message was using the BinHex encoding, then the attachment would get the Macintosh type of "EPSF."

But what happens if an attachment matches more than one map? Eudora will try and find the best match. For example, if you had the following [Mappings] section:

```
[Mappings]

in=xls,XCEL,,,

in=xlc,XCEL,XLC3,,
```

and you received a message with an attachment that had a Macintosh creator of "XCEL" and a Macintosh type of "XLC3" (a Microsoft Excel Chart), then the file would get an extension of ".xlc" since the first map only matched the Macintosh creator, but the second map matched both the Macintosh creator and type.

Eudora can receive attachments that have both a MIME type/subtype and a Macintosh creator/type. Eudora understands attachments with the MIME type/subtype "application/applefile," which has Macintosh creator/type information embedded in it. With this type of attachment, Eudora will consider a match with the Macintosh creator/type as a "better" match than a match with the MIME type/subtype.

Finally, if an incoming attachment matches two different maps to the same degree (e.g., both maps have the same MIME type/subtype with different file extensions), then Eudora will use the file extension in the first matching map.

Appendix E – Dialup Eudora

Introduction

The Dialup connection method is only for users with a Unix shell account. Most users have SLIP, PPP, or direct network connections and can use the Winsock connection method.

Eudora is capable of dialing into systems such as Cisco and Annex terminal servers and UNIX and VMS systems for the purposes of sending and receiving mail messages and making Ph and Finger inquiries. Dialup Eudora utilizes a serial connection that relies on error correcting modems and proper modem and serial port configurations to create a reliable link. This facility is not to be confused with dialup connections such as SLIP and PPP, which provide reliable network connections.

This appendix outlines the IBM PC/Modem and dialup connection requirements for establishing a serial dialup link between Eudora and your mail server. It includes descriptions of the dialup files Eudora runs when establishing this connection, along with instructions for creating your own dialup files by modifying the default files installed with the Eudora software. These instructions assume you are familiar with a text editor, your PC, your modem equipment, and your Internet service provider and/or POP/SMTP hosts.

Note: It is recommended that one person create the dialup files for Eudora and then redistribute the customized files to other users at your site.

IBM PC/Modem Requirements

To use Eudora over a dialup connection, you should have a modem which supports the Microcom Networking Protocol version 4 (MNP4) or the Link Access Protocol for Modems (V.42). If you are using an external modem you must have a straight through cable (with a minimum of 8 signals for TX, RX, RTS, CTS, DCD, DTR, DSR, and GND). A communications card with 16550 UARTS is also recommended for communication speeds over 9600 baud.

Dialup Connection Requirements

Eudora needs a "transparent" and "reliable" connection to your POP, SMTP, and other servers.

Transparent means primarily two things:

1. Characters Eudora sends should NOT be echoed back to Eudora. Most systems do echo characters, so something special may need to be done to achieve this (see the "Echo Canceling" section).

2. You must pay close attention to how carriage returns are treated. Telnet programs routinely translate carriage returns into carriage return (cr)/ linefeed (lf) pairs. For this reason, Eudora processes cr/lf pairs to plain carriage returns by default. If your system does not translate carriage returns to cr/lf pairs, or you are running srialpop to establish an echoless session, Eudora's cr/lf processing must be disabled. This can be done by entering the "set CRLFProcessing=0" command in the DEFAULT.NAV file or by unchecking the CRLF Processing option in the Options dialog (Dialup).

Reliable means that the modem you are using supports flow control (hardware RTS/CTS is recommended) and either MNP4 or V.42 for a reliable modem to modem connection.

Dialup Files

Eudora uses a rudimentary command language stored in specific text files to tell it how to dial into and back out of the mail server. These text files are called "dialup" files. The dialup files are placed in a Scripts directory within your Eudora directory when you install Eudora. You select which modem and navigation (Service provider) file to use in the Options dialog (Dialup). However, if your modem and/or service provider are not supported, you should use the Default files. These files must then be modified to work with your modem/service provider, as described in the "Creating Your Own Dialup Files" section.

There are four dialup files associated with Eudora. The first file (DEFAULT.MOD) contains the modem configuration commands; the second file (DEFAULT.NAV) contains the dialing and navigation commands along with the appropriate telnet command (and the srialpop command, if necessary); the third file (DEFAULT.MID) contains the prompt locating commands; and the fourth file (DEFAULT.END) is used to hang up the modem. The first three dialup files must exist or an error dialog will appear. The DEFAULT.END file is usually not necessary.

Eudora starts off the dialing process by interpreting the DEFAULT.MOD file. The commands in this file configure the modem.

The DEFAULT.NAV file then takes over to dial the phone number and run commands to reach the terminal server/system user prompt. After reaching the user prompt, the telnet command is run. The telnet command accesses the service being used and, in some cases, establishes the echoless session required by Eudora. In those cases where the telnet command does not disable echo, the srialpop command should be run.

Once the network service is no longer required, the DEFAULT.MID file is executed to reacquire the user prompt. Eudora is then free to close down the connection or acquire another service.

In closing down the dialup connection, Eudora drops the Data Transfer Ready (DTR) signal, which resets a properly configured modem. Eudora also has the option of interpreting commands in the DEFAULT.END file to place the modem on hook and/or any other action.

Note: The execution during the dialup connection may be terminated at any time by clicking the Stop button in the progress window or typing [Esc].

All the dialup files are checked for syntax and variable replacement before the dialup takes place. If a syntax error occurs a dialog appears to notify the user of the navigation file name and line number. The navigation file commands themselves are described in the "Dialup File Command Lines" section.

Creating Your Own Dialup Files

The appropriate dialup files may have been installed in the Scripts directory within your Eudora directory when you installed Eudora. However, if your modem and/or Internet service provider were not included in the installation, you were instructed to install the "default" files (if this happens, please let us know so that we can include your modem and service provider in a future revision). This section outlines the steps you should take to modify the default files to work with your modem/service provider.

To edit any of the four dialup files, simply use a text editor (one is provided within Eudora).

DEFAULT.MOD File

This dialup file is responsible for configuring your modem. The default DEFAULT.MOD file contains general modem configuration commands that all Hayes-compatible modems will respond to. It also contains comments describing the dialup Eudora requirements that need to be met in order to guarantee a stable connection between your PC and modem, and your modem and server.

Note: If these dialup Eudora requirements are not met, Eudora may still work, but you may experience data corruption when sending or receiving messages.

There are five commands that need to be entered into the DEFAULT.MOD file to meet the Eudora dialup requirements. The modem commands are defined in the commands section of your modem reference guide. Enter these five commands as follows:

Note: An explicit "\r" must be placed at the end of each send line if you wish to terminate the line.

1. Enter the command that configures your modem to respond to DTR. When DTR is dropped the modem should reset, drop carrier, and go into command mode. Typically, the modem defaults to ignore DTR. A Hayes-compatible modem uses the command "AT &D2" to configure it to respond to DTR.

    EXAMPLE: send AT &D2\r

2. Enter the command that configures your modem for reliable operation (MNP4 or V.42). If you do not use a reliable mode you risk dropping/altering characters, thus corrupting incoming as well as outgoing messages. Typically, the appropriate command can be found in the \N section of the modem manual (e.g., \N2).

    EXAMPLE: send AT \N2\r

    Note: Some Internet service providers do not support both V.42 and MNP4. If this is the case with your service provider, find out which reliable mode is supported and then configure your modem accordingly. If you cannot match your modem to your service provider (e.g., your modem supports only V.42 and your service provider supports only MNP4), you may need to disable reliable mode and sacrifice your data integrity.

3. If your modem supports hardware flow control, enter the command that configures your modem for hardware flow control. Flow control is the ability of the modem and PC to stop the data flow before the internal buffers fill up and overflow. The modem may use either hardware or software flow control (software flow control is typically the modem default setting), but hardware is preferred and is strongly recommended at baud rates above 9600. Typical hardware flow control commands are *FL, \Q, and &K.

    EXAMPLE: send AT *FL\r

    If your modem does not support hardware flow control, then you must use software flow control. Software flow control, however, does not work well at speeds above 9600 baud.

    Note: Hardware flow control uses the RTS and CTS signals on the RS-232 cable. The PC and modem can react to these signals much faster than software flow control, which uses a character to stop and a character to start the transmission of characters.

4. If you have set your modem to support hardware flow control (as described in step 3), change the command that sets the Eudora FlowControl variable to Hardware (i.e., "set FlowControl=Hardware"). This command overrides the FlowControl value in the [Dialup] section of the EUDORA.INI file (this feature is only available in version 2.0.2 or later).

    Note: The flow control options for the modem and Eudora must match or you will experience data corruption and/or communication failures. The "set FlowControl=Software" command was inserted into this file so that Eudora matches the default setting of the modem if you do not change it to hardware.

5. Enter the command that fixes the modem baud rate. Many modems adjust the speed to the line speed after the carrier is established. You do not want the modem to change the speed that the PC is expecting. Typical commands are \J0, B0, and \B0.

EXAMPLE: send AT \J0\r

Note: Sometimes just selecting hardware flow control will disable baud rate adjust.

DEFAULT.NAV File

This dialup file is responsible for dialing the phone number (via the {DialNumber} variable) and navigating to the system prompt of your system/terminal server. In addition to the DEFAULT.NAV files installed with Eudora, some Internet service providers and system administrators have developed DEFAULT.NAV files that work with Eudora. Contact your Internet service provider or system administrator and ask if they have a navigation script that works with Eudora. If not, it will be necessary to edit the default DEFAULT.NAV file to match the login requirements of your particular Internet service provider.

Note: Prior to editing the default DEFAULT.NAV file you will need to be familiar with all of the available commands and variables. These are defined in the "Dialup File Command Lines" section of this appendix.

The default DEFAULT.NAV file contains a generic dialup script. Prior to editing this script, you will need to know the navigation sequence for getting to the host system prompt. You can accomplish this by dialing into the host system using a standard terminal program that saves your login session, such as the one that comes with Windows ("Terminal"). This will tell you what prompts to expect from the system and what commands to send it. Using the commands and variables at your disposal, edit the navigation sequence accordingly.

Note: An example dialup session and the resulting navigation sequence are provided in the default DEFAULT.NAV file.

Telnet Command

Once you have edited the navigation sequence of this file, enter the appropriate telnet command or activate one of the three telnet commands that are provided in this file (to activate a command, simply remove the comment character at the beginning of the command line). The telnet command is required to access the network services once you have logged into your terminal server or system.

Prior to entering/activating the telnet command you will need to know the following:

•   Are you logging into a terminal server or UNIX system?

•   If logging into a terminal server, what type is it?

•   Do you need to run srialpop on the host to establish an echoless connection?

Telnet commands are provided for Annex and Cisco terminal servers. These commands establish the echoless telnet session required by Eudora.

Note: The active telnet command in this dialup file will override the default Eudora telnet command or an existing telnet command in the [Dialup] section of the EUDORA.INI file (this feature is only available in version 2.0.2 or later). See the "EUDORA.INI [Dialup] Settings" section for information on the default telnet command.

An additional telnet command is provided if you are dialing directly into a UNIX system (that is, you get a system prompt instead of a terminal server prompt). This command works in conjunction with the srialpop command to establish an echoless telnet session. Srialpop runs on the UNIX host computer. A source copy of this program (srialpop.sh) was placed in your Eudora directory as part of the installation process.

If you are using this telnet command (or any other telnet command that does not disable echo), activate the "set CRLFProcessing=0," "send exec srialpop\r" and "waitfor %" commands by removing the comment character at the beginning of each command line. This will run srialpop on the host computer and provide for an echoless session.

If you are connecting to a terminal server that is not supported by one of the provided telnet commands, contact your service provider or system administrator to obtain a telnet command that provides an echoless session. If it does not disable echo, then enter it after the srialpop command lines and be sure to activate them.

Note: If you enter a different telnet command in this file, be sure to place a "\" character directly before the beginning "{" character in a variable field. For example, "set TelnetCommand=stty -echo\ntelnet -r \{System} \{Port}\n."

DEFAULT.MID
This dialup file simply waits for the terminal server/system prompt. The waitfor command in this file should match the waitfor command at the end of the navigation sequence in the DEFAULT.NAV file.

EXAMPLE: waitfor %

DEFAULT.END
This dialup file is normally not required (and may be deleted). It is responsible for resetting the modem if DTR will not. This file contains the standard modem hangup and reset commands for Hayes-compatible modems.

Dialup File Command Lines

The Eudora dialup files are simple text files that can be edited using any text editor (the one provided within Eudora, for example). The command lines themselves are made up of commands, character sequences, delimiters, text string variables, and special characters. These elements are defined below.

Note: Command lines beginning with a '#' or ';' character are comment lines which are not utilized as part of the file. These may contain comments or help text supplied by the script writer. Blank lines are also treated as comment lines.

The maximum string length of a command line is 255 characters. This is the same limit for the string used after variables and special characters are replaced with the appropriate values. Trailing spaces are stripped unless the last space is escaped (i.e., preceded by a '\' character), at which point all trailing spaces up to that point are left in the translation string. All variables and commands are case-insensitive, so you may mix case as you see fit. Character sequences may be case-sensitive, however, depending on the system/terminal server you are connecting to.

Note: Command lines are not automatically terminated with a carriage return or new line, you must add a '\n' and/or '\r' character to the end of any command line you wish to end with [Enter] (see the "Special Characters" section).

Commands

The first word in each command line must be a command. The following commands are defined for use in the Eudora dialup files:

*Note: In the examples below, the symbol **<str>** represents the character sequence (see the "Character Sequences" section), the symbol **<c>** represents the delimiter character (see the "Delimiters" section), the symbol **<setting>** represents any of the EUDORA.INI [Dialup] settings (see the "EUDORA.INI [Dialup] Settings" section), and the symbol **<sec>** represents a value in seconds (e.g., 60).*

send <str>	Send the character sequence out the serial port. All input waiting in the serial receive buffer is purged.
waitfor <str>	Do not continue the file until the character sequence is matched. Multiple sequences may be searched if a delimiter is used; however, the delimiter must be used at the beginning of the first sequence and the end of the last

	sequence. For example, **waitfor <c><str><c><str1><c> <str2><c>** allows you to wait for one of three matches. Any non alpha-numeric character may be used as a delimiter (see the "Delimiters" section).
cancelon <str>	If, while executing a **waitfor**, this character sequence is matched, the file is aborted with an error. Multiple matching may occur if a delimiter is used, as described in the waitfor command.
set <setting>=<str>	This command can be used to override one of the [Dialup] settings in the EUDORA.INI file (an example of this is the "set FlowControl=Hardware" command in the DEFAULT.MOD file).
pause <sec>	Wait the specified number of seconds before interpreting the next command.
sendbreak	Send a break signal to the modem.
sendprompt <str>	Prompt the user for input required by the service provider/system that is not a fixed value (such as a timed password). You are then prompted to enter a string that will be sent out to the serial port (with an optional \r\n on the end).
timeout <sec>	Set the **waitfor** timeout to be a specified number of seconds. Shorter timeouts are useful for modem commands, longer ones for waiting for carrier.

Character Sequences

Command line character sequences can be made up of any characters. However, special care must be taken with the characters '{', '}', and '\', which are used to designate variables and special characters. When used in character strings, these characters must be preceded with a '\' (i.e., '\{', '\}', '\\').

Note: Character sequences may be case-sensitive, depending on the server being connected to.

Delimiters

Delimiters are used to separate character sequences in command lines where more than one character sequence is present. Any non alpha-numeric character may be used as a delimiter. The delimiter serves the 'or' function when placed between character sequences. Additionally, a delimiter must be used at the beginning of the first sequence and the end of the last sequence. For example, in the command line **cancelon |NO DIALTONE|BUSY|NO CARRIER|**, the connection will be canceled if any of three matches are found.

Variables

Although not required, predefined variables can be used in the dialup files. They are enclosed in curly brackets, that is, '{' and '}', when appearing on command lines. The available variables are defined below.

The following variables are set in the Eudora Configuration dialog with the exception of the password variables, which are set in popup dialogs:

{DialNumber}	Phone number configuration line.
{DialLogin}	Commonly set with the terminal server user name.
{DialPass}	Password associated with the {DialLogin} variable.
{POPLogin}	User name in the POP account configuration line.
{POPPass}	Password associated with the {POPLogin} variable.

{POPHost}	Host portion of the POP account configuration line.
{SMTPHost}	SMTP host configuration line.

The following variables are derived from values in the Options dialog and can be used in the telnet command:

{System}	This is the system you are connecting to.
{Port}	This is the port number of the host where the network service is located.

Special Characters

Special characters can appear at any place in the command line. The available special characters are defined below.

Note: Characters preceded with a '\' character that are not in the following list are simply stripped of the '\'.

\n	A linefeed (ASCII 10).
\r	A carriage return (ASCII 13).
\0 - \7	An octal constant, usually one to three characters.
\\	A single backslash character.

When Eudora is communicating with your POP or SMTP server, it is important that they agree on what constitutes a line. The specifications for these two protocols stipulate that a line ends with a carriage return (cr) followed by a linefeed (lf). Most UNIX systems translate carriage returns into cr/lf pairs. For this reason, Eudora processes cr/lf pairs to plain carriage returns by default. If your system does not translate carriage returns to cr/lf pairs, or you are running srialpop to establish an echoless session, Eudora's cr/lf processing must be disabled. This can be done by entering the "set CRLFProcessing=0" command in the DEFAULT.NAV file or by editing the [Dialup] section of EUDORA.INI file (refer to these sections for more details).

Echo Canceling

Echo can cause Eudora to become confused, reduce throughput, and cause data to be lost if buffers fill up. Therefore, disabling echo when using Eudora is very important. If your PC has a serial line to a UNIX machine, or if there are modems on your PC and UNIX machine, you can disable echo using a number of methods, two which are described below.

Method 1 – The Telnet Command

Some terminal servers allow commands to be run that disable echo to be part of the telnet command. For example, when connecting to an Annex terminal server the DEFAULT.NAV file uses the following command line:

set TelnetCommand=stty -echo\ntelnet -r \{System} \{Port}\n

The "stty -echo" command turns off terminal server echo.

Note: When using this method, the DEFAULT.MID file should be configured to wait for the system prompt.

Method 2 – Serial pop

1.   Install the srialpop program onto your UNIX system. Source to this is part of the Eudora distribution.

2.   Activate/place the following command lines in the DEFAULT.NAV file.

set CRLFProcessing=0

```
send exec srialpop\r
waitfor %
```

Note: When using this method, use a "waitfor %" command in the DEFAULT.MID file.

Dialup File Troubleshooting

Eudora has a way to help users troubleshoot dialup files – the Trace Window. This window follows what Eudora is sending, expecting, and the characters returned to Eudora while it is waiting for a pattern match. This window is enabled in the Options dialog (Dialup).

When enabled, the Trace Window is opened automatically at the beginning of the dialup session. If there is an error during the dialup process, the window displays the source of the error. You can then explore the appropriate corrective action.

```
┌─────────────────────────────────────────────────────────────┐
│ ▭                        Trace Window                   ▾ ▴  │
├─────────────────────────────────────────────────────────────┤
│WF: OK                                                     ▲  │
│FOUND: OK                                                     │
│set FlowControl=Hardware                                      │
│Opening dialup navigation script                              │
│----Running the navigation script----                        │
│set TelnetCommand=stty -echo\ntelnet -r {System} {Port}\r     │
│set CRLFProcessing=1                                          │
│timeout 60                                                    │
│cancelon "NO CARRIER"BUSY"NO DIALTONE"Username/Password Incorrect"│
│send ATDT 555-1234\r                                       ▼  │
│◄                                                          ►  │
└─────────────────────────────────────────────────────────────┘
```
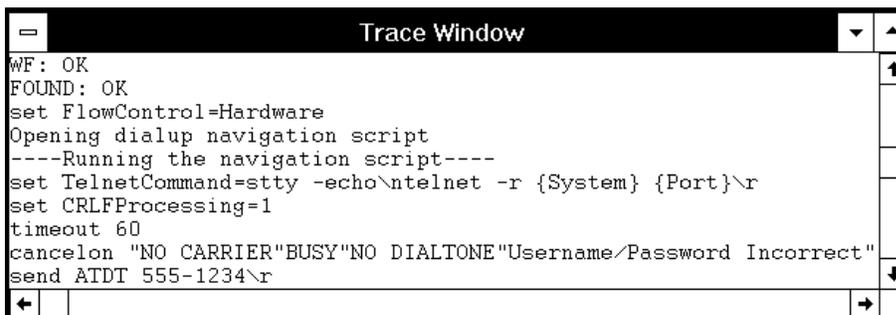
Example Trace Window

In addition to using the Trace Window when troubleshooting dialup Eudora, a few of the typical problems encountered when attempting to connect to your terminal server/system for the first time are described below (symptoms), along with the probable corrective action for each:

Symptom	Corrective Action
Eudora times out at the telnet command when sending or checking mail (it has never worked).	You may have a problem with carriage return (cr)/linefeed (lf) processing. By default, Eudora converts cr/lf character pairs into cr. This is because many telnet programs convert cr into a cr/lf pair. If your telnet program does not convert cr to cr/lf, then you need to disable the cr/lf processing done by Eudora. To do this, add the command "set CRLFProcessing=0" to the beginning of the navigation sequence in your DEFAULT.NAV file.
Eudora has problems talking to your modem at speeds higher than 9600 baud, even with hardware flow control.	Standard serial ports that come with most PCs do not operate well above baud rates of 9600 baud. You may need a high speed serial card with 16550 UARTs.

Symptom	Corrective Action

Eudora can send small messages but not large messages.	Chances are you have not been successful in disabling echo on your telnet session. If echo is not disabled, Eudora will get very confused. Edit your DEFAULT.NAV file and enable the commands that run srialpop (see the "Echo Canceling" section). This will establish the echoless connection that Eudora requires.
Eudora can receive mail but times out when sending mail, even small messages.	Chances are the flow control between your modem and your PC, or the flow control of your service providers modems and systems is not setup correctly. This problem is very difficult to diagnose and fix. If you have created your own DEFAULT.MOD script, then recheck it and verify that the FlowControl command matches the modem configuration (hardware or software). Refer to steps 3 and 4 of the DEFAULT.MOD section of this appendix for more details. If they match, it may be a problem at your service provider. Contact your Eudora technical support representative for assistance in troubleshooting this problem.
Mail can be retrieved via POP but cannot be sent via SMTP.	Your telnet command probably ends with a cr/lf combination ("\r\n"). Remove the line feed ("\n") from the telnet command line.
Eudora times out after sending or receiving mail (it has never worked).	There is probably an error in your DEFAULT.MID file and it may be waiting for the wrong system prompt. Verify that the system prompt symbol in the "waitfor (system prompt)" command matches your server system prompt. Also verify that it matches the last line of the navigation sequence in your DEFAULT.NAV file.
When sending mail, SMTP complains that your HELO command is invalid and must be a fully qualified host.	Edit the EUDORA.INI file and add the line SMTPHELOString=(your fully qualified host name) in the [Dialup] section.

Sympton	Corrective Action
Eudora displays the following error when you try to check mail: **"Serial Overrun on Rx"**	Serial overruns are usually caused by running your modem at a speed greater then 9600 bps when you don't have a 16550 UART in your PC. The regular UART (8250) only has a one byte buffer. A serial overrun occurs when the buffer is filled up and more bytes come in. The 16550 UART has a 16 byte buffer and should never overrun. It is also strongly recommended to get a serial driver other than the one that comes with Windows. There are several drivers on the internet which work better at higher speeds. The Cybercom drivers on ftp.qualcomm.com in the quest/windows/utils directory work well. If you do have a 16550 UART then the problem could be your Windows com driver.
Eudora displays the following error when you try to check or send mail: **"Serial Framing Error"**	This error indicates that flow control is not set up correctly with your modem. Hardware flow control is recommended, and the initialization strings sent to the modem in the serial.mod file should set it up for hardware flow control. Also put the modem into reliable mode, using LAPM or MNP4 error correction. If you are going to use software flow control (Xon/Xoff), then it is only reliable up to 9600 bps. Also, for speeds over 9600, make sure the the modem/serial port has a 16550 UART.

Fine Tuning Dialup Eudora

Once you have successfully modified the default dialup files so that Eudora works with your system, there are a couple of adjustments that can be made to fine tune Eudora for the best possible dialup connection performance. These are as follows:

1. **Enable compression** – Many modems allow for data to be compressed while traveling over the phone line. Enabling data compression can dramatically increase the speed at which large messages are transmitted and received. Data compression is available in MNP5 or V.42 protocols. To enable data compression, enter the appropriate command in the DEFAULT.MOD file. Typical Hayes commands which enable data compression are %C1, %C3, and *DC1. Check your modem reference manual for the command that applies to your modem.

2. **Delete the DEFAULT.END file** – This file is required for systems that need help in shutting down a modem. If you have DTR configured correctly, then this file is not required. You will save approximately 5 seconds during shutdown if you delete this file.

EUDORA.INI [Dialup] Settings

The following settings can be entered into the [Dialup] section of the EUDORA.INI file (you will have to create this section if it does not exist). In general, the default parameters are what you want, with the exception of "BaudRate," which you may want to increase to at least twice the expected line speed to get the best performance out of your modem.

Note: The EUDORA.INI [Dialup] settings can be modified in the dialup files by entering the set command followed by the setting value (e.g., "set CRLFProcessing=0").

ATSendDelay	The delay between sending characters in a modem AT command (in milliseconds). The default is 100.
BaudRate	Values support in this field; 2400, 9600, 19200, 38400, 56000. The default is 9600.
BreakTime	Length of modem break command (in milliseconds). The default is 150.
BusyRetries	The number of times that the phone will be redialed after receiving a busy signal.
ComPortName	Sets port name "com1", "com2", ... The default is com2.
CRLFProcessing	Enabled by default, setting this to zero will inhibit the translation of \r\n to \r on output and \r\r to \r on input.
DataBits	4 to 8 data bits. 8 bits is the default.
DialupTimeout	The default dialup timeout is 60 seconds. You may change the default with this variable. You may change the timeout during a script run with the "timeout" command as well.
EndScript	The name of the script file that closes the modem connection.
FlowControl	Hardware or software. Hardware is the default.
MiddleScript	The name of the script file that closes the telnet connection.
ModemConfScript	The name of the script file that does the modem configuration
Parity	None, mark, even, odd. None is the default.

SMTPHELOString String to send as the parameter of the SMTP HELO command. This should only be set if your SMTP server fails to recognize HELO.

StartupScript The name of the file that does the dialup and navigation.

StopBits 1, 1.5, or 2. 1 is the default.

TelnetCommand Telnet command used to contact network servers (SMTP, POP, etc.). Eudora's default telnet command is:

TelnetCommand = telnet {system} {port}\r\n

Appendix F – MAPI Technical Report

What Does MAPI Do?

Eudora's MAPI support allows users to quickly attach documents to e-mail messages directly from the application that created the document. Without MAPI, users must first save the document, remember what folder the document is in, switch to Eudora, and then remember to manually attach the document to the outgoing message.

MAPI streamlines this process dramatically. To e-mail the current, open document from your word processor, select the Send command from your word processor's File menu. This automatically activates Eudora and attaches a snapshot of the open document to a new composition message.

The MAPI system standardizes how messages are handled by client applications so that each client application does not have to have custom code for each target messaging application. MAPI accomplishes this by providing a standard *application program interface* used by all MAPI-enabled client applications.

An additional MAPI feature supported by Microsoft Office applications is the ability to add a "routing slip" to a Word, Excel, or PowerPoint document. This routing slip contains a list of e-mail recipients obtained from the MAPI subsystem. Once a document has an embedded routing slip, then it can be semi-automatically routed as an attachment via e-mail to all recipients listed in the routing slip. Once the routing is complete, the annotated document is returned back to the original sender.

MAPI Overview

Let's start with a picture:

```
┌─────────────────────────────────────────────────────────────┐
│                                                               │
│      ╭───────────────╮              ╭───────────────╮         │
│      │  16-bit MAPI  │              │  32-bit MAPI  │         │
│      │client application│           │client application│      │
│      ╰───────────────╯              ╰───────────────╯         │
│              ↕                              ↕                  │
│      ┌───────────────┐              ┌───────────────┐         │
│      │   MAPI.DLL    │              │  MAPI32.DLL   │         │
│      └───────────────┘              └───────────────┘         │
│              ↕                              ↕                  │
│        ╭───────────────────────────────────────────╮         │
│        │                 Eudora Pro                 │         │
│        ╰───────────────────────────────────────────╯         │
│                                                               │
└─────────────────────────────────────────────────────────────┘
```
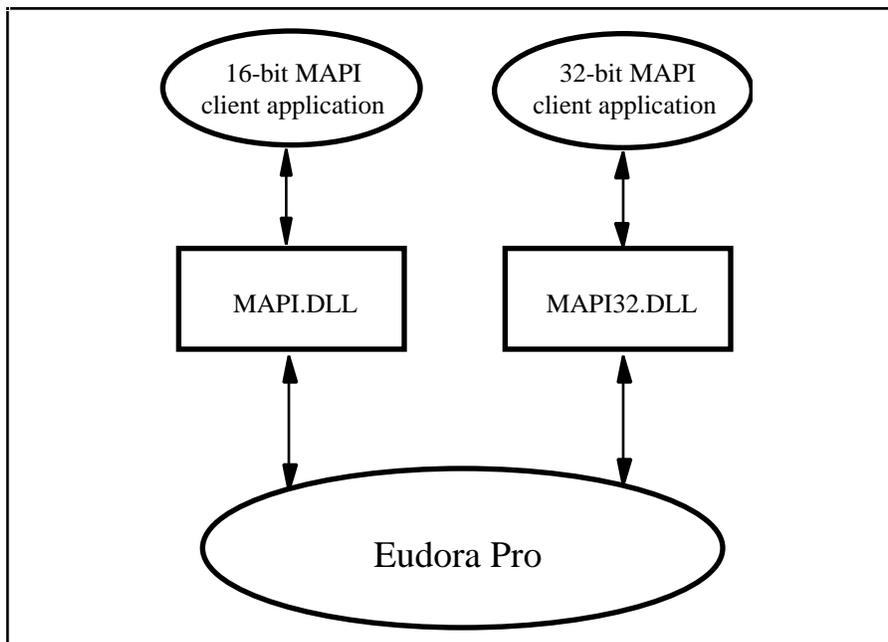
A MAPI *client application* is any 16-bit or 32-bit Windows application that knows how to access the standard MAPI messaging functions in a library known as a DLL (Dynamic Link Library). The functions in the MAPI DLL allow a MAPI client application to transparently and generically access a MAPI *service provider*. A MAPI service provider is the application that handles the receipt, transmission, and storage of messages. Examples of MAPI client applications ("front-ends") include Microsoft Word and Microsoft Excel. Examples of MAPI service providers ("back-ends") include Microsoft Mail, Microsoft Exchange, and Microsoft Fax.

All 16-bit client applications use the 16-bit MAPI.DLL and all 32-bit client applications use the 32-bit MAPI32.DLL. The MAPI and MAPI32 DLLs are "twins" which contain the same list of MAPI functions—they are parallel implementations of the 16-bit and 32-bit MAPI functions. These DLLs are provided by Microsoft as standard components of Windows for Workgroups, Windows 95, and Windows NT. For non-networked Windows 3.x, the MAPI.DLL is available in add-on development kits or is included with MAPI-enabled applications. The MAPI DLLs are normally installed in the Windows SYSTEM directory (or SYSTEM32 for Windows NT).

As shown in the diagram on the previous page, when a MAPI client application wishes to send a document, it simply loads the appropriate MAPI library (DLL) and calls the defined MAPI functions. The MAPI DLL takes care of routing the messaging and authentication requests to the appropriate MAPI service provider application, displaying the address book user interface, and returning address book and messaging data to the MAPI client application. The MAPI DLL also provides an optional user interface for user authentication. For example, the user may need to supply a user name and password to the mail system in order to "log on" to the mail system. (The Eudora implementation of MAPI does not implement authentication since Eudora itself requires authentication to access the POP3 server.)

Eudora Implementation of MAPI

Eudora implements a subset of the full MAPI library by providing two "replacement DLLs" for the standard Microsoft MAPI DLLs. The Eudora EUMAPI.DLL is a replacement for the 16-bit Microsoft MAPI.DLL and the Eudora EUMAPI32.DLL is a replacement for the 32-bit Microsoft MAPI32.DLL. The Eudora MAPI DLLs must be located in the same directory as the Eudora program.

The Eudora MAPI DLLs implement the standard *Simple MAPI* functions detailed in the MAPI specification. The MAPI specification also defines *Extended MAPI* functions, however, the Eudora MAPI DLLs implement only the Simple MAPI subset.

Note: The Eudora MAPI implementation requires all MAPI client applications to use only the Simple MAPI functions supported by the Eudora MAPI DLLs.

MAPI client applications which use only the basic Simple MAPI calls will generally not be able to tell the difference between the Eudora MAPI DLL functions and the Microsoft MAPI DLL functions.

It is important to understand that MAPI client applications load the MAPI DLL libraries at runtime whenever they need to access the MAPI functions. Each client application expects to find either the 16-bit MAPI.DLL file or the 32-bit MAPI32.DLL file in a common, application-independent location (generally the Windows SYSTEM directory). Therefore, it is not sufficient to copy the EUMAPI.DLL and EUMAPI32.DLL Eudora DLL files into the Windows SYSTEM directory alongside the standard Microsoft MAPI.DLL and MAPI32.DLL files. For client applications to find the Eudora MAPI DLLs, the DLL files <u>must</u> be named MAPI.DLL and MAPI32.DLL. This creates a conflict since most Windows installations will have the MAPI.DLL and MAPI32.DLL files preinstalled in the Windows SYSTEM directory to support Microsoft Mail (Windows for Workgroups) or Microsoft Exchange (Windows 95, Windows NT).

Note: Eudora is able to swap the Eudora EUMAPI and EUMAPI32 DLLs with the Microsoft MAPI and MAPI32 DLLs when the user launches Eudora , and is able to unswap the Eudora MAPI DLLs when the user exits Eudora .

This approach gives the user the most flexibility and preserves the user's ability to use Microsoft Mail and/or Microsoft Exchange when Eudora is not running. If we "permanently" install the Eudora MAPI DLLs over the existing Microsoft MAPI DLLs, then applications (such as the Microsoft Fax service bundled with Microsoft Exchange) which rely on the Microsoft MAPI DLLs will no longer work. This is clearly unacceptable for users who need to use MAPI for both Microsoft Exchange and Eudora.

Eudora MAPI Startup Procedure

When launched, Eudora runs the following "swap" procedure when the user has selected either the "Always" or the "When Eudora is running" MAPI Server option in Eudora (see Tools / Options / MAPI):

1. Check to see whether or not the Eudora MAPI DLLs are already installed in the Windows SYSTEM directory. If so, then finish.

2. Check for existing Microsoft MAPI.DLL and MAPI32.DLL files. If found, rename MAPI.DLL to MAPI.000 and rename MAPI32.DLL to MAPI32.000. (If a MAPI.000 file already exists, then Eudora uses MAPI.001, MAPI.002 etc.)

3. Copy the EUMAPI.DLL and EUMAPI32.DLL files from the Eudora program directory to the Windows SYSTEM directory as MAPI.DLL and MAPI32.DLL, respectively.

Eudora MAPI Shutdown Procedure

When shutdown, Eudora runs the following "unswap" procedure when the user selects either the "When Eudora is running" or "Never" MAPI Server option in Eudora (see Tools / Options / MAPI):

1. Check to see whether or not the Eudora MAPI DLLs are already installed in the Windows SYSTEM directory. If not, then finish.

2. Delete the Eudora MAPI.DLL and MAPI32.DLL files.

3. Rename the MAPI.000 and MAPI32.000 files, if any, to MAPI.DLL and MAPI32.DLL, respectively. (If a MAPI.001, MAPI.002 etc file exists, then Eudora renames the one with the highest number.)

Eudora DLL Swapping Restrictions

It is important to note that there are several restrictions with the above Eudora swap and unswap procedures: The Eudora swap and unswap procedures can only run successfully if the MAPI.DLL and MAPI32.DLL are not currently "in use" by one or more MAPI client applications.

When a MAPI client application loads a MAPI or MAPI32 DLL file, Windows "locks" the DLL file while the library is loaded into memory to show that the file is "in use." Eudora can normally detect that the MAPI.DLL and/or MAPI32.DLL files are "in use." If Eudora detects that a MAPI or MAPI32 DLL is locked, it displays an error message and skips the swap or unswap procedure.

When Eudora is forced to skip the swap or unswap procedure, this means that the MAPI DLLs are in the wrong "state" with respect to Eudora -- that is, 1) the Microsoft MAPI DLLs could be installed even after Eudora starts, or 2) the Eudora MAPI DLLs could be installed even after Eudora shuts down. To prevent this from happening, use the following procedure when using Eudora MAPI:

1. Start Windows.

2. Start Eudora.

3. Start any MAPI client applications.

4. Send attachments to Eudora via the installed Eudora MAPI interface.

5. Shutdown <u>all</u> MAPI client applications.

6. Shutdown Eudora.

7. Exit Windows.

Once Eudora's MAPI DLLs get into the wrong "state" with respect to Eudora, you cannot correct the state mismatch until <u>all</u> MAPI client applications unload the MAPI DLLs and Windows is able to unlock the DLL file. Since the MAPI DLLs are shared by multiple MAPI client applications, Windows does not unlock the MAPI DLL file until the last MAPI client application is shut down. Therefore, to force all MAPI client applications to unload the DLLs, you must shutdown all MAPI client applications.

Important: When running 16-bit MAPI client applications under Windows 3.1 or Windows NT, then Eudora cannot detect the lock placed on the MAPI DLLs by Windows unless the SHARE program is running. This means that Eudora can inadvertently perform the DLL swap and/or unswap procedures while the MAPI DLL is loaded into memory. This almost always causes Windows to become unstable and can lead to crashes in MAPI client applications as well as in Windows itself.

Note: If you run 16-bit MAPI client applications under Windows 3.1 or Windows NT, then you should always run the SHARE program.

The good news is that Windows for Workgroups and Windows 95 implement the SHARE functionality without requiring you to explicitly run the SHARE program. By default, Windows NT only implements the SHARE functionality for 32-bit applications. If you are running a 16-bit application under Windows NT, then you must run the SHARE program explicitly as you do under Windows 3.1.

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