MailCOPA Help

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MailCOPA Manual

MailCOPA Multi User Email Client

by Intervations, Inc.

MailCOPA Help

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Part I

1 Intervations

Please select a topic under this heading.

1.1 About InterVations

General E-mail: office@intervations.com

InterVations can be contacted either in the United Kingdom, or the United States of America. For support on the MailCOPA Email Software please email support@mailcopa.com. Although we offer telephone support our most knowledgeable support staff are not always available by telephone and you are likely to receive a more accurate solution to your problem through email.

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InterVations Ltd.

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Devon
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1.2 Technical Support

If you cannot find the solution to your problem in this help file, please see the FAQ pages on our web site (internet link)

If this still does not provide a solution, please make contact, as appropriate, with our office:

Email: support@mailcopa.com
We guarantee a response to email support within 2 business days, however our response times are usually much quicker than this.

Phone: +1 508-833-1660 (11AM to 4PM EST/EDT)
Although we do offer Telephone Support for the MailCOPA email client we can only do so

when staff are available. This is usually between 11AM and 4PM EST/EDT Monday to Friday, excluding US public holidays, but this is not always possible.

Our Email Support, where you will speak to our best support specialists, is however manned 364 days a year for around 15 hours a day. You will generally get a much faster response and a better answer from our dedicated email support specialists than you will from telephone support.

If for any reason you are unable to send email you can use the support contact form at:

www.mailcopa.com/support.php

When requesting support please quote the version and date information in the About window.

Also, please give as much information as possible about how the problem arose (just what were you doing at the time?) and details of any error messages displayed.

1.3   Registration

When you install MailCOPA it will automatically start as a 30-day evaluation version - no registration is required.

Pricing of registration depends on the number of users allowed, and whether it is a single or multi machine installation. For details of pricing please see our web site.

At any time during the evaluation period you can apply for a Registration Key, using the Registration Form or enter a Registration Key if you have one.

Outside the evaluation period, unless registered, MailCOPA will only display the Registration Dialog, and the Registration Form (which can only be sent to Intervations by mail, or another emailer), but no other functions will be available.

Registration is specific to the machine which holds the data - if you are using MailCOPA as a standalone installation on a single machine then this is simple. However, if it is being used on several machines on a network, then you must be sure to undertake the registration process on the machine that holds the data. A Serial Number is generated, and you will need to quote this to Intervations in order to get the corresponding Registration Key.

Getting a Registration Key

Use the menu option Help ⟹ Register MailCOPA - this will bring up a dialog for entering the Registration Key. If you do not already have one, then press the button to open the Registration Form - this will include the Serial Number for that machine.

Complete all of the relevant fields, ensuring that you specify the number of user licences you require for your MailCOPA installation, and whether you require a single-machine licence (for a standalone machine) or a multi-machine licence (for several installations on different machines on a network all accessing a central data store).

You may always upgrade to a larger number of users in the future if you wish.

Payment is normally by credit card - please ensure that the address details you provide are those of the CREDIT CARD HOLDER

Payment can also be made via PayPal.

The registration form shows the Serial Number (unique to this computer) and Reseller ID. Press the Secure Online Registration button, and you will be taken to our secure server, where you can specify the type of licence (single/multi machine, number of users), and, after payment, obtain a registration key.

If MailCOPA is outside its evaluation period, then go to our secure server and enter the details from the registration form:

https://secure.intervations.com/mailcopa1001.php

If you wish to pay by other methods, or would like further pricing details, please contact Intervations Technical Support. Please be sure to include the Serial Number for the machine that holds the data, available from Help ➡ Register MailCOPA.

Normally, The Registration Key will be sent to you by email, but if you prefer them to be faxed back to you then please ensure you check the "Fax" option at the bottom of the form and enter the fax number to which you wish them to be sent in the appropriate field.

Entering the Registration Key.

If you are using MailCOPA on a standalone machine, then you clearly only enter the Registration Code *on this machine*.

Where MailCOPA is installed on a number of machines on a network, all accessing the same central data store on a server the Registration Key must be entered into MailCOPA on the server machine.

Click on the Help menu option on the MailCOPA main window and select Register, you will be presented with a dialog box that already shows the Serial Number. Enter the Registration Key into its own box, exactly as it was sent to you.

Thank you very much for registering MailCOPA. We are confident it will give you a great deal of useful service.

IMPORTANT We ask that you please ensure that you safely store the Serial Number and Registration Key in case you ever have the need to reinstall MailCOPA for any reason. Should you lose the registration key we will normally provide a replacement free of charge, though in exceptional circumstances we may make an administration charge.

Should you have questions or problems with the registration, please contact Intervations Technical Support

1.4   Credits

Many thanks to our beta testing team for their diligence in uncovering bugs, and valuable suggestions in the course of the development of the MailCOPA Web Server Software.

Particular thanks are due to:

Ian Walden

Dave Rusk

Dave Hedges

Bart Cannistra

Arthur Brough

Mike Bostock

Ashley Allerton

We are always looking for new beta testers for our products. To qualify as a beta tester you must have purchased at least one InterVations product. If you are interested in beta testing for us please contact support@intervations.com

Part II

2   MailCOPA Manual

Please select a topic under this heading

2.1   Welcome

This Help File (V 13.01) was compiled on Tuesday, April 16, 2013 15:33

Welcome to MailCOPA, a professional, multi-user email client that is compatible with Microsoft XP, Server 2003, Vista, Server 2008, Windows 7, Server 2008 R2, Windows 8 and Server 2012

MailCOPA has been designed to be as intuitive as possible, but if in doubt, right-click in an area of the screen and you will usually get a context menu with options relevant to the context.

This help file contains information about every area of MailCOPA:

1. Press F1 at any time for context-sensitive help.

2. Select a page from the Table of Contents, to the left.

3. Search for a word or phrase from the search tab to the left.

4. Click on a Hot Spot on an image in the help file for popup help on a control

Menu Options are shown like this: File ➡ Connect

Go to the Introduction.

Go to the Credits page.

2.2   Using the Help File

This Help File can be accessed in various ways:

1. From the MailCOPA Help menu

2. By pressing F1 the Help File will open at a page relevant to the part of MailCOPA with which you are working - *Context Sensitive Help*

Menu Options are shown in the following way:

File ➡ Print - This means select the File menu, then the Print Option.

Most of the images have Hot Spots which, when clicked, provide a popup with further

information - look for the mouse pointer to change to the Link form:

Clicking on this image ⚠ will also reveal a popup with additional information.

2.3 What's new in version 13.01?

Added support for MySQL database as an alternative to the existing built-in database.

Addresses can now be copied to other Address Books as a link.

Added ability to set a reminder on a message.

Added three new outgoing filters, *Add To Address*, *Add CC Address*, *Add BCC Address*. Will add the supplied address to any outgoing mail that matches filter.

Added option on Folders Properties to copy properties to all sub-folders.

Added Open All Sub-Folders option on Folders Context Menu.

Added attachments column to search results screen.

Address selection screen sort order will now be in the same order as address cards (ie, can be surname, forename or forename surname depending on column settings).

Address selection screen now sizeable.

Additional information added to the Information Panel, if a label has been attached to the message, or attachments have been deleted.

Added print mail received report option on Reports menu.

Added ability to set hyperlink on inserted images in HTML editors.

Added ability to configure Diary Labels

Added ability to send and receive text/calendar messages (Outlook calls these meeting requests). Diary event will be created when they are detected coming in.

2.4 To Begin at the Beginning

Please select a topic under this heading

2.4.1 Introduction

MailCOPA is professional level email software designed especially for Windows-hosted TCP/

IP based PCs. You only need to have a connection to the Internet or a company Intranet/ Network to take advantage of its powerful features.

MailCOPA is a professionally developed, fully integrated multiple user, multiple email-account software package that provides all the facilities you will ever need for handling Internet/Intranet Mail.

MailCOPA can be used as a "stand alone" installation on a single machine, or it can be installed on a central server, with "satellite" installations on the network, all accessing the central data store, including the address books. Thus multiple users can access their email on the server from their own machines, and any user can access their email from any machine on the network if they wish.

MailCOPA will run on 32 and 64 bit versions of MS Windows 2000, XP, Server 2003, Vista and Server 2008.

MailCOPA provides all levels of users with all the features you might expect in a professional email package. It is tremendously powerful, and yet not too complicated to get used to and has been designed to be as intuitive as possible.

It takes account of differing ways of working, so that functions are often available from the Main Menu, Toolbars, Buttons, Context Menu or by Keyboard Combinations (HotKeys).

We are sure you will find that it will be worth your while investing a little time to fully investigate its power and flexibility.

Go to Getting Started .

2.4.2 User Logins

Under Windows 2000, XP, 2003 Server and Vista, a distinction must be made between *Windows Users*, and MailCOPA Users:

A MailCOPA User is a name used only within MailCOPA itself: it has no connection with Windows Users.

MailCOPA Users cannot see each other's mail, and for the most part have separate configurations under MailCOPA. MailCOPA users can log in from any MailCOPA client installation that has access to the MailCOPA server.

A *Windows User* is the term applied to the name under which you login to Windows. Some *Windows Users* can have administrative privileges, enabling them to make certain critical changes to the setup of the machine, including the ability to install (or uninstall) software. Other users may not have such privileges, and this will restrict their activities.

Under the above operating systems, you should install MailCOPA as an Administrator.

It will then be available to all users, who can (if they are a MailCOPA Superuser) create or delete MailCOPA users, and change MailCOPA users' configurations.

2.4.3 Getting Started

Single/Multi Machine installations

MailCOPA may be used in a single-machine configuration (running on a machine that holds the data on its own hard disc), accessing the Internet via, for example, a dial-up link, a DSL or Cable Internet connection.

MailCOPA may also be installed in a multi-machine configuration, where several installations of MailCOPA exist on computers on a network, all accessing the same data on a so-called server machine. This has the advantage that any user may access their email and address book(s) from any computer on the network.

If you need help configuring the network for a multi-machine installation, please see here.

If you installed MailCOPA yourself.

During installation, details relating to one user (User Name, Real Name, email Address, mail servers etc) will have been entered, and this user created. A default user called ROOT will also have been created, but no further details will have been entered. No login passwords are allocated at this stage.

Both your named user and ROOT are Super Users, and can thus access and change the details of other users.

Selecting and clicking on the MailCOPA icon in the Windows Start Menu, will display the MailCOPA Login window, where you select a user name and enter the corresponding password (which is initially a blank) in order to enter MailCOPA.

At this stage there is no need to make any changes to the users' configuration, but if you wish to do so, please refer to the User Details page.

Similarly, other aspects of the configuration can be left at their default settings for the moment, but when you have familiarised yourself with the basic functioning of MailCOPA, you may wish to look at the User Preferences.

If MailCOPA was installed for you.

This is likely to be the case if it was installed on a network by the Network Administrator.

Select and click on the MailCOPA icon in the Windows Start Menu will display the MailCOPA Login window, where you select your user name and enter the corresponding password in order to enter MailCOPA.

It should not be necessary to amend any of the User Details, as these should have been entered during the installation.

Similarly, other aspects of the configuration can be left at their default settings for the moment, but when you have familiarised yourself with the basic functioning of MailCOPA, you may wish to look at the User Preferences.

MailCOPA is now running.

It would first be a good idea to look at the ways in which MailCOPA can be viewed, and at the use of the Address Books.

Please note that extensive use is made of 'Hot Keys' (keys used either alone, or in combination with other keys, such as SHIFT + S to mark all messages in a folder as Seen), and Context Menus, which are accessed by right-clicking the mouse button. Depending on what you have right-clicked on, you will get a different context menu, appropriate to that object and circumstances.

2.4.4 Login

The first thing you must do when running MailCOPA is log into the system.

The Login dialog box displays the program version number (which may change from that displayed here as updates are installed)

Select the Username you require in the drop-down box and enter the apprpriate password. If no password has been set you can just press the Login button.

You can log onto the system as another user at any time from the main menu by selecting the File ⟹ Logout menu option. This will close your current MailCOPA session and re-display the MailCOPA Login dialog box.

Once logged in, it is possible to have MailCOPA automatically login as a specified user, (Configuration ⟹ Preferences ⟹ Global), or you can use the checkbox on the Login dialog to achieve the same end - see graphic below.

Alternatively an immediate login can be set up in the MailCOPA shortcut, see here for details.

2.4.5   Address Books

The Address Books are accessed by pressing the 📖 button at the lower left of the Main Window

The setting under General Preferences can be used so that on startup, MailCOPA will open the Addresses area.

It is possible to have multiple address books, each of which can be kept private (availability determined by the creator), or public (available to selected other users - see the Sharing tab).

Addresses can be imported into MailCOPA from 'Comma Delimited Values' (CSV) files, or a number of other formats, from Wizards ➡ Import Mail/Addresses …

Address books can be exported from MailCOPA as CSV files from the main Address Books view.

Entries may be moved or copied between Address Books using Drag and Drop - if the CTRL key is held during the operation, you will be offered two options:

1. *To create a link to the address* - only one copy of the address record will be in the database, but it can be accessed from either Address Book. Amendments to the address made from either Address Book will modify the single record. If you delete the address from one Address Book, you will be asked if you wish to delete it from all other Address Books too.

2. *To create a copy of the address*. This will create a new record in the database, distinct from the original. Any operations carried out (Amendment or Deletion) will only affect the copy held in that Address Book.

A simple Drag (without holding any other keys) will move the entry.

<div align="center">Click HotSpots on the images below for further information.</div>

Add or Amend an Address Entry

Address Book Settings

Each Address Book is configured separately, so settings for different books can be completely different.

2.4.6   Menus

These are the usual Windows menus available near the top of the MailCOPA parent window, rather than the Context Menus produced by right-clicking on an item, though some of the options may be available from both.

Note that some options may be unavailable, depending on the current context - for example, Mail ➡ View Mail Waiting will be unavailable if you have not previously gone online, checked the relevant mailboxes, and assembled such a list, which otherwise does not exist.

In particular, the editors will have options (especially on the Edit menu) not available elsewhere.

File

Connect	Connect to collect and/or send mail - opens the Connect Dialog
Connect Default	Connect immediately to collect/send mail, using the options set here. Does not open the Connect Dialog as above.
Print	Print the contents of the currently selected message. If part of it is highlighted, the Selection option will be available on the Print Dialogue. See also the section on Print Preferences.
Print Default	Print immediately using the MailCOPA default printer (set here), and (*Windows*) default settings for that printer.
Logout	Logout as the current user name, and login as another user: opens the Login Dialog
Exit MailCOPA	Close down MailCOPA completely.

Edit

Undo Ctrl + Z	Editors Only. Undo the last editing action.
Cut Ctrl + X	Editors Only. Cut the selected text to the clipboard
Copy Ctrl + C	Editors Only. Copy the selected text to the clipboard
Paste Ctrl + V	Editors Only. Paste the text from clipboard.

Paste Quoted	Editors Only. Paste the text from the clipboard, marking it as quoted.
Remove Quotes	Editors Only. Remove quote marks from the selected text.
Add Quotes Ctrl +Alt + Q	Editors Only. Add quote marks to the selected text.
Snip Alt + I	Editors Only. Delete the selected text, and replace with the *<SNIP>* text configured in Preferences - Editing
Insert	Editors Only. Allows the insertion of text from a file (.txt, .rtf and .html files only), or from the Quick Text - though the latter is more easily accomplished by using the HotKeys Alt + 1, Alt + 2, Alt + 3 etc …
Find	Find a word or phrase in the currently selected message.
Find Next	Search for the next occurrence of the word or phrase last entered into the Find dialogue.
Speak Message	Speak the message - this requires a Text To Speech (TTS) engine to be installed. This is by default in Windows XP, see the Speech applet in Control Panel. Select the option again to stop speaking the message when speaking.
Copy	Copy the selected text to the clipboard
Select All CTRL+A	Varies in its exact action according to the context.

View

Show HTML	Where a message is currently displayed in text-only format, and has a Rich Text (HTML) section, this HTML section will be displayed.
Show Text	Where a message is currently displayed in HTML format, it will instead be displayed in text-only format.
Show in Online Mode	Fetch from the internet any embedded images that have not been sent with the message. Beware that this may be used by spammers to check if you have viewed the message, so be cautious.
Show in Browser	Show the message in the computer's default browser - this is useful for very complex HTML messages which the MailCOPA editor cannot fully display correctly. The same caveat applies as in the above option about fetching images from the internet.
Headers	Show the full messages headers in the viewer.
Mail Waiting	View the list of mail that you have previously marked for collection from external mailboxes during your next connection. Opens the List of Mail Waiting window
Connect Log	This is a log of mail sending, collection and processing, which may be of assistance when diagnosing problems. It is split into two sections, one showing the actual connection activity, and the other showing the processing of messages by MailCOPA once they have been received. This is the same log which is opened automatically when mail is sent or received, though each time it opens, it is cleared and just records operations during that connection. This Connect Log holds a continuing record of all such sessions.

Whether a log is kept, and whether a new one is started each day (rather than continually adding to the existing one, which can lead to a huge file) can be configured in User Details.

Mail Counts

Shows Unseen/Outgoing/Held mail for all users, and allows a quick switch to any user.

Addresses

Open the Address Books

Mailing Lists

Gives Access to the Mailing Lists

Toolbars

Mail Toolbar	Show or Hide the Main Toolbar

For more details see toolbars

Quick Viewer Tools	Show or Hide the Quick Viewer Tools
Button Text	Show or Hide the text on the toolbar buttons
Customise	Customise the toolbars, see here for more details.
Restore Default Layout	If you have problems with the layout of the toolbars that you cannot resolve any other way, this will return it to that when MailCOPA was first installed. A useful "panic button" !

Windows

Connection Log	Show or hide the

	connection log, which may be integrated with the other windows if you wish.
Folders	Show or Hide the Folders Window
Messages	Show or Hide the Messages List
Quick Viewer	Show or Hide the Quick Viewer
Mail Received	Show or Hide the Mail Received Window
Restore Default Layout	If you have problems with the layout of the windows that you cannot resolve any other way, this will return it to that when MailCOPA was first installed. A useful "panic button" !

Folder

The options on this menu apply to the currently selected folder.

Add	Create a new folder
Delete	Delete the currently selected folder. WARNING - this will delete any messages in the folder too.

Refresh F5

Refresh the display of messages in the currently-selected folder - the same as pressing F5

Copy sub-folder structure

Enabled only if this folder has sub-folders. Creates a new folder at this level with all of the sub-folders of this folder. The new parent folder and sub-folders will have the same properties as those of this folder.

Close All Sub-Folders

Close all sub-folders.

Import

Import mail into the currently selected folder. Messages in text format may be imported a folder-full at a time, or UNIX mailfiles (a single file containing multiple messages, one after the other).

Mark all Seen SHIFT+S

Mark all messages in the currently-selected folder as Seen

Add to Favourites

Folders may be added to the Favourites pane (above the main Folders List). The original folder remains in the main list, this is just a copy. Once there, they may be used in exactly the same way as the folder in the main list, including amending its properties.

Remove from Favourites

Remove from the Favourites pane.

Properties

Display the folder's properties.

Message

Compose

Open a Compose New Mail Editor

Open

Displays the message in a fresh View Messages Window. Opening a different message will result in its being loaded into a

new View Messages window.

Opening another message opens another fresh View Message window with this last message displayed. You will now have two similar View Message windows open.

Reply

	Reply	Reply to the selected message - a Reply Editor will be opened. Any attachments will NOT be included.
	Reply to All	Reply to all those on the distribution list, ie those on the To: and CC: lines in the header. Any attachments will NOT be included.
	Reply & Forward Attachments	Include any attachments with the Reply
	Reply to All and Forward Attachments	Include any attachments in the Reply to all recipients.

Forward	Opens a Forward Editor
Forward as Attachment	Opens a Forward Editor with the selected message(s) as attachment(s). Useful if you wish to send a message completely intact.
Redirect	Redirects the message to another address - NOTE that you cannot edit the message, the original header lines will be left unchanged apart from the To: line. May be used with multiple selections.

Refilter	Pass the selected message(s) through the filters - useful if you have just created a new filter intended to act on message(s) like this/these. NOTE that this does not apply to Outgoing Filters which can only actioned when a message is actually sent.
Filter	

	Show All	Show all messages in the Messages List, whether Seen or Unseen
	Show Seen	Show only Seen messages in the Messages List.
	Show Unseen	Show only Unseen messages in the Messages List
	Hide Seen threads	Hide all messages in the Messages List whose threads that have been marked as Seen

Mark Seen SHIFT+S	Mark the currently-selected message(s) as Seen
Mark All Seen	Mark all message in the currently-selected folder as Seen
Mark Thread Seen	Mark all messages in the currently-selected thread as Seen (It is only necessary to select one message in the thread).
Mark Thread Unseen	Similar to the above, but mark all messages in the thread as Unseen.
Delete	Delete the currently-selected message(s) - they will be moved to the Deleted Items

folder

Delete Message (Separate Message Viewer only)	Deletes the message currently displayed in this viewer window, and closes the viewer.
Undo last Delete	Undoes the last Delete action, whether this was of a single message or multiple messages in one batch. NOTE that it doesn't matter which folder or which message(s) you have selected at the time you undertake this, the last batch of messages you deleted (ie they were moved to the Deleted Items folder) will be moved back to the folder they were in when deleted.
Kill	Expunge the message from the system - it will NOT be moved to Deleted Items and will not be retrievable after this action
Delete Attachments	Delete the attachments on the currently selected message

Move Messages

Copy to Folder	Copies the currently-selected message(s) from one folder to another. A dialog will be displayed so that you can select the destination folder. Copied files can be identified because the message subject will contain the text "(Copy)".
Move to Folder	Moves a message from one folder to another. A dialog will be displayed so that you can select the destination folder.

Create Filter — Allows the quick creation of a filter to transfer messages to another folder on receipt. Data from the header of the current message will be available in the filter dialog box to simplify the process.

You may then wish to use the Refilter option above.

Export to text .eml file — Copies the currently-selected message(s) as text file(s) to the destination selected by the user. The file extension will be .eml but the file(s) will be in plain text format. The extension .eml is recognised as an email message, complete with all headers. In the case of multiple selections, give a filename like xyz, and they will be saved as xyz-1.eml, xyz-2.eml etc

Additionally, Dragging and Dropping a message onto the desktop will result in its being copied as a text file to the Desktop.

Export to UNIX mailbox		Export to a Unix mailbox file (.mbx). If a single message is selected and saved to an existing file, this will be OVERWRITTEN, rather than adding the message to any existing messages in the file. Multiple selections will be added to one file. The object of this function is to add files in one batch to a .mbx file for transfer/import to other email software
Flag Messages		
	Hold	This option is only available on messages in the Outbox system folder. A message can be prevented from being sent by marking it as Held. Held messages are displayed in an *Italic* font.
	Unhold	This option is only available on messages in the Outbox system folder which have already been marked as Held. A message not marked as held will be sent next

time a connection is made to the mail server.

Keep K | Marks a message as Kept. The message will be displayed with a key icon in the kept column if available. Kept messages cannot be deleted, and will not be purged.

Unkeep K | Removes the Kept marking from a message: it can then be deleted and purged.

Lock Unseen Alt + L | Marks the message as Unseen, and locks it in this state - it is not possible to simply mark the message Seen, using the option further up this menu, or using the S key.

Unlock Unseen Alt + L | Removes the lock applied above - note this does not mark the message as Seen, this must be done separately, using either the option further up this menu or using the U key.

Edit Label

Shift + Ctrl + L | Attaches a label to the message. This may be up to 255 characters, and a

field to display it in the messages list can be configured from the Folders Properties Settings. In the case of multiple selections, the same label will be added to each message, but they can subsequently be individually modified.

Edit Subject   Change the subject of a received mail. Message. The original subject is added to message in an *X-Original-Subject*: header for reference.

Categories   Messages may be allocated to user-created categories. For more details see here.

Set Colour   Set the colour of the selected message(s) your own choice of colour. Useful for quickly identifying particular messages in a folder. For example you may receive messages from a web site email script with a specific subject and wish to quickly find them.

Set Reminder   Timed reminder - for more details see here.

	Reset Default Colour	Return the colour of the message(s) to the standard one configured.
Addresses		
	Add Address	Adds the sender's email details to an address book. When selected, a list of address books will be displayed from which you can choose the destination, and you will be able to amend or add to the details to be added.
	Add Distribution List	Adds all of the addresses on the To: and CC: lines in the message header (excluding your own address) to an address book or mailing list, which can be selected from the dialog which opens.
	Add to Mail List	Add the sender's address to a Mailing List prepared within MailCOPA.
Sending		
	Send Now	Send the currently selected message immediately. Only available for messages in the Work in Progress folder.

	Send Later	Send the currently selected message later (ie place it in the Outbox. Only available for messages in the Work in Progress folder.
	Resend Now	Resend the currently selected message - this will be disabled if this is not a copy of a message originally written by this user - ie the From: line in the header is not one of the email addresses entered here. If you wish to resend a message later, simply drag and drop it into the Outgoing folder.
	Re-Edit	Opens the message in the editor, enabling modifications to be made, including to the recipient address(es). Applies only to messages you have written and sent yourself, NOT to messages received.
Spam		
	Black List Sender	The From: address will be added to the Spam Black List
	White List Sender	The From: address will be added to the

	Spam White List
Learn as Spam	For further details please see the page on Spam Filtering
Learn as Clean	For further details please see the page on Spam Filtering
Spam Score	For further details please see the page on Spam Filtering
Find Replies	If this is an original message (ie one not written in reply to a message received) this will locate (but not open) any replies you have written to it. Note that this only applies to direct interchanges between you and another writer - it will not work in mailing lists for instance.
Open Reply	Opens the reply you wrote to this message (if any) in a separate viewer window.
Find Original	If this is a reply (ie a message written in response to a message received) this will find the original message. Note that this only applies to direct interchanges between you and another writer - it will not work in mailing lists for instance.
Open Original	Opens the original message to which this is the reply.
Select All	Selects all of the messages in the Messages List
Properties	Displays the message's properties, header details, and gives access to the 'raw' text form of the message. For more information see here.

Utilities

Various system utilities - for more information see here.

Configuration

Set Preferences	See Preferences
User/Account Details	See User Details
Edit Signatures	See Signatures
Edit Styles	See Editing HTML Styles
Edit Filters	See Mail Filters
Edit Spam Filters	See Spam
Edit Categories	See Categories
Edit Diary Labels	See Diary
Edit Stationery	See Stationery

Wizards

These lead you through step-by-step processes for various infrequently-performed tasks.

Add User	Takes you through the process of adding a new MailCOPA user.

Add new mail account

Takes you through the process of adding a new mail account for the current user.

Copy User

Takes you through the process of creating a new user with all of the configuration option of an existing user.

Import Mail/Addresses

Takes you through the import of mail messages from

- MS Outlook Express v5 & v6
- MS Outlook
- Eudora
- Thunderbird
- MS Windows Mail

Or of Addresses from:

- MS Outlook Express v5 & v6
- MS Outlook
- Eudora
- Windows Contacts (Vista)
- CSV File

Multi-machine Data Sharing

If this installation of MailCOPA is currently configured to use data held on this machine, this wizard will enable you to connect to data on another server machine.

Export Mail

Takes you through the process of exporting message from one, some or all MailCOPA folders. They can either be exported as single text files (*.eml) or in batches, each batch in a Unix Mailbox (*.mbx) file.

Reports

Mail Received

Queries the database to list all mail received between the dates you specify, in order of date received. Mail permanently deleted (killed) will not be shown.

Help

MailCOPA Help

Opens this Help File

Getting Started	Opens the Getting Started page in this Help File.
Whats New	Opens the Whats New in MailCOPA Version 11.01 page in this Help File
Hot Keys	Opens the page covering Hot Keys in MailCOPA in this Help File
Show Tips	Show the tips - these will have been automatically activated each time you started MailCOPA. This is for if you have de-activated them.
MailCOPA Home Page	Takes you to the MailCOPA home internet page
Technical Support	Opens the Support Form on the MailCOPA website (in your default browser).
FAQ Web Page	Opens the MailCOPA Frequently Asked Questions page - this is a very useful source of answers to common problems. TRY THIS FIRST - IT COULD BE A QUICK WAY OF SOLVING ANY PROBLEM YOU MAY HAVE.
Send Machine Name to Client	Used in conjunction with the Multi-machine data-sharing Wizard above.
Upgrade MailCOPA	License MailCOPA for more users, or for multi-machine use (if your current licence only covers single-machine use).
About MailCOPA	Shows the Version Number and Date of this version, and various copyright information.

2.4.7   Moving from your previous Mailer

As many mailers use proprietary formats, the move from your previous one may not be a simple task. However, MailCOPA is able to import messages directly from some other mailers, or from text files, and will import .CSV files into address books.

MailCOPA has Wizards that take you through the import of mail messages from:

- MS Outlook Express v5 & v6

- MS Outlook

- Eudora

- Thunderbird

- MS Windows Mail

Or of Addresses from:

- MS Outlook Express v5 & v6

- MS Outlook

- Eudora

- Windows Contacts (Vista)

- CSV File

Messages

If the Wizards above are not applicable, MailCOPA can import messages that are in plain text format.

First export the messages from your old mailer into a directory reserved just for this purpose. You may be able to do this with complete folders, or you may have to do it message-by-message.

Then select the MailCOPA folder into which you wish to import the message, right-click it, select Import from the menu and then Text (.txt/.eml/.msg) files. Now find the messages directory using the dialog box that is opened. Press OK and MailCOPA will import ALL text files in that directory as messages into the selected folder. Caution - ensure that all of the text files are RFC-compliant messages, as any that are not may produce unpredictable results.

Similarly, UNIX mailbox files (a single file with many messages within it, one after the other, supported by some other mailers) can be imported.

Address Books

Addresses may be imported directly from some mailers (see above).

However, if you are not moving from one of the supported mailers, it may well be possible to export them from your previous mailer as a .CSV file, which MailCOPA can import.

For further details see here.

2.5   Reading Mail

Please select a topic under this heading

2.5.1   Main Window

A range of viewing possibilities are available, all managed in this Main Window.

NOTE that from Version 12.01, the Default (Vertical) view is supplemented by the Default (Horizontal) view. You can switch between the two:

View ⟹ Windows ⟹ Arrange Normally

View ⟹ Windows ⟹ Arrange Vertically

NOTE that the window configuration is stored locally and will not be available if the same MailCOPA User logs in from another computer, nor if a different Windows User is used on the local machine (it is stored in the Registry).

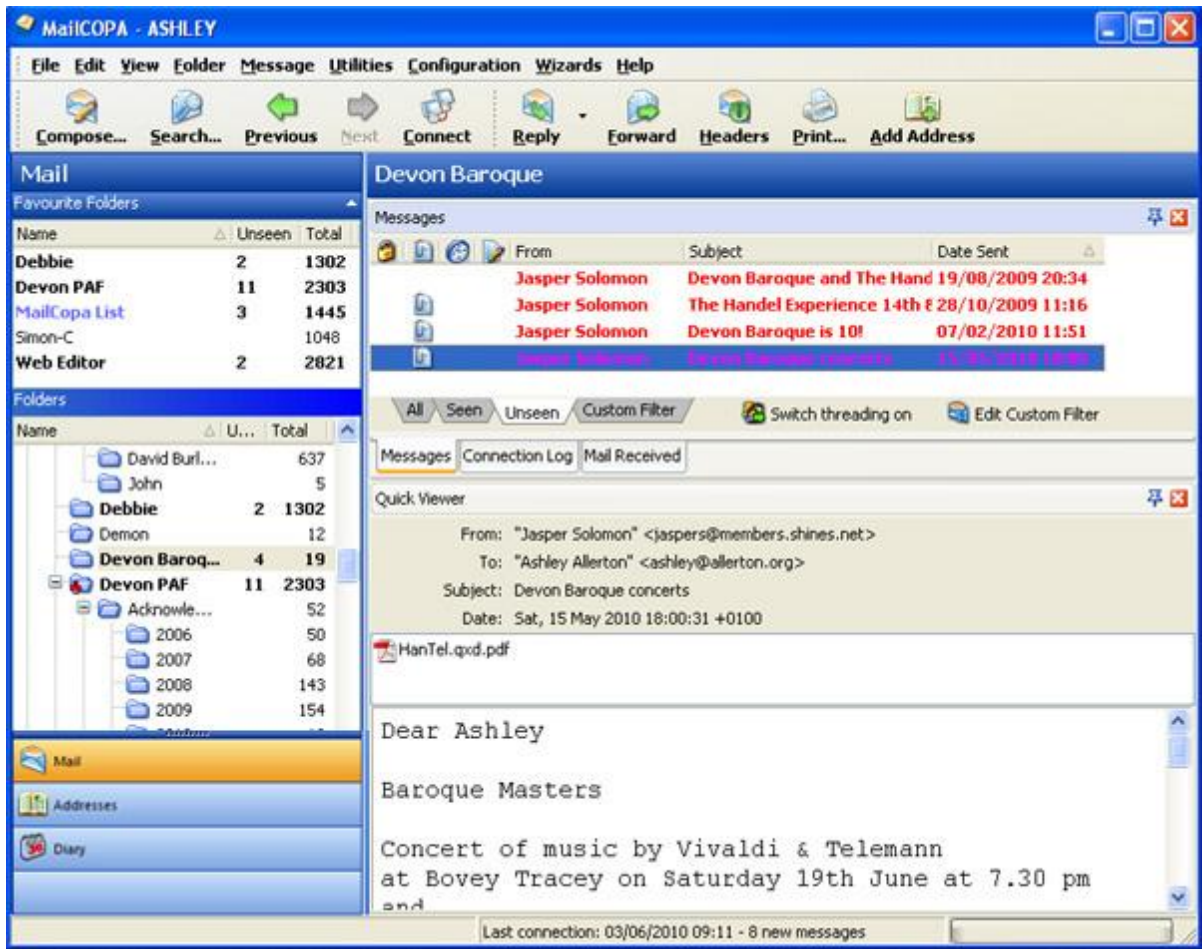The following panes are available in the Main Window (they may be added or removed from View ⟹ Windows):

- Folders List

- Messages List

- Quick Viewer

- Connect Log

- Mail Received

Default View

This is how MailCOPA will appear when first installed. The window can be reset to this layout from View ⟹ Windows ⟹ Restore Default Layout

<p style="text-align:center; color:red;">Click on a HotSpot for further information</p>

The *Messages Window* and *Connection Log* are tabbed together, and the *Quick Viewer* and *Mail Received Window* are also tabbed together. Clicking on a windows tab brings it to the front.

It is possible to move these around by dragging the tab of the window in question - eg it is possible to move the *Mail Received Window* so that it is tabbed above its default position with the *Messages Window* and *Connection Log*

If things get into a mess, *DON'T PANIC!* - you can reset the default view from View ➡️ Windows ➡️ Restore Default Layout and start again.

Assuming you have not set the option to disable docking in the General Preferences, then the following is possible:

> 📌 Switches to Docking Mode - all of the windows on this tab will slide out of view, just their tabs being visible. Clicking on one of these tabs causes that window to slide back into place so it can be viewed. When the mouse pointer is moved off the window, it will slide back out of view again.
>
> 📌 Switches from Docking to Normal Mode. The tabbed sets of windows will always be

> visible.
>
> ❌ Closes this window. It can be reopened from View ⇒ Windows ⇒

Default View (Vertical)

The Main Window can also be arranged in an alternative layout:

You can switch between this and the Normal view:

View ⇒ Windows ⇒ Arrange Vertically

View ⇒ Windows ⇒ Arrange Normally

2.5.2   View Message Window

This is a separate viewer to the Quick Viewer (part of the Main Window), though broadly the same in functionality.

Its main advantage is that it can be sized to suit your requirements, and will open on top of other windows.

It is accessed by selecting Open from the Messages context menu, or if set appropriately in Configuration ⇒ Preferences ⇒ Messages, by double-clicking on a message in the Messages List.

It carries a part of the Main Toolbar, the buttons that are relevant to its function.

Any internet links (eg www.intervations.com) will be highlighted and if clicked will open the default browser which will fetch the page in the link.

If a word has an asterisk immediately before it AND an asterisk immediately after it, it will be displayed in *bold*.

Similarly underscores (_) immediately before and after a word will result in its being _underlined_.

Right-clicking in the body of the message produces a context menu. The available options will depend on the context (eg whether this is a plain-text or HTML view or whether a link is right-clicked on). Click the image below for further information:

2.5.3   Attachments

If a message in the Message List has an attachment icon next to it, then the attachments pane will appear, just above the message body in the quick viewer.

There is also a similar pane above the body if you use the full viewer by opening the message.

WINMAIL.DAT files - These are produced by MS Outlook, and contain a rich-text version

of the message, but can also contain attached files. If this is the case, MailCOPA will display these files in the Attachments Pane.

Context Menu (See graphic above).

Right-clicking on an attachment will display a context menu, which is derived from Windows' settings, with some appropriate additions. As we have no idea what options Windows will have created on your particular machine, you may find that we have duplicated some options, something we are unable to avoid.

Double-clicking on one of the icons will normally open the software configured on your machine to run such a file, and load the file into it (unless it is an image, in which case see Quick View.

Quick View is an option available for images - this provides a convenient viewer for images. If set under Preferences ➡ Messages ➡ Viewing, the Quick Viewer will be used when an image attachment is double-clicked. This has zoom, contrast and brightness controls and you can pan around by clicking and dragging, all of which is very convenient, without the need to load complex and demanding image-handling software.

If you have multiple image attachments to one message, a new viewer will open for each image, as you double-click one after another.

In order to open it using the software configured on your machine to open that particular format, you must right-click and select Open.

This menu will usually include the facility to save the attachment to disk, selecting a location and alternative filename if desired.

Specific to .EML files, you may drag them and drop them onto a MailCOPA email software folder, and they will be added to that folder, as if they had been received direct.

Properties gives the full filename, and file size - this is the size when decoded. Attached files are encoded using schemes which involve a significant overhead - this can be as much as 30%. The size reported here is the true one, ie without this overhead.

Beware of Malicious Attachments!

Email attachments are a common source of viruses (which can be very destructive) or trojans (which enable a hacker to use your machine for such things as distributing spam (Unsolicited Commercial Email) or mounting Distributed Denial of Service attacks). Some viruses, worms, macros and scripts can send themselves to people in the Outlook address book of an infected computer, so may come to you from familiar people, leading you to believe they are safe, so it is wise to scrutinise them carefully before opening. If you have a virus scanner installed, it is usually possible to virus scan an attachment immediately within MailCOPA, (from the context menu when an attachment is right-clicked) and it is wise to do this if you are in any doubt.

Potentially dangerous file types include: .COM, .EXE, .VBS, .PIF and you should also be suspicious of files with the .DOC extension - if they are Word 97 or later they may contain macros which can also be malicious.

In some circumstances, the true nature of an attachment may be hidden, by not showing the proper file extension (the characters after the last dot, or 'period'). Whatever the settings under Windows, MailCOPA will always show the full filenames and extensions. eg *homepage.html.vbs* will be shown in full.

Windows has a commonly used setting which hides file type extensions for known file types, which is a potential trap for the unwary. If you open Windows Explorer (right-click on the Start button and select Explore) and select from the menu *View* ➡ *Folder Options* and then the View tab, you will see an option "*Hide file extensions for known file types*" - if this is checked, then *homepage.html.vbs* will appear in Explorer and other places as *homepage.html*, thus concealing the fact that it is in fact a Visual Basic Script (potentially malicious), rather than a web page.

2.6 Writing Mail

Please select a topic under this heading

2.6.1 Compose New Mail

To compose a new email message click on the [Compose] button on the Main Window or select Message ➡ Compose from the menu.

A new message can also be started from the address books, by selecting an address, and either using the context-menu (right-click), or pressing the Compose button.

However a message is started, its properties (To: address, From: address, Real Name, Signature etc) will be taken from the Folder Properties of the currently-selected folder.

You can compose in Text or HTML format, depending on how you have configured MailCOPA in the Preferences or Folder Properties.

Please see the pages on Plain Text or HTML editors for more detail.

2.6.2   Replying

The Reply Editor is opened by pressing the ![Reply] button in the Main Window or Message Viewer.

A simple press of this button replies to the sender without including any attachments, but it also offers a number of alternatives:

- Reply to the sender with or without attachments being retained

- Reply to all on the circulation list (apart from yourself), with or without attachments being retained

It is possible to compose replies in Plain Text or HTML format.

The Reply Editor is broadly the same as the Compose Editor.

Reply Editor Main Characteristics

The address of the recipient (the original sender) is already entered in the To: field. You may edit the To: CC: and BCC fields if you wish.

The subject of the original message will be placed in the Subject field with Re: add at the beginning. Again it may be edited if you wish.

If configured in Configuration ➡ Preferences ➡ Messages ➡ Editing, the text of the original message will be quoted in the editor (with the original sender's initials if configured).

A Quote button is available - this will quote the whole of the original message - useful if you have not configured to quote automatically as above, but wish to on some occasions. If text was selected in the viewer *when you pressed the Reply button*, pressing the Quote button will place the selected text in the Reply Editor at the cursor position. The key combination (Hot Key) CTRL+Q does the same as pressing the Quote button.

See also this note below.

Viewing the original while replying

Pressing the Split button splits the editor (as illustrated above) so that the original, to which you are replying, can be displayed as well as the reply you are writing. Press the Split button to show or hide the original.

In the split view, text can be highlighted in the original and then by pressing the Quote button on the toolbar or using the Hot Key for this (CTRL + Q), the selected text will be quoted in the reply.

Text in your reply can also be marked as quoted text (using the leading character[s] set here) using CTRL + ALT + Q

Notes:

If the original message header had different addresses in the *From:* and *Reply-to:* fields, then before this editor fully opens, you will be asked to select which address you wish to reply to. The first address in the list will be that in the *Reply-to:* field. Here is an example:

This can be particularly useful with mailing lists, where the usual reply address is the list, but you wish to send a personal message to the person who wrote the message, rather

than to the whole list.

Effect of stationery on quoting

If the properties of the folder from which you are replying specify stationery that includes the *quote* macro, quoting behaviour is slightly different: the whole message will be quoted in a reply, unless part of it was selected in the original when the reply editor is opened, in which case only the selected part will be quoted.

2.6.3 Forwarding Mail

The Forward Editor is opened by pressing the Forward button on the toolbar, or by right-clicking a message and selecting Forward from the context menu.

It is broadly similar to the Compose New Message Editor, to which you should refer for more detailed information.

You may modify the message in any way you wish before sending it.

The main differences are:

The text of the message you are forwarding will be entered, with a (fixed) preamble indicating its origins.

The text of the message will not be marked with the quotes defined here, unless you have configured this in Configure ⟹ Preferences ⟹ Messages ⟹ Editing.

2.6.4 Sending Attachments

This page deals with the sending of attachments - look here for details of how to work

with attachments you receive.

The Internet mail system can only convey text, it will not convey binary files, such as images, sound files, word processor files etc unless they are 'attached'. For more information on the technical details of this see here.

If you wish to send one or more such files with an email, press the **Attachments** button, and a dialog will open to allow you to search for and select the required file(s). You can select as many files as you like at once by the usual Windows method using the SHIFT or CONTROL keys. If you later want to attach one or more additional files to the same message, you can repeat the process.

Alternatively, file(s) may also be dragged and dropped from Windows Explorer, onto the MailCOPA editor window in which you are working.

You can also drag files from Windows Explorer onto the main MailCOPA window, and a Compose New Editor will be opened, with the file(s) already attached.

It is also possible to drag file(s) onto the MailCOPA button on the Task Bar, but you must wait for MailCOPA to open up before dragging the file(s) onto the main window.

However you add the files, you will see them listed in the Attachments Pane, to the right of the address and subject details:

Right-clicking on a file in the Attachments Pane produces a Context Menu with various options on it, including that of deleting the attachment (removing it from the message). For more details of this see here.

You can set MailCOPA to zip all attachments on sending by checking the box above the attachments pane - all of the files will be placed into a single zip file.

Data and the Internet mail system.

The internet mail system was originally designed only to convey 7-bit data - ie ASCII codes up to 127. Each character is represented by a number, eg a space is number 32, a capital A is number 65. Some machines will convey 8-bit data (ANSI codes up to 255 -

used for extended characters such as é, ä, ß, ©) but this is not guaranteed, and 8-bit characters may arrive in a garbled form.

For sending and receiving such characters, MailCOPA supports a standard method called Quoted-Printable, which converts 8-bit characters to a string of 7-bit characters, which the receiving software (including MailCOPA) will convert faithfully back to the original 8-bit characters.

Binary data files can be 'attached' to a message by converting them into strings of 7-bit characters by a standard method. This is done transparently by MailCOPA, you don't need to sit poring over bits and bytes with an abacus!. Again, the receiving software (including MailCOPA) will translate the 7-bit characters back into the original binary form.

2.7 Configuration

Please select a topic under this heading

2.7.1 User Details

The User Details Window, accessed from Configuration ➡ User/Account Details, allows you to create new MailCOPA Users, and set & change their preferences.

When installed, MailCOPA creates a default user called root. The root user is classed as a Super User, and this will allow access to all areas of MailCOPA. Only Super Users can create new users, and alter the configuration for other users.

All MailCOPA User Details will be the same whatever machine that MailCOPA User logs in from, and whatever the Windows User is in use.

Please click on a relevant area of the images below for further information.

Host Name

If you are using a POP3 account then you must specify your host server. eg mail.myserver.co.uk. The host can also be specified as an IP Address. eg 192.168.10.1, though if you are accessing a server on the Internet, it is better to use its name, as its IP Address might change without warning. Also, the name may relate to a group of machines which will be accessed differently depending on such things as loading. The name will always find the server.

Should you need to specify a non-standard port for the host, then it should be added to the end of the name or IP Address separated by a colon (:) eg mail.myhost.com:999 or 192.168.10.1:999

Envelope

Mail originally addressed to several different addresses (sometimes through mail aliases) may end up in the same POP3 mailbox, and this "envelope line" can indicate the original address for which a message was intended, and thus the MailCOPA user to which you want it directed.

Several formats exist, such as:

Delivered-To: fred@somewhere.com
Envelope-To: fred@somewhere.com
X-Envelope: fred@somewhere.com

If messages you receive contain such header lines, insert the version that occurs in messages that you wish to be passed directly to this mailbox.

If this field is left empty, this facility will be ignored.

2.7.2   Preferences

Accessed from Configuration ⇒ Preferences

The Set Preferences Window allows you to set a large range of settings: any preferences changed in any tab except the Global Tab will not effect other MailCOPA users.

Also (apart from the Global tab), the preferences for this MailCOPA user will be the same regardless of which Windows user is logged in, and which machine he/she connect from (assuming a multi-machine installation).

2.7.3   Folder Properties

Various settings can be varied folder-by-folder, leading to very flexible working.

When a folder is selected, all of its configuration items will be active, and where relevant, will override the options set in the general configuration.

Note that this applies to various aspects of messages written while a folder is selected. If you have configured (for example) special address details, and HTML format instead of text, these will apply to any message being started while this folder is selected (a New Message or a Reply).

To create a new top-level folder, select *My Folders*, right-click and select Add from the context menu. You can then set the properties of the new folder by right-clicking on it and selecting Properties from the context menu.

Folders can have sub-folders, which are created in a similar way to the preceding paragraph: initially sub-folders will have the same properties as their parent, but properties for all folders may be configured differently.

However, it is also possible to set sub-folders to always share the properties of their parent, and if the settings of the parent are changed, those of the child will change similarly.

The Folders Properties Window is accessed by right-clicking on a folder and selecting the Properties option.

Click a Hot Spot on the images below for further information.

General

Addresses

It is possible to use different source and/or destination addresses depending on which folder is selected when a message is composed (or replied to if it is in this folder). Signatures and Stationery can also be varied folder by folder.

If options are not defined here, the settings (such as *Real Name*, *Email Addres*) in User Details will be used.

Fields

The Fields Tab allows you to select which columns are displayed in the Messages Window and the order in which they are displayed for this folder. This can be different for each folder. The order of the columns is defined by the order of fields in the Selected Fields part of the tab.

Here is an example of the results of such configuration:

Note the small triangle in the Date Sent label. This indicates that the messages are listed in descending order of Date Sent. Clicking on this label will reverse the order (i.e. ascending). Clicking on another label will list the messages in the order of that field, and clicking again will reverse this order.

When messages are threaded, they will be listed grouped by subject, but can then be further sorted by other fields - please see the page on the Messages List.

When switching from unthreaded to threaded mode, the last order will be remembered an displayed when you switch back to unthreaded mode.

Multi-Field Ordering

1. Click on a field to order by that field

2. Hold the SHIFT key and click another field

3. If required, hold the SHIFT key and click on another field.

By this means it is possible to (for instance) list by

Date Sent

    Date Received

        Sender

            Subject

Purging

This enables purging (permanent wiping of messages according to set criteria) to be varied folder-by-folder.

If you configure the folder here to override the standard purge settings (set here), then these folder settings will operate.

Note that this tab will be disabled for the Deleted Folder if you have checked the option to "*Purge Deleted Items On Exit*" in Configure ⟹ Preferences ⟹ General. See the help page on Preferences.

See also the help page on Deleting Messages.

Sending/Composing

It is possible to set the format (HTML or Plain Text) used for messages, which will override the general settings here.

The folder in which a retained copy of outgoing messages will be kept can also be set here - it is often convenient to keep these copies in this same folder.

Sharing

It is possible for a user to share one or more folders with other user(s). The other user(s) will be able to see all messages in shared folders, and work with messages in them just as the principal user ("owner") can. They will for instance be able to delete, copy/move, reply to and forward them.

Only the specified folders will be shared - sub folders will not be shared unless specifically configured to be (see below).

Shared folders will be shown at the bottom of the Folders List, in this fashion:

Folder sharing is configured by the owner of the folders from the Sharing tab of the Folder's Properties, see below.

A user (eg *Bill*) accessing another user's (eg *Ben*) shared folders can configure their *own settings* for most options here, eg source address, folder for storage of copies of outgoing messages.

The folder for keeping copies of outgoing messages can be set to any folder, whether this is one belonging to the current user, or one shared by any other user. Thus, if you wanted to respond to messages sent to a temporarily-absent colleague, the retained copies could be sent to your colleague's Sent Items folder.

Some things will always be handled using the settings of the Folder's Owner (*Ben* in this example):

- *Bill* can't share *Ben's* folders with someone else.

- *Bill* can't delete *Ben's* folders.

- *Bill* can't add sub folders to *Ben's* folders.

Also note the following:

- ALT+P will move message(s) to *Bill's* Spam folder and teach *Bill's* spam database

- Dragging a message from one of *Ben's* folders to *Ben's* Spam folder will work just as above too.

2.7.4 Configuration Scope

Particularly when used in a multi-machine environment, various areas of the configuration of MailCOPA have different scopes.

However, BEWARE that configuration data may be cached and written to the database later, so that if you are logged in from two different machines under the same MailCOPA username, a change in the configuration made on one machine may not become visible immediately to the other. Should this be likely to be a problem to you (it is likely to be rare we think), close down MailCOPA on the machine that made the configuration change, then on the other machine, then restart them both.

All Preferences (except Global, please see that page) and User Details are the same for a MailCOPA User, whatever machine s/he log in from, and whatever Windows User is in use on that machine.

All of the above (apart from Global Preferences) can be set differently for different MailCOPA Users.

Toolbars and window settings are stored locally and will not be available if the same MailCOPA User logs in from another computer, nor if a different Windows User is used on the local machine (they are stored in HKEY_CURRENT_USER).

For more information about the differences between MailCOPA Users and Windows Users, please see this page.

2.8 Advanced Use

Please select a topic under this heading

2.8.1 HTML Format Messages

Messages can be written and viewed in HTML format, the latter only if there is an HTML format section in the message.

HTML (HyperText Markup Language) is the format in which World Wide Web pages are written. It allows you to use different fonts, layout, colour features, and include images, but is not as flexible as word processors. It has the advantage of being cross-platform, so though you may write a message on a computer running MS Windows, it can be read by people using for instance the Macintosh or Linux operating systems.

MailCOPA, in common with other email software, only allows the use of fairly basic features of HTML in composing messages, but should display most complex HTML

messages, such as are used for example in email newsletters sent out by commercial organisations. If these do not display properly, then Show message in browser should be used from the Context Menu.

Viewing messages in HTML or TEXT format

If a message in HTML format is received, then there is a global setting for each User under Preferences - HTML to automatically display it in Plain Text format. If this is not checked, the message will be displayed in HTML format.

However, each folder can also be set to override this global setting and to display the HTML or TEXT sections under Folder Properties - Send/HTML .

Whatever mode of display you use, you can always use the context menu (right-click in the body of the message) to switch between the two.

There are some potential security risks in viewing messages in HTML format - images downloaded which can be used to show to the sender that the message was viewed. There are settings to prevent these actions under Preferences - HTML .

Writing HTML messages

There are global settings for each User for composing and replying in Plain Text or HTML, under Preferences - Editing .

However, there are also individual settings for each folder under Folder Properties.

It is also possible to change between Plain Text and HTML formats during the composition of a message, using the list box at the bottom of the editor.

In addition to the controls visible in the editor, there is also a Context Menu, available by right-clicking the mouse in the body of the message, as shown below.

The Message Menu is slightly different to that shown in the Main Window.

In HTML mode, it is possible to view and edit the *source code* - click on the Source tab.

Message Menu

This is different to that in the Main Window as different functions are available here.

Click on a hotspot on the image below for further information.

2.8.2 Diary

The Diary window allows recording of future appointments, with the facility for popup reminders at specified intervals beforehand if required.

Diary Events are assigned Labels (such as Business, Private, Phone Call) each of which is shown with a characteristic background colour for easy identification. Labels may be added and amended from Configuration ➡ Edit Diary Labels For more details, see the graphic below.

Meeting Requests (as they are called by Outlook) can be sent - right-click on an event and select *Send To*, see below. A Diary event will be created when they are received by MailCOPA or Outlook.

The setting under General Preferences can be used to start MailCOPA with the diary open.

The Diary can be synchronised with your Google Calendar - see the Settings tab below.

Click on a HotSpot on the images below for further information.

Add or Edit a Diary Event

Diary Settings

Diary Labels

These can be configured from the menu: Configuration ➡ Edit Diary Labels

2.8.3 Anti-Virus Measures

The MailCOPA email client confronts the problem of potential virus threats in your email in a number of ways.

First, MailCOPA IS NOT susceptible to Outlook targeted viruses using the Outlook address book to spread infected email. Not now, not ever.

Second, the MailCOPA email client is capable of switching off HTML email so that so that dangerous scripting CANNOT be run within the email messages. There is a right-click option to view HTML emails simply and easily once your virus software has had an opportunity to check the contents.

2.8.4 Backup

This page refers to the built-in database system. From version 13.01, MailCOPA will, as an alternative, connect to MySQL databases. For more details, please see here.

See also this page about the system for connecting to the data from client machines using TCP/IP.

Note that with multi-machine installations (where the data is not held on the computer running MailCOPA) data access may be slower than where the data is held on the local machine. Whether and to what extent this will be the case will depend on the power of you server and the speed of your network.

The database used to store messages and addresses is very robust: it is a "transactional" database, which means that a record of changes is kept. Should it prove impossible to

complete a set of changes (due to a network or power failure for example) the database will automatically roll back to its state before the changes started.

Nevertheless, it is sensible to make regular backups of your data, in case of accidental deletion or corruption, or hardware failures.

All of the data files are held in a single directory - this varies with the Operating System. For details please see below. These files are inter-related and likely to be changed continually, so DO NOT attempt to back them up directly, as this can cause irreparable corruption.

The Database Server used by MailCOPA has the built-in ability to make daily backups of the data whilst the Server is running. This will not cause problems with the running of MailCOPA, nor does it risk corruption of the data files. The Database Server service MUST be running, but MailCOPA itself need not be.

This is accessed from Configure ⇒ Edit database server settings For more details please see here.

NOTE that this is only accessible on the server machine - the menu option will be *disabled* on clients, and on single-machine installations where the Database Server is not installed.

It is a good idea to backup this entire "backup" directory regularly, by whatever means is best for you. It is good practice to make daily backups, which are overwritten after a week. This reduces the risk that bad data will overwrite a good backup. A copy can be kept anywhere, either on the same machine or another on the network, or on a removable medium.

NOTE that you must not backup whilst the MailCOPA backup is underway as this could cause corruption of the files. This will not affect the main MailCOPA data, but could lead

to your backup being corrupt and therefore useless. Time it so that it occurs later - say half to one hour to be on the safe side.

Should you wish to access or restore backed-up data, it is important that your read the notes below about Restoring Data

The above procedures should be foolproof, but if you want an additional precaution, you can easily archive incoming and outgoing messages by adding an action in each of the filters to copy the message to a specified directory: each message will be given a unique filename (for that directory) and saved as a text (.TXT) file. The theoretical limit on the number of messages that can be stored in a directory in this way is very high, but it would be sensible to move them elsewhere (perhaps into a ZIP archive) from time to time.

Note that if the MailCOPA archive directory is emptied, filenames previously used may be reused.

Restoring Data.

This information only applies where the data was backed up from the current version of MailCOPA. If you have upgraded (eg from 10.01 to 11.01) since the backup was made, please contact MailCOPA Support. This is because major version changes may change the structure of the database, making the old data incompatible with the new version. And it may not be possible to directly update from one version to the next.

All of the data files are held in a single directory - this varies with the Operating System. For details please see below.

1. Close down all instances of MailCOPA running on clients and on the server.

2. Stop the *InterVations Database Server* on the server. This is done from the Control Panel, Administrative Tools ➡ Services NOTE that This does not apply to single-machine installations as the Database Server is not installed.

3. Make a copy of your old (possibly corrupt if you are restoring) data somewhere safe *just in case*.

4. Copy the data from your backup into the MailCOPA data directory

5. Restart MailCOPA

Data Location

Under Windows 98 & ME:

C:\Program Files\MailCOPA\data

Under Windows 2000/XP/2003

C:\Documents and Settings\All Users\Application Data\InterVations\mailcopa

Under Windows Vista, 7 and 2008

C:\ProgramData\InterVations\MailCOPA

2.8.5 Hot Keys

As an aid to working for those who favour the use of the keyboard, a number of 'Hot Keys' are available.

The usual Windows keys work as expected, and operate on the window or pane with the focus- eg Cursor Up moves up one message if the focus is in the Message List, moves up one folder if focus is in the Folders List, and moves up one line when focus is in the Viewer.

The function of several Hot Keys may be different in different situations, this is noted below.

The lists below are ordered partly by combination, partly by function and partly alphabetically.

Also, please see the section on Hot Keys in the List of Waiting Mail.

Keys alone.

Hot Key(s)	When focus is in:	
F1	Global	Context-sensitive Help
F3	Quick Viewer & Separate Viewer	Find the next occurrence of a text string in the message displayed in the Viewer. This will only work after a search in that message has already been undertaken (CTRL+F or Find from the Context Menu). Has the same function when searching the Address Books.
F5	Folders List Messages List Quick Viewer	Refreshes the display of the currently selected folder. eg if some messages have been marked as seen and the filter is set to Unseen only, this will

		update the display in the Messages List to show only Unseen messages.
C	Folders List Messages List Quick Viewer	If the list of messages overflows the Message List, and the selected message has been moved out of sight (above or below the visible section of the Message List) pressing C will bring it back into the visible area.
Delete	Messages List	Delete selected message(s), only if the focus is in the Message List. See Ctrl + D for a global hotkey for this
H	Folders List Messages List Quick Viewer	Show or hide the message header lines in the Quick Viewer or the Separate Viewer.
K	Folders List Messages List Quick Viewer	Mark or Unmark (ie this is a toggle) the selected message (s) as Kept.
L	Folders List Messages List Quick Viewer	Go to last message viewed. If "Remember last message viewed" is set in the Folder Properties for a folder, returning to such a folder from another will automatically select the last message viewed. If this option is not set, pressing L after returning to the folder is a manual means of achieving the same goal.
N	Folders List Messages List Quick Viewer	Go to the next Unseen message in this folder.

R	Folders List Messages List Quick Viewer	Reply to the sender of the selected message. See also ALT+R for Reply to All.
S	Folders List Messages List Quick Viewer	Mark the selected message(s) as Seen
U	Folders List Messages List Quick Viewer	Mark the selected message(s) as Unseen
SPACEBAR	Folders List Messages List Quick Viewer	Scroll the Quick Viewer, when the bottom of the Viewer is reached, go to the next Unseen in the current folder - note this works even when no viewer is open, though of course you cannot actually see the text scrolling in the viewer.
Enter	Folders List Messages List Quick Viewer	The same as double-clicking on the message in the Message List. The effect of this can be altered between Open and Reply in Configure ➡ Preferences ➡ Messages

Keys with SHIFT

SHIFT + S	Folders List Messages List Quick Viewer	Mark all messages in the currently-selected folder as Seen

Keys with CTRL

CTRL + B	Editors - HTML Format only	Make the text bold - applies to selected text, or from the current cursor position onwards for new text.
CTRL + C	Viewers and Editors	Copy the selected text to the clipboard
CTRL + L	Global	Logout from the current MailCOPA user, in order to switch to another username.
CTRL + U	Editors - HTML Format only	Make the text underlined - applies to selected text, or from the current cursor position onwards for new text.
CTRL + X	Editors	Cut the selected text to the clipboard
CTRL + V	Editors	Paste the contents of the clipboard at the current cursor position.
CTRL + Z	Main Window	Restore the last-deleted message.
CTRL + Z	Editors	Undo the last editing action.
CTRL + A	Viewers, Editors and Messages List	Select All - depending on the context and the focus within that context, this selects all of the text in a viewer (including the Autoviewer), or all of the messages in the message list
CTRL + D	Viewers, Editors and Messages List	Delete the selected message(s) regardless of where the focus is. The Delete key will also do this but only when the focus is in the Messages List.

CTRL + F	Viewers and Editors	Find a word or phrase in the current message.
CTRL + I	Editors - HTML Format only	Make the text *italic* - applies to selected text, or from the current cursor position onwards for new text.
CTRL + P	Viewers, Editors and Messages List	Print the current message (or a selection in it)
CTRL + Q	Reply Editors	Quote the text that was marked in the original message <u>when the editor was opened</u>. This is useful if you have configured MailCOPA not to quote text when replying but want to quote just a part of it in this particular instance. If using the Split View, text can be selected in the original pane whilst writing, and quoted in the reply pane.
CTRL + ALT + Q	Editors	Adds quotes to the beginning of each line of the selected text, using the form of quotation configured here.
CTRL + S	Editors	Save the message being worked on in the Work in Progress folder.
CTRL + T	Global	Immediately connect to collect/send mail using the default settings here - the same as File ⟹ Connect Default

Keys with Alt

Alt + F4	Global	Exit MailCOPA
Alt + F6	Global	Cycle open windows - takes

		you round all of the open MailCOPA windows. Useful if you lose track of them.
Alt + A	Editors	Add an address from your Address Books to this message at the current cursor position. Open the Select Addresses dialog
Alt + I	Editors	Substitute selected text by the text configured for <Snipped> set here
Alt + K	Main Window	Kill the selected message (s). Note that this will remove the message(s) completely from your system, they will not be retrieveable.
Alt + L But see below.	Editors	Send Later, but not if you have set the option to Send Mail Immediately here
Alt + L	Main Window	Lock Unseen - see here for further details
Alt + N	Global	Open a New Message Editor
Alt + O	Editors	Send Immediately - only works if you have opted to have both Send Now and Send Later buttons or 'Send Mail Immediately' here
Alt + P	Folders List Messages List Viewers	Move the currently selected message(s) to the Spam system folder, and add its characteristics to the spam database so that future similar messages can be detected - for more details see Spam Filtering
Alt + R	Folders List	Reply to all addresses in the

	Messages List Viewers	distribution list (ie the To: and CC: addresses), excluding your own address.
Alt + Q	Reply Editors	Quote the entire original message at the current cursor position.
Alt + S	Global	Open the Search Mail window - this allows the searching of the current folder, or all folders, for a word or phrase.
Alt + T	Global	Opens the Connect Mail dialog, the same as pressing the Connect button
Alt + 1, Alt + 2, Alt + 3 etc	Editors	Adds the corresponding Quick Text at the current cursor position

Miscellaneous Key Combinations

Ctrl + Alt + Q	Editors	Adds quotes to the beginning of each line of selected test, using the quotation character(s) set here
Ctrl + Shift + End	Editors	Selects all of the text from the current cursor position to the signature separator of the message. Useful for quickly trimming all quoted text, but leaving your signature intact.
Ctrl + Alt + A	Editors	Has the same effect as pressing the Attachments button on the toolbar: it opens a dialog to enable you to attach a file to the message.

Ctrl + Shift + A	Messages List	Has the same effect as Ctrl + S - marks all messages in the selected folder as Seen
Shift + Ctrl + L	Messages List	Edit the label for this message

2.8.6   Printing Messages

All messages can be printed, including those you are currently writing, using the Print button on the toolbar, or the HotKey Ctrl + P

The printout can include various header details, which are set in the Printing Preferences.

2.8.7   Signatures

You can have as many different signature files as you wish, any of which can be used on a folder-by-folder basis if required by configuring the folder setup via the Folder Properties menu option.

You do not need to include a signature separator - the standard is '-- ' (dash dash space). This will automatically be placed at the top of your signature, so that a properly-configured mailer will not quote anything below it in replies.

The signature separator can be altered by going to Configuration ⇒ Preferences ⇒ Signatures, more information here.

Creating and amending signatures

To edit or add Signature Files use Configuration ⇒ Edit Signatures.

Click a hotspot on the image below for further information.

2.8.8 Stationery

Stationery Templates are very useful for sending standard messages, or including specified information in messages. They also allow you to include a number of macros for the most commonly required fields in your replies.

Stationery will be always be offered for new messages or replies if so configured under the Editing Preferences.

Stationery can also be added or replaced whilst composing a message, from the Message menu, but NOTE that this will delete all existing text.

To access the Edit Stationery dialog use Configure ➡ Edit Stationery.

Click on a HotSpot on the image below for further information.

Note that there will be a "Request for Technical Support" (see Technical Support) template installed, which includes the information Intervations needs to deal with any problems you may encounter.

Stationery Macros

The Macros button gives access to a menu of macros, which will insert information into the stationery being edited.

Although in clear text on the menu, they will be inserted in a slightly cryptic form, as shown above. This is so that MailCOPA will be able to interpret them when loading stationery, but also because two are configurable, *Current Date* and *Date Message Sent (Short)*.

The stationery above would produce the following result with a reply (note it includes a couple of Commands):

Available options are for formatting these dates are:

- d Day of month as digits with no leading zero for single-digit days - eg 1, 2, … 11, … 15.

- dd Day of month as digits with leading zero for single-digit days - eg 01, 02, … 11, … 15.

- ddd Day of week as a three-letter abbreviation - eg Mon, Tue … Exactly what is displayed depends on how your computer's locale is set.

- dddd Day of week as its full name - eg Monday, Tuesday … Exactly what is displayed depends on how your computer's locale is set.

- M Month as digits with no leading zero for single-digit months - eg 1, 2, … 11, 12.

- MM Month as digits with leading zero for single-digit months - eg 01, 02, … 11, 12

- MMM Month as a three-letter abbreviation - eg Jan, Feb, … Nov, Dec. Exactly what is displayed depends on how your computer's locale is set.

- MMMM Month as its full name - eg January, February, … November, December. Exactly what is displayed depends on how your computer's locale is set.

- y Year as last two digits, but with no leading zero for years less than 10 - eg 8, 9, … 12, 15.

- yy Year as last two digits, but with leading zero for years less than 10 - eg 08, 09, … 12, 15.

- yyyy Year represented by full four digits - eg 2008, 2009, 2212.

- Anything included in single quotes will be quoted directly.

Macro Commands

These are more powerful than the macros, and enable you to do such things as set the subject of a message, add a BCC address, set the signature.

2.8.9   Mail Filters

To access the Mail Filters dialog use Configure ➡ Edit Filters

A new filter can also be created from the Message context menu.

MailCOPA features a powerful filtering facility, enabling complex distinctions between messages so that they can be handled differently, eg by passing them to different folders, forwarding them to someone else, etc.

Filters can operate on the standard RFC-compliant header lines, or on any header or body line. From MailCOPA version 9.01, the search can be in the *Entire Body*, or just in the *Plain Text* or *HTML* sections. NOTE that not all messages have a *Plain Text* section.

Each filter can operate only on incoming or outgoing mail, not both. If you wish to use the same filter for both you must set up two copies, one for incoming and one for outgoing.

Filters can individually be activated or deactivated.

NOTE that a message will be passed through all of the filters, one after another, and if the conditions for a filter are met, the configured actions will be carried out, then the next filter tried etc.

HOWEVER, Once a *Transfer* action is found, then no no further filters will be tried.

eg if a message has '[gerbils]' in the subject line, one filter can forward it to a Mailing List, another filter further down the list can copy it to a specified email address, another further down the list can play a sound (the gerbil's mating call perhaps ???) and another can Transfer it to a specified folder. This last filter will stop further filters being tried.

Such actions are shown in the popups from the image below thus:

Two criteria are allowed per message, which can be combined as AND, OR or UNLESS.

The ORDER of filters is important - suppose you often receive personal mail from John Smith and he also contributes to a mailing list. You wish the personal mail to go to a special folder, and the mailing list messages to go to another folder. The two filters could be:

1. If mail is from John Smith UNLESS the To: address is that of the mailing list - transfer to personal folder.

2. If To: address is that of the mailing list - transfer to mailing list folder.

This enables fine distinctions to be made, eg mail from Intervations will normally be passed to the 'Intervations' folder, but if it has come from Intervations via a mailing list, it will not. Another filter further down can therefore pick it it up and pass it to the folder for that mailing list instead (see image below).

Actions

The action is selected in the left hand field, and any necessary details (name of folder, address for redirection etc) entered or selected from the right hand folder.

Actions marked with prevent any further actions under this filter, and the running of further filters on the message.

Action	Incoming/Outgoing	Effect
Play Sound	Incoming and Outgoing	Useful for alerting you to important incoming mail - use your favourite .WAV file.
Make Subject	Outgoing	Alters the subject line of the message
Make Status	Incoming	Alters the Seen/Unseen status of the message, after it is copied to a

		folder.
Print Message	Incoming and Outgoing	Print the message. If you have multiple printers available, you can specify the printer in the *Parameter* column
Delete Message	Incoming and Outgoing	Deletes the message - it will be placed in the Deleted folder and will be wiped when this folder is next purged.
Mail back a File	Incoming	Send back a specified plain-text file to the sender: the contents of this will be placed in the body of an email message.
Forward to Address	Incoming and Outgoing	Forward the message to another address: you will still receive a personal copy of the message.
Forward to Mail List	Incoming and Outgoing	Forward the message to a mailing list (set up within MailCOPA) See the help page on Mail Lists. You will still receive a personal copy of the message.
Redirect to Address	Incoming	Redirect message to another address. You will not receive a personal copy of the message. The original header lines will be left unchanged apart from the To: line.
Redirect to Mail List	Incoming	Redirect message to a mailing list (set up within MailCOPA) See the help page on Mail Lists. You will not receive a personal copy of the message.

Transfer to Folder	Incoming and Outgoing	Transfer message to a specified folder - no further actions or filters will be carried out after this. Ensure that if you want any other actions, they are configured to be done before this one. The folder specified may be a one owned by another user, but shared with the current user.
Copy to Folder	Incoming and Outgoing	Place a copy of this message in the specified MailCOPA folder. The folder specified may be a one owned by another user, but shared with the current user.
Transfer to Other User	Incoming	Transfer the message to another MailCOPA user. No further actions or filters will be carried out after this one.
Copy to Other User	Incoming	Pass a copy of this message to another MailCOPA user. It may then be subject to that user's filters.
Run Application	Incoming	Run an application with (a copy of) the complete message specified on the command line, eg *"C:\MYAPP\MYAPP.EXE C:\WINDOWS\TEMP \MESSAGE.TXT"*. Ideal for inveterate dabblers!
Append to Digest	Incoming and Outgoing	Append the message to a digest for a mail list.

Transfer to Directory [STOP]	Incoming and Outgoing	Transfer the message to the specified disk directory as a text file. No further actions or filters will be carried out after this one.
Copy to Directory	Incoming and Outgoing	Copy the message to the specified disk directory as a text file.
Make Reply-To:	Incoming	Alter the Reply line in the message to a specified address - useful if a mailing list does not change the reply line to the list (from the original sender).
Add Sender to Mail List	Incoming	Add sender's address to a MailCOPA mailing list. See the help page on Mail Lists
Remove Sender From Mail List	Incoming	Remove the sender's address from a MailCOPA mailing list. See the help page on Mail Lists
Announce	Incoming	Announce the specified text - you will need a Text To Speech engine installed for this to work (this should be installed by default in XP and Vista).
Add Sender to Address Book	Incoming	Add the email address of the sender of the message to an Address Book - you must specify which book.
Remove Sender from Address Book	Incoming	Remove the email address of the sender of the message from an Address Book - you must specify which book.

Save Attachments to Disk	Incoming	Save all attachments with the message to a specified disk folder.
Set Message Label	Incoming and Outgoing	Set the message's label
Set Message Colour	Incoming and Outgoing	Set the message's colour
Add to Spam Score	Incoming	Add or subtract a specified figure to/from the spam score for this message. A useful way of manually 'tuning' the spam filtering. Obviously this filter MUST be set to activate prior to the SPAM filters otherwise the score will be calculated and never used.
Mail Back a Stationery Message	Incoming	This filter can be used as a vacation auto-responder. Create stationery that says "I'm away until ..." then set this filter to fire on any message received (If From Matches RegEx .*) and the stationery will be returned to every sender. Or it could be restricted to certain senders. NOTE however that every message received will receive this, so if someone sends a series of messages they will receive this in response to each one.
Remove from Server	Incoming	This filter takes no parameters and will cause the matched message to be removed from the server on the next connection (For servers

		set to leave messages on the server only).
Set Message Category	Incoming	Sets the message's category - only one category can be set, but additional filter actions can be used to set more than one.
Add To: Address	Outgoing	Adds an address to the *To:* line in the header. This can of course be seen by all recipients.
Add CC: Address	Outgoing	Adds an address to the *CC:* line in the header. This can of course be seen by all recipients.
Add BCC: Address	Outgoing	Adds an address to the *BCC:* line in the header. This can of course NOT be seen by any recipients.

Conditions

Contains	The string is somewhere in the specified line: eg "*Black Adder Mailing List*" is contained in the line: The Black Adder mailing list <black.adder@somewhere.com>
Does not Contain	The string is not to be found anywhere in the specified header line. eg "*The Black Adder Forum Mailing List*" is not found in the above example.
Equals	The header line is exactly the same as the string.
Does not Equal	The header line is not exactly the same as the string.

Starts with	The header line starts with the string. eg, in the above example, the header line starts with "The Black"
Ends with	The header line ends with the string. eg in the above example, the header line ends with "@somewhere.com>"
In Address Book	Whether the contents of the specified line contain an address that is in an address book. You can specify which book (or any) in the Match column, which has different options in this instance. Useful for allowing through potentially "spammy" messages from people you know, if filtering is set to be done before spam checking.
Not in Address Book	Whether the contents of the specified line contain an address that is NOT in an address book. You can specify which book (or any) in the Match column, which has different options in this instance. Useful for filtering messages from people you DON'T know.
Matches RegEx	Whether the contents of the specified line match a Regular Expression. An Internet search will provide many useful sources of information on Regular Expressions, or see: www.regexbuddy.com/regex.html

2.8.10   Mail Purging

Purging is the removal of old messages from folders automatically. They are initially placed into the Deleted Items system folder, so are still available if required. The Deleted Items folder itself can also be purged, after which any messages purged are completely destroyed and are no longer accessible.

The age of messages to be purged can be set, and purging carried out automatically or manually. Manual purging is accessed from Utilities ➡ Perform Mail Purge

General Purge Settings for a user can be set from Configure ➡ Preferences ➡ Purging - for more details see here.

However, individual folders can be set to purge differently, regardless of the general settings. For more details see the page on Folder Properties

Also, the Deleted Items folder can be emptied each time MailCOPA is closed down from Configure ➡ Preferences ➡ General All messages in the folder will be deleted, regardless of their age.

Messages marked as Kept (on the Message Menu or using the HotKey K in the Main Window) will not be purged.

2.8.11   MySQL Database

MailCOPA comes with a built-in database, which is what is used initially after installation. Upgrades from earlier versions will also use the built-in database initially.

For most people, this will be quite sufficient, but in some circumstances, the greater speed of a MySQL database may prove an advantage. It is only appropriate on network versions of MailCOPA - it is superfluous on single-machine installs.

The installation, linking-to and maintenance of a MySQL database is technically complex and should only be attempted by those with the skills and experience required. If you do not know if you have the skills and experience required, then you probably DON'T !

As too many variables are outside our control, Intervations do not provide support for databases other than the built-in one.

Development and testing of this feature has been done by personnel competent in this field, and the information provided here is for other such people.

1. Install the latest version of MySQL onto your server machine and ensure that it is working properly. You do not need a web server or PHP installed on this machine, but it can be helpful as you can use phpMyAdmin to check the MySQL installation. Otherwise, the MySQL command-line client that comes with MySQL can be used.

2. Create a suitable MySQL database (no tables are required), and a suitable username and strong password. Initially this user must have ALL privileges and be a SUPER user - this is dangerous, so once the data transfer is complete, this SUPER privilege MUST be removed.

3.Edit the my.ini (Windows) or my.cnf (Linux) file and add the following to the line to the *[mysqld]* section:

```
max_allowed_packet=1G
```

4. Ensure that the firewall on the server will allow incoming connections to port 3306.

5. ONLY when the above have been successfully accomplished, contact MailCOPA Support for a link to the utility that will move back and forth between the two types of database.

6. Close all MailCOPA clients and run the utility on the a Windows machine that has access to both the old built-in database and the new MySQL database. On the MailCOPA machine might be quickest. It will create all the tables and copy all of your data from the built-in database. This may take a considerable time if you have lots of data.

6. At the end of the process, you will be offered the chance to run the Multi-Machine Data Sharing Wizard, to connect to the MySQL database.

We have found that with large datasets, there is a considerable increase in speed, such that, over good internet connections, it can be slow but practicable - ie a MailCOPA client in a remote connection can access the data on the server, just as if it were in the local network. NOTE however that there must be an *uninterrupted* connection to the MySQL database server - 3G connections have not been found to be very reliable in this respect.

For this to work you must make sure that your MySQL server can be accessed across the internet. If using a router this must forward traffic from the internet to port 3306 on your MySQL server machine. Some ISPs block traffic to this port for security reasons, in which case the you will need to run MySQL on an alternative (accessible) port, or to configure the router to translate this alternative port to port 3306.

NOTE that exposing a database server in this way is dangerous, and it is up to you to ensure that you have adequate security to prevent intrusion. We accept no responsibility for such problems.

Backup

The ideal way is to backup to a replicating MySQL database on another server.

A simple alternative is to create a batch file with the following line in it:

```
[Path To]mysqldump --routines --max_allowed_packet=1G --lock-tables --user=mailcopa --
password=****** mailcopa > [Path To]mailcopa.sql
```

This will lock all of the tables in the database (which will cause any running MailCOPA clients to freeze until the backup process finishes) and export the whole database to the file mailcopa.sql. In the event of a disaster this file can be easily used to restore the database.

Notifications

If you are accessing the MySQL database using clients on different subnets, then these will not work. For more information, please see here.

2.8.12 Network Configuration

MailCOPA may be
used in a single-
machine configuration
(running on a machine
that holds the data
on its own hard disc),
accessing the
Internet via, for
example, a dial-up
link, a DSL or Cable
Internet connection.

MailCOPA may also be
installed in a multi-
machine
configuration, where
several installations of
MailCOPA exist on
computers on a
network, all accessing
the same data on a
so-called 'server'
machine. This has the
advantage that any
user may access their
email and address
book(s) from any
computer on the
network.

A number of different
detailed arrangements
are possible, the
diagram to the right
shows what is
probably the most
common.

See this page for the
scope of the various
configuration options
of MailCOPA in multi-
machine installations.

**MailCOPA Server
Data is held here**

Typical Network Setup

Single-Machine Installation

MailCOPA is installed on the computer together with the database, which holds all
configuration, email messages, addresses, filters, styles, diary information etc. MailCOPA
accesses the database by direct disk access. NO database server is installed.

Multi-Machine Installations

The information below refers to the built-in database. Should you switch to using a MySQL database, please see the information here.

In order for a network configuration to work properly, the computers must be correctly networked together - ie connected via a wireless connection or appropriate network cable and possibly a hub or switch, and the machines properly configured. The network needs some sort of connection to the internet - see the diagram above for the typical setup.

Current versions of MailCOPA use TCP/IP for access to the database server on the server machine (the one holding the central data store). To avoid possible problems with this method of connection, you should configure your server machine to have a *Static IP Address*. The clients may be configured dynamically.

The data path for clients will be of the form: *ivdb://192.168.1.1/mailcopa*

It is possible however that a machine name may be used (eg *ivdb://myserver/ mailcopa*) but this is not advised. Use of the IP Address is far more secure.

The data path on the server will be a direct-to-disk path eg:

C:\Documents and Settings\All Users\Application Data\InterVations\mailcopa (Windows 2000/XP/2003)

C:\ProgramData\InterVations\MailCOPA (Windows Vista, 7, 2008)

However, MailCOPA on the server will normally access the data via the database server, just like the clients.

Potential Problems

Firewalls can block MailCOPA's access - it is essential that the clients and server can communicate via Port 7492 TCP & UDP (for data access), and access Port 7493 UDP outgoing (for notification of database changes, eg new mail, mail marked seen).

When MailCOPA is installed it will open these ports in the standard Windows firewall but other software (eg third-party firewalls) may interfere with this.

Also see out FAQ pages (internet link) for more trouble-shooting information.

2.8.13　　Searching Mail

There are two different search facilities:

- Search in an individual message (currently being viewed) for a word or phrase: for details please see here.

- Search a *specified folder* (or all folders) for messages containing a word or phrase: for details please see here.

2.8.14 Timed Mail Collections

You can undertake mail collections/sends manually or MailCOPA can be configured to connect automatically, either at regular intervals (eg 15 minute) or at specified times during the day.

For further details see here.

2.8.15 Specialised Mail Collections

Usually mail collections are automated: MailCOPA goes online, sends any mail awaiting sending, then collects mail for the designated mailboxes, deleting it from the server(s) once it has safely arrived.

However it is sometimes very useful to be able to see what mail awaits you on the server(s) and to elect what to do with it (eg download it but leave it on the server, or delete it without downloading it). This is useful for example in the following situations:

1. You are away from your base, and want to take a quick look at what mail you have without downloading everything in your mailbox(es).

2. You have a great deal of 'spam' mail, or large files that you want to delete without downloading, or leave on the server whilst still downloading your important mail. This method is particularly useful in the event of very large unwanted files in one or more of your mailboxes.

There are two specialised collection methods,

Interactive Mail Download - while online, you can examine the contents of your mailbox(es) and download and/or delete individual messages immediately. This will be useful where you can spend time online without incurring large costs.

Get List of Waiting Mail - go online, get a list of mail waiting in your mailbox(es), and hang up. You can then examine the mail at your leisure, configure what you want to do with each message, then go online again, and MailCOPA will carry out your instructions quicklly and efficiently. This will be useful where online time is costly

2.8.16 Use in a Multi-User Environment

The MailCOPA database is 'active': any changes in the data such as messages marked as Seen, or new messages arriving, are immediately updated on any client installations running.

This means that if several individuals are logged in under the same MailCOPA user name on several machines, and a change is made by one of them to a message (eg it is marked Seen or moved to another folder), then this will immediately be updated on all of the machines.

Similarly if two users are logged in under different MailCOPA user names, and folders are

shared between them, any change to the shared folders will be immediately visible to the other user.

Record locking prevents two users replying to the same message: this could be invaluable in a helpdesk situation where many different technicians reply to the same stream of incoming messages. One person can select a message to reply to, and other people would not then be able to reply to it.

Record locking is implemented by default, and there is no user configuration option to turn it off. If you have a special situation where you require record locking to be disabled, please contact Interventions Support. One possible situation is where a user wishes to have two reply editors open to the same original message, which is usually impossible. Overall we believe that it is better to have record locking enabled and for the replies to be made separately.

2.8.17   Mailing Lists

MailCOPA allows you to run mailing lists, which can be used in the following ways:

- A simple distribution list of people to whom you write regularly

- A more complex discussion list, administered from your MailCOPA installation (like majordomo or listserv

In the latter case, it is not as sophisticated as software specially written for this task, but it provides the basic functions.

The list(s) of addresses is maintained from View ➡ Mailing Lists. for details see below.

The Mail Filters can be used for the actual running of a discussion list:

Adding/Removing Addresses - this will automatically add or remove members from/to the mailing list. The received message should contain information that uniquely identifies it, eg the subject line, or the address to which it was sent.

Forward to a Mailing List - this will automatically forward the received message to the specified mailing list, without the need for user intervention. The received message should contain information that uniquely identifies it, eg the subject line, or the address to which it was sent. Note that the destination addresses will be placed into the To field of the message to the mailing list, so that members will be able to see each other's addresses.

Redirect to a Mailing List - this will automatically redirect the received message to the specified mailing list, without the need for user intervention. The received message should contain information that uniquely identifies it, eg the subject line, or the address to which it was sent. Note that the destination addresses will be placed into the To field of the message to the mailing list, so that members will be able to see each other's addresses.

Mail Back a File. - sends back file to the sender of the received message, such as the rules of the group or information about it. The received message should contain information that uniquely identifies it, eg the subject line, or the address to which it was sent.

Received messages should be easily identifiable to ensure that they are handled correctly.

If your Internet Service Provider allows any number of email addresses (eg fred@mydomain.myISP.com, joe@mydomain.myISP.com, etc) you can use unique addresses for the different functions:

info.gerbils@mydomain.myISP.com - to mail back a text file containing information about the gerbils mailing list

rules.gerbils@mydomain.myISP.com - to mail back a text file containing the rules of the gerbils mailing list.

add.gerbils@mydomain.myISP.com - to add the sender's address to the gerbils mailing list.

remove.gerbils@mydomain.myISP.com - to remove the sender's address from the gerbils mailing list.

gerbils@mydomain.myISP.com - for posts to the gerbils mailing list. The filter will forward any messages to this address to the gerbils mailing list.

If you do not have access to multiple email addresses as above, you can ask you participants to begin the Subject line with something recognisable, eg:

[info.gerbils] - to mail back a text file containing information about the gerbils mailing list

[rules.gerbils] - to mail back a text file containing the rules of the gerbils mailing list.

[add.gerbils] - to add the sender's address to the gerbils mailing list.

[remove.gerbils] - to remove the sender's address from the gerbils mailing list.

[gerbils] - for posts to the gerbils mailing list. The filter will forward any messages to this address to the gerbils mailing list.

Maintaining Mailing Lists.

Accessed from View ⇒ Mailing Lists.

2.8.18 Reminders

Diary events can trigger a reminder a specified time before the event.

Messages can also trigger reminders, maybe to remind you to do something relating to this message.

Accessed from Messages ➡ Flag Messages ➡ Set Reminder The reminder will popup and allow you to go to the message, or to snooze for a specified period of time.

A Reminder field can be added to the Messages List if required, which will show messages that have reminders attached to them.

2.8.19 Sharing Folders

Folders can be shared with one or more other MailCOPA Users. This is useful for instance where several users will be responding to support or sales enquiries.

More details here, on the Folder Properties Page.

2.8.20 Spam

The detailed configuration is accessed from Configure ➡ Preferences ➡ Spam. For more details see here.

White and Black Lists are accessed from Configure ➡ Edit Spam Filters. For more details see here.

Spam caught by the measures described below will be placed into the Spam folder - for further details please see here.

Note that no mail will be lost - if identified as spam it will simply be placed into the Spam folder, where you can check to confirm that it is indeed not wanted.

The system uses a Bayesian filter. Each message is given a score, based on known characteristics of good and spam messages. Some of these characteristics are pre-defined, but the system can learn new characteristics of good and spam messages. These characteristics may be different for each user, and may change over time. For instance the word 'mortgage' is often contained in spam messages, but if you are a financial consultant, it may occur frequently in good messages.

For each message, the total spam-score calculated. If this exceeds a certain figure, the message is placed into a special system folder (the Spam folder), otherwise it is allowed to proceed into the system. The score required to acquire spam status can be varied by the user:

- Block all but whitelist/address books - see below for more detail.

- Very Aggressive (Spam Score 4)

- Aggressive (Spam Score 5)

- Moderate (Spam Score 10)

- Weak (Spam Score 20)

- Off (no spam checking)

Block all by whitelist/address books

This is a powerful option but use it carefully. If you receive email almost all from the same contacts, this will block out spam very successfully, but NOTE that if you receive mail from a welcome but unknown contact, it will be put into spam, and you may not notice.

It is necessary for the spam filtering system to be taught what are good and bad messages *for you*.

So to begin with you need to take a batch of messages which you regard as spam and go to Message ⇒ Spam ⇒ Learn as Spam.

Then you should take a batch of messages which you regard as good, and go to Message ⇒ Spam ⇒ Learn as Clean

Perhaps 250 messages of each type will get the system started.

Now, whenever you drag and drop messages into the Spam folder, the anti spam system will learn a little more about spam messages and will become better at accurately detecting them.

The same applies if you select one or more messages and go to Message Spam Learn as Spam.

Equally, each time you drag and drop messages out of the Spam folder, or select one or more, and go to Message ⇒ Spam ⇒ Learn as Clean, the anti spam system will become better at accurately determining which are good messages.

If you find you are getting false positives (good messages classified by the system as spam), then select some good messages (recently received) and go to Message ⇒ Spam Learn as Clean

The anti spam system also makes use of White and Black Lists. If the source address of a message is on the White List, it will not be classified as spam, whatever its contents. If the source address of a message is on the Black List, it will be treated as spam regardless of its contents.

You should be cautious about adding addresses to the Black List - spammers often use other people's addresses, so you might block mail from someone you know if they are unfortunate enough to be a victim of this type of thing.
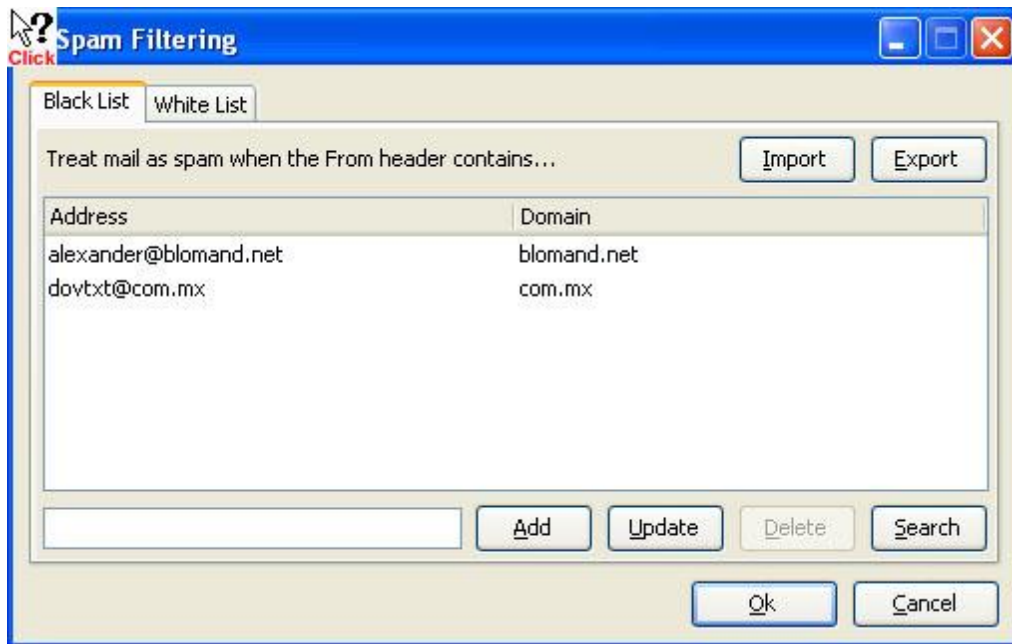
DNSBL

There are a number of organisations that monitor spam and maintain lists of machines originating spam (a Domain Name Server BlackList) . Checks on these can be a powerful way of filtering out spam.

If you wish, MailCOPA can check one site (www.spamhaus.org) as part of the spam filtering. You must be connected to the internet during this process, which may take some time. It is

probably inadvisable to select this option when using Dial Up Networking.

White/Black Lists

The image below is of the Black List tab, the White List tab is identical in layout, so information about both is included in the popups.

The Spam System Folder

All messages identified as spam will be moved to this folder, so that you can check that no 'good' mail (false positives) has been accidentally caught - it is most likely that newsletters and advertising material for which you have signed up will come into this category, but personal mail might also be caught, until the system learns better.

If a spam message is missed (a false negative), and has found its way into another folder, then you can simply drag it into the Spam folder - this will help to teach the system more about spam messages. If you have checked Configuration ⟹ Preferences ⟹ Spam ⟹ Ask "Add Address to Blacklist" when dragging to the spam folder, then you will be asked whether you wish to add the source address to the blacklist or not. If that option is not checked, you will not be asked, and the address will not be added to the blacklist. Blacklists work well for some people, but are not so helpful for others.

If you find a piece of 'good' mail in the Spam folder, simply drag it to any other folder - its From: address will be added to the white list, and it will help to teach the system more about good mail.

NOTE that messages caught as spam and placed in the SPAM folder will not have been used in learning - after checking that they are really spam, it is a good idea to select

some new messages in the SPAM folder, and go to Message ⇒ Spam ⇒ Learn as Spam. This is a good idea if you are getting too many false negatives.

2.8.21 Tracing Messages

It is possible to trace the path messages have taken from their source - right-click on the Information Panel and select *Trace Message* from the context menu.

Shows the servers that the message passed through en route and the time in seconds between each hop. Note. This data can only be accurate if the servers along the route are 100% RFC 822 compliant and their clocks are correctly set.

2.8.22 Tool Bars

Main Toolbar

This is displayed near the top of the main window, and sometimes on subsidiary windows, when applicable.

It is actually composed of two parts:

· The left hand part, which forms the *Main Toolbar*

· The right hand part, which forms the *Quick Viewer Tools*

These can each be shown or hidden from the toolbar context menu (see image below).

They are also moveable by clicking and dragging one of the vertical bars, in the image at the extreme left, and between 'Connect' and 'Reply'.

Click a HotSpot on the image below for further information.

Some buttons may be disabled where their function is not applicable to the current situation.

The size of the buttons can be changed from the Customise menu, as can many other aspects.

NOTE that the toolbars are stored locally and will not be available if the same MailCOPA User logs in from another computer, nor if a different Windows User is used on the local machine (they are stored in HKEY_CURRENT_USER).

Customising the Toolbar
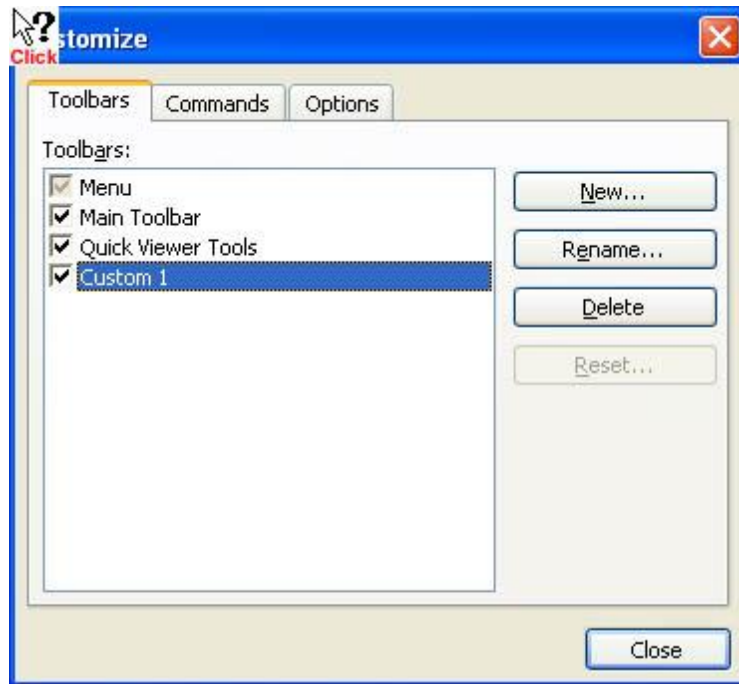
A high degree of customisation can be achieved to suit your own way of working.

Right-click on the toolbar and select Customise from the context menu, or select View ⇒ Toolbars ⇒ Customise

Custom Toolbars

It is possible to add your own toolbars, and add various buttons to them.

Once created, the toolbar will be free-floating, but can be dragged anywhere you wish, including being added to the mail toolbar by dragging and dropping onto it.

The custom toolbar's context menu allows the *temporary* addition or removal of buttons.

It is possible to add or remove buttons to/from a custom toolbar. Once the form below is open, you can:

- Drag buttons off the toolbar

- Drag buttons around within the toolbar

- Add commands from any of the menus onto the toolbar.

Options

A number of options are available for the display of the toolbar, as shown below:

2.8.23 Encrypting Messages

This includes two functions:

- The encryption of messages so they can only be read by the intended recipient(s)

- The signing of messages to confirm the identity of the sender.

Two different systems are supported by MailCOPA:

- S/MIME, which uses Security Certificates built-in to Windows - please click here for details

- Open PGP, where you generate your own Encryption Keys - please click here for details.

S/MIME

This uses the system of Security Certificates built-in to Windows and you first need to obtain your own certificate. NOTE that a certificate relates to an individual Email Address.

S/MIME has the advantage that any *attachments* sent with a message will also be encrypted.
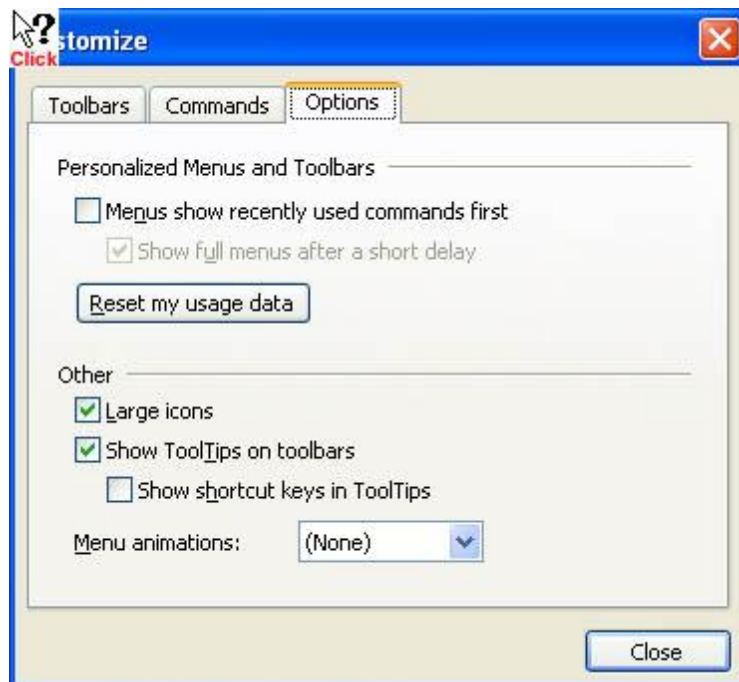
Obtaining and installing your own S/MIME Certificate

A number of organisations provide these, usually for a fee, but free certificates are available. An internet search will provide much information, but this page may prove useful. One of the simplest procedures is provided by this site. NOTE that you must undertake the whole of the process using Internet Explorer.

Organisations that charge a fee will usually take steps to confirm your identity, so the certificate will show exactly who you are.

A free certificate does not confirm who you are, but will confirm that communications using it will have come from the same person.

Help & Support for your version of Windows will provide more information about the management of certificates on your machine.

Your certificate will consist of both the Public Key and the Private Key.

NOTE that certificates work on an email address - if you use more than one you MUST obtain a certificate for each of them in order to be able to use these addresses.

Configuring MailCOPA to handle S/MIME certificates is covered here.

Open PGP

MailCOPA provides the facility to generate your own key pair (without the need for any external software), or you can use an existing PGP key pair. NOTE that a Key Pair relates to an Email Address. If you use more than one email address, you must generate key pairs for each if you with to use PGP encryption or signing.

Open PGP key pairs generated by MailCOPA may also be used elsewhere if you wish - they conform to the Open PGP standard.

Other keys may also be used here as they conform to the Open PGP standard, eg GnuPG.

Configuring MailCOPA to handle Open PGP keys is covered here.

Obtaining the Public Keys of other people.

Ask them to send your public key as an attachment. Look in the Attachments Pane above the Quick Viewer and you will see a special icon:

Example of S/MIME Key   **Example of PGP Key**

Right-click on the special icon to inspect and/or install the certificate. Installed certificates/keys will be included in the address book details for that person.

NOTE that a number of different file extensions are used, for instance a S/MIME public key may also have the extension .pem

NOTE too that with a message signed with S/MIME you probably won't need the other person's public key as this will usually be included with their message, enabling MailCOPA to immediately verify their message. With Open PGP, you must have their public key.

Once you have someone's Public Key, you can send encrypted messages to them, and decrypt encrypted messages they send you.

Signing Messages

You MUST have your own S/MIME certificate or Open PGP Key Pair installed to sign messages.

Start a new message, or a reply, and click the **Sign** button before sending.1

The dialog to the right will appear. Click a hotspot for more information

Encrypting Messages

You MUST have the *Public Key* for the recipient's email address installed, in order to encrypt messages. You must also have *your own certificate installed*, as messages will also be encrypted using your *Public Key* so that you can access them in the future - this will require your *Private Key*.

Start a new message, or a reply, and click on the **Encrypt** button before sending.

The dialog to the right will appear. Click a hotspot for more information

If using S/MIME, any attachments sent with a message will also be encrypted, but this is not the case with Open PGP.

The Mechanism of Signing and Encryption

Both S/MIME and Open PGP use dual keys: a Public Key that can be made available to anyone, and a Private Key which is only accessible to its owner - it will be installed on their computer.

These have a complex mathematical relationship and are (theoretically) unique and it is impossible (theoretically) to guess one from the other.

Any text signed or encrypted with one key can only be accessed using the other. Each key of the pair has no significance, but for security, one key is designated as Private (accessible only by its owner), and the other as Public, freely available so as to allow access to signed messages, and to encrypt messages.

A message is encrypted using the *Public Key* of the *recipient* - only that person will have the corresponding Private Key to decrypt it.

A message is signed using the *Private Key* of the *sender* (who is the only person with access to it), and when analysed by the recipient using the sender's Public Key, the identity of the sender will be confirmed.

2.8.24   Utilities

The more robust database used from version 11 means that few utilities are needed.

Should you believe that you have suffered from data corruption (which we believe will be very rare), please contact MailCOPA Support giving as many details of your problem as possible. It may be necessary for you to send your data to us for examination and repair - there is an easy mechanism for this.

Recount Unseen Messages

A running count is kept of Unseen messages for each folder. Very occasionally the count against one or more folders may become incorrect, and this facility will quickly correct this - it clears the running count and gets an up-to-date and correct count from the database.

Perform Mail Purge

Performs an immediate Mail Purge, using the settings configured in the Mail Purging window, as amended by the Folders Properties settings.

Search

Please see the page devoted to this subject for further information.

2.8.25   Command Line Parameters

Versions of MailCOPA from V6.01 bring the possibility of adding parameters to the startup command line.

Only one type is initially supported, to avoid the Login box. Several shortcuts could therefore be created, each starting MailCOPA immediately under different user names. Be wary of creating such shortcuts if this would have security implications on your system. Note too that it is only possible to run one instance of MailCOPA on a computer.

The syntax of the command line is thus (assuming the default path has been chosen on installation):

"C:\Program Files\MailCOPA\MailCOPA.exe" /U:username /P:password

Note the positioning of the inverted commas (") around the Path and Name of the main MailCOPA file.

Where a Username has one or more spaces in it, inverted commas should be placed around it thus:

"C:\Program Files\MailCOPA\MailCOPA.exe" /U:"users name" /P:password

The latter parameter may be omitted if no password has been set for this user.

2.8.26   Information Panel

Accessed from Configuration ⇒ Preferences ⇒ Messages ⇒ Viewing ⇒ Headers

This allows the setting of headers to be displayed in the Information Panel (see below) and on message print-outs. Any header(s) present in the message may be displayed or printed, even non-standard ones (eg X-Env-Sender).

NOTE that this applies to the Information Panels at the top of both the Quick Viewer and the Main Viewer. The Information Panel in each of these can be shown or hidden in the General Configuration.

Click on a HotSpot on the image below:

The Information Panel

This is displayed as part of the Quick Viewer:

The headers displayed in the Information Panel can also be configured by right-clicking on it and selecting *Customise Headers* from the context menu.

If attachments have been deleted from the message, or if it has a label, this information will be displayed on the information panel too.

Right-clicking produces the context menu shown allowing the following:

- Copy - Allows copying to the clipboard of any of the header lines listed, whether or not they are displayed on the Information Panel

- Select All - Select the whole of this header line (the one nearest when the menu was invoked)

- Trace Message - Show the message's passage across the internet from source to destination (you)

- Customise headers - Opens the configuration shown above to specify which headers should be displayed here.

Other Print settings are here.

The settings for the information panel can be accessed from the Quick Viewer and separate Viewer

2.9 Miscellaneous

Please select a topic under this heading

2.9.1 Installing New Versions of MailCOPA

MailCOPA will continue to be developed to improve useability and to introduce new features. In particular, there are likely to be improvements to the anti-spam system, to take account of spammers' new tricks to evade such measures.

New versions may be installed over the top of the existing version - there is no need to uninstall.

New versions may include changes to the database - when such a new version is installed, it will automatically change the structure of your data so that this data will not be accessible again by the earlier version.

This means that if you are working in a multi-machine environment, you must update ALL client installations at once, thus:

1. Close ALL installations of MailCOPA - it is very important that the data is not accessed during the upgrade process.

2. Install the new version on your server machine - any data conversion will proceed fairly quickly as access is very quick on this machine.

3. Start MailCOPA on the server machine to check it is functioning properly.

4. Install the new version on each client machine in turn. Only after a client has been upgraded should MailCOPA be started.

If you have concerns about moving to new versions contact MailCOPA Support for advice before going ahead.

A new Autoupdate feature has been introduced from Version 6, details of which are here. This will only work within the same major version number, eg V6 will only look for V6 updates, V7 will only look for V7 updates etc ... You DO NOT need to autoupdate every client installation at the same time: various versions of the same major version number will always work with the data for that major version. Updates are usually minor bug fixes or improvements.

However, updated full versions of MailCOPA will continue to be made available at the Intervations Website, and can be downloaded at any time. The new version will find the location of your current installation and data and will use these values.

Usually it is unnecessary to restart Windows, and the new version of MailCOPA can be used immediately after the upgrade.

Restoring Data

It is important that you read the information regarding the restoration of data before attempting to access or restore data, due to the possibility of the structure of the database being changed during the installation of a later version of MailCOPA.

If you have any doubts, do please contact MailCOPA Support.

2.9.2   Registration

When you install MailCOPA it will automatically start as a 30-day evaluation version - no registration is required.

Pricing of registration depends on the number of users allowed, and whether it is a single or multi machine installation. For details of pricing please see our web site.

At any time during the evaluation period you can apply for a Registration Key, using the Registration Form or enter a Registration Key if you have one.

Outside the evaluation period, unless registered, MailCOPA will only display the Registration Dialog, and the Registration Form (which can only be sent to Intervations by mail, or another emailer), but no other functions will be available.

Registration is specific to the machine which holds the data - if you are using MailCOPA as a standalone installation on a single machine then this is simple. However, if it is being used on several machines on a network, then you must be sure to undertake the registration process on the machine that holds the data. A Serial Number is generated, and you will need to quote this to Intervations in order to get the corresponding Registration Key.

Getting a Registration Key

Use the menu option Help ➡ Register MailCOPA - this will bring up a dialog for entering the Registration Key. If you do not already have one, then press the button to open the Registration Form - this will include the Serial Number for that machine.

Complete all of the relevant fields, ensuring that you specify the number of user licences you require for your MailCOPA installation, and whether you require a single-machine licence (for a standalone machine) or a multi-machine licence (for several installations on different machines on a network all accessing a central data store).

You may always upgrade to a larger number of users in the future if you wish.

Payment is normally by credit card - please ensure that the address details you provide are those of the CREDIT CARD HOLDER

Payment can also be made via PayPal.

The registration form shows the Serial Number (unique to this computer) and Reseller ID. Press the Secure Online Registration button, and you will be taken to our secure server, where you can specify the type of licence (single/multi machine, number of users), and, after payment, obtain a registration key.

If MailCOPA is outside its evaluation period, then go to our secure server and enter the details from the registration form:

https://secure.intervations.com/mailcopa1001.php

If you wish to pay by other methods, or would like further pricing details, please contact Intervations Technical Support. Please be sure to include the Serial Number for the machine that holds the data, available from Help ⟹ Register MailCOPA.

Normally, The Registration Key will be sent to you by email, but if you prefer them to be faxed back to you then please ensure you check the "Fax" option at the bottom of the form and enter the fax number to which you wish them to be sent in the appropriate field.

Entering the Registration Key.

If you are using MailCOPA on a standalone machine, then you clearly only enter the Registration Code *on this machine*.

Where MailCOPA is installed on a number of machines on a network, all accessing the same central data store on a server the Registration Key must be entered into MailCOPA on the server machine.

Click on the Help menu option on the MailCOPA main window and select Register, you will be presented with a dialog box that already shows the Serial Number. Enter the Registration Key into its own box, exactly as it was sent to you.

Thank you very much for registering MailCOPA. We are confident it will give you a great deal of useful service.

IMPORTANT We ask that you please ensure that you safely store the Serial Number and Registration Key in case you ever have the need to reinstall MailCOPA for any reason. Should you lose the registration key we will normally provide a replacement free of charge, though in exceptional circumstances we may make an administration charge.

Should you have questions or problems with the registration, please contact Intervations Technical Support

2.10 Alphabetical List of Pages

Please select a topic under this heading

2.10.1 About Dialog

The About Dialog box can be accessed from the main menu via Help ➡ About. The About Dialog is also displayed as a splash screen when MailCOPA loads. To close the About Dialog just click on the window with the left (select) mouse button.

The About Dialog displays copyright information about MailCOPA, the number of users for whom the product is licensed, and the product version number and date. Please quote this version and date information when contacting Technical Support.

2.10.2 Address Books

The Address Books are accessed by pressing the ▨ button at the lower left of the Main Window

The setting under General Preferences can be used so that on startup, MailCOPA will open the Addresses area.

It is possible to have multiple address books, each of which can be kept private (availability determined by the creator), or public (available to selected other users - see the Sharing tab).

Addresses can be imported into MailCOPA from 'Comma Delimited Values' (CSV) files, or a number of other formats, from Wizards ➡ Import Mail/Addresses …

Address books can be exported from MailCOPA as CSV files from the main Address Books view.

Entries may be moved or copied between Address Books using Drag and Drop - if the CTRL key is held during the operation, you will be offered two options:

1. *To create a link to the address* - only one copy of the address record will be in the database, but it can be accessed from either Address Book. Amendments to the address made from either Address Book will modify the single record. If you delete the address from one Address Book, you will be asked if you wish to delete it from all other Address Books too.

2. *To create a copy of the address*. This will create a new record in the database, distinct from the original. Any operations carried out (Amendment or Deletion) will only affect the copy held in that Address Book.

A simple Drag (without holding any other keys) will move the entry.

Click HotSpots on the images below for further information.

Add or Amend an Address Entry

Address Book Settings

Each Address Book is configured separately, so settings for different books can be completely different.

2.10.3 Address Books - Phone List

The Phone List view of the Address books.

Accessed by clicking on the Phone List tab in the Address Books
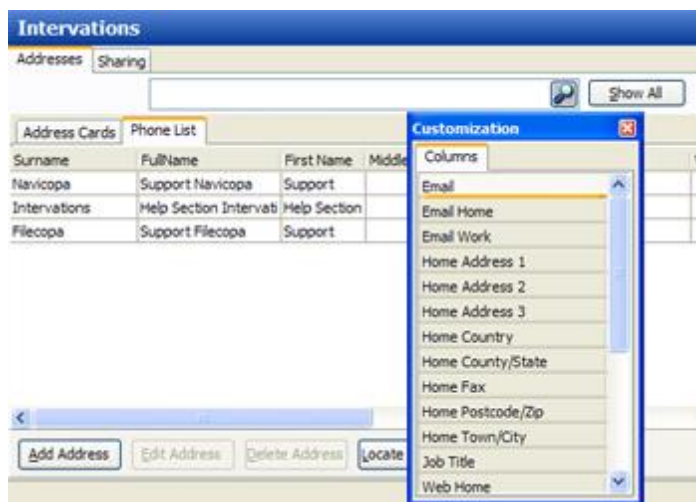
Entries can be ordered by clicking on the header of a column. Clicking again reverses the order, eg from ascending to descending.

The columns can be customised - right-click on the header and select Customise. Drag a column from the list of columns to the required position onto the header in the position you want it.

To remove a column, drag it onto the list of columns.

2.10.4   About Intervations

General E-mail: office@intervations.com

InterVations can be contacted either in the United Kingdom, or the United States of America.   For   support   on   the   MailCOPA Email   Software   please   email support@mailcopa.com. Although we offer telephone support our most knowledgeable support staff are not always available by telephone and you are likely to receive a more accurate solution to your problem through email.

InterVations, Inc.

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USA

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InterVations Ltd.

70 Bridle Close
Paignton
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TQ4 7ST

2.10.5   Addressing Messages
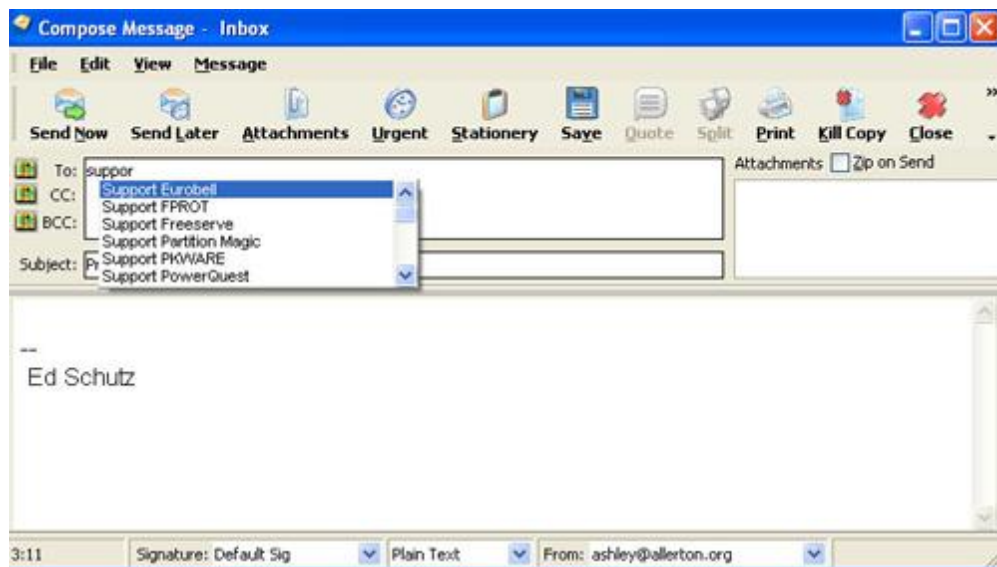
In the Compose New, Reply and Forward editors, addresses may be added to or removed from the three address fields (To: Cc: or Bcc:). This can be done manually, direct into the field, with a semi-colon (';') between each address if there is more than one. Similarly a list of aliases (separated by ';') can be added to each field.

If you have enabled autocomplete (Configuration ⟹ Set Preferences ⟹ Messages ⟹ Editing ⟹ Autocomplete addresses) then MailCOPA will endeavour to 'guess' what you are typing and present a list of possibilities from which to choose if you wish. As you continue typing, the list of possibilities will be refined.

Alternatively the relevant button (To: Cc: or Bcc) can be pressed to open the Select Addresses dialog:
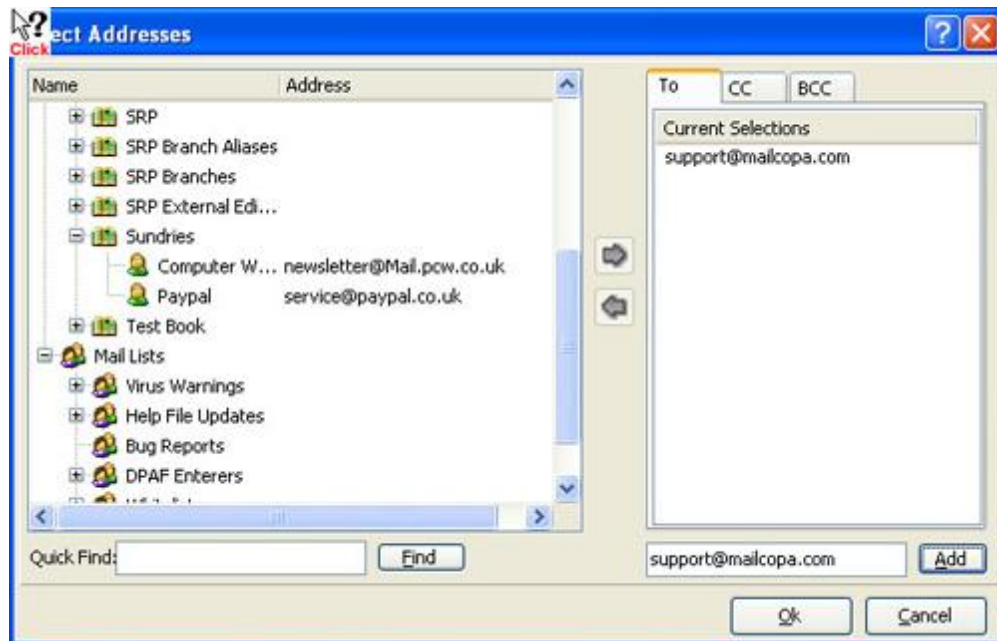
2.10.6   Anti-Virus Measures

The MailCOPA email client confronts the problem of potential virus threats in your email in a number of ways.

First, MailCOPA IS NOT susceptible to Outlook targeted viruses using the Outlook address book to spread infected email. Not now, not ever.

Second, the MailCOPA email client is capable of switching off HTML email so that so that dangerous scripting CANNOT be run within the email messages. There is a right-click option to view HTML emails simply and easily once your virus software has had an opportunity to check the contents.

2.10.7   Attachments

If a message in the Message List has an attachment icon next to it, then the

attachments pane will appear, just above the message body in the quick viewer.

There is also a similar pane above the body if you use the full viewer by opening the message.

WINMAIL.DAT files - These are produced by MS Outlook, and contain a rich-text version of the message, but can also contain attached files. If this is the case, MailCOPA will display these files in the Attachments Pane.

Context Menu (See graphic above).

Right-clicking on an attachment will display a context menu, which is derived from Windows' settings, with some appropriate additions. As we have no idea what options Windows will have created on your particular machine, you may find that we have duplicated some options, something we are unable to avoid.

Double-clicking on one of the icons will normally open the software configured on your machine to run such a file, and load the file into it (unless it is an image, in which case see Quick View.

Quick View is an option available for images - this provides a convenient viewer for images. If set under Preferences ➡ Messages ➡ Viewing, the Quick Viewer will be used when an image attachment is double-clicked. This has zoom, contrast and brightness controls and you can pan around by clicking and dragging, all of which is very convenient, without the need to load complex and demanding image-handling software.

If you have multiple image attachments to one message, a new viewer will open for each image, as you double-click one after another.

In order to open it using the software configured on your machine to open that particular format, you must right-click and select Open.

This menu will usually include the facility to save the attachment to disk, selecting a location and alternative filename if desired.

Specific to .EML files, you may drag them and drop them onto a MailCOPA email software folder, and they will be added to that folder, as if they had been received direct.

Properties gives the full filename, and file size - this is the size when decoded. Attached files are encoded using schemes which involve a significant overhead - this can be as much as 30%. The size reported here is the true one, ie without this overhead.

Beware of Malicious Attachments!

Email attachments are a common source of viruses (which can be very destructive) or trojans (which enable a hacker to use your machine for such things as distributing spam (Unsolicited Commercial Email) or mounting Distributed Denial of Service attacks). Some viruses, worms, macros and scripts can send themselves to people in the Outlook address book of an infected computer, so may come to you from familiar people, leading you to believe they are safe, so it is wise to scrutinise them carefully before opening. If you have a virus scanner installed, it is usually possible to virus scan an attachment immediately within MailCOPA, (from the context menu when an attachment is right-clicked) and it is wise to do this if you are in any doubt.

Potentially dangerous file types include: .COM, .EXE, .VBS, .PIF and you should also be suspicious of files with the .DOC extension - if they are Word 97 or later they may contain macros which can also be malicious.

In some circumstances, the true nature of an attachment may be hidden, by not showing the proper file extension (the characters after the last dot, or 'period'). Whatever the settings under Windows, MailCOPA will always show the full filenames and extensions. eg *homepage.html.vbs* will be shown in full.

Windows has a commonly used setting which hides file type extensions for known file types, which is a potential trap for the unwary. If you open Windows Explorer (right-click on the Start button and select Explore) and select from the menu *View* ⟹ *Folder Options* and then the View tab, you will see an option "*Hide file extensions for known file types*" - if this is checked, then *homepage.html.vbs* will appear in Explorer and other places as *homepage.html*, thus concealing the fact that it is in fact a Visual Basic Script (potentially malicious), rather than a web page.

2.10.8   Autoupdate

Minor bug fixes and updates to the spam filtering system make it advisable to issue updates to software from time to time.

Although full update files will be still be available from the Intervations web site, Auto-Update will considerably simplify the procedure, checking (if configured to do so) once each day for an update, and if available, downloading it immediately.

Minor changes are not usually made available via Auto-Update, but will always be available from the Intervations web site. When one or more major changes are made, or a series of minor ones over a period of time, then an Auto-Update will be made available.

The user will however still have full control over their installation. If configured under Preferences - Global, a check will be made for any available updates once each day during an online session.

Note that From Version 12.01, only one installation (Client or Server) needs to make the check and download the update, which will be stored in the database. All installations will be notified on startup, and may then opt to install the Auto-Update. As the file size is quite large (currently around 30MB) there may be a delay on slower networks while it is copied to the relevant machine.

All updates have no effect on the data (on the server machine), it only updates the software on each client used to access the data.

It is also possible to force a check at any time from the Connect dialog

Note that Autoupdate uses TCP port 80 (the standard port for accessing web sites) - if necessary ensure that you can connect to this port through your firewall (if any).

However the check is made (manually or automatically), if new updates are found, they will be downloaded immediately.

Once this has completed, a message will be sent to all installations, and you will be offered the opportunity to install the update when you next close MailCOPA. If you decline this, you will be reminded each time you close or restart MailCOPA.

NOTE for users of Windows 2000 and XP

Updates can only be installed by a Windows user with Administrative rights. Updates will still be downloaded under non-Administrative users, but will not be installed. A reminder will be issued that a change to an Administrative user is required to install them.

2.10.9   Attachments - Sending

This page deals with the sending of attachments - look here for details of how to work with attachments you receive.

The Internet mail system can only convey text, it will not convey binary files, such as images, sound files, word processor files etc unless they are 'attached'. For more information on the technical details of this see here.

If you wish to send one or more such files with an email, press the button, and a dialog will open to allow you to search for and select the required file(s). You can select as many files as you like at once by the usual Windows method using the SHIFT or CONTROL keys. If you later want to attach one or more additional files to the same

message, you can repeat the process.

Alternatively, file(s) may also be dragged and dropped from Windows Explorer, onto the MailCOPA editor window in which you are working.

You can also drag files from Windows Explorer onto the main MailCOPA window, and a Compose New Editor will be opened, with the file(s) already attached.

It is also possible to drag file(s) onto the MailCOPA button on the Task Bar, but you must wait for MailCOPA to open up before dragging the file(s) onto the main window.

However you add the files, you will see them listed in the Attachments Pane, to the right of the address and subject details:

Right-clicking on a file in the Attachments Pane produces a Context Menu with various options on it, including that of deleting the attachment (removing it from the message). For more details of this see here.

You can set MailCOPA to zip all attachments on sending by checking the box above the attachments pane - all of the files will be placed into a single zip file.

Data and the Internet mail system.

The internet mail system was originally designed only to convey 7-bit data - ie ASCII codes up to 127. Each character is represented by a number, eg a space is number 32, a capital A is number 65. Some machines will convey 8-bit data (ANSI codes up to 255 - used for extended characters such as é, ä, ß, ©) but this is not guaranteed, and 8-bit characters may arrive in a garbled form.

For sending and receiving such characters, MailCOPA supports a standard method called Quoted-Printable, which converts 8-bit characters to a string of 7-bit characters, which the receiving software (including MailCOPA) will convert faithfully back to the original 8-bit characters.

Binary data files can be 'attached' to a message by converting them into strings of 7-bit characters by a standard method. This is done transparently by MailCOPA, you don't need to sit poring over bits and bytes with an abacus!. Again, the receiving software (including

MailCOPA) will translate the 7-bit characters back into the original binary form.

2.10.10 Backing up Data

This page refers to the built-in database system. From version 13.01, MailCOPA will, as an alternative, connect to MySQL databases. For more details, please see here.

See also this page about the system for connecting to the data from client machines using TCP/IP.

Note that with multi-machine installations (where the data is not held on the computer running MailCOPA) data access may be slower than where the data is held on the local machine. Whether and to what extent this will be the case will depend on the power of you server and the speed of your network.

The database used to store messages and addresses is very robust: it is a "transactional" database, which means that a record of changes is kept. Should it prove impossible to complete a set of changes (due to a network or power failure for example) the database will automatically roll back to its state before the changes started.

Nevertheless, it is sensible to make regular backups of your data, in case of accidental deletion or corruption, or hardware failures.

All of the data files are held in a single directory - this varies with the Operating System. For details please see below. These files are inter-related and likely to be changed continually, so DO NOT attempt to back them up directly, as this can cause irreparable corruption.

The Database Server used by MailCOPA has the built-in ability to make daily backups of the data whilst the Server is running. This will not cause problems with the running of MailCOPA, nor does it risk corruption of the data files. The Database Server service MUST be running, but MailCOPA itself need not be.

This is accessed from Configure ➡ Edit database server settings For more details please see here.

NOTE that this is only accessible on the server machine - the menu option will be *disabled* on clients, and on single-machine installations where the Database Server is not installed.

It is a good idea to backup this entire "backup" directory regularly, by whatever means is best for you. It is good practice to make daily backups, which are overwritten after a week. This reduces the risk that bad data will overwrite a good backup. A copy can be kept anywhere, either on the same machine or another on the network, or on a removable medium.

NOTE that you must not backup whilst the MailCOPA backup is underway as this could cause corruption of the files. This will not affect the main MailCOPA data, but could lead to your backup being corrupt and therefore useless. Time it so that it occurs later - say half to one hour to be on the safe side.

Should you wish to access or restore backed-up data, it is important that your read the notes below about Restoring Data

The above procedures should be foolproof, but if you want an additional precaution, you can easily archive incoming and outgoing messages by adding an action in each of the filters to copy the message to a specified directory: each message will be given a unique filename (for that directory) and saved as a text (.TXT) file. The theoretical limit on the number of messages that can be stored in a directory in this way is very high, but it would be sensible to move them elsewhere (perhaps into a ZIP archive) from time to time.

Note that if the MailCOPA archive directory is emptied, filenames previously used may be reused.

Restoring Data.

This information only applies where the data was backed up from the current version of MailCOPA. If you have upgraded (eg from 10.01 to 11.01) since the backup

was made, please contact MailCOPA Support. This is because major version changes may change the structure of the database, making the old data incompatible with the new version. And it may not be possible to directly update from one version to the next.

All of the data files are held in a single directory - this varies with the Operating System. For details please see below.

1. Close down all instances of MailCOPA running on clients and on the server.

2. Stop the *InterVations Database Server* on the server. This is done from the Control Panel, Administrative Tools ⟹ Services NOTE that This does not apply to single-machine installations as the Database Server is not installed.

3. Make a copy of your old (possibly corrupt if you are restoring) data somewhere safe *just in case*.

4. Copy the data from your backup into the MailCOPA data directory

5. Restart MailCOPA

Data Location

Under Windows 98 & ME:

C:\Program Files\MailCOPA\data

Under Windows 2000/XP/2003

C:\Documents and Settings\All Users\Application Data\InterVations\mailcopa

Under Windows Vista, 7 and 2008

C:\ProgramData\InterVations\MailCOPA

2.10.11   Categories

Messages may be allocated to *one or more* categories, to make them easier to find.

Categories may be created, amended and deleted from Configuration ⟹ Edit Categories.

Categories are global - ie if one MailCOPA User creates a Category, then this will be available to all other users. If a User deletes a category, this will no longer be available to other users too.

Messages can be allocated to Categories from Message ⟹ Flag Messages ⟹ Categories

A Categories column can be added to the Messages List from the Folder Properties

Messages can be found according to the Category (or Categories) to which they have been allocated either by ordering the Messages List by Category (which will enable quick access to the *first* Category allocated to each message) or by using a Custom Message Filter.

2.10.12   Command Line Parameters

Versions of MailCOPA from V6.01 bring the possibility of adding parameters to the startup command line.

Only one type is initially supported, to avoid the Login box. Several shortcuts could therefore be created, each starting MailCOPA immediately under different user names. Be wary of creating such shortcuts if this would have security implications on your system. Note too that it is only possible to run one instance of MailCOPA on a computer.

The syntax of the command line is thus (assuming the default path has been chosen on installation):

"C:\Program Files\MailCOPA\MailCOPA.exe" /U:username /P:password

Note the positioning of the inverted commas (") around the Path and Name of the main MailCOPA file.

Where a Username has one or more spaces in it, inverted commas should be placed around it thus:

"C:\Program Files\MailCOPA\MailCOPA.exe" /U:"users name" /P:password

The latter parameter may be omitted if no password has been set for this user.

2.10.13   Compose New Mail

To compose a new email message click on the Compose button on the Main Window or select Message ⇒ Compose from the menu.

A new message can also be started from the address books, by selecting an address, and either using the context-menu (right-click), or pressing the Compose button.

However a message is started, its properties (To: address, From: address, Real Name, Signature etc) will be taken from the Folder Properties of the currently-selected folder.

You can compose in Text or HTML format, depending on how you have configured MailCOPA in the Preferences or Folder Properties.

Please see the pages on Plain Text or HTML editors for more detail.

2.10.14 Configuration Scope

Particularly when used in a multi-machine environment, various areas of the configuration of MailCOPA have different scopes.

However, BEWARE that configuration data may be cached and written to the database later, so that if you are logged in from two different machines under the same MailCOPA username, a change in the configuration made on one machine may not become visible immediately to the other. Should this be likely to be a problem to you (it is likely to be rare we think), close down MailCOPA on the machine that made the configuration change, then on the other machine, then restart them both.

All Preferences (except Global, please see that page) and User Details are the same for a MailCOPA User, whatever machine s/he log in from, and whatever Windows User is in use on that machine.

All of the above (apart from Global Preferences) can be set differently for different MailCOPA Users.

Toolbars and window settings are stored locally and will not be available if the same MailCOPA User logs in from another computer, nor if a different Windows User is used on the local machine (they are stored in HKEY_CURRENT_USER).

For more information about the differences between MailCOPA Users and Windows Users, please see this page.

2.10.15 Connect Dialog

This is accessed by pressing the Connect button on the Main Toolbar.

Note that when the dialog opens, some of the options may already be checked: these have been configured in Configure ⇒ Preferences ⇒ Connections. For further information look here.

Where an option is inappropriate, it will be Disabled eg if there is no mail waiting in the Outbox to be sent, *Send Mail* will be disabled.
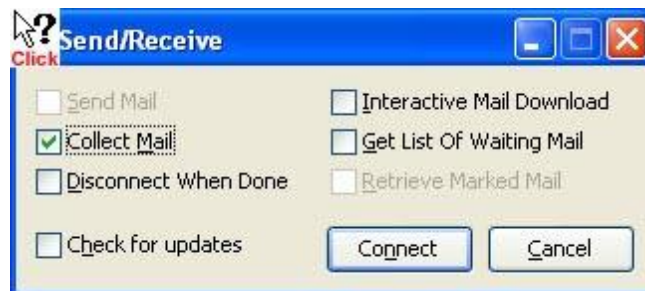
MailCOPA has the facility to access Hotmail accounts. However, Hotmail does not support header-only downloads, so the Interactive Mail Download and Get List of Waiting Mail functions do not offer any advantage as the whole message has to be downloaded anyway.

2.10.16 Credits

Many thanks to our beta testing team for their diligence in uncovering bugs, and valuable suggestions in the course of the development of the MailCOPA Web Server Software.

Particular thanks are due to:

Ian Walden

Dave Rusk

Dave Hedges

Bart Cannistra

Arthur Brough

Mike Bostock

Ashley Allerton

We are always looking for new beta testers for our products. To qualify as a beta tester you must have purchased at least one InterVations product. If you are interested in beta testing for us please contact support@intervations.com

2.10.17 Custom Message Filter

These allow filters to be applied to a folder, to display just the messages you want, using complex criteria.

These are particularly useful in folders holding large numbers of disparate messages, and searches can be saved to files for future use.

However, NOTE that once you have created a filter, you can use it in any folder (modifying it if you wish), but once MailCOPA is closed, it will be lost unless it was saved to a file, from which it can be reloaded for any folder, and it will again persist for the current MailCOPA session.

Many aspects of the messages can be examined, and conditions set, such as equals, less than, is blank etc. The parameters to set for each condition will depend on the condition, and should mostly be intuitive. But NOTE that True and False can be represented by their words, or 1 or 0 respectively.

The condition *LIKE* works as it does in SQL (Standard Query Language for databases):

- bird% will find *bird*, *birds*, and *birdsong*

- %bird will find *bird*, and jail*bird*

- %bird% will find jail*bird*, jail*birds*, *bird*, *birds* and *birdsong*

eg if you wish to view only messages that have been marked *Seen*, you may enter True or 1 as the parameter.

NOT AND and *NOT OR* are also supported:

Click on a HotSpot on the image below for further information
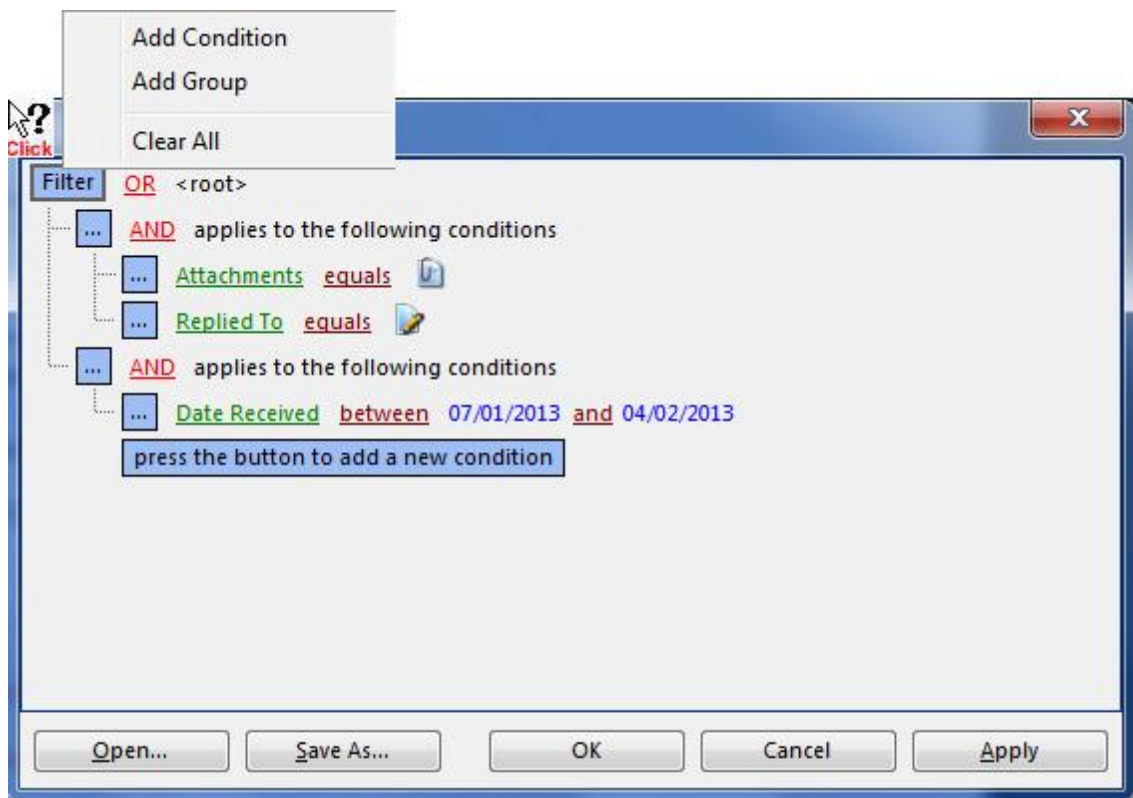
2.10.18 CSV Files

You may well wish to import your address book(s) from another mailer into MailCOPA. Unfortunately, there are many different formats for these, and it is impractical to import them directly.

However, CSV (Comma Separated Values) files are a standard format for export from and import into databases and spreadsheets, and thus an excellent intermediary between proprietary formats, enabling such things as address books to be moved between

applications.

MailCOPA supports import and export of address books using this format.

The file extension is usually .csv; sometimes .txt is used, but this is unimportant as long as the internal format is correct.

Here is an example of the format:

"First Name","Last Name","email Address"
"John","Doe","john@doedomain.com"

Note that the first line is a list of the names of the fields in each record, and the subsequent lines each contain one record.

Each field is separated by a comma - some applications will produce a file where the separator is not a comma, for instance it may be a tab. If this is the case you can use "Search and Replace" in a text editor or word processor to change the separators to commas. Be sure that, if using a word processor, you save the file as a text file (.TXT or .CSV), rather than in a document format.

The first thing to do is to export your address books from your current mailer as a CSV file - many mailers support this. If yours does not, try exporting into a database or spreadsheet format that you can open using the appropriate database or spreadsheet software, and save again as a CSV file.

Next, you must ensure that the field names used in the CSV file are the same as those used by MailCOPA. click on a hotspot on the image below for more information.
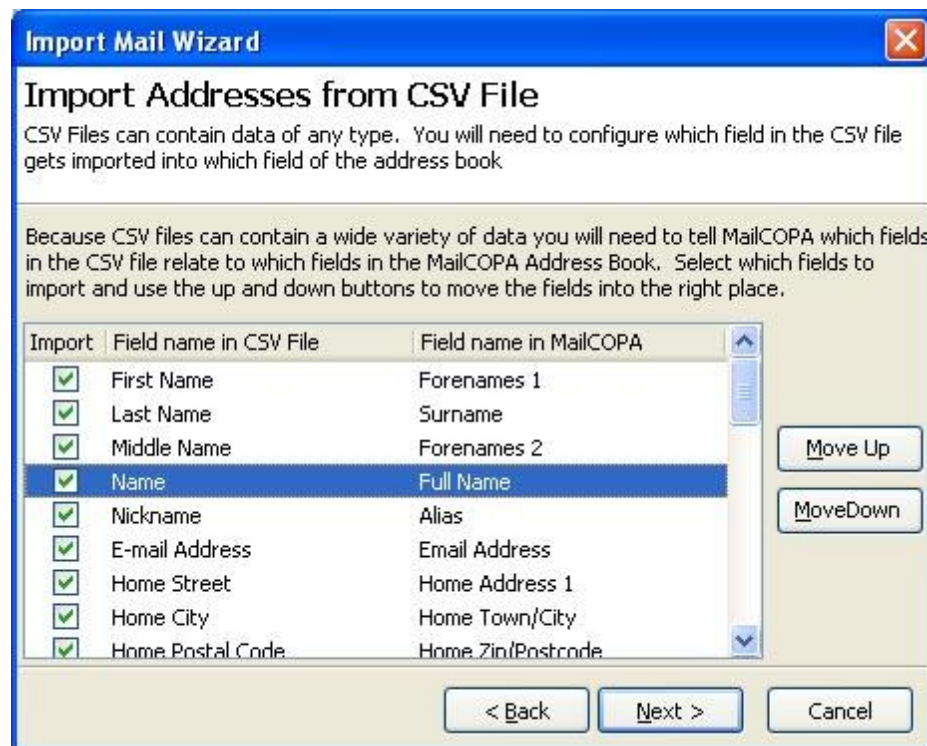
The addresses will be imported into a new book whose name will be the same as the source .csv file.

2.10.19   Debug

You may already be familiar with Microsoft's Error Dialog, which pops up if a program causes an error. This will report the technical details to Microsoft, so that the cause can be found, and a fix included in future Windows updates.

MailCOPA now contains a special debug routine, which will produce a similar Error Dialog, shown below.

Although errors in MailCOPA have been largely eliminated during testing, these may still occur in unusual circumstances - with the wide variety of configuration options and ways in which MailCOPA can be used we are unable to reproduce every possible combination of circumstances.

When errors do occur, these can be very difficult to pin down from customer reports alone, as these cannot possibly include all of the technical information required, hence the built-in debugger.

Should you see the Error Dialog shown above, we would be very grateful if you would allow it to send the error report. No personal information is sent. It will help us to maintain MailCOPA as a high quality product tailored to the needs of demanding users of email. It would also help if you could send us an email, giving the approximate time and what you were doing at the time, but this is not obligatory.

Whether or not you send the error report, afterwards MailCOPA may close and you will need to restart it. If it does not close, save any open messages, close it and restart it. We are sorry about this. Any information you send will be helpful to us in eliminating this error. Usually, MailCopa will recover fully on a restart.

2.10.20   Deleting Messages

When messages are deleted they will be moved to the Deleted Items Folder. They will remain there (and available for viewing or return to any folder) until either messages are killed (permanently deleted) or the Deleted Items Folder is purged.

Emptying of the Deleted Items Folder will occur automatically each time MailCOPA is closed if configured to do so in Configure ⟹ Preferences ⟹ General Further information here.

The Purging of the Deleted Items Folder can also be configured in the Folder Properties if you wish - however, any settings there will be overridden by the setting to *Empty Deleted Items on Exit* (Configure ⟹ Preferences ⟹ General), in which case the controls on the purging tab for the Deleted Items Folder will be disabled, and ALL messages in the Deleted Items folder will be deleted on exit.

Other folders will be purged according to the general settings in Configuration ⟹ Preferences ⟹ Purging, (for further details see here) unless these have been over-ridden in the Folders Properties.

Purging can also be undertaken manually (in keeping with the general and/or individual settings) at any time - Utilities ⟹ Perform Mail Purge.

Messages may be completely removed in one step - Message ⟹ Kill Message (also available from the right-click Context Menu for a message). Note that you will receive a warning that this will permanently remove the message(s) unless you have checked the option in Configure ⟹ Preferences ⟹ General ⟹ Switch Off kill message warnings.

Security Note

Once messages have been purged from ANY folder (including Deleted Items), or *Killed*, all pointers to them are deleted though the actual contents will remain in the database, but now marked as part of the free space within the database, which will be used to store messages later received.

Any message contents not so overwritten *may* be recoverable by the Intervations developers, but this cannot be guaranteed.

2.10.21   Diary

The Diary window allows recording of future appointments, with the facility for popup reminders at specified intervals beforehand if required.

Diary Events are assigned Labels (such as Business, Private, Phone Call) each of which is shown with a characteristic background colour for easy identification. Labels may be added and amended from Configuration ⟹ Edit Diary Labels For more details, see the graphic below.

Meeting Requests (as they are called by Outlook) can be sent - right-click on an event and select *Send To*, see below. A Diary event will be created when they are received by MailCOPA or Outlook.

The setting under General Preferences can be used to start MailCOPA with the diary open.

The Diary can be synchronised with your Google Calendar - see the Settings tab below.

Click on a HotSpot on the images below for further information.

Add or Edit a Diary Event

Diary Settings

Diary Labels

These can be configured from the menu: Configuration ➡ Edit Diary Labels

2.10.22   Encrypting Messages

This includes two functions:

- The encryption of messages so they can only be read by the intended recipient(s)

- The signing of messages to confirm the identity of the sender.

Two different systems are supported by MailCOPA:

- S/MIME, which uses Security Certificates built-in to Windows - please click here for details

- Open PGP, where you generate your own Encryption Keys - please click here for details.

S/MIME

This uses the system of Security Certificates built-in to Windows and you first need to obtain your own certificate. NOTE that a certificate relates to an individual Email Address.

S/MIME has the advantage that any *attachments* sent with a message will also be encrypted.

Obtaining and installing your own S/MIME Certificate

A number of organisations provide these, usually for a fee, but free certificates are available. An internet search will provide much information, but this page may prove useful. One of the simplest procedures is provided by this site. NOTE that you must undertake the whole of the process using Internet Explorer.

Organisations that charge a fee will usually take steps to confirm your identity, so the certificate will show exactly who you are.

A free certificate does not confirm who you are, but will confirm that communications using it will have come from the same person.

Help & Support for your version of Windows will provide more information about the management of certificates on your machine.

Your certificate will consist of both the Public Key and the Private Key.

NOTE that certificates work on an email address - if you use more than one you MUST obtain a certificate for each of them in order to be able to use these addresses.

Configuring MailCOPA to handle S/MIME certificates is covered here.

Open PGP

MailCOPA provides the facility to generate your own key pair (without the need for any external software), or you can use an existing PGP key pair. NOTE that a Key Pair relates to an Email Address. If you use more than one email address, you must generate key pairs for each if you with to use PGP encryption or signing.

Open PGP key pairs generated by MailCOPA may also be used elsewhere if you wish - they conform to the Open PGP standard.

Other keys may also be used here as they conform to the Open PGP standard, eg GnuPG.
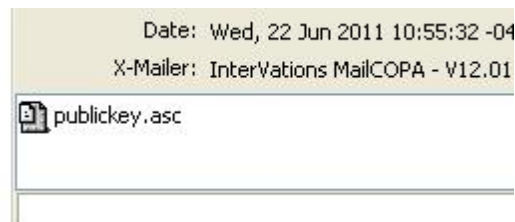
Configuring MailCOPA to handle Open PGP keys is covered here.

Obtaining the Public Keys of other people.

Ask them to send your public key as an attachment. Look in the Attachments Pane above the Quick Viewer and you will see a special icon:

Example of S/MIME Key   **Example of PGP Key**

Right-click on the special icon to inspect and/or install the certificate. Installed certificates/keys will be included in the address book details for that person.

NOTE that a number of different file extensions are used, for instance a S/MIME public key may also have the extension .pem

NOTE too that with a message signed with S/MIME you probably won't need the other person's public key as this will usually be included with their message, enabling MailCOPA to immediately verify their message. With Open PGP, you must have their public key.

Once you have someone's Public Key, you can send encrypted messages to them, and decrypt encrypted messages they send you.

Signing Messages

You MUST have your own S/MIME certificate or Open PGP Key Pair installed to sign messages.

Start a new message, or a reply, and click the [Sign] button before sending.1

The dialog to the right will appear. Click a hotspot for more information

Encrypting Messages

You MUST have the *Public Key* for the recipient's email address installed, in order to encrypt messages. You must also have *your own certificate installed*, as messages will also be encrypted using your *Public Key* so that you can access them in the future - this will require your *Private Key*.

Start a new message, or a reply, and click on the [Encrypt] button before sending.

The dialog to the right will appear. Click a hotspot for more information

If using S/MIME, any attachments sent with a message will also be encrypted, but this is not the case with Open PGP.

The Mechanism of Signing and Encryption

Both S/MIME and Open PGP use dual keys: a Public Key that can be made available to anyone, and a Private Key which is only accessible to its owner - it will be installed on their computer.

These have a complex mathematical relationship and are (theoretically) unique and it is impossible (theoretically) to guess one from the other.

Any text signed or encrypted with one key can only be accessed using the other. Each key of the pair has no significance, but for security, one key is designated as Private (accessible only by its owner), and the other as Public, freely available so as to allow access to signed messages, and to encrypt messages.

A message is encrypted using the *Public Key* of the *recipient* - only that person will have the corresponding Private Key to decrypt it.

A message is signed using the *Private Key* of the *sender* (who is the only person with access to it), and when analysed by the recipient using the sender's Public Key, the identity of the sender will be confirmed.

2.10.23   Folder Properties

Various settings can be varied folder-by-folder, leading to very flexible working.

When a folder is selected, all of its configuration items will be active, and where relevant, will override the options set in the general configuration.

Note that this applies to various aspects of messages written while a folder is selected. If you have configured (for example) special address details, and HTML format instead of text, these will apply to any message being started while this folder is selected (a New Message or a Reply).

To create a new top-level folder, select *My Folders*, right-click and select Add from the

context menu. You can then set the properties of the new folder by right-clicking on it and selecting Properties from the context menu.

Folders can have sub-folders, which are created in a similar way to the preceding paragraph: initially sub-folders will have the same properties as their parent, but properties for all folders may be configured differently.

However, it is also possible to set sub-folders to always share the properties of their parent, and if the settings of the parent are changed, those of the child will change similarly.

The Folders Properties Window is accessed by right-clicking on a folder and selecting the Properties option.

Click a Hot Spot on the images below for further information.

General

Addresses

It is possible to use different source and/or destination addresses depending on which folder is selected when a message is composed (or replied to if it is in this folder). Signatures and Stationery can also be varied folder by folder.

If options are not defined here, the settings (such as *Real Name*, *Email Addres*) in User Details will be used.

Fields

The Fields Tab allows you to select which columns are displayed in the Messages Window and the order in which they are displayed for this folder. This can be different for each folder. The order of the columns is defined by the order of fields in the Selected Fields part of the tab.

Here is an example of the results of such configuration:

Note the small triangle in the Date Sent label. This indicates that the messages are listed in descending order of Date Sent. Clicking on this label will reverse the order (i.e.

ascending). Clicking on another label will list the messages in the order of that field, and clicking again will reverse this order.

When messages are threaded, they will be listed grouped by subject, but can then be further sorted by other fields - please see the page on the Messages List.

When switching from unthreaded to threaded mode, the last order will be remembered an displayed when you switch back to unthreaded mode.

Multi-Field Ordering

1. Click on a field to order by that field

2. Hold the SHIFT key and click another field

3. If required, hold the SHIFT key and click on another field.

By this means it is possible to (for instance) list by

Date Sent

     Date Received

         Sender

             Subject

Purging

This enables purging (permanent wiping of messages according to set criteria) to be varied folder-by-folder.

If you configure the folder here to override the standard purge settings (set here), then these folder settings will operate.

Note that this tab will be disabled for the Deleted Folder if you have checked the option to "*Purge Deleted Items On Exit*" in Configure ➡ Preferences ➡ General. See the help page on Preferences.

See also the help page on Deleting Messages.

Sending/Composing

It is possible to set the format (HTML or Plain Text) used for messages, which will override the general settings here.

The folder in which a retained copy of outgoing messages will be kept can also be set here - it is often convenient to keep these copies in this same folder.

Sharing

It is possible for a user to share one or more folders with other user(s). The other user(s) will be able to see all messages in shared folders, and work with messages in them just as the principal user ("owner") can. They will for instance be able to delete, copy/move, reply to and forward them.

Only the specified folders will be shared - sub folders will not be shared unless specifically configured to be (see below).

Shared folders will be shown at the bottom of the Folders List, in this fashion:

Folder sharing is configured by the owner of the folders from the Sharing tab of the Folder's Properties, see below.

A user (eg *Bill*) accessing another user's (eg *Ben*) shared folders can configure their *own settings* for most options here, eg source address, folder for storage of copies of outgoing messages.

The folder for keeping copies of outgoing messages can be set to any folder, whether this is one belonging to the current user, or one shared by any other user. Thus, if you wanted to respond to messages sent to a temporarily-absent colleague, the retained copies could be sent to your colleague's Sent Items folder.

Some things will always be handled using the settings of the Folder's Owner (*Ben* in this example):

- *Bill* can't share *Ben's* folders with someone else.

- *Bill* can't delete *Ben's* folders.

- *Bill* can't add sub folders to *Ben's* folders.

Also note the following:

- ALT+P will move message(s) to *Bill's* Spam folder and teach *Bill's* spam database

- Dragging a message from one of *Ben's* folders to *Ben's* Spam folder will work just as above too.

2.10.24   Folders List

This can be displayed in various ways as explained in the page on the Main Window

In whatever way it is displayed, its functioning is the same.

Favourite folders may be added to the pane at the top (or bottom, see here) from the context menu (right-click on the folder). The original folder remains in the main list, this is just a copy. Once here, they may be used in exactly the same way as the folder in the main list, including amending its properties.

Right-clicking on a folder opens a context menu, and this is identical to the Folder menu on the main menu.
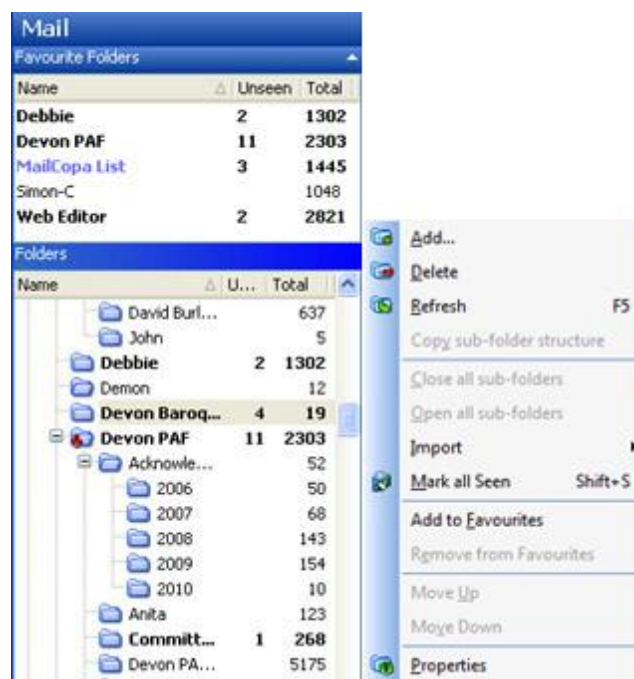
The Message List will display a list of the messages in the selected folder.

The background colours used for the selection in the Active and Inactive panes or windows can be set in Windows Control Panel ⟹ Display ⟹ Appearance

The colour of the text of the folder name can be set from Folder Properties.

The first six folders (Deleted, Inbox, Outbox, Sent Items, Spam and Work in Progress) are *System Folders*, and cannot be deleted, but may be renamed.

To create your first new folder, right-click on 'My Folders' and select 'Add' from the context menu. You will be taken to a Folders Properties window for the new folder, where you can name it and make any configuration settings you wish.

Note that all folders can have sub-folders, and sub-folders can have sub-folders etc. Right clicking on any folder opens a context menu which includes the option to add a sub-folder.

Normally the system folders will be at the top of the list, with any others below, in the order they were added. It is possible to sort all of the top-order folders alphabetically - go to Configure ⟹ Preferences ⟹ General. By default, the system folder names start with a space, which will place them at the top of an alphabetical list.

Moving folders around

CAUTION - it is possible to inadvertently drag folders around if you are working quickly. It is a good idea to set the option in Configure ⟹ Preferences ⟹ General to disable folder dragging. More details here.

If Configure ⟹ Set Preferences ⟹ General ⟹ Sort Folders Tree is set, then the root folders (those which are not sub-folders) will be sorted alphabetically, and this order cannot be changed. If a folder is dragged with the mouse, it will become a child of the folder it is dropped on.

If Configure ⟹ Set Preferences ⟹ General ⟹ Sort Folders Tree is NOT set then simply dragging a folder with the mouse will only allow it to become a child of the folder it is dropped on.

Dragging with the mouse and shift allows a folder only to be dragged amongst its siblings (it cannot be move upwards in the folders tree). When dropped the folder will position itself above folder it is dropped on. This thus allows the order of the folders to be non-alphabetical.

If the above setting (Configure ⟹ Preferences ⟹ General ⟹ Sort Folders Tree) is not checked, then you can move folders (including sub-folders) to wherever you want them by dragging them. If the ALT key pressed, then movement is restricted to the current parent folder and its children. Without the ALT key held, folders may be dragged anywhere.

If you wish to change this arrangement, you can rename the system folders (or any others) by going to Folders Properties.

Folders in BOLD have Unseen messages in them, and there is a count of Unseen/Total messages against each folder - note that one or both of these counts can be configured to be shown or hidden in Configure ⟹ Preferences ⟹ General.

Folders which themselves have no Unseen messages in them, but one or more of whose sub-folders do, will have a red cross on their icon thus:

2.10.25 Forwarding

The Forward Editor is opened by pressing the button on the toolbar, or by right-clicking a message and selecting Forward from the context menu.

It is broadly similar to the Compose New Message Editor, to which you should refer for more detailed information.

You may modify the message in any way you wish before sending it.

The main differences are:

The text of the message you are forwarding will be entered, with a (fixed) preamble indicating its origins.

The text of the message will not be marked with the quotes defined here, unless you have configured this in Configure ⟹ Preferences ⟹ Messages ⟹ Editing.

2.10.26   Getting Started

Single/Multi Machine installations

MailCOPA may be used in a single-machine configuration (running on a machine that holds the data on its own hard disc), accessing the Internet via, for example, a dial-up link, a DSL or Cable Internet connection.

MailCOPA may also be installed in a multi-machine configuration, where several installations of MailCOPA exist on computers on a network, all accessing the same data on a so-called server machine. This has the advantage that any user may access their email and address book(s) from any computer on the network.

If you need help configuring the network for a multi-machine installation, please see here.

If you installed MailCOPA yourself.

During installation, details relating to one user (User Name, Real Name, email Address, mail servers etc) will have been entered, and this user created. A default user called ROOT will also have been created, but no further details will have been entered. No login

passwords are allocated at this stage.

Both your named user and ROOT are Super Users, and can thus access and change the details of other users.

Selecting and clicking on the MailCOPA icon in the Windows Start Menu, will display the MailCOPA Login window, where you select a user name and enter the corresponding password (which is initially a blank) in order to enter MailCOPA.

At this stage there is no need to make any changes to the users' configuration, but if you wish to do so, please refer to the User Details page.

Similarly, other aspects of the configuration can be left at their default settings for the moment, but when you have familiarised yourself with the basic functioning of MailCOPA, you may wish to look at the User Preferences.

If MailCOPA was installed for you.

This is likely to be the case if it was installed on a network by the Network Administrator.

Select and click on the MailCOPA icon in the Windows Start Menu will display the MailCOPA Login window, where you select your user name and enter the corresponding password in order to enter MailCOPA.

It should not be necessary to amend any of the User Details, as these should have been entered during the installation.

Similarly, other aspects of the configuration can be left at their default settings for the moment, but when you have familiarised yourself with the basic functioning of MailCOPA, you may wish to look at the User Preferences.

MailCOPA is now running.

It would first be a good idea to look at the ways in which MailCOPA can be viewed, and at the use of the Address Books.

Please note that extensive use is made of 'Hot Keys' (keys used either alone, or in combination with other keys, such as SHIFT + S to mark all messages in a folder as Seen), and Context Menus, which are accessed by right-clicking the mouse button. Depending on what you have right-clicked on, you will get a different context menu, appropriate to that object and circumstances.

2.10.27   Glossary

This page has information on words, concepts or functions that may not be covered in much detail elsewhere.

Alias: This can have various meanings in different contexts.

An Internet Service Provider may give you a Mail Alias so that messages sent to one email

address (which does not have a 'real' mailbox) will automatically be passed to another address, which does have a 'real' mailbox. For instance, your main mailbox may be called a12345z@thisisp.com, but you are allowed to create an alias of john.doe@thisisp.com mail to which will be actually be forwarded into the a12345z@thisisp.com mailbox.

Within MailCOPA, an alias is a shorthand version of an email address stored in one of your Address Books - typing this into any of the destination fields of a Compose, Reply or Forward Editor will result in the address corresponding to this alias being entered. eg you type in *jd* and MailCOPA automatically changes this to john.doe@thisisp.com

EML files: The file extension *EML* is conventionally used for email messages in their original (plain text) form. Some mail applications use *MSG* (eg 123456.msg), which can cause problems, but they are exactly the same type of file.

EML files are a convenient way to archive and to forward messages. People sometimes forward a message they have received as an attachment, in which case it will be attached as a EML file - MailCOPA and Outlook Express will do this. It ensures that nothing in the message is changed, and when viewed in a standards-compliant mailer will be displayed as originally intended.

In MailCOPA, if you drag a message from the Messages List to the desktop it will be copied there as a EML file. An attached EML file can be dragged from MailCOPA's Attachments Pane onto a folder, and will be copied there, and will be integrated into MailCOPA's database.

MBX files: a standard format (sometimes known as a UNIX mailbox file) for importing and exporting mail messages. Each MBX files contains a number of messages, one after the other.

Forward a Message: An editor opens with the original message in it, with a preamble indicating it has been forwarded by you. You can select to whom it should be sent (one of more recipients) and the original message you received can be amended, and you own text added if you wish.

Read Receipt: When you send a message you can include a request for a Read Receipt (from the toolbar in the Compose, Reply or Forward Editors). This adds a header line which may or may not be noticed by the recipient's mail software (support for this is not universal). If supported, a message will automatically be returned to you indicating that the message was opened, though this is no guarantee that it has actually been read or understood.

Strictly speaking, the return of a receipt for a message is a mail server function, and is not universally supported. Some mail clients (like MailCOPA) also support it, but do not rely on this as a guarantee that a message has arrived at its destination.

If you have retained a copy of your original message, then this will be flagged as having received a receipt in the Messages List.

Redirect a Message: Simply rewrites the header of the message so that the *To:* line contains only the address you specify. To the recipient, the message will appear exactly like the original, except that it will be addressed to them, rather than to the original recipient(s). There will be no obvious indication that you passed the message on in this way.

Stationery Macros: These are pieces of 'code' that can be inserted into Stationery which will automatically insert a piece of text or information into a new message that uses this stationery. Things like the date, the date of the message that is being replied to etc.

2.10.28   Google Desktop Search

For details of this see http://desktop.google.com (internet link).

A plugin is available so that mail received by MailCOPA will be indexed by Google Desktop Search (GDS).

However, NOTE:

- Only mail sent and received by the local machine will be indexed on the local machine - this feature is really only suited to standalone installations of MailCOPA.
- GDS will be given its own copy of each message which it will store entirely separately from the MailCOPA data store, to which GDS has no access.
- There is no facility within GDS for deleting content (to our knowledge at the time of writing).

Including MailCOPA messages in GDS

Install Google Desktop Search (see http://desktop.google.com - internet link)

1. Allow GDS to index content on your machine
2. Download the MailCOPA GDS plugin from http://www.intervations.com/download/mailcopa/google/_mcgoogle.exe
3. Install the MailCOPA GDS plugin
4. Right-click the GDS icon in the Notification Area (System Tray), select *More* then *Preferences* and ensure that the MailCOPA GDS plugin is enabled.

2.10.29   Hot Keys

As an aid to working for those who favour the use of the keyboard, a number of 'Hot Keys' are available.

The usual Windows keys work as expected, and operate on the window or pane with the focus- eg Cursor Up moves up one message if the focus is in the Message List, moves up one folder if focus is in the Folders List, and moves up one line when focus is in the Viewer.

The function of several Hot Keys may be different in different situations, this is noted below.

The lists below are ordered partly by combination, partly by function and partly alphabetically.

Also, please see the section on Hot Keys in the List of Waiting Mail.

Keys alone.

Hot Key(s)	When focus is in:	
F1	Global	Context-sensitive Help

F3	Quick Viewer & Separate Viewer	Find the next occurrence of a text string in the message displayed in the Viewer. This will only work after a search in that message has already been undertaken (CTRL+F or Find from the Context Menu). Has the same function when searching the Address Books.
F5	Folders List Messages List Quick Viewer	Refreshes the display of the currently selected folder. eg if some messages have been marked as seen and the filter is set to Unseen only, this will update the display in the Messages List to show only Unseen messages.
C	Folders List Messages List Quick Viewer	If the list of messages overflows the Message List, and the selected message has been moved out of sight (above or below the visible section of the Message List) pressing C will bring it back into the visible area.
Delete	Messages List	Delete selected message(s), only if the focus is in the Message List. See Ctrl + D for a global hotkey for this
H	Folders List Messages List Quick Viewer	Show or hide the message header lines in the Quick Viewer or the Separate Viewer.
K	Folders List Messages List Quick Viewer	Mark or Unmark (ie this is a toggle) the selected message (s) as Kept.
L	Folders List	Go to last message viewed. If "Remember last message

	Messages List Quick Viewer	viewed" is set in the Folder Properties for a folder, returning to such a folder from another will automatically select the last message viewed. If this option is not set, pressing L after returning to the folder is a manual means of achieving the same goal.
N	Folders List Messages List Quick Viewer	Go to the next Unseen message in this folder.
R	Folders List Messages List Quick Viewer	Reply to the sender of the selected message. See also ALT+R for Reply to All.
S	Folders List Messages List Quick Viewer	Mark the selected message(s) as Seen
U	Folders List Messages List Quick Viewer	Mark the selected message(s) as Unseen
SPACEBAR	Folders List Messages List Quick Viewer	Scroll the Quick Viewer, when the bottom of the Viewer is reached, go to the next Unseen in the current folder - note this works even when no viewer is open, though of course you cannot actually see the text scrolling in the viewer.
Enter	Folders List Messages List	The same as double-clicking on the message in the Message List. The effect of

	Quick Viewer	this can be altered between Open and Reply in Configure ⟹ Preferences ⟹ Messages

Keys with SHIFT

SHIFT + S	Folders List Messages List Quick Viewer	Mark all messages in the currently-selected folder as Seen

Keys with CTRL

CTRL + B	Editors - HTML Format only	Make the text bold - applies to selected text, or from the current cursor position onwards for new text.
CTRL + C	Viewers and Editors	Copy the selected text to the clipboard
CTRL + L	Global	Logout from the current MailCOPA user, in order to switch to another username.
CTRL + U	Editors - HTML Format only	Make the text underlined - applies to selected text, or from the current cursor position onwards for new text.
CTRL + X	Editors	Cut the selected text to the clipboard
CTRL + V	Editors	Paste the contents of the clipboard at the current cursor position.
CTRL + Z	Main Window	Restore the last-deleted message.

CTRL + Z	Editors	Undo the last editing action.
CTRL + A	Viewers, Editors and Messages List	Select All - depending on the context and the focus within that context, this selects all of the text in a viewer (including the Autoviewer), or all of the messages in the message list
CTRL + D	Viewers, Editors and Messages List	Delete the selected message (s) regardless of where the focus is. The Delete key will also do this but only when the focus is in the Messages List.
CTRL + F	Viewers and Editors	Find a word or phrase in the current message.
CTRL + I	Editors - HTML Format only	Make the text *italic* - applies to selected text, or from the current cursor position onwards for new text.
CTRL + P	Viewers, Editors and Messages List	Print the current message (or a selection in it)
CTRL + Q	Reply Editors	Quote the text that was marked in the original message <u>when the editor was opened</u>. This is useful if you have configured MailCOPA not to quote text when replying but want to quote just a part of it in this particular instance. If using the Split View, text can be selected in the original pane whilst writing, and quoted in the reply pane.
CTRL + ALT + Q	Editors	Adds quotes to the beginning of each line of the selected text, using the form of quotation configured here.
CTRL + S	Editors	Save the message being

		worked on in the Work in Progress folder.
CTRL + T	Global	Immediately connect to collect/send mail using the default settings here - the same as File ⟹ Connect Default

Keys with Alt

Alt + F4	Global	Exit MailCOPA
Alt + F6	Global	Cycle open windows - takes you round all of the open MailCOPA windows. Useful if you lose track of them.
Alt + A	Editors	Add an address from your Address Books to this message at the current cursor position. Open the Select Addresses dialog
Alt + I	Editors	Substitute selected text by the text configured for <Snipped> set here
Alt + K	Main Window	Kill the selected message (s). Note that this will remove the message(s) completely from your system, they will not be retrieveable.
Alt + L But see below.	Editors	Send Later, but not if you have set the option to Send Mail Immediately here
Alt + L	Main Window	Lock Unseen - see here for further details
Alt + N	Global	Open a New Message Editor

Alt + O	Editors	Send Immediately - only works if you have opted to have both Send Now and Send Later buttons or 'Send Mail Immediately' here
Alt + P	Folders List Messages List Viewers	Move the currently selected message(s) to the Spam system folder, and add its characteristics to the spam database so that future similar messages can be detected - for more details see Spam Filtering
Alt + R	Folders List Messages List Viewers	Reply to all addresses in the distribution list (ie the To: and CC: addresses), excluding your own address.
Alt + Q	Reply Editors	Quote the entire original message at the current cursor position.
Alt + S	Global	Open the Search Mail window - this allows the searching of the current folder, or all folders, for a word or phrase.
Alt + T	Global	Opens the Connect Mail dialog, the same as pressing the Connect button
Alt + 1, Alt + 2, Alt + 3 etc	Editors	Adds the corresponding Quick Text at the current cursor position

Miscellaneous Key Combinations

Ctrl + Alt + Q	Editors	Adds quotes to the beginning of each line of selected test, using the

		quotation character(s) set here
Ctrl + Shift + End	Editors	Selects all of the text from the current cursor position to the signature separator of the message. Useful for quickly trimming all quoted text, but leaving your signature intact.
Ctrl + Alt + A	Editors	Has the same effect as pressing the Attachments button on the toolbar: it opens a dialog to enable you to attach a file to the message.
Ctrl + Shift + A	Messages List	Has the same effect as Ctrl + S - marks all messages in the selected folder as Seen
Shift + Ctrl + L	Messages List	Edit the label for this message

2.10.30   HTML Format Messages

Messages can be written and viewed in HTML format, the latter only if there is an HTML format section in the message.

HTML (HyperText Markup Language) is the format in which World Wide Web pages are written. It allows you to use different fonts, layout, colour features, and include images, but is not as flexible as word processors. It has the advantage of being cross-platform, so though you may write a message on a computer running MS Windows, it can be read by people using for instance the Macintosh or Linux operating systems.

MailCOPA, in common with other email software, only allows the use of fairly basic features of HTML in composing messages, but should display most complex HTML messages, such as are used for example in email newsletters sent out by commercial organisations. If these do not display properly, then Show message in browser should be used from the Context Menu.

Viewing messages in HTML or TEXT format

If a message in HTML format is received, then there is a global setting for each User under Preferences - HTML to automatically display it in Plain Text format. If this is not checked, the message will be displayed in HTML format.

However, each folder can also be set to override this global setting and to display the HTML or TEXT sections under Folder Properties - Send/HTML .

Whatever mode of display you use, you can always use the context menu (right-click in the body of the message) to switch between the two.

There are some potential security risks in viewing messages in HTML format - images downloaded which can be used to show to the sender that the message was viewed. There are settings to prevent these actions under Preferences - HTML .

Writing HTML messages

There are global settings for each User for composing and replying in Plain Text or HTML, under Preferences - Editing .
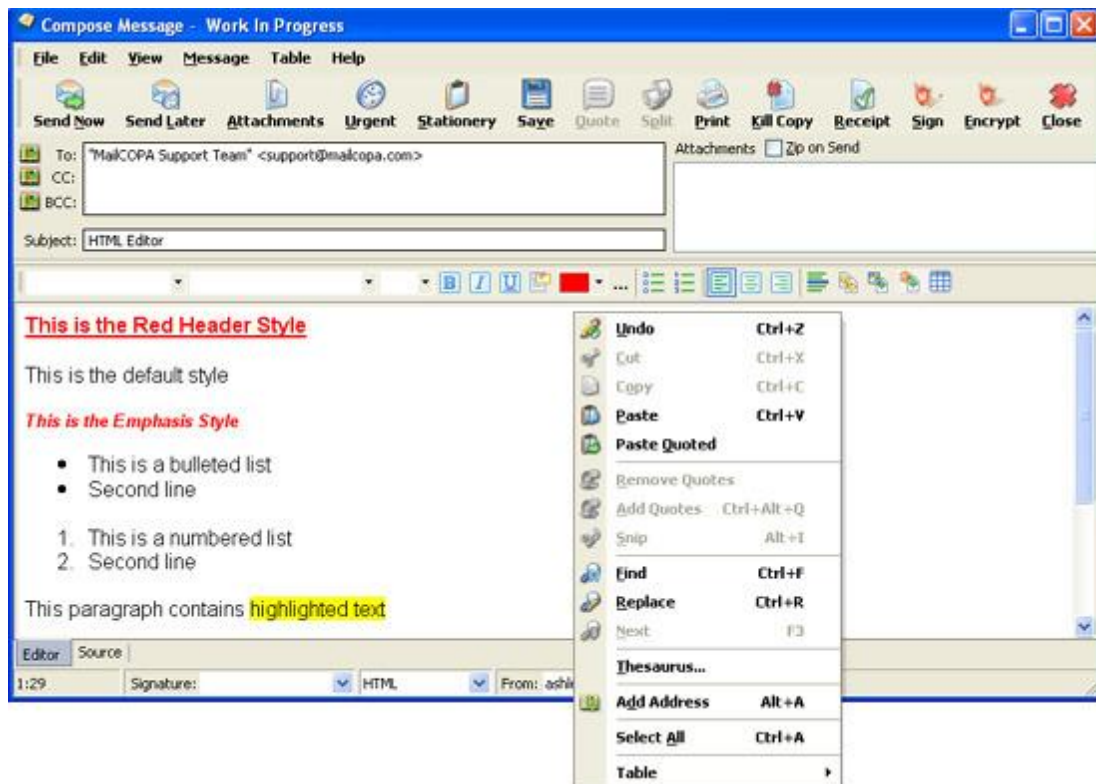
However, there are also individual settings for each folder under Folder Properties.

It is also possible to change between Plain Text and HTML formats during the composition of a message, using the list box at the bottom of the editor.

In addition to the controls visible in the editor, there is also a Context Menu, available by right-clicking the mouse in the body of the message, as shown below.

The Message Menu is slightly different to that shown in the Main Window.
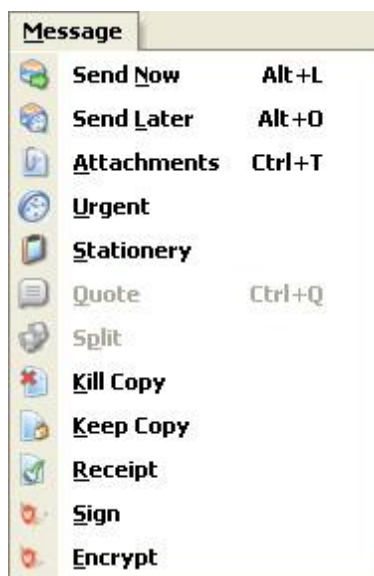
In HTML mode, it is possible to view and edit the *source code* - click on the Source tab.

Message Menu

This is different to that in the Main Window as different functions are available here.

Click on a hotspot on the image below for further information.

2.10.31 IMAP

Internet Message Access Protocol allows access to email messages on a mail server without the necessity to download the messages in order to peruse a list of them. Selecting a message for closer inspection leads to a copy being downloaded and retained by MailCOPA. However, the original remains on the server until deliberately deleted.

Note that because of limitations and requirements of the IMAP protocol many of MailCOPA's advanced features will not be available when using IMAP. Each IMAP server will have it's own inbox and other sub-folder structure. Filtering and folder sharing are not available because IMAP doesn't support these functions.

A folder structure can be created for an IMAP server, but note that this is on the *SERVER*, it does not exist within MailCOPA. If the structure was created by another client, MailCOPA will detect it on the server and show it. MailCOPA can modify the IMAP folder structure too, creating and deleting folders, and moving messages between folders.

Some IMAP clients require that you subscribe to folders - ie, they won't be visible (nor any messages in them) unless subscribed to. MailCOPA automatically subscribes to all existing folders found on the server.

Copies of outgoing messages are stored in the current user's Sent Items folder, unless you configure MailCOPA otherwise: you may want them to be saved in the *Sent* folder on the server.

Messages are moved to a *Trash* folder on deletion. When messages are deleted from the Trash folder they are no longer available.

If a POP3 collection is made (from MailCOPA or another client) ALL of the messages in the mailbox will be collected, whatever IMAP folder they are in. The IMAP folder structure exists only in the context of IMAP access, and has no meaning in the context of POP3 collections.

If collections from an IMAP server are enabled, then each mail collection will check all messages on this server. If a message has not been previously collected, a copy will be collected and retained by MailCOPA so that it is instantly available to view.
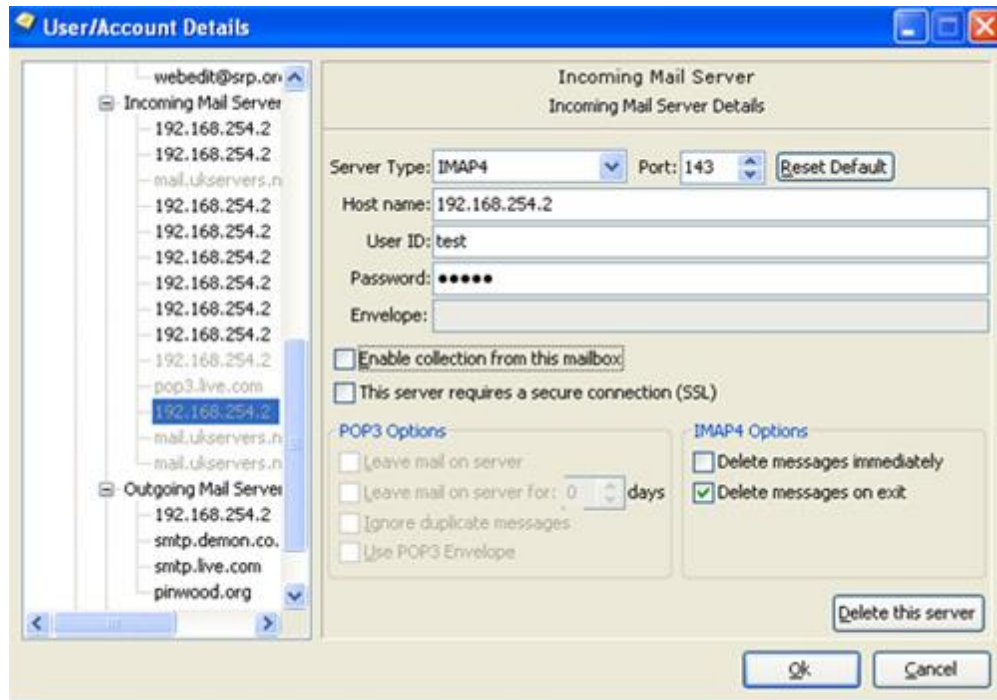
During collections, synchronisation will occur - any changes to the IMAP folder structure will be updated, and movements or deletions of messages will be recorded. Because of the limitations of the IMAP protocol, this may involve downloading messages again if for instance they have been moved to another folder (including Trash).

If a folder in an IMAP account is selected, then a quick synchronisation with the server will occur, but no messages will be downloaded. The contents of the folder will be updated and if you select a message in this IMAP folder that has not previously been collected (eg it has recently arrived), it will be immediately collected, displayed and a copy retained by MailCOPA.

To set up a connection to an IMAP server:

Go to Configuration ⇒ User/Account Details ⇒ Incoming Mail Servers

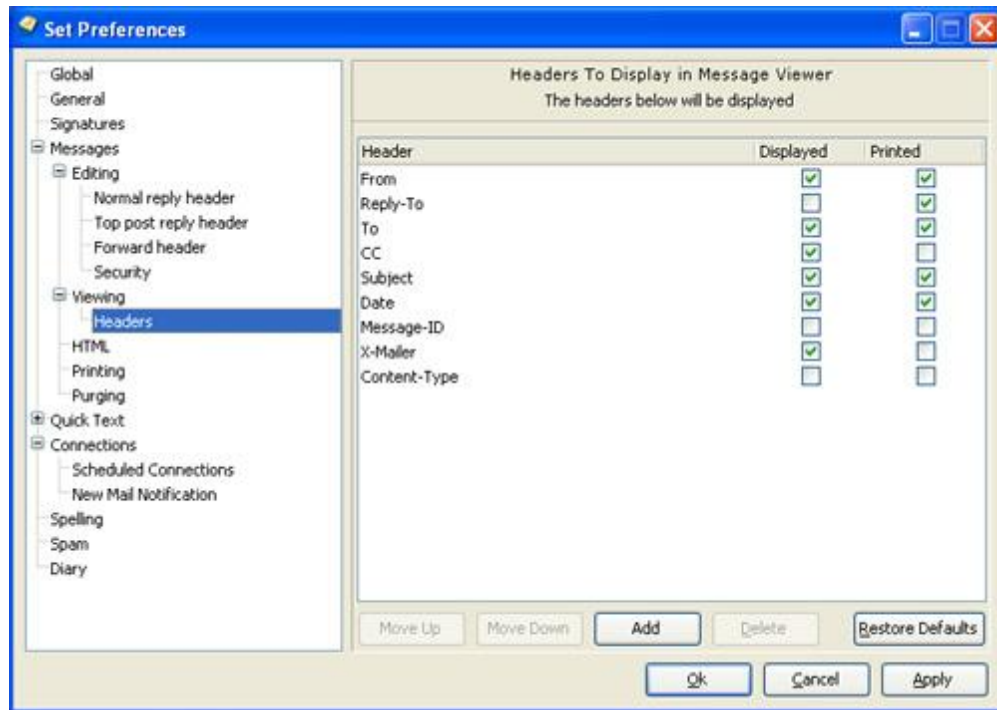Press the Add new Incoming Mail Server button. Now click a HotSpot on the image below for further information.

2.10.32   Information Panel

Accessed from Configuration ➡ Preferences ➡ Messages ➡ Viewing ➡ Headers

This allows the setting of headers to be displayed in the Information Panel (see below) and on message print-outs. Any header(s) present in the message may be displayed or printed, even non-standard ones (eg X-Env-Sender).

NOTE that this applies to the Information Panels at the top of both the Quick Viewer and the Main Viewer. The Information Panel in each of these can be shown or hidden in the General Configuration.

Click on a HotSpot on the image below:

The Information Panel

This is displayed as part of the Quick Viewer:

The headers displayed in the Information Panel can also be configured by right-clicking on it and selecting *Customise Headers* from the context menu.

If attachments have been deleted from the message, or if it has a label, this information will be displayed on the information panel too.

Right-clicking produces the context menu shown allowing the following:

- Copy - Allows copying to the clipboard of any of the header lines listed, whether or not they are displayed on the Information Panel

- Select All - Select the whole of this header line (the one nearest when the menu was invoked)

- Trace Message - Show the message's passage across the internet from source to destination (you)

- Customise headers - Opens the configuration shown above to specify which headers should be displayed here.

Other Print settings are here.

The settings for the information panel can be accessed from the Quick Viewer and separate Viewer

2.10.33 Installing New Versions

MailCOPA will continue to be developed to improve useability and to introduce new features. In particular, there are likely to be improvements to the anti-spam system, to take account of spammers' new tricks to evade such measures.

New versions may be installed over the top of the existing version - there is no need to uninstall.

New versions may include changes to the database - when such a new version is installed, it will automatically change the structure of your data so that this data will not be accessible again by the earlier version.

This means that if you are working in a multi-machine environment, you must update ALL client installations at once, thus:

1. Close ALL installations of MailCOPA - it is very important that the data is not accessed during the upgrade process.

2. Install the new version on your server machine - any data conversion will proceed fairly quickly as access is very quick on this machine.

3. Start MailCOPA on the server machine to check it is functioning properly.

4. Install the new version on each client machine in turn. Only after a client has been upgraded should MailCOPA be started.

If you have concerns about moving to new versions contact MailCOPA Support for advice before going ahead.

A new Autoupdate feature has been introduced from Version 6, details of which are here. This will only work within the same major version number, eg V6 will only look for V6 updates, V7 will only look for V7 updates ... You DO NOT need to autoupdate every client installation at the same time: various versions of the same major version number will always work with the data for that major version. Updates are usually minor bug fixes or improvements.

However, updated full versions of MailCOPA will continue to be made available at the Intervations Website, and can be downloaded at any time. The new version will find the location of your current installation and data and will use these values.

Usually it is unnecessary to restart Windows, and the new version of MailCOPA can be used immediately after the upgrade.

Restoring Data

It is important that you read the information regarding the restoration of data before attempting to access or restore data, due to the possibility of the structure of the database being changed during the installation of a later version of MailCOPA.

If you have any doubts, do please contact MailCOPA Support.

2.10.34   Interactive Mail Download

This is achieved by selecting the *Interactive Mail Download* option in the Connect Dialog.

You can also opt to have this option always checked when you open the Connect Dialog in Configuration ⇒ Preferences ⇒ Connections

The principle is that you go online, examine each message, deciding there and then what should be done, and this is actioned immediately, and you are then shown the next message and so on.

Thus, you can download individual messages, leave others on the server, and delete others.

If more that one mailbox is configured to be accessed, then once you have seen all of the messages in the first, you will be taken to the second, and so on.

2.10.35   Introduction

MailCOPA is professional level email software designed especially for Windows-hosted TCP/
IP based PCs. You only need to have a connection to the Internet or a company Intranet/
Network to take advantage of its powerful features.

MailCOPA is a professionally developed, fully integrated multiple user, multiple email-
account software package that provides all the facilities you will ever need for handling
Internet/Intranet Mail.

MailCOPA can be used as a "stand alone" installation on a single machine, or it can be
installed on a central server, with "satellite" installations on the network, all accessing the
central data store, including the address books. Thus multiple users can access their email
on the server from their own machines, and any user can access their email from any
machine on the network if they wish.

MailCOPA will run on 32 and 64 bit versions of MS Windows 2000, XP, Server 2003, Vista
and Server 2008.

MailCOPA provides all levels of users with all the features you might expect in a
professional email package. It is tremendously powerful, and yet not too complicated to
get used to and has been designed to be as intuitive as possible.

It takes account of differing ways of working, so that functions are often available from
the Main Menu, Toolbars, Buttons, Context Menu or by Keyboard Combinations (HotKeys).

We are sure you will find that it will be worth your while investing a little time to fully investigate its power and flexibility.

Go to Getting Started .

2.10.36   Known Problems

MailCOPA has been tested in a variety of situations, but there will inevitably be software and/or hardware environments which might cause problems. In this event, Intervations will endeavour to resolve the situation. See the page on Technical Support.

The Built-In Database.

The built-in database has been used and rigorously tested by Intervations in other applications, and has proved reliable and stable, as it has in this implementation. It is capable of holding huge quantities of messages, and accessing them quickly. There are one possible issue:

Unseen Count
The count of unseen messsages against each folder might occasionally be wrong - the running count maintained may become corrupted. In the event that this happens, using the menu option Utilities ⟹ Recount Unseen Messages will quickly rectify the problem - it will scan the database and recalculate the running count for each folder.

Windows Vista, Windows 7 & Windows 8

These operating systems increase emphasis on security and set new challenges for programmers. We have been able to manage many of these but the following remains:

Default Mailer - Unlike previous Windows operating systems, it is not possible to programmatically set the default mailer (so that for example mail links in web pages will use MailCOPA rather than, say, Outlook Express. The settings here will be disabled under these operating systems.

To set MailCOPA as the default email application:

Go to the Windows Start Button at the bottom left of your screen.

Select *Default Programs*

Click *Set your default programs*

Select *MailCOPA* in the list of Programs

Click *Set this program as the default*

Click the *OK button*.

Messages with unusual formats.

These have been seen occasionally, and some of the problems cannot be resolved. They are due either to non-standard formats in the messages themselves, or the viewer's handling of them. You always have the option of selecting *View message in browser* from the viewer context menu (right-click to display this).

Occasionally, an errant message may lock up MailCOPA when being loaded into the viewer. If you have the autoviewer open MailCOPA will always lock up when this message is selected (or the folder is selected that contains this message). The solution is to close the autoviewer (Configure ➡ Preferences ➡ General). You can then examine the message source and decide what to do with it - often this will be deletion because many such non-standard messages are spam.

Some mailers and mail lists (and many spam messages) use a non-standard format for the date and time. Such messages may not be immediately visible in the message list because the non-standard time gets interpreted as 00:00, thus placing the message at the top (or bottom) of the message list if it is sorted by date. Clicking the Unseen tab and scrolling to the top or bottom of the list should find them

Browser Links

When a link is displayed in a message in the viewer, it will be highlighted just as in a Web page, and clicking on it will start the default browser (most often this is Internet Explorer) and fetch the page linked.

However, one or two instances have been seen where the page was not fetched correctly. This is because the link in the message is faulty, and we have no control over this unfortunately.

Large Fonts

If these are in use (Control Panel ➡ Display ➡ Settings ➡ Advanced ➡ General), then the labels for the folders and the columns in the Message List may be too big, or misplaced. This version of MailCOPA does not allow changing the fonts or font-sizes for these (although those for the viewers can be).

It is anticipated that more flexible handling of these fonts will be introduced in a later version of MailCOPA.

Use with Anti Virus Software

Most AV products will transparently scan messages as they are fetched by MailCOPA, and this will normally provide adequate security.

However, problems can arise if an Anti-Virus product scans the database files, and if this is likely to be the case, configure it not to scan the data directory.

Toolbar or Window Problems

You may find that the arrangement of one or more of the toolbars is not as you want it, but you are unable to unravel the problem. The menu option View ➡ Toolbars ➡ Restore Default Layout will return them to their original arrangement, when MailCOPA was first installed.

Similarly with the windows - View ➡ Windows ➡ Restore Default Layout will

restore them to the arrangement when MailCOPA was first installed.

The Temp folder becomes full

This is rare, but may happen. You may well get a warning message from MailCOPA if this is the case, and a particular operation depends on access to this folder. If this should happen, the operation will be ended gracefully without loss of data.

You are advised to consult your Windows documentation for help on this area, but the following may be useful:

The solution is to reduce the number of files in the Temp folder - be wary about deleting files that were last modified today, they might be in use by running applications, and any files with the extension ._sm as these are used by MailCOPA.

The location varies between different versions of Windows, and can be found by entering *% temp%* into the address box of Internet Explorer.

2.10.37   List of Mail Waiting

This is useful if you can only spend short periods online and wish to selectively download messages, either leaving them on the server, or deleting after download. You can also delete messages from the server without downloading them, eg spam.

It is accessed by selecting the *Get List of Waiting Mail* option in the Connect Dialog.

You can also opt to have this option always checked when you open the Connect Dialog in Configure ⇒ Preferences ⇒ Connect

The principle is that you go online, each mailbox is accessed in turn, a list of mail waiting is assembled, and you go offline.

Offline, you can then examine the list of messages at your leisure, marking each with the action you want taken.

You then go online, and your instructions will be automatically carried out, if you have checked the *Retrieve Marked Mail* option in the Connect Dialog.

It is also possible to Retrieve Marked Mail immediately (without the need to go offline and then online again) by pressing the Action List button.

You can see from the image below that the basic details of each message are displayed, and you have buttons to indicate the actions you want taken. If you change your mind about a message, you can simply select the message and press another of the buttons above. Your choice will be immediately changed.

You can access the List of Waiting Mail from Mail ⇒ View Mail for Collection.

Please click on a HotSpot on the image below for further information.
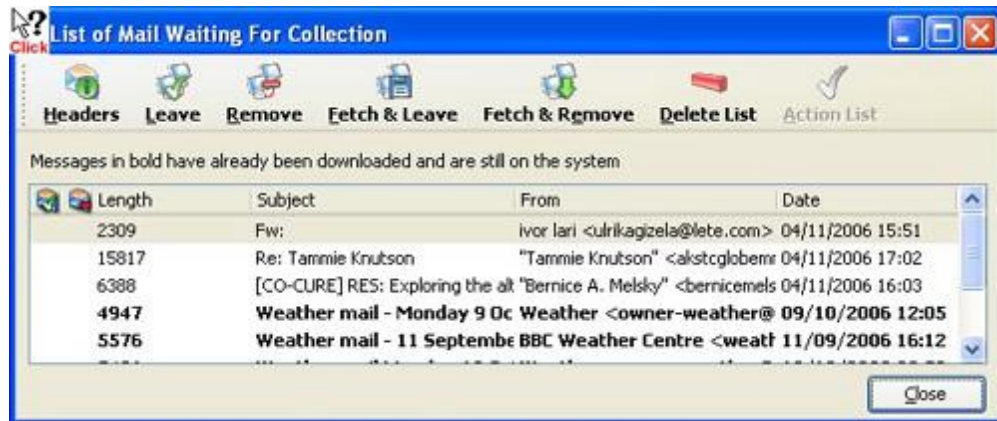
2.10.38   Login Dialog

The first thing you must do when running MailCOPA is log into the system.

The Login dialog box displays the program version number (which may change from that displayed here as updates are installed)

Select the Username you require in the drop-down box and enter the apprpriate password. If no password has been set you can just press the Login button.

You can log onto the system as another user at any time from the main menu by selecting the File ⟹ Logout menu option. This will close your current MailCOPA session and re-display the MailCOPA Login dialog box.

Once logged in, it is possible to have MailCOPA automatically login as a specified user, (Configuration⟹ Preferences ⟹ Global), or you can use the checkbox on the Login dialog to achieve the same end - see graphic below.

Alternatively an immediate login can be set up in the MailCOPA shortcut, see here for details.

2.10.39 Mail Filters

To access the Mail Filters dialog use Configure ➡ Edit Filters

A new filter can also be created from the Message context menu.

MailCOPA features a powerful filtering facility, enabling complex distinctions between messages so that they can be handled differently, eg by passing them to different folders, forwarding them to someone else, etc.

Filters can operate on the standard RFC-compliant header lines, or on any header or body line. From MailCOPA version 9.01, the search can be in the *Entire Body*, or just in the *Plain Text* or *HTML* sections. NOTE that not all messages have a *Plain Text* section.

Each filter can operate only on incoming or outgoing mail, not both. If you wish to use the same filter for both you must set up two copies, one for incoming and one for outgoing.

Filters can individually be activated or deactivated.

NOTE that a message will be passed through all of the filters, one after another, and if the conditions for a filter are met, the configured actions will be carried out, then the next filter tried etc.

HOWEVER, Once a *Transfer* action is found, then no no further filters will be tried.

eg if a message has '[gerbils]' in the subject line, one filter can forward it to a Mailing List, another filter further down the list can copy it to a specified email address, another further down the list can play a sound (the gerbil's mating call perhaps ???) and another can Transfer it to a specified folder. This last filter will stop further filters being tried.

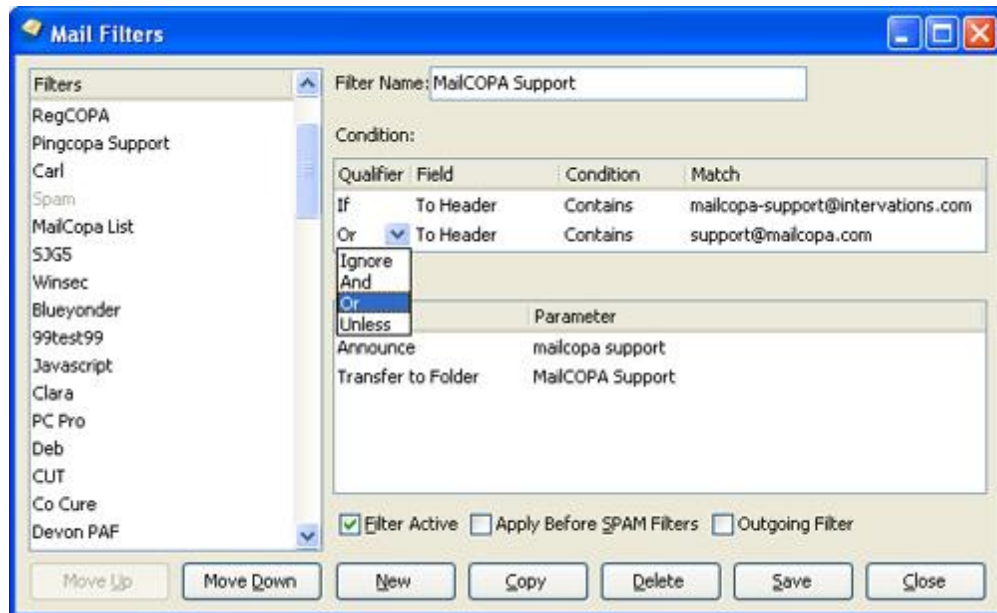Such actions are shown in the popups from the image below thus:

Two criteria are allowed per message, which can be combined as AND, OR or UNLESS.

The ORDER of filters is important - suppose you often receive personal mail from John Smith and he also contributes to a mailing list. You wish the personal mail to go to a special folder, and the mailing list messages to go to another folder. The two filters could be:

1. If mail is from John Smith UNLESS the To: address is that of the mailing list - transfer to personal folder.

2. If To: address is that of the mailing list - transfer to mailing list folder.

This enables fine distinctions to be made, eg mail from Intervations will normally be passed to the 'Intervations' folder, but if it has come from Intervations via a mailing list, it will not. Another filter further down can therefore pick it it up and pass it to the folder for that mailing list instead (see image below).

Actions

The action is selected in the left hand field, and any necessary details (name of folder, address for redirection etc) entered or selected from the right hand folder.

Actions marked with prevent any further actions under this filter, and the running of further filters on the message.

Action	Incoming/Outgoing	Effect
Play Sound	Incoming and Outgoing	Useful for alerting you to important incoming mail - use your favourite .WAV file.
Make Subject	Outgoing	Alters the subject line of the message
Make Status	Incoming	Alters the Seen/Unseen status of the message, after it is copied to a folder.
Print Message	Incoming and Outgoing	Print the message. If you have multiple printers available, you can specify the printer in the

		Parameter column
Delete Message	Incoming and Outgoing	Deletes the message - it will be placed in the Deleted folder and will be wiped when this folder is next purged.
Mail back a File	Incoming	Send back a specified plain-text file to the sender: the contents of this will be placed in the body of an email message.
Forward to Address	Incoming and Outgoing	Forward the message to another address: you will still receive a personal copy of the message.
Forward to Mail List	Incoming and Outgoing	Forward the message to a mailing list (set up within MailCOPA) See the help page on Mail Lists. You will still receive a personal copy of the message.
Redirect to Address	Incoming	Redirect message to another address. You will not receive a personal copy of the message. The original header lines will be left unchanged apart from the To: line.
Redirect to Mail List	Incoming	Redirect message to a mailing list (set up within MailCOPA) See the help page on Mail Lists. You will not receive a personal copy of the message.
Transfer to Folder	Incoming and Outgoing	Transfer message to a specified folder - no further actions or filters will be carried out after this. Ensure that if you want any other actions,

		they are configured to be done before this one. The folder specified may be a one owned by another user, but shared with the current user.
Copy to Folder	Incoming and Outgoing	Place a copy of this message in the specified MailCOPA folder. The folder specified may be a one owned by another user, but shared with the current user.
Transfer to Other User **STOP**	Incoming	Transfer the message to another MailCOPA user. No further actions or filters will be carried out after this one.
Copy to Other User	Incoming	Pass a copy of this message to another MailCOPA user. It may then be subject to that user's filters.
Run Application	Incoming	Run an application with (a copy of) the complete message specified on the command line, eg *"C:\MYAPP\MYAPP.EXE C:\WINDOWS\TEMP \MESSAGE.TXT"*. Ideal for inveterate dabblers!
Append to Digest	Incoming and Outgoing	Append the message to a digest for a mail list.
Transfer to Directory **STOP**	Incoming and Outgoing	Transfer the message to the specified disk directory as a text file. No further actions or filters will be carried out after this one.

Copy to Directory	Incoming and Outgoing	Copy the message to the specified disk directory as a text file.
Make Reply-To:	Incoming	Alter the Reply line in the message to a specified address - useful if a mailing list does not change the reply line to the list (from the original sender).
Add Sender to Mail List	Incoming	Add sender's address to a MailCOPA mailing list. See the help page on Mail Lists
Remove Sender From Mail List	Incoming	Remove the sender's address from a MailCOPA mailing list. See the help page on Mail Lists
Announce	Incoming	Announce the specified text - you will need a Text To Speech engine installed for this to work (this should be installed by default in XP and Vista).
Add Sender to Address Book	Incoming	Add the email address of the sender of the message to an Address Book - you must specify which book.
Remove Sender from Address Book	Incoming	Remove the email address of the sender of the message from an Address Book - you must specify which book.
Save Attachments to Disk	Incoming	Save all attachments with the message to a specified disk folder.
Set Message Label	Incoming and Outgoing	Set the message's label
Set Message Colour	Incoming and Outgoing	Set the message's colour

Add to Spam Score	Incoming	Add or subtract a specified figure to/from the spam score for this message. A useful way of manually 'tuning' the spam filtering. Obviously this filter MUST be set to activate prior to the SPAM filters otherwise the score will be calculated and never used.
Mail Back a Stationery Message	Incoming	This filter can be used as a vacation auto-responder. Create stationery that says "I'm away until ..." then set this filter to fire on any message received (If From Matches RegEx .*) and the stationery will be returned to every sender. Or it could be restricted to certain senders. NOTE however that every message received will receive this, so if someone sends a series of messages they will receive this in response to each one.
Remove from Server	Incoming	This filter takes no parameters and will cause the matched message to be removed from the server on the next connection (For servers set to leave messages on the server only).
Set Message Category	Incoming	Sets the message's category - only one category can be set, but additional filter actions can be used to set more than one.

Add To: Address	Outgoing	Adds an address to the *To:* line in the header. This can of course be seen by all recipients.
Add CC: Address	Outgoing	Adds an address to the *CC:* line in the header. This can of course be seen by all recipients.
Add BCC: Address	Outgoing	Adds an address to the *BCC:* line in the header. This can of course NOT be seen by any recipients.

Conditions

Contains	The string is somewhere in the specified line: eg "*Black Adder Mailing List*" is contained in the line: The Black Adder mailing list \<black.adder@somewhere.com\>
Does not Contain	The string is not to be found anywhere in the specified header line. eg "*The Black Adder Forum Mailing List*" is not found in the above example.
Equals	The header line is exactly the same as the string.
Does not Equal	The header line is not exactly the same as the string.
Starts with	The header line starts with the string. eg, in the above example, the header line starts with "The Black"
Ends with	The header line ends with the string. eg in the above example, the header line ends with "@somewhere.com\>"
In Address Book	Whether the contents of the specified line contain an address that is in an address

	book. You can specify which book (or any) in the Match column, which has different options in this instance. Useful for allowing through potentially "spammy" messages from people you know, if filtering is set to be done before spam checking.
Not in Address Book	Whether the contents of the specified line contain an address that is NOT in an address book. You can specify which book (or any) in the Match column, which has different options in this instance. Useful for filtering messages from people you DON'T know.
Matches RegEx	Whether the contents of the specified line match a Regular Expression. An Internet search will provide many useful sources of information on Regular Expressions, or see: www.regexbuddy.com/regex.html

2.10.40   Mail Lists

MailCOPA allows you to run mailing lists, which can be used in the following ways:

- A simple distribution list of people to whom you write regularly

- A more complex discussion list, administered from your MailCOPA installation (like majordomo or listserv

In the latter case, it is not as sophisticated as software specially written for this task, but it provides the basic functions.

The list(s) of addresses is maintained from View ➡ Mailing Lists. for details see below.

The Mail Filters can be used for the actual running of a discussion list:

Adding/Removing Addresses - this will automatically add or remove members from/to the mailing list. The received message should contain information that uniquely identifies it, eg the subject line, or the address to which it was sent.

Forward to a Mailing List - this will automatically forward the received message to the specified mailing list, without the need for user intervention. The received message should contain information that uniquely identifies it, eg the subject line, or the address to which it was sent. Note that the destination addresses will be placed into the To field of the message to the mailing list, so that members will be able to see each other's addresses.

Redirect to a Mailing List - this will automatically redirect the received message to the specified mailing list, without the need for user intervention. The received message should contain information that uniquely identifies it, eg the subject line, or the address to which it was sent. Note that the destination addresses will be placed into the To field of the message to the mailing list, so that members will be able to see each other's addresses.

Mail Back a File. - sends back file to the sender of the received message, such as the rules of the group or information about it. The received message should contain information that uniquely identifies it, eg the subject line, or the address to which it was sent.

Received messages should be easily identifiable to ensure that they are handled correctly.

If your Internet Service Provider allows any number of email addresses (eg fred@mydomain.myISP.com, joe@mydomain.myISP.com, etc) you can use unique addresses for the different functions:

info.gerbils@mydomain.myISP.com - to mail back a text file containing information about the gerbils mailing list

rules.gerbils@mydomain.myISP.com - to mail back a text file containing the rules of the gerbils mailing list.

add.gerbils@mydomain.myISP.com - to add the sender's address to the gerbils mailing list.

remove.gerbils@mydomain.myISP.com - to remove the sender's address from the gerbils mailing list.

gerbils@mydomain.myISP.com - for posts to the gerbils mailing list. The filter will forward any messages to this address to the gerbils mailing list.

If you do not have access to multiple email addresses as above, you can ask you participants to begin the Subject line with something recognisable, eg:

[info.gerbils] - to mail back a text file containing information about the gerbils mailing list

[rules.gerbils] - to mail back a text file containing the rules of the gerbils mailing list.

[add.gerbils] - to add the sender's address to the gerbils mailing list.

[remove.gerbils] - to remove the sender's address from the gerbils mailing list.

[gerbils] - for posts to the gerbils mailing list. The filter will forward any messages to this address to the gerbils mailing list.

Maintaining Mailing Lists.

Accessed from View ➡ Mailing Lists.

### 2.10.41 Mail Received Window

This lists the mail that has been received, giving information about it that can be a useful alert, or be used in tracking which folder mail has been placed.

NOTE that the list cannot hold more than 500 messages - when it reaches this size, the oldest will be deleted to reduce the total to 500. This is because if left to accumulate, it will cause long delays when new mail is collected.

It may be ordered by any of the columns - just click on the column header. The order can be reversed (ie descending rather than ascending) by clicking the column again.

In the image below, the Mail Received window is shown tabbed with two other windows, but there are other ways to display it - see the page on the Main Window.

Click a HotSpot on the image below for further information.
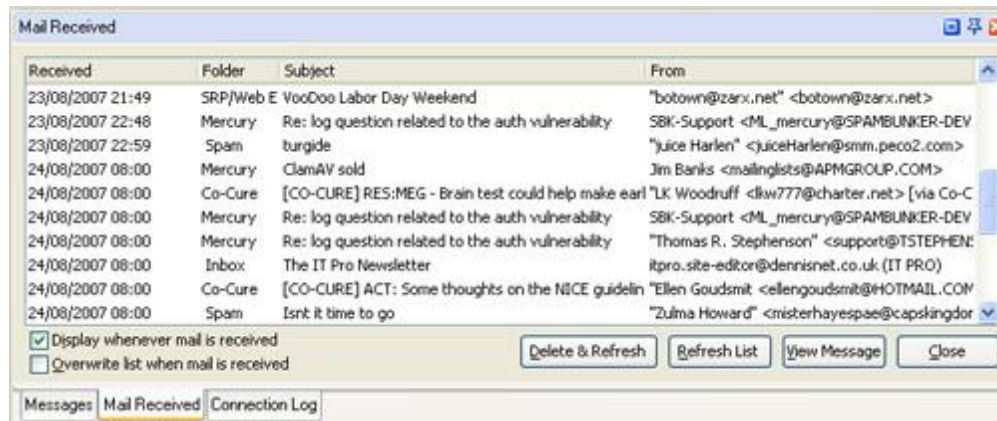
2.10.42   Mail Servers

Note that this information relates to OUTGOING mail, not INCOMING mail: the latter can usually be collected via *any* connection to the Internet.

When you send mail, it is initially sent to a mail (SMTP) server provided by your Internet Service Provider (ISP).

This will normally accept the mail, queue it, and in due course (often only a few seconds later) pass it on to the mail machine on the Internet which accepts mail for that address. If there are temporary problems with the delivery, the mail will be re-queued and re-sent.

The accepting machine may either deliver the mail direct to the recipient (if they have a permanent connection to the Internet) or pass the mail on to a storage area, from which the recipient will collect it when they next connect to the Internet and request new mail.

Normally you can only use the mail relay provided by an ISP when connected through that ISP - this is in order that the ISP knows the identity of the sender (from the details given by you when you signed up) in the event of problems with the mail, usually legal problems such as libel, defamation or harrassment, or problems with the sending of messages to a large number of addresses (SPAM). Although logs are kept by ISPs of mail sent via their relays, they are only occasionally referred to, when such problems arise.

If you are able to connect via two or more ISPs (eg, at home or work, or when visiting someone else, or via a public wifi connection), you must use the mail server of the ISP via whom you are connected.

It is possible to configure MailCOPA to cycle through each of the configured mail servers in turn until one accepts the mail. However, this will happen with each message, introducing a delay for each, and could result in a long time online.

Another way round this is if you have authenticated access to a SMTP server, perhaps provided by your ISP or a hosting company. You will normally be able to connect to this via any ISP. Outgoing mail servers can be configured in MailCOPA to use authentication if it is required.

Another possible problem is that a mail relay will only accept mail from certain addresses, eg you cannot send mail from john@company1.com but mail from john@company2.com till be accepted. Each email address configured in MailCOPA can be set to use a specific

outgoing mail server if you wish.

Yet another possible problem is that some ISPs transparently route outgoing mail to their own server, regardless of the one the user wishes to use. This is actually useful as you can specify any mail server you wish, confident you will not be rejected.

Also, some ISPs block access to port 25 (the usual port for sending mail), but some mail relays accept mail to an alternative port, and this can be configured into each outgoing mail server if necessary.

2.10.43   Main Window

A range of viewing possibilities are available, all managed in this Main Window.

NOTE that from Version 12.01, the Default (Vertical) view is supplemented by the Default (Horizontal) view. You can switch between the two:

View ➡ Windows ➡ Arrange Normally

View ➡ Windows ➡ Arrange Vertically

NOTE that the window configuration is stored locally and will not be available if the same MailCOPA User logs in from another computer, nor if a different Windows User is used on the local machine (it is stored in the Registry).

The following panes are available in the Main Window (they may be added or removed from View ➡ Windows):

- Folders List

- Messages List

- Quick Viewer

- Connect Log

- Mail Received

Default View

This is how MailCOPA will appear when first installed. The window can be reset to this layout from View ➡ Windows ➡ Restore Default Layout

Click on a HotSpot for further information

The *Messages Window* and *Connection Log* are tabbed together, and the *Quick Viewer* and *Mail Received Window* are also tabbed together. Clicking on a windows tab brings it to the front.

It is possible to move these around by dragging the tab of the window in question - eg it is possible to move the *Mail Received Window* so that it is tabbed above its default position with the *Messages Window* and *Connection Log*

If things get into a mess, *DON'T PANIC!* - you can reset the default view from View ⟹ Windows ⟹ Restore Default Layout and start again.

Assuming you have not set the option to disable docking in the General Preferences, then the following is possible:

⊐ Switches to Docking Mode - all of the windows on this tab will slide out of view, just their tabs being visible. Clicking on one of these tabs causes that window to slide back into place so it can be viewed. When the mouse pointer is moved off the window, it will slide back out of view again.

⊐ Switches from Docking to Normal Mode. The tabbed sets of windows will always be

visible.

❌ Closes this window. It can be reopened from View ⟹ Windows ⟹

Default View (Vertical)

The Main Window can also be arranged in an alternative layout:

You can switch between this and the Normal view:

View ⟹ Windows ⟹ Arrange Vertically

View ⟹ Windows ⟹ Arrange Normally

2.10.44 MAPI Server

Message Application Programming Interface is a messaging architecture which provides a consistent interface for multiple application programs to interact with multiple messaging systems.

This feature allows various applications to send messages or files via email using MailCOPA.

You must first ensure that MailCOPA is configured as your default mail client. This can be done via Internet Options in the Windows Control Panel, or perhaps better, under Configure ⟹ Preferences ⟹ General

Now, you can perform procedures such as the following:

1. Selecting Send to mail recipient from the context menu in such applications as Windows Explorer will pass the item from which this was accessed to MailCOPA which will open a Compose New editor, with the item already present as an attachment.

2. Selecting *Send* from the File menu in Internet Explorer, then *Page by email* will similarly pass the page currently being viewed to MailCOPA which will open a Compose New editor, with the page already present as an attachment.

3. Similar to (2) above, a link can be sent in the body of an email message, using MailCOPA.

4. In Outlook Express a news item can similarly be sent as an email message using MailCOPA by selecting *Forward* from the Message menu (in the body of the message) or *Forward As Attachment* from the same Message menu (as an attachment).

2.10.45   Menus

These are the usual Windows menus available near the top of the MailCOPA parent window, rather than the Context Menus produced by right-clicking on an item, though some of the options may be available from both.

Note that some options may be unavailable, depending on the current context - for example, Mail ⟹ View Mail Waiting will be unavailable if you have not previously gone online, checked the relevant mailboxes, and assembled such a list, which otherwise does not exist.

In particular, the editors will have options (especially on the Edit menu) not available elsewhere.

File Edit View Folder Message Utilities Configuration Wizards Help

File

Connect   Connect to collect and/or send mail - opens the Connect Dialog

Connect Default   Connect immediately to collect/send mail, using the options set here. Does not open the Connect Dialog as above.

Print	Print the contents of the currently selected message. If part of it is highlighted, the Selection option will be available on the Print Dialogue. See also the section on Print Preferences.
Print Default	Print immediately using the MailCOPA default printer (set here), and (*Windows*) default settings for that printer.
Logout	Logout as the current user name, and login as another user: opens the Login Dialog
Exit MailCOPA	Close down MailCOPA completely.

Edit

Undo Ctrl + Z	Editors Only. Undo the last editing action.
Cut Ctrl + X	Editors Only. Cut the selected text to the clipboard
Copy Ctrl + C	Editors Only. Copy the selected text to the clipboard
Paste Ctrl + V	Editors Only. Paste the text from clipboard.
Paste Quoted	Editors Only. Paste the text from the clipboard, marking it as quoted.
Remove Quotes	Editors Only. Remove quote marks from the selected text.
Add Quotes Ctrl +Alt + Q	Editors Only. Add quote marks to the selected text.

Snip Alt + I

Editors Only. Delete the selected text, and replace with the *<SNIP>* text configured in Preferences - Editing

Insert

Editors Only. Allows the insertion of text from a file (.txt, .rtf and .html files only), or from the Quick Text - though the latter is more easily accomplished by using the HotKeys Alt + 1, Alt + 2, Alt + 3 etc …

Find

Find a word or phrase in the currently selected message.

Find Next

Search for the next occurrence of the word or phrase last entered into the Find dialogue.

Speak Message

Speak the message - this requires a Text To Speech (TTS) engine to be installed. This is by default in Windows XP, see the Speech applet in Control Panel.
Select the option again to stop speaking the message when speaking.

Copy

Copy the selected text to the clipboard

Select All CTRL+A

Varies in its exact action according to the context.

View

Show HTML

Where a message is currently displayed in text-only format, and has a Rich Text (HTML) section, this HTML section will be displayed.

Show Text

Where a message is currently displayed in HTML format, it will instead be displayed in text-only format.

Show in Online Mode	Fetch from the internet any embedded images that have not been sent with the message. Beware that this may be used by spammers to check if you have viewed the message, so be cautious.
Show in Browser	Show the message in the computer's default browser - this is useful for very complex HTML messages which the MailCOPA editor cannot fully display correctly. The same caveat applies as in the above option about fetching images from the internet.
Headers	Show the full messages headers in the viewer.
Mail Waiting	View the list of mail that you have previously marked for collection from external mailboxes during your next connection. Opens the List of Mail Waiting window
Connect Log	This is a log of mail sending, collection and processing, which may be of assistance when diagnosing problems. It is split into two sections, one showing the actual connection activity, and the other showing the processing of messages by MailCOPA once they have been received.

This is the same log which is opened automatically when mail is sent or received, though each time it opens, it is cleared and just records operations during that connection. This Connect Log holds a continuing record of all such sessions.

Whether a log is kept, and whether a new one is started each day (rather than continually adding to the existing one, which can lead to a huge file) can be configured in User Details. |
| Mail Counts | Shows Unseen/Outgoing/Held mail for all users, and allows a quick switch to any user. |

Addresses	Open the Address Books	
Mailing Lists	Gives Access to the Mailing Lists	
Toolbars		
	Mail Toolbar	Show or Hide the Main Toolbar
For more details see toolbars	Quick Viewer Tools	Show or Hide the Quick Viewer Tools
	Button Text	Show or Hide the text on the toolbar buttons
	Customise	Customise the toolbars, see here for more details.
	Restore Default Layout	If you have problems with the layout of the toolbars that you cannot resolve any other way, this will return it to that when MailCOPA was first installed. A useful "panic button" !
Windows		
	Connection Log	Show or hide the connection log, which may be integrated with the other windows if you wish.
	Folders	Show or Hide the Folders Window
	Messages	Show or Hide the Messages List

Quick Viewer	Show or Hide the Quick Viewer
Mail Received	Show or Hide the Mail Received Window
Restore Default Layout	If you have problems with the layout of the windows that you cannot resolve any other way, this will return it to that when MailCOPA was first installed. A useful "panic button"!

Folder

The options on this menu apply to the currently selected folder.

Add	Create a new folder
Delete	Delete the currently selected folder. WARNING - this will delete any messages in the folder too.
Refresh F5	Refresh the display of messages in the currently-selected folder - the same as pressing F5
Copy sub-folder structure	Enabled only if this folder has sub-folders. Creates a new folder at this level with all of the sub-folders of this folder. The new parent folder and sub-folders will have the same properties as those of this folder.
Close All Sub-Folders	Close all sub-folders.

Import	Import mail into the currently selected folder. Messages in text format may be imported a folder-full at a time, or UNIX mailfiles (a single file containing multiple messages, one after the other).
Mark all Seen SHIFT+S	Mark all messages in the currently-selected folder as Seen
Add to Favourites	Folders may be added to the Favourites pane (above the main Folders List). The original folder remains in the main list, this is just a copy. Once there, they may be used in exactly the same way as the folder in the main list, including amending its properties.
Remove from Favourites	Remove from the Favourites pane.
Properties	Display the folder's properties.

Message

Compose	Open a Compose New Mail Editor	
Open	Displays the message in a fresh View Messages Window. Opening a different message will result in its being loaded into a new View Messages window.	
	Opening another message opens another fresh View Message window with this last message displayed. You will now have two similar View Message windows open.	
Reply	Reply	Reply to the selected message - a Reply Editor will be

	opened. Any attachments will NOT be included.
Reply to All	Reply to all those on the distribution list, ie those on the To: and CC: lines in the header. Any attachments will NOT be included.
Reply & Forward Attachments	Include any attachments with the Reply
Reply to All and Forward Attachments	Include any attachments in the Reply to all recipients.

Forward	Opens a Forward Editor
Forward as Attachment	Opens a Forward Editor with the selected message(s) as attachment(s). Useful if you wish to send a message completely intact.
Redirect	Redirects the message to another address - NOTE that you cannot edit the message, the original header lines will be left unchanged apart from the To: line. May be used with multiple selections.
Refilter	Pass the selected message(s) through the filters - useful if you have just created a new filter intended to act on message(s) like this/these. NOTE that this does not apply to Outgoing Filters which can only actioned when a message is actually sent.

Filter

	Show All	Show all messages in the Messages List, whether Seen or Unseen
	Show Seen	Show only Seen messages in the Messages List.
	Show Unseen	Show only Unseen messages in the Messages List
	Hide Seen threads	Hide all messages in the Messages List whose threads that have been marked as Seen

Mark Seen SHIFT+S

Mark the currently-selected message(s) as Seen

Mark All Seen

Mark all message in the currently-selected folder as Seen

Mark Thread Seen

Mark all messages in the currently-selected thread as Seen (It is only necessary to select one message in the thread).

Mark Thread Unseen

Similar to the above, but mark all messages in the thread as Unseen.

Delete

Delete the currently-selected message(s) - they will be moved to the Deleted Items folder

Delete Message (Separate Message Viewer only)

Deletes the message currently displayed in this viewer window, and closes the viewer.

Undo last Delete

Undoes the last Delete action, whether this was of a single message or multiple messages in one batch. NOTE that it

doesn't matter which folder or which message(s) you have selected at the time you undertake this, the last batch of messages you deleted (ie they were moved to the Deleted Items folder) will be moved back to the folder they were in when deleted.

Kill

Expunge the message from the system - it will NOT be moved to Deleted Items and will not be retrievable after this action

Delete Attachments

Delete the attachments on the currently selected message

Move Messages

Copy to Folder

Copies the currently-selected message(s) from one folder to another. A dialog will be displayed so that you can select the destination folder. Copied files can be identified because the message subject will contain the text "(Copy)".

Move to Folder

Moves a message from one folder to another. A dialog will be displayed so that you can select the destination folder.

Create Filter

Allows the quick creation of a filter to transfer messages to another folder on receipt. Data from the header of the current message will be available in the

filter dialog box to simplify the process.

You may then wish to use the Refilter option above.

Export to text .eml file	Copies the currently-selected message(s) as text file(s) to the destination selected by the user. The file extension will be .eml but the file(s) will be in plain text format. The extension .eml is recognised as an email message, complete with all headers. In the case of multiple selections, give a filename like xyz, and they will be saved as xyz-1.eml, xyz-2.eml etc *Additionally, Dragging and Dropping a message onto the desktop will result in its being copied as a text file to the Desktop.*
Export to UNIX mailbox	Export to a Unix mailbox file (.mbx). If a single message is selected and saved to an existing file, this will be OVERWRITTEN, rather than adding the message to any

existing messages in the file. Multiple selections will be added to one file. The object of this function is to add files in one batch to a .mbx file for transfer/import to other email software

Flag Messages

Hold

This option is only available on messages in the Outbox system folder. A message can be prevented from being sent by marking it as Held. Held messages are displayed in an *Italic* font.

Unhold

This option is only available on messages in the Outbox system folder which have already been marked as Held. A message not marked as held will be sent next time a connection is made to the mail server.

Keep K

Marks a message as Kept. The message will be displayed with a key icon in

	the kept column if available. Kept messages cannot be deleted, and will not be purged.
Unkeep K	Removes the Kept marking from a message: it can then be deleted and purged.
Lock Unseen Alt + L	Marks the message as Unseen, and locks it in this state - it is not possible to simply mark the message Seen, using the option further up this menu, or using the S key.
Unlock Unseen Alt + L	Removes the lock applied above - note this does not mark the message as Seen, this must be done separately, using either the option further up this menu or using the U key.
Edit Label Shift + Ctrl + L	Attaches a label to the message. This may be up to 255 characters, and a field to display it in the messages list can be configured from the Folders Properties Settings. In the case of multiple selections, the same label will be added to each

	message, but they can subsequently be individually modified.
Edit Subject	Change the subject of a received mail. Message. The original subject is added to message in an *X-Original-Subject*: header for reference.
Categories	Messages may be allocated to user-created categories. For more details see here.
Set Colour	Set the colour of the selected message(s) your own choice of colour. Useful for quickly identifying particular messages in a folder. For example you may receive messages from a web site email script with a specific subject and wish to quickly find them.
Set Reminder	Timed reminder - for more details see here.
Reset Default Colour	Return the colour of the message(s) to the standard one configured.

Addresses

	Add Address	Adds the sender's email details to an address book. When selected, a list of address books will be displayed from which you can choose the destination, and you will be able to amend or add to the details to be added.
	Add Distribution List	Adds all of the addresses on the To: and CC: lines in the message header (excluding your own address) to an address book or mailing list, which can be selected from the dialog which opens.
	Add to Mail List	Add the sender's address to a Mailing List prepared within MailCOPA.

Sending

	Send Now	Send the currently selected message immediately. Only available for messages in the Work in Progress folder.
	Send Later	Send the currently selected message later (ie place it in the Outbox. Only available for messages in the Work in Progress

folder.

	Resend Now	Resend the currently selected message - this will be disabled if this is not a copy of a message originally written by this user - ie the From: line in the header is not one of the email addresses entered here. If you wish to resend a message later, simply drag and drop it into the Outgoing folder.
	Re-Edit	Opens the message in the editor, enabling modifications to be made, including to the recipient address(es). Applies only to messages you have written and sent yourself, NOT to messages received.
Spam		
	Black List Sender	The From: address will be added to the Spam Black List
	White List Sender	The From: address will be added to the Spam White List
	Learn as Spam	For further details please see the page on Spam Filtering

Learn as Clean	For further details please see the page on Spam Filtering
Spam Score	For further details please see the page on Spam Filtering
Find Replies	If this is an original message (ie one not written in reply to a message received) this will locate (but not open) any replies you have written to it. Note that this only applies to direct interchanges between you and another writer - it will not work in mailing lists for instance.
Open Reply	Opens the reply you wrote to this message (if any) in a separate viewer window.
Find Original	If this is a reply (ie a message written in response to a message received) this will find the original message. Note that this only applies to direct interchanges between you and another writer - it will not work in mailing lists for instance.
Open Original	Opens the original message to which this is the reply.
Select All	Selects all of the messages in the Messages List
Properties	Displays the message's properties, header details, and gives access to the 'raw' text form of the message. For more information see here.

Utilities

Various system utilities - for more

information see here.

Configuration

Set Preferences	See Preferences
User/Account Details	See User Details
Edit Signatures	See Signatures
Edit Styles	See Editing HTML Styles
Edit Filters	See Mail Filters
Edit Spam Filters	See Spam
Edit Categories	See Categories
Edit Diary Labels	See Diary
Edit Stationery	See Stationery

Wizards

These lead you through step-by-step processes for various infrequently-performed tasks.

Add User	Takes you through the process of adding a new MailCOPA user.
Add new mail account	Takes you through the process of adding a new mail account for the current user.
Copy User	Takes you through the process of creating a new user with all of the configuration option

of an existing user.

Import Mail/Addresses | Takes you through the import of mail messages from

- MS Outlook Express v5 & v6
- MS Outlook
- Eudora
- Thunderbird
- MS Windows Mail

Or of Addresses from:

- MS Outlook Express v5 & v6
- MS Outlook
- Eudora
- Windows Contacts (Vista)
- CSV File

Multi-machine Data Sharing | If this installation of MailCOPA is currently configured to use data held on this machine, this wizard will enable you to connect to data on another server machine.

Export Mail | Takes you through the process of exporting message from one, some or all MailCOPA folders. They can either be exported as single text files (*.eml) or in batches, each batch in a Unix Mailbox (*.mbx) file.

Reports

Mail Received | Queries the database to list all mail received between the dates you specify, in order of date received. Mail permanently deleted (killed) will not be shown.

Help

MailCOPA Help | Opens this Help File

Getting Started | Opens the Getting Started page in this Help File.

Whats New	Opens the Whats New in MailCOPA Version 11.01 page in this Help File
Hot Keys	Opens the page covering Hot Keys in MailCOPA in this Help File
Show Tips	Show the tips - these will have been automatically activated each time you started MailCOPA. This is for if you have de-activated them.
MailCOPA Home Page	Takes you to the MailCOPA home internet page
Technical Support	Opens the Support Form on the MailCOPA website (in your default browser).
FAQ Web Page	Opens the MailCOPA Frequently Asked Questions page - this is a very useful source of answers to common problems. TRY THIS FIRST - IT COULD BE A QUICK WAY OF SOLVING ANY PROBLEM YOU MAY HAVE.
Send Machine Name to Client	Used in conjunction with the Multi-machine data-sharing Wizard above.
Upgrade MailCOPA	License MailCOPA for more users, or for multi-machine use (if your current licence only covers single-machine use).
About MailCOPA	Shows the Version Number and Date of this version, and various copyright information.

2.10.46   Messages List

Click on a HotSpot for more information

This forms part of the Main Window.

When a folder is selected in the Folders List, a list of messages within it is displayed here. When a message here is selected, its contents are displayed in the Quick Viewer.

The fields displayed (Subject, From, Date Sent etc) can be configured under the Folder Properties, or from the *Customise* menu (right-click on the headers, see image above).

The Context Menu is available either from the Messages menu, or by right-clicking on a message.

Sorting Messages

The list can be sorted can be sorted by multiple columns. For the first sort, click on the column header by which you wish to sort. For subsequent sorts, hold the SHIFT key and click on the appropriate column header.

Thus you can have messages unthreaded and sorted thus:

> *From*
> > *Subject*
> > > *Date Received*

Threading

If the Thread button is pressed, then the messages will be sorted alphabetically by subject, each contribution to the thread being shown as part of that thread.

It is also possible to sort within a thread, by any of the displayed columns - for the first sort, just click on the column header. For subsequent sorts, hold the SHIFT key and click the appropriate column header.

Thus you can have messages threaded thus:

> *Subject*
> > *From*
> > > *Date Sent*

Custom Filters

These can be used for this folder, or in wider searches. Very useful for quickly finding relevant messages. For more details please see here.

2.10.47   Message Properties

Accessed from Message ➡ Properties, and from the Messages List Context Menu.
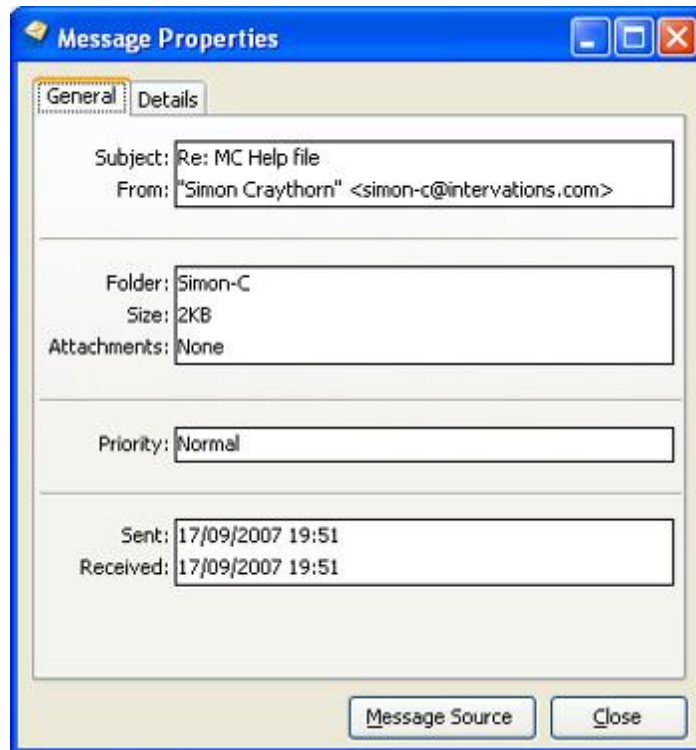
This gives the main information about the message.

The Details tab shows the complete header.

The Message Source button shows the complete message source as plain text.

2.10.48   Message Viewer

This is a separate viewer to the Quick Viewer (part of the Main Window), though broadly the same in functionality.

Its main advantage is that it can be sized to suit your requirements, and will open on top of other windows.

It is accessed by selecting Open from the Messages context menu, or if set appropriately in Configuration ➡ Preferences ➡ Messages, by double-clicking on a message in the Messages List.

It carries a part of the Main Toolbar, the buttons that are relevant to its function.

Any internet links (eg www.intervations.com) will be highlighted and if clicked will open the default browser which will fetch the page in the link.

If a word has an asterisk immediately before it AND an asterisk immediately after it, it will be displayed in *bold*.

Similarly underscores (_) immediately before and after a word will result in its being _underlined_.

Right-clicking in the body of the message produces a context menu. The available options will depend on the context (eg whether this is a plain-text or HTML view or whether a link is right-clicked on). Click the image below for further information:

	Open Link	
	Find	Ctrl+F
	Show HTML	
	Show HTML Online	
	Show Text	
	Show in Online Mode	
	Strip HTML	
	Show Message in Browser	
	Speak Message	
	Zoom	▶
	Show Headers	
	Decrypt message with OpenPGP	
	Copy	Ctrl+C
	Copy Link Address	
	Select All	Ctrl+A

2.10.49   Moving from your previous Mailer

As many mailers use proprietary formats, the move from your previous one may not be a simple task. However, MailCOPA is able to import messages directly from some other mailers, or from text files, and will import .CSV files into address books.

MailCOPA has Wizards that take you through the import of mail messages from:

- MS Outlook Express v5 & v6

- MS Outlook

- Eudora

- Thunderbird

- MS Windows Mail

Or of Addresses from:

- MS Outlook Express v5 & v6

- MS Outlook

- Eudora

- Windows Contacts (Vista)

- CSV File

Messages

If the Wizards above are not applicable, MailCOPA can import messages that are in plain

text format.

First export the messages from your old mailer into a directory reserved just for this purpose. You may be able to do this with complete folders, or you may have to do it message-by-message.

Then select the MailCOPA folder into which you wish to import the message, right-click it, select Import from the menu and then Text (.txt/.eml/.msg) files. Now find the messages directory using the dialog box that is opened. Press OK and MailCOPA will import ALL text files in that directory as messages into the selected folder. Caution - ensure that all of the text files are RFC-compliant messages, as any that are not may produce unpredictable results.

Similarly, UNIX mailbox files (a single file with many messages within it, one after the other, supported by some other mailers) can be imported.

Address Books

Addresses may be imported directly from some mailers (see above).

However, if you are not moving from one of the supported mailers, it may well be possible to export them from your previous mailer as a .CSV file, which MailCOPA can import.

For further details see here.

2.10.50 Multi-User Environment

The MailCOPA database is 'active': any changes in the data such as messages marked as Seen, or new messages arriving, are immediately updated on any client installations running.

This means that if several individuals are logged in under the same MailCOPA user name on several machines, and a change is made by one of them to a message (eg it is marked Seen or moved to another folder), then this will immediately be updated on all of the machines.

Similarly if two users are logged in under different MailCOPA user names, and folders are shared between them, any change to the shared folders will be immediately visible to the other user.

Record locking prevents two users replying to the same message: this could be invaluable in a helpdesk situation where many different technicians reply to the same stream of incoming messages. One person can select a message to reply to, and other people would not then be able to reply to it.

Record locking is implemented by default, and there is no user configuration option to turn it off. If you have a special situation where you require record locking to be disabled, please contact Intervations Support. One possible situation is where a user wishes to have two reply editors open to the same original message, which is usually impossible. Overall we believe that it is better to have record locking enabled and for the replies to be made separately.

2.10.51   MySQL Database

MailCOPA comes with a built-in database, which is what is used initially after installation. Upgrades from earlier versions will also use the built-in database initially.

For most people, this will be quite sufficient, but in some circumstances, the greater speed of a MySQL database may prove an advantage. It is only appropriate on network versions of MailCOPA - it is superfluous on single-machine installs.

The installation, linking-to and maintenance of a MySQL database is technically complex and should only be attempted by those with the skills and experience required. If you do not know if you have the skills and experience required, then you probably DON'T !

As too many variables are outside our control, Intervations do not provide support for databases other than the built-in one.

Development and testing of this feature has been done by personnel competent in this field, and the information provided here is for other such people.

1. Install the latest version of MySQL onto your server machine and ensure that it is working properly. You do not need a web server or PHP installed on this machine, but it can be helpful as you can use phpMyAdmin to check the MySQL installation. Otherwise, the MySQL command-line client that comes with MySQL can be used.

2. Create a suitable MySQL database (no tables are required), and a suitable username and strong password. Initially this user must have ALL privileges and be a SUPER user - this is dangerous, so once the data transfer is complete, this SUPER privilege MUST be removed.

3.Edit the my.ini (Windows) or my.cnf (Linux) file and add the following to the line to the *[mysqld]* section:

```
max_allowed_packet=1G
```

4. Ensure that the firewall on the server will allow incoming connections to port 3306.

5. ONLY when the above have been successfully accomplished, contact MailCOPA Support for a link to the utility that will move back and forth between the two types of database.

6. Close all MailCOPA clients and run the utility on the a Windows machine that has access to both the old built-in database and the new MySQL database. On the MailCOPA machine might be quickest. It will create all the tables and copy all of your data from the built-in database. This may take a considerable time if you have lots of data.

6. At the end of the process, you will be offered the chance to run the Multi-Machine Data Sharing Wizard, to connect to the MySQL database.

We have found that with large datasets, there is a considerable increase in speed, such that, over good internet connections, it can be slow but practicable - ie a MailCOPA client in a remote connection can access the data on the server, just as if it were in the local network. NOTE however that there must be an *uninterrupted* connection to the MySQL database server - 3G connections have not been found to be very reliable in this respect.

For this to work you must make sure that your MySQL server can be accessed across the internet. If using a router this must forward traffic from the internet to port 3306 on your MySQL server machine. Some ISPs block traffic to this port for security reasons, in which case the you will need to run MySQL on an alternative (accessible) port, or to configure the router to translate this alternative port to port 3306.

NOTE that exposing a database server in this way is dangerous, and it is up to you to ensure that you have adequate security to prevent intrusion. We accept no responsibility for such problems.

Backup

The ideal way is to backup to a replicating MySQL database on another server.

A simple alternative is to create a batch file with the following line in it:

```
[Path To]mysqldump --routines --max_allowed_packet=1G --lock-tables --user=mailcopa --password=****** mailcopa > [Path To]mailcopa.sql
```

This will lock all of the tables in the database (which will cause any running MailCOPA clients to freeze until the backup process finishes) and export the whole database to the file mailcopa.sql. In the event of a disaster this file can be easily used to restore the database.

Notifications

If you are accessing the MySQL database using clients on different subnets, then these will not work. For more information, please see here.

2.10.52 Network Configuration

MailCOPA may be used in a single-machine configuration (running on a machine that holds the data on its own hard disc), accessing the Internet via, for example, a dial-up link, a DSL or Cable Internet connection.

MailCOPA may also be installed in a multi-machine configuration, where several installations of MailCOPA exist on computers on a network, all accessing the same data on a so-called 'server' machine. This has the advantage that any user may access their email and address book(s) from any computer on the network.

A number of different detailed arrangements are possible, the diagram to the right shows what is probably the most common.

See this page for the scope of the various configuration options of MailCOPA in multi-machine installations.

**MailCOPA Server
Data is held here**

Typical Network Setup

Single-Machine Installation

MailCOPA is installed on the computer together with the database, which holds all configuration, email messages, addresses, filters, styles, diary information etc. MailCOPA accesses the database by direct disk access. NO database server is installed.

Multi-Machine Installations

The information below refers to the built-in database. Should you switch to using a MySQL database, please see the information here.

In order for a network configuration to work properly, the computers must be correctly networked together - ie connected via a wireless connection or appropriate network cable and possibly a hub or switch, and the machines properly configured. The network needs some sort of connection to the internet - see the diagram above for the typical setup.

Current versions of MailCOPA use TCP/IP for access to the database server on the server machine (the one holding the central data store). To avoid possible problems with this method of connection, you should configure your server machine to have a *Static IP Address*. The clients may be configured dynamically.

The data path for clients will be of the form: *ivdb://192.168.1.1/mailcopa*

It is possible however that a machine name may be used (eg *ivdb://myserver/mailcopa*) but this is not advised. Use of the IP Address is far more secure.

The data path on the server will be a direct-to-disk path eg:

C:\Documents and Settings\All Users\Application Data\InterVations\mailcopa (Windows 2000/XP/2003)

C:\ProgramData\InterVations\MailCOPA (Windows Vista, 7, 2008)

However, MailCOPA on the server will normally access the data via the database server, just like the clients.

Potential Problems

Firewalls can block MailCOPA's access - it is essential that the clients and server can communicate via Port 7492 TCP & UDP (for data access), and access Port 7493 UDP outgoing (for notification of database changes, eg new mail, mail marked seen).

When MailCOPA is installed it will open these ports in the standard Windows firewall but other software (eg third-party firewalls) may interfere with this.

Also see out FAQ pages (internet link) for more trouble-shooting information.

2.10.53   New Mail Tray Icon

When new mail is received, this animated icon appears in the System Tray (or "Notification Area") at the bottom right of your screen.

This is useful if you wish to make a quick check of what new mail has been received, eg if you are working on something else and do not wish to take the time to make a detailed check.

A right-click will restore MailCOPA and produce a menu:

- Clear Status - simply clears the icon from the Tray.

- Show Mail Received - opens the Mail Received window.

2.10.54   Notifications

The information here does not apply to single-machine installations.

Suppose you have several MailCOPA clients running, all accessing the same message store (database), and these clients are all logged in as the same MailCOPA user. When things are changed on one client, a notification is sent to all other clients so they can update their displays.

This is useful for instance if you have several personnel logged in as the same user, dealing with customer enquiries. If one person marks a message as seen, or deletes it, or moves it to another folder, this will immediately update on the other clients.

Similarly, if the list in the Mail Received window is deleted and/or refreshed, this window on the other clients will reflect the change.

Notifications are sent via port 7493 UDP, so this must be open on each client for incoming traffic - normally MailCOPA will amend the Windows Firewall on installation, but you may need to do this manually on third-party firewalls.

NOTE too that notifications will only work within the same subnet. This would apply for instance if you are accessing the database from outside your local network, most likely using a MySQL database.

Changing folder will always update the display, and you can force this too, using the F5 key.

2.10.55   Plain Text Editor

Under the Editing settings an overall decision can be made to use Plain Text or HTML for composing messages, but individual folders can be also set to use different formats.

The Plain Text Editor works in a similar way to the HTML Editor, but with no more than very basic layout options.

It is possible to switch between Plain Text and HTML format whilst composing a message but be cautious as moving from HTML format will lose all of your formatting, though the content and basic structure of the message will be preserved.

Please click a HotSpot on the image below for further information.
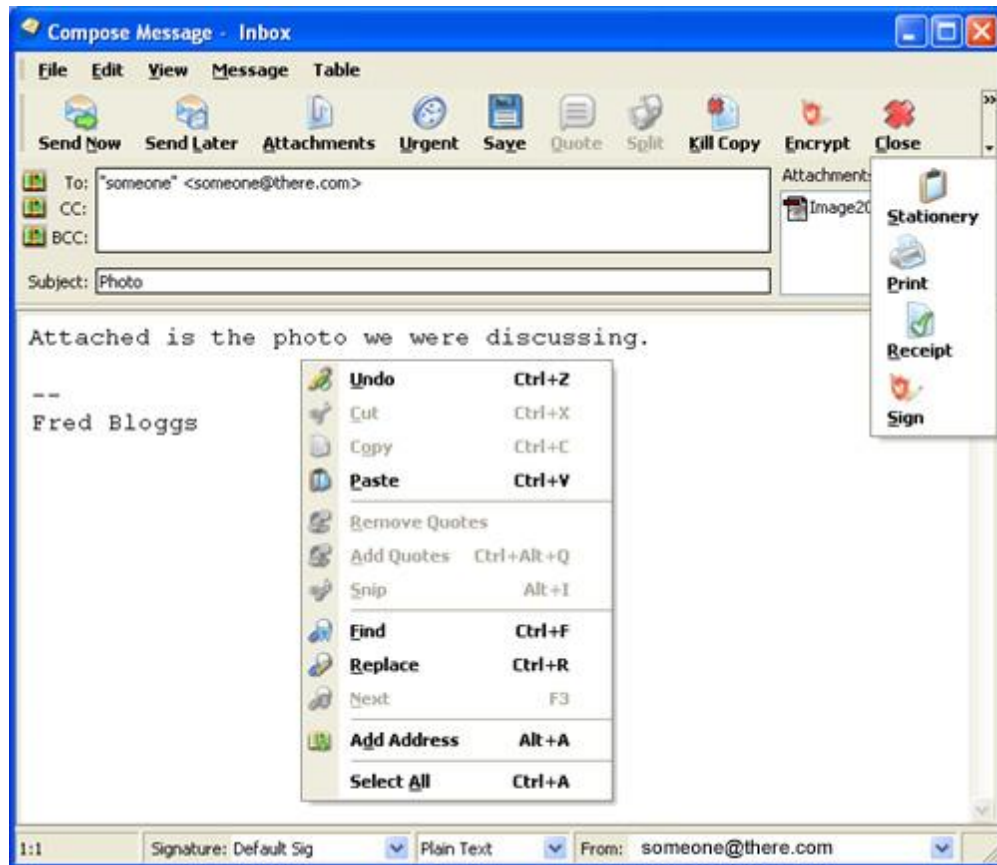
2.10.56   POP3 and SMTP

POP3 and SMTP are two different protocols used for passing mail messages between mail machines. Both use the *Client/Server* principle.

A Client initiates a connection with a Server, then issues requests, which are fulfilled by the Server.

A Server runs continually, awaiting connection requests from a Client. When these arrive, it fulfils them.

The server can, if required, use authentication to decide whether connections from a particular Client should be accepted.

POP3 - Post Office Protocol - Collecting Mail

POP3 is a method of mail collection and always uses authentication: MailCOPA initiates a connection with a POP3 Server, sends the mailbox name and password, then makes requests regarding the download of messages. Usually this will be an automated process, where messages are downloaded, then deleted from the server, but other methods can be used, see Specialised Mail Collections.

SMTP - Sending Mail

MailCOPA uses its own SMTP client for sending messages out. In this instance the distant SMTP server acts as a relay, or smarthost - it accepts the mail, identifies how it should be routed, then passes it on to its final destination.

MailCOPA's SMTP client contacts a SMTP server (typically one provided by your Internet Service Provider, but it maybe on your company intranet), and requests to send outgoing mail, which is then passed to the SMTP server.

You cannot usually use a SMTP relay other than that provided by your ISP: it will reject connection requests from connections identified as not belonging to that ISP, eg if you connect from home rather than work or from a friend's house or a hotel room. This is so as to be able to identify the originator of the mail (in the event of subsequent legal proceedings or misuse contrary to the IPS's terms), and to prevent the forwarding of UCE (Unsolicited Commercial email) often know as spam.

Some servers require that you collect (or attempt to collect where there is no mail waiting) mail first and only then will it allow you to send via it. The principle is that once you authenticate via POP3, it is pretty certain that it is still you trying to send within a short time using the same IP Address. The usual sequence is Send then Collect, but this can be reversed in MailCOPA's Preferences here.

SMTP Authentication

Some servers use a primitive form of authentication (see the paragraph above), but the SMTP protocol also supports the use of formal authentication, which can be used to identify users if they are not connected via the ISP's own connection point. A username and password can be sent along with the initial request for a SMTP connection.

MailCOPA supports SMTP authentication, as described in the User Details (Outgoing tab).

DO NOT ENTER ANYTHING INTO THE FIELDS INTENDED FOR AUTHENTICATION IF AUTHENTICATION IS NOT REQUIRED, AS THIS WILL LEAD TO FAILURES TO SEND MAIL.

2.10.57   Preferences

Accessed from Configuration ⇒ Preferences

The Set Preferences Window allows you to set a large range of settings: any preferences changed in any tab except the Global Tab will not effect other MailCOPA users.

Also (apart from the Global tab), the preferences for this MailCOPA user will be the same regardless of which Windows user is logged in, and which machine he/she connect from (assuming a multi-machine installation).
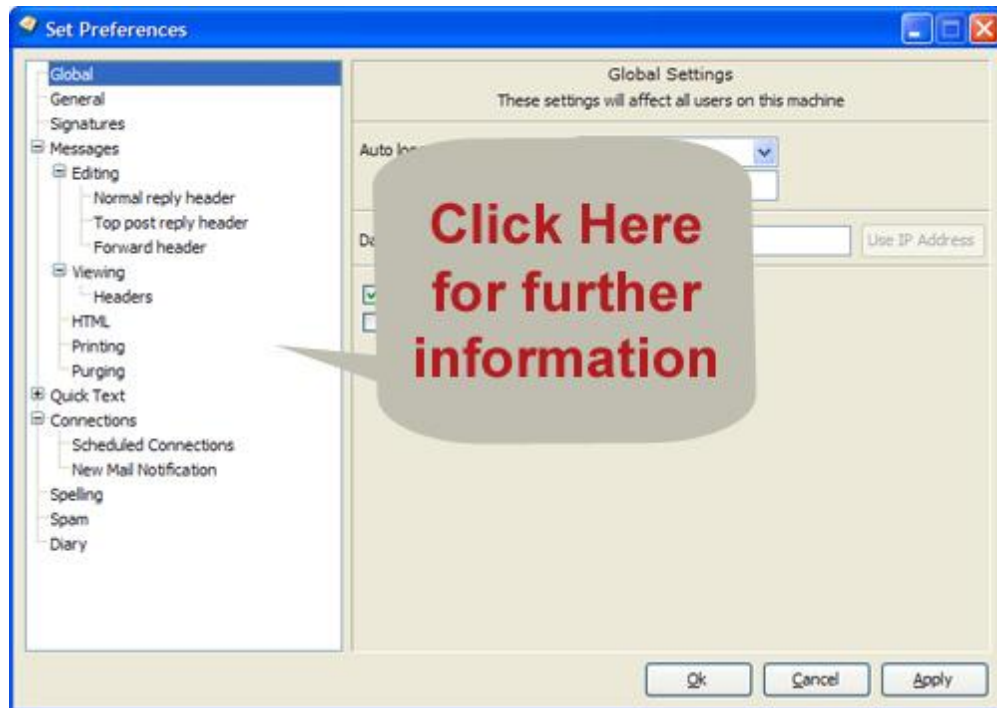
2.10.58 Preference: Connections

Accessed from Configuration ⟹ Preferences ⟹ Connections

The first set of options here can be set or unset each time you go online MANUALLY from the Connect Dialog.

For actions to be undertaken during scheduled collections please click here

Click on a Hot Spot on the image below for further information
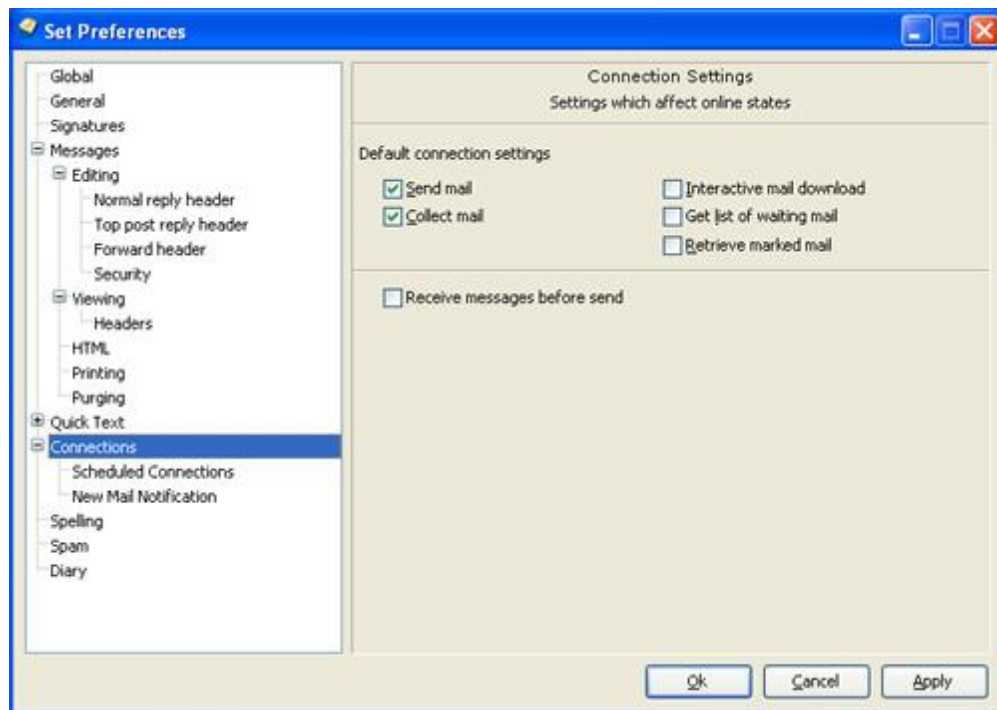
2.10.59   Preferences: Diary

Accessed from Configuration ➡ Preferences ➡ Diary

Click on a HotSpot on the image below for further information
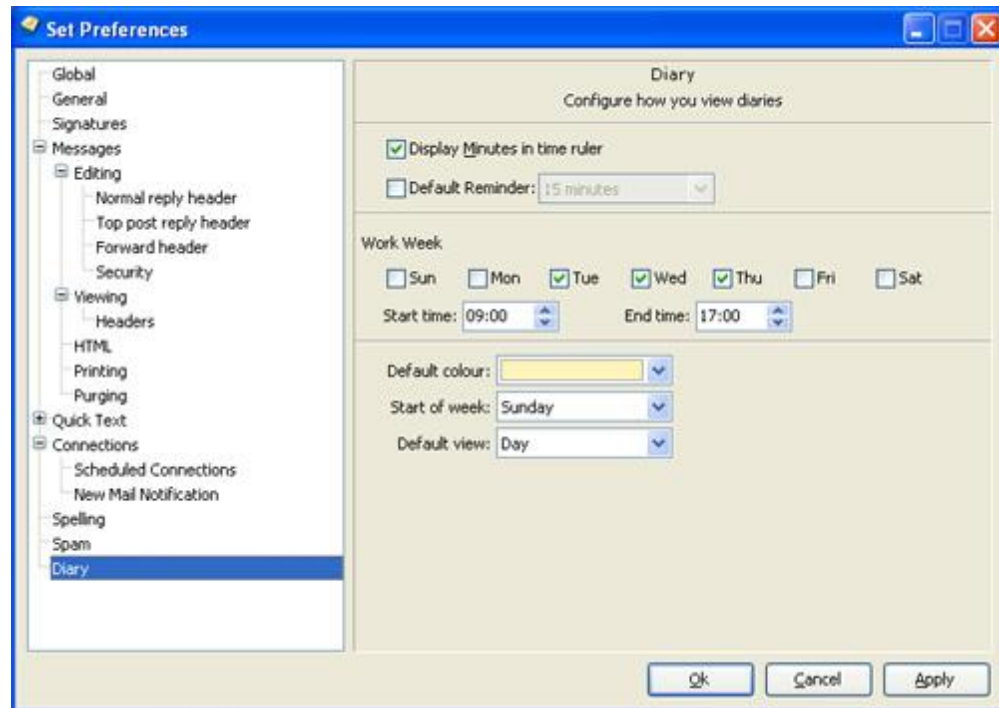
2.10.60 Preference: Editing

Accessed from Configure ➡ Preferences ➡ Messages ➡ Editing

Click on a Hot Spot on the image below for further information
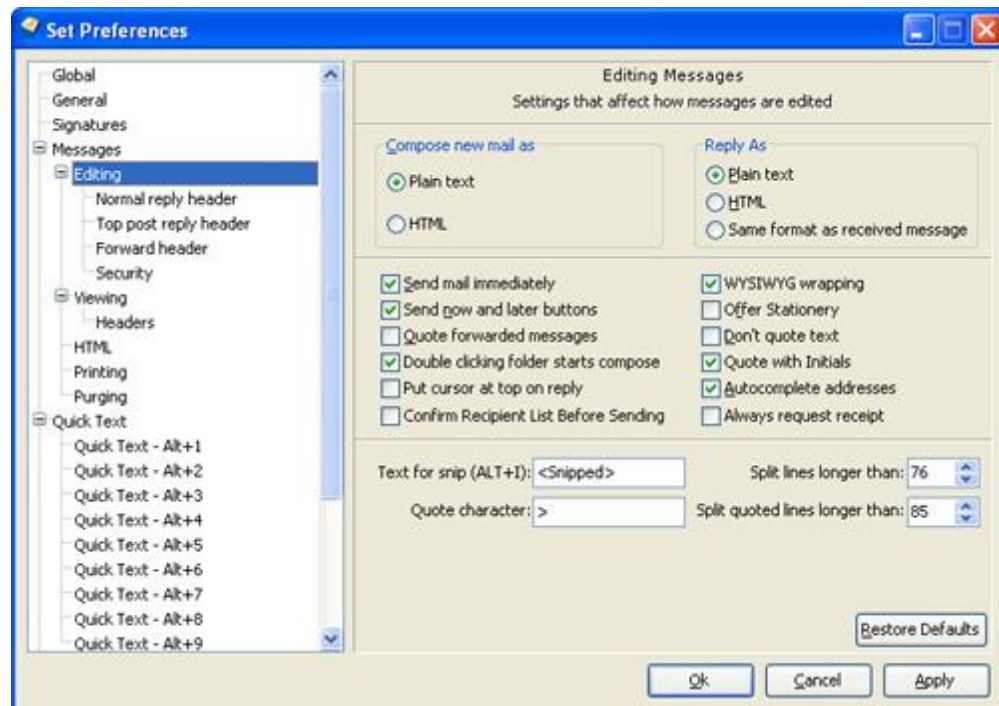
2.10.61 Preference: Normal Reply

Accessed from Configuration ➡ Preferences ➡ Normal Reply Header

This is one of two alternative ways of formatting quoting in replies, where the quoted text is placed above the reply text, eg:

In your message regarding Conference papers dated 09/04/2009, Hon Sec

>HSS- Dear Delegate/Committee Member/Musical Advisor,

>HSS- CONFERENCE 2009

>HSS- I have pleasure in enclosing the following

>HSS- documents

Reply Text ...

This form of quoting is used if the option in Preferences - General to *Put cursor at top on reply* is UNchecked.

The content, formatting and layout of the header can be specified here.

Click on a HotSpot on the image below for further information.
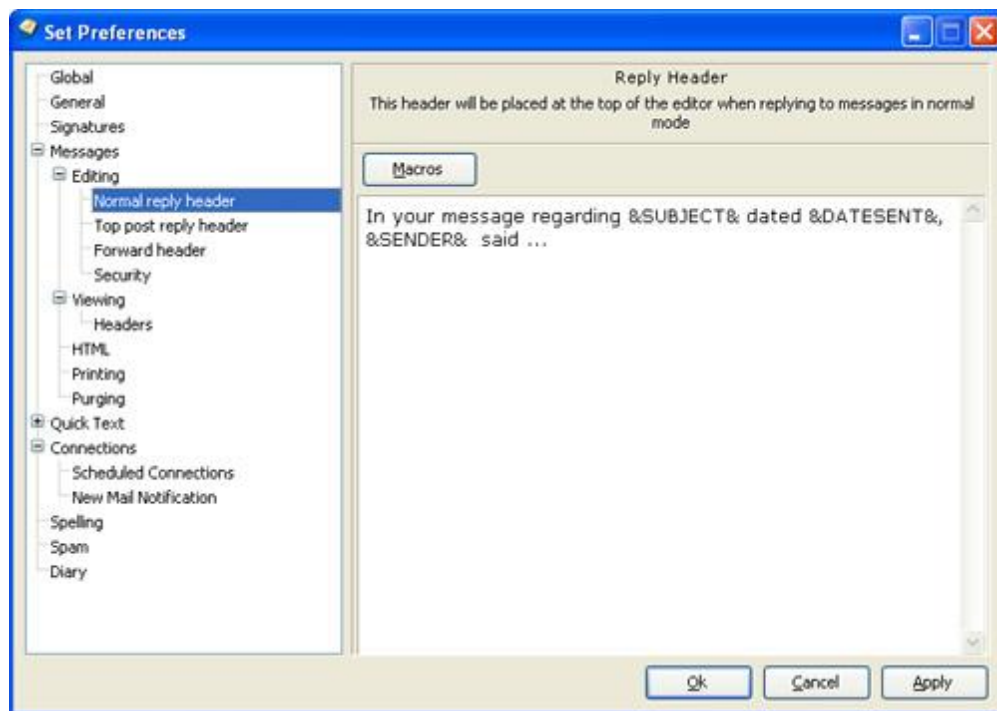
2.10.62 Preference: Top Post

Accessed from Configuration ⟹ Preferences ⟹ Top Post Reply Header

This form of reply places the cursor at the top of the editor, with the quoting of the original underneath, as shown below:

Reply text goes here ....

--- Original Message: ---
From: Dobies of Devon
Sent: 12/04/2009
Subject: Dobies Easter Newsletter

>DoD- Dobies of Devon Newsletter

>DoD- Our Most Popular Easy to Grow Fruit & Veg

This form of quoting is used if the option in Preferences - General to *Put cursor at top on reply* is checked.

The content, formatting and layout of the header can be specified here.

Click on a HotSpot on the image below for further information
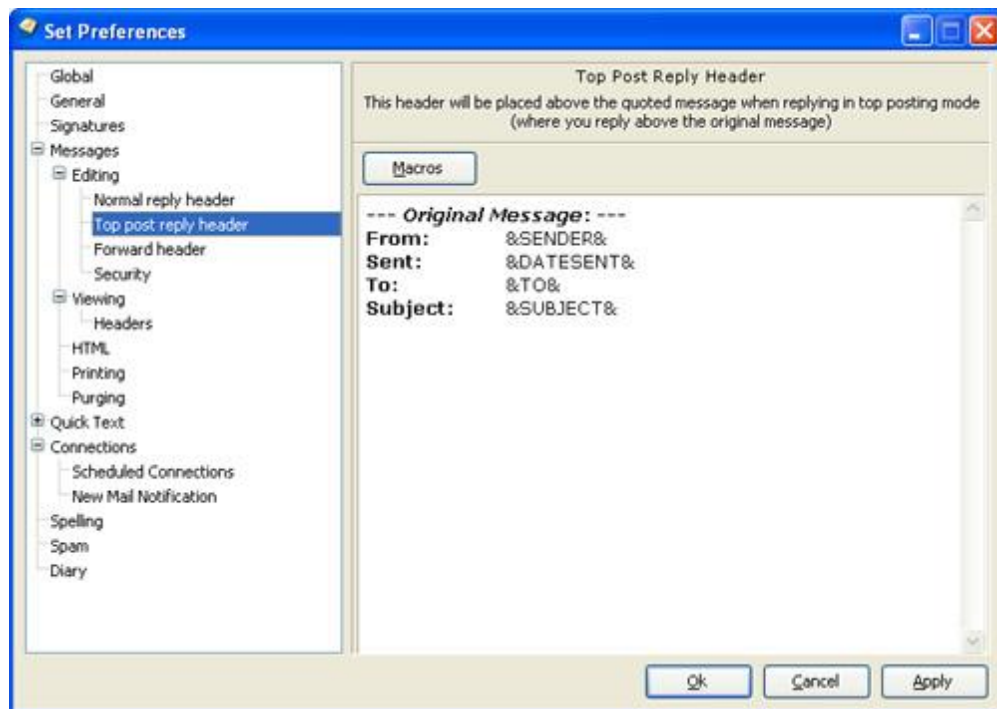
2.10.63 Preference: Forward Header

Accessed from Configuration ⇒ Preferences ⇒ Forward Header

When forwarding messages, a header can be added of the following form:

```
This message has been forwarded to you by admin@szp.org.uk, the orig
Hon Sec SZP <secretary@szp.org.uk>
```

Dear Delegate/Committee Member/Musical Advisor,

CONFERENCE 2009

*I have pleasure in enclosing the following
documents which, if you are planning to attend,*

It is possible to edit the header that is used.

Click on a HotSpot on the image below for further information
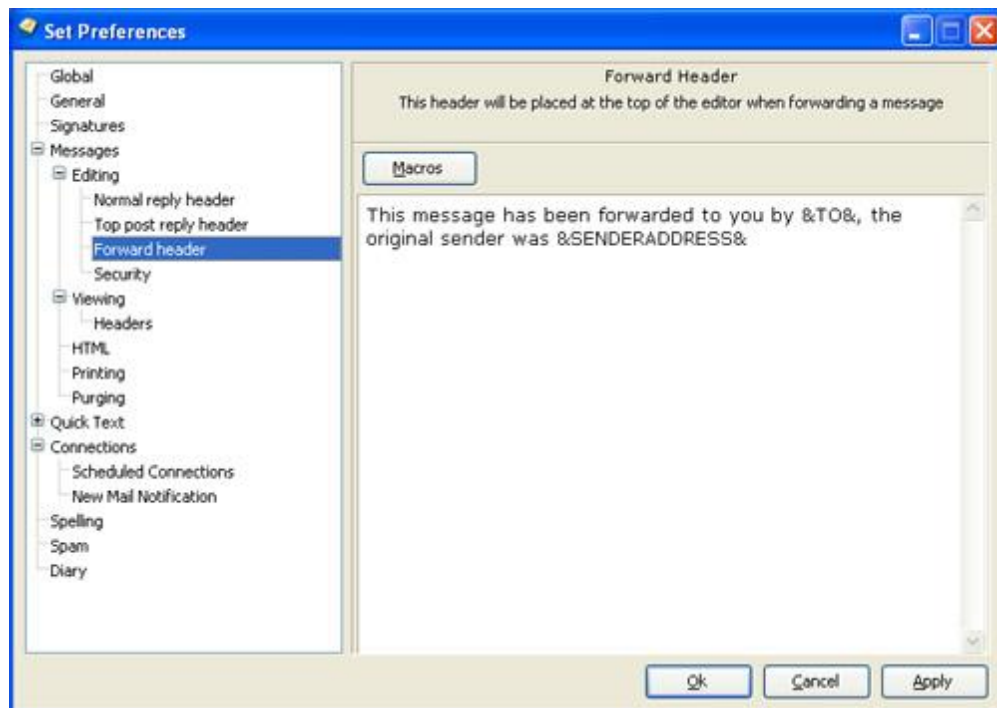
2.10.64   Preferences: Security

This area relates to the encryption and signing of messages using S/MIME or Open PGP.
Please click a HotSpot for further information.
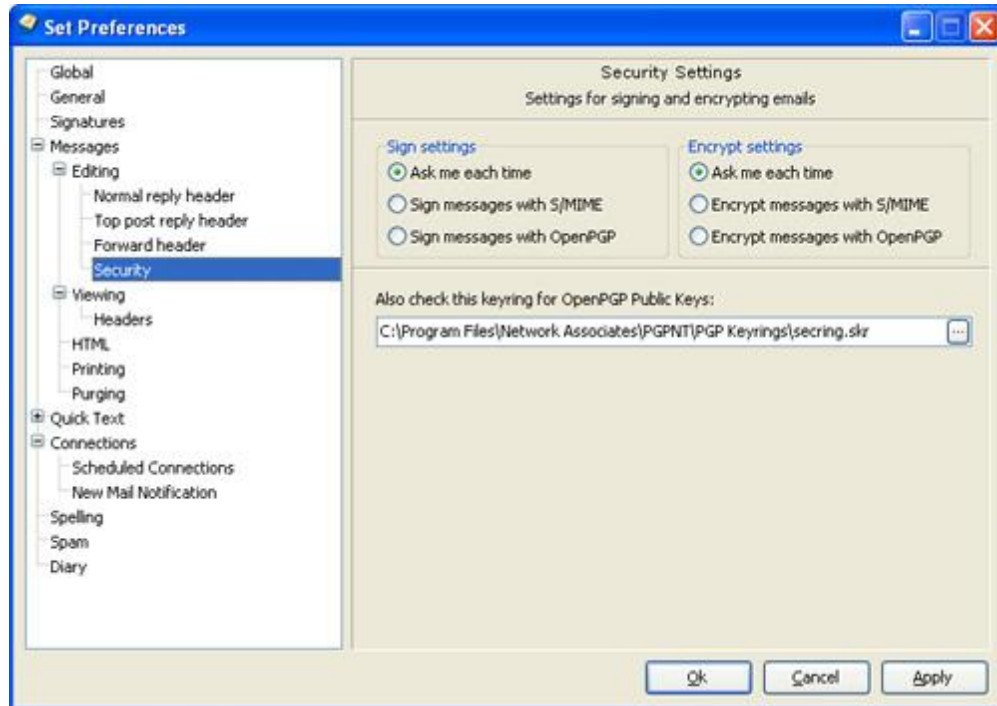
2.10.65   Preferences: General

Accessed from Configure ⇒ Preferences ⇒ General

Click on a Hot Spot on the image below for further information
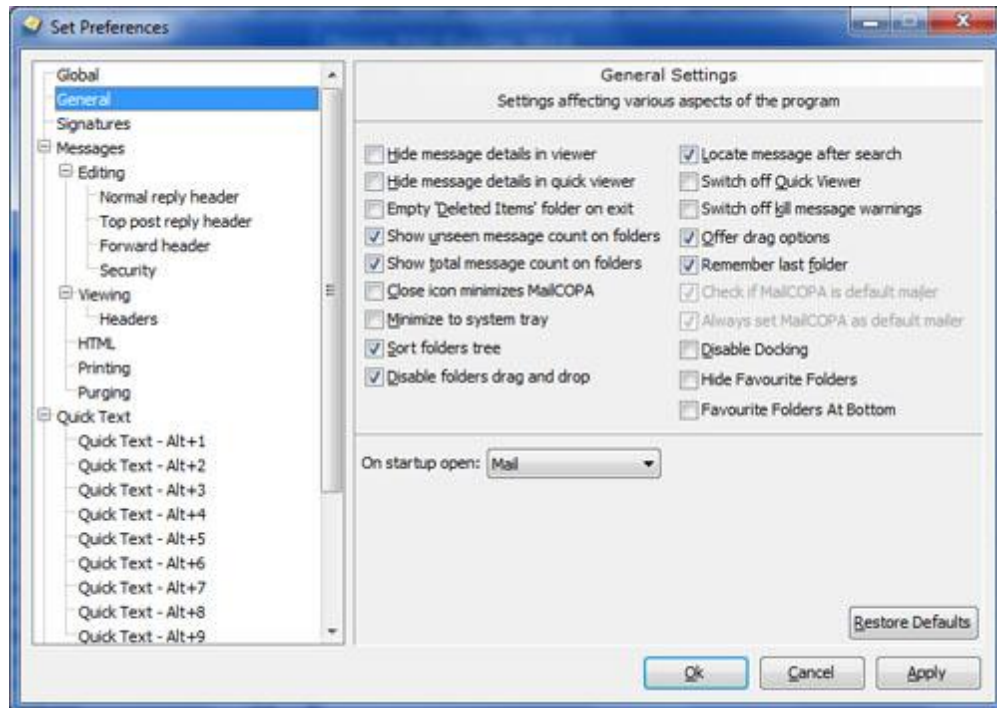
2.10.66 Preferences: Global

Accessed from Configuration ➡ Preferences ➡ Global

Note that all setting here will apply to ALL MailCOPA users on this machine.

However, the settings are stored in the Windows Registry for the Current Windows User, so if you change Windows User Name, different settings will be created.

Click on a Hot Spot on the image below for further information
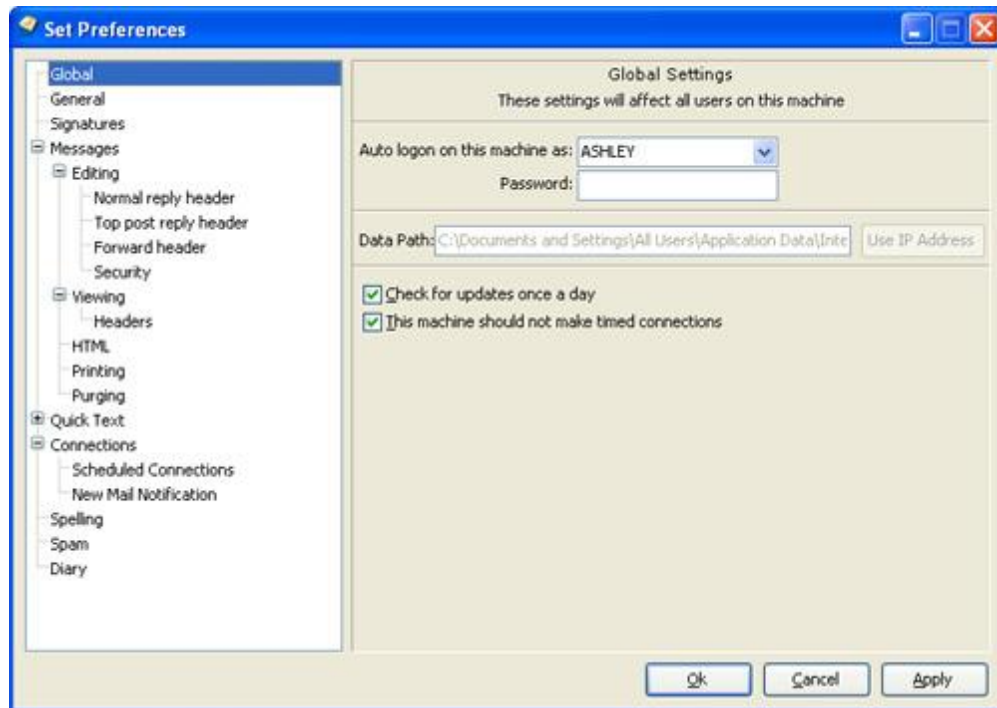
2.10.67   Preferences: Headers

Accessed from Configuration ➡ Preferences ➡ Messages ➡ Viewing ➡ Headers

This allows the setting of headers to be displayed in the Information Panel (see below) and on message print-outs. Any header(s) present in the message may be displayed or printed, even non-standard ones (eg X-Env-Sender).

NOTE that this applies to the Information Panels at the top of both the Quick Viewer and the Main Viewer. The Information Panel in each of these can be shown or hidden in the General Configuration.

Click on a HotSpot on the image below:

The Information Panel

This is displayed as part of the Quick Viewer:

The headers displayed in the Information Panel can also be configured by right-clicking on it and selecting *Customise Headers* from the context menu.

If attachments have been deleted from the message, or if it has a label, this information will be displayed on the information panel too.

Right-clicking produces the context menu shown allowing the following:

- Copy - Allows copying to the clipboard of any of the header lines listed, whether or not they are displayed on the Information Panel

- Select All - Select the whole of this header line (the one nearest when the menu was invoked)

- Trace Message - Show the message's passage across the internet from source to destination (you)

- Customise headers - Opens the configuration shown above to specify which headers should be displayed here.

Other Print settings are here.

The settings for the information panel can be accessed from the Quick Viewer and separate Viewer

2.10.68 Preferences: HTML

Accessed from Configure ⟹ Preferences ⟹ Messages ⟹ HTML

For more details on displaying and composing messages in HTML format please see the page on HTML format

HTML messages can contain dangerous elements. The HTML viewer uses its own rendering engine, but to protect you against possible threats to your security, there are several options here.

Click on a Hot Spot on the image below for further information
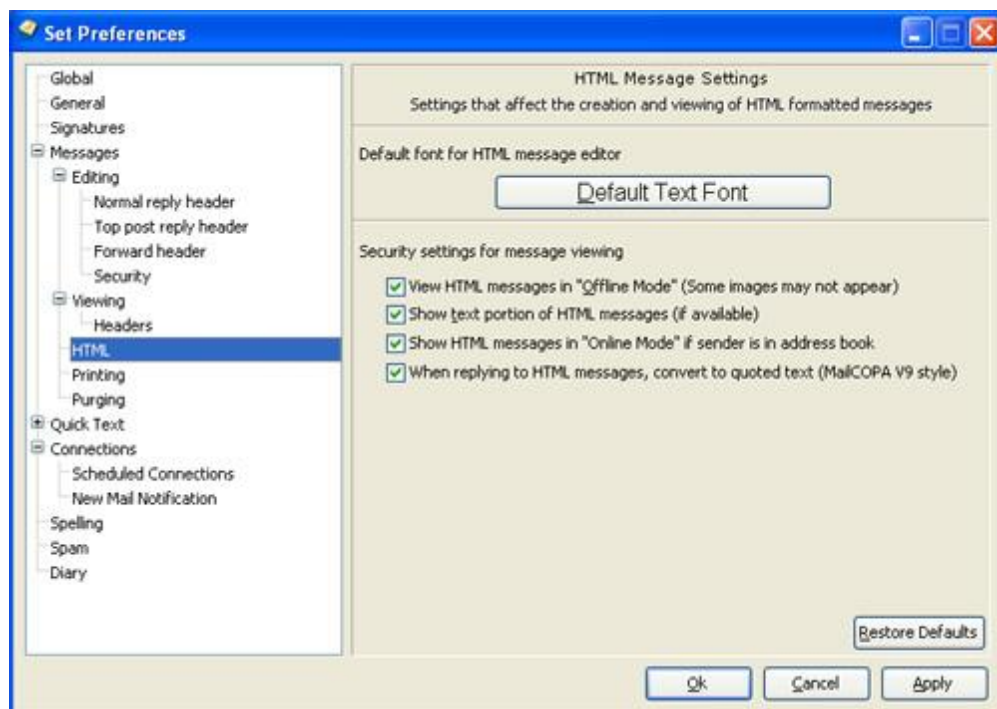
2.10.69   Preferences: Messages

Accessed from Configure ⟹ Preferences ⟹ Messages

Click a Hot Spot on the image below for further information.
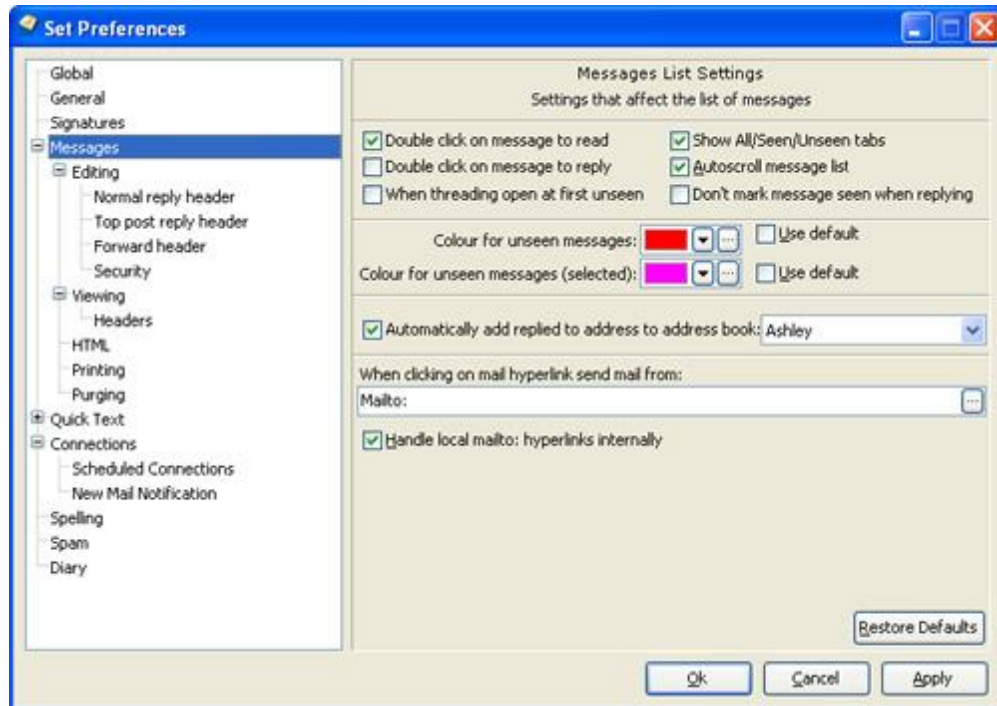
2.10.70   Preferences: Printing

Accessed from Configuration ⟹ Preferences ⟹ Printing

NOTE that the printing of HTML format messages may be problematic if the message has too complex a structure for the viewer. In such cases, open the message in a browser (right-click in the message viewer and select *Show Message in Browser*) as browsers usually handle printing more conveniently and accurately.

HTML format messages were not originally intended for very complex layouts, but rather to provide some formatting options not available in plain-text format. Unfortunately some email messages reproduce Website pages (in particular advertising newsletters), and can defeat the viewer used in MailCOPA.

Click a Hot Spot on the image below for further information.
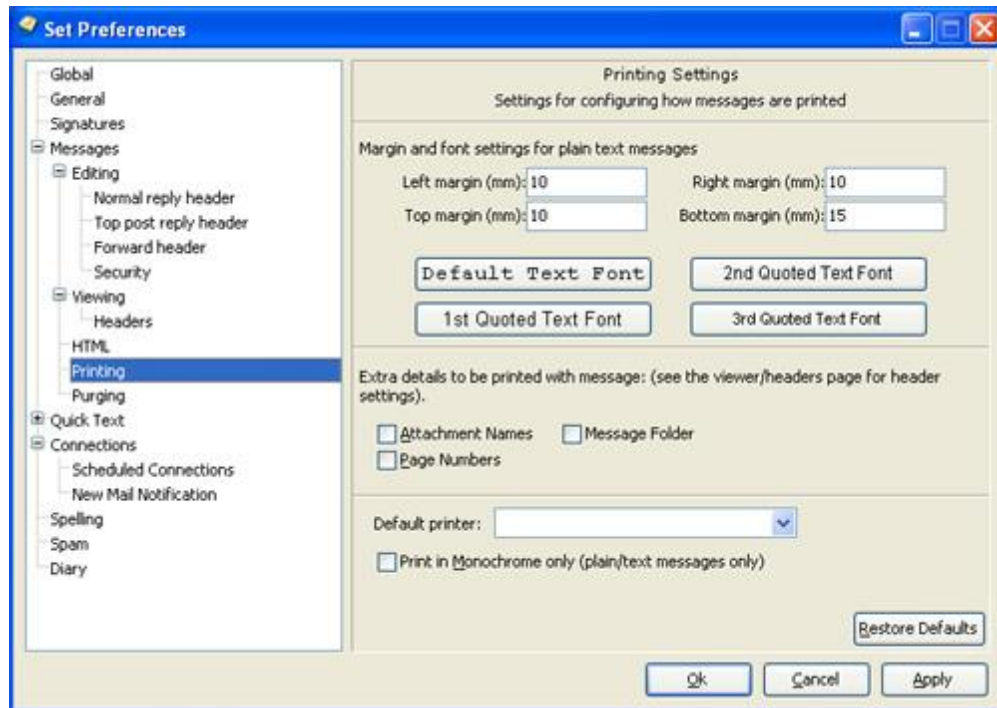
2.10.71　Preferences: Purging

Accessed from Configuration ⇒ Preferences ⇒ Purging

Purging is the moving of messages older than a set number of days to the Deleted Folder. This can be undertaken manually or automatically.

The settings here extend to all folders for the current user, but settings may be overridden folder by folder. See Folder Properties.

Click a Hot Spot on the image below for further information.
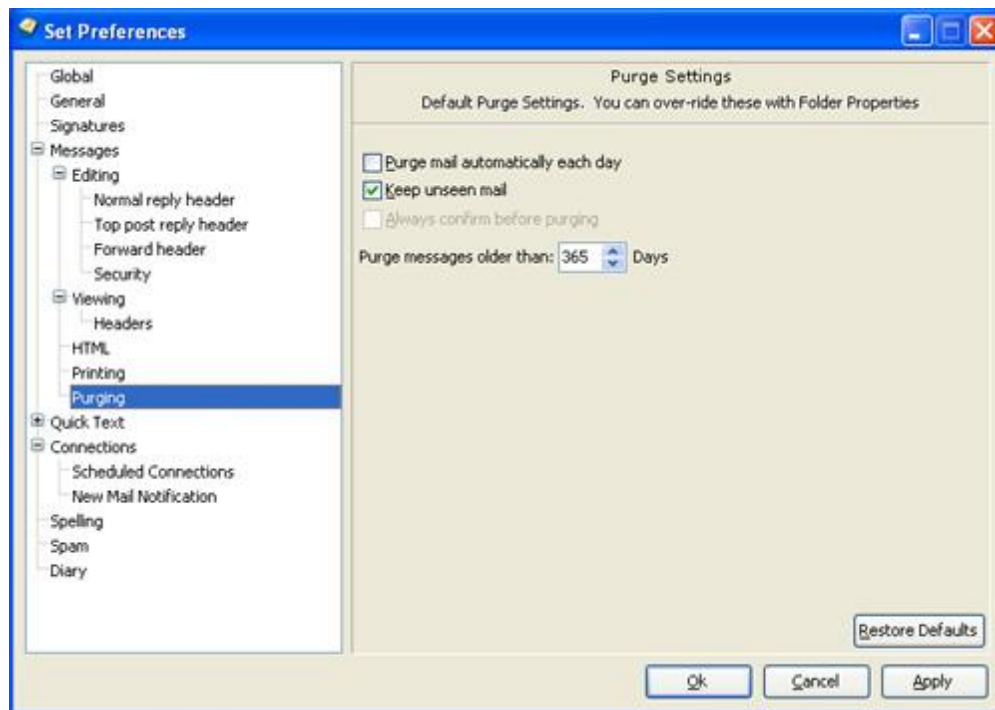
2.10.72 Preferences: Quick Text

Accessed from Configure ⟹ Preferences ⟹ Quick Text

Originally intended to insert pre-composed snippets of text into messages, this has become more of a "Quick Document", allowing the insertion into a message body of formatted text, by holding the ALT key and pressing the number keys 1 to 9. This can be very useful in speeding up your work.

There is no limit to the amount of text you may enter here, and it can be formatted for use in HTML format messages. NOTE that all formatting will be lost in plain-text messages.

2.10.73 Preferences: Scheduled Connections

Accessed from Configuration ⟹ Preferences ⟹ Connections ⟹ Scheduled Connections

MailCOPA can be configured to collect and/or send mail either:

• At regular intervals, eg every 20 minutes.

• At specified times.

NOTE that the Fetching and/or sending of mail here will relate only to these scheduled connections - a separate configuration applies to manual connections.

Click a HotSpot on the image below for further information.
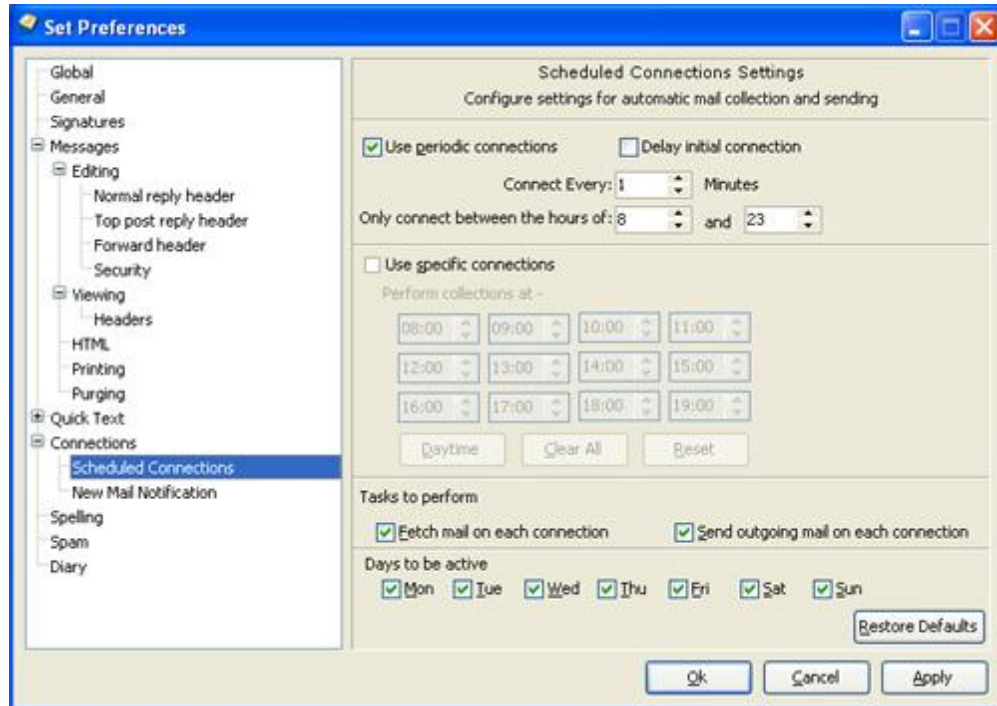
2.10.74 Preference: New Mail Notification

Accessed from Configuration ➡ Preferences ➡ New Mail Notification

When new mail arrives, various events can be configured to occur.

Click a HotSpot on the image below for further information.
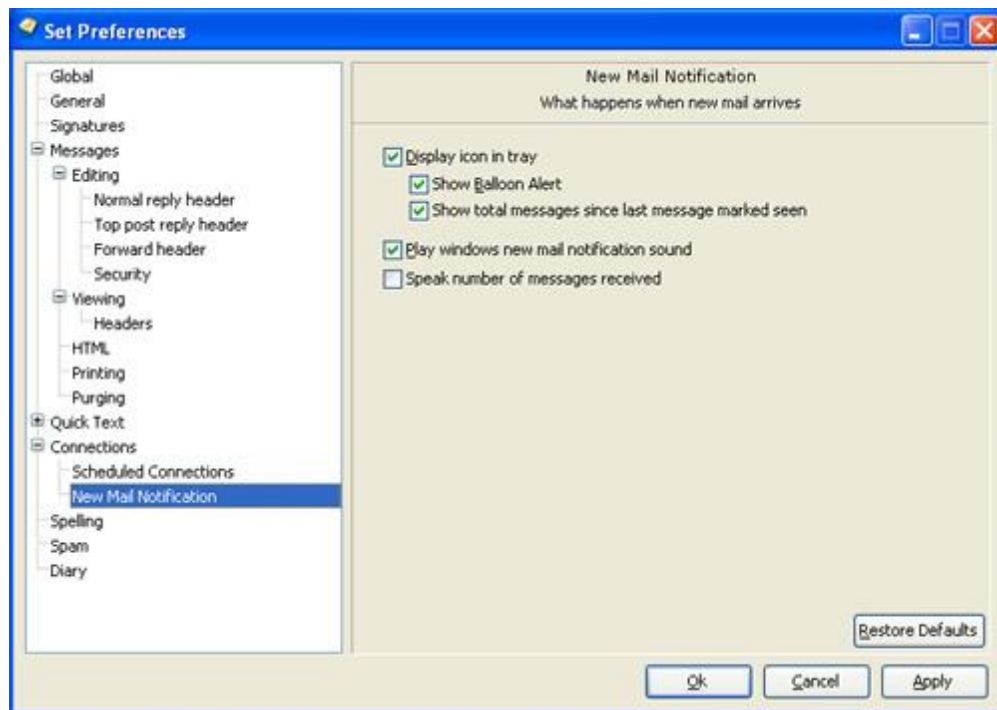
2.10.75   Preferences: Signatures

Accessed from Configuration ➡ Preferences ➡ Signatures
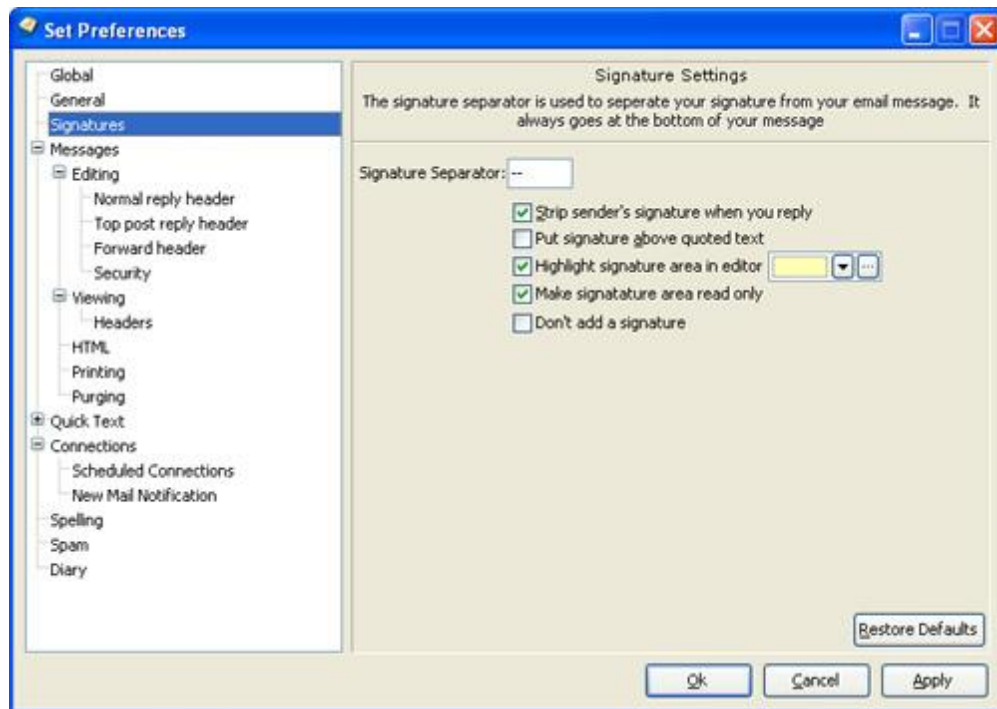
The Signature Separator is the boundary between the bottom of the body of the message and the beginning of the signature. The standard form is -- (*dash dash space*), thus:

This is the last line of the message.

--

This is my signature

Thought provoking quotation or idea here.

MailCOPA can strip the sender's signature when you reply, by using the standard form above. Quotes with signatures still in can be annoying.

MailCOPA can also put signatures above quoted text:

☑

--

Your Signature

> Quoted text

> More quoted text

☐

> Quoted text

> More quoted text

--

Your Signature

2.10.76   Preferences: Spam

Accessed from Configuration ➡ Preferences ➡ Spam

Further information about the spam-trapping, and about White and Black Lists is available here.

Click a Hot Spot on the image below for further information.
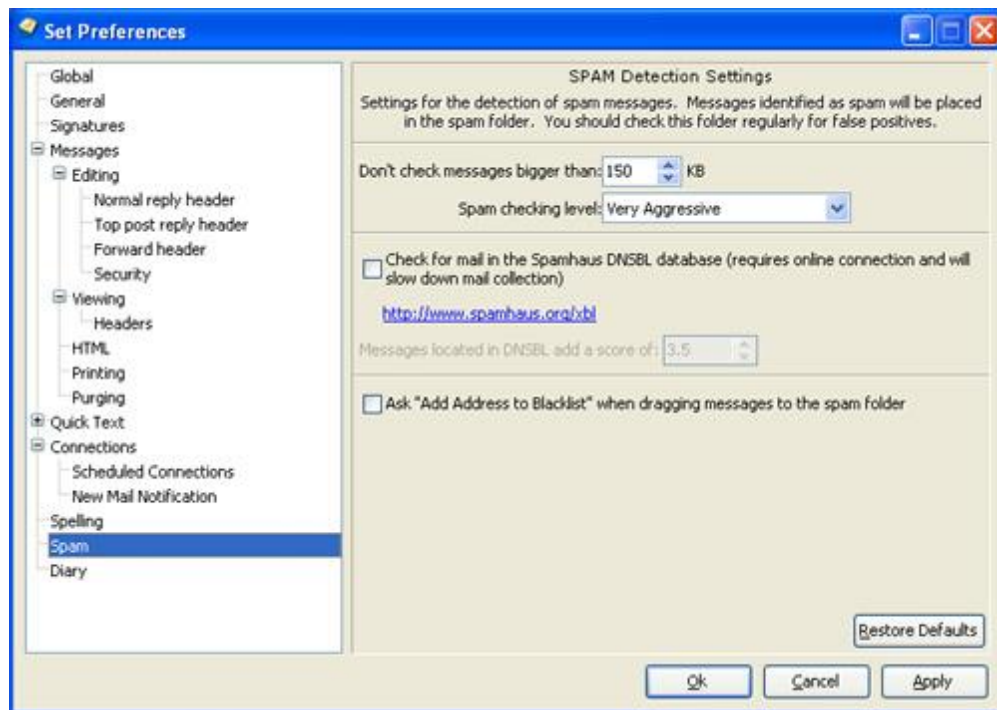
Blacklists

There is a continuing 'war' between those sending spam and those designing systems to filter it out. At one time blacklisting source addresses of spam messages provided some benefit.

At the time of writing, the advantage of blacklists has become much less, as spammers typically use a wide range of addresses, often genuine addresses belonging to other, innocent, people, but also 'spoofed' addresses which are often not genuine.

Being asked if you wish to blacklist an address every time you specify a message as spam can be irksome …

2.10.77   Preferences: Spelling

Accessed from Configure ⇒ Preferences ⇒ Spelling

Currently there is no facility to do a spell check on a completed message: spellchecking is done automatically as you type.

When enabled, missspellledd words will be automatically underlined in red.

Right-clicking on a missspellledd word produces a context menu with suggestions of the correct spelling of what might be the intended word.

Email addresses (ie words that include an at sign - @) will not be spell-checked.

Click a HotSpot on the image below for further information.
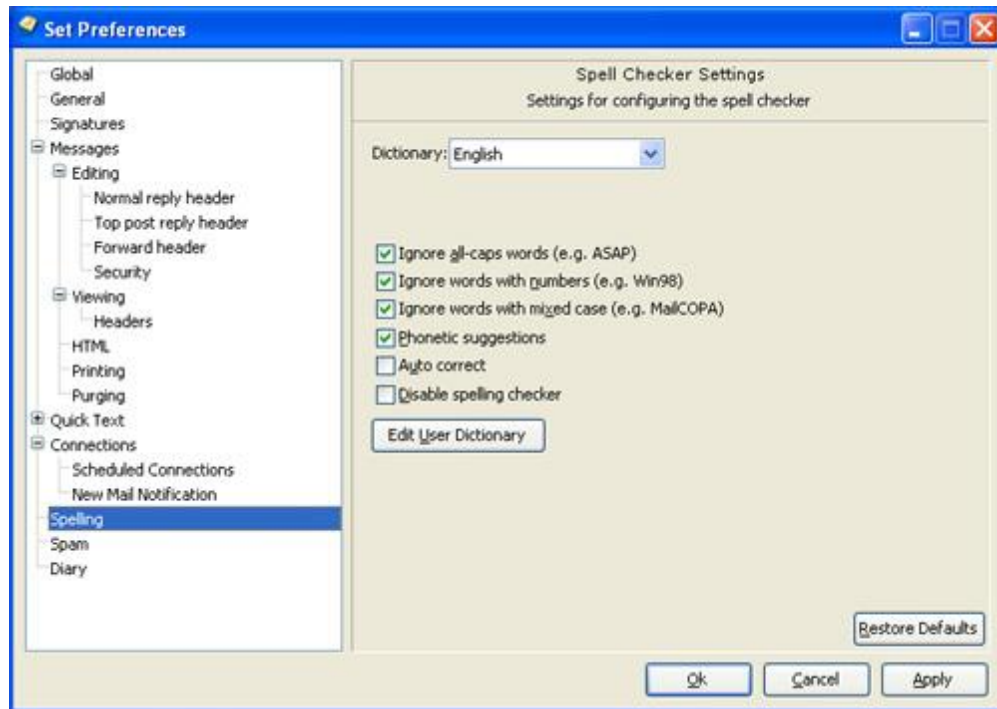
Autocorrect

If autocorrection is enabled, misspellings contained in the built-in list will be automatically corrected, without user intervention - it will also be impossible to enter such misspellings without their being auto-corrected !

2.10.78   Preferences: Viewing

Accessed from Configure ➡ Preferences ➡ Viewing

Click a HotSpot on the image below for further information.
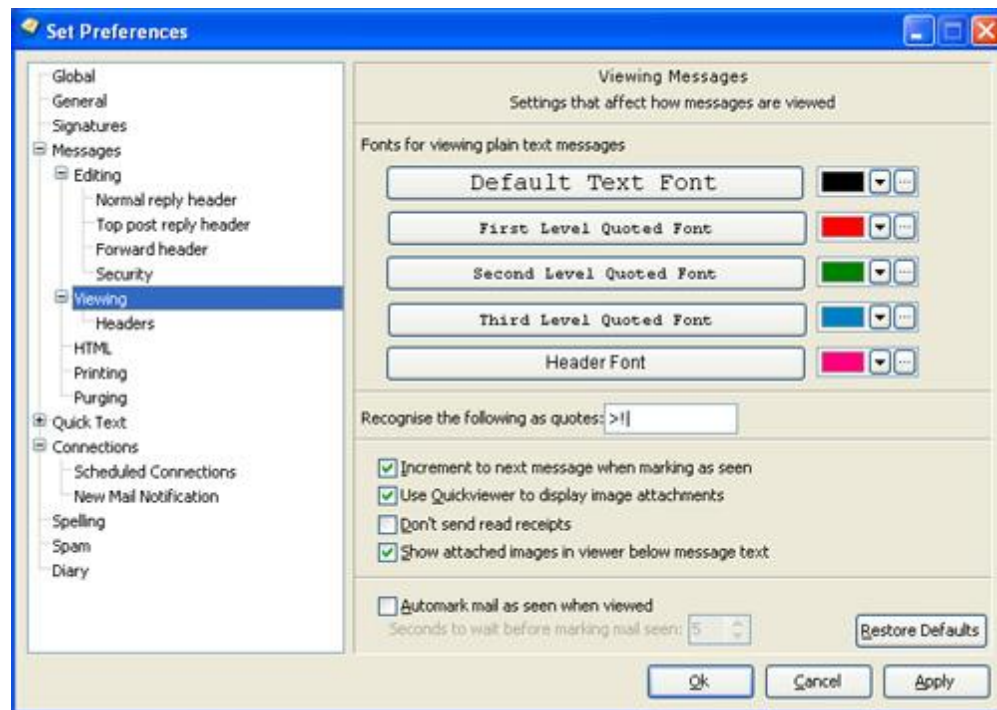
2.10.79　Printing Messages

All messages can be printed, including those you are currently writing, using the Print button on the toolbar, or the HotKey Ctrl + P

The printout can include various header details, which are set in the Printing Preferences.

2.10.80　Purging Messages

Accessed from Configuration ⟹ Preferences ⟹ Purging

Purging is the moving of messages older than a set number of days to the Deleted Folder. This can be undertaken manually or automatically.

The settings here extend to all folders for the current user, but settings may be overridden folder by folder. See Folder Properties.

Click a Hot Spot on the image below for further information.
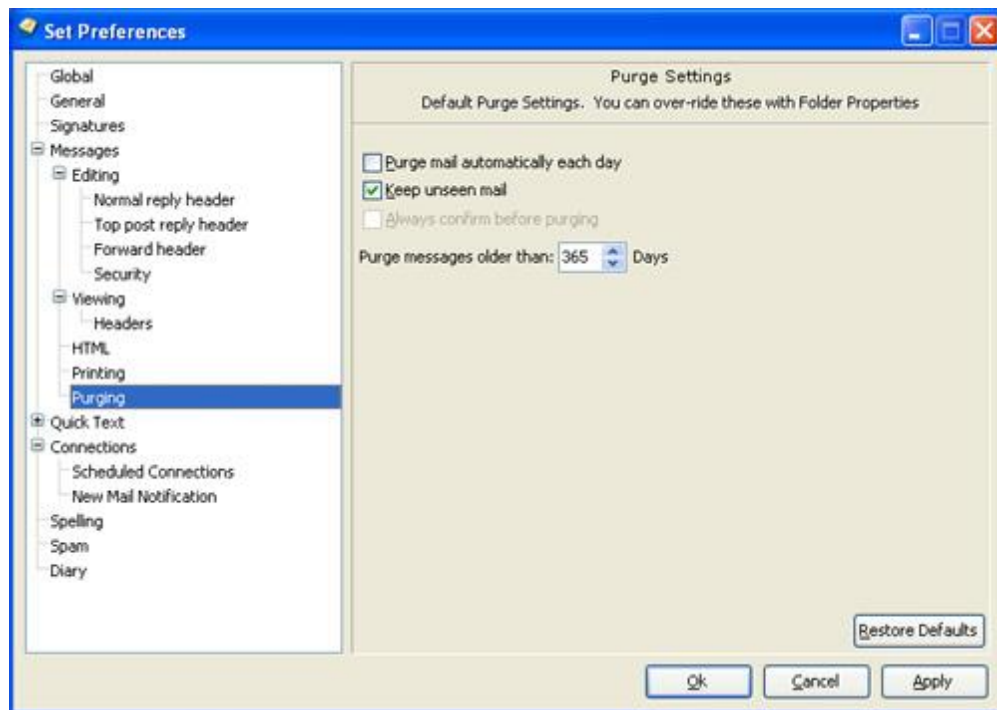
2.10.81   Quick Viewer

This forms part of the Main Window

The contents of a message selected in the Messages List will be displayed in the Quick Viewer.

It carries a part of the Main Toolbar, the buttons that are relevant to its function.

Any internet links (eg www.intervations.com) will be highlighted and if clicked will open the default browser which will fetch the page in the link.

If a word has an asterisk immediately before it AND an asterisk immediately after it, it will be displayed in *bold*.

Similarly underscores (_) immediately before and after a word will result in its being _underlined_.

The Quick Viewer will normally be visible but can be turned off from Configure ⟹ Preferences ⟹ General (details here). This can be useful if a rogue message crashes MailCOPA on being viewed, or you wish to avoid offensive content.

The format (Plain Text or HTML) in which the message will be displayed can be set here. If there is no Plain Text section, then a notification will be displayed to this effect and the message will only be displayed in full if switched to HTML format.

Click on a HotSpot on the image below for further information

2.10.82   Registering Mailcopa

When you install MailCOPA it will automatically start as a 30-day evaluation version - no registration is required.

Pricing of registration depends on the number of users allowed, and whether it is a single or multi machine installation. For details of pricing please see our web site.

At any time during the evaluation period you can apply for a Registration Key, using the Registration Form or enter a Registration Key if you have one.

Outside the evaluation period, unless registered, MailCOPA will only display the Registration Dialog, and the Registration Form (which can only be sent to Intervations by mail, or another emailer), but no other functions will be available.

Registration is specific to the machine which holds the data - if you are using MailCOPA as a standalone installation on a single machine then this is simple. However, if it is being used on several machines on a network, then you must be sure to undertake the registration process on the machine that holds the data. A Serial Number is generated, and you will need to quote this to Intervations in order to get the corresponding Registration Key.

Getting a Registration Key

Use the menu option Help ➡ Register MailCOPA - this will bring up a dialog for entering the Registration Key. If you do not already have one, then press the button to open the Registration Form - this will include the Serial Number for that machine.

Complete all of the relevant fields, ensuring that you specify the number of user licences you require for your MailCOPA installation, and whether you require a single-machine licence (for a standalone machine) or a multi-machine licence (for several installations on different machines on a network all accessing a central data store).

You may always upgrade to a larger number of users in the future if you wish.

Payment is normally by credit card - please ensure that the address details you provide are those of the CREDIT CARD HOLDER

Payment can also be made via PayPal.

The registration form shows the Serial Number (unique to this computer) and Reseller ID. Press the Secure Online Registration button, and you will be taken to our secure server, where you can specify the type of licence (single/multi machine, number of users), and, after payment, obtain a registration key.

If MailCOPA is outside its evaluation period, then go to our secure server and enter the details from the registration form:

https://secure.intervations.com/mailcopa1001.php

If you wish to pay by other methods, or would like further pricing details, please contact Intervations Technical Support. Please be sure to include the Serial Number for the machine that holds the data, available from Help ⟹ Register MailCOPA.

Normally, The Registration Key will be sent to you by email, but if you prefer them to be faxed back to you then please ensure you check the "Fax" option at the bottom of the form and enter the fax number to which you wish them to be sent in the appropriate field.

Entering the Registration Key.

If you are using MailCOPA on a standalone machine, then you clearly only enter the Registration Code *on this machine*.

Where MailCOPA is installed on a number of machines on a network, all accessing the same central data store on a server the Registration Key must be entered into MailCOPA on the server machine.

Click on the Help menu option on the MailCOPA main window and select Register, you will be presented with a dialog box that already shows the Serial Number. Enter the Registration Key into its own box, exactly as it was sent to you.

Thank you very much for registering MailCOPA. We are confident it will give you a great deal of useful service.

IMPORTANT We ask that you please ensure that you safely store the Serial Number and Registration Key in case you ever have the need to reinstall MailCOPA for any reason. Should you lose the registration key we will normally provide a replacement free of charge, though in exceptional circumstances we may make an administration charge.

Should you have questions or problems with the registration, please contact Intervations Technical Support

2.10.83   Reminders

Diary events can trigger a reminder a specified time before the event.

Messages can also trigger reminders, maybe to remind you to do something relating to this message.

Accessed from Messages ⟹ Flag Messages ⟹ Set Reminder The reminder will popup and allow you to go to the message, or to snooze for a specified period of time.

A Reminder field can be added to the Messages List if required, which will show messages that have reminders attached to them.

2.10.84   Replying

The Reply Editor is opened by pressing the ![Reply] button in the Main Window or Message Viewer.

A simple press of this button replies to the sender without including any attachments, but it also offers a number of alternatives:

- Reply to the sender with or without attachments being retained

- Reply to all on the circulation list (apart from yourself), with or without attachments being retained

It is possible to compose replies in Plain Text or HTML format.

The Reply Editor is broadly the same as the Compose Editor.

Reply Editor Main Characteristics

The address of the recipient (the original sender) is already entered in the To: field. You may edit the To: CC: and BCC fields if you wish.

The subject of the original message will be placed in the Subject field with Re: add at the beginning. Again it may be edited if you wish.

If configured in Configuration ⇒ Preferences ⇒ Messages ⇒ Editing, the text of the original message will be quoted in the editor (with the original sender's initials if configured).

A Quote button is available - this will quote the whole of the original message - useful if you have not configured to quote automatically as above, but wish to on some occasions. If text was selected in the viewer *when you pressed the Reply button*, pressing the Quote button will place the selected text in the Reply Editor at the cursor position. The key combination (Hot Key) CTRL+Q does the same as pressing the Quote button.

See also this note below.

Viewing the original while replying

Pressing the Split button splits the editor (as illustrated above) so that the original, to which you are replying, can be displayed as well as the reply you are writing. Press the Split button to show or hide the original.

In the split view, text can be highlighted in the original and then by pressing the Quote button on the toolbar or using the Hot Key for this (CTRL + Q), the selected text will be quoted in the reply.

Text in your reply can also be marked as quoted text (using the leading character[s] set here) using CTRL + ALT + Q

Notes:

If the original message header had different addresses in the *From:* and *Reply-to:* fields, then before this editor fully opens, you will be asked to select which address you wish to reply to. The first address in the list will be that in the *Reply-to:* field. Here is an example:

This can be particularly useful with mailing lists, where the usual reply address is the list, but you wish to send a personal message to the person who wrote the message, rather

than to the whole list.

Effect of stationery on quoting

If the properties of the folder from which you are replying specify stationery that includes the *quote* macro, quoting behaviour is slightly different: the whole message will be quoted in a reply, unless part of it was selected in the original when the reply editor is opened, in which case only the selected part will be quoted.

2.10.85   Search a Single Message

The message currently being viewed (including a message you are in the course of writing yourself) can be searched for a word or phrase.

Select Find from the Viewer/Editor context menu (right-click), or use the HotKey Ctrl + F

Enter the text string to search for: it will be found and highlighted in the Viewer/Editor.

To find the next instance of this string, press F3

2.10.86   Search in Folder(s)

The Search Mail window can be accessed by using the Search button on the main toolbar or by using the menu options Utilities ➡ Search

This function allows you to quickly and easily find a message within the current user's folders, based on the presence of word(s) or phrases.

A search can be restricted to the current folder (with or without sub-folders), or all folders.

The speed of a search will depend on the quantity of data you have. If a word is not present somewhere in the message database, the search will tell you this extremely quickly. If it is present, the search will take longer as a check is then made for the exact whereabouts of messages containing the word or phrase.

After mail is collected, the search database will be updated in the background. This may explain any unexplained activity, which is nothing to be concerned about.

Also, as messages are deleted, entries in the search database related to them will be gradually purged in the background. Again, you may be aware of background activity, which should not concern you.

To: From: and CC: entries in the header will be included as well as the Subject:

The following methods are supported all searches are case-insensitive):

Mail will find the word *mail.*

Mail* will find any any word starting with *mail*

Mail???? will find any 8 letter words that start with *mail*

"Email Client" will find messages that contain the phrase *email client*

MailCOPA near InterVations will find any message where *MailCOPA* appears within 8 words of *InterVations*

AND or *NOT* modifiers are available. AND is used by default where no operator is give so *email and client* is the same as *email client*. *Email OR client* will find messages with *email* or *client* in them. Email *AND NOT* client will find messages with *email* in them but without any occurrence of the word *client*

LIKE modifier will find words that sound like this: for example *LIKE their* will match *their* and *there*.

Should you have problems with searching, it is possible that your search database needs cleaning up. The utility for rebuilding the search database is not currently available within MailCOPA. You will need to contact MailCOPA Support, but please describe fully the problems you are experiencing so that a decision can be made as to whether the utility is required, or if there are other possible reasons for your problems.

Once messages have been found, you can list them by different fields by clicking on the relevant field column header. A second click will reverse the order of sort by that field (eg from ascending to descending).

Click a HotSpot on the images below for further information:
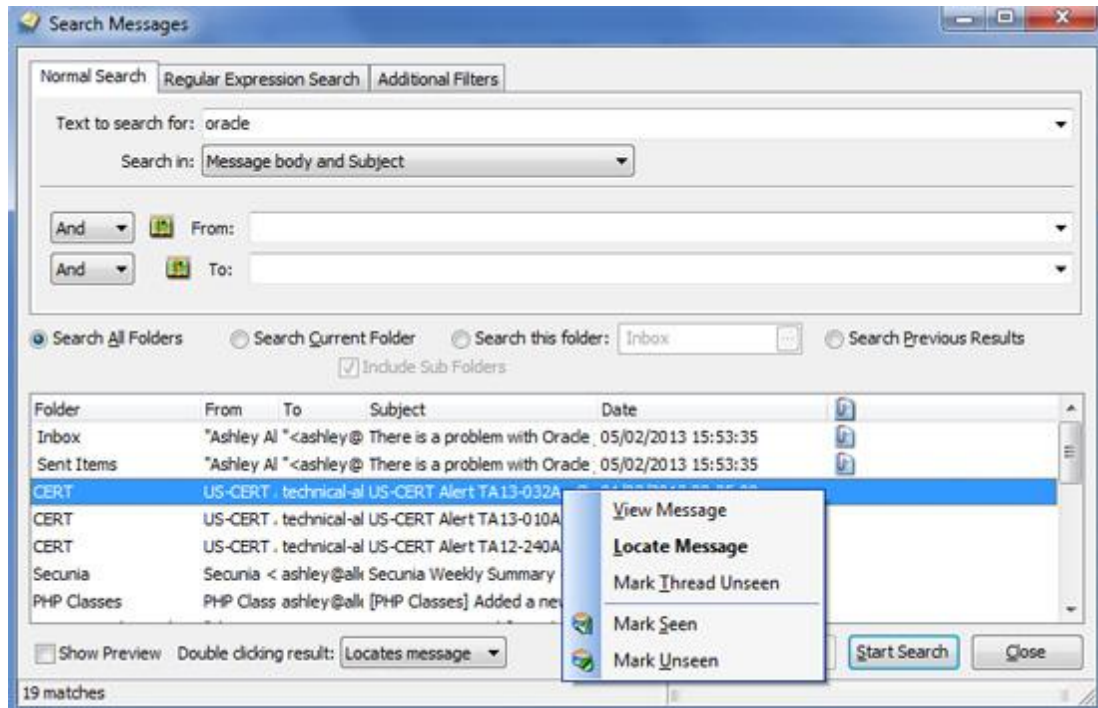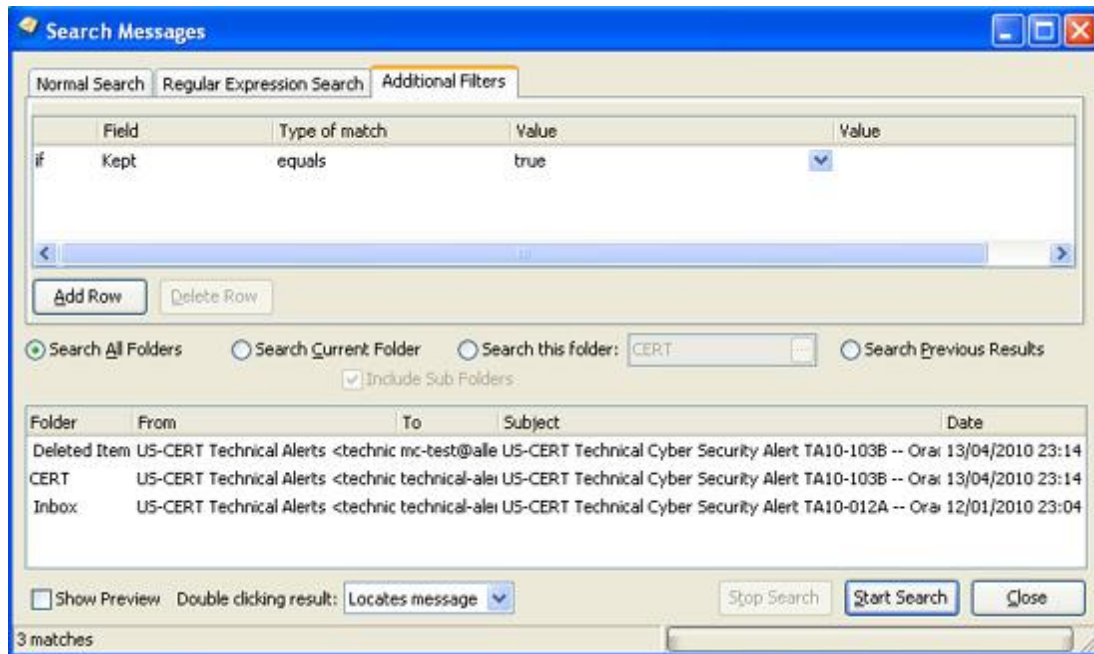
Regular Expressions

This allows you to search for patterns rather than just text strings, and allows the search of just header or body, see above.

This is a complex subject - for more detailed information do an internet search for it, or see www.regexbuddy.com/regex.html. Here are some brief details:

foo will only find *foo*, *f** will find such strings as *fo*, *foo*, *fouks* etc

receive[s/d] will find *receives* and *received*.

2.10.87   Searching Mail

There are two different search facilities:

- Search in an individual message (currently being viewed) for a word or phrase: for details please see here.

- Search a *specified folder* (or all folders) for messages containing a word or phrase: for details please see here.

2.10.88   Security

User Passwords

These should provide reasonable security as proprietary methods are used for storing them. One user cannot see another's mail. As with all passwords, the longer they are the more difficult they are to find by trial and error methods. MailCOPA will accept passwords up to 12 characters.

The usual advice applies of course:

- Do not choose obvious passwords, like family or pet names which might be known to an intruder.

- Avoid words that can be found in a dictionary, as dictionary searches are a standard (and relatively quick) way of finding passwords. Combinations of words are usually safe.

Scripts and Attachments.

The HTML editor/viewer used in MailCOPA does not support scripts or ActiveX controls, and is entirely independent of Internet Explorer, so does not suffer from any of its security problems.

'Web bugs', where by an image is fetched from the internet, which alerts the sender that you have viewed the message may be prevented from operating if you have opted not to display online images in the HTML Preferences or in the Folder Properties.

Security can be breached if a malicious attachment to a message is run, and you should be be very cautious with any attachments you receive, even those apparently from impeccable sources (it is possible for messages to be sent on some systems without the owner's knowledge or consent).

If you have a virus scanner installed, attachments can be quickly and easily scanned from within MailCOPA (assuming that your virus scanner adds an entry to the context menu in Windows Explorer). Go to the Attachments Window and right click on the attachment: select your virus scanner from the context menu, and it will be scanned.

Note that the attachment will be saved to a temporary file for this to be done, but the file will be deleted when MailCOPA is next closed (it isn't possible for MailCOPA to know when the virus scanner has finished with it). If you should find a virus in an attachment, it would be wise to deal with the attachment immediately (delete it or save it in a secure place if you wish to look at it more closely if you are sure you know what you are doing) and to close MailCOPA immediately afterwards to wipe the temporary file from your hard disc.

Note that temporary files cannot be deleted if they are held open by another application: in the above scenario, they would normally only be held open if you had opened the temporary file in another piece of software.

Data Security.

Version 11 introduces a new more robust transactional built-in database, which considerably reduces the chances of data loss. Any changes to the database are accompanied by a record of those changes. If a problem should occur during the making

of the changes, then all changes will automatically be rolled back.

In Version 13 the ability was introduced to use a MySQL database instead of the built-in database. MySQL is well tried and tested, but it is still important to backup your data. We do not provide support for the use of a MySQL database.

See also the help page on Deleting Messages.

2.10.89   Sending Attachments

This page deals with the sending of attachments - look here for details of how to work with attachments you receive.

The Internet mail system can only convey text, it will not convey binary files, such as images, sound files, word processor files etc unless they are 'attached'. For more information on the technical details of this see here.

If you wish to send one or more such files with an email, press the **Attachments** button, and a dialog will open to allow you to search for and select the required file(s). You can select as many files as you like at once by the usual Windows method using the SHIFT or CONTROL keys. If you later want to attach one or more additional files to the same message, you can repeat the process.

Alternatively, file(s) may also be dragged and dropped from Windows Explorer, onto the MailCOPA editor window in which you are working.

You can also drag files from Windows Explorer onto the main MailCOPA window, and a Compose New Editor will be opened, with the file(s) already attached.

It is also possible to drag file(s) onto the MailCOPA button on the Task Bar, but you must wait for MailCOPA to open up before dragging the file(s) onto the main window.

However you add the files, you will see them listed in the Attachments Pane, to the right of the address and subject details:

Right-clicking on a file in the Attachments Pane produces a Context Menu with various options on it, including that of deleting the attachment (removing it from the message).

For more details of this see here.

You can set MailCOPA to zip all attachments on sending by checking the box above the attachments pane - all of the files will be placed into a single zip file.

Data and the Internet mail system.

The internet mail system was originally designed only to convey 7-bit data - ie ASCII codes up to 127. Each character is represented by a number, eg a space is number 32, a capital A is number 65. Some machines will convey 8-bit data (ANSI codes up to 255 - used for extended characters such as é, ä, ß, ©) but this is not guaranteed, and 8-bit characters may arrive in a garbled form.

For sending and receiving such characters, MailCOPA supports a standard method called Quoted-Printable, which converts 8-bit characters to a string of 7-bit characters, which the receiving software (including MailCOPA) will convert faithfully back to the original 8-bit characters.

Binary data files can be 'attached' to a message by converting them into strings of 7-bit characters by a standard method. This is done transparently by MailCOPA, you don't need to sit poring over bits and bytes with an abacus!. Again, the receiving software (including MailCOPA) will translate the 7-bit characters back into the original binary form.

2.10.90   Sharing Folders

Folders can be shared with one or more other MailCOPA Users. This is useful for instance where several users will be responding to support or sales enquiries.

More details here, on the Folder Properties Page.

2.10.91   Signatures

You can have as many different signature files as you wish, any of which can be used on a folder-by-folder basis if required by configuring the folder setup via the Folder Properties menu option.

You do not need to include a signature separator - the standard is '-- ' (dash dash space). This will automatically be placed at the top of your signature, so that a properly-configured mailer will not quote anything below it in replies.

The signature separator can be altered by going to Configuration ⇒ Preferences ⇒ Signatures, more information here.

Creating and amending signatures

To edit or add Signature Files use Configuration ➡ Edit Signatures.

Click a hotspot on the image below for further information.

2.10.92 Spam

The detailed configuration is accessed from Configure ➡ Preferences ➡ Spam. For more details see here.

White and Black Lists are accessed from Configure ➡ Edit Spam Filters. For more details see here.

Spam caught by the measures described below will be placed into the Spam folder - for further details please see here.

Note that no mail will be lost - if identified as spam it will simply be placed into the Spam folder, where you can check to confirm that it is indeed not wanted.

The system uses a Bayesian filter. Each message is given a score, based on known characteristics of good and spam messages. Some of these characteristics are pre-defined, but the system can learn new characteristics of good and spam messages. These characteristics may be different for each user, and may change over time. For instance the word 'mortgage' is often contained in spam messages, but if you are a financial consultant, it may occur frequently in good messages.

For each message, the total spam-score calculated. If this exceeds a certain figure, the message is placed into a special system folder (the Spam folder), otherwise it is allowed to proceed into the system. The score required to acquire spam status can be varied by the user:

- Block all but whitelist/address books - see below for more detail.

- Very Aggressive (Spam Score 4)

- Aggressive (Spam Score 5)

- Moderate (Spam Score 10)

- Weak (Spam Score 20)

- Off (no spam checking)

Block all by whitelist/address books

This is a powerful option but use it carefully. If you receive email almost all from the same contacts, this will block out spam very successfully, but NOTE that if you receive mail from a welcome but unknown contact, it will be put into spam, and you may not notice.

It is necessary for the spam filtering system to be taught what are good and bad messages *for you*.

So to begin with you need to take a batch of messages which you regard as spam and go to Message ⟹ Spam ⟹ Learn as Spam.

Then you should take a batch of messages which you regard as good, and go to Message ⟹ Spam ⟹ Learn as Clean

Perhaps 250 messages of each type will get the system started.

Now, whenever you drag and drop messages into the Spam folder, the anti spam system will learn a little more about spam messages and will become better at accurately detecting them.

The same applies if you select one or more messages and go to Message Spam Learn as Spam.

Equally, each time you drag and drop messages out of the Spam folder, or select one or more, and go to Message ⟹ Spam ⟹ Learn as Clean, the anti spam system will become better at accurately determining which are good messages.

If you find you are getting false positives (good messages classified by the system as spam), then select some good messages (recently received) and go to Message ⟹ Spam Learn as Clean

The anti spam system also makes use of White and Black Lists. If the source address of a message is on the White List, it will not be classified as spam, whatever its contents. If the source address of a message is on the Black List, it will be treated as spam regardless of its contents.

You should be cautious about adding addresses to the Black List - spammers often use other people's addresses, so you might block mail from someone you know if they are unfortunate enough to be a victim of this type of thing.

DNSBL

There are a number of organisations that monitor spam and maintain lists of machines originating spam (a Domain Name Server BlackList) . Checks on these can be a powerful way of filtering out spam.

If you wish, MailCOPA can check one site (www.spamhaus.org) as part of the spam filtering. You must be connected to the internet during this process, which may take some time. It is probably inadvisable to select this option when using Dial Up Networking.

White/Black Lists

The image below is of the Black List tab, the White List tab is identical in layout, so information about both is included in the popups.

The Spam System Folder

All messages identified as spam will be moved to this folder, so that you can check that no 'good' mail (false positives) has been accidentally caught - it is most likely that newsletters and advertising material for which you have signed up will come into this category, but personal mail might also be caught, until the system learns better.

If a spam message is missed (a false negative), and has found its way into another folder, then you can simply drag it into the Spam folder - this will help to teach the system more about spam messages. If you have checked Configuration ⟹ Preferences ⟹ Spam ⟹ Ask "Add Address to Blacklist" when dragging to the spam folder, then you will be asked whether you wish to add the source address to the blacklist or not. If that option is not checked, you will not be asked, and the address will not be added to the blacklist. Blacklists work well for some people, but are not so helpful for others.

If you find a piece of 'good' mail in the Spam folder, simply drag it to any other folder - its From: address will be added to the white list, and it will help to teach the system more about good mail.

NOTE that messages caught as spam and placed in the SPAM folder will not have been used in learning - after checking that they are really spam, it is a good idea to select some new messages in the SPAM folder, and go to Message ⟹ Spam ⟹ Learn as Spam. This is a good idea if you are getting too many false negatives.

2.10.93   Specialised Mail Collections

Usually mail collections are automated: MailCOPA goes online, sends any mail awaiting sending, then collects mail for the designated mailboxes, deleting it from the server(s) once it has safely arrived.

However it is sometimes very useful to be able to see what mail awaits you on the server(s) and to elect what to do with it (eg download it but leave it on the server, or delete it without downloading it). This is useful for example in the following situations:

1. You are away from your base, and want to take a quick look at what mail you have without downloading everything in your mailbox(es).

2. You have a great deal of 'spam' mail, or large files that you want to delete without downloading, or leave on the server whilst still downloading your important mail. This method is particularly useful in the event of very large unwanted files in one or more of your mailboxes.

There are two specialised collection methods,

Interactive Mail Download - while online, you can examine the contents of your mailbox(es) and download and/or delete individual messages immediately. This will be useful where you can spend time online without incurring large costs.

Get List of Waiting Mail - go online, get a list of mail waiting in your mailbox(es), and hang up. You can then examine the mail at your leisure, configure what you want to do with each message, then go online again, and MailCOPA will carry out your instructions quicklly and efficiently. This will be useful where online time is costly

2.10.94   Stationery

Stationery Templates are very useful for sending standard messages, or including specified information in messages. They also allow you to include a number of macros for the most commonly required fields in your replies.

Stationery will be always be offered for new messages or replies if so configured under the Editing Preferences.

Stationery can also be added or replaced whilst composing a message, from the Message menu, but NOTE that this will delete all existing text.

To access the Edit Stationery dialog use Configure ➡ Edit Stationery.

Click on a HotSpot on the image below for further information.

Note that there will be a "Request for Technical Support" (see Technical Support) template installed, which includes the information Intervations needs to deal with any problems you may encounter.

Stationery Macros

The Macros button gives access to a menu of macros, which will insert information into the stationery being edited.

Although in clear text on the menu, they will be inserted in a slightly cryptic form, as shown above. This is so that MailCOPA will be able to interpret them when loading stationery, but also because two are configurable, *Current Date* and *Date Message Sent (Short)*.

The stationery above would produce the following result with a reply (note it includes a couple of Commands):

Available options are for formatting these dates are:

- d Day of month as digits with no leading zero for single-digit days - eg 1, 2, … 11, … 15.

- dd Day of month as digits with leading zero for single-digit days - eg 01, 02, … 11, … 15.

- ddd Day of week as a three-letter abbreviation - eg Mon, Tue … Exactly what is displayed depends on how your computer's locale is set.

- dddd Day of week as its full name - eg Monday, Tuesday … Exactly what is displayed depends on how your computer's locale is set.

- M Month as digits with no leading zero for single-digit months - eg 1, 2, … 11, 12.

- MM Month as digits with leading zero for single-digit months - eg 01, 02, … 11, 12

- MMM Month as a three-letter abbreviation - eg Jan, Feb, … Nov, Dec. Exactly what is displayed depends on how your computer's locale is set.

- MMMM Month as its full name - eg January, February, … November, December. Exactly what is displayed depends on how your computer's locale is set.

- y Year as last two digits, but with no leading zero for years less than 10 - eg 8, 9, … 12, 15.

- yy Year as last two digits, but with leading zero for years less than 10 - eg 08, 09, … 12, 15.

- yyyy Year represented by full four digits - eg 2008, 2009, 2212.

- Anything included in single quotes will be quoted directly.

Macro Commands

These are more powerful than the macros, and enable you to do such things as set the subject of a message, add a BCC address, set the signature.

2.10.95   Styles

For HTML format messages only, it is possible to set up styles, much as they might be set up in a word processor. The following can be set:

- Font
- Bold
- *Italic*
- Underline
- Font Colour

Once created, styles can be selected very quickly by using CTRL+SHIFT+NumberKey, eg ALT+SHIFT+2 or from a drop-down list.

NOTE that these are TEXT STYLES, and will only apply to selected text, or from the cursor position when new text is entered if there is no selected text.

Click on a HotSpot on the image below for further information.

2.10.96   Technical Support

If you cannot find the solution to your problem in this help file, please see the FAQ pages on our web site (internet link)

If this still does not provide a solution, please make contact, as appropriate, with our office:

Email: support@mailcopa.com
We guarantee a response to email support within 2 business days, however our response times are usually much quicker than this.

Phone: +1 508-833-1660 (11AM to 4PM EST/EDT)
Although we do offer Telephone Support for the MailCOPA email client we can only do so when staff are available. This is usually between 11AM and 4PM EST/EDT Monday to Friday, excluding US public holidays, but this is not always possible.

Our Email Support, where you will speak to our best support specialists, is however manned 364 days a year for around 15 hours a day. You will generally get a much faster response and a better answer from our dedicated email support specialists than you will from telephone support.

If for any reason you are unable to send email you can use the support contact form at:

www.mailcopa.com/support.php

When requesting support please quote the version and date information in the About window.

Also, please give as much information as possible about how the problem arose (just what were you doing at the time?) and details of any error messages displayed.

2.10.97   Timed Mail Collections

You can undertake mail collections/sends manually or MailCOPA can be configured to connect automatically, either at regular intervals (eg 15 minute) or at specified times during the day.

For further details see here.

2.10.98   Toolbars

Main Toolbar

This is displayed near the top of the main window, and sometimes on subsidiary windows, when applicable.

It is actually composed of two parts:

- The left hand part, which forms the *Main Toolbar*

- The right hand part, which forms the *Quick Viewer Tools*

These can each be shown or hidden from the toolbar context menu (see image below).

They are also moveable by clicking and dragging one of the vertical bars, in the image at the extreme left, and between 'Connect' and 'Reply'.

Click a HotSpot on the image below for further information.

Some buttons may be disabled where their function is not applicable to the current situation.

The size of the buttons can be changed from the Customise menu, as can many other aspects.

NOTE that the toolbars are stored locally and will not be available if the same MailCOPA User logs in from another computer, nor if a different Windows User is used on the local machine (they are stored in HKEY_CURRENT_USER).

Customising the Toolbar

A high degree of customisation can be achieved to suit your own way of working.

Right-click on the toolbar and select Customise from the context menu, or select View ➡ Toolbars ➡ Customise

Custom Toolbars

It is possible to add your own toolbars, and add various buttons to them.

Once created, the toolbar will be free-floating, but can be dragged anywhere you wish, including being added to the mail toolbar by dragging and dropping onto it.

The custom toolbar's context menu allows the *temporary* addition or removal of buttons.

It is possible to add or remove buttons to/from a custom toolbar. Once the form below is open, you can:

- Drag buttons off the toolbar

- Drag buttons around within the toolbar

- Add commands from any of the menus onto the toolbar.

Options

A number of options are available for the display of the toolbar, as shown below:

2.10.99   Tracing Messages

It is possible to trace the path messages have taken from their source - right-click on the Information Panel and select *Trace Message* from the context menu.

Shows the servers that the message passed through en route and the time in seconds between each hop. Note. This data can only be accurate if the servers along the route are 100% RFC 822 compliant and their clocks are correctly set.

2.10.100   User Details

The User Details Window, accessed from Configuration ⟹ User/Account Details, allows you to create new MailCOPA Users, and set & change their preferences.

When installed, MailCOPA creates a default user called root. The root user is classed as a Super User, and this will allow access to all areas of MailCOPA. Only Super Users can

create new users, and alter the configuration for <u>other</u> users.

All MailCOPA User Details will be the same whatever machine that MailCOPA User logs in from, and whatever the Windows User is in use.

Please click on a relevant area of the images below for further information.

Host Name

If you are using a POP3 account then you must specify your host server. eg

mail.myserver.co.uk. The host can also be specified as an IP Address. eg 192.168.10.1, though if you are accessing a server on the Internet, it is better to use its name, as its IP Address might change without warning. Also, the name may relate to a group of machines which will be accessed differently depending on such things as loading. The name will always find the server.

Should you need to specify a non-standard port for the host, then it should be added to the end of the name or IP Address separated by a colon (:) eg mail.myhost.com:999 or 192.168.10.1:999

Envelope

Mail originally addressed to several different addresses (sometimes through mail aliases) may end up in the same POP3 mailbox, and this "envelope line" can indicate the original address for which a message was intended, and thus the MailCOPA user to which you want it directed.

Several formats exist, such as:

Delivered-To: fred@somewhere.com
Envelope-To: fred@somewhere.com
X-Envelope: fred@somewhere.com

If messages you receive contain such header lines, insert the version that occurs in messages that you wish to be passed directly to this mailbox.

If this field is left empty, this facility will be ignored.

2.10.101   User Logins

Under Windows 2000, XP, 2003 Server and Vista, a distinction must be made between *Windows Users*, and MailCOPA Users:

A MailCOPA User is a name used only within MailCOPA itself: it has no connection with Windows Users.

MailCOPA Users cannot see each other's mail, and for the most part have separate configurations under MailCOPA. MailCOPA users can log in from any MailCOPA client installation that has access to the MailCOPA server.

A *Windows User* is the term applied to the name under which you login to Windows. Some *Windows Users* can have administrative privileges, enabling them to make certain critical changes to the setup of the machine, including the ability to install (or uninstall) software. Other users may not have such privileges, and this will restrict their activities.

Under the above operating systems, you should install MailCOPA as an Administrator.

It will then be available to all users, who can (if they are a MailCOPA Superuser) create or delete MailCOPA users, and change MailCOPA users' configurations.

2.10.102   Using the Help File

This Help File can be accessed in various ways:

1. From the MailCOPA Help menu

2. By pressing F1 the Help File will open at a page relevant to the part of MailCOPA with which you are working - *Context Sensitive Help*

Menu Options are shown in the following way:

File ⇒ Print - This means select the File menu, then the Print Option.

Most of the images have Hot Spots which, when clicked, provide a popup with further

information - look for the mouse pointer to change to the Link form:

Clicking on this image   will also reveal a popup with additional information.

2.10.103   Utilities

The more robust database used from version 11 means that few utilities are needed.

Should you believe that you have suffered from data corruption (which we believe will be very rare), please contact MailCOPA Support giving as many details of your problem as possible. It may be necessary for you to send your data to us for examination and repair - there is an easy mechanism for this.

Recount Unseen Messages

A running count is kept of Unseen messages for each folder. Very occasionally the count against one or more folders may become incorrect, and this facility will quickly correct this - it clears the running count and gets an up-to-date and correct count from the database.

Perform Mail Purge

Performs an immediate Mail Purge, using the settings configured in the Mail Purging window, as amended by the Folders Properties settings.

Search

Please see the page devoted to this subject for further information.

2.10.104   Viewers

MailCOPA includes two viewers for messages:

The Quick Viewer (see here for more details), which forms part of the Main Window, unless you have configured MailCOPA to hide this viewer in the General Preferences.

The Main Viewer, which forms a separate window for viewing a message. Multiple windows can be opened for different messages and placed anywhere you want on your display. The last instance of the Main Viewer to be closed will remember its position on the display, and new instances will be placed in this position.

2.10.105   Welcome

This Help File (V 13.01) was compiled on Tuesday, April 16, 2013 15:33

Welcome to MailCOPA, a professional, multi-user email client that is compatible with Microsoft XP, Server 2003, Vista, Server 2008, Windows 7, Server 2008 R2, Windows 8 and Server 2012

MailCOPA has been designed to be as intuitive as possible, but if in doubt, right-click in an area of the screen and you will usually get a context menu with options relevant to the context.

This help file contains information about every area of MailCOPA:

1. Press F1 at any time for context-sensitive help.

2. Select a page from the Table of Contents, to the left.

3. Search for a word or phrase from the search tab to the left.

4. Click on a Hot Spot on an image in the help file for popup help on a control

Menu Options are shown like this: File ⟹ Connect

Go to the Introduction.

Go to the Credits page.

2.10.106 Wizards

These will lead you, step-by-step through some common tasks, to make them simpler for you. The following are available:

- Add User with unique properties

- Add New Mail Account

- Copy a User - all of the properties of the original user will be duplicated.

- Import Mail Messages or Email Addresses

- Multi-Machine Data Sharing - to connect a client installation to the main server.

- Export Mail Messages to text files - eml or mbx format.

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