IBM Sterling Gentran:Director Connection

User Guide

Version 6.2

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This edition applies to the 6.2 Version of IBM® Sterling Gentran:Director® Connection and to all subsequent releases and modifications until otherwise indicated in new editions.

Before using this information and the product it supports, read the information in Notices on page 133.

Contents

Chapter 2 Attachments 19

Chapter 3 Address Book 43

Chapter 4 Folders 59

Preface

The *IBM Sterling Gentran:Director Connection User Guide* assumes knowledge of the Microsoft® Windows® operating system, including its applications, network, and environment. If you are not familiar with the Windows operating system, refer to the Windows library of manuals.

The guide also assumes you can perform basic tasks such as:

- ✦ Using Windows 98, Windows 2000, Windows XP, or Windows NT with the Start menu
- ✦ Understanding the meaning and usage of an icon, window, group, and button
- ✦ Selecting menu items from a shortcut menu
- ✦ Using a mouse to make menu item selections

If you are not familiar with some of these concepts or terms, refer to your Microsoft operating system documentation.

Overview

Welcome to IBM® Sterling Gentran:Director® Connection, the IBM® 32-bit Internet-enabled electronic mail (e-mail), file distribution, and communications software package. Sterling Gentran:Director Connection contains:

- ✦ **IBM® Sterling Commerce:Mail** is a Multipurpose Internet Mail Extension (MIME) enabled electronic mail application that allows you to send and receive e-mail messages with encrypted or decrypted attachments. Sterling Commerce:Mail blends conventional e-mail features with support for X.400 users, fax users, and the Internet. Sterling Commerce:Mail also allows you to create and edit dial-up connections and mailbox setups.
- ✦ **IBM® Sterling Connection Manager** allows you to establish a dial-up connection to the Internet through an Internet Service Provider (ISP), begin a communications session, set up the communications environment, view communications status, and send data via control files.

32-bit Applications

A 32-bit application is a software application that runs in a 32-bit flat address space.

- **Flat address space** is an addressing scheme that segments memory into blocks of 32 bits. Windows 98, Windows 2000, Windows XP, and Windows NT® are 32-bit operating systems running in a 32-bit flat address space.
- **Segmented address space** is an addressing scheme that segments memory into blocks of 16 bits. Microsoft Windows and MS-DOS® were written for 16-bit microprocessors with a segmented address space.

In general, 32-bit applications are bigger, have more features, and run as fast as or faster than their 16-bit counterparts.

Sterling Commerce:Mail

The MIME-enabled Sterling Commerce:Mail provides a computerized method of sending e-mail messages. For example, you can send memos, letters, spreadsheets, EDI data, and CAD/CAM specifications to recipients on the IBM® Sterling B2B Collaboration Network network.

- **E-mail messages** are electronic documents made up of text plus any included attachments. You can encrypt any attachment, including EDI data.
- **EDI (Electronic Data Interchange)** is the transfer of key business transaction information in a standard format from one PC application to another via a communications link.

Sterling Commerce:Mail sends messages using an SMTP connection and retrieves messages using a POP3 connection. Sterling Commerce:Mail allows you to choose whether to encrypt attachments.

The Sterling Commerce:Mail e-mail features allow you to:

- Send messages using SMTP and support POP3 on message retrieval.
- Attach encrypted or decrypted PC files and EDI files to e-mail messages.
- Forward messages and attachments.
- Reply to a single sender or reply to all senders.
- Handle text or binary files and messages.
- Create your own address lists and update the address book with new addresses.
- Assign carbon copy, blind copy, and acknowledgment of messages.
- Open different attachment formats. With the Sterling Commerce:Mail viewer, you can cut, copy, and paste text and graphics. You can also resize, rotate, and manipulate images.

Using Sterling Commerce:Mail to save time and money

Sterling Commerce:Mail saves time and money by cutting back on paperwork. For example, both a mass merchandiser and the merchandiser's customs broker install Sterling Commerce:Mail. When products are ready for the merchandiser to pick up, the customs broker uses Sterling Commerce:Mail to forward a list of the products to the merchandiser's inventory department. The merchandiser processes the product list and prepares the inventory department for receipt of the products. Once the inventory department is prepared, the merchandiser uses Sterling Commerce:Mail to forward the product list to shipping and receiving. Shipping and receiving prints the product list and picks up the products.

Sterling Connection Manager

Sterling Connection Manager allows you to establish a connection to the Internet through an ISP, begin a communications session, set up the communications environment, and view communications status.

IBM® Sterling Gentran:Director® can quickly access Sterling Connection Manager and connect to a network. You can access Sterling Connection Manager by selecting:

- A menu or button from applications that use Sterling Connection Manager. For example, in Sterling Commerce:Mail, select the Sterling Connection Manager option from the Tools menu.
- The Sterling Connection Manager application from Windows 98 (2nd edition), Windows 2000, Windows XP, or Windows NT.

Once connected to the Internet, Sterling Connection Manager is used to monitor communications sessions.

Sterling Connection Manager saves you money. All user interaction is offline. Therefore, you do not pay for network time until you send data to or receive data from a network.

Minimum requirements

To be able to install and run Sterling Gentran:Director Connection, make sure your PC meets the following minimum requirements:

- Pentium® PC, 120 MHz or faster
- CD-ROM drive
- Color VGA or SVGA monitor
- Mouse
- Hayes®-compatible modem with MNP or V.42 support. 9600 minimum baud rate; 28,800 baud rate or higher is recommended

- Microsoft Windows 98, Windows 2000, Windows XP, or Windows NT 4.0 software installed (Windows NT 4.0 must have Service Pack 2 or later installed)
- Available disk space of 100 MB
- At least 32 MB RAM

Starting Sterling Commerce:Mail or Sterling Connection Manager

To run Sterling Commerce:Mail or Sterling Connection Manager:

1. Start up the Windows operating system.
2. Select **Programs** from the **Start** menu, then click **Sterling Gentran:Director Connection**. The group selections display.
3. Select either Sterling Commerce:Mail or Sterling Connection Manager from the group selections. The application opens and the product copyright notice window appears.
4. Click your mouse to begin using the program.

Navigation

Sterling Commerce:Mail and Sterling Connection Manager allow you to move around their menus, items, and windows in three ways, depending on your needs. Choose from the following navigation methods:

- Use your mouse to move the cursor to a menu, submenu, item, button, or field. Then click the mouse button to make your selection.
- Press the **Alt** key plus the underlined letter of the menu, item, button, or field.
- Highlight the menu, submenu, button, or field with the **Tab** or arrow keys. Then press **Enter**. To leave a menu, press **Esc**.

For the sake of simplicity, the The *IBM® Sterling Gentran:Director® Connection User Guide* describes only mouse movements.

Sterling Gentran:Director Connection Documentation

The Sterling Gentran:Director Connection documentation consists of the following publications:

- ***IBM® Sterling Gentran:Director® Connection Getting Started Guide*** describes how to install/upgrade Sterling Commerce:Mail and Sterling Connection Manager and provides an overview of how to complete the most common Sterling Commerce:Mail and Sterling Connection Manager tasks.

- ***IBM® Sterling Gentran:Director® Connection User Guide*** describes the procedures needed to understand and use Sterling Commerce:Mail and Sterling Connection Manager.
- **Online Help** explains how to use Sterling Commerce:Mail and Sterling Connection Manager online help. Online help for Sterling Commerce:Mail and Sterling Connection Manager is included on your installation CD and installed to your PC when you install the products.

Sterling Gentran:Director Connection User Guide structure

It is not necessary to read this User Guide from cover to cover. This guide has been created to step you through each task.

The *IBM® Sterling Gentran:Director® Connection User Guide* contains the following sections:

- Sterling Commerce:Mail

  The Sterling Commerce:Mail section describes how to:

  - Create and send messages with encrypted or decrypted attachments.
  - View and manipulate attachments.
  - Store and maintain messages in Folders.
  - View your Inbox folder to see a list of messages you have received.
  - View your Outbox folder to see a list of messages you have created that have not been sent.
  - Create and maintain addresses in the Address Book. An address book is a collection of e-mail addresses of the people to whom you regularly send messages. Use the address book to create address lists.
  - Create and change addresses in address lists. An address list is a sublist of the address book.
  - Create a Reply or Reply All message.
  - Forward a copy of a message to another person.
  - Go to the Next Message or Previous Message in any folder.
  - Delete messages from folders.
- Sterling Connection Manager

  The Sterling Connection Manager section describes how to:

  - Specify mailbox and connection information that allows you to connect to the Internet.
  - View communications session information.
  - Dial a network and begin a send-and-receive session.
- Troubleshooting

  The Troubleshooting section helps you with problems you may encounter while using Sterling Commerce:Mail or Sterling Connection Manager. The Troubleshooting section and the User Guide can help solve any problem you encounter. If you need more help, call Customer Services.

- Glossary

  The Glossary lists definitions of important terms used in the User Guide.

Online help

Sterling Commerce:Mail and Sterling Connection Manager provide you with context-sensitive online help, as well as an explanation of how to use this help.

To access Sterling Commerce:Mail and Sterling Connection Manager online help:

- Press **F1** at any time.
- Select the **Help** menu **Help Topics** item in Sterling Commerce:Mail or the **Help** menu **Contents** item in Sterling Connection Manager.
- Click the **Help** button that is found on some windows.

Regardless of the method used, the application then provides you with topic-specific information.

To see more information about a field or button in help, move your mouse to the window shown in the online help. When the hand icon points to the field or button you need more information about, click the field or button.

Getting Support

IBM® Sterling Customer Center provides a wealth of online resources that are available around the clock to enrich your business experience with IBM® Sterling Gentran®. By using Sterling Customer Center, you gain access to many self-support tools, including a Knowledge-Base, Documentation, Education, and Case Management. Access this site at: Sterling Customer Center. (http://customer.sterlingcommerce.com)

Once logged in, select **Support Center** from the top navigation menu, and then locate Sterling Gentran product-specific support information from the left navigation menu.

Additionally, our Customer Support Reference Guide outlines our support hours, contact information, and key information that will enhance your support experience with us. For detailed information about Customer Support, please refer to the Customer Support Reference Guide accessible from the login page. (http://customer.sterlingcommerce.com).

Chapter 1

Sterling Commerce:Mail

Sterling Commerce:Mail is an Internet-enabled product for sending e-mail, including memos, spreadsheets, and CAD/CAM specifications. You can also send messages with encrypted attachments, such as EDI documents. With Sterling Commerce:Mail, you no longer need to rely on conventional messages sent through the postal service or by fax. You also save money by keeping online interaction to a minimum.

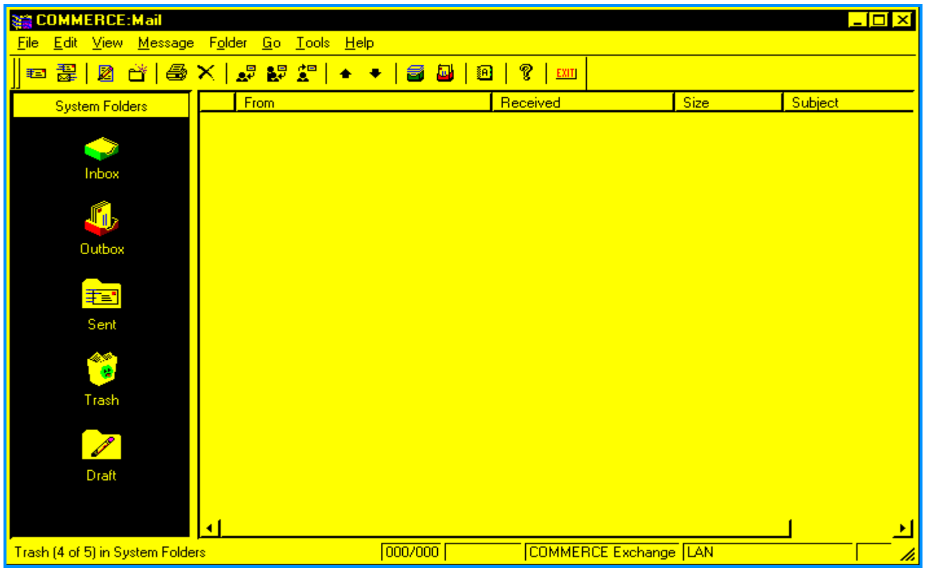
Sterling Commerce:Mail Features

Sterling Commerce:Mail allows you to:

- Write and send messages that include encrypted attachments.
- Exchange messages that include encrypted attachments with users on IBM® Sterling B2B Collaboration Network.
- Read messages you have received.
- Read encrypted attachments you have received from other Sterling Commerce:Mail users.
- Reply to messages.
- View and create folders to store your messages.
- View, create, merge, and copy customized distribution lists of users you send mail to.
- Maintain a master address book containing all recipients.
- Add, delete, and change member information within a distribution list or the address book.

Main Window

Sterling Commerce:Mail is designed to be easy to use. The following is an example of the Sterling Commerce:Mail Main window.



Note: Two views of the Sterling Commerce:Mail Main window are available. One view, the Shortcut Bar view, is displayed above on the left side of the window. The Folder List view is a standard tree view. Use the view you are more comfortable with.

To see the Folder List view, select the **View** menu **Folder List** item. To return to the Shortcut Bar view, select the **View** menu **Shortcut Bar** item.

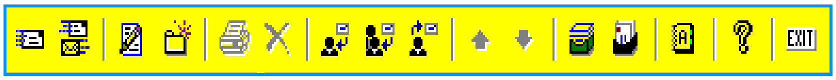
The Menu Bar appears across the top of the Main window, above the toolbar. Each menu contains several selectable items. Click a menu to select it. You can use menus to perform the following functions:

- **File** — Create, save, retrieve, and send messages. You can also print information, set up your printer, empty your trash, exit the application, create folders, and read information you have placed in folders.
- **Edit** — Select all messages in a file, place messages in the trash, and mark messages as read.
- **View** — View the toolbar, status bar, preview, and header; switch views; specify mailbox, connectivity, and confirmations options.
- **Message** — Create, reply to, forward, delete, and copy or move messages to folders.
- **Folder** — Read filed messages; create, rename, and delete folders; copy or move messages into folders; and search for messages within folders.
- **Go** — View a list of inbound, outbound, unread, sent, and filed messages. You can also read messages you have placed in the trash.

- **Tools** — Set up your address book and distribution lists, request a connection to Sterling B2B Collaboration Network, specify Sterling B2B Collaboration Network settings, go to Sterling Connection Manager, view communications information, and request network reports.
- **Help** — View thorough, context-sensitive online help, as well as general product information.

Toolbar buttons

Use the toolbar at the top of the Main window to access Sterling Commerce:Mail windows and features.



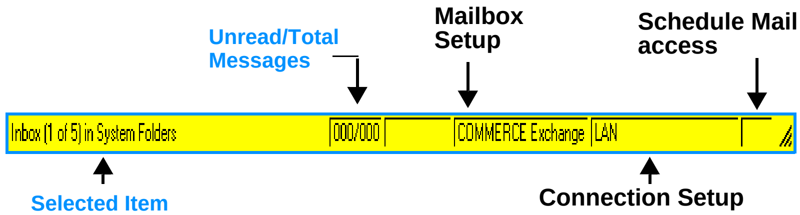
Select from these toolbar buttons when using Sterling Commerce:Mail:

- **Send Mail** sends messages and attachments in the Outbox folder to their recipients.
- **Send/Retrieve Mail** sends messages and attachments in the Outbox folder and retrieves new messages and places them in the Inbox folder.
- **Compose New Message** creates a new message.
- **Create** creates a new folder for storing messages and attachments.
- **Print** prints a copy of a selected message or attachment.
- **Delete** moves messages and non-system folders into the trash folder. Once messages and non-system folders are placed in the trash folder, you can delete them permanently by emptying the trash (**File** menu **Empty Trash** item).
- **Reply** creates a message in response to a received message. The message goes only to the message sender and not to other recipients of the message.
- **Reply To All** creates a message in response to a received message. The message goes to all recipients of the received messages.
- **Forward** sends a copy of the selected message to the recipients you select.
- **Previous Message** opens the previous message in a selected folder.
- **Next Message** opens the next message in a selected folder.
- **Inbox** opens the Inbox folder.
- **Outbox** opens the Outbox folder.
- **Address Book** opens the address book. The address book is a list of Sterling Commerce:Mail users you have set up to exchange information with. You can add users to or delete users from the address book. Anyone who sends you a message is automatically added to your address book.
- **Help** accesses online help for more information about Sterling Commerce:Mail.
- **Exit** closes Sterling Commerce:Mail.

You can also access these features by using the available menu items.

Status bar

Use the status bar at the bottom of the Main window to view mailbox and connection information



The status bar contains the following areas:

- **Selected item** shows basic information about the selected item, such as a folder or message.
- **Unread/Total Messages** shows the number of unread messages and the total number of messages in the selected folder.
- **Mailbox Setup** shows which mailbox Sterling Commerce:Mail uses as the default mailbox. You can change the default mailbox using the Options window Mailbox tab. Double-click the **Mailbox Setup** area and the Options window appears with the Mailbox tab selected by default.

  See **Specifying mailbox defaults** on page 74 for more information.
- **Connection Setup** shows which connection Sterling Commerce:Mail uses as the default Internet connection. You can change the default connection using the Options window Connectivity tab. Double-click the **Connection Setup** area and the Options window appears with the Connectivity tab selected by default.

  See **Specifying connectivity defaults** on page 76 for more information.
- **Schedule Mail access** shows whether you have enabled an automatic send-and-receive mail schedule. If you enable a schedule, the word **Auto** appears in the area. The area also provides a quick way of accessing the Schedule Mail window. Using the Schedule Mail window, you can schedule automatic send-and-receive mail communications sessions. Double-click the **Schedule Mail access** area and the Schedule Mail window appears.

  See **Scheduling mail** on page 71 for more information.

Messages

The following are key terms for understanding Sterling Commerce:Mail.

- **Messages** are electronic documents made up of sender and recipient names, subject, text, and any attachments.
- **Attachments** are files that the user includes with a message. For example, attachments can be EDI data, indexes, or distribution lists. Sterling Commerce:Mail

can encrypt attachments. However, only other Sterling Commerce:Mail users can decrypt and read these attachments. See **Attachments** on page 19 for more information.

Messages and their attachments can be either inbound or outbound.

- **Inbound messages** are messages sent by other Sterling Commerce:Mail users to you. They are stored automatically in the Inbox folder.
- **Outbound messages** are messages sent by you to other Sterling Commerce:Mail users. They are stored automatically in the Outbox folder. After you send messages, the messages are moved to the Sent folder.

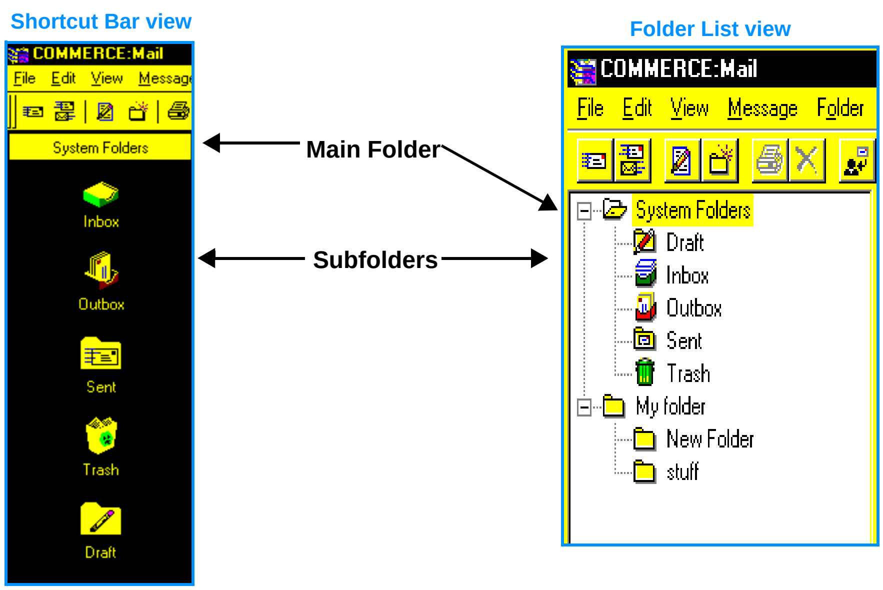
Viewing message details

The Sterling Commerce:Mail Main window is split into two main areas:

- Folders
- Message Details

Folders

The Folders area is a list of folders on the left side of the Main window. The list contains main folders and subfolders. Main folders contain subfolders. Subfolders contain messages and attachments. The folders are listed as icons or in a tree structure, depending on the view you selected:



Click the icon in the Shortcut Bar view or click the plus sign (+) to the left of each main folder to drill down to the next level and display the subfolders in the Folder List view. Click a subfolder to display the messages it contains. The messages appear in the Message Details area, which is located on the right side of the Main window.

See **Folders** on page 59 for more information.

Message Details

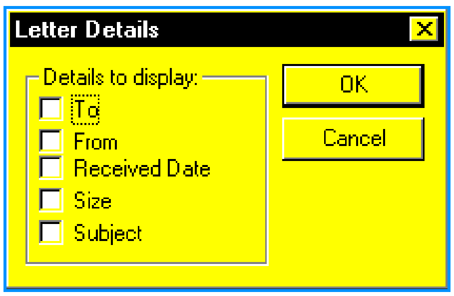
The Message Details area displays information about messages contained in the subfolder you click in the Folders area. If the subfolder contains no messages, the Message Details area is empty.

Specifying message details

Sterling Commerce:Mail allows you to specify the types of message details that appear in the Message Details area when you click a subfolder.

To specify message details:

1. Right-click a subfolder in the Folders area of the Main window. A popup menu appears.
2. From the popup menu, select **Letter Details**. The Letter Details window appears.



3. Click the desired check boxes in the **Details to display** area. These selections determine the type of information that appears in the Message Details area of the Main window. The selections are:

- **To** shows to whom messages were sent.
- **From** shows from whom messages were received.
- **Received Date** shows the date messages were received.
- **Size** shows the size of messages in bytes, including any attachments.
- **Subject** shows the subject line of messages.

Note: If you are in the Folder List view, you can use the Letter Details window or the corresponding menu items to select the details you wish to view. In the Shortcut Bar view, you can use only the Letter Details window; the corresponding menu items are disabled.

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4. Click **OK** to save your selections or **Cancel** to close the window without saving your changes.

You can specify different message details for each subfolder.

Creating a message

You can send messages to anyone defined within your address book or distribution list. Messages can include encrypted or non-encrypted attachments.

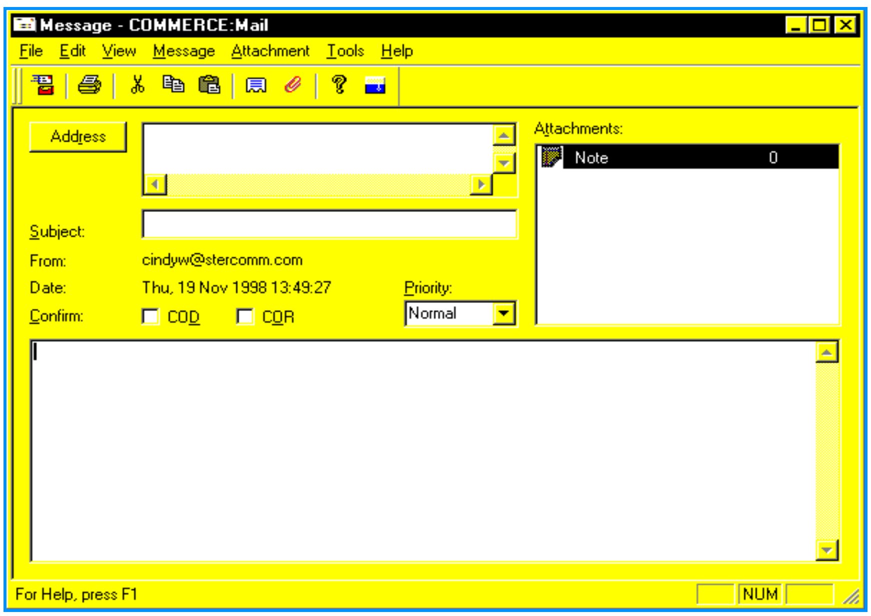
✦ **Encryption** is the process of converting an attachment into complex algorithms so that the attachment is unreadable unless it is decrypted.

Only Sterling Commerce:Mail users can view attachments you have encrypted using Sterling Commerce:Mail.

Note: Sterling Commerce:Mail will prompt you to save the message if you attempt to exit before the message is completed. If you want to exit Sterling Commerce:Mail for any reason while creating a message, be sure to save your message before exiting or the message will be lost.

To create a new message:

1. Select one of the following methods:
   - Select the **File** menu **Compose New Message** item.
   - Select the **Message** menu **Compose** item.
   - Click **Compose New Message** on the toolbar. The Message window appears.



2. An address must be selected before the message can be sent. Click **Address** to specify who will receive the message. The Address window appears.

You can...	For more information, see...
Address the message.	**Addressing a message on page 9**
Add addresses to your address book.	**Addressing a message on page 9**
Create a distribution list.	**Creating and maintaining distribution lists on page 50**

Note: If the provided address cannot be identified, you may receive a message indicating your message was undeliverable to certain recipients and the reasons why.

3. Type basic information identifying your message in the Subject field. This field is required. The subject you enter will display with your name in the recipient's Inbox folder.
4. Click the needed confirmation check boxes to specify if you want to receive an acknowledgment:
   - **Confirmation of Delivery (COD)** indicates Sterling Gentran:Director Connection sends you a confirmation message when the recipient receives your message. This message receipt is returned to you the next time you retrieve your messages. To view the message receipt, double-click on the receipt in the Inbox folder. The message displays with the original subject and a date and time stamp.
   - **Confirmation of Receipt (COR)** indicates Sterling Gentran:Director Connection sends you a message when the recipient opens your message. This message receipt is returned to you the next time you retrieve your messages. To view the message receipt, open it from the Folder menu Inbox item. The message is named Return Receipt from recipient(s), followed by the original subject of the message. The date and time the message was opened is also shown.

   Whether you specify COD or COR, Sterling Commerce:Mail files the message in the Outbox folder.

Note: Sterling Commerce:Mail allows you to select the Confirmation of Delivery and Confirmation of Receipt choices each time you create a message.

5. Create the text of the message by typing information in the lower half of the screen. Or copy or cut text from another application and paste it in the message using the Paste toolbar button.

   Use the scroll bar to the right of the view area to move through the message. You can also use the arrow keys and the **Page Up** and **Page Down** keys to navigate through the message.

   If there is an attached archive file, the window shows what files it contains.

6. Click the Priority list box and select the priority of the message. Select **Low**, **Normal**, or **High** from the list box.
7. As needed, attach files or other documents to your message by selecting the **Message** menu **Attach File** item or clicking the **Attach** button.

   As you add attachments to the message, Sterling Commerce:Mail shows all the attachments in the Attachment list.

   See **Attaching a file to a message** on page 20 for more information.

Note: To view file information about an attachment, click the attachment in the Attachment list; then select the **Attachment** menu **Details** item. Or right-click the attachment in the Attachment list. See **Specifying attachment details** on page 21 for more information.

8. If needed, select the **File** menu **Print** item to print a hard copy of the message. See **Printing a message** on page 17 for more information.

   For information on printing an attachment, see **Printing an attachment** on page 41.
9. To save the message as a draft, in the Message window select the **File** menu **Save Draft** item.

   OR

   To send the completed message to the Outbox folder, in the Message window select the **File** menu **Send Message to Outbox** item or click **Send to Outbox** on the toolbar.

   Once you have sent the message to the Outbox folder, you can send the message to its recipients by selecting the **File** menu **Send Mail** item or clicking **Send Mail** on the toolbar. After the message is sent or saved, Sterling Commerce:Mail returns you to the Main window.

Addressing a message

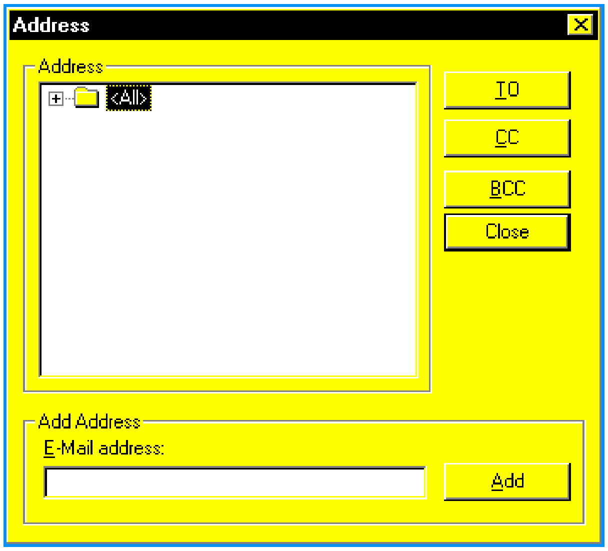
On the Message window, you can specify who will receive your message. You can send messages to anyone on Sterling B2B Collaboration Network. You can also create your own personal address books from which you can create distribution lists.

- ✦ **Address book** is a collection of people you regularly send messages to. After you create an address book, make distribution lists from it by selecting members from the address book and copying them to the distribution lists. If a member is not included in the address book, the member cannot be added to a distribution list.
- ✦ **Distribution list** is a group of people you regularly send the same message to. A distribution list is a convenient way to mail messages to a group of people, rather than sending the same message to each individually. For example, you might create a distribution list containing all the people who want to stay current with your department’s news updates.

You can send messages to users if they are not in the address book. In addition, you can add any address to the address book by clicking **Add**. If you do not use the **Add** button, the address will not be added to the address book. Users who send you a message are automatically added to the address book. See **Adding and editing addresses in the address book** on page 44 for more information.

To address a message:

1. On the Message window, select the **Message** menu **Address** item or click the **Address** button. The Address window appears.



2. To select the recipients of your message, complete one of the following:
   - Type an e-mail address in the **E-Mail address** field. Use this field when you want to send a message to a recipient whose address is not in your address book. As needed, click **Add** to add the address to your address book. If you do not use the **Add** button, the address will not be stored in your address book.
   - Select a folder of recipients by clicking a folder in the **Address** list box.
   - Select individual recipients within folders by clicking the plus sign (+) to the left of a folder in the **Address** list box. The folder contents appear. Click the recipient's address.
3. Select how you want to send the message to the recipients you specified in step 2 by clicking the appropriate button:
   - **TO** sends a message directly to recipients.
   - **CC** carbon copies recipients. All those receiving the message will see the CC recipients' names.
   - **BCC** blind carbon copies recipients. TO and CC recipients will not see BCC recipients' names.
4. As needed, repeat steps 2 and 3 until all recipients for the message are selected.
5. Click the **Close** button to return to the Message window.

Opening a message

You can view messages in the Inbox, Outbox, Trash, Draft, and Sent folders or in any non-system folders you have created. See **Creating a folder** on page 65 for more information.

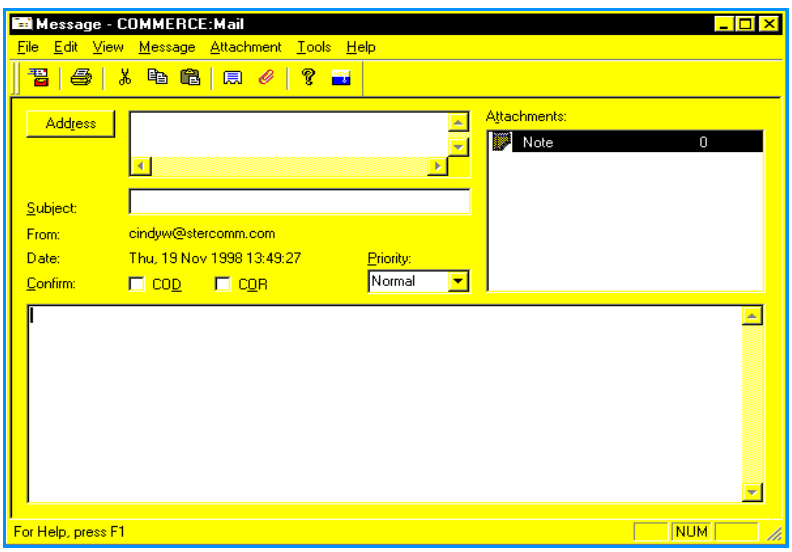
To open a message:

1. Click the Inbox, Outbox, Trash, Draft, or Sent folder or any non-system folder you have created from the Folders area in the Main window.

   The Message Details area in the Main window displays all the messages stored in the selected folder. See **Viewing message details** on page 5 for more information.

   - A closed envelope indicates you have not read the message.
   - An open envelope indicates you have read the message or marked the message as read by selecting the **Edit** menu **Mark As Read** item.
   - A paper clip indicates the message has one or more attachments.

2. Open the message you want to open from the message list by double-clicking it. You can select all the messages in the folder by selecting the **Edit** menu **Select All** item and then the **File** menu **Open Message** item. The Message window opens.



3. Select the **File** menu **Close** item or click **Exit** on the toolbar to exit the message.

Previewing a message

You can view messages without opening them.

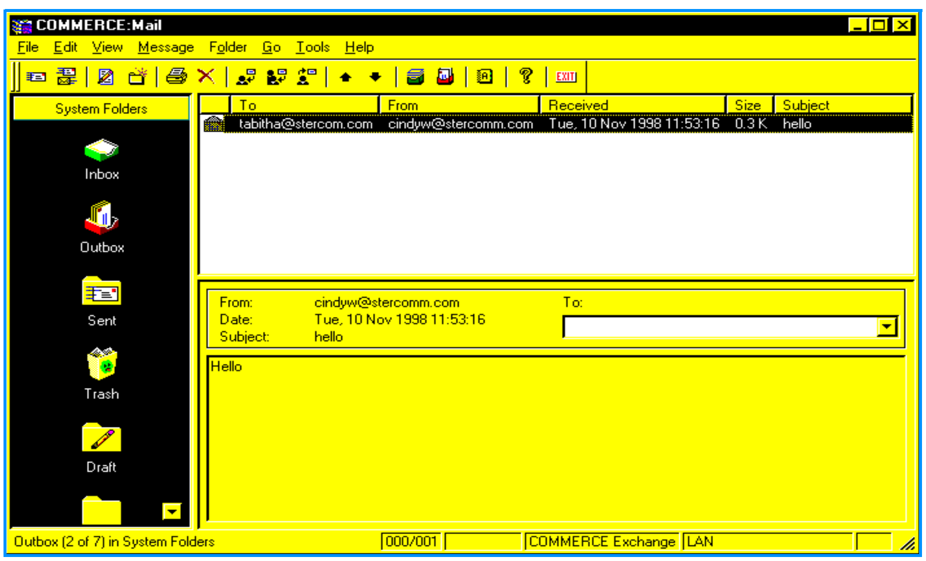
To preview a message:

1. Click the Inbox, Outbox, Trash, Draft, or Sent folder or any non-system folder you have created from the Folders area in the Main window.

   The Message Details area in the Main window displays all the messages stored in the selected folder. See **Viewing message details** on page 5 for more information. An envelope icon indicates the status of the message:

   - A closed envelope indicates you have not read the message.
   - An open envelope indicates you have read the message or marked the message as read by selecting the **Edit** menu **Mark As Read** item.
   - A paper clip indicates the message has one or more attachments.

2. Select the message you want to open from the message list by clicking it once.
3. Select the **View** menu **Preview** item. A pane at the bottom of the window displays the selected message.
4. To view the header information of the previewed message, select the **View** menu **Header** item. The sender, date, subject, and recipient information appear above the previewed message, as shown below.



Navigating between messages

Viewing the next message

Select the **Go** menu **Next Message** item or click **Next Message** on the toolbar to go to the next message in a selected folder. This provides an easy way to browse through messages in the order they appear in the folder. When you have selected the item, Sterling Commerce:Mail opens the next message.

Viewing the previous message

Select the **Go** menu **Previous Message** item or click **Previous Message** on the toolbar to go to the previous message in a selected folder. Sterling Commerce:Mail opens the previous message. This provides an easy way to browse through messages in any folder.

Viewing the first unread message

Select the **Go** menu **First Unread Message** item to go to the first unread message in a selected folder. This provides an easy way to open only those messages you have not read. When you have selected the item, Sterling Commerce:Mail opens the first unread message.

Viewing the previous unread message

Select the **Go** menu **Previous Unread Message** item to go to the previous unread message in a selected folder. Sterling Commerce:Mail opens the previous unread message.

Saving a message

Select the **File** menu **Save As** item to save a message text and attachments. To save only an attachment, see **Exporting an attachment** on page 23. The Save As option is active only on certain windows.

Use Save As to:

- Save a message and its attachments to a different name, format, or location on your hard drive. The heading information is retained with the Subject, Addressee, and other identifying information. The original message remains untouched in your Inbox, Outbox, Trash, Draft, or Sent folder or in any folder you have created.
- Save a message and place it in the appropriate file folder: Inbox, Outbox, Trash, Draft, or Sent folder, or in any folder you have created.
- Save a message you have written, reopened, and edited. Your original message is replaced with the new version.

For a description of the fields on the Save As window, see **Exporting an attachment** on page 23.

Sending and retrieving messages

You can send and retrieve messages in the same communications session. Only messages in the Outbox folder are sent when you use the Send Mail or the Send/Retrieve Mail menu options.

Note: Messages are sent to the Outbox folder when you select the **File** menu **Send to Outbox** item or click **Send to Outbox** on the toolbar.

To retrieve messages only

To retrieve your messages, select the **File** menu **Retrieve Mail** item. Your messages are automatically retrieved and placed in the Inbox folder.

To send messages only

To send messages, select the **File** menu **Send Mail** item or click **Send Mail** on the toolbar. All messages in the Outbox folder are sent to the specified recipients.

To send and receive messages at the same time

Select the **File** menu **Send/Retrieve Mail** item or click **Send/Retrieve Mail** on the toolbar. Your inbound messages are retrieved and placed in the Inbox folder and all the messages you have in the Outbox folder are sent to the specified recipients.

Marking unread messages as read

Messages are marked as either read or unread. As needed, you can select an unread message and change it to a read message. You can do this without reading the message.

- **Read** messages have an open envelope icon.
- **Unread** messages have a closed envelope icon.

To mark an unread message as read:

1. Select a message from the Inbox folder that you want to mark as read by clicking it once.
2. Select the **Edit** menu **Mark As Read** item. The message is marked as read with an open envelope icon.

To mark all messages in the Inbox folder as read

Select the **Edit** menu **Mark All As Read** item. All messages in the Inbox folder are marked as read with open envelope icons.

Note: If the sender of the message selected Confirmation of Receipt (COR), when you mark the message as read Sterling Commerce:Mail sends a confirmation. This confirmation is sent regardless of whether you actually read the message.

Replying to a message

After you have opened a message, you can respond to the sender or to the sender and other recipients of the message.

To reply to a message:

1. Open the message you want to reply to by clicking it once and selecting the **File** menu **Open Message** item or by double-clicking it.

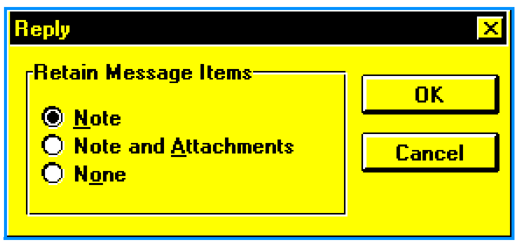
    OR

    Select the message you want to reply to by clicking it once. You do not have to open a message to reply to it.

2. To reply to just the sender, select the **Message** menu **Reply** item or click **Reply** on the toolbar.

    OR

    To reply to the sender and the other recipients, select the **Message** menu **Reply To All** item or click **Reply To All** on the toolbar. For either option, the following window appears.



3. Click one of the following radio buttons. These choices determine what information from the message is copied and sent to the recipients.

    - **Note** copies only the original message into the reply message. Attachments are **not** included. The original message follows your new message.
    - **Note and Attachments** copies the original message and any attachments into the new message. The original message follows your new message. Attachments are included in the **Attachment** list.
    - **None** does not copy the original message or its attachments to the new message. Only your new message is sent.

4. Click **OK** to return to the *Message* window. Type your message in the view area. Add attachments as needed. If you do not want to respond to the sender, click **Cancel** instead.

Forwarding a message

You can send a copy of a message and any attachments to another recipient.

To forward a message:

1. Highlight a message in a selected folder by clicking it once. Then select the **Message** menu **Forward** item or click **Forward** on the toolbar. The *Message* window appears.
2. In the view area of the message, type any message you want to send with the original message you are forwarding.

Note: Type the new message above the forward separator line.

3. Click **Address** and specify a recipient for the forwarded message.

   See **Addressing a message** on page 9 for more information.
4. Select the **File** menu **Send Message to Outbox** item or click **Send to Outbox** on the toolbar to send the completed message to the Outbox folder. Sterling Commerce:Mail returns you to the Main window.

Note: Once you have sent the message to the Outbox folder, you can send the message to its recipients by selecting the File menu Send Mail item.

Deleting a message

You can select messages to be placed in the Trash folder. Once in the Trash folder, the messages are deleted permanently when you empty the Trash or exit Sterling Commerce:Mail.

You can also delete non-system folders. See **Deleting a folder** on page 70 for more information.

Caution: Once you empty the Trash or exit Sterling Commerce:Mail, messages in the Trash folder are deleted permanently and cannot be recovered.
See **Emptying the Trash folder** on page 64 for more information.

To place a message or messages in the trash:

1. In the **Folders** area, click the folder that contains the message you want to delete. The messages contained in the folder appear in the **Message Details** area. Click the message you want to delete.

   To delete a non-system folder, click the folder.

2. Select the **Edit** menu **Delete** item. The selected messages are placed in the Trash folder.

   OR

   To delete all messages in a folder, click a folder in the **Folders** area of the Main window. Then, select the **Edit** menu **Select All** item.

Note: If you delete a folder, its messages are placed in the Trash folder. If you try to delete the Inbox, Outbox, Draft, or Sent subfolder, all messages inside the folder are placed in the Trash folder. The system subfolder is not deleted.

3. Select the **File** menu **Empty Trash** item or exit Sterling Commerce:Mail. All messages in the Trash folder are deleted.

Printing a message

To print a message:

1. Open the message you want to print. See **Opening a message** on page 11 for more information.

   OR

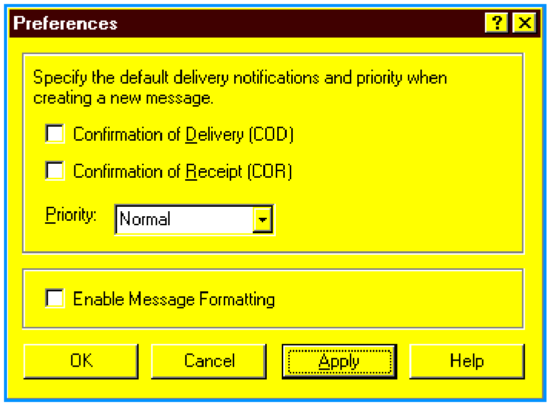
   Select the message you want to print by clicking it once. You do not have to open a message to print it.
2. Select the **File** menu **Print** item or click **Print** on the toolbar. The Print window appears.
3. As needed, click the **Name** list box and select the printer you want to use.
4. As needed, specify the print range, the number of copies, and whether you want copies collated.
5. As needed, click **Properties** to specify the selected printer's properties. The properties available depend on the features of the selected printer. For more information about specifying printer properties, see **Specifying default printer setup and properties** on page 79.
6. Click **OK** to begin printing.

Specifying message delivery preferences

From the Message window, you can specify message delivery notifications and priority defaults.

To specify your preferences:

1. Select the **Tools** menu **Preferences** item. The following window appears.



2. Click the needed confirmation check boxes to specify if you want to receive an acknowledgment:
   - **Confirmation of Delivery (COD)** indicates Sterling Commerce:Mail sends you a confirmation message when the recipient receives your message.
   - **Confirmation of Receipt (COR)** indicates Sterling Commerce:Mail sends you a message when the recipient opens your message.
3. Click the **Priority** list box and select the priority of all new messages. Select **Low, Normal**, or **High.**
4. Click the **Enable Message Formatting** check box to format all messages with a hard return after each 70-character line of text.
5. Click **OK** to save your preferences or **Cancel** to exit without saving preferences.

Chapter 2

Attachments

Two types of files can be attached to a message, binary and text.

- **Binary** file contains data in a machine-readable form that can be read only by a software application. For example, an executable file (.EXE) is in binary format.
- **Text** file contains only alphanumeric characters and symbols that are human-readable. For example, an ASCII file is in text format.

If you want to attach documents from other applications to your message, use the **Attach File** toolbar button on the Message window. When the recipient gets the message, the message will include any attachments you sent with it. There is no limit to the number of attachments a single message can have, except as determined by computer memory and disk space.

If you have problems sending and receiving attachments, check your anti-virus settings. You may need to lower them to allow attachments.

Outside In for Windows

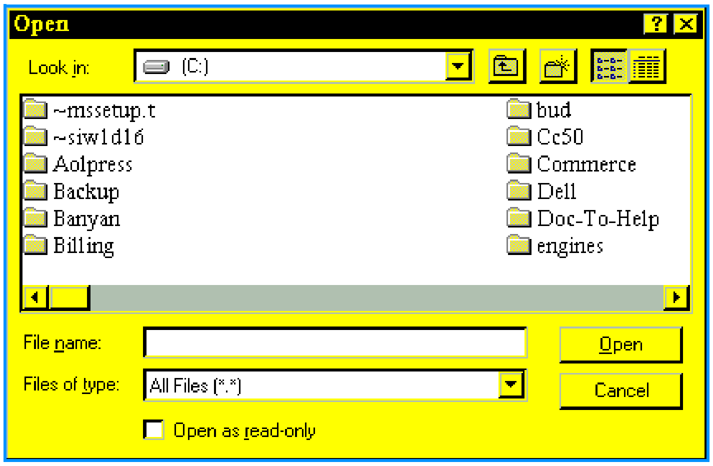
Sterling Commerce:Mail includes viewer technology using the application Outside In® for Windows. This application, which is included with Sterling Commerce:Mail, allows you to:

- View MS-DOS®, Microsoft® Windows®, and Apple® Macintosh® files in Sterling Commerce:Mail.
- Paste text or graphics from Sterling Commerce:Mail into another application. The Windows Clipboard remembers all application formatting.
- Print any file in a supported format without having the application on your PC.

Attaching a file to a message

To attach a file to a message:

1. On the Message window, select the **Message** menu **Attach File** item or click **Attach File** on the toolbar. The Open window appears.



2. Click the **Look in** list box and select the local or network drive that contains the file you want to attach. Select a location and the folders and files appear in the area below the **Look in** list box.
3. Highlight the folder containing the file you want to attach to your message by clicking it once. Click **Open**. The folder opens and its name appears in the **Look in** list box. The folder's contents appear in the area below the **Look in** list box.

Note: Use the Files of type list box to specify a type of file you want to appear. If the file type is not contained in the folder, nothing appears.

4. Highlight the file you want to attach by clicking it once. Click **Open**. The Message window is displayed.

   The file you selected is attached to the current message and shown in the **Attachment** list. A file attached to a message is downloaded with the message when the recipient retrieves mail.

Note: To delete an attachment from a message, highlight the attachment in the Attachment list by clicking it once. Then select the **Edit** menu **Delete** item or click **Delete** on the toolbar. You can also press the **Del** key.

Note: Both the Delete menu option and the Delete toolbar button delete the connection to the file. The file itself is not removed from your system.

5. As needed, specify attachment information and encryption. See **Specifying attachment details** on page 21 for more information.

Specifying attachment details

On the Message window, you can view and specify an attachment's description and encryption format.

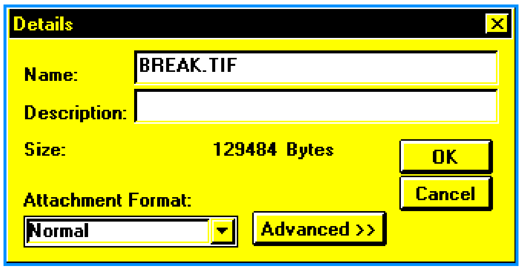
To specify a description and encryption format for an attachment:

1. Create a new message. See **Creating a message** on page 7 for more information.

   OR

   Open an existing message. See **Opening a message** on page 11 for more information.

2. Select the **Attachment** menu **Details** item. You can also right-click the attachment in the **Attachment** list. The following window appears.



3. As needed, type a description of the attachment in the **Description** field.

4. As needed, select an attachment format from the **Attachment Format** list box. Your selection determines whether the attachment is encrypted when the message is sent.

Note: To specify a MIME type and subtype for the attachment, click the **Advanced>>** button. When you select the attachment format, Sterling Commerce:Mail selects the corresponding MIME type and subtype for you. It is recommended that you do not change this type unless it is necessary. See **Specifying advanced attachment details** on page 22 for more information.

5. Click **OK** to save the details or **Cancel** to exit without saving. Sterling Commerce:Mail returns you to the Message window.

To specify advanced details, click **Advanced>>**. See **Specifying advanced attachment details** on page 22.

Specifying advanced attachment details

Use the **Advanced>>** button on the Details window to specify an attachment's MIME type, delivery information, and location.

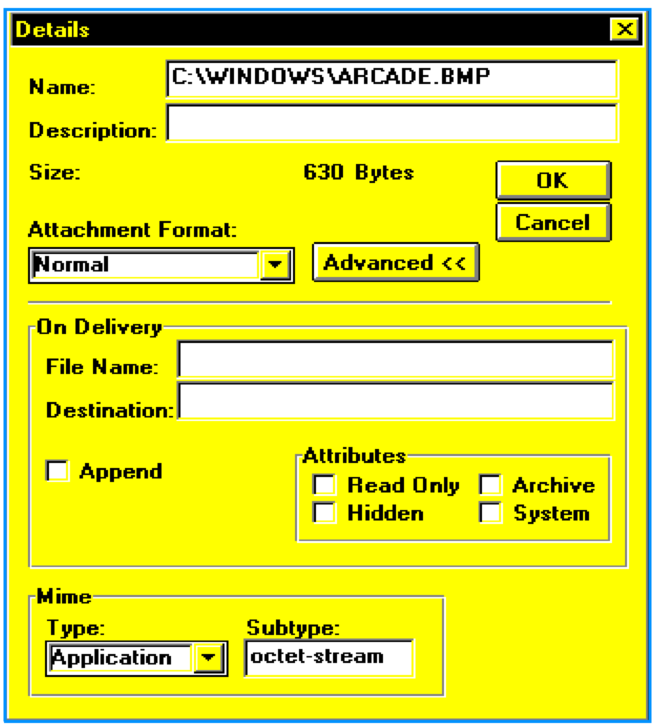
MIME type describes the format of the attachment when it is sent.

Note: When you select the attachment format, Sterling Commerce:Mail selects the corresponding MIME type and subtype. It is recommended that you do not change this subtype unless it is necessary.

Caution: Unexpected results may occur if you change the MIME type and subtype settings.

To specify advanced attachment details:

1. Access the Details window to view an attachment's details. See **Specifying attachment details** on page 21 for more information.
2. Click **Advanced>>** on the Details window. The Details window expands:



3. Use the **On Delivery** fields to specify the following:
   - **File Name** allows you to specify the attachment's destination file name.

- **Destination** allows you to specify the directory the attachment will be placed in when the recipient gets the message. If the directory does not exist on the recipient's PC, the attachment is placed in the recipient's Sterling Commerce:Mail Inbox folder.

Note: You must include a backslash (\) at the end of the destination you specify.

- **Append** allows you to add the attached file to the end of a file having the same name. Select this check box when you want to add information to an existing file rather than overwrite the file.

Note: If you select the Append check box, the Attributes check boxes are unavailable.

4. Select the appropriate **Attributes** check boxes to specify the following file properties:
   - **Read Only** allows the recipient to only read the file.
   - **Hidden** stops the file from appearing in a directory list.
   - **Archive** specifies the file to be backed up.
   - **System** specifies a file as an operating system file. System files are listed in a DOS or Windows directory. They are invisible to the recipient.
5. Select the appropriate MIME type from the **Mime Type** list box.

   To change the subtype, highlight the subtype and type a new subtype in the available field.
6. Click **OK** to save the details or **Cancel** to exit without saving. Sterling Commerce:Mail returns you to the Message window.

Exporting an attachment

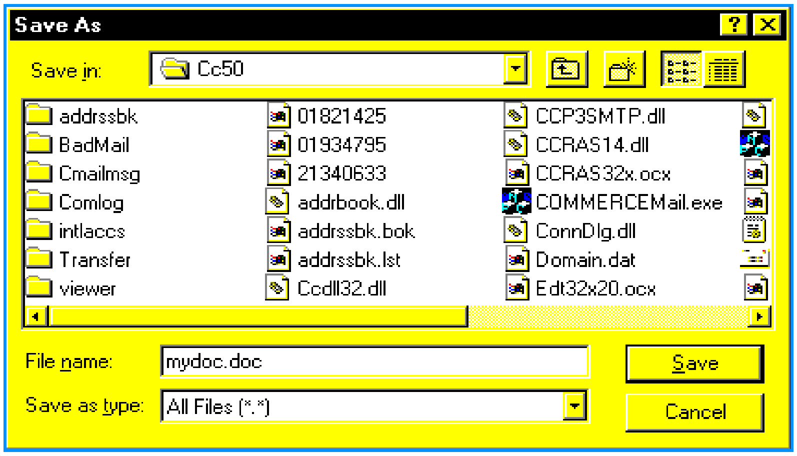
On the Message window, you can save a message or attachment to another location. The original message or attachment remains in Sterling Commerce:Mail and a copy of the message or attachment is exported.

To export a message or attachment to a local or network drive:

1. Open the message. See **Opening a message** on page 11 for more information.
2. Highlight a message or attachment in the **Attachment** list. A message can be selected by highlighting the word **Note** in the Attachment list.

   If you want to export more than one attachment, hold the **CTRL** key as you click each attachment. Sterling Commerce:Mail saves each attachment as a separate file.

3. Select the **Attachment** menu **Export** item. The Save As window appears. The attachment name and extension appear in the File name field.



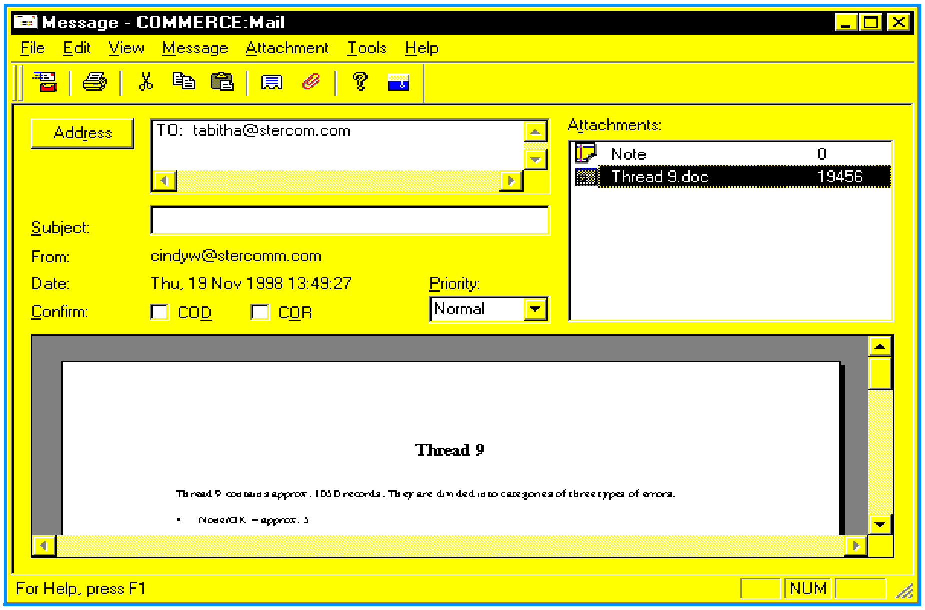
4. As needed, change the name and extension. When the message or attachment is exported to the location you specify in the next step, this is its new name.
5. Click the **Save in** list box and select the local or network drive you want to export the message or attachment to. When you select a location, the folders and files appear in the view area located below the **Save in** list box.
6. Highlight the folder you want to export the message or attachment to by clicking it once and clicking **Open**. Or you can double-click the folder. All files within that folder, as well as any subfolders, appear in the view area below the list box.
7. Click **Save** to export the message or attachment or **Cancel** to cancel the export. Sterling Commerce:Mail returns you to the Message window.

Viewing an attachment

You can view any attachment by double-clicking it in the **Attachment** list on the Message window. The attachment appears in the view area of the Message window. Once an attachment appears in the view area, you can specify the attachment's view, size, display, print and clipboard options by using the attachment shortcut menu.

See **Using the attachment shortcut menu** on page 25 for more information.

To view an attachment from the Message window, double-click the attachment in the **Attachment** list. The attachment appears in the view area.



Using the attachment shortcut menu

While viewing an attachment in the Message window, you can specify the attachment’s view style, size, display, print, and clipboard options by right-clicking in the Message window view area. The view area is located at the bottom of the Message window.

For information on how to view an attachment, see **Viewing an attachment** on page 24.

When you right-click on a displayed attachment in the view area, an attachment shortcut menu appears. This shortcut menu contains frequently used options for attachments in the view area.

Note: The options on the attachment shortcut menu vary depending on the type of attachment being viewed. Also, some options may appear inactive depending on the type of attachment being viewed.

Viewing an attachment using a full screen

On the Message window, you can use the attachment shortcut menu to view an attachment using the entire computer screen.

Note: The items on the attachment shortcut menu will vary depending on the type of attachment being viewed.

To view an attachment using the entire computer screen:

1. Open a message containing an attachment. See **Opening a message** on page 11 for more information.
2. In the **Attachment** list, double-click the attachment you want to view. The attachment appears in the Message window view area.
3. Right-click in the view area. The attachment shortcut menu appears. Click the **Show Full Screen** item. The attachment view expands to fill the entire computer screen.
4. Click the attachment to return to the Message window. The attachment remains displayed within the view area.

Note: To return to the message the attachment is attached to, double-click **Note** in the Attachment list.

Specifying the view style of an attachment

On the Message window, you can use the attachment shortcut menu to specify the view style of an attachment in the view area.

Note: The items on the attachment shortcut menu will vary depending on the type of attachment being viewed.

To specify the view style of an attachment:

1. Open a message containing an attachment. See **Opening a message** on page 11 for more information.
2. In the **Attachment** list, double-click the attachment you want to view. The attachment appears in the Message window view area.
3. Right-click in the view area. The attachment shortcut menu appears. Select the **View** item. Three selections appear beside the View item.

Note: The selections that appear will vary depending on the type of attachment being viewed. Also, some selections may appear inactive depending on the type of attachment being viewed.

Choose one of the following:

- **Draft** displays text files using the specified default font for your PC.
- **Normal** displays text files using the fonts specified in the text file. Embedded graphic files are also displayed.
- **Preview** displays text files using headers, footers, footnotes, margins, embedded graphics and columns as specified in the text file.

Note: To return to the message the attachment is attached to, double-click **Note** in the Attachment list.

Specifying attachment size

On the Message window, you can use the attachment shortcut menu to specify the size of an attachment in the view area.

Note: The items on the attachment shortcut menu will vary, depending on the type of attachment being viewed.

To specify the size of an attachment:

1. Open a message containing an attachment. See **Opening a message** on page 11 for more information.
2. In the **Attachment** list, double-click the attachment you want to view. The attachment appears in the Message window view area.
3. Right-click in the view area. The attachment shortcut menu appears. Select the **Size** item. Selections appear beside the Size item. Choose one of the following:
   - **Original Size** sizes the attachment to the size it was in the original program. If the original size is large, you may have to use the scroll bars that appear to the side and below the view area to view the entire attachment.
   - **Full Size** sizes the attachment using the attachment's original dimensions. If the original dimensions are large, you may have to use the scroll bars that appear to the side and below the view area to view the entire attachment.
   - **Fit to Window** sizes the attachment to conform to the size of the current view area. All proportions are maintained.
   - **Fit to Window Height** sizes the attachment so it is as tall as the current view area. All proportions are maintained. If the attachment is wide, you may have to use the scroll bar that appears at the bottom of the view area to view the entire attachment.
   - **Fit to Window Width** sizes the attachment so it is as wide as the current view area. All proportions are maintained. If the attachment is tall, you may have to use

the scroll bar that appears to the right of the view area to view the entire attachment.

Note: The selections that appear will vary depending on the type of attachment being viewed. Also, some selections may appear inactive depending on the type of attachment being viewed.

Note: To return to the message the attachment is attached to, double-click **Note** in the Attachment list.

Adding colors or grays to graphic attachments

On the Message window, you can use the attachment shortcut menu to add simulations of colors or grays contained in a graphic palette to a graphic image.

Dithering can improve the quality of a graphic image by filling in or smoothing out the image. Generally, the higher your monitor resolution, the more obvious the results.

Note: The items on the attachment shortcut menu will vary, depending on the type of attachment being viewed.

To add color or shade to a graphic:

1. Open a message containing an attachment. See **Opening a message** on page 11 for more information.
2. In the **Attachment** list, double-click the attachment you want to view. The attachment appears in the Message window view area.
3. Right-click in the view area. The attachment shortcut menu appears. Select **Dither**. Colors or grays are added to the image.

Note: To return to the message the attachment is attached to, double-click **Note** in the Attachment list.

Rotating an attachment

On the Message window, you can use the attachment shortcut menu to rotate an attachment in increments of 90 degrees in the view area.

Note: The items on the attachment shortcut menu will vary depending on the type of attachment being viewed.

You commonly use the Rotation item to change the orientation of a graphic or to fix Fax images that were sent upside down.

To rotate an attachment:

1. Open a message containing an attachment. See **Opening a message** on page 11 for more information.
2. In the **Attachment** list, double-click the attachment you want to view. The attachment appears in the Message window view area.

   Right-click in the view area. The attachment shortcut menu appears. Select the **Rotation** item. Selections appear beside the Rotation item.

Note: The selections that appear will vary depending on the type of attachment being viewed. Also, some selections may appear inactive depending on the type of attachment being viewed.

Choose one of the following:

- 90 degrees
- 180 degrees
- 270 degrees
- None

Note: To return to the message the attachment is attached to, double-click **Note** in the Attachment list.

Zooming in or out on an attachment

On the Message window, you can use the attachment shortcut menu to enlarge or decrease detail in the view of an attachment in the view area.

Note: The items on the attachment shortcut menu will vary depending on the type of attachment being viewed.

To zoom in or out on an attachment:

1. Open a message containing an attachment. See **Opening a message** on page 11 for more information.
2. In the **Attachment** list, double-click on the attachment you want to view. The attachment appears in the Message window view area.
3. Right-click in the view area. The attachment shortcut menu appears. Select the **Zoom** item. Selections appear beside the Zoom item.

Note: The selections that appear will vary depending on the type of attachment being viewed. Also, some selections may appear inactive depending on the type of attachment being viewed.

Choose one of the following:

- **In** enlarges detail within the view area. You might want to zoom in on an image with very fine detail to see it more closely.
- **Out** decreases detail within the view area. You might want to zoom out on a large image to see the entire image.
- **Selection** enlarges detail within a specified area of an image.

Note: To specify an area, click an image. Without releasing the mouse button, specify an area to enlarge by moving the mouse. Release the mouse button. Right-click in the specified area and select the Zoom Item Selection selection.

- **Reset** returns the attachment to the size it had before you started zooming in or out.

Note: To return to the message the attachment is attached to, double-click Note in the Attachment list.

Specifying attachment options

While viewing an attachment in the Message window, you can use the attachment shortcut menu to specify the attachment’s display, print, and clipboard options.

Note: The items on the attachment shortcut menu will vary depending on the type of attachment being viewed. The selections that appear will also vary depending on the type of attachment being viewed. Some selections may appear inactive depending on the type of attachment being viewed.

The Option item selections are:

- **Display** allows you to specify how Sterling Commerce:Mail displays unknown files. An unknown file is an attachment created in an application not supported by the Outside In viewer. When the viewer tries to open an unknown file, a message indicates that the file is unreadable.

  See **Specifying display options** on page 31 for more information.

- **Print** allows you to print an attachment with formatting that includes tables, bold, italic and fonts. The attachment will print even if you do not have on your PC the application that created the attachment. You can print any supported text, graphics, spreadsheet or database PC or Macintosh format using the Print feature.

  See **Specifying print options** on page 34 for more information.

- **Clipboard** allows you to specify the document formats used when placing data in the Windows Clipboard. The Clipboard is a temporary storage location most often used when copying data from one document or application to another.

  See **Specifying clipboard options** on page 37 for more information.

Specifying display options

On the Message window, you can use the attachment shortcut menu to specify how Sterling Commerce:Mail displays unknown files.

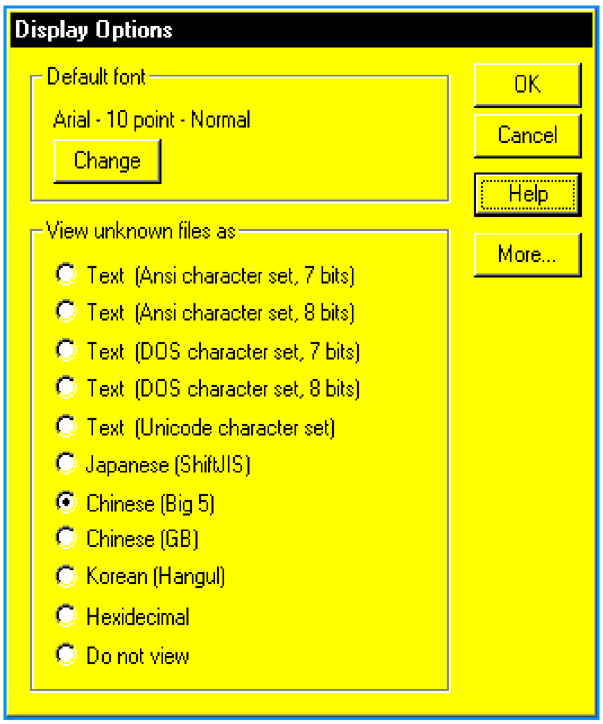
Unknown file is an attachment created in an application not supported by the viewer. When the Outside In viewer attempts to open an unknown file, a message indicates that the file is unreadable.

To specify display options:

1. Create a new message. See **Creating a message** on page 7 for more information.

   OR

   Open an existing message. See **Opening a message** on page 11 for more information.
2. Double-click an attachment in the **Attachment** list. The attachment appears in the view area in the bottom portion of the Message window.
3. Right-click in the view area. The attachment shortcut menu appears. Select the **Options** item **Display** selection. The Display Options window appears.



4. The default font is listed in the **Default font** area. If you prefer a different font, click **Change**. See **Specifying the default font** on page 40 for more information.
5. Select from the **View unknown files as** choices. Choose from:
   - **Text** format contains only alphanumeric characters and symbols that are human-readable. For example, an ASCII file would be in text format. Text format includes several character choices.

- **Japanese (ShiftJIS)** is a double-byte character file format. Two bytes are used to represent each japanese character.
- **Chinese (Big 5)** is a double-byte character file format. Two bytes are used to represent each text character.
- **Chinese (GB)** is a double-byte character file format. Two bytes are used to represent each text character.
- **Korean (Hangul)** is a double-byte character file format. Two bytes are used to represent each text character.
- **Hexadecimal** is a numbering system that uses a base of 16. Unlike decimal numbers (base 10), hexadecimal numbers include 16 digits: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D, E and F. Using hexadecimal numbers is a convenient way to represent binary numbers.
- **Do Not View** any file if it is not in a recognized format. Sterling Commerce:Mail will not attempt to display any file with an unknown format.

6. Click **OK** to save your changes or **Cancel** to cancel your changes. Sterling Commerce:Mail returns you to the *Message* window.

   OR

   Click **More** to change spreadsheet, database, and archive options. See **Specifying more display options** on page 32 for more information.

Specifying more display options

Use the **More** button on the Display Options window to specify whether you want all spreadsheets and database gridlines to display.

Gridlines are lines drawn from the tick marks of a spreadsheet or database that make it easier to see the values associated with the data markers.

You can also indicate how files are archived.

To specify more display options:

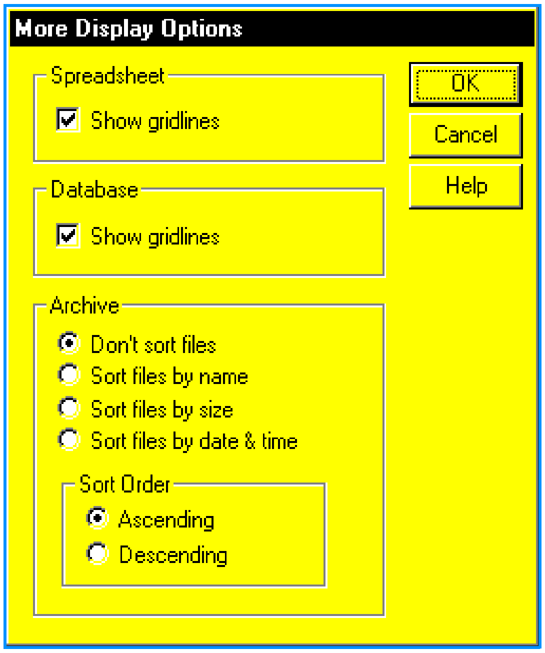
1. Create a new message. See **Creating a message** on page 7 for more information.

   OR

   Open an existing message. See **Opening a message** on page 11 for more information.
2. Double-click on an attachment in the **Attachment** list. The attachment appears in the view area in the bottom portion of the Message window.
3. Right-click in the view area. The attachment shortcut menu appears. Select the **Options** item **Display** selection. The Display Options window appears.

   For an example of the Display Options window, see **Specifying display options** on page 31.

4. Click **More** on the Display Options window. The following window appears.



5. As needed, click the **Spreadsheet Show Gridlines** check box. If a check mark appears in the box, Sterling Commerce:Mail shows lines between columns in a spreadsheet program.
6. As needed, click the **Database Show Gridlines** check box. If a check mark appears in the box, Sterling Commerce:Mail shows lines between columns in a database program.
7. Select an **Archive** option to specify how files are shown on the Message window:
   - **Don't sort files** specifies that files are not sorted at all.
   - **Sort Files by name** specifies that files are sorted alphabetically from A to Z.
   - **Sort files by size** specifies that files are sorted from the smallest file to the largest file.
   - **Sort files by date and time** specifies that files are sorted from the oldest file to the newest file.
8. Select a **Sort Order** option to specify whether files are sorted in ascending or descending order:
   - **Ascending** sorts files from A to Z based on the Archive radio button selected in step 7.
   - **Descending** sorts files from Z to A based on the Archive radio button selected in step 7.
9. Click **OK** to save your changes or **Cancel** to cancel your changes. Sterling Commerce:Mail returns you to the Display Options window.

Specifying print options

On the Message window, you can use the attachment shortcut menu to specify basic printing options for attachments—such as page margins—and to print an attachment.

You can print attachments even if you do not have the application that created the attachment. Also, any supported text, graphic, spreadsheet, or database format can be printed for both PC and Macintosh.

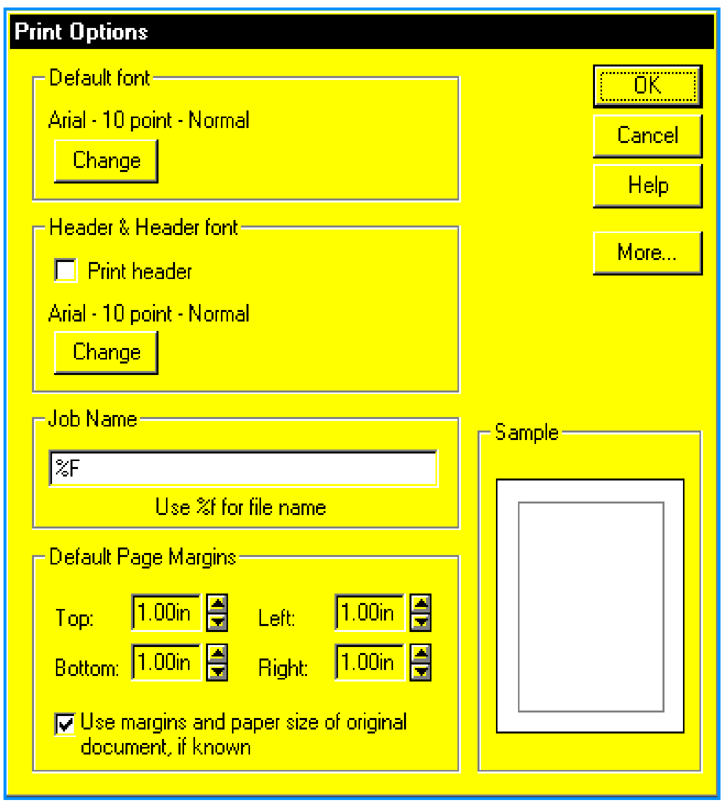
Note: The options you specify using the attachment shortcut menu **Options** item **Print** selection apply only when you are printing attachments.

To specify print options:

1. Create a new message. See **Creating a message** on page 7 for more information.

   OR

   Open an existing message. See **Opening a message** on page 11 for more information.
2. Double-click an attachment in the **Attachment** list. The attachment appears in the view area in the bottom portion of the Message window.
3. Right-click in the view area. The attachment shortcut menu appears. Select the **Options** item **Print** selection. The Print Options window appears.



4. As needed, click **Change** to change the default font in the **Default font** area. The Font window appears. See **Specifying the default font** on page 40 for information about using the Font window.

   This font will be used when the attachment is printed if you do not have the font originally specified for the attachment.
5. Click the **Print header** check box if you want Sterling Commerce:Mail to print a header on every page of the attachment.

   Print header is made up of the attachment title, page number, and a line. Headers print above the specified margin.
6. As needed, click **Change** to change the default font in the **Header & Header font** area. The Font window appears. See **Specifying the default font** on page 40 for information about using the Font window.
7. Type the name of the job to print in the **Job Name** field. This name appears in the **Print header.** If no job name is specified, the file name prints instead.
8. Specify the page margins in the **Default Page Margins** area. The Sterling Commerce:Mail default is one inch.

Note: The Sample area on the right side shows the selected margin sizes and how the printed page looks.

9. As needed, click **More** to change spreadsheet, database, bitmap, and drawing specifications. See **Specifying more print options** on page 35 for more information.
10. Click **OK** to save the print options or **Cancel** to cancel your changes. Sterling Commerce:Mail returns you to the Message window.

Note: To print, select the **File** menu **Print** item or click **Print** on the toolbar. You can also right-click the attachment in the Message window view area and select the attachment shortcut menu **Print** item.

Specifying more print options

Use the **More** button on the Print Options window to specify bitmap and drawing options and whether gridlines are shown when spreadsheets and databases are printed.

To specify more print options:

1. Create a new message. See **Creating a message** on page 7 for more information.

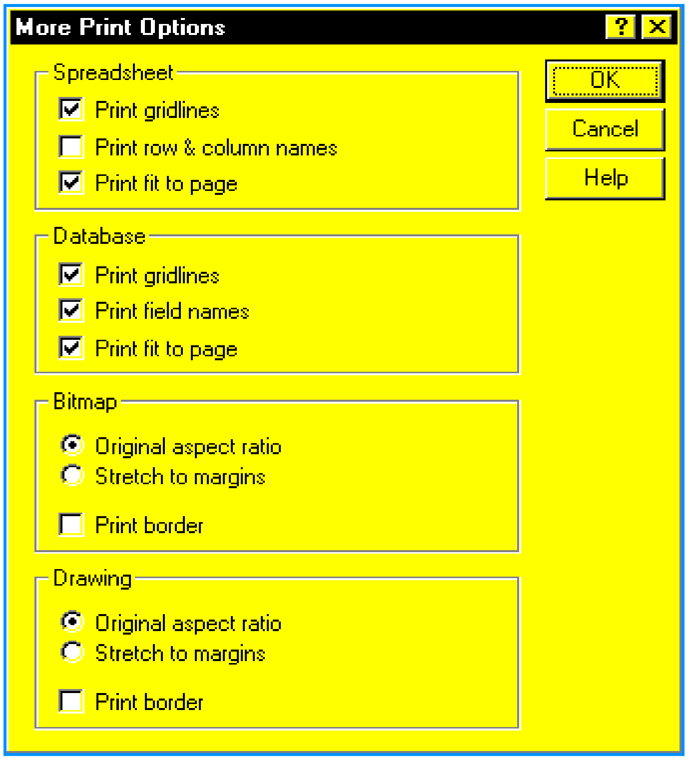
   OR

   Open an existing message. See **Opening a message** on page 11 for more information.
2. Double-click an attachment in the **Attachment** list. The attachment appears in the view area in the bottom portion of the Message window.

3. Right-click in the view area. The attachment shortcut menu appears. Select the **Options** item **Print** selection. The Print Options window appears.

   For an example of the Print Options window, see **Specifying print options** on page 34.

4. Click **More** on the *Print Options* window. The following window appears.



5. Specify the **Spreadsheet** options by selecting one of the available check boxes:

   - **Print gridlines** prints lines between the columns and rows of each line of the spreadsheet. Each cell is outlined.
   - **Print row & column names** prints numbers for the rows and letters for the columns in the spreadsheet.
   - **Print fit to page** resizes the spreadsheet by changing the font size of text so that all of the spreadsheet’s columns conform to the size of the page your printer uses.

6. Specify the **Database** options by selecting one of the available check boxes. These options are the same as the spreadsheet options except for:

   - **Print field names** prints the database spreadsheet with field names showing.

7. Specify the **Bitmap** options by selecting one of the available radio buttons. You can also click the **Print Border** check box if needed.

   A **bitmap** is an image made up of a pattern of dots. Select from:

   - **Original aspect ratio** indicates the bitmap is printed in its original size and shape. This is the default.
   - **Stretch to margins** stretches the bitmap until the bitmap is as large as the margins allow. The original proportions of the bitmap may not be kept and the graphic may look distorted.
   - **Print border** prints a thin line around the bitmap to show its outer edges.
8. Specify one or more of the **Drawing** options. The drawing options are the same as the Bitmap options. A drawing is defined as any vector graphic file.
9. Click **OK** to save any changes or **Cancel** to cancel your changes. Sterling Commerce:Mail returns you to the Print Options window.

Specifying clipboard options

On the Message window, you can use the attachment shortcut menu to specify the document formats used when placing data in the Windows Clipboard.

Format is the way information is structured by an application when it creates a file. A format that can be read by one application often cannot be read by another.

By allowing you to select formats from the Clipboard Options window, Sterling Commerce:Mail saves formatting associated with that file when it is placed in the Clipboard. Without this feature, you may lose application-specific formatting.

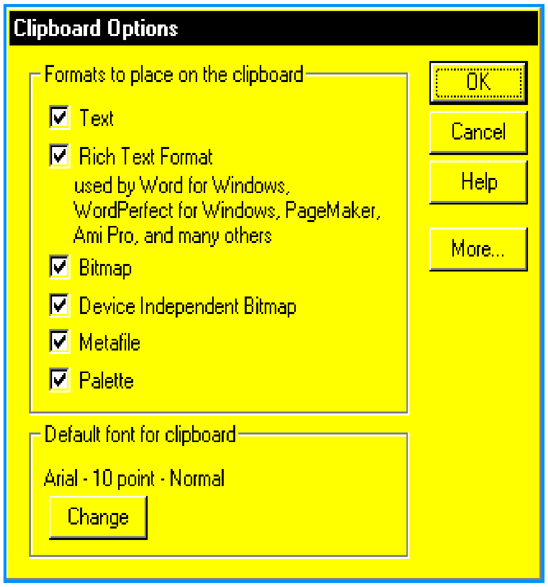
To specify Clipboard formatting options:

1. Create a new message. See **Creating a message** on page 7 for more information.

   OR

   Open an existing message. See **Opening a message** on page 11 for more information.
2. Double-click an attachment in the **Attachment** list. The attachment appears in the view area in the bottom portion of the Message window.

3. Right-click in the view area. The attachment shortcut menu appears. Select the **Options** item **Clipboard** selection. The Clipboard Options window appears.



4. Select the format or application you want to use when cutting, copying, and pasting from the Clipboard. Because of the space the formats take up in the Clipboard, select only those formats you need. Select from:

   - **Text** file contains only alphanumeric characters and symbols that are human-readable. For example, an ASCII file is in text format.
   - **Rich Text Format (RTF)** is used to convert documents from one application to another on the PC, or to transfer documents between a PC and a Macintosh. If you select Rich Text Format, all formatting is converted to text instructions that other applications can read.
   - **Bitmap** is an image made up of a pattern of dots. A bitmap is used to save graphics and is dependent on your PC hardware configuration.
   - **Device Independent Bitmap (DIB)** is a specialized bitmap format that does not depend on your PC hardware configuration. Like a bitmap, it is also made up of dots.
   - **Metafile** is a graphics format used in Windows. A metafile combines the properties of both raster and vector formats.
   - **Palette** is a set of colors used in creating an image.

5. Click **Change** to change the default font.

   The default font is used when your PC does not have the font originally specified for the attachment or when there is no font information specified for the attachment. See **Specifying the default font** on page 40 for more information.

6. Click **OK** to save any changes or **Cancel** to cancel your changes. Sterling Commerce:Mail returns you to the *Clipboard Options* window.

   OR

   Click **More** to specify additional clipboard options. See **Specifying more clipboard options** on page 39 for more information.

Specifying more clipboard options

Use the **More** button on the Clipboard Options window to specify spreadsheet and database options. These specifications apply only when you are pasting data into the Clipboard and affected cells are formatted in the Clipboard.

Cell is an area where a row and a column meet in a table. A table is made up of cells.

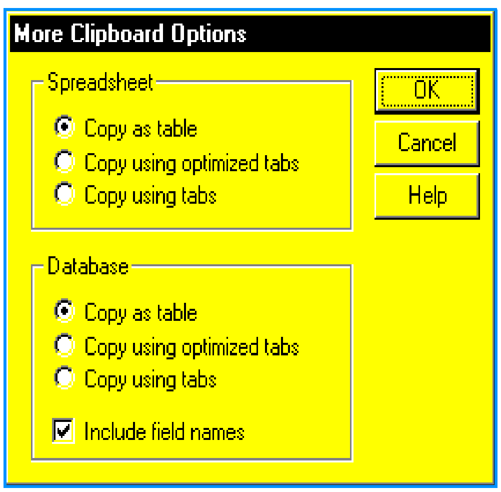
To specify more Clipboard options:

1. Create a new message. See **Creating a message** on page 7 for more information.

   OR

   Open an existing message. See **Opening a message** on page 11 for more information.
2. Double-click an attachment in the **Attachment** list. The attachment appears in the view area in the bottom portion of the Message window.
3. Right-click in the view area. The attachment shortcut menu appears. Select the **Options** item **Clipboard** selection. The Clipboard Options window appears.

   For an example of the Clipboard Options window, see **Specifying clipboard options** on page 37.
4. Click **More** on the *Clipboard Options* window. The following window appears.



5. Select any or none of the **Spreadsheet** options:
   - **Copy as table** saves the spreadsheet to the Clipboard as a table instead of as individual cells divided by tabs.

- **Copy using optimized tabs** converts the spreadsheet to text. Sterling Commerce:Mail puts a tab after cells that contain data. Any empty cells are skipped.
- **Copy using tabs** converts the spreadsheet to text. Sterling Commerce:Mail puts a tab after each cell regardless of whether the cell contains data.

6. Select any or none of the **Database** options. These options include the Spreadsheet options defined in step 5, plus:
   - **Include field names** saves all database column and row headings to the Clipboard. If this option is not selected, only data is copied to the Clipboard and headings are not included.
7. Click **OK** to save any changes or **Cancel** to cancel your changes. Sterling Commerce:Mail returns you to the *Clipboard Options* window.

Specifying the default font

Click **Change** on the Clipboard Options, Display Options, or Print Options window to select the font Sterling Commerce:Mail uses when you copy data to the Clipboard or view or print an attachment without a specified font. The default font is used only if the attachment has no specified font or Sterling Commerce:Mail cannot use the font specified in the attachment.

The Options windows can be accessed by the Display, Print, and Clipboard selections beside the attachment shortcut menu Options item.

To change the default font:

1. Create a new message. See **Creating a message** on page 7 for more information.

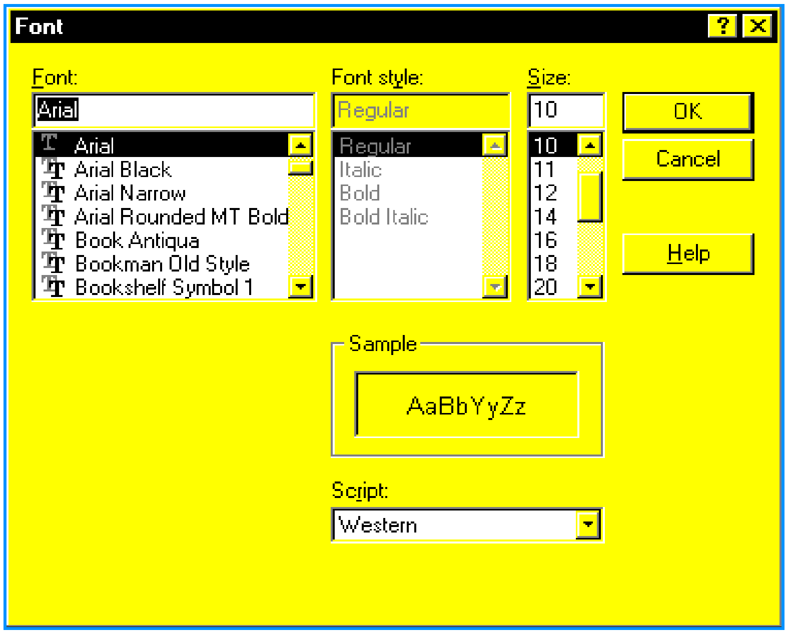
   OR

   Open an existing message. See **Opening a message** on page 11 for more information.
2. Double-click an attachment in the **Attachment** list. The attachment appears in the view area in the bottom portion of the Message window.
3. Right-click in the view area. The attachment shortcut menu appears. Select the **Options** item.

Note: The items on the attachment shortcut menu vary depending on the type of attachment being viewed.

4. Select either the Display, Print, or Clipboard selection beside the attachment shortcut menu Options item.

5. Click **Change** on the window. The following window appears.



6. Select a font family in the **Font** list box. The fonts shown are those currently loaded on your PC.
7. Select a font style in the **Font style** list box. Font styles are determined by an individual font but often include regular, bold, italic and bold italic selections.
8. Select a font size in the **Size** list box. The size shows the average number of characters for that font in one inch of text.
9. A representation of the font in the selected size, style, and family displays in the **Sample** area of the window.
10. Click **OK** to save any changes or **Cancel** to cancel your changes. Sterling Commerce:Mail returns you to the *Message* window.

Printing an attachment

To print an attachment:

1. Open the attachment you want to print. See **Viewing an attachment** on page 24 for more information.
2. Right-click in the view area. The attachment shortcut menu appears. Select the Print item. The Print window appears.

Note: The items on the attachment shortcut menu vary depending on the type of attachment being viewed.

3. As needed, click the **Name** list box and select the printer you want to use.
4. As needed, specify the print range, the number of copies, and whether you want copies collated.
5. As needed, click **Properties** to specify the printer properties. The properties available depend on the features of the selected printer. See **Specifying default printer setup and properties** on page 79 for more information.
6. Click **OK** to begin printing.

Chapter 3

Address Book

Use the Tools menu Address Book item to maintain lists of recipients and their addresses.

Address Book toolbar button

Use the **Address Book** toolbar button to access the Address Book window without using the Tools menu. To select the toolbar button, click the button.

There are no addresses prepackaged with Sterling Commerce:Mail. However, if you receive a message from another user, this sender is automatically added to your address book.

- **Address book** is a collection of people you regularly send messages to. After you create an address book, make distribution lists from it by selecting members from the address book and copying them to the distribution lists. If a member is not included in the address book, the member cannot be added to a distribution list.

Note: All of the addresses in your address book are stored in the All folder, located in the Distribution List area of the Address Book window.

- **Distribution list** is a group of people you regularly send the same messages to. A distribution list is a convenient way to mail messages to a group of people, rather than sending the same messages to each individually. For example, you might create a distribution list containing all the people who want to stay current with your department's news updates. The user must also be a Sterling Commerce:Mail user, or a user with an X.400 address, to be included on a distribution list.

Using the Address Book item, you can:

- Add, change and delete recipients to and from the address book.
- Print a list of address book recipients or distribution list recipients.
- Create and maintain distribution lists.
- Send distribution lists to others.
- Locate an address in the address book.

- Import and export distribution lists.
- Specify import distribution list options.

Adding and editing addresses in the address book

On the Address Book window, you can use the New SMTP Address and New X.400 Address items from the File menu to add new addresses to the address book. The menu item you use is determined by the type of address you are adding.

- **SMTP address** is a standard Internet address that identifies the recipient and the post office. SMTP stands for Simple Mail Transfer Protocol. For example, **jsmith@abcompany.com** is a SMTP address, where **jsmith** identifies the user and **abcompany.com** identifies the post office.
- **X.400** is a communications protocol that allows connectivity between electronic messaging systems. The X.400 address system is used by some companies to send information worldwide using non-proprietary standards. Because the X.400 system is worldwide, each X.400 user must have a unique mailing address.

  The following is a sample address:

  C=us A=abcompany P=market O=writing S=smith G=bill

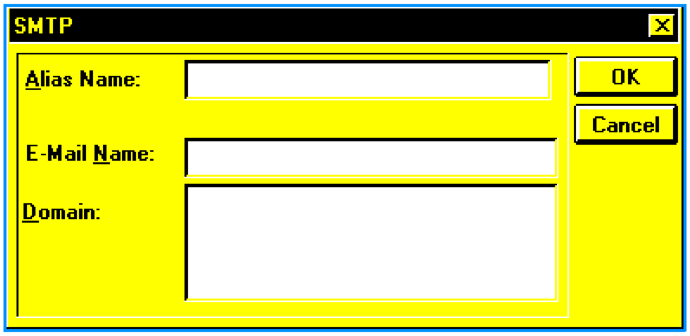
Caution:	The SMTP and X.400 addresses have distinctive addressing requirements. Do not specify an address without knowing what a company has predefined. Otherwise, your message will not be received.

Adding or editing an SMTP address

To add or edit an SMTP address:

1. Select the **Tools** menu **Address Book** item or click **Address Book** on the toolbar. The Address Book window appears.
2. Do **one** of the following:
   - Select the **File** menu **New SMTP Address** item.
   - Double-click an existing SMTP address within the Address Book window.

- Click **SMTP** on the toolbar. The following window appears.



3. Type or edit information in the following fields:

Field	Definition
Alias Name	Full name of the person you want to add to the address book. Type a person's full name because an e-mail address does not have to contain the name.
E-Mail Name	Recipient's e-mail name. For example, jsmith is an e-mail name.
Domain	Network region that handles sending and receiving messages for the person you are adding to the address book. For example, ibm.com is a domain.

4. Click **OK** to save the address in the All folder or **Cancel** to exit without saving. Sterling Commerce:Mail returns you to the Address Book window.

Adding or editing an X.400 address

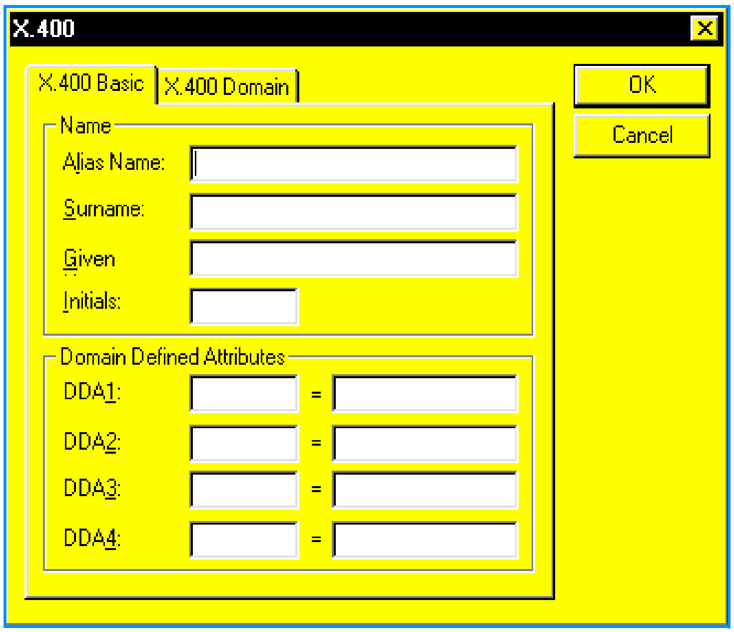
To add or edit an X.400 address:

1. Select the **Tools** menu **Address Book** item or click **Address Book** on the toolbar. The Address Book window appears. Then select the **File** menu **New X.400 Address** item or click **X.400** on the toolbar.

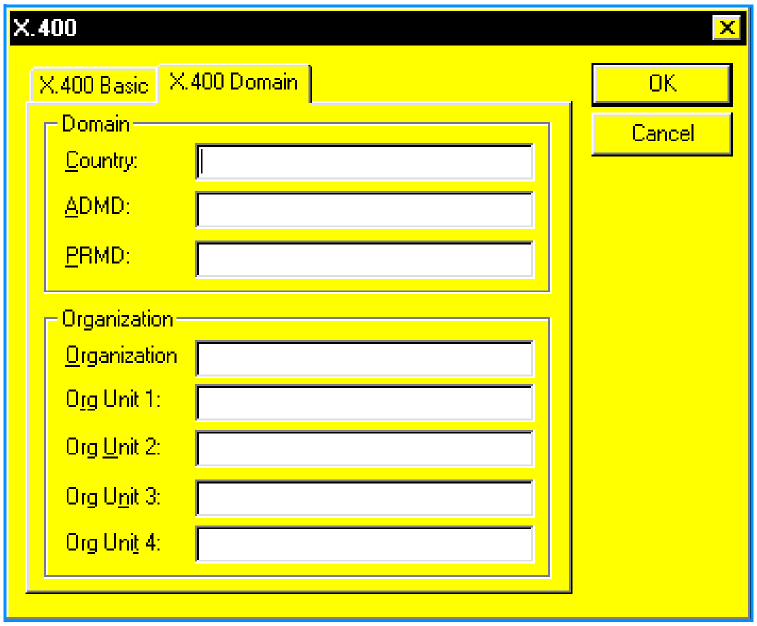
   OR

   Double-click an existing X.400 address within the Address Book window.

   The following window appears. The X.400 Basic tab is selected by default.



To select the X.400 Domain tab, click the tab label.



2. Type or edit information in the following fields.

Caution: You must type the X.400 address exactly as it is given to you by the user. Otherwise, your message will not be sent.

Field	Definition
X.400 Basic tab	
Alias Name	Full name of the person you want to add to the address book. Type a person's full name because the e-mail address does not have to contain the name.
Surname	Up to 40 characters can be typed. A company may abbreviate this field as **S** when providing this information. The Surname appears in the Last Name field of the *Address Book* window.
Given Name	Up to 16 characters can be typed. The Given Name appears in the first name field of the *Address Book* window. A company may abbreviate this field as **G**.
Initials	Recipient's initials. Up to five characters can be typed. Some users may not specify this information. A company may abbreviate this field as **I**.

Field	Definition
DDA1, DDA2. DDA3 and DDA4	Domain Defined Attributes used to provide extra identifying information about a recipient. For example, you can type information such as a payroll number or a billing indicator. You can specify one or more of the four attributes. Up to eight characters can be typed in the DDA1 field. Up to 124 characters can be typed in the DDA2 field.
X.400 Domain tab	
Country	Country name where the person resides. Up to three characters can be typed. A company may abbreviate this field as **C** when providing you with this information.
ADMD	Administrative domain. This identifies the public carrier, if you use one. Up to 24 characters can be typed. A company may abbreviate this field as **A** when providing this information.
PRMD	Abbreviation for Private Management Domain and is the name of the company. This information ensures that the company is identifiable as a single entity to other users. This field is required. A company may abbreviate this field as **P** when providing this information.
Organization Org Unit 1 Org Unit 2 Org Unit 3 Org Unit 4	Company-specific designation. For example, you might want to use the division name within your company. Up to 64 characters can be typed. A company may abbreviate this field as **O.** To further identify a company, you can specify one or more of the Org Unit 1, 2, 3 and 4 fields. For example, you could type the person's employee number in one field. Up to 32 characters can be typed in each Org Unit field. A company may abbreviate this field as **OU1, OU2, OU3** or **OU4** when providing this information.

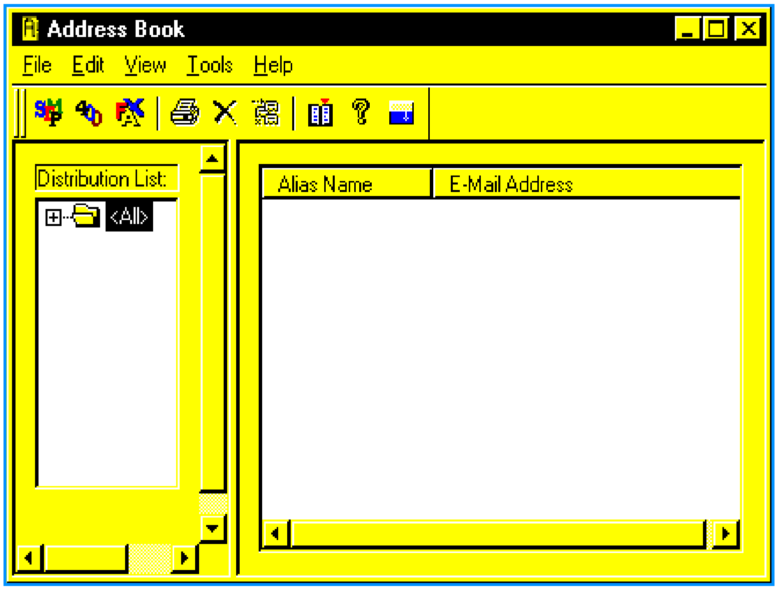
3. Click **OK** to save the X.400 address in the All folder or **Cancel** to exit without saving. Sterling Commerce:Mail returns you to the Address Book window.

Viewing, deleting, and printing the address book

Sterling Commerce:Mail organizes addresses alphabetically by given name and allows you to choose addresses from the address book when creating distribution lists.

To view, delete, and print the address book:

1. Select the **Tools** menu **Address Book** item or click **Address Book** on the toolbar. The following window appears.



2. Click the **All** folder. In the right side of the Address Book window, recipients' addresses appear in the **E-Mail Address** field. Their names appear in the **Alias Name** field. To the left of the recipients' names, icons indicate whether the recipients have SMTP or X400 addresses.

   - To delete an address from the address book, click the address you want to delete. Then press the **Del** key or click **Delete** on the toolbar. Click **Yes** to confirm the deletion or **No** to cancel the deletion.

Caution: Deleting an address at this point deletes the address from Sterling Commerce:Mail permanently.

   - To print the address book, select the **File** menu **Print** item or click **Print** on the toolbar.

3. Select the **File** menu **Close** item to return to the Main window.

Creating and maintaining distribution lists

On the Address Book window, you can create distribution lists. Distribution lists are groups of people you regularly send the same messages to.

Creating a distribution list

To create a distribution list:

1. Select the **Tools** menu **Address Book** item or click **Address Book** on the toolbar. The Address Book window appears.
2. Select the **File** menu **New Distribution List** item or click **New List** on the toolbar. A new distribution list folder appears in the **Distribution List** area. The new distribution list is highlighted and has the generic name **List#.**
3. Type a new name for the distribution list.
4. Press **Enter** to save the distribution list.

Maintaining distribution lists

Once you create distribution lists, you will want to view, copy, and delete addresses to and from these distribution lists. Use the shortcut menu Copy, Move, Paste, and Delete items to complete these tasks. Sterling Commerce:Mail includes a drag-and-drop feature that allows you to move your addresses from list to list. The following table explains how to maintain distribution lists and addresses.

To	Complete the following steps
Copy an address to an existing distribution list	1. In the Distribution List area, click the distribution list that contains the address you want to copy to another list. The addresses appear in the right side of the Address Book window. 2. Right-click the address you want to copy to another list. The shortcut menu appears. 3. Select the shortcut menu **Copy** item. This copies the address. 4. In the Distribution List area, right-click the distribution list you want to copy the address to. The shortcut menu appears. 5. Select the shortcut menu **Paste** item to copy the address to the selected distribution list. The distribution list opens and the address appears in the right side of the Address Book window.
Move an address to another distribution list	1. Click and hold the left mouse button on an address in a distribution list. 2. Using the mouse, drag the message to another distribution list. 3. When the mouse pointer is on the distribution list folder, release the left mouse button.

To	Complete the following steps
Delete an address from a list	1. In the Distribution List area, click the distribution list you want to delete an address from. The addresses in this list appear in the right side of the Address Book window. 2. Click the address you want to delete. 3. Select the **Edit** menu **Delete** item or click **Delete** on the toolbar to delete the address from the selected list. **Note:** You can also delete an address from a distribution list by right-clicking the address. The shortcut menu appears. Select the **Delete** item to delete the address.
Delete a distribution list	1. In the Distribution List area, click the distribution list you want to delete. 2. Select the **Edit** menu **Delete** item or click **Delete** on the toolbar. The list is permanently deleted from Sterling Commerce:Mail. Once you delete a distribution list, there is no way to recover it. This action deletes only the distribution list. The addresses in the distribution list remain in the address book.
Print a distribution list	1. In the Distribution List area, click the distribution list you want to print. 2. Select the **File** menu **Print** item or click **Print** on the toolbar to print the distribution list.

Searching distribution lists for addresses

You can use the Find menu option to search through a distribution list for an address.

Note: The find feature searches only the selected distribution list. Sterling Commerce:Mail does not search every list to locate the address you are trying to find.

To search a distribution list for an address:

1. In the **Distribution list** area of the Address Book window, click the distribution list you want search. All of the addresses in the selected list appear in the right side of the window.

2. Select the **Edit** menu **Find** item.

   OR

   Right-click a distribution list. The shortcut menu appears. Select the **Find** item.

   The following window appears.

3. Click a radio button to select which search criteria you want to search with:
   - **Alias** searches for a match in the **Alias Name** area of an address. Sterling Commerce:Mail looks for addresses containing a part of or all of the name you enter. If you select the Alias radio button, in the **Search String** field, type a part or all of the person's given name and surname you want to search for.
   - **E-Mail Address** searches for an e-mail address. Sterling Commerce:Mail looks for addresses containing a part of or all of the address you enter. If you select the E-mail Address radio button, in the **Search String** field, type a part or all of the e-mail address you want to search for.
4. Click **OK** to begin the search. Sterling Commerce:Mail searches for addresses matching the search string. When a match or matches are found, the messages are highlighted. Or click **Cancel** to cancel the search. Sterling Commerce:Mail returns you to the Address Book window.

Importing distribution lists

On the Address Book window, you can import a distribution list. This copies a distribution list from another location on your local or network drive to your address book.

Import Address toolbar button

Note: The distribution list you import must have been created using Sterling Commerce:Mail.

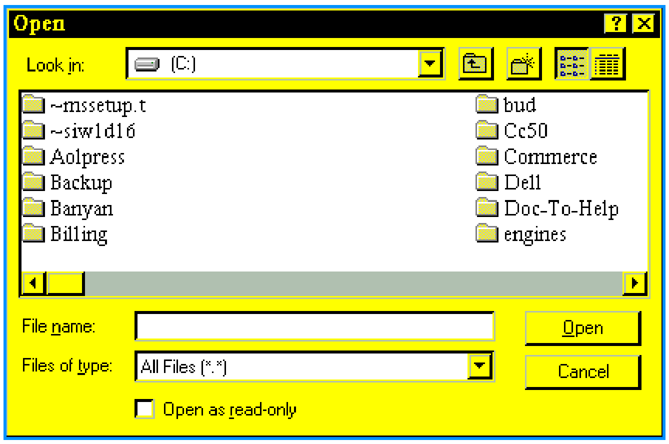
To import a distribution list:

1. Select the **Tools** menu **Address Book** item or click **Address Book** on the toolbar. The Address Book window appears. Then, select the **Tools** menu **Import** item to import a distribution list.

   OR

   Click **Import Address** on the toolbar to import an address.

   The following window appears.

   Distribution lists have an **.ADR** extension.

2. Click the **Look in** list box and select the local or network drive that contains the distribution list you want to import. Click a location to select it. Once you select a location, the folders and files the location contains appear in the area below the **Look in** list box.
3. Highlight the folder containing the distribution list you want to import by clicking it once. Click **Open**. The folder opens and its name appears in the **Look in** list box. The folder contents appear in the area below the **Look in** list box.

Note: Use the Files of type list box to specify a type of file you want to appear. If the file type is not contained in the folder, nothing appears.

4. Highlight the distribution list you want to import by clicking it once. Click **Open** to import the distribution list or **Cancel** to exit without importing. Sterling Commerce:Mail returns you to the Address Book window.

   If you click **Open**, the distribution list appears in the **Distribution List** area.

Note: To delete a distribution list, highlight the list in the Distribution List area by clicking it once. Then select the **Edit** menu **Delete** item or click **Delete** on the toolbar.

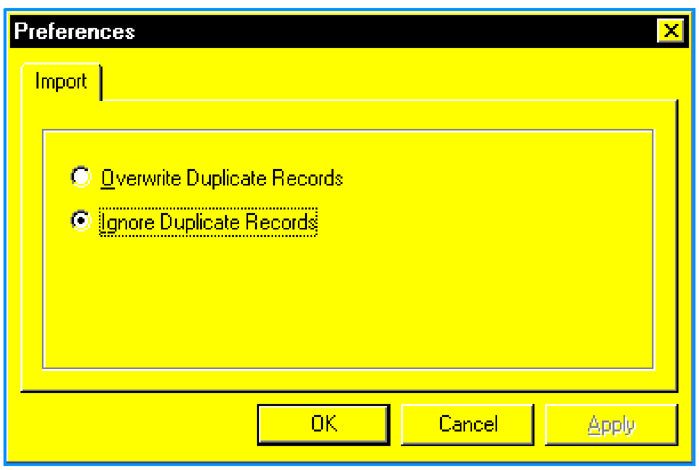
Note: Both the **Edit** menu **Delete** item and the **Delete** toolbar button delete the list from the address book. The list itself is not removed from your system.

Specifying Import preferences

On the Address Book window, you can specify preferences for importing distribution lists. This feature allows you to indicate whether duplicate addresses are overwritten or ignored during the import process.

To specify import preferences:

1. Select the **Tools** menu **Address Book** item or click **Address Book** on the toolbar. The Address Book window appears.
2. Select the **View** menu **Options** item. The following window appears.



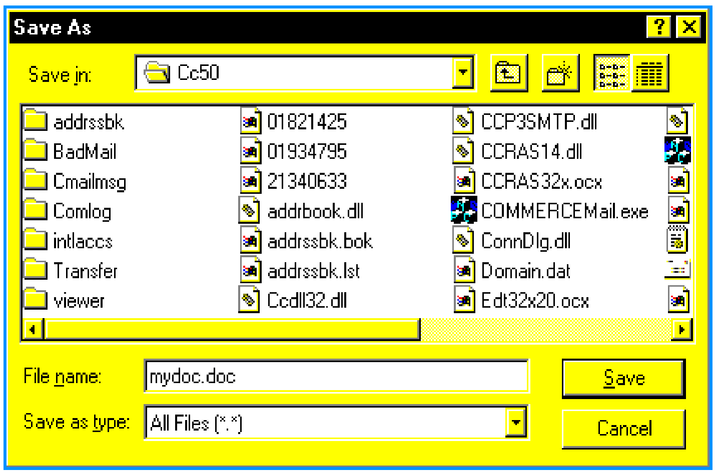
3. Select either **Overwrite Duplicate Records** or **Ignore Duplicate Records**. The default setting is to ignore all duplicate addresses when you import a distribution list.
4. Click **OK** to save your selection or **Cancel** to exit without saving. Sterling Commerce:Mail returns you to the Address Book window.

Exporting distribution lists

On the Address Book window, you can export a distribution list to another location. Exporting a distribution list moves a distribution list from your address book to another location on your local or network drive.

To export a distribution list:

1. Select the **Tools** menu **Address Book** item or click **Address Book** on the toolbar. The Address Book window appears.
2. In the **Distribution List** area, click the distribution list you want to export.
3. Select the **Tools** menu **Export** item to export a distribution list. The Save As window appears.



4. As needed, change the distribution list names in the **File name** field. When the distribution list is exported to the location you specify in the next step, this is its new name.

Note: All distribution lists should be saved with an .ADR extension. Sterling Commerce:Mail defaults to using this extension.

5. Click the **Save in** list box and select the local or network drive you want to export the distribution list to. When you select a location, all folders within that location, as well as any files, appear in the view area located below the **Save in** list box.
6. Highlight the folder you want to export the distribution list to by clicking it once. Click **Open** or double-click the folder. All files within that folder, as well as any subfolders, appear in the view area below the list box.
7. Click **Save** to export the distribution list or **Cancel** to cancel the export. Sterling Commerce:Mail returns you to the Address Book window.

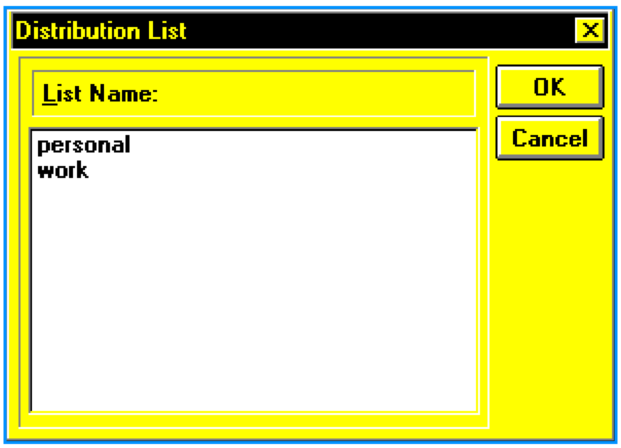
Sending distribution lists to others

On the Sterling Commerce:Mail Main window, you can use the Send Distribution List menu option to send distribution lists to others. This feature provides a way for Sterling Commerce:Mail users to receive and use distribution lists you have created. Recipients can use these distribution lists just like distribution lists they have created. In addition, addresses from the distribution lists you send are added to the recipients' All folder.

Note: Only Sterling Commerce:Mail users can use distribution lists you send.

To send a distribution list:

1. On the Sterling Commerce:Mail Main window, select the **Tools** menu **Send Distribution List** item. The following window appears.



2. In the **List Name** field, click the distribution list you want to send. Click **OK** to add the distribution list as a message attachment. The Message window appears. Or, click **Cancel** to return to the Sterling Commerce:Mail Main window.

3. Select the **Address** button to specify who will receive the message and distribution list. You must select an address before the message can be sent.

   After you select the Address button, the Address window appears. On this window, do one of the following:

You can	For more information, see
Address the message	**Addressing a message on page 9**
Add addresses to your address book	**Adding and editing addresses in the address book** on page 44
Create a distribution list	**Creating and maintaining distribution lists on page 50**

Note: Depending on the network, if the provided address cannot be identified, you may receive a message indicating your message was undeliverable to certain recipients and the reasons why.

4. To send the completed message to the Outbox folder, on the Message window, select the **File** menu **Send Message to Outbox** item or click **Send to Outbox** on the toolbar.

   After the message is sent or saved, Sterling Commerce:Mail returns you to the Main window.

Note: Be sure to save your message before exiting or the message will be lost. Once you have sent the message to the Outbox folder, you can send the message to its recipients by selecting the **File** menu **Send Mail** item or clicking **Send Mail** on the toolbar.

Receiving and using a distribution list

When you receive a distribution list, it is added to your list of available distribution lists. The distribution list retains the name the sender has assigned. In addition, any addresses not in your All folder are copied from the distribution list to your All folder. If you receive a distribution list having a name identical to that of a list you created, the addresses in the received list are added to the existing list. The received list does not overwrite an existing list.

Note: To be received and used, the distribution list must have been created using Sterling Commerce:Mail. To use a distribution list you have just received, you must exit and re-enter Sterling Commerce:Mail.

To receive and use distribution lists:

1. Request a distribution list from another Sterling Commerce:Mail user.
2. Access the Sterling Commerce:Mail Main window and retrieve your messages by selecting the **File** menu **Retrieve Mail** item or **Send/Retrieve Mail** item or clicking **Send/Retrieve Mail** on the toolbar.

3. Open your new messages. If you have received a distribution list, exit Sterling Commerce:Mail by clicking **Exit** on the toolbar.
4. Access Sterling Commerce:Mail again.
5. Select the **Tools** menu **Address Book** item or click **Address Book** on the toolbar. The Address Book window appears.

The **Distribution List** area now contains your new distribution list. Addresses in this list have been added to your address book.

Chapter 4

Folders

Folders are storage places for messages and other folders, called subfolders.

- **Message** is an electronic document made up of a sender and recipient name, a subject and text, plus any attachments.
- **Attachment** is any text or binary file that the user includes with a message. Attachments can be EDI data, indexes or distribution lists, or any file, whether in PC or Macintosh format. Sterling Commerce:Mail can encrypt attachments. However, only other Sterling Commerce:Mail users can decrypt and read these attachments.

There are two types of folders:

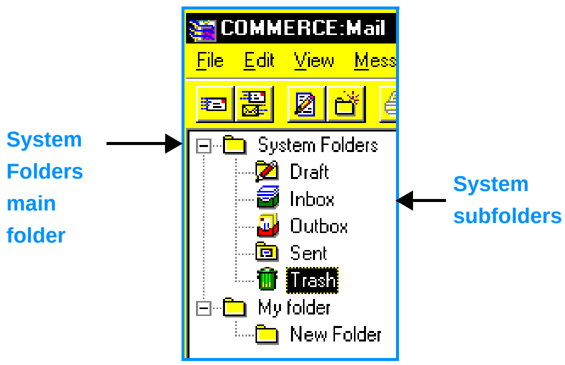
- **Main folder** is a folder that contains subfolders. A main folder allows you to group related subfolders in one location.
- **Subfolder** is a folder that contains only messages and attachments. Sterling Commerce:Mail has five system subfolders. The system subfolders are a permanent part of Sterling Commerce:Mail and cannot be renamed, moved or deleted.

See **System subfolders** on page 60 for more information.

You can create your own main folders and subfolders. You can also rename, move, and delete the main folders and subfolders you have created.

System Folders main folder

Sterling Commerce:Mail creates one main folder, called **System Folders**.



The System Folders main folder contains the five system subfolders, which are folders created by Sterling Commerce:Mail. The Systems Folders main folder is a permanent fixture of Sterling Commerce:Mail and is located in the **Folders** area of the Main window.

System subfolders

Sterling Commerce:Mail has five system subfolders, which are folders created by Sterling Commerce:Mail. The system subfolders are:

- Draft
- Inbox
- Outbox
- Sent
- Trash

System subfolders are located in the System Folders main folder. System subfolders are a permanent fixture of Sterling Commerce:Mail. Many of the procedures you perform involve using the system subfolders. For example, when you retrieve mail from your mailbox, Sterling Commerce:Mail places your mail in the Inbox folder.

Sterling Commerce:Mail also allows you to create your own main folders and subfolders. See **Creating a folder** on page 65 for more information.

Note: You cannot delete, move, or rename system subfolders. However, if you attempt to delete a system subfolder, all messages and attachments in the folder will be deleted and moved to the Trash folder.

Using the Draft folder

Click **Draft** in the **Folders** area of the Main window to open the Draft folder. Use the Draft folder to store incomplete messages and messages you want to send again.

Draft folder stores messages that are incomplete. Messages stay in the Draft folder until you delete them or move them to another folder.

If interrupted while creating a message, you can use the Draft folder to store your message without losing any of the information you have already included.

When you attempt to close a message without specifying its destination, Sterling Commerce:Mail will generate a prompt window asking you if you want to save your message as a draft. If you click **Yes**, the message is stored in the Draft folder.

You can also store messages in the Draft folder that you use as templates. For example, you might send a monthly message containing update information. The text of the message changes only slightly each month. Rather than create a new message each month, you can store the message in the Draft folder and update it.

Once you open the Draft folder, you can do any of the following:

You can	For more information, see
Read a message	**Opening a message** on page 11
Edit a message	**Opening a message** on page 11 and then edit message information
Search for a message	**Searching a folder for messages on page 68**
Store a message in a new or existing folder	**Maintaining folders and messages in a folder** on page 67
Delete a message	**Deleting a message** on page 16
Print a message and any files attached to that message	**Printing a message** on page 17

Using the Inbox folder

Use the **Go** menu **Inbox** item or click **Inbox** on the toolbar to open the Inbox folder. You can also open the Inbox folder by clicking Inbox in the **Folders** area of the Main window.

Inbox folder stores messages you have received. Messages stay in the Inbox folder until you delete them or move them to another folder.

Once you have opened the Inbox folder, you can do any of the following:

You can	For more information, see
Read a message	**Opening a message** on page 11
Edit a message	**Opening a message** on page 11 and then edit message information
Search for a message	**Searching a folder for messages on page 68**
Store a message in a new or existing folder	**Maintaining folders and messages in a folder** on page 67
Delete a message	**Deleting a message** on page 16
Print a message and any files attached to that message	**Printing a message** on page 17
Reply to a message	**Replying to a message** on page 15

Using the Outbox folder

Use the **Go** menu **Outbox** item or click **Outbox** on the toolbar to open the Outbox folder. You can also open the Outbox folder by clicking **Outbox** in the **Folders** area of the Main window.

Outbox folder stores messages you created and want to send to other users. Use the Outbox folder to review, change, or delete unsent messages. Messages must be stored in the Outbox folder before they can be sent to other users.

Rather than sending messages individually, one at a time, which would require you to initiate individual communications sessions with IBM® Sterling B2B Collaboration Network, you can store a group of messages in the Outbox folder and send them all at once.

When you send messages, Sterling Commerce:Mail moves the messages in the Outbox folder to the Sent folder.

Once you have opened the Outbox folder, you can do any of the following:

You can	For more information, see
Read a message	**Opening a message** on page 11
Edit a message	**Opening a message** on page 11 and then edit message information
Search for a message	**Searching a folder for messages on page 68**
Send a message	**Sending and retrieving messages** on page 14
Store a message in a new or existing folder	**Maintaining folders and messages in a folder** on page 67
Delete a message	**Deleting a message** on page 16
Print a message and any files attached to that message	**Printing a message** on page 17

Note: Messages that cannot be sent remain in the Outbox folder until you correct and send them, delete them, or move them to another folder.

Using the Sent folder

Use the **Go** menu **Sent** item to open the Sent folder. You can also open the Sent folder by clicking **Sent** in the Folders area of the Main window.

Sent folder stores messages you have sent to other users. When you send a message, Sterling Commerce:Mail moves it from the Outbox folder to the Sent folder. Sent messages remain in the Sent folder until you move them or place them in the trash.

Once you have opened the Sent folder, you can do any of the following:

You can	For more information, see
Read a message	**Opening a message** on page 11
Search for a message	**Searching a folder for messages on page 68**
Store a message in a new or existing folder	**Maintaining folders and messages in a folder** on page 67
Delete a message	**Deleting a message** on page 16
Print a message and any files attached to that message	**Printing a message** on page 17

Using the Trash folder

Use the **Go** menu **Trash** item to open the Trash folder. You can also open the Trash folder by clicking **Trash** in the **Folders** area of the Main window.

Trash folder stores messages you want to delete permanently from Sterling Commerce:Mail. Messages appear in the Trash folder only when you have placed them there.

Once you have opened the Trash folder, you can do any of the following:

You can	For more information, see
Read a message	**Opening a message** on page 11
Search for a message	**Searching a folder for messages on page 68**
Store a message in a new or existing folder	**Maintaining folders and messages in a folder** on page 67
Delete a message	**Deleting a message** on page 16
Print a message and any files attached to that message	**Printing a message** on page 17
Permanently delete all messages in the Trash folder	**Emptying the Trash folder** on page 64

Emptying the Trash folder

When you place a message in the Trash folder, it is not automatically deleted from Sterling Commerce:Mail. The message stays in the Trash folder until you empty the folder or exit Sterling Commerce:Mail.

Caution: You cannot recover messages once the Trash has been emptied.

You can empty the Trash folder by doing either of the following:

- Selecting the **File** menu **Empty Trash** item.
- Exiting Sterling Commerce:Mail. All messages in the Trash folder are automatically deleted.

Removing a message from the Trash folder

To remove a message from the Trash folder:

1. Open the Trash folder by selecting the **Go** menu **Trash** item or clicking **Trash** in the **Folders** area of the Main window. Messages contained in the folder appear in the **Message Details** area.

2. Click and hold the left mouse button on a message.
3. Using the mouse, drag the message to another folder.
4. When the mouse pointer is on the folder, release the left mouse button.

Note: You can also use the **Message** menu **Move Messages** and **Copy Messages** items to remove a message from the Trash folder. See **Maintaining folders and messages in a folder** on page 67 for more information.

Creating a folder

You can use the Create or Create New Folder menu options to create new folders. Or you can click **New Folder** on the toolbar. Folders appear in the **Folders** area of the Main window and are used for storing and maintaining your Sterling Commerce:Mail messages and attachments.

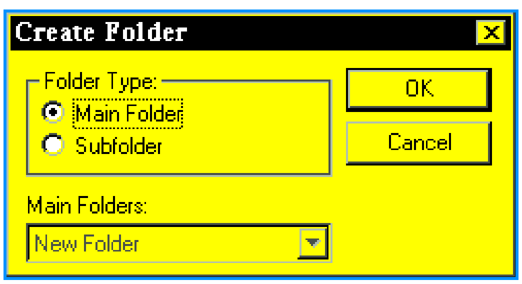
There are two types of folders:

- **Main folder** is a folder that contains subfolders. A main folder allows you to group related subfolders in one location.
- **Subfolder** is a folder that contains only messages and attachments.

Creating a main folder

To create a main folder:

1. Select the **Folder** menu **Create** item or the **File** menu **Create New Folder** item. The Create Folder window appears.



The **Main Folder** radio button is the default selection when the Create Folder window first appears.

2. Click **OK** to create a new main folder or **Cancel** to exit without saving the folder.

If you click **OK**, Sterling Commerce:Mail returns you to the Main window and a new main folder appears in the **Folders** area of the Main window. The new folder is highlighted and has the generic name **New Folder**. You can keep the generic name or you can type a new name for the folder.

Note: If you type a new name, the folder name is case sensitive and must be unique. Also, folder names cannot contain the following characters:

\ / : * ? “ < > | .

3. Press **Enter** to save the folder.

Creating a subfolder

To create a subfolder:

1. Select the **Folder** menu **Create** item or the **File** menu **Create New Folder** item. The Create Folder window appears.
2. Select the **Subfolder** option in the **Folder Type** area. The **Main Folders** list box becomes active.
3. Click the **Main Folders** list box and select which main folder to insert the subfolder into.
4. Click **OK** to create a new subfolder or **Cancel** to exit without saving the subfolder.

   If you click **OK**, Sterling Commerce:Mail returns you to the Main window and a new subfolder appears in the **Folders** area of the Main window inside the main folder you selected in step 3. The subfolder is highlighted and has the generic name **New Folder.** You can keep the generic name or you can type a new name for the folder.

Note: If you type a new name, the folder name is case sensitive and must be unique. Also, folder names cannot contain the following characters:

\ / : * ? “ < > | .

5. Press **Enter** to save the folder.

Renaming a folder

You can use the Rename Folder menu option to change the name of an existing folder.

Note: Sterling Commerce:Mail allows you to rename folders only you have created. You cannot rename the Sterling Commerce:Mail Inbox, Outbox, Trash, Draft, and Sent system subfolders.

To rename a folder:

1. Click the folder you want to rename in the **Folders** area of the Main window.
2. Select the **Folder** menu **Rename Folder** item or press the **F2** key. This highlights the folder name.
3. Type the new folder name. The folder name is case sensitive and must be unique.

Note: Folder names cannot contain the following characters:

\ / : * ? “ < > | .

4. Press **Enter** to save the new name.

Maintaining folders and messages in a folder

Once you create folders, Sterling Commerce:Mail includes a drag-and-drop feature that allows you to move your subfolders to other main folders.

✦ **Main folder** is a folder that contains subfolders. A main folder allows you to group related subfolders in one location.

✦ **Subfolder** is a folder that contains only messages and attachments.

Note: You can move only subfolders. You cannot move a main folder into another main folder.

Once you create folders to store your messages, you will want to view, add, and delete messages to and from these folders. Use the Delete Message, Move Message, and Copy Message menu options to complete these tasks. You can also use the drag and drop capability to move messages.

Note: Sterling Commerce:Mail allows you to move or copy a message to the Outbox or Draft folder only if you have created the message.

The following table explains how to maintain folders and messages:

To	Do the following
Move subfolders to a main folder	1. Click and hold the left mouse button on a subfolder you want to move. 2. Using the mouse, drag the subfolder to a main folder. 3. When the mouse pointer is on the main folder, release the left mouse button.

To	Do the following
View messages in a folder	1. Double-click any message in the folder. 2. To view all the messages in the folder, select the Edit menu Select All item and then select the File menu Open Message item. The message or messages open.
Move messages to a folder	1. Click and hold the left mouse button on a message in a folder. 2. Using the mouse, drag the message to another folder. 3. When the mouse pointer is on the folder, release the left mouse button. **Note:** You can also click a message and then select the Message menu Move Messages item.
Copy messages to a folder	1. Press and hold the **CTRL** key. 2. Click and hold the left mouse button on a message in a folder. 3. Using the mouse, drag the message to another folder. 4. When the mouse pointer is on the folder, release the left mouse button. **Note:** You can also click a message and then select the Message menu Copy Messages item.
Place messages in Trash folder and remove message permanently	1. Click the message you want to delete. To delete all messages in the folder, select the Edit menu Select All item. 2. Select the Edit menu Delete Message item or click the **Delete** toolbar button. The selected message or messages are placed in the Trash folder. 3. Select the File menu Empty Trash item or exit Sterling Commerce:Mail. This action deletes all the messages in the Trash folder.

Searching a folder for messages

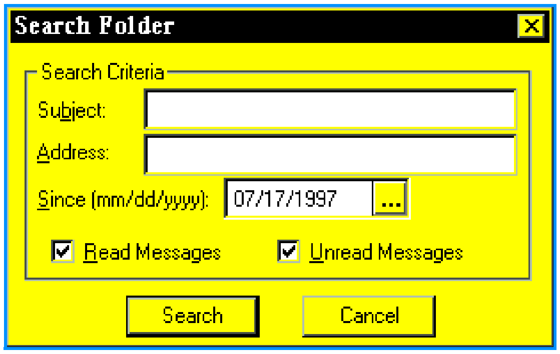
You can use the Search menu option to search for a message in a folder.

Note: The search feature searches through only the selected folder. Sterling Commerce:Mail does not look through every folder to locate the message you are trying to find.

To search through a folder:

1. Click the folder you want search in the **Folders** area of the Main window. All of the messages in the selected folder appear in the **Message Details** area of the window.

2. Select the **Folder** menu **Search** item. The Search Folder window appears.



3. Specify your search criteria in the following entry fields:

   - **Subject** searches for a match in message subject lines. Type alphanumeric characters. This field is not case sensitive. The search function automatically uses the information to perform a wildcard search.
   - **Address** searches for an address. Sterling Commerce:Mail looks for messages containing a part of or all of the address you enter.The search function automatically uses the information to perform a wildcard search.
   - **Since mm/dd/yyyy** searches for messages dated after the month, date and year you specify. Type the date in MM/DD/YYYY format or click the calendar button in the right side of the field to use the calendar to select a date.
   - **Read Messages** searches for messages you have read or marked as read.
   - **Unread Messages** searches for messages you have not read.

Note: You can combine any of the search criteria for a more specific search.

4. Click **Search** to begin the search. Sterling Commerce:Mail searches for messages matching the search criteria. When a match or matches are found, the messages are highlighted. Or click **Cancel** to cancel the search. Sterling Commerce:Mail returns you to the Main window.

Selecting all messages in a folder

You can use the Select All menu option to select all messages in a folder to open or to place in the Trash folder.

To select all the messages in a folder:

1. Click a folder in the left side of the Main window. All messages in the selected folder display on the right side of the Main window.

2. Select the **Edit** menu **Select All** item. All of the messages in the folder are selected. Once you have selected all the messages in a folder, you can do any of the following:

You can	For more information, see
Open the messages	**Opening a message** on page 11
Delete the messages	**Deleting a message** on page 16
Move the messages	**Maintaining folders and messages in a folder** on page 67
Copy the messages	**Maintaining folders and messages in a folder** on page 67

Deleting a folder

You can use the Delete menu option to delete non-system folders.

Non-system folders are folders you create.

Caution: When you delete a folder, all messages within the folder are moved to the Trash. Once you delete a folder, the folder cannot be retrieved. Once you empty the Trash folder, the deleted messages cannot be retrieved. You cannot delete the Inbox, Outbox, Trash, Draft, or Sent system folders. You can only delete non-system folders. However, attempting to delete a system folder moves all messages in the folder to the Trash.

To delete a folder:

1. Click the non-system folder you want to delete in the left side of the Main window.
2. Select the **Folder** menu **Delete** item. The selected non-system folder is deleted and the messages in the folder are moved to the Trash folder.

To delete the messages in the Trash folder, select the **File** menu **Empty Trash** item or exit Sterling Commerce:Mail. All messages in the Trash folder are deleted.

Chapter 5

Utilities

Sterling Commerce:Mail has several utility features. These features allow you to customize Sterling Commerce:Mail to more closely match your business needs. Using these utility features, you can make Sterling Commerce:Mail more or less automated. The utility features allow you to:

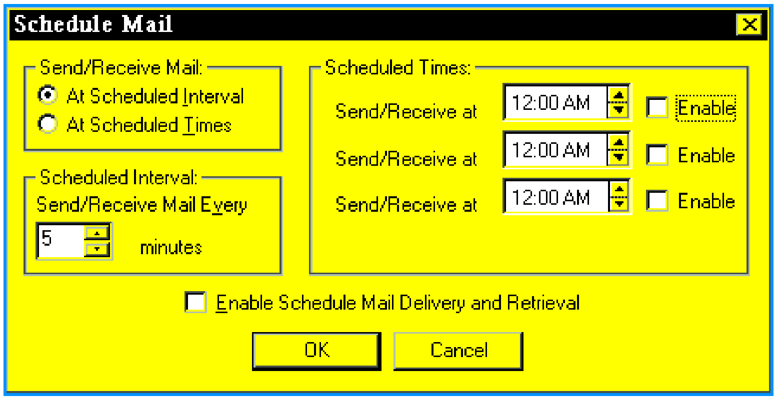
- Create and edit rules for your mail.
- Create schedules for Sterling Commerce:Mail to send and retrieve your mail automatically.
- Set Windows printer options and to select printing specifications, including default printer and quality of printing.
- Specify your default printer and its setup.
- Create dial-up connections and mailboxes without opening Sterling Connection Manager.
- Open Sterling Connection Manager.
- Request status data about a particular mailslot.
- Restore EDI data to your mailbox when EDI data has not been retrieved successfully from IBM® Sterling B2B Collaboration Network.
- Specify mailbox, dial-up connection and confirmation defaults.
- Empty the trash.
- Exit Sterling Commerce:Mail.

Scheduling mail

You can schedule when Sterling Commerce:Mail sends and receives messages. Once you have set up the Schedule Mail feature, you do not have to be at your PC to send and receive messages. As long as your PC and modem are turned on and Sterling Commerce:Mail is running, Sterling Commerce:Mail can send and receive your messages.

To create a send and receive schedule:

1. Select the **Tools** menu **Schedule Mail** item. The following window appears.



2. Specify whether you want to send and receive mail at an interval or at a specific time.
   - **At Scheduled Interval** tells Sterling Commerce:Mail to send and receive messages at regular intervals.
   - **At Scheduled Times** tells Sterling Commerce:Mail to send and receive messages at specific times. Sterling Commerce:Mail can send and receive messages up to three times in a 24-hour period.
3. Select one of the following:
   - **If you selected At Scheduled Interval,** in the **Scheduled Interval** area, select how many minutes you want between sending and receiving messages. You can select from once every three minutes to once every 180 minutes.
   - **If you selected At Scheduled Times,** in the **Scheduled Times** area, select the exact times you want Sterling Commerce:Mail to dial the network. You can specify three separate times. Click the **Enable** check boxes to activate times. If a check box next to a time is unchecked, Sterling Commerce:Mail will not initiate a session for this time.

Note: Time is based on the time set by your computer. To specify hour and minutes, type the hour and minutes in the available fields or use the **Up Arrow** or **Down Arrow** key to scroll to the appropriate hour and minute.

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4. Click the **Enable Scheduled Mail Delivery and Retrieval** check box to send and receive messages as you have scheduled.

Note: If this box is not checked, messages are not sent or received as requested. Sterling Commerce:Mail provides this feature so you can turn off your request without losing your settings.

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5. Click **OK** to save the settings or **Cancel** to cancel the settings. Sterling Commerce:Mail returns you to the Main window.

Note: After you click the Enable Scheduled Mail Delivery and Retrieval check box, Auto appears in the Status Bar at the bottom of the Main window to remind you that Schedule Mail is enabled.

Using Sterling Connection Manager

You can use the Sterling Connection Manager/Comm Log menu option to access Sterling Connection Manager.

To access Sterling Connection Manager:

1. Select the **Tools** menu **Sterling Connection Manager** item. The Sterling Connection Manager Main window appears.
2. Complete any appropriate Sterling Connection Manager tasks.
3. Exit Sterling Connection Manager by selecting the **File** menu **Exit** item. Sterling Connection Manager closes, returning you to the Sterling Commerce:Mail Main window.

See *Sterling Connection Manager* on page 113 for more information.

Setting up Internet connections

You can use the Connection Setup menu option to create, change, delete, or copy connections to the Internet.

Setting up mailboxes

You can use the Mailbox Setup menu option to specify the network mailbox and mailslot you want to use when sending and receiving information using Sterling Commerce:Mail. See **Viewing and deleting mailboxes** on page 122 for more information.

Specifying defaults

You can use the Options item to specify mailbox setup, dial-up connection, and confirmation window defaults.

To specify your defaults:

1. Select the **View** menu **Options** item.

   OR

   Double-click the **Mailbox Setup** area or the **Connection Setup** area in the status bar. See **Status bar** on page 4 for more information.
2. Select the following tabs to specify your defaults:
   - **Mailbox** to specify the mailbox setup you want Sterling Commerce:Mail to use when sending and retrieving mail. The mailbox setup must be specified before you can use Sterling Commerce:Mail. You can also specify the type of data Sterling Commerce:Mail retrieves. For example, you can specify that only e-mail is retrieved. See **Specifying mailbox defaults** on page 74 for more information.
   - **Connectivity** to specify the connection setup you want Sterling Commerce:Mail to use when connecting to the Internet. The connection setup must be specified before you can begin a communications session with the Internet. See **Specifying connectivity defaults** on page 76 for more information.
   - **Confirmations** to specify which confirmation windows appear after you request a certain action. For example, you can specify a confirmation to appear before exiting the program. See **Specifying confirmation windows** on page 78 for more information.
3. Click **OK** to save your changes or **Cancel** to cancel the changes. Sterling Commerce:Mail returns you to the Main window.

Specifying mailbox defaults

You can specify the mailbox setup Sterling Commerce:Mail uses when connecting to the Internet. The Options item allows you to change the selected mailbox setup if you are switching sessions. In addition, use this item to specify the type of data Sterling Commerce:Mail retrieves during a session.

Note: You need to create the mailbox setup using Sterling Connection Manager or Sterling Commerce:Mail before you can use Sterling Commerce:Mail. If you have created only one mailbox setup, Sterling Commerce:Mail uses that setup by default. See **Creating a mailbox** on page 119 for more information.

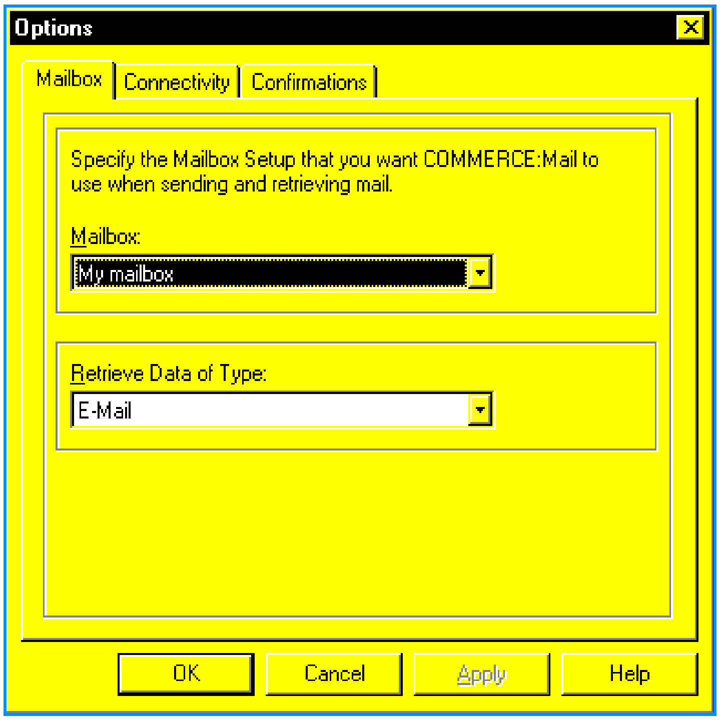
To specify the default mailbox setup:

1. Select the **View** menu **Options** item.

    OR

    Click the **Mailbox Setup** area in the status bar. See **Status bar** on page 4 for more information.

    The following window appears. When the Options window first appears, the Mailbox tab is selected by default.



2. Click the **Mailbox** list box and select the mailbox you want Sterling Commerce:Mail to use when connecting to the Internet.
3. Click the **Retrieve Data of Type** list box and select which kind of data Sterling Commerce:Mail retrieves:
    - **E-Mail** indicates that you intend to receive only e-mail messages. This is the default selection.
    - **EDI Data** indicates that you intend to receive only EDI data.
    - **E-Mail and EDI Data** indicates that you intend to receive e-mail and EDI data.

Caution: If you intend to use Sterling Commerce:Mail to receive EDI data and you do not have EDI Data selected, you will not receive any EDI data that has been sent to you.

4. Click **OK** to save your selections or **Cancel** to cancel your selections. Sterling Commerce:Mail returns you to the Main window.

   The next time you send or receive messages, this mailbox setup is used.

Caution: When you click **OK**, any changes you made to any other tabs on the Options window are also saved.

Specifying connectivity defaults

You can specify the dial-up connection Sterling Commerce:Mail uses to connect to the Internet. The Options item allows you to change the selected dial-up connection if you are switching sessions. In addition, use this item to specify whether the Internet connection is automatically disconnected after your mail has been sent and retrieved.

Note: If you do not specify a dial-up connection for Sterling Commerce:Mail to use, Sterling Commerce:Mail will use any existing connection you have.

To specify the default dial-up connection:

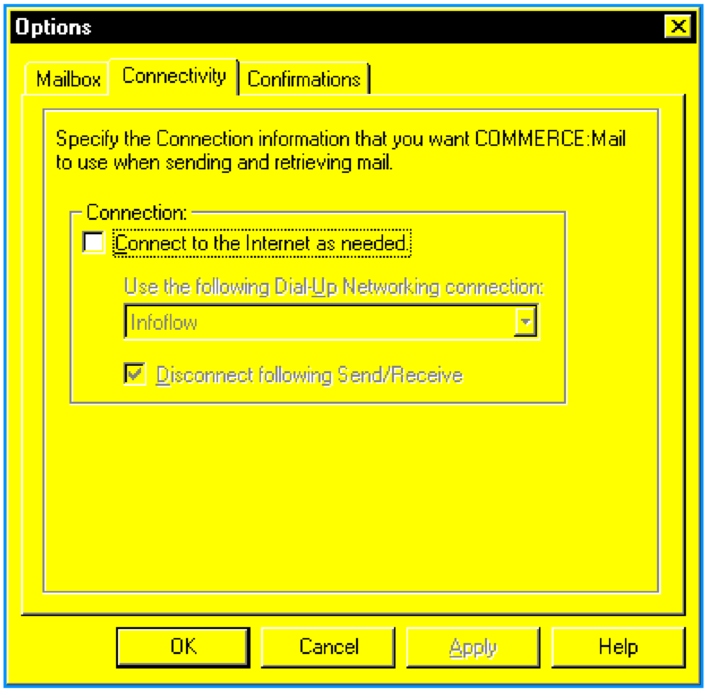
1. Select the **View** menu **Options** item.

   OR

   Click the **Connection Setup** area in the status bar. See **Status bar** on page 4 for more information.

   The Options window appears.

2. Click the **Connectivity** tab.



3. Click the **Connect to the Internet as needed** check box. The **Dial-Up** list box becomes active.
4. Click the **Dial-Up** list box and select the dial-up connection you want Sterling Commerce:Mail to use. If you have created only one dial-up connection, it is already selected by default.
5. The **Disconnect following Send/Receive** check box is selected by default. Click the check box if you want to deselect this option.

Note: If you deselect this check box, you will have to manually disconnect after each send/receive session. However, if you want to use your browser while sending and receiving mail, and you do not want your connection interrupted while browsing, you should deselect this check box.

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6. Click **OK** to save your selections or **Cancel** to cancel you selections. Sterling Commerce:Mail returns you to the Main window.

   The next time you send or receive messages, this connection is used.

Caution: When you click **OK**, any changes you made to any other tabs on the Options window are also saved.

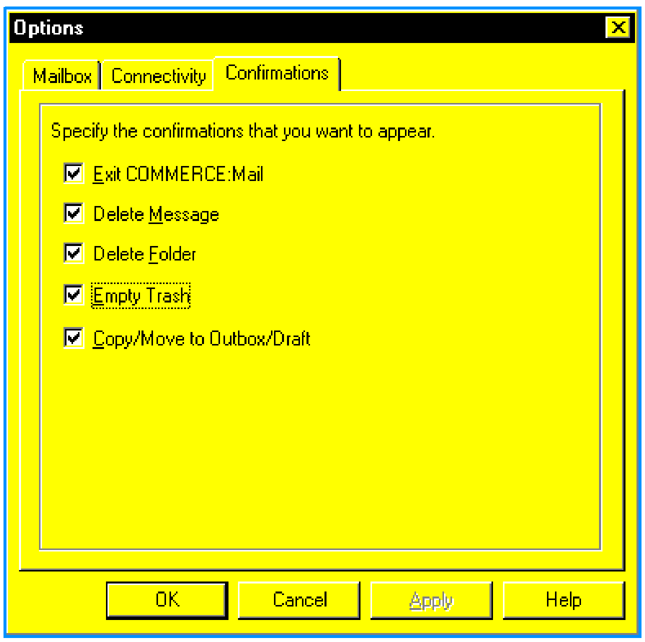
Specifying confirmation windows

You can specify the confirmation windows that appear when you perform certain actions. You can specify that confirmation windows appear or not appear. The Sterling Commerce:Mail default is to show the confirmation windows.

Caution: If you deselect a check box for a confirmation window, when the corresponding action is requested, Sterling Commerce:Mail performs the requested action without a warning. For example, if you deselect the Empty Trash check box and you inadvertently empty the trash, there is no safeguard to prevent losing any messages contained in the Trash folder.

To specify confirmation windows:

1. Select the **View** menu **Options** item. The Options window appears.
2. Click the **Confirmations** tab.



3. Click the confirmation window check boxes to select or deselect confirmations. If a confirmation check box is checked, the confirmation window appears when the corresponding action is requested. If the check box is clear, the window does not appear. The check boxes are:

   - **Exit** Sterling Commerce:Mail to specify whether you view a window confirming your exit of Sterling Commerce:Mail.
   - **Delete Message** to specify whether you view a window confirming the placement of a message in the Trash folder.
   - **Delete Folder** to specify whether you view a window confirming the deletion of a folder and all messages in that folder.

- **Empty Trash** to specify whether you view a window confirming the deletion of all messages in the Trash folder. When you empty the trash, all messages in the Trash folder are permanently deleted from your hard drive.
- **Copy/Move to Outbox/Draft** to specify whether you view a window reminding you that only messages that you have created can be moved or copied to the Outbox and Draft subfolders.

4. Click **OK** to save changes or **Cancel** to cancel the changes. Sterling Commerce:Mail returns you to the Main window.

Caution: When you click **OK**, any changes you made to any other tabs on the Options window are also saved.

Printing/Setting up to print

Use the Print and Print Setup menu options to set Windows printer options and to select printing specifications, including default printer and quality of printing.

Some windows in Sterling Commerce:Mail have their own print buttons or menus. The print functionality on these windows is the same as that accessed through the Print or Print Setup menu options.

Printing information

To print:

1. Select the **File** menu **Print** item or click **Print** on the toolbar. The Print window appears.
2. As needed, specify the print quality of the document, the number of copies you want to print, and if you want copies collated.
3. As needed, click **Properties** to specify paper, graphics device options, and PostScript® properties. The Properties button also appears on the Print Setup window.

   See **Specifying default printer setup and properties** on page 79 for more information.
4. Click **OK** to begin printing.

Specifying default printer setup and properties

To specify the default printer setup and properties:

1. Select the **File** menu **Print Setup** item. The Print Setup window appears.
2. As needed, change the default printer, paper size, and orientation.

3. Click **Properties** to specify paper, graphics device options, and PostScript properties. The **Properties** button also appears on the Print window. The properties fields are:

Note: The selections that appear will vary, depending on the type of printer you are using.

Field	Definition
Paper size	Paper sizes supported by your printer.
Layout	Number of pages of your document to print on one sheet of paper.
Orientation	Position of your document on the paper.
Paper source	Location in the printer of the paper you want to use.
Copies	Number of copies you want to print.
Resolution	Dots per inch used when you print.
Halftoning	Number of lines per inch and the angle you want to use for halftone screens.
Special	Check box selections for printing a negative or mirror image of your document.
Scaling	Sizing of your document for printing.
Printer features	Features and their settings specific to your printer.
Change setting for	Changes the value for the selected feature in the Printer features field.
PostScript output format	Format for PostScript files.

Exiting Sterling Commerce:Mail

Select the **File** menu **Exit** item or click **Exit** on the toolbar to exit from Sterling Commerce:Mail and return to the Windows operating system.

Chapter 6

Rules Agent

Use Rules Agent option from the Tools menu to create rules that control how Sterling Commerce:Mail responds when you receive messages. For example, you can create a rule specifying that you want to be notified about all incoming messages that contain the word **Urgent** in the Subject line of the message.

- **Conditions** define the circumstances under which Sterling Commerce:Mail performs an action.

  Conditions apply to message variables and Sterling Commerce:Mail folders. For example, you can specify the following condition: all messages you receive whose Subject line contains the words **Project X.**
- **Actions** notify you or perform a process when a rule's conditions have been met.

  Examples of actions are playing a sound file or displaying a notification window. You can also specify actions that instruct Sterling Commerce:Mail to perform a process when conditions are met. For example, you can create a rule instructing Sterling Commerce:Mail to copy a message to a specified folder.

Using the Rules option, you can:

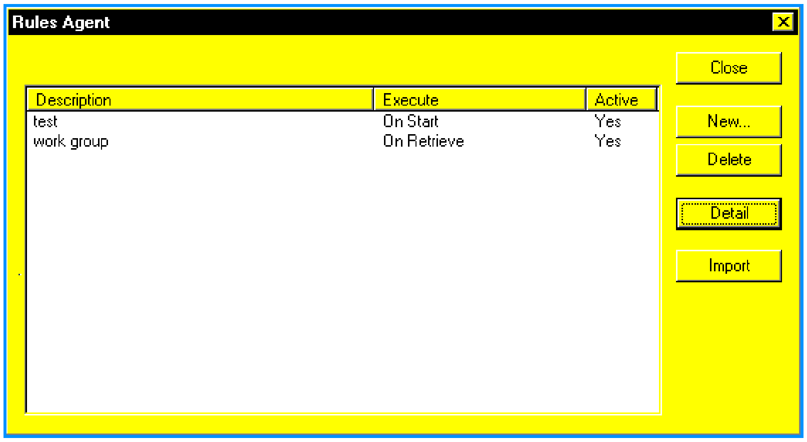
- Name a rule and specify its details.
- Create a rule script by specifying its conditions and actions.
- Edit a rule by inserting conditions or replacing conditions.
- Edit a rule by inserting actions or replacing actions.
- Edit a rule by deleting conditions or actions.
- Delete a rule.

Viewing the Rules Agent

The Rules Agent window is the storage place for your rules.

To view the Rules Agent:

✦ Select the **Tools** menu **Rules Agent** item. The Rules Agent window appears.



The Rules Agent window contains three areas. These areas contain information about your rules:

✦ **Description** shows the rule description name.

✦ **Execute** shows when the rule is executed.

✦ **Active** shows whether the rule is activated or not.

Naming a rule

Before you specify conditions and actions, you need to create a container for your rule. You do this by naming the rule and specifying its details. Details specify when a rule is executed and whether the rule is active or inactive. Once you name the rule and specify its details, you save it in the Rules Agent.

To specify conditions and actions for a rule, you must create a script for the rule. See **Creating a script for a rule** on page 84 for more information.

To name a rule and specify its details:

1. Click the **Tools** menu **Rules** Agent item. The Rules Agent window appears.

2. Click **New**. The Rule Detail window appears:

3. Type a description for the rule in the **Description** field. This is the name that appears on the Rules Agent window, so the description should contain enough information to allow you to recognize what the rule is for.
4. Click the **Execute** list box and select one of the following:
   - **On Retrieve** executes the rule each time you retrieve your mail.
   - **On Start** executes the rule each time you start Sterling Commerce:Mail.
   - **On Exit** executes the rule each time you exit Sterling Commerce:Mail.
5. Click the **Active** check box to activate the rule. If you do not check this box, the rule is stored in the Rules Agent but does not execute.

Note: If you want to specify the conditions and actions for this rule before you save it, you can click **Edit**. The Rule Editor window appears. See **Creating a script for a rule** on page 84 for more information.

6. Click **Save** to save the rule on the Rules Agent window or **Close** to exit without saving and return to the Rules Agent window.

Note: Even though you have named a rule and specified its details, the rule is useless until you specify conditions and actions for it. See **Creating a script for a rule** on page 84 for more information.

Creating a script for a rule

A rule contains a script, which is made up of conditions and actions. When the conditions you specify for a rule are met, Sterling Commerce:Mail performs the actions you specify.

Note: You can create a rule with only conditions or only actions. However, if you create only conditions or only actions, the script is incomplete. Sterling Commerce:Mail will be able to only recognize messages that meet conditions without performing an action or perform an action on all messages. For example, if you create a script with the action Print messages, but you do not create conditions, Sterling Commerce:Mail will print all the messages you receive.

- **Conditions** define the circumstances under which Sterling Commerce:Mail performs an action.

  See **Specifying conditions for a rule** on page 84 for more information.
- **Actions** notify you or perform a process when a rule’s conditions have been met.

  See **Specifying actions for a rule** on page 87 for more information.

Specifying conditions for a rule

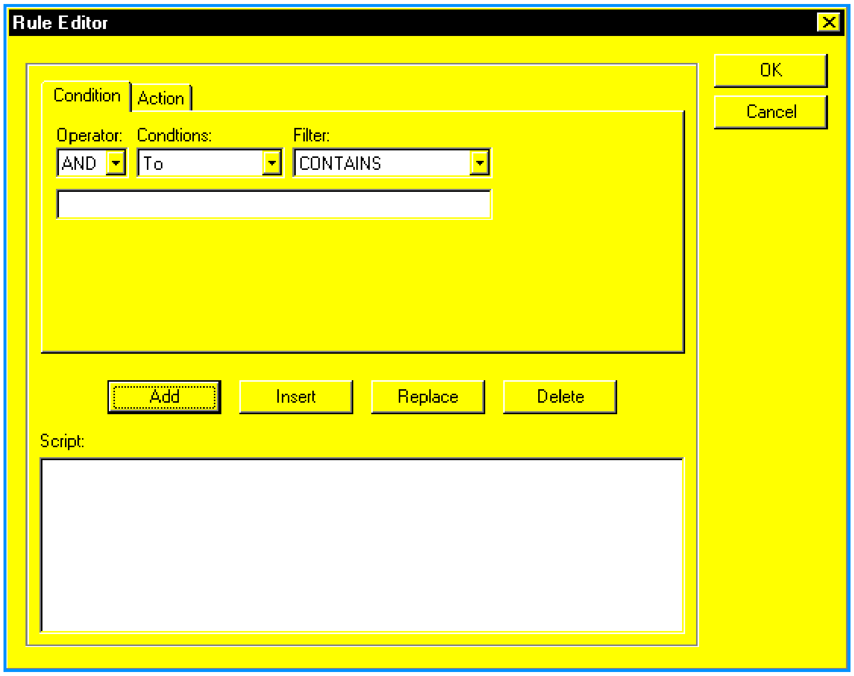
Note: You should specify conditions for a rule before you specify actions. You can specify actions for a rule first, without specifying conditions, but if you forget to specify conditions, Sterling Commerce:Mail will use the rule on all messages you receive.

You can specify conditions relating to message variables and Sterling Commerce:Mail folders. Message variables include the **Subject** line, **To** line and **From** line of messages. Sterling Commerce:Mail folders are all of the folders contained in the **Folders** area of the Sterling Commerce:Mail Main window. For example, you can specify a condition for all messages that contain **Mr. Smith** in the From line of the message and are in the Inbox folder. Each time Sterling Commerce:Mail retrieves a message from Mr. Smith and places it in the Inbox folder, the condition is met. Once the condition is met, Sterling Commerce:Mail initiates any associated actions you have specified.

To specify conditions for a rule:

1. On the Rules Agent window, click the rule you want to specify conditions for.
2. Click **Detail**. The Rule Detail window appears.

3. Click **Edit**. The Rule Editor window appears with the Condition tab selected by default.



4. Click the **Conditions** list box and select a variable for the first line of your conditions. All of the variables are message variables except Message Folder. For example, if you want the rule to apply to the contents of the Subject line of a message, select **Subject.** The Message Folder variable refers to your folders in the **Folders** area of the Main window.

Note: You use the Operator list box only for any additional condition lines.

5. Click the **Filter** list box and select a filtering agent for the variable you selected in step 4. For example, if you want the rule to apply to the contents of the Subject line, select **Contains.**

Note: If you selected Priority or Message Folder in the Conditions list box in step 4, your selections in the Filter list box are limited to IS and IS NOT.

- If you *did not s*elect **Priority** or **Message Folder** in the Conditions list box, go to step 6.

  If you *did* select **Priority** or **Message Folder** in the Conditions list box, go to step 7.

6. In the field, located below the Operator list box, type the dependent variable for the filtering agent you selected in step 5. This variable is not case sensitive. For example,

if you want the rule to apply to the contents of the message Subject, type the word or words the Subject must contain for the rule to be applied to a message. Go to step 8.

7. Click the list box below the Operator list box:
   - **If you selected Priority in the Conditions list box,** select the dependent variable for the filtering agent you selected in step 5. The variables are all different levels of message priority.
   - **If you selected Message Folder in the Conditions list box,** select which of your Sterling Commerce:Mail folders will be the dependent variable for the filtering agent you selected in step 5.
8. Click **Add**. The condition line appears in the Script area.
9. As needed, add additional lines to your rule. Repeat steps 4 through 8, except that for each additional line you must first use the Operator list box to select **AND** or **OR**:
   - **AND** conditions are restrictive. If you select AND, the rule executes only if all AND conditions are met in addition to the condition defined in the first line of the rule. For example, if the first line of a rule defines a condition as **Subject CONTAINS Project X** and the second line defines a condition as **AND Subject STARTS WITH Attention,** the rule activates only if a Subject line contains **Project X** and starts with **Attention.**
   - **OR** conditions are not restrictive. If you select **OR,** the rule executes if any of the OR conditions are met. For example, if the first line of a rule defines a condition as **Subject CONTAINS Project X** and the second line defines a condition as **OR Subject STARTS WITH Attention,** the rule activates if a Subject line contains **Project X** or starts with **Attention.** Both conditions do not have to be present for the rule to activate.

Note: If you want to specify your actions for a rule before you save your conditions, you can click the **Action** tab. See **Specifying actions for a rule** on page 87 for more information.

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10. Click **OK** to save the conditions or **Cancel** to exit without saving. Sterling Commerce:Mail returns you to the *Rule Detail* window.

Note: Even though you have specified conditions for the rule, the rule will not perform any actions until you specify the actions that occur when the conditions for a rule are met. See **Specifying actions for a rule** on page 87 for more information.

Specifying actions for a rule

Note: You should always specify conditions for a rule before you specify actions. See **Specifying conditions for a rule** on page 84 for more information. You can specify actions for a rule first, but if you forget to specify conditions, Sterling Commerce:Mail will perform the action for every message you receive.

Once you create a rule and specify its conditions, you must specify actions that will occur once the conditions for a rule are met. An action can be a notification or a process.

- **Notification actions** notify you when the rule conditions have been met. For example, a sound plays or a notification window appears on your screen.
- **Process actions** perform a process. For example, a message is forwarded or copied.

You can specify both types of actions for a rule if you want Sterling Commerce:Mail to perform both types of actions when the conditions of a rule are met. For example, you can specify that Sterling Commerce:Mail notifies you by playing a sound and forwards the message to specified recipients.

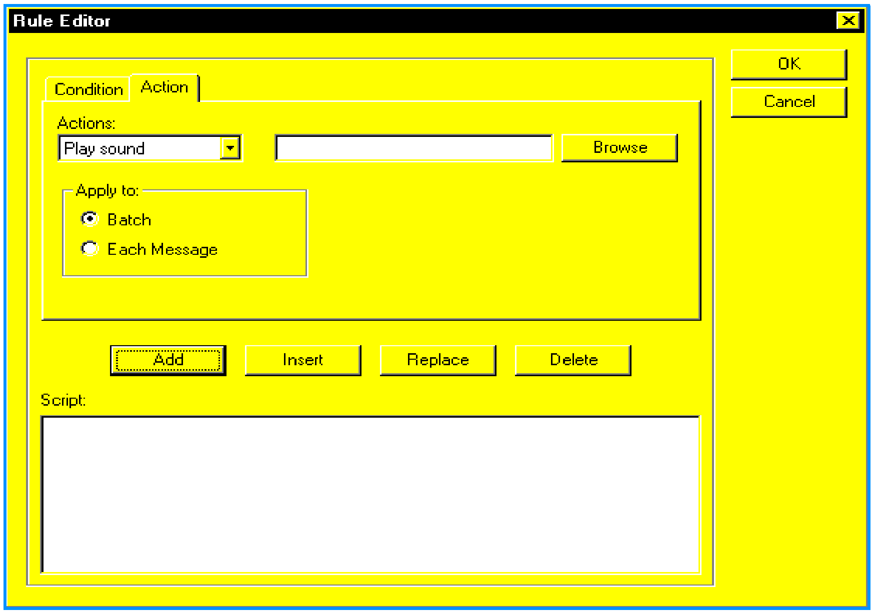
Specifying actions

To specify actions for a rule:

1. On the Rules Agent window, click the rule you want to specify an action for. This highlights the rule. See **Viewing the Rules Agent** on page 82 for more information about the Rules Agent.
2. Click **Detail**. The Rule Detail window appears.

3. Click **Edit**. The Rule Editor window appears.

4. Click the **Action** tab.



Note: When the Action tab first appears, the **Play sound** action is the default selection in the Actions list box. This selection determines that the Browse button and the Apply to area appears in the Action tab. For more information about this button and area, see **Playing a sound when rule conditions are met** on page 89.

5. Click the **Actions** list box and select the action you want to occur if the conditions for a rule are met.

If you select	When the conditions of the rule are met
Play sound	A sound file plays. See **Playing a sound when rule conditions are met** on page 89 for more information.
Open message	The message opens.
Print message	The message prints.
Notify user	A notification window appears on your screen. See **Specifying a notification message when rule conditions are met** on page 91 for more information.
Forward message	The message is forwarded to specified recipients. See **Forwarding a message when rule conditions are met** on page 92 for more information.
Reply using message	A specified message is sent in reply. See **Replying to a message when rule conditions are met** on page 93 for more information.

If you select	When the conditions of the rule are met
Copy message to	The message is copied to a specified location. See **Copying a message when rule conditions are met** on page 95 for more information.
Move message to	The message is moved to a specified location. See **Moving a message when rule conditions are met** on page 96 for more information.
Delete message	The message is deleted.

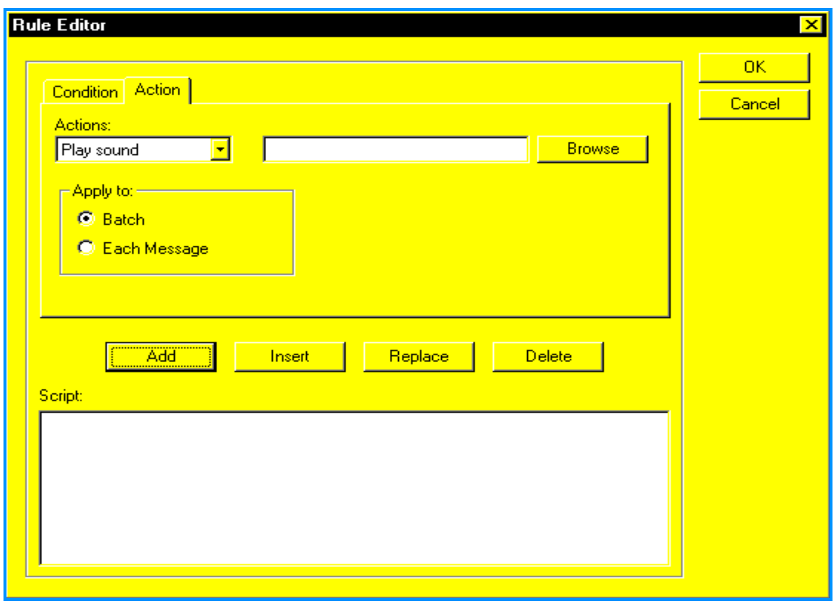
6. Click **OK** to save your information or the **Cancel** button to exit without saving.

Playing a sound when rule conditions are met

Note: Before specifying an action to occur when rule conditions are met, you should first name the rule and specify its conditions. See **Naming a rule** on page 82 and **Specifying conditions for a rule** on page 84.

To specify that Sterling Commerce:Mail plays a sound when the rule conditions are met:

1. On the Action tab, click the **Actions** list box and select **Play sound.** The fields on the Action tab change to allow you to specify a sound.



2. Click **Browse**. The Open window appears. For information on using the Open window, see **Selecting a sound** on page 90.
3. Select an **Apply to** option:

- **Batch** plays the sound once for all messages that meet conditions. For example, if you receive five messages during a communications session that meet conditions for playing a sound, the sound plays once.
- **Each Message** plays the sound for every message that meets the conditions. For example, if you receive five messages during a communications session that meet conditions for playing a sound, the sound plays five times.

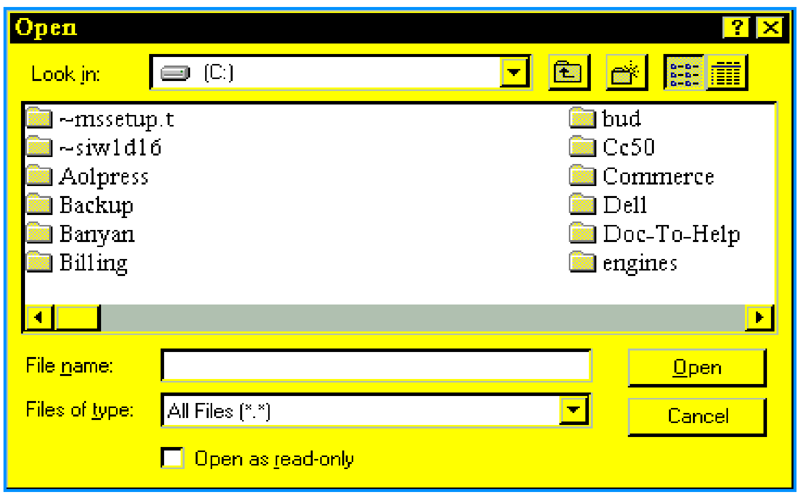
4. Click **Add** to add the action to the rule.The **Play sound** action appears in the **Script** area of the Action tab.

Selecting a sound

After selecting Play Sound in the Actions list box on the Action tab, you must select the sound file you want Sterling Commerce:Mail to play.

To select a sound:

1. In the Rule Editor window, click **Browse**. The Open window appears.



2. Click the **Look in** list box and select the local or network drive that contains the sound file you want to play when the rule conditions are met. Click a location to select it. Once you select a location, the folders and files the location contains appear in the area below the **Look in** list box.
3. Highlight the folder containing the sound file by clicking it once. Click the **Open** button. The folder opens and its name appears in the **Look in** list box. The folder contents appear in the area below the **Look in** list box.

Note: Use the Files of type list box to specify a type of file you want to appear. If the file type is not contained in the folder, nothing appears.

4. Highlight the sound file you want to play by clicking it once. Click **Open**. Sterling Commerce:Mail returns you to the Action tab.

   The sound file you selected appears in the field to the left of the Browse button. When the conditions for the rule are met, Sterling Commerce:Mail plays this sound file.

Specifying a notification message when rule conditions are met

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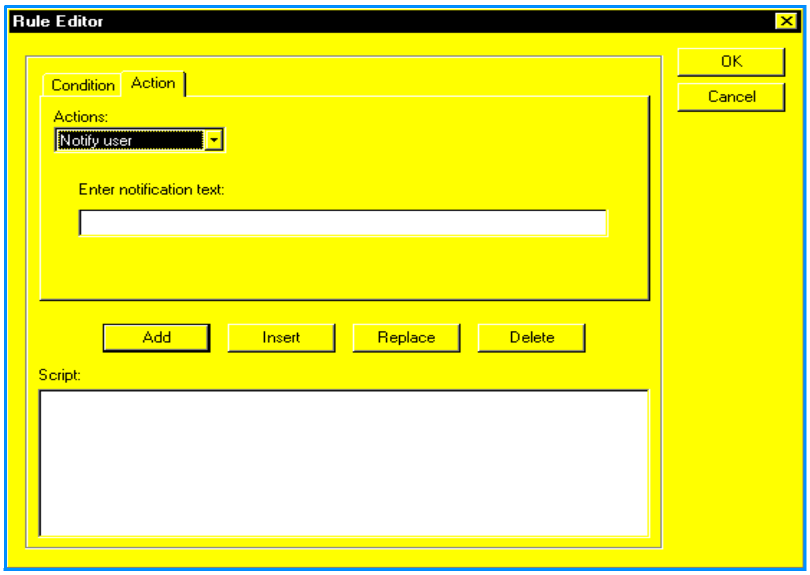
Note: Before specifying an action to occur when rule conditions are met, you should first name the rule and specify its conditions. See **Naming a rule** on page 82 and **Specifying conditions for a rule** on page 84.

To specify that Sterling Commerce:Mail generates a notification window when the rule conditions are met:

1. On the Action tab, click the **Actions** list box and select **Notify User.** The fields on the Action tab change to allow you to specify this type of action.



2. Type the notification message text in the **Enter notification text** field.

   This is the text that will appear in the notification window, which appears on your screen when the conditions for the rule are met.

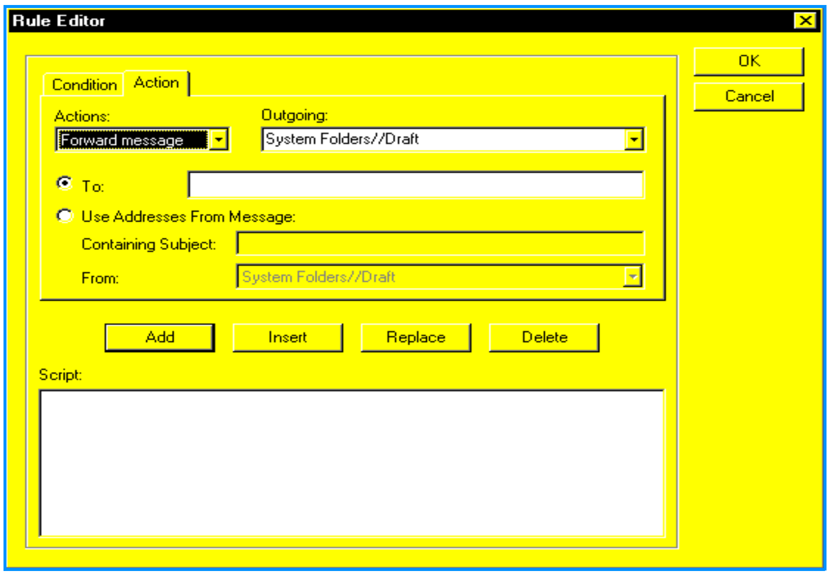
3. Click **Add** to add the action to the rule. The Notify user action appears in the Script area of the Action tab.

Forwarding a message when rule conditions are met

Note: Before specifying an action to occur when rule conditions are met, you should first name the rule and specify its conditions. See **Naming a rule** on page 82 and **Specifying conditions for a rule** on page 84.

To specify that Sterling Commerce:Mail forwards a message when the rule conditions are met:

1. On the Action tab, click the **Actions** list box and select **Forward message.** The fields on the Action tab change to allow you to specify this type of action.



2. Click the **Outgoing** list box and select **System Folders//Outbox**. This specifies that when you receive a message that meets conditions for forwarding, Sterling Commerce:Mail will store the message in your Outbox folder.
3. Do one of the following:
   - If you want to specify who receives the message by typing an address, go to step 4.
   - If you want to specify who receives the message by using addresses from another message in a Sterling Commerce:Mail folder, go to step 5.
4. Select the **To** option and type the address of the recipient. Then go to step 6.

5. Select the **Use Addresses From Message** option. The **Containing Subject** field and **From** list box become active.
   - In the **Containing Subject** field, type the subject of the message that contains the addresses you want to use. The subject content must match exactly the subject of the message whose addresses you want to use. This field is not case sensitive.

Note: Any text in the message whose addresses you want to use will also be forwarded.

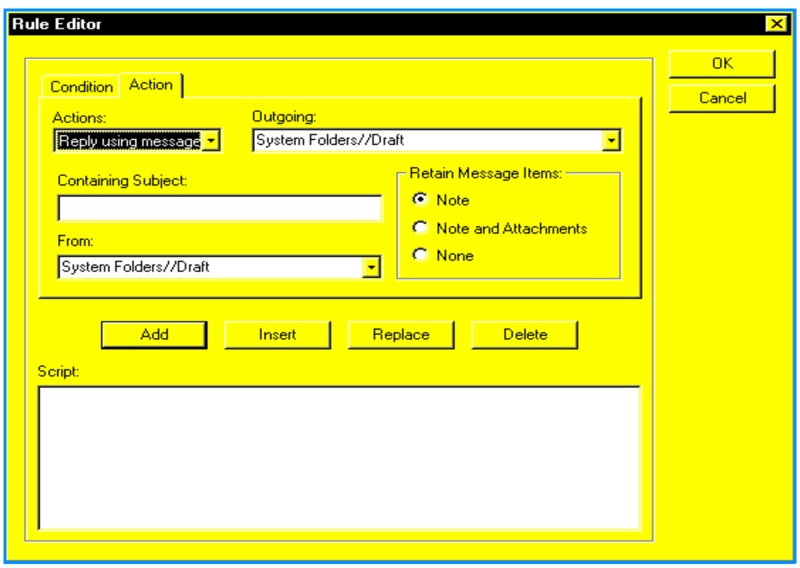
   - Click the **From** list box and select the Sterling Commerce:Mail folder that contains the message whose addresses you want to use.
6. Click **Add** to add the action to the rule. The Forward message action appears in the Script area of the Action tab.

Replying to a message when rule conditions are met

Note: Before specifying an action to occur when rule conditions are met, you should first name the rule and specify its conditions. See **Naming a rule** on page 82 and **Specifying conditions for a rule** on page 84.

To specify that Sterling Commerce:Mail replies to a message when the rule conditions are met:

1. On the Action tab, click the **Actions** list box and select **Reply using message.** The fields on the Action tab change to allow you to specify this type of action.



2. Click the **Outgoing** list box and select **System Folders//Outbox**. This specifies that when you receive a message that meets conditions for replying, Sterling Commerce:Mail will store the message you want to reply with in your Outbox folder.

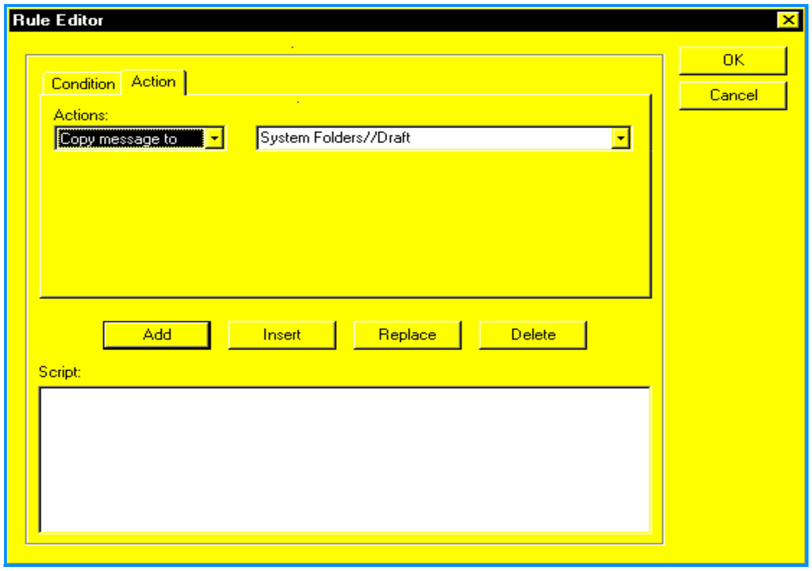
3. In the **Containing Subject** field, type the subject of the message that you want to reply with. The subject content must match exactly the subject of the message you want to reply with. This field is not case sensitive.
4. Click the **From** list box and select the Sterling Commerce:Mail folder that contains the message you want to reply with.
5. The **Retain Message Items** option determine what information from the message is copied and sent to the recipients. Select one of the options:
   - **Note** copies only the original message into the reply message. Attachments are not included. The original message follows your new message.
   - **Note and Attachments** copies the original message and any attachments into the new message. The original message follows your new message. Attachments are included in the **Attachment** list.
   - **None** does not copy the original message or its attachments to the new message. Only your new message is sent.
6. Click **Add** to add the action to the rule. The Reply using message action appears in the Script area of the Action tab.

Copying a message when rule conditions are met

Note: Before specifying an action to occur when rule conditions are met, you should first name the rule and specify its conditions. See **Naming a rule** on page 82 and **Specifying conditions for a rule** on page 84.

To specify that Sterling Commerce:Mail copies a message when the rule conditions are met:

1. On the Action tab, click the **Actions** list box and select **Copy message to.** The fields on the Action tab change to allow you to specify this type of action.



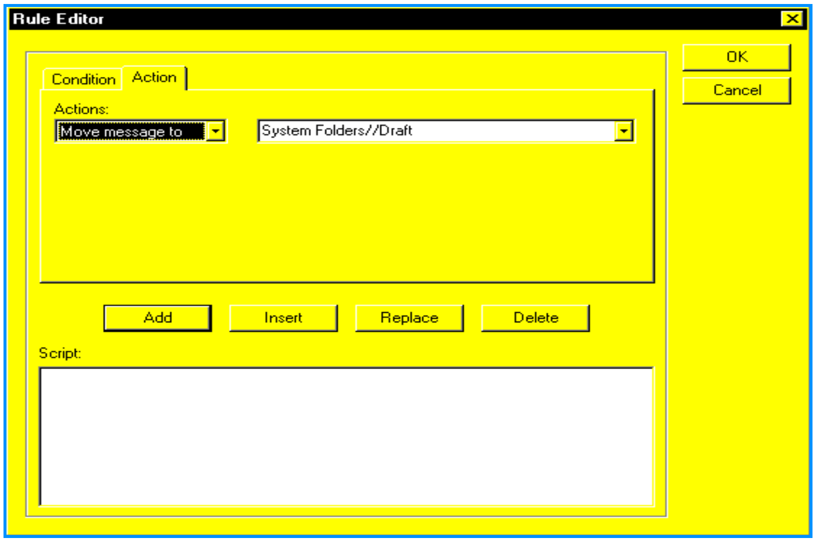
2. Click the list box to the right of the **Actions** list box and select which Sterling Commerce:Mail folder you want the message to be copied to.
3. Click **Add** to add the action to the rule.The Copy message to action appears in the Script area of the Action tab.

Moving a message when rule conditions are met

Note: Before specifying an action to occur when rule conditions are met, you should first name the rule and specify its conditions. See **Naming a rule** on page 82 and **Specifying conditions for a rule** on page 84.

To specify that Sterling Commerce:Mail moves a message when the rule conditions are met:

1. On the Action tab, click the **Actions** list box and select **Move message to.** The fields on the Action tab change to allow you to specify this type of action.



2. Click the list box to the right of the **Actions** list box and select which Sterling Commerce:Mail folder you want the message to be moved to.
3. Click **Add** to add the action to the rule. The Move message to action appears in the Script area of the Action tab.

Editing rules

You can use the **Edit** button on the Rule Detail window to edit a rule once you name it and create a script for it.

Editing a rule includes all of the following tasks:

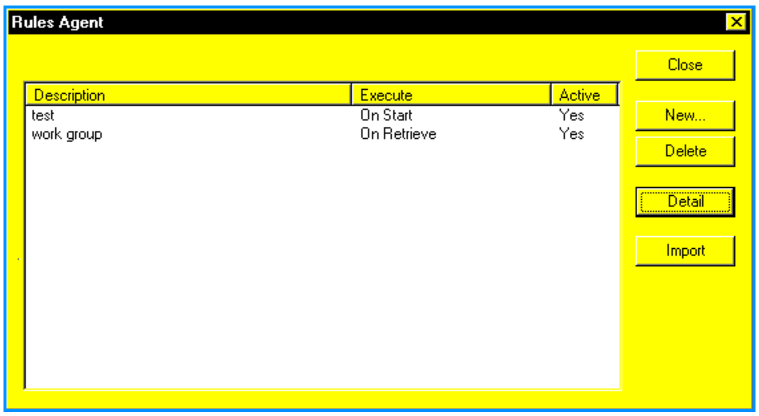
You can	For more information, see
Change a rule's name and its details	**Changing a rule's name and details** on page 97
Delete a rule	**Deleting a rule** on page 97

You can	For more information, see
Change conditions in a script	**Changing conditions in a script** on page 98
Change actions in a script	**Changing actions in a script** on page 100
Delete conditions	**Deleting conditions** on page 102
Delete actions	**Deleting actions** on page 103

Deleting a rule

To delete a rule from the Rules Agent:

1. Select the **Tools** menu **Rules Agent** item. The Rules Agent window appears.



2. Click the rule you want to delete. This highlights the rule.

Note: Carefully verify that the highlighted rule is the rule you want to delete. Once you delete a rule, you cannot restore it.

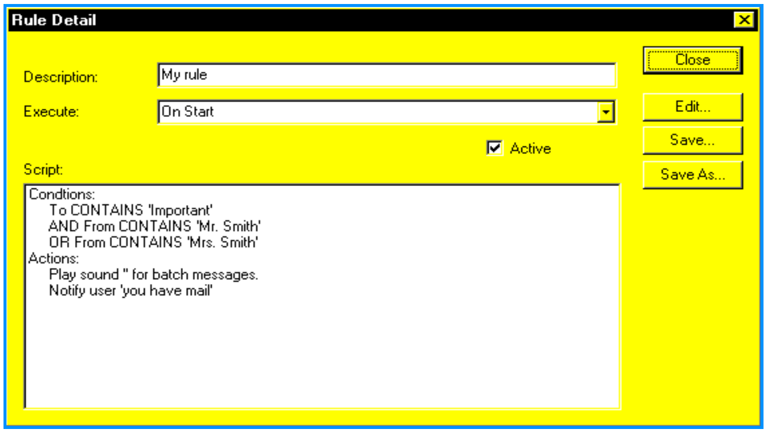
3. Click **Delete** to delete the rule.

Changing a rule’s name and details

To change a rule name and its details:

1. Select the **Tools** menu **Rules Agent** item. The Rules Agent window appears.
2. Click the rule whose name and details you want to change. This highlights the rule.

3. Click **Detail**. The Rule Detail window appears.



4. As needed, type a description for the rule in the **Description** field. The description should contain enough information to allow you to recognize what the rule is for.
5. As needed, click the **Execute** list box and select one of the following:
   - **On Retrieve** executes the rule each time you retrieve your mail.
   - **On Start** executes the rule each time you start Sterling Commerce:Mail.
   - **On Exit** executes the rule each time you exit Sterling Commerce:Mail.
6. As needed, click the **Active** check box to activate the rule or deactivate it.

Note: If you do not check this box to activate the rule, the rule is stored in the Rules Agent, but does not execute.

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7. Click **Save** to save the changes or **Close** to exit without saving and return to the Rules Agent window.

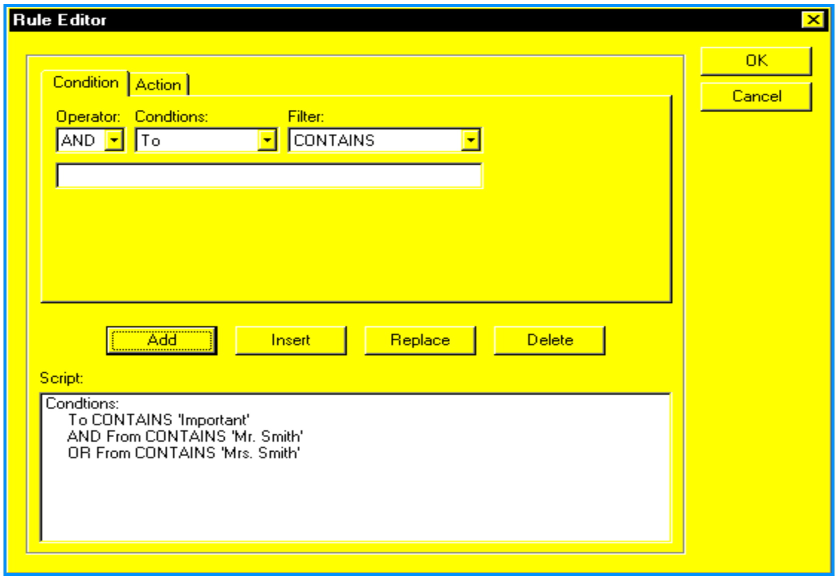
Note: See **Editing rules** on page 96 for more information about other procedures you can do to edit your rules.

Changing conditions in a script

To insert or replace conditions in a rule's script:

1. On the Rules Agent window, click the rule whose script you want to change. This highlights the rule.
2. Click **Detail**. The Rule Detail window appears.

3. Click **Edit**. The Rule Editor window appears with the Condition tab selected by default.



4. In the **Script** area on the Condition tab, select a condition:
   - **If you are inserting a condition,** the new condition will appear above this selection.
   - **If you are replacing a condition,** this selection will be deleted and replaced by the new condition.
5. As needed, click the **Operator** list box and select **AND** or **OR**:
   - **AND** conditions are restrictive. If you select AND, the rule executes only if all AND conditions are met in addition to the condition defined in the first line of the rule. For example, if the first line of a rule defines a condition as **Subject CONTAINS Project X** and the second line defines a condition as **AND Subject STARTS WITH Attention,** the rule activates only if a Subject line contains **Project X** and starts with **Attention.**
   - **OR** conditions are not restrictive. If you select **OR,** the rule executes if any of the OR conditions are met. For example, if the first line of a rule defines a condition as **Subject CONTAINS Project X** and the second line defines a condition as **OR Subject STARTS WITH Attention,** the rule activates if a Subject line contains **Project X** or starts with **Attention.** Both conditions do not have to be present for the rule to activate.
6. As needed, click the **Conditions** list box and select a variable for the first line of your conditions. All of the variables are message variables except Message Folder. For example, if you want the rule to apply to the contents of the Subject line of a message, select **Subject.** The Message Folder variable refers to your folders in the **Folders** area of the Main window.

7. As needed, click the **Filter** list box and select a filtering agent for the variable you selected in step 6. For example, if you want the rule to apply to the contents of the Subject line, select **Contains.**

Note: If you selected Priority or Message Folder in the Conditions list box in step 6, your selections in the Filter list box are limited to IS and IS NOT.

- If you *did not* select **Priority** or **Message Folder** in the Conditions list box, go to step 8.

  If you *did* select **Priority** or **Message Folder** in the Conditions list box, go to step 9.

8. In the field, located below the **Operator** list box, type the dependent variable for the filtering agent you selected in step 7. This variable is not case sensitive. For example, if you want the rule to apply to the contents of the message's Subject, type the word or words the Subject must contain for the rule to be applied to a message. Then, go to step 10.
9. Click the list box below the **Operator** list box:
   - **If you selected Priority in the Conditions list box,** select the dependent variable for the filtering agent you selected in step 7. These variables are all different levels of message priority.
   - **If you selected Message Folder in the Conditions list box,** select which of your Sterling Commerce:Mail folders will be the dependent variable for the filtering agent you selected in step 7.
10. Click **Insert** to insert the condition above the condition you selected in step 4. Or click **Replace** to replace the condition you selected in step 4. The condition appears in the Script area.

Note: Click OK to save the conditions for the rule or Cancel to exit without saving. Sterling Commerce:Mail returns you to the Rule Detail window.

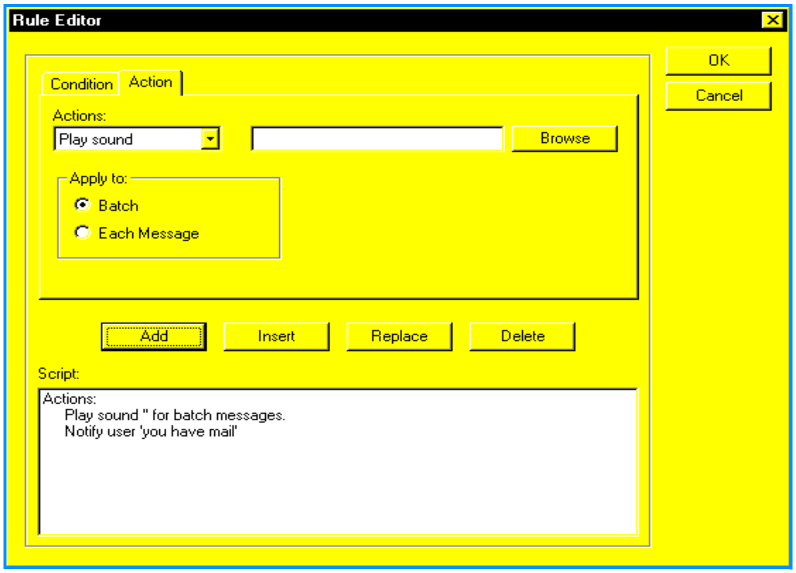
Note: See **Editing rules** on page 96 for information about other procedures you can do to edit your rules.

Changing actions in a script

To insert or replace actions in a rule script:

1. On the Rules Agent window, click the rule whose script you want to change. This highlights the rule.
2. Click **Detail**. The Rule Detail window appears.
3. Click **Edit**. The Rule Editor window appears with the Condition tab selected by default.

4. Click the Action tab.



Note: When the Action tab first appears, the **Play sound** action is the default selection in the Actions list box. This selection determines that the Browse button and the Apply to area appears on the Action tab. For more information about this button and area, see **Playing a sound when rule conditions are met** on page 89.

5. In the **Script** area on the Action tab, select an action:
   - **If you are inserting an action,** the new action will appear above this selection.
   - **If you are replacing an action,** this selection will be deleted and replaced by the new action.
6. As needed, click the **Actions** list box and select the action you want to occur if the conditions for a rule are met.

If you select	When the conditions of the rule are met
Play sound	A sound file plays. See **Adding copying a message to a rule's actions** on page 109 for more information.
Open message	The message opens.
Print message	The message prints.
Notify user	A confirmation window notifies you. See **Adding notifying a user to a rule's actions** on page 105 for more information.
Forward message	The message is forwarded to specified recipients. See **Adding forwarding a message to a rule's actions** on page 106 for more information.

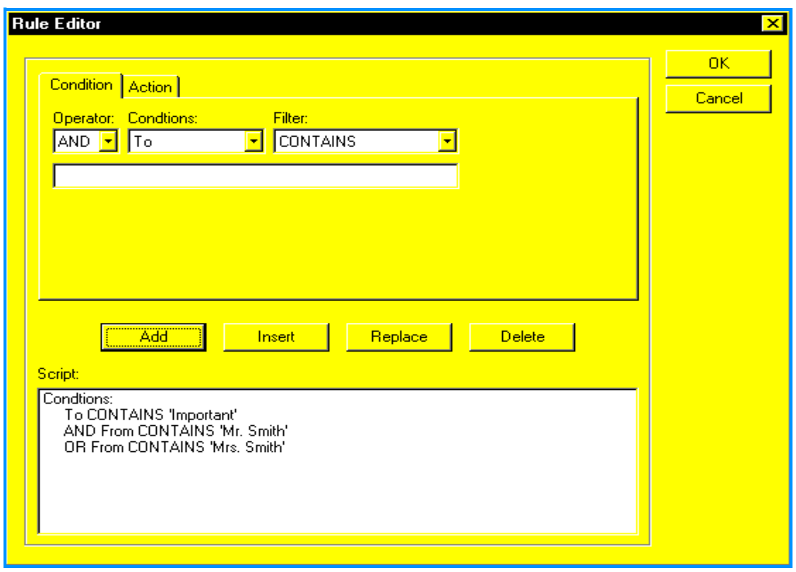
If you select	When the conditions of the rule are met
Reply using message	A specified message is sent in reply. See **Adding replying to a message to a rule's actions** on page 107 for more information.
Copy message to	The message is copied to a specified location. See **Adding copying a message to a rule's actions** on page 109 for more information.
Move message to	The message is moved to a specified location. See **Adding moving a message to a rule's actions** on page 110 for more information.
Delete message	The message is deleted.

7. Click **OK** to save your changes or **Cancel** to exit without saving.

Deleting conditions

To delete a condition from a rule script:

1. Select the **Tools** menu **Rules Agent** item. The Rules Agent window appears.
2. Click the rule whose conditions you want to delete. This highlights the rule.
3. Click **Detail**. The Rule Detail window appears.
4. Click **Edit**. The Rule Editor window appears with the Condition tab selected by default.



5. In the **Script** area in the bottom of the Condition tab, click the condition you want to delete. This highlights the condition.

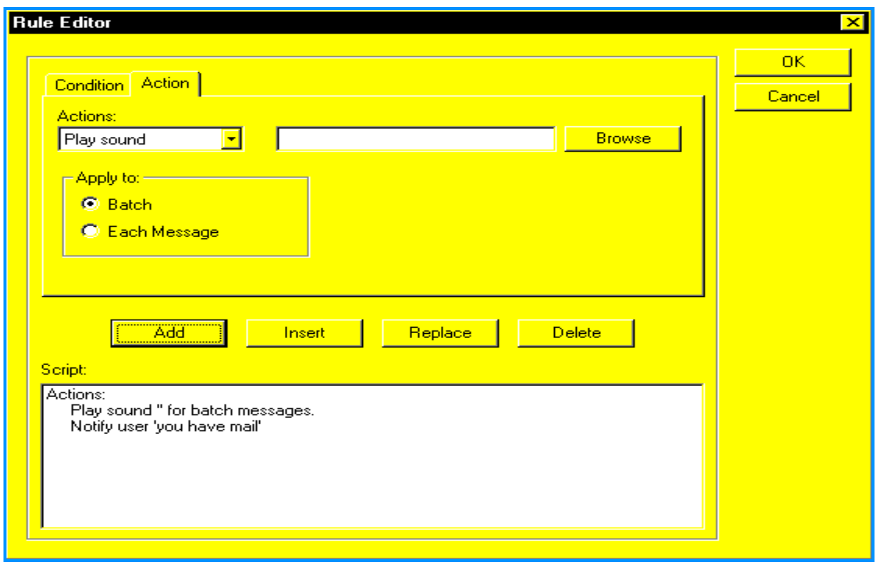
Note: Verify that the highlighted condition is the condition you want to delete. Once you delete a condition, you cannot restore it.

6. Click **Delete** to delete the condition from the rule script.

Deleting actions

To delete an action from a rule script:

1. Select the **Tools** menu **Rules Agent** item. The Rules Agent window appears.
2. Click the rule whose actions you want to delete. This highlights the rule.
3. Click **Detail**. The Rule Detail window appears.
4. Click **Edit**. The Rule Editor window appears with the Condition tab selected by default.
5. Click the **Action** tab.



6. In the **Script** area in the bottom of the Action tab, click the action you want to delete. This highlights the action.

Note: Verify that the highlighted action is the action you want to delete. Once you delete an action, you cannot restore it.

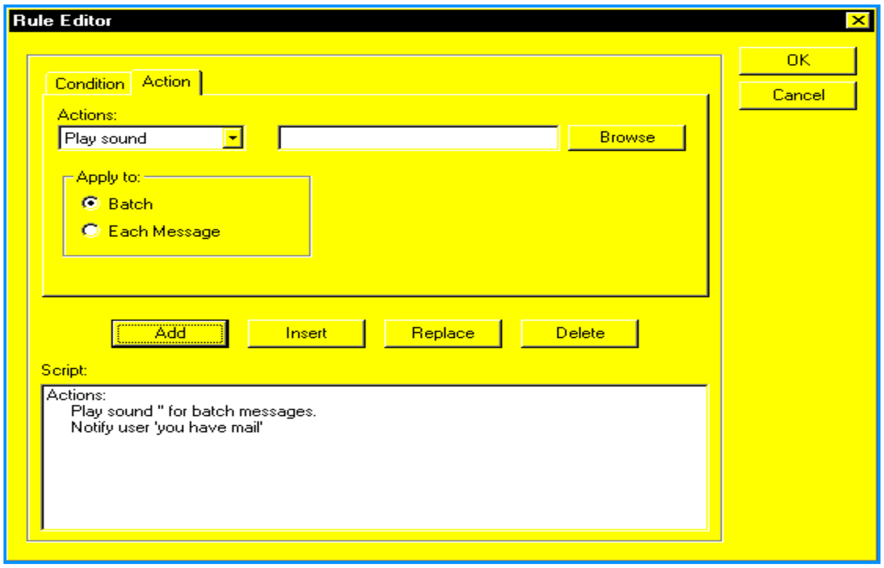
7. Click **Delete** to delete the action from the rule script.

Adding playing a sound to a rule's actions

Note: When you add an action to a rule's actions, you are editing a script which has already been created. If you are specifying an action for the first time, see **Specifying actions for a rule** on page 87.

To add playing a sound to a rule's actions:

1. In the Rule Editor window, select **Play sound** in the Actions list box in the Action tab. The fields in the Action tab change to allow you to specify a sound.



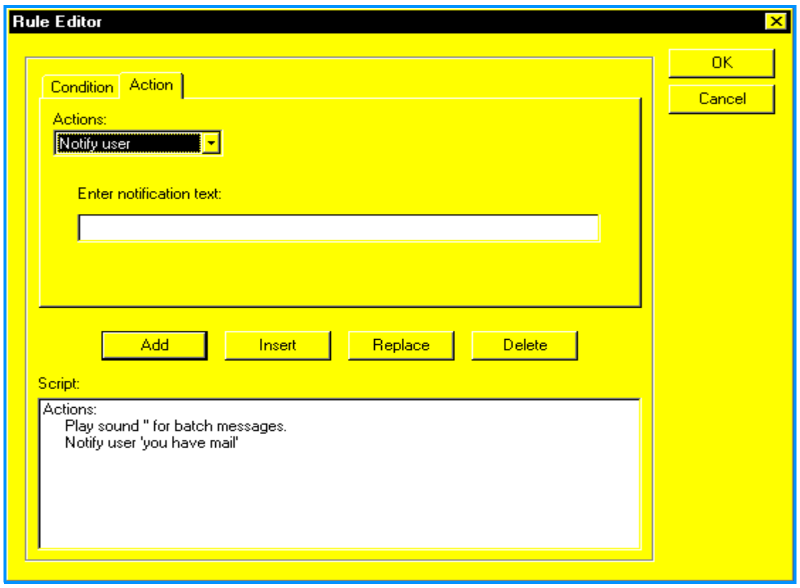
2. Click **Browse**. The Open window appears.
3. Select an **Apply to** option:
   - **Batch** plays the sound once for all messages that meet conditions. For example, if you receive five messages during a communications session that meet conditions for playing a sound, the sound plays once.
   - **Each Message** plays the sound for every message that meets the conditions. For example, if you receive five messages during a communications session that meet conditions for playing a sound, the sound plays five times.
4. Click **Insert** to insert the action or **Replace** to replace an action. The Play sound action appears in the Script area of the Action tab.

Adding notifying a user to a rule's actions

Note: When you add an action to a rule's actions, you are editing a script which has already been created. If you are specifying an action for the first time, see **Specifying actions for a rule** on page 87.

To add notifying a user to a rule's actions:

1. In the Rule Editor window, select **Notify User** in the **Actions** list box in the Action tab. The fields in the Action tab change to allow you to specify this type of action.



2. Type the notification message text in the **Enter notification text** field.

   This is the text that will appear in the notification window which appears on your screen when the conditions for the rule are met.

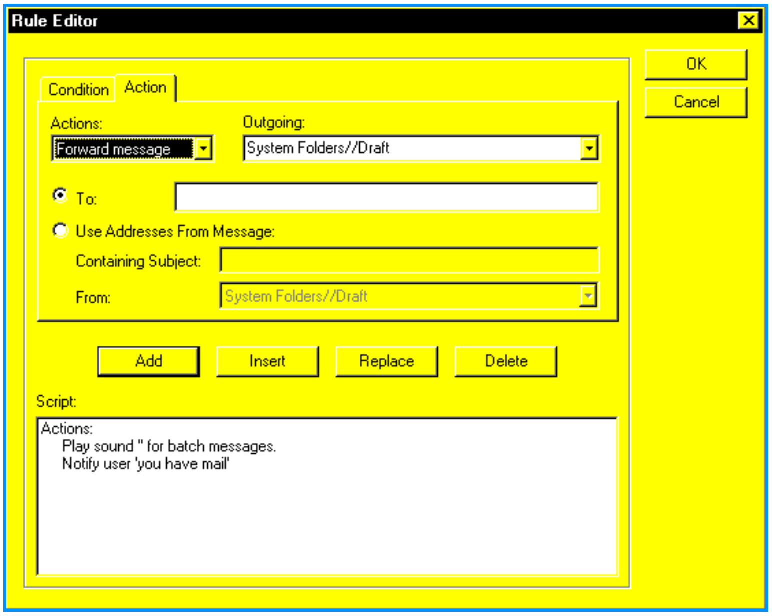
3. Click **Insert** to insert the action or **Replace** to replace an action. The Notify user action appears in the Script area of the Action tab.

Adding forwarding a message to a rule's actions

Note: When you add an action to a rule's actions, you are editing a script which has already been created. If you are specifying an action for the first time, see **Specifying actions for a rule** on page 87.

To add forwarding a message to a rule's actions:

1. In the Rule Editor window, select **Forward message** in the **Actions** list box in the Action tab. The fields in the Action tab change to allow you to specify this type of action.



2. Click the **Outgoing** list box and select **System Folders//Outbox** from the list. This specifies that when you receive a message that meets conditions for forwarding, Sterling Commerce:Mail will store the message in your Outbox folder.
3. Do one of the following:
   - If you want to specify who receives the message by typing an address, go to step 4.
   - If you want to specify who receives the message by using addresses from another message in a Sterling Commerce:Mail folder, go to step 5.
4. Select the **To** option and type the address of the recipient. Then, go to step 6.
5. Select the **Use Addresses From Message** option. The Containing Subject field and From list box become active.

- In the **Containing Subject** field, type the subject of the message that contains the addresses you want to use. The subject content must match exactly the subject of the message whose addresses you want to use. This field is not case sensitive.

Note: Any text in the message whose addresses you want to use will also be forwarded.

- Click the **From** list box and select the Sterling Commerce:Mail folder that contains the message whose addresses you want to use.

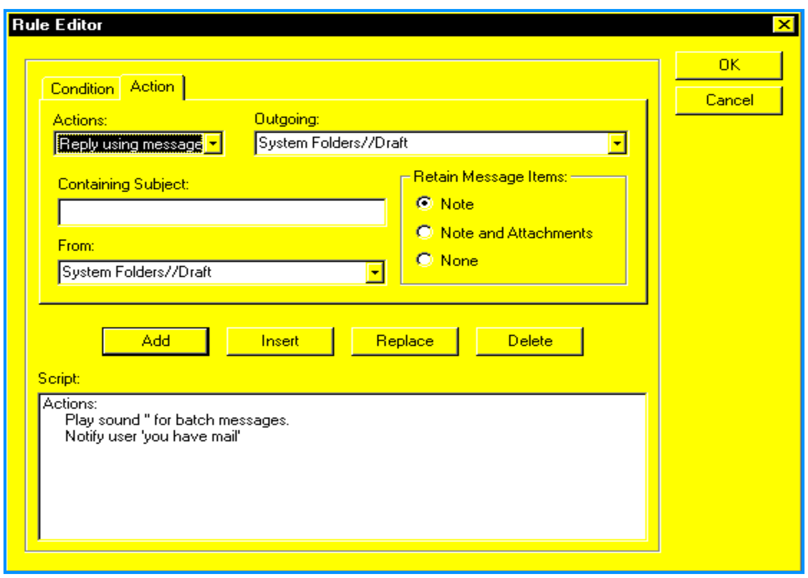
6. Click **Insert** to insert the action or **Replace** to replace an action. The Forward message action appears in the Script area of the Action tab.

Adding replying to a message to a rule's actions

Note: When you add an action to a rule's actions, you are editing a script which has already been created. If you are specifying an action for the first time, see **Specifying actions for a rule** on page 87.

To add replying to a message to a rule's actions:

1. In the Rule Editor window, select **Reply using message** in the **Actions** list box in the Action tab. The fields in the Action tab change to allow you to specify this type of action.



2. Click the **Outgoing** list box and select **System Folders//Outbox** from the list. This specifies that when you receive a message that meets conditions for replying, Sterling Commerce:Mail will store the message you want to reply with in your Outbox folder.

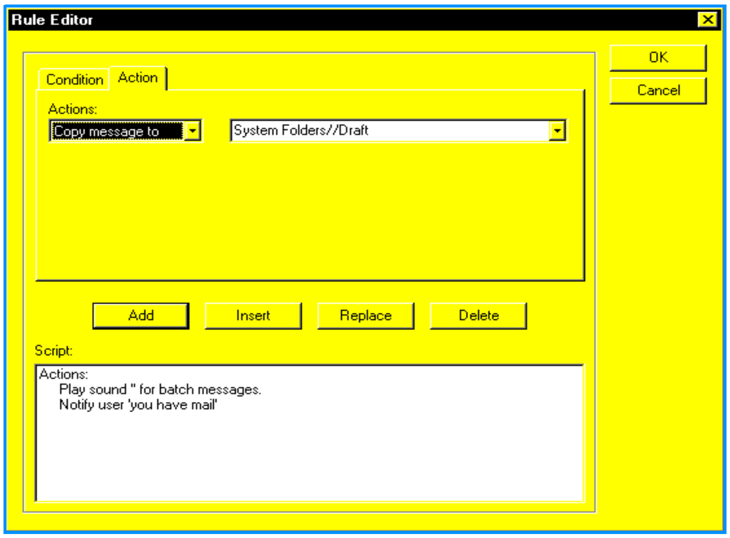
3. In the **Containing Subject** field, type the subject of the message that you want to reply with. The subject content must match exactly the subject of the message you want to reply with. This field is not case sensitive.
4. Click the **From** list box and select the Sterling Commerce:Mail folder that contains the message you want to reply with.
5. The **Retain Message Items** options determine what information from the message is copied and sent to the recipients. Select one of the following:
   - **Note** copies only the original message into the new message. Attachments are *not* included. The original message follows your new message.
   - **Note and Attachments** copies the original message and any attachments into the new message. The original message follows your new message. Attachments are included in the Attachment list.
   - **None** does not copy the original message or its attachments to the new message. Only your new message is sent.
6. Click **Insert** to insert the action or **Replace** to replace an action. The Reply using message action appears in the Script area of the Action tab.

Adding copying a message to a rule’s actions

Note: When you add an action to a rule’s actions, you are editing a script that has already been created. If you are specifying an action for the first time, see **Specifying actions for a rule** on page 87.

To add copying a message to a rule’s actions:

1. In the Rule Editor window, select **Copy message to** in the **Actions** list box in the Action tab. The fields in the Action tab change to allow you to specify this type of action.



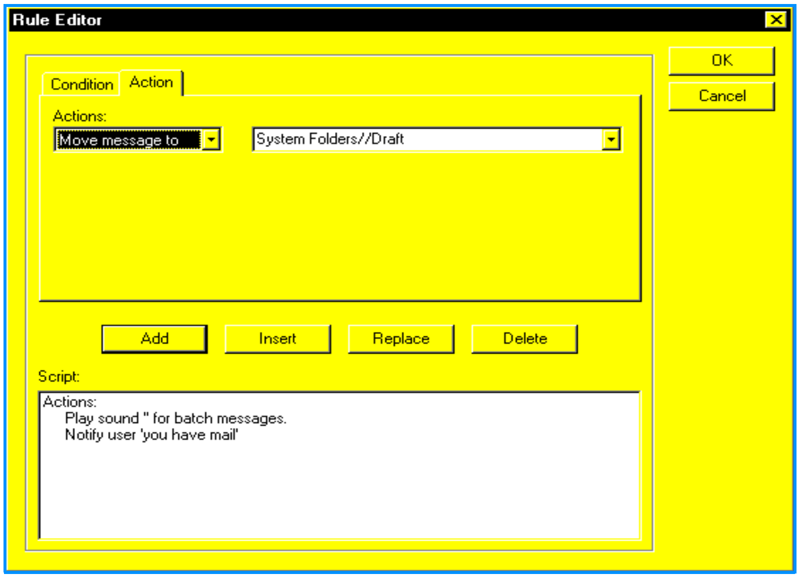
2. Click the list box to the right of the **Actions** list box and select which Sterling Commerce:Mail folder you want the message to be copied to.
3. Click **Insert** to insert the action or **Replace** to replace an action. The Copy message to action appears in the Script area of the Action tab.

Adding moving a message to a rule's actions

Note: When you add an action to a rule's actions, you are editing a script that has already been created. If you are specifying an action for the first time, see **Specifying actions for a rule** on page 87.

To add moving a message to a rule's actions:

1. In the Rule Editor window, select **Move message to** in the **Actions** list box in the Action tab. The fields in the Action tab change to allow you to specify this type of action.



2. Click the list box to the right of the **Actions** list box and select which Sterling Commerce:Mail folder you want the message to be moved to.
3. Click **Insert** to insert the action or **Replace** to replace an action. The Move message to action appears in the Script area of the Action tab.

Importing a rule

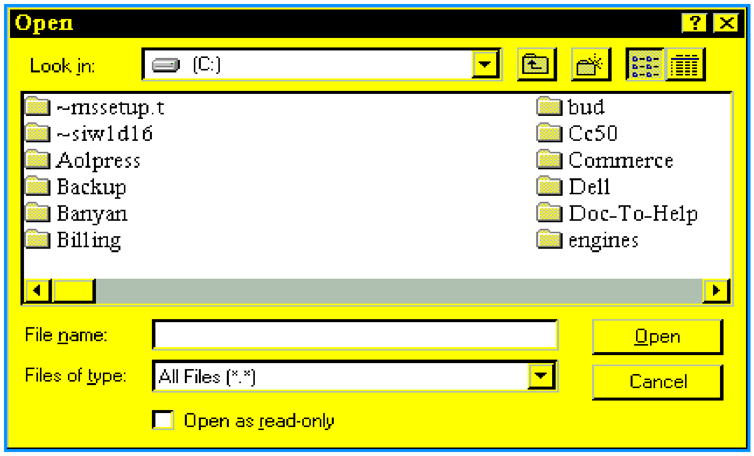
Importing a rule copies a rule from another location on your local or network drive to your Rules Agent window.

Note: The rule you import must have been created using Sterling Commerce:Mail.

To import a rule:

1. Select the **Tools** menu **Rules Agent** item. The Rules Agent window appears.

2. Click **Import** to import a rule. The Open window appears.



Note: Rules have an **.RUL#** extension.

3. Click the **Look in** list box and select the local or network drive that contains the rule you want to import. Click a location to select it. Once you select a location, the folders and files the location contains appear in the area below the **Look in** list box.
4. Highlight the folder containing the rule you want to import by clicking it once. Click **Open**. The folder opens and its name appears in the **Look in** list box. The folder contents appear in the area below the **Look in** list box.

Note: Use the Files of type list box to specify a type of file you want to appear. If the file type is not contained in the folder, nothing appears.

5. Highlight the rule you want to import by clicking it once. Click **Open** to import the rule or **Cancel** to exit without importing. Sterling Commerce:Mail returns you to the *Address Book* window.

   If you click **Open**, the rule appears in the Rules Agent window.

Note: To delete a rule, highlight the rule in the Rules Agent window by clicking it once. Then click **Delete**.

Chapter 7

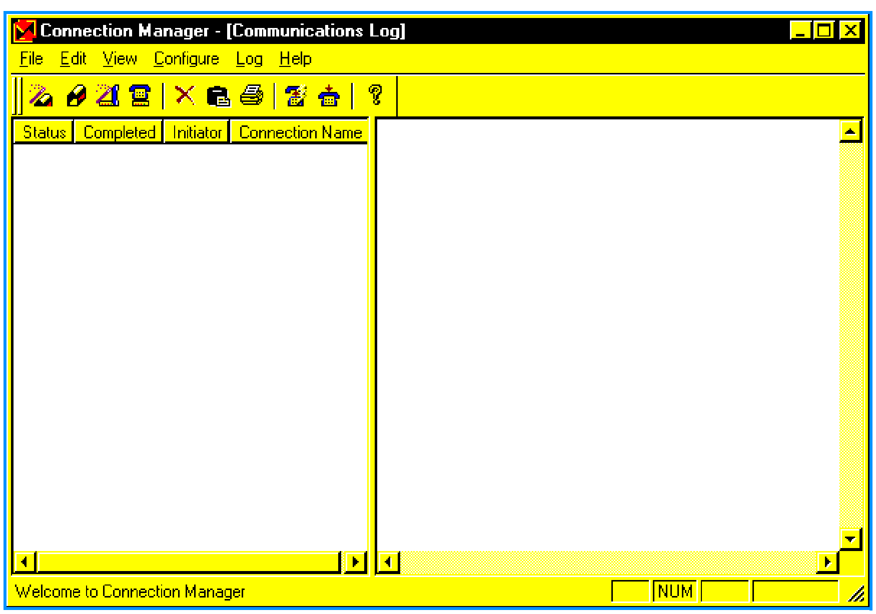
Sterling Connection Manager

Use Sterling Connection Manager to establish a dial-up connection to the Internet through an Internet service provider (ISP), begin a communications session, set up the communications environment, and view communications status.

When you send information to the Internet, use Sterling Connection Manager to specify how the product interacts with your modem and dial-up connection. This interaction involves information such as baud rate, serial port, phone number, dial method, mailbox and password.

Main window

The following is an example of the Sterling Connection Manager Main window containing communications session information.



The Main window is split into two areas. These areas contain the information about communications sessions:

- **Sessions** area is located in the left side of the Main window. The Sessions area shows the status of the communications session and whether the session succeeded or failed. It also shows the time, date, initiator of the session and which connection was used for the session.

Note: To view all of the Sessions area, use the scroll bar at the bottom of the area to scroll left and right.

- **Session Details** area is located in the right side of the Main window. The Session Details area shows the name of the connection, the network and the detailed information about the selected communications session.

To view a communications session details, click a session. The session details appear in the Session Details area.

Sorting and printing session details

To sort and print session details in the Communications Log:

1. Click one of the tabs in the **Sessions** area to determine how your communication details are sorted:
   - **Status** of the communications session. Status can be either:
     - **Success** when the connection was established with the network and the transmission was completed. When you select Status, all failed transmissions appear first.
     - **Failure** when Sterling Connection Manager did not complete the transmission. A failure can occur when the network line is busy, no dial tone is received, or a session is canceled. If a session has failed, you may want to resend the data.
   - **Completed** is date and time your system completed the communications session.
2. Click a communications session in the **Sessions** area. The details for this session appear in the **Session Details** area.
3. Click **Print** on the toolbar to print a copy of the session details. Sterling Connection Manager uses the standard Windows print dialog. See **Printing/Setting up to print** on page 127 for more information.

Note: If needed, select the **Log** menu **Purge** item to delete all communications sessions older than 30 days. Sterling Connection Manager does not delete this information automatically. Purge your PC often to ensure that hard drive disk space is not taken up with communications session information. See **Purging session information** on page 126 for more information.

Using menus

The Main window has the following menus:

File menu

The File menu allows you to:

- ✦ Set up a printer and print report information.
- ✦ Establish or cancel a dial-up connection to the Internet.
- ✦ Exit Sterling Connection Manager.

Edit menu

The Edit menu allows you to:

- ✦ Copy and delete currently running and past sessions entries.
- ✦ Select all current and past sessions entries for copying or deleting.
- ✦ Delete all of the displayed sessions entries in the communications log.

Configure menu

The Configure menu allows you to:

- ✦ Create, change, delete, rename, or copy a connection to the Internet. You can set up multiple connections to a single network to specify access numbers, baud rates or other information.
- ✦ Create, change, delete, rename, or copy a mailbox setup to IBM® Sterling B2B Collaboration Network. You can set up multiple mailboxes.
- ✦ Perform EDI confirmation.

Log menu

The Log menu allows you to:

- ✦ Delete communications session information older than a specified number of days. The default is session information older than 30 days.
- ✦ Refresh updates the displayed data.

Help menu

The Help menu allows you to:

- ✦ Receive general information about Sterling Connection Manager.
- ✦ Access context-sensitive online help.

Testing ports 110 and 25

To use the software, you need to have either a LAN or dial-up connection to the Internet with ports 110 and 25 open.

Note: If you are using a modem to dial up to the Internet, you need to establish that connection first.

Perform the following steps to determine if ports 110 and 25 are open:

1. Select **Run** from the Windows Start menu.
2. In the Open field, type **telnet primary.gts.globalec.com 110** and press **Enter**.

   If the port is open, you will receive a ***+Welcome*** message.
3. Close the window.
4. Select **Run** from the Windows Start menu again.
5. In the Open field, type **telnet primary.gts.globalec.com 25** and press Enter.

   If the port is open, you will receive the following message:

   220 gts.globalec.com Commerce:Exchange ESMTP/POP3 Server version 1.0 Ready

If you have dial-up and you do not get these “Ready” messages, you will need to find a provider that has these ports open.

If you have a LAN and you do not get these “Ready” messages, talk to your IT department to open the ports.

Note: If you are unable to use port 25, try using port 2375. In that case, modify the command to **telnet smtp2.gts.globalec.com 2375**.

Types of connections

Sterling Connection Manager allows you to create a dial-up connection to the Internet.

- **Dial-up** connection uses your communications device, usually a modem, to dial up to the Internet.

To create a dial-up connection to the Internet using Sterling Connection Manager, you must create connection information. Once you have created this information, you can browse the Internet using the browser packaged with Sterling Gentran:Director Connection. However, if you want to use Sterling Commerce:Mail, you must also create mailbox information.

If you already have a LAN connection to the Internet, you do not have to create a dial-up connection. You can browse the Internet using the browser packaged with Sterling Gentran:Director Connection using your LAN connection.

- **LAN connection** is an established connection to the Internet on your local area network (LAN). This includes DSL, Cable Modem, T1, and T3.

However, if you want to use Sterling Commerce:Mail with your LAN connection, you must create mailbox information.

Using a LAN connection

If you already have a LAN connection to the Internet, you do not need to create a dial-up connection. You can browse the Internet using the browser that is packaged with Sterling Gentran:Director Connection. However, if you want to use Sterling Commerce:Mail, you must do one of the following:

- When you install Sterling Gentran:Director Connection, select the option to create mailbox information. The installation walks you through the Configure menu Mailbox wizard so you can specify your mailbox and mailslot information.
- Specify your mailbox information by selecting one of the following:
  - Configure menu Mailbox Wizard item
  - Configure menu Mailbox Setup item

Note: If you are using a LAN connection with Sterling Commerce:Mail, once you complete your mailbox setup, your setup procedure using Sterling Commerce:Mail and Sterling Connection Manager is complete. Once you create your mailbox, you are ready to use your LAN connection with Sterling Commerce:Mail.

Using a Dial-up connection

Use the Connection Setup option of the Configure menu to create, change, delete, or copy dial-up connections to your Internet Service Provider (ISP). Dial-up connections go through your modem. Use this item to create multiple dial-up connections to your ISP.

Mailboxes

Use the Mailbox Setup option of the Configure menu to create, change, delete, or copy mailboxes you want to use when sending and receiving information using Sterling Gentran:Director Connection.

Using the Mailbox Setup item, you can:

- Specify your mailbox.
- Enter your current password (from your password card).

✦ Specify address and name information to identify you with the selected network (from your password card).

Note: All mailbox information is obtained from your password card.

Mailbox Setup fields

The Mailbox Setup and Mailbox Wizard items display windows with common fields. The following table defines these fields, which you use to set up your mailbox.

Field	Definition
E-Mail Address	Used to identify data on Sterling B2B Collaboration Networkand in document tracking. (Given to you during implementation.)
Name	Your full name as you want it to appear in Sterling Connection Manager.
POP3 Port	TCP/IP port used by the POP3 server. This is usually 110. **Caution:** Do not change the POP3 port unless instructed by your system administrator.
Primary Sterling B2B Collaboration Network Mail Server	Mail server (where your mailbox resides) that handles your incoming and outgoing data.
Primary Inbound Mail Server	Server that handles your incoming mail. If you are using another server, you must type your server’s name in the field. This selection appears as Primary Mail Server when you are creating a new mailbox.
Secondary Inbound Mail Server	If the primary inbound mail server is unavailable, this server handles your incoming mail. If you are using another server, you must type your server’s name in the field. This selection appears as Secondary Mail Server when you are creating a new mailbox.
Post Office ID	ID given to you during implementation. The Post Office ID and Post Office Password work together to identify you to the server when it retrieves your data.
Post Office Password	Password given to you during implementation. The Post Office ID and Post Office Password work together to identify you to the server when it retrieves your data.
Reply-To	Address used to receive your messages. If you are using the Sterling Commerce:Mail mailbox, your e-mail address needs to be in the form of jdoe@abccompany.globalec.com.
Primary Outbound Mail Server	Server that handles your outgoing mail. If you are using another server, you must type your server’s name in the field. This selection appears as Primary Mail Server when you are creating a new mailbox.

Field	Definition
Secondary Outbound Mail Server	If the primary outbound mail server is unavailable, this server handles your outgoing mail. If you are using another server, you must type your server's name in the field. This selection appears as Secondary Mail Server when you are creating a new mailbox.
SMTP Port	SMTP port used by the SMTP server. This is usually 25. **Caution:** Do not change the SMTP port unless instructed by your system administrator.

Creating and editing mailboxes

Use the Mailbox Wizard and Mailbox Setup windows to create and edit mailboxes.

Creating a mailbox

To create a mailbox:

1. Select the **Configure** menu **Mailbox Wizard** item.

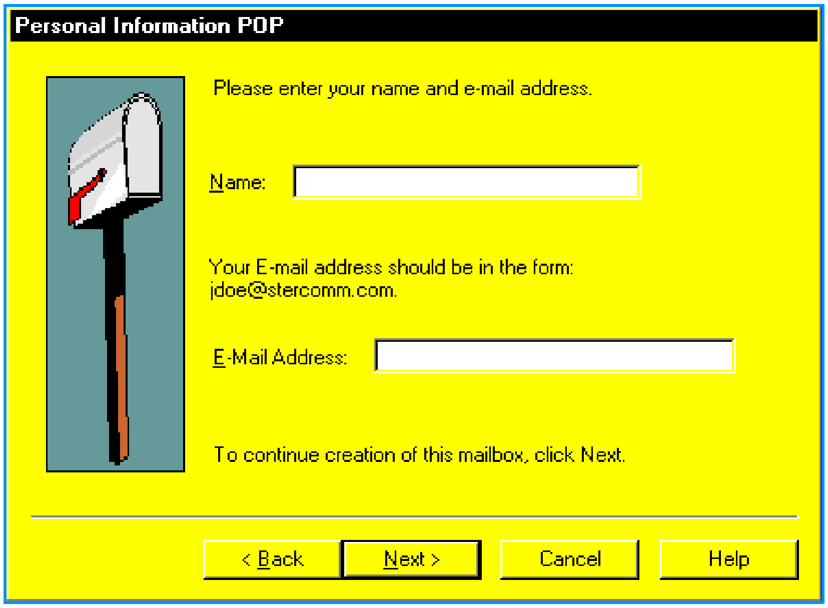
   OR

   Select the **Configure** menu **Mailbox Setup** item and click **New**. The Welcome window appears.

Note: For field definitions for any window in this procedure, see **Mailbox Setup fields** on page 118.

2. You can type up to 30 alphanumeric characters. Each mailbox must have a unique name.

3. Click **Next**. The Personal Information POP window appears.

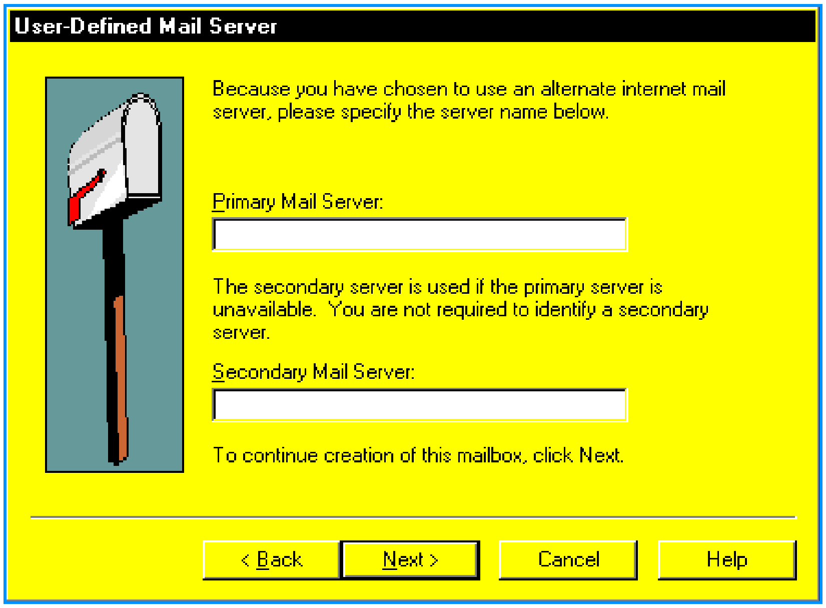


4. Type your name in the **Name** field. (Get this from your password card.)
5. Type your e-mail address in the **E-Mail Address** field. (Get this from your password card.)

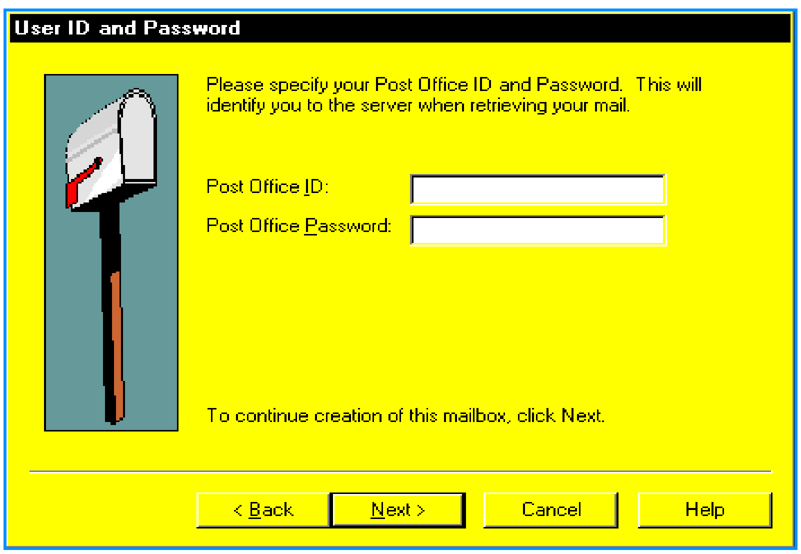
Note: Your e-mail address must be in the form of jdoe@stercomm.com.

6. Click **Next**. The Internet Mail Server window appears.
7. Click the **Primary Mail Server** list box and select a primary server from the list. If you are using an alternate server to send and receive your mail, select **User-Defined** from this list.
   - If you selected User-Defined as your primary server, go to step 8.
   - If you *did not* select User-Defined as your primary server, go to step 11.

8. Click **Next**. The User-Defined Mail Server window appears.



9. Type your primary Internet mail server name in the **Primary Mail Server** field.
10. As needed, type your secondary Internet mail server name in the **Secondary Mail Server** field.
11. Click **Next**. The User ID and Password window appears.



12. Type your ID in the **Post Office ID** field. (Get this from your password card.)

13. Type your password in the **Post Office Password** field. (Get this from your password card.)

    The post office ID and password work together to identify you to the server when it retrieves your messages.

14. Click **Next**. The Save New Mailbox window appears.
15. Click **Finish** to create your new mailbox setup or **Cancel** to return to the Main window without saving any of the new mailbox information.

Viewing and deleting mailboxes

Use the Configure menu Mailbox Setup item to view and delete mailbox names. From the *Mailbox Setup* window you can also set up a new mailbox or rename an existing one.

To view and delete mailboxes:

1. Select the **Configure** menu **Mailbox Setup** item. The Mailbox Setup window appears.

Note: The Mailbox field contains the name of any existing mailboxes.

2. If you want to delete a mailbox, click its name in the **Mailbox** field. Then click **Delete**.

   Sterling Connection Manager removes the mailbox name and all associated network information. If another Sterling Gentran application is using this mailbox name, you must re-specify the mailbox in the affected application.

3. Click **Close** to leave the Mailbox Setup window and return to the Main window.

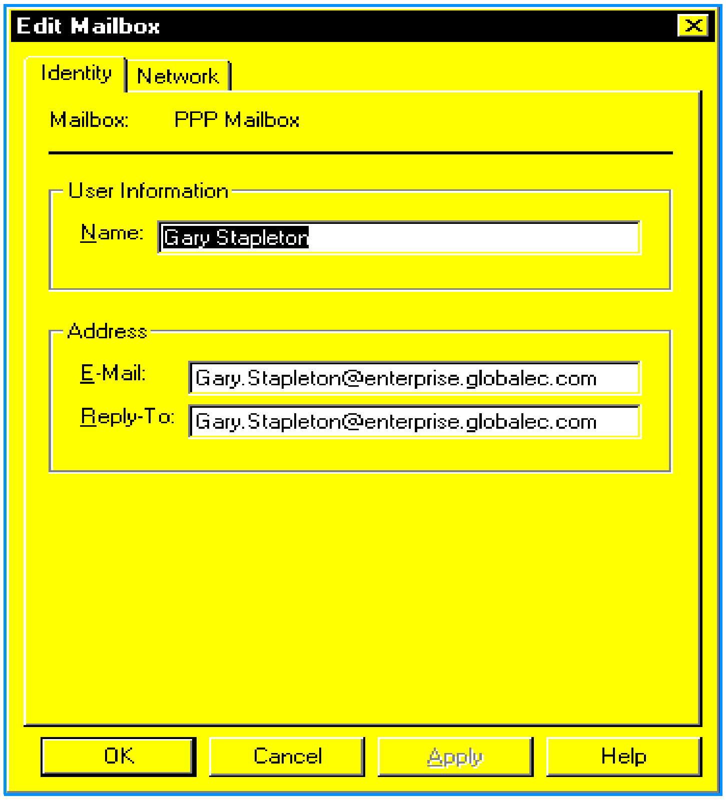
Editing mailbox information

Use the Configure menu Mailbox Setup item to edit your mailbox and mailslot information.

To edit mailbox information:

1. Select the **Configure** menu **Mailbox Setup** item on the Main window. The Mailbox Setup window appears.

2. Highlight the mailbox you want to edit and click **Edit**. The Edit Mailbox window appears.



Note: For field definitions, see **Mailbox Setup fields** on page 118.

3. Refer to the following sections for editing mailbox setup information:
   - **Editing identity information** on page 124
   - **Editing network information** on page 125

Editing identity information

To edit identity information:

1. Click the **Identity** tab on the Edit Mailbox window. The Edit Mailbox window appears.

2. Edit the information on the window as needed. For field definitions, see **Mailbox Setup fields** on page 118.
3. As needed, change your name, e-mail, and reply-to address.
4. Click **OK** to save your changes or **Cancel** to keep the existing identity information. Sterling Connection Manager returns you to the Main window.

Note: To edit other mailbox information, click the corresponding tab on the Edit Mailbox window. Then edit the information.

Editing network information

Caution: You should not change the network information. However, if you need to, contact Customer Support first.

To edit information under the Network tab:

1. On the Edit Mailbox window, click the **Network** tab.
2. Edit the information on the window as needed. For field definitions, see **Mailbox Setup fields** on page 118.
3. As needed, change your inbound mail servers, post office ID, post office password, and outbound mail servers.
4. As needed, click **Advanced** to change your port information. See **Editing port information** on page 125 for more information.
5. Click **OK** to save your changes or **Cancel** to keep existing network information. Sterling Connection Manager returns you to the Main window.

Note: To edit other mailbox information, click the corresponding tab on the Edit Mailbox window. Then edit the information.

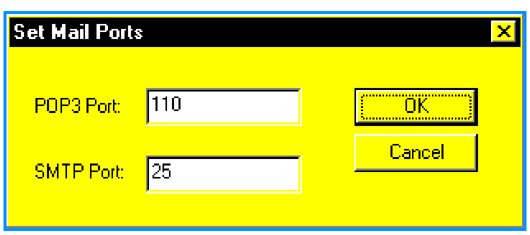
Editing port information

Use the Set Mail Ports window to specify which ports your POP3 and SMTP servers use.

Caution: Contact Customer Support before changing your mail ports.

To specify port information:

1. On the Edit Mailbox window Network tab, click **Advanced**. The Set Mail Ports window appears.



2. As needed, change your port information. For field definitions, see **Mailbox Setup fields** on page 118.
3. Click **OK** to save port changes or **Cancel** to exit without saving existing port information. Sterling Connection Manager returns you to the *Edit Mailbox* window.

Copying mailboxes

Use the *Copy Mailbox* window to copy mailbox information to another mailbox.

To copy mailbox information:

1. Select the **Configure** menu **Mailbox Setup** item on the Main window.
2. In the **Mailbox** field, click the mailbox you want to copy.
3. Click **Copy**. The Copy Mailbox window appears.
4. Type the name of the new mailbox you want to create in the **Enter New Mailbox Name** field. You can type up to 30 alphanumeric characters. Each mailbox must have a unique name.
5. Click **OK** to copy the mailbox setup or **Cancel** to exit without copying the mailbox. Sterling Connection Manager returns you to the Mailbox Setup window.

Renaming mailboxes

Use the Rename Mailbox window to change the name of a mailbox.

To rename a mailbox:

1. On the Main window, select the **Configure** menu **Mailbox Setup** item.
2. In the **Mailbox** field, click the mailbox you want to rename.
3. Click **Rename**. The Rename Mailbox window appears.
4. Type the new name for the mailbox in the **Enter New Mailbox Name** field. You can type up to 30 alphanumeric characters. Each mailbox must have a unique name.
5. Click **OK** to rename the mailbox or **Cancel** to exit without saving the rename information. Sterling Connection Manager returns you to the *Mailbox Setup* window.

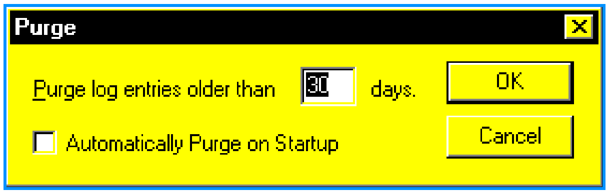
Purging session information

Use the Log menu Purge item to delete communications session information older than a specified number of days. This feature provides you with an easy way to delete outdated and unneeded session information. The default setting is information older than 30 days.

Note: Purge your system often to ensure that hard drive disk space is not taken up with old communications session information.

To purge communications session information:

1. Select the **Log** menu **Purge** item. The Purge window appears.



2. As needed, change the number of days. This number instructs Sterling Connection Manager to delete all information older than the specified number.

   To delete all log entries, type **0** in the available field.

3. As needed, click the **Automatically Purge on Startup** check box to specify that Sterling Connection Manager performs a purge each time you start Sterling Connection Manager.

Caution: Verify that the number of days setting is correct before you click **OK** to perform the purge. Purging removes communications session information permanently from Sterling Connection Manager.

4. Click **OK** to purge the information or **Cancel** to exit without purging. Sterling Connection Manager returns you to the Main window.

Printing/Setting up to print

Use the Print and Print Setup items on the File menu to set Windows printer options and to select printing specifications, including default printer and quality of printing.

Some windows in Sterling Connection Manager have their own print buttons or menus. The print functionality on these windows is the same as that accessed through the Print or Print Setup items from the File menu.

Printing information

To print:

1. Select the **File** menu **Print** item or click **Print** on the toolbar. The Print window appears.
2. As needed, specify the print quality of the document, the number of copies you want to print, and if you want copies collated.

3. As needed, click **Properties** to specify paper, graphics device options, and PostScript properties. The **Properties** button also appears on the Print Setup window.

   See **Specifying default printer setup and properties** on page 128 for more information.

4. Select **OK** to begin printing.

Specifying default printer setup and properties

To specify the default printer setup and properties:

1. Select the **File** menu **Print Setup** item. The Print Setup window appears.
2. As needed, change the default printer, paper size, and orientation.
3. Click **Properties** to specify paper, graphics device options, and PostScript properties. The **Properties** button also appears on the Print window. The properties fields are:

Field	Definition
Paper size	Paper sizes supported by your printer.
Layout	Number of pages of your document to print on one sheet of paper.
Orientation	Position of your document on the paper.
Paper source	Location in the printer of the paper you want to use.
Copies	Number of copies you want to print.
Resolution	Dots per inch used when you print.
Halftoning	Number of lines per inch and the angle you want to use for halftone screens.
Special	Check box selections for printing a negative or mirror image of your document.
Scaling	Sizing of your document for printing.
Printer features	Features and their settings specific to your printer.
Change setting for	Changes the value for the selected feature in the Printer features field.
PostScript output format	Format for PostScript files.

Exiting Sterling Connection Manager

Use the **File** menu **Exit** item to exit Sterling Connection Manager and return to Windows.

Appendix A

Troubleshooting

The following table lists issues encountered when using Sterling Commerce:Mail or Sterling Connection Manager, as well as suggested actions. Use the table, together with the rest of the **User Guide,** to resolve an issue. If you cannot resolve the issue, contact Customer Support.

Issue	User Action
Receive error when opening an attachment in Sterling Commerce:Mail	**The file format may not be supported.** Sterling Commerce:Mail supports many file formats. However, some formats cannot be opened by the viewer technology. The file will be sent to the recipient but cannot be viewed within Sterling Commerce:Mail. If you have an application on your PC that supports the format, open the attachment from that application.
Receive reminder "You must specify a mailbox and connection setup before dialing"	**Specify mailbox and connections.** 1. Specify Mailbox Setup parameters in Sterling Connection Manager by selecting the Configure menu Mailbox Setup item. 2. Specify Connection Setup parameters in Sterling Connection Manager by selecting the Configure menu Connection Setup item. **OR** 1. In Sterling Commerce:Mail, select the Tools menu Options item. The *Options* window appears. 2. Click the Mailbox tab. The Mailbox tab appears. 3. Specify the mailbox setup by selecting it from the list box. 4. Click the Connectivity tab. The Connectivity tab appears. 5. Specify the dial-up connection by selecting it from the list box.

Issue	User Action
Unable to install products or out of memory	**Check hardware requirements.** Sterling Commerce:Mail requires at least a 486 personal computer and Windows 98, Windows 2000, Windows XP, or Windows NT. **Check for adequate disk space.** Successful installation of Sterling Commerce:Mail and Sterling Connection Manager requires **30** megabytes of disk space. If you are receiving a large file, you will need adequate disk storage for that file.

The following table lists common return code errors and the suggested actions to resolve them.

Error	Description	User Action
SMTP Host Return Codes		
452: Requested action not taken: insufficient system storage	Using an ISP that does not allow outside e-mails to flow through their SMTP server.	Check your account access with your ISP provider.
501: Syntax error in parameters or arguments	Username or password for mailbox is incorrect or mailbox setup is corrupt.	Rebuild mailbox setup according to your Mailbox Password card supplied during implementation. If you cannot find your Password card, or if you have verified the settings and you are still getting the error, contact Customer Support to verify your mailbox information.
553: Requested action not taken: mailbox name not allowed	Data is being changed or scanned as it is leaving the sender's network. The IBM® Sterling B2B Collaboration Network servers cannot accept the data as is.	Lower anti-virus settings for SMTP/POP3 scans.
554: Transaction failed	Send session is hitting an internal SMTP mail server instead of the Sterling B2B Collaboration Network server	Check with your network administration.
Sterling Gentran:Director Connection Return Codes		
-161: SMTP_OPEN_ERROR	Seen with 554 host return codes	
-162: SMTP_MAIL_ERROR	SMTP Mail command failed; seen with 452 or 501 host return codes	
-163: SMTP_RCPT_ERROR	SMTP RCPT command failed; seen with 553 host return code	

Error	Description	User Action
-165: SMTP_DATAEND_ERROR	An error was encountered after issuing the SMTP data terminator (.). The Sterling B2B Collaboration Network server is not receiving "end of data command." Seen with Win32 error code -10054	
-1061: SMTP_OPEN_ERROR	SMTP Open Error—An attempt to connect to an SMTP server failed. This is a Windows sockets or communication problem.	Check that settings are correct for a LAN connection.
POP3 Sterling Gentran:Director Connection Return Codes		
-301: POP_ERROR	A POP3 command did not succeed. Mailbox setting may be corrupt.	Check mailbox settings and rebuild your mailbox according to your Mailbox Password card supplied during implementation. If you cannot find your password card, or if you have verified the settings and you are still getting the error, contact Customer Support to verify your mailbox information.
-979: USER_CANCELLATION	User cancelled session.	
MIME Message Parser Return Codes		
-102: NO_VALID_HEADERS	Can only use defined addresses in Sterling Gentran:Director Connection. Must be an option in the drop-down menu for these fields.	
-131: FILE_OPEN_FAILED	A call to open a file failed. Might be missing files.	Reinstall software.
-132: FILE_CREATE_FAILED	A call to create a file failed.	Check that Windows user has (at least) unrestricted Power User rights.
Win32 Error Codes		
-2008: The communications session was having a problem encrypting and attaching the EDI file before sending it to the network.		See the Support On Demand Knowledgebase for details.
-10038: An operation was attempted on something that is not a socket.		Check firewall and proxy software for issues.
-10050: A socket operation encountered a dead network.		Check locally installed firewall and proxy software for issues.

Error	Description	User Action
-10057: A request to send or receive data was disallowed because the socket is not connected and (when sending on a datagram socket using a sendto call) no address was supplied.		Run telnet test; if necessary contact your network administration.
-10060: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond.		Check with your network administration.
-10061: No connection could be made because the target machine actively refused it.		Mailbox might be corrupt, try rebuilding according to your Mailbox Password card supplied during implementation. If you cannot find your password card, or if you have verified the settings and you are still getting the error, contact Customer Support to verify your mailbox information.

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Glossary

The following pages describe terms used in the this guide.

A

Actions

Notify you or perform a process when rule conditions have been met.

Address book

A collection of people you regularly send messages to. After you create an address book, make distribution lists from it by selecting members from the address book and copying them to the distribution lists. If a member is not included in the address book, the member cannot be added to a distribution list.

Address List

A sublist of the address book. Group of people you regularly send the same message to. Also see **Distribution List**.

Attachment

Any text or binary file that the user includes with a message. Attachments can be EDI data, indexes or distribution lists, or any file, whether in PC or Macintosh format. Sterling Commerce:Mail can encrypt attachments. However, only other Sterling Commerce:Mail users can decrypt and read these attachments.

B

BCC

Blind carbon copies recipients. TO and CC recipients will not see BCC recipient names.

Binary

File contains data in a machine-readable form that can be read only by a software application. For example, an executable file (.EXE) is in binary format.

C

CC

Carbon copies recipients. All those receiving the message will see the CC recipient names.

Cell

An area where a row and a column meet in a table. A table is made up of cells.

Clipboard

Allows you to specify the document formats used when placing data in the Windows Clipboard. The Clipboard is a temporary storage location most often used when copying data from one document or application to another.

Conditions

Define the circumstances under which Sterling Commerce:Mail performs an action.

D

Dial-up

Connection uses your communications device, usually a modem, to dial up to the Internet.

Display

Allows you to specify how Sterling Commerce:Mail displays unknown files. An unknown file is an attachment created in an application not supported by the Outside In viewer. When the viewer tries to open an unknown file, a message indicates that the file is unreadable.

Distribution list

Group of people you regularly send the same message to. A distribution list is a convenient way to mail messages to a group of people, rather than sending the same message to each individually. For example, you might create a distribution list containing all the people who want to stay current with your department's news updates. The user must also be a Sterling Commerce:Mail user, or a user with an X.400 address, to be included on a distribution list.

Dithering

Improves the quality of a graphic image by filling in or smoothing out the image.

Draft folder

Stores messages that are incomplete. Messages stay in the Draft folder until you delete them or move them to another folder.

E

EDI (Electronic Data Interchange)

The transfer of key business transaction information in a standard format from one PC application to another via a communications link.

E-mail message

An electronic document made up of text plus any included attachments. You can encrypt any attachment, including EDI data.

Encryption

The process of converting an attachment into complex algorithms so that the attachment is unreadable unless it is decrypted.

F

Flat address space

An addressing scheme that segments memory into blocks of 32 bits.

Format

The way information is structured by an application when it creates a file. A format that can be read by one application often cannot be read by another.

G

Gridlines

Lines drawn from the tick marks of a spreadsheet or database that make it easier to see the values associated with the data markers.

I

Inbound messages

Messages sent **by other** Sterling Commerce:Mail users to you. They are stored automatically in the Inbox folder.

Inbox folder

Stores messages you have received. Messages stay in the Inbox folder until you delete them or move them to another folder.

ISP

Internet Service Provider. Provides connection to the internet plus other services.

L

LAN connection

An established connection to the Internet on your local area network (LAN).

M

Main folder

A folder that contains subfolders. A main folder allows you to group related subfolders in one location.

Message

An electronic document made up of a sender and recipient name, a subject and text, and any attachments.

MIME

Multipurpose Internet Mail Extension. For SMTP.

MIME type

Describes the format of the attachment when it is sent to a recipient.

N

Non-system folders

Folders you create.

Notification actions

Notify you when rule conditions have been met. For example, a sound plays or a notification window appears on your screen.

O

Outbound messages

Messages sent by you to other Sterling Commerce:Mail users. They are stored automatically in the Outbox folder. After you send messages, the messages are moved to the Sent folder.

Outbox folder

Stores messages you created and want to send to other users. Use the Outbox folder to review, change or delete unsent messages. Messages must be stored in the Outbox folder before they can be sent to other users.

P

Phonebook

List of access numbers and direct dial numbers used to connect to IBM® Sterling B2B Collaboration Network and the Internet.

Print

Allows you to print an attachment with formatting that includes tables, bold, italic and fonts. The attachment will print even if you do not have on your PC the application that created the attachment. You can print any supported text, graphics, spreadsheet or database PC or Macintosh format using the Print feature.

Print header

Made up of the attachment title, page number, and a line. Headers print above the specified margin.

Process actions

Perform a process. For example, a message is forwarded or copied.

S

Segmented address space

An addressing scheme that segments memory into blocks of 16 bits.

Sent folder

Stores messages you have sent to other users. When you send a message, Sterling Commerce:Mail moves it from the Outbox folder to the Sent folder. Sent messages remain in the Sent folder until you move them or place them in the trash.

SMTP address

A standard Internet address that identifies the recipient and the post office. SMTP stands for Simple Mail Transfer Protocol. For example, jsmith@ster.com is a SMTP address, where jsmith identifies the user and ster.com identifies the post office.

Subfolder

A folder that contains only messages and attachments. Sterling Commerce:Mail has five system subfolders. The system subfolders are a permanent part of Sterling Commerce:Mail and cannot be renamed, moved or deleted.

T

Text

File contains only alphanumeric characters and symbols that are human-readable. For example, an ASCII file would be in text format.

To

Sends a message directly to recipients.

Trash folder

Stores messages you want to delete permanently from Sterling Commerce:Mail. Messages appear in the Trash folder only when you have placed them there.

U

Unknown file

An attachment created in an application not supported by the viewer. When the Outside In viewer attempts to open an unknown file, a message indicates that the file is unreadable.

X

X.400

A communications protocol that allows connectivity between electronic messaging systems. The X.400 address system is used by some companies to send information worldwide using non-proprietary standards. Because the X.400 system is worldwide, each X.400 user must have a unique mailing address.

Index

C

D

E

U

V

W

X

Z