

Blizz E-Mail

Version 1.1

USER GUIDE

1998/04/22

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1.0 Introduction

Blizz E-Mail is an application that allows users to be notified when they receive new e-mails coming from the internet or a corporate intranet. Blizz E-Mail notifies users on their numeric pager, alphanumeric pager or even on PCS telephone when new e-mails comes in their specific e-mail account(s). The e-mail accounts can be located in their corporate intranet or anywhere in the world on the internet. The only requirement is that we can access them via POP3 protocol. Each user may controls his account parameters on how, time of day and the emergency of the notification.

Also, Blizz E-Mail may process some e-mail accounts to print messages on a local printer.

Required Equipment:

Microsoft Windows 3.1 or Windows for Workgroups 3.11 or Windows NT or Windows 95

Compatible Windows Sockets 1.1

Internet/intranet connection:

-Dedicated link

-LAN connection

-Dial-up line: **RAS Connection required** (Microsoft driver)

Physical memory: 8Mb RAM minimum, 16Mb or more recommended.

Hard disk space: 3Mb minimum or more recommended

Computer: 486 SX33 minimum recommended or 386DX with LAN connection

Modem

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2.0 Blizz E-Mail Setup

To correctly set up Blizz E-Mail in your environment, start Blizz E-Mail and adjust these sections:
General Setup, Modem, Pager Companies

name of your RAS connection defined in your Dial-Up Network ("My

- Write the

Computer" icon)

(the name must be **identical** unless it will not work), your username and your password to connect at your Internet Service Provider (ISP)

- Enter the pool interval which Blizz E-Mail will check for new e-mails in all activated e-mail accounts

- If you want an activity log file of Blizz E-Mail, write a full path filename (example: c:\blzemail\log.txt)

- If you encounter problems and want to start over the follow-up of processed messages, click on "Reset Msgs. read..."

2.1 General Setup

Setup, General...:

- Specify the way you access the internet.

For **DIAL-UP RAS ACCESS**: write the name of your RAS connection defined in your Dial-Up Networking (the name must be **identical** unless it will not work), your username and your password to connect at your Internet Service Provider (ISP)

MODEM DIAL-UP RAS ACCESS: The exact name of the internet connection to write is defined under the item **Start/Program/Accessories/Dial-Up Networking**

- Enter a polling interval in minutes for which Blizz E-Mail will check every valid user accounts for new e-mails.
- If you want an activity log file for the see what does Blizz E-Mail, write a complete directory\filename (example: c:\blzemail\log.txt)
- If you encounter a problem and need to start over the follow-up on processed messages, click on "Reset Msgs. read..." (see section 4.0)

2.2 Modem setup

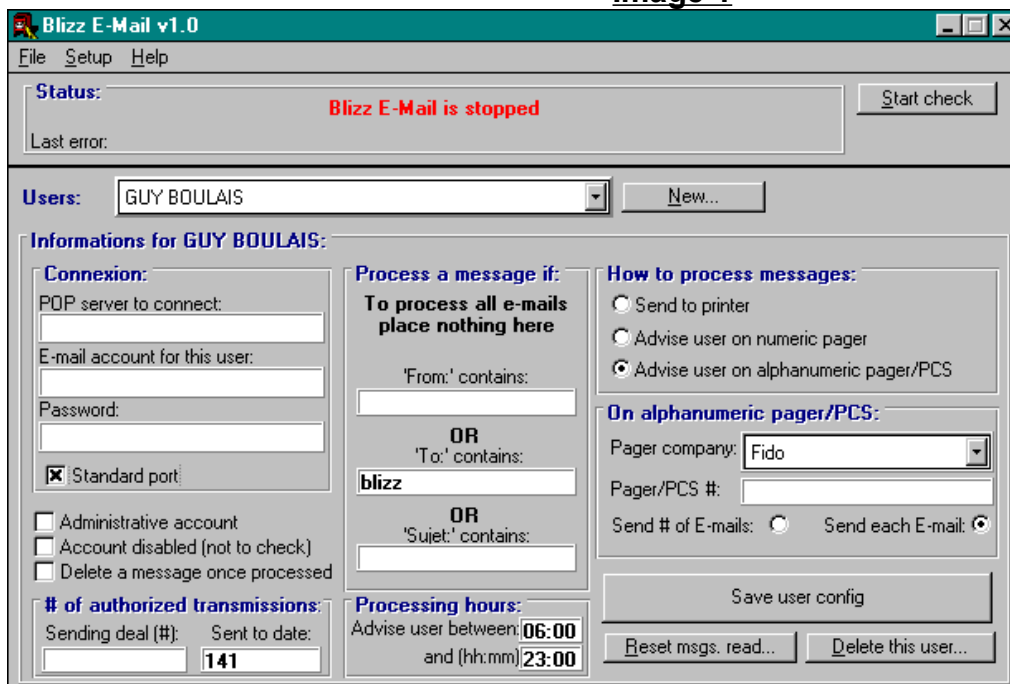
Setup, Pager companies...:

- For notification on pagers or PCS telephones, setup communication parameters for your modem.
- In "Reset string" type your modem AT commands to reset. (Usualy "ATZ")
There must be an AT command to setup the "Carrier Detect" time-out: This value in seconds must be greater than the time required to page a numeric pager as you would do manually with your fingers by telephone. (verify the register S7 in your modem manual).
This time-out should be at least 30 seconds.
- Dialing Prefix: type **ATDT** for a touch-tone telephone line, **ATDP** for a pulse telephone line (older telephones).

3.0 Managing users

3.1 Main window description

Image 1



As shown on image 1, the main window of Blizz E-Mail is in 2 sections:

-Upper section:

Section used by the software to check users e-mail accounts. Starting and stopping checking process is made by the same button.

-Lower section:

Section to setup each user account. You select a user with the "USERS:" drop down list and his setup is displayed.

Status: Displays what process is currently going. On the last line of this zone is displayed the last encountered error by Blizz E-Mail when checking e-mail accounts.

: Start/Stop the process of checking e-mail accounts. Just below this button is displayed the waiting time before the next polling on e-mail accounts.

: Allows to create a new user account. The description that you will enter will be the name of this user account (must be unique among all defined accounts).

Users: A drop down list that contains every user accounts that you have defined. Informations relative to this user is displayed in the lower section.

POP Server to contact: Hostname (or TCP/IP address) of the POP server where the e-mail account is located.

E-mail account for this user: The name of this account is given by your ISP/computer support technician to connect for your e-mails. Note: many times the name of this account is the same of the left side of your e-mail address (before the '@' character).

Password: Password of your e-mail account (given by your ISP/computer support technician)

Standard port: Tells to Blizz E-Mail wich communication port is POP service. Place an **X** unless your ISP/computer support technician tells to change it. Might be usefull to bypass firewall for very specific needs.

Administrative account: An **X** inside tells to Blizz E-Mail that this user account will receive setup parameters requests from users that are defined in the system. So, by sending an e-mail to this account a user will be able to remotely change his notification setup.

Account disabled: An **X** inside will stop this account to be checked for new e-mails.

Delete a message once processed: An **X** inside indicates that for this user account to delete every e-mail after it has been processed (paged or sent to printer). This option is automatic for an **administrative account**.

Sending deal (#): If you have signed a contract with a user and offering him the service to send a limited maximum number of pages (for example: a maximum of 500 pages for a year), put this number (500) in this zone. Processing pages for this user account will stop when "Sent to date" zone will equal this number. If you have no limit paging limit for this user account, put nothing in this zone.

Sent to date: This number will increment of 1 each time Blizz E-Mail will page/print for this user account.

NOTE: When a user receives a page on his numeric pager telling him that he has 3 new e-mails in his e-mail account, that is considered only as 1 page, not 3 pages.

'From:' contains: If a character string is placed here, an e-mail will be considered valid **only if this character string is included** in the 'From:' line of the e-mail (usually e-mail adress of the author). Lowercase/Uppercas are ignored. For no verification, put nothing in this zone. Example: to process only messages coming from the Pepsi company, put "pepsi.com"

'To:' contains: If a character string is placed here, an e-mail will be considered valid **only if this character string is included** in the destination address (Lines "To:" and "Apparently-To:" are verified).

Lowercase/Uppercas are ignored. For no verification, put nothing in this zone.

Example: To process only messages for someone in Pepsi company we would put "@pepsi.com"

TRICK #1: If you receive unsolicited e-mail (junk mail), by placing a verification in this zone will allow you to skip pager notification for more than 95% of these junk mails!

TRICK #2: If your e-mail account has many e-mail addresses (Father, Junior, your company) you can put a filter to page only for your specific e-mail address (mycompany@myisp.com)

TRICK #3: As trick #2, if your e-mail account has many e-mail addresses (Father, Junior, your company) you are able to define multiple user accounts to be processed by Blizz E-Mail, BUT, by placing a specific e-mail address for each account.

So, each user account in Blizz E-Mail will advise a different pager (numeric, alphanumeric, PCS phone) when a corresponding message arrives with corresponding e-mail address destination.

'Subject:' contains: If a character string is placed here, an e-mail will be considered valid **only if this character string is included** in the message subject line.

Lowercase/Uppercase are ignored. For no verification, put nothing in this zone.

Example: To process only very important e-mails put "URGENT"

TRICK #1: If you're in business on the Web and you automatically receive e-mail order forms from clients visiting your Web site, you may decide to process only e-mails with "E-MAIL ORDER FROM WEB SITE" in the subject line (an e-mail automatically generated by a CGI script with this subject).

'From:', 'To:' and 'Subject:' combinations: If you put a character string in more than one of these verification, an OR filter selection will be applied.

IE: An e-mail will be valid to be paged if one of these filters as a character string and meets the corresponding condition.

Advise user between " " and " ": If a user wants to be paged only between 09h30 and 20h00, put valid times in these zones. When Blizz E-Mail does a polling process for every user account, it checks if the user account has a valid time range for the current time. For continuous verification (24 hours a day) put nothing in these zones.

How to process messages: For each user account, decide how messages will be processed.

-Send to printer: Each e-mail will be printed (Only the first 600 lines). Any file/image/sound included in the e-mail will be removed before printing (A note will indicate which files were included in the message).

-Advise user on numeric pager: As you choose this item, a window below will allow you to setup paging parameters for this user. You will enter his pager phone number. Also 2 digits can be entered as prefix that will be sent at every page to this user, telling him that this message comes from Blizz E-Mail.

NOTE: Do not forget a pause after the phone number (a pause until the moment to send the numeric digits to his pager). Such a pause might be about 10 seconds while an operator is talking. This pause in the Phone # zone is entered with the character "," (each comma equals a pause of 2 seconds)

NOTE: Some pager companies accept the "*" phone button and displays it as a "-". So you might want to decide to put 9* as prefix to display "9-" at the start of a numeric message.

-Advise user on alphanumeric pager/PCS: This options allows to page on alphanumeric pagers and PCS telephones. When you select this item a window below will allow you to setup paging parameters for this user. You will be able to choose the pager company of this user (as defined under **Setup, Pager Companies...**) and pager/PCS number of this user to advise. Also, you may choose between to send only the number of new messages or to send a brief description of each new message arrived since last notification (as "<email address>Subject -Message size in Kb"..

Save user config

: If you make any changes to a user account you must click this button to save the new parameters. Unless these modifications made will be ignored for the next polling processes.


Reset msgs. read...

: Allows to reset the follow-up of processed e-mails for this user. If you confirm the reset warning, the user will be notified again of every e-mails that are still in his e-mail account.

Delete this user...

: Will permanently delete this user account from the list.

3.2 Adding a user account

You add a new user with the  button in the main window. A name account will be asked to you: it must be different from all others already entered.

Note: If you intend to offer the remote setup service to your users (see section 4.0) it is important to place a kind of password in this name account. It is with this discription that yous users will be authenticated remotely.

Once all parameters are set (see section 3.1), click on button

Save user config


3.3 Modifying a user account

- 1- Choose the user account from the drop down list **Users**
- 2- Ajust parameters of this user (see section 3.1)

- 3- Once all parameters are set click on button

Save user config

3.4 Deleting a user account

Choose the user account from the drop down list **Users** and click on . A confirmation message will be asked to you.

Attention: Messages waiting to be sent for this user are NOT deleted from sending queue. If for any reason you want to delete them, manually edit the file PAGEOUT.TXT (with for example NOTEPAD.EXE that comes with Windows)

4.0 Remote setup for users

Blizz E-Mail offers the possibility to users to remotely change their notification parameters. To do that, the administrator of Blizz E-Mail must create a new user account. This will be designed as an "**Administrative account**".

Users processed by Blizz E-Mail just have to send an e-mail to this e-mail account to change their notification parameters.

Rules of a setup message:

- A message may not have a subject (Blizz E-Mail ignores the subject if any)
- Each parameters has to be on a separate line

- Parameters not to be changed don't have to be specified in the message
- A parameter always begin at the first character of a line, followed by one or more spaces and the new value for this parameter to be changed
- To be authenticated to change parameters of a user account, the **account name must be written identically**
- If a parameter is specified more than one time in a message, all the lines for the same parameter are ignored except the first one.
- To erase the value of a parameter, simply put the parameter followed by a space
- If an incorrect value for a parameter is written, this parameter stays unchanged.

Parameters:

- USER:** Indicates the user account to modify (MUST BE WRITTEN IDENTICALLY).
If the user account doesn't exist, message will be ignored.
(example: USER John Doe X4C3RTW8)
- STATUS:** Indicates if user account is disabled or active. Values: ACTIVE / DISACTIVE
Might be useful someone that goes away on vacation for some weeks.
(example: STATUS DISACTIVE)
- DELETE:** To delete or not every e-mail after it has been processed (paged or sent to printer). Values: Y / N
(example: DELETE N)
- START:** Starting time of day to check/notify for new e-mail. Value: HH:MM
If START and STOP are blanks checking is made 24 hours a day.
(example: START 08:30)
- STOP:** Ending time of day to check/notify for new e-mail. Value: HH:MM
If START and STOP are blanks checking is made 24 hours a day.
(example: STOP 17:30)
- FROM:** Process a message **only if this text is included** in the e-mail address of the author. Uppercase/Lowercase are ignored. For no verification of the author put nothing here.
(example: FROM hydro.qc.ca)
- TO:** Process a message **only if this text is included** in the e-mail address of the e-mail receiver(You)
(Message header lines verified are "To:" and "Apparently-To:").
Uppercase/Lowercase are ignored. For no verification of the receiver put nothing here.
(example: TO my-email@mycompany.com)
- SUBJECT:** Process a message **only if this text is included** in the e-mail subject.
Uppercase/Lowercase are ignored. For no verification put nothing here.
(example: SUBJECT URGENT)
- NUMBER:** Pager number/PCS phone number of user to notify.
Numeric pager: Do not forget some pauses after the phone number
(up to the moment where you begin to dial the numeric message). Such a pause might be about 10 seconds. A pause is entered by inserting commas
"," after phone number (each comma equals a 2 seconds pause).
(numeric example: NUMBER 9,860-1234,,,))
Alphanumeric pager: simply enter the pager ID that identifies you at your pager company.
(alphanumeric example: NUMBER 123456789)
- PREFIX:** A 2 digits numeric prefix that will be inserted at the beginning of every numeric page for this user. This prefix will indicate that the page is coming from Blizz E-Mail notification system. Some pager companies accept the "*" phone button and displays it as a "-". So you might want to decide to put 9* as prefix to display "9-" at the start of a numeric message.
- SERVER:** Name or TCP/IP address of the POP3 server to connect for this user.
(example: SERVER POP.HOTMAIL.COM)
- USERNAME:** The name of this e-mail account given by your ISP/computer support technician to connect for your e-mails.
(example: USERNAME BGATES)

PASSWORD: The password of this e-mail account .
(example: PASSWORD QWERTY)

5.0 Resetting processed messages

If you need to start over processing users accounts, you will need to reset the the list of processed e-mails. By doing this, every e-mail that are still in the e-mail account of all users will be processed again. So the e-mail account owner will be notified once again.

To reset processed messages list, from the menu bar select "Setup, General..." and after that on



A confirmation message will be asked to you before resetting.

6.0 Activity log file

You may adjust Blizz E-Mail to create an activity log file. This will allow you to make a follow-up on different events and activities encountered by Blizz E-Mail when running.

The activity log file contains these informations:

```
THE DATE: TIME :USER ACCOUNT: ACTIVITY DESCRIPTION
19980222:105726: :Checking completed
19980222:112726: :Start checking e-mail accounts
19980222:112730: GUY BOULAIS:Page on alphanumeric pager/PCS phone
19980222:112730: GUY BOULAIS:Alpha paging user with From:
      anonymous@blizz.qc.ca Info please      -1Kb on pager #5141234567
19980222:112731: :Checking completed
19980222:115801: :Start checking e-mail accounts
19980222:115805: :Checking completed
```

To create an activity log file, from the menu bar choose "Setup, General..." and into the zone "Activity log file:", enter a the complete filename (including the path) where you want to save it.

7.0 Displayed messages

Here's a message list that can appear in the activity log file (see section 6.0):

```
-Start checking e-mail accounts
Blizz E-Mail has started a polling process for new e-mails
-Checking completed
The polling process has finished for every user account to check at
this time.
-Page on alphanumeric pager/PCS phone
A new page has been put in the sending queue
-GUY BOULAIS:Alpha paging user with From: xyz@123.qc.ca ...
A message is being transmitted on a pager/PCS phone
-XYZ:Processing config message #
Account XYZ (administration account) has received a message to setup a
user account. Valid setups in the message will be applied.
-Modem unavailable to call the pager company
The modem is busy by another application or suddently hung up.
-Modem unavailable to call the pager company
It seemed to have an error at the end of an RAS internet conversation.
-Printing
```


A message has been sent to local printer.

-XYZ:E-Mail account not checked because of missing licenses

You have defined more user accounts than permitted by the license.
So Blizz E-Mail had stopped the process for the number of permitted accounts in your license.

-XYZ:POP server hostname not found!

User account XYZ has a setup problem for the name of his POP server.
To be checked with this person for the correct name.

-XYZ::Numeric paging user with 001*001 on phone #....

User account XYZ just received a numeric page in the sending queue.

-XYZ: Timeout while reading message #2

An internet communication timeout has occurred while a message from a POP account.

-When paging, user not found in string : XYZ

User account XYZ seems to be deleted. There is a page to be sent to this user account in the sending queue.
Check if there is really a user account called XYZ.

8.0 Error messages

Section under redaction...

9.0 Technical support

Solving problems

If you encounter a problem, please follow these steps **in the following order**:

1-Consult file **ERRORS.TXT**

2-Consult Blizz E-Mail Web site: <http://blizz.qc.ca/blzemail/>

3-Document the error the more precisely possible and send an e-mail to this address:
blzemail@blizz.qc.ca

In your e-mail include these informations:

-Computer type (CPU, memory, Total disk space and free disk space on C:)

-Windows version (version + language)

-Internet/intranet connection type (LAN, Ethernet, dial-up SLIP/PPP, name of your ISP)

-Brand, model and speed of your modem

10.0 Registration

The demo version of Blizz E-Mail allows you to test this software by periods of 10 hours.

After each period of 10 hours you will have to start Blizz E-Mail again. This limitation will be removed by registering your copy of Blizz E-Mail.

To register your copy of Blizz E-Mail:

By Fax:

Fill-out registration form REGISTER.TXT and send it by fax at (514) 359-7060

By Mail:

Fill-out registration form REGISTER.TXT and send it to:

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By Internet:

Fill-out registration form directly on our Web Site at
<http://blizz.qc.ca/blzemail/register>

Registration cost:

- **Personnal use:** 70\$Can (50\$US) giving you up to 5 users account to process.
- **Corporate use:** Additional blocks of 20 users and more are available. Contacts us for details.

Payment must be made by money order or Visa credit card.