MIT Information Systems

TechMail^{TM}

(version 2.1)

User Guide

for Macintosh Computers

TechMail is an electronic-mail system for Apple Macintosh computers. Use TechMail if you have a direct connection to MITnet, either through an AppleTalk network and gateway, or an Ethernet card. Otherwise, if you access MITnet via an ISDN phone or analog phone and modem, use TechMail-S.

*See "Handling Difficult Errors" following this section

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This document was created in Microsoft Word 4.0. The fonts used are: Palatino for the text, Helvetica for the section headings, headers, and footers, and Cairo for the arrows that mark the start of procedures.

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Purpose of the document

This document describes how to use the features provided in TechMail™, an electronic mail (e-mail) program for Apple Macintosh computers on MITnet, the campus network. It is intended for MIT community members who are new to TechMail or e-mail in general. It assumes basic knowledge about using the Macintosh, including Macintosh techniques for performing tasks such as copying folders.

What's new in TechMail version 2?

TechMail version 2[1][*] has incorporated a number of features requested by users of TechMail version 1 and some bug fixes. The following is a list of the major changes included in version 2:

- You can now enclose binary files when you send e-mail messages and also receive binary files from other TechMail users. This means you can share spreadsheets and graphic files with other TechMail users.

- You can send and receive text files longer than 32K bytes.

- Your e-mail address is now @mit.edu rather than @eagle.mit.edu . (Version 1 users: as of January 1992, you can still receive mail addressed to you @eagle.mit.edu. However, this may change in the future, so we encourage you to begin using @mit.edu as your address.)

- Improvements have been made to the box listing window:

  ◊ You can set TechMail to display the To: field as well as the From: field in the box listing window. This option can be toggled on and off as desired through a button in the User Preferences feature.

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[1][*] version 2 refers to TechMail 2.0 and any subsequent versions beginning with 2.

*See "Handling Difficult Errors" following this section

◊ The sender's real name, when available, is displayed in the box listing rather than the e-mail address.

◊ Rather than having to close a box listing window to clear the display of deleted messages, you can select "Hide Deleted Messages" from the File menu so they automatically disappear from the box listing window.

◊ You can use arrow keys to move up and down the listing and highlight a message. You can also use Shift/arrow to highlight contiguous messages.

• Writing new messages has been improved:

◊ A Zoom box has been added to the new message window. Zooming the New Message window only lengthens it rather than fills the screen thereby maintaining the proper width of the mail message.

◊ You can re-size a new message to be wider than the TechMail limit by holding down the option key while re-sizing the window.

◊ When you open an e-mail message that you saved as a draft, it now opens to a standard width of 72 characters.

◊ You can use the tab key to format text in a message. Also, if you cut and paste text that contains tabs into a message, or if you insert a file that contains tabs, the tabs are preserved as tabs when you send the message.

• New reply features have been added:

◊ Now you can choose Reply All from the Local menu when you need it rather than setting the Reply All feature in User Preferences which causes all replies to conform to this option.

Note: In TechMail 1.0, if you selected the User Preferences option to Reply All, you could either click the Reply button in an incoming message window or choose Reply from the Local menu to create a reply to all recipients. In TechMail 2.0, clicking the Reply button will reply <u>only</u> to the person in the From: field, i.e., it is not possible to set the Reply button to Reply All.

◊ There is also a Reply All with Text feature added to the Local Menu.

• Improvements have been made in forwarding e-mail and replying with text:

*See "Handling Difficult Errors" following this section

◊ When you use Forward or Reply with Text, the lines of the original message are kept intact, i.e., the lines wrap in the same place as the original message.

◊ You can now forward multiple messages together in the same e-mail message, each separated by an "end of forwarded message" line.

• Improvements have been made to refiling:

◊ The refiling dialog box has been improved. It conforms to the Mac technique of allowing you to type the first few characters of a box name to select from existing boxes. If you click on new, another dialog box appears allowing you to create a new mailbox.

◊ The refile dialog box is larger, showing 14 existing mailboxes rather than 9.

◊ Box names can now be up to 31 characters long.

◊ When you refile a message you've just deleted, it will be undeleted and refiled in the selected mailbox at the same time.

◊ If you modify an incoming message, then refile it, you are prompted as to whether you want to save the changes.

• Improvements have been made in printing e-mail messages and box listings:

◊ Messages that are up to 80 characters in width retain the same format when printed or displayed on the screen.

◊ Your name appears, as well as sender's name, in the header of messages you print.

◊ Tab settings in an e-mail message are preserved in the printout and handled better on the screen.

• The Find command has been expanded.

◊ If you have a box listing window open, you can use the Find command to either search for an occurrence of text in the box listing or in the contents of the messages in the list.

◊ If you have a message open, you can use the Find command to search through just the open message or through all of the messages in the box in which the open message is stored.

◊ The Find command now defaults to searching from newest to oldest message.

*See "Handling Difficult Errors" following this section

- Two types of custom header fields are now provided:

  ◊ A header field where you can change the contents for each message.

  ◊ A static header field that is automatically included when you send a message. Some e-mail users find this useful for adding an "address label" to all of their outgoing e-mail.

- When choosing Open Box, the dialog box displays a longer list of available boxes.

- When you use the Get Mail command and the No New Mail message is displayed, you can now click on an Open Inbox button to open your inbox or you can click on OK to take no action.

- TechMail now intelligently maps special characters, such as bullets and smart quotes, to standard (ASCII) characters when you are writing a mail message.

- TechMail now handles punctuation within an address field better, i.e., if you have (lastname, firstname) in the To: field, TechMail will ignore the comma.

- Long lines in the header of a message, including subject lines, now wrap to preserve a manageable message width on the screen.

- Carbon copying yourself on all new messages is now a blind carbon copy.

- The Finger command accepts names up to 100 characters long rather than the previous limit of 39 characters.

- New menu items have been added:

  ◊ Retrieve as been added as a menu item under the Local menu.

  ◊ Open Message has been added as a menu item under the File menu.

  ◊ You can both send the outbox and get mail at the same time by holding down the option key to choose Send Outbox/Get Mail from the Server menu.

- Window sizing has been improved:

  ◊ When you open an incoming message, the window automatically opens to the full size of the message until it fills the length of your screen. This way, you don't have to use the scroll bars unless the message is longer than can fill the screen.

*See "Handling Difficult Errors" following this section

◊ If the message has trailing white space in the right margin, the window sizes properly ignoring the trailing white space.

◊ The scroll bar appears only if a message is longer than the window.

• The zoom box has been improved:

◊ Clicking on the Zoom box when you have a box listing window open will cause the window to expand to the width of your screen and the length of the listing.

◊ Clicking on the zoom box of the incoming message window causes it to re-size just large enough to display the whole message, not to fill the entire screen.

◊ Clicking on the zoom box when you are using either Directory or Finger will expand the window only as large as to hold the text.

• More keyboard equivalents have been added:

◊ Directory: ⌘-**D**

◊ Expand Addresses: ⌘-**E**

◊ Select Addresses: ⌘-**L**

◊ Check Mail: ⌘-**K**

◊ Close all windows: ⌘-**<option>-W**

◊ Reply with text: ⌘-**<shift>-R**

◊ Reply all: ⌘-**<option>-R**

◊ Reply all with text: ⌘-**<shift>-<option>-R**

• If you have an extended keyboard, you can use the page-up, page-down, home and end keys when reading a message.

• Kerberos and Hesiod support have been added for TechMail users at MIT. There is also an option to turn off support.

• (For non-MIT sites) TechMail now uses port 110 rather than 109 for accessing the POP server.

• If you forget to close the Addresses window before exiting TechMail, your changes will still be saved.

• TechMail no longer "re-shuffles" the program or mailbox icons in your TechMail folder after you've reorganized them.

*See "Handling Difficult Errors" following this section

- Improvements have been made in ease of use:
  - ◊ Incoming messages now autoscroll, through use of the arrow keys.
  - ◊ If you use the expand addresses feature, you no longer have to make sure you capitalize the alias name correctly, i.e., expand addresses is no longer case sensitive.
  - ◊ If you are in TechMail and want to use an unformatted diskette for saving messages, you can format it without having to exit TechMail first.
  - ◊ When you are creating and filing multiple messages to the outbox, the outbox is dynamically updated.
  - ◊ When selecting an icon set in User Preferences, you can click on either the icon or the radio button.
  - ◊ You can delete empty mailboxes from within TechMail.
- If you use TechMail from the desktop, TechMail can now find the Help file.
- TechMail is now able to handle minor variations in the format of mailbox files, e.g., Babyl files. This improves TechMail 2's ability to share mailbox files with e-mail programs on other systems which use this format.

*See "Handling Difficult Errors" following this section

How this document is organized

- **Chapter 1, Overview.** Describes the features of TechMail and gives installation requirements. It also gives e-mail security tips, administrative procedures, instructions for forwarding e-mail, changing your password, and what to do if you decide not to use TechMail.

- **Chapter 2, The Basics of TechMail.** Describes how to start up TechMail, what the user interface looks like, and how to exit TechMail.

- **Chapter 3, Reading and Responding to Mail Messages.** Gives procedures for checking your mailbox, retrieving incoming messages, reading a mail message, responding to a mail message, saving mail messages, printing messages, and throwing out mail messages.

- **Chapter 4, Creating and Sending Mail Messages.** Gives procedures for writing a message, sending it, saving copies of mail messages you've created, and automatically creating "carbon copies" of your messages.

- **Chapter 5, Advanced Topics.** Gives advanced e-mail procedures for including text from another message, adding a text file to a message you are writing, sending messages in batches, creating a mailing list, using public mailing lists, and for looking up names and addresses electronically.

- **Chapter 6, Tips and Techniques for Using TechMail.** Discusses ways to take maximum advantage of the features and flexibility of TechMail, and describes e-mail ethics, conventions, and customs.

- **Chapter 7, Troubleshooting Procedures.** Describes problems that can occur when you are using TechMail and how to solve them. It also gives a list of error messages and what to do when you receive them.

- **Appendix A, Setting User Preferences.** Describes how to use the User Preferences option in TechMail to change certain functions of TechMail to suit your needs.

- **Appendix B, TechMail Menu Selections .** Lists all TechMail menu selections and their functions.

*See "Handling Difficult Errors" following this section

Conventions used in this document

The following conventions are used in this document:

<RETURN>	Indicates the key on your keyboard that executes instructions.
-	Indicates the beginning of a set of computer-related instructions.
Result:	Gives the response by TechMail to an instruction that you performed.
`Bold`	Indicates input you type into the computer.
`Bold italic`	Indicates computer-input variables you replace with a value.

If you need help

If you have any problems or questions regarding the installation or use of TechMail, call the Network Help Desk, x3-4101 or send e-mail to net-help@mit.edu. Be sure to indicate which version of TechMail you are using, e.g., 2.0. If you are not sure of the version number, go into TechMail and choose About TechMail from the menu.

Where to get documentation

Additional paper copies of both this guide, the *TechMail Getting Started Guide* (NS-3), and *Upgrading to TechMail Version 2* (NS-16) are available free of charge to the MIT community. You can either pick them up in the MIT Computer Connection, W20-021, or request copies by calling x3-5150 or by sending e-mail to sendpubs@mit.edu.

Reporting bugs and making suggestions

If you discover any bugs or have comments about TechMail including suggestions for further enhancements, please send e-mail to

`techmail@mit.edu`

*See "Handling Difficult Errors" following this section

Chapter objectives

This chapter gives an overview of the TechMail e-mail program for Macintoshes on the MIT campus network. It also discusses the administrative aspects of using e-mail. Topics covered are:

- How can I use TechMail?
- Hardware and software system requirements
- Features of TechMail
- What kind of security is provided
- Forwarding e-mail from another address
- Changing your password
- If you decide not to use TechMail

How can I use TechMail?

TechMail provides all the features of a traditional e-mail system residing on a central computer, but TechMail lets you use an e-mail system on your personal computer. Using TechMail, you can:

- Correspond more quickly than with traditional paper mail
- Organize and store your correspondence on your Mac, making it easier to retrieve and use at a later time
- Send a mail message that includes a file, (ASCII text-only file) for example, a report or proposal, that you created using your word processor
- Use mailing lists you've created to send mail messages
- Use public mailing lists to send mail messages

*See "Handling Difficult Errors" following this section

All mail messages are routed to a central computer called the post office server, e.g, eagle.mit.edu[2†]. The process is similar to renting a post office box. Your mail messages reside on the post office server until you retrieve them. Once you retrieve them, they are transferred to your inbox on your Macintosh.

Hardware and software system requirements

To use TechMail, you need the hardware and software listed in the following subsections.

Computer hardware

Your computer must be an Apple Macintosh Plus or later with a hard disk.

Networking hardware

To retrieve your e-mail from the post office server, you need one of the following connections to MITnet, the campus network:

- A connection to an AppleTalk network that is connected to MITnet via a Shiva Fastpath 4, Cayman Systems Gatorbox, or

- An ethernet card and a connection to MITnet

Note: TechMail will not work via a telephone and a modem. If you either have an ISDN phone or analog phone and modem, you can use TechMail-S.

If you're not sure how to determine if you have the right equipment and cable, contact your local network administrator or computer "expert" for assistance. If you are still unable to find out, call the Network Help Desk, x3-4101 to find out your options.

Checking to see if you have a connection to MITnet

If you are not sure that your Mac is connected to MITnet, contact your local network administrator or computer

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[2†] Note to version 1 users: you can now specify your e-mail address as @mit.edu rather than @eagle.mit.edu. As of January 1992, you can still receive mail @eagle.mit.edu. However, this may change in the future so we encourage you to begin using @mit.edu.

*See "Handling Difficult Errors" following this section

"expert" for assistance. If you are still unable to find out, call the Network Help Desk at x3-4101.

If you find that you do not have a connection to MITnet, refer to *Connection Alternatives for Macintosh Computers at MIT* (DC-5) for information on the procedures for getting connected.

If your connection to MITnet is different from the requirements

If you discover that you are connected to MITnet in any other way than specified above (except telephone and a modem), call the Network Help Desk, x3-4101 to find out your options.

Computer software

The software you need to use TechMail is:

- Macintosh System version 6.0.5 or later or System 7
- TechMail Program
- MacTCP (an Apple software program that allows TechMail to access MITnet)

Checking your System version number

To check which version of the System you are running, start up your Mac and open your hard disk. Double click on the System folder to open it and click once on the System file to highlight it. Then choose Get Info from the File menu. A window appears with information including the version number.

Getting a current version of the System

If you need to upgrade to a later version of the System and have decided not to upgrade to System 7, take four blank diskettes to the MIT Computer Connection, W20-021, and copy the System software from the Software Upgrades server. Instructions on how to do this are provided next to the server.

If you have decided to upgrade to System 7, you can purchase the Macintosh System 7.0 Personal Upgrade Kit at the MIT Computer Connection in W20-021. The Kit includes both the software and System 7 documentation.

*See "Handling Difficult Errors" following this section

Getting TechMail and MacTCP

If you do not have TechMail, you can obtain it via anonymous FTP from net-dist.mit.edu. To learn how to do this, attend one of the Bootstrap classes offered free of charge by Distributed Computing and Network Services. To sign up for a class, call the Network Help Desk at x3-4101. When you attend the class, you will receive a diskette that contains MacTCP and other network-related programs.

Compatibility with other Macintosh software

If you are using NCSA Telnet, SU-MacIP, or TN3270 you need to obtain versions of these programs that are compatible with MacTCP. For instructions on how to obtain the compatible versions, call the Network Help Desk at x3-4101.

Also, certain third party Macintosh programs that run automatically when you start up your Mac are incompatible with TechMail. If you have trouble using TechMail and you use any of these programs, remove them systematically from your System folder, restart your Mac, and then start up TechMail.

Compatibility with System 7

TechMail is fully compatible with System 7. However, MacTCP must be installed in the top level of the System folder in order to work with TechMail or any other programs that use MacTCP.

Bear in mind that not all Macintosh software is compatible with System 7 and may interfere with TechMail. One known problem is that Suitcase II version 1.2.8 and earlier versions are incompatible with TechMail when the Suitcase program resides in the extensions folder of the System folder.   To solve the problem, move Suitcase II to the top level of the System folder.

Features of TechMail

TechMail lets you do the following e-mail tasks on your Mac (For a list of what features have been added to TechMail version 2.0, see "What's new in TechMail version 2.0" in the Preface of this guide):

- Check for, send, receive, reply to, and forward mail messages

*See "Handling Difficult Errors" following this section

- Store messages in "boxes" you create and organize on your hard disk
- Send messages in batches
- Insert text from another file into a message you're sending
- Print messages on your local printer
- Create your own mailing lists and use public mailing lists
- Cut and paste text between windows and other Mac programs
- Search through your mail messages
- Access an On-Line Directory which contains e-mail addresses of students and staff at MIT

What kind of security is provided

It is important to distinguish the security that TechMail provides and that for which you are responsible. There are four ways in which another person could tamper with the mail you've sent or received using TechMail. He or she could:

- Monitor the transmission of mail
- Read mail messages stored on your Mac
- Send "counterfeit" mail under your username
- Use TechMail after you've given your password

The following sections give brief descriptions on how these methods of tampering can affect you. For more information on security in electronic mail, refer to *Playing it Safe with Electronic Mail* (RP-42) available in the MIT Computer Connection W20-021.

Monitoring mail transmission

Mail messages are not protected from tampering during transmission. Currently, messages flow unencrypted (in clear text) across the network. An experienced "hacker" could devise a way of monitoring your mail.

*See "Handling Difficult Errors" following this section

Reading messages stored on
your Mac

Your incoming and outgoing mail messages reside on the hard disk in your Macintosh. This means that anyone who has access to your workstation could locate the inbox and outbox and read the contents without having to know your password. Consider this when your send or save confidential mail.

Sending "counterfeit" mail

It is possible for someone to send e-mail so that it appears to have been sent by someone else. Remember this if you receive e-mail that is suspect.

Using TechMail after you've
given your password

If you leave your Macintosh unattended after you've started up TechMail and given your password, someone could use it to send mail under your name or read your incoming mail. If this is a concern, be sure to exit TechMail before leaving your work area.

Forwarding e-mail from
another address

If you were using another e-mail system before you purchased TechMail, you may want to have mail forwarded from your old e-mail address to your new TechMail address until you've had time to notify everyone of your new address.

If you decide to use TechMail as your primary e-mail system, be sure to change your e-mail address in both the MIT Directory and the on-line directory. To do this, fill in the Personal Change Notice card on the last page of the MIT directory and mail it to the Personnel Office.

Policies on forwarding mail

To have mail forwarded, contact the administrator of the e-mail system you were previously using. Like the U.S. Postal Service, the administrator will establish a forwarding process, so that any e-mail sent to your old address will automatically go to your new address.

The administrator can also inform you of any policies regarding forwarded mail, such as length of time that your mail will be forwarded. The following list includes some of

*See "Handling Difficult Errors" following this section

the major e-mail systems at MIT and whom to contact about having mail forwarded:

- **MITVMA**. At the CMS prompt enter the command

  `tell mailer forward add username at mit.edu`

  where *username* is your TechMail username.

*See "Handling Difficult Errors" following this section

- **Sloan School**. Send e-mail to postmast@sloan.mit.edu. Give your old e-mail address and your new address. You will receive confirmation by return e-mail.

- **Athena**.   If you have an Athena account and decide to use TechMail, your TechMail account will be your Athena account, i.e., there is no need to forward your e-mail.

Changing your password

If you forget your password or want to change it, follow one of the procedures listed below:

- If you want to change your password and have an Athena account, you can do this by logging into Athena, since your TechMail password and Athena password are one in the same. To change your password, log into Athena and use the passwd command. For detailed instructions on how to do this refer to "Changing Your Password" in olh.

- If you want to change your password and do not have an Athena account you need to go to the User Accounts Office, Room 11-124H. Call x3-1325, Monday through Friday during business hours, to set up a time.

- If you forget your password, you need to go to User Accounts, Room 11-124H and reset your password. Call x3-1325, Monday through Friday during business hours, to set up an appointment. Bring one form of photo ID.

If you decide not to use TechMail

If you've been an active user of TechMail and you decide to discontinue using it, there are some procedures you may need to complete to ensure that people you correspond with are aware of your decision. You might stop using it for one of the following reasons:

- You are leaving MIT, either for an extended period, or permanently.

- You decide to use a different e-mail system

- You decide not to use e-mail

*See "Handling Difficult Errors" following this section

Leaving MIT

If you are leaving MIT, either for an extended period or permanently, you will want to have your mail forwarded to a new e-mail address, or notify colleagues and friends that your e-mail address will be closed.

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1. To forward your e-mail, send e-mail to

   postmaster@mit.edu

   and ask to have your mail forwarded. Give your TechMail address, your new e-mail address, and indicate whether you will return or are leaving permanently.

   Result: You'll receive confirmation of forwarding by e-mail.

2.   If you are <u>returning to MIT</u>, contact

   postmaster@mit.edu

   to have your mail redirected to your TechMail address.

   If you are <u>leaving MIT permanently</u>, your confirmation will state the period of time that your e-mail will be forwarded. (Remember that the forwarding process is not indefinite.)

Choosing another e-mail system

If you've decided to use a different e-mail system, you should have your e-mail forwarded from your TechMail address to your new e-mail address.

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Send e-mail to **postmaster@mit.edu** and ask to have your e-mail forwarded to another system. Give your TechMail address and your new e-mail address.

Result: You'll receive, by e-mail, confirmation of forwarding and length of time your e-mail will be forwarded. (Remember that the forwarding process is not indefinite.)

Deciding not to use e-mail

If you decide to stop using e-mail altogether, you should notify everyone who sends you e-mail of your decision. You should also notify the administrator of TechMail that you are discontinuing it's use, so your account can be closed.

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*See "Handling Difficult Errors" following this section

To notify the TechMail administrator, send e-mail to

postmaster@mit.edu

stating that you plan to discontinue using e-mail.

*See "Handling Difficult Errors" following this section

Chapter objectives

This chapter gives some basic information to help you get started with TechMail. Topics covered are:

- Starting up TechMail
- Setting your username
- Using TechMail from the desktop
- What the user interface looks like
- Entering your password
- Using on-line help
- Exiting TechMail

More advanced topics are covered in Chapters 3, 4, and 5.

Starting up TechMail

Once TechMail is installed on your Mac (see the *TechMail Getting Started Guide for Macintosh Computers* for instructions), it resides in a folder on your Mac called the TechMail Folder.

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1. Double click on the TechMail Folder to open it.

2. Double click on the TechMail icon.

Result: The TechMail envelope appears along with the TechMail stamp.

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Written by
Stanley Zanarotti                                          🏛

                          TechMail
                          Copyright © 1989-1991
                          Massachusetts Institute of Technology


                                                    Version 2.0
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Setting your username

Before you set your username, you have to register to use TechMail. For instructions on how to register, see Section 1, "Registering for TechMail" in the *TechMail Getting Started Guide for Macintosh Computers*. To set your username, follow this procedure, also discussed in *TechMail Getting Started Guide for Macintosh Computers*:

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1. Choose User Preferences... from the File menu.

   Result: A dialog box appears with boxes for your username and your real name.

   Note: There are other options in this dialog box that you can select to change TechMail functions. For instructions on using these options, see Appendix A, "Setting User Preferences."

2. Type your username in the Username box in ALL lower case. Then click once in the Real Name box and type your name as you want it to appear in mail messages you send.

   Note: When typing your username, do <u>not</u> include your e-mail address, i.e., username only.

3. Click on the **OK** button.

   Result: TechMail is set to access the post office server using your username.

When you choose any TechMail option that requires your username and password, you will be prompted to enter only your password. Also, when you send a mail message, your full name will automatically appear in the "From:" field.

Using TechMail from the desktop

You can move TechMail out of the TechMail folder and use it from the desktop. Each time you start up your Mac, the TechMail icon will appear on your screen outside of the hard disk. This makes running TechMail easier because you don't have to open the TechMail folder. To use TechMail from your desktop, you must have completed the instructions in the preceding section "Setting your username."

-

1. Double click on the TechMail folder to open it.

2. Move the pointer over the TechMail Settings icon. Then press and hold down the mouse button and drag the icon

*See "Handling Difficult Errors" following this section

to the System folder.

Result: The TechMail Settings file now resides in the System folder.

3. Move the pointer over the TechMail icon. Then press and hold down the mouse button and drag the icon to the desktop.

Result: The TechMail program now resides outside the TechMail folder and on your desktop.

To start up TechMail, double click on the TechMail icon.

What the user interface looks like

TechMail provides a series of windows and menus that you can use to send and receive mail. Many Macintosh concepts are incorporated in TechMail, for example:

- **Active window:** allows you to click anywhere in a window and make it active.

- **Size box in the lower-right corner of a window:** allows you to change the size of the window.

- **Zoom box in the upper-right corner of a window:** allows you to expand the window to fill the length of a message, box listing, or finger or directory window. It also allows you to resize the window to its former size.

- **Close box in the upper-left corner of a window:** allows you to close the window.

- **Scroll bars:** allow you to see more text in the active window.

- **Selecting multiple items:** allows you to select multiple items in a window by using the <SHIFT> and ⌘ keys. For more information on selecting multiple messages, see "How to select messages" in this chapter.

- **Special keys:** If you have an extended keyboard, you can use the page-up, page-down, home and end keys to read a message.

*See "Handling Difficult Errors" following this section

TechMail menus

In the menu bar there are six menus from which you select TechMail functions to perform e-mail tasks. The following table describes the menus and their purposes.

Menu	Lets you...
File	Access boxes, print messages and box windows, and customize certain TechMail functions.
Edit	Perform editing tasks on mail messages, such as cut and paste.
Local	Write or reply to mail messages and maintain boxes.
Address	Create, maintain, and select from mailing lists.
Server	Send and retrieve mail and electronically look up e-mail addresses.
Windows	Change the active window.

How mail is filed

TechMail has a feature called "boxes" for storing mail messages on your Mac. Boxes are similar to folders. Multiple messages are stored in one box just as multiple files are stored in one folder.

TechMail provides an inbox and an outbox. All your incoming messages are transferred to the inbox when you retrieve your e-mail from the post office server. The outbox is where you can hold messages you've written until you're ready to send them in a batch.

You can also create other boxes in which to organize and store incoming messages and messages you've written. For example, you could organize messages chronologically by creating a box for each month. Or, you could create a box for each project you are working on. Any mail you send or receive regarding that project could be stored in the appropriate box.

*See "Handling Difficult Errors" following this section

What TechMail looks like

You perform all of your e-mail tasks by using four types of windows:

- Box listing window
- New Message window
- Incoming message window
- Addresses window

Box listing window

A box listing window appears either when you choose Get Mail from the Server menu or Open Box from the File menu. If you choose Get Mail, the inbox window appears. If you choose Open Box, you then specify which box and the box listing window appears for the selected box. The box listing window lists all mail messages in the opened box.
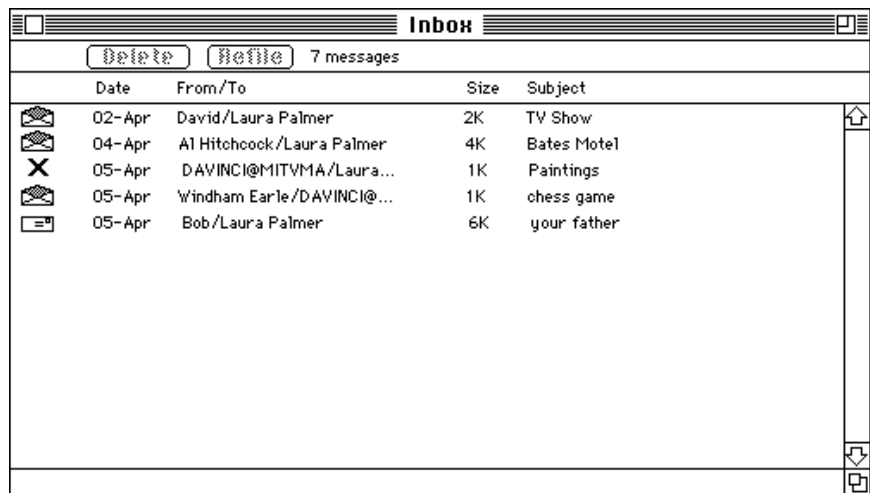
If the list of messages exceeds the size of the screen, the bottom of the list is displayed. The number of messages is at the top of the screen.

An icon appears to the left of each message. It is one of the following types:

Indicates an incoming mail message that you've read.

Indicates an incoming mail message that you have not read.

Indicates an new message that has been created and filed in a box.

*See "Handling Difficult Errors" following this section

⌷≡⌷   Indicates a new message that was previously created and filed in a box.

✗   Indicates a mail message that you've deleted.

There are two buttons in a box window that you can use to issue commands. They are the same commands that appear under menus, but are also provided here for convenience. The following table gives the buttons and their functions:

Button	Function
Delete	Throws out the mail message.
Refile box.	Allows you to file a message in a different

New Message window

When you choose New Message from the Local menu, the New Message window appears. It contains a blank mail message which you fill in. (See "Writing a mail message" in Chapter 4 of this guide for instructions on how to create a mail message.)

```
▤□▤▤▤▤▤▤▤▤▤▤ New Message ▤▤▤▤▤▤▤▤
( Send ) ( Save Draft ) ( Outbox ) ( Expand )
To:
Cc:
Bcc:
Subject:
                                              ⇧

                                              ⇩
                                              ▣
```
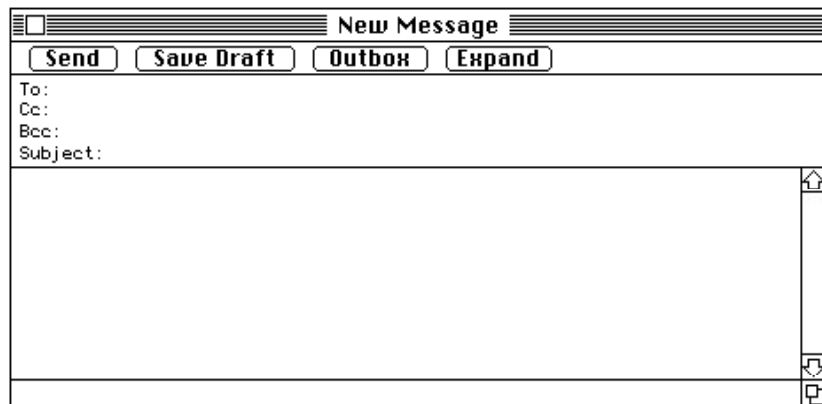
There are several buttons in the New Message window that you can use to issue commands. They are the same commands that appear under the menus, but are also provided here for convenience. The following table gives the buttons and their functions:

*See "Handling Difficult Errors" following this section

Button	Function
Send	Sends the mail message.
Save Draft	Allows you to save a draft of your mail message.
Outbox	Allows you to accumulate messages you've created and send them all at one time.
Expand	Inserts e-mail addresses of recipients whose names appear in the header and who are included in your e-mail address book. (See "Creating your own personal mailing lists" in Chapter 5 of this guide for more information on e-mail address books.)

Incoming message window

An incoming message window appears when you choose a mail message to read by double clicking on an envelope icon. It contains the contents of the incoming mail message. The sender's name is at the top of the window.


```
Mary Ellen Beckett
Delete   Refile   Forward   Reply
Date: Tue, 17 Dec 91  21:38:40
From: beckett@MITVMA.MIT.EDU (Mary Ellen Beckett)
To: nickel@EAGLE.MIT.EDU (Sue Nickelson)
Subject: Selecting Multiple Items

There are a couple of ways you can select multiple mail messages for
printing.  If you want to select messages grouped together, hold down
the shift key and click once on each succeeding message you want to
print.  If you want to select multiple messages not grouped together,
hold down the command key and click once on each message you want to
print.
```

There are several buttons in the window that you can use to issue commands. They are the same commands that appear under menus, but are provided here for convenience.   The following table gives the buttons and their functions:

*See "Handling Difficult Errors" following this section

Button   Function

Delete   Throws out a mail message. When you click
on Delete, an "X" appears next to the entry of
the deleted message in the box window.

Refile   Allows you to file a mail message into a
different box.

Forward   Creates a message containing the text from
the incoming mail message you were just   reading,
i.e., the active window.

Reply   Creates a blank mail message addressed to the
sender of the incoming mail message you
were just reading, i.e., the active window.

Addresses window

The Addresses window appears when you choose Edit
Addresses from the Address menu. It is where you can
create and maintain your list of recipients and their e-mail
addresses.

Alias	Address
Steve	cruise@eagle.mit.edu (Steve Cruise)
Mary Ellen	beckett@mitvma.mit.edu (Mary Ellen Beckett)
Joe	cosby@delphi.mit.edu (Joe Cosby)
staff	nickel@eagle.mit.edu (Sue Nickelson),
	astaire@eagle.mit.edu (Ted Astaire),
	jagger@mitvma.mit.edu (Betty Jagger),
	thatcher@athena.mit.edu (Mary Thatcher)
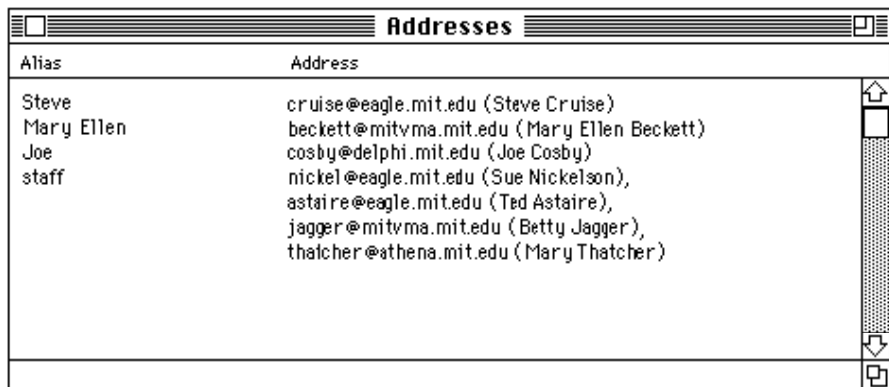
*See "Handling Difficult Errors" following this section

How to issue commands

There are several ways to issue commands in TechMail. You can use either the mouse and choose a command from a menu, or use the keyboard and issue commands with keystroke combinations (See Appendix B, "TechMail Menu Selections" in this guide for keyboard equivalencies). Commands that are frequently used with certain tasks are included as buttons in the window in which you are working (see, "What TechMail looks like," in this chapter, for information on these commands).

How to select messages

Many of the TechMail commands can be used with either one message or multiple messages. For example, you can delete more than one message at at time. The following table describes ways to select messages in a box listing window:

To select...	Action
One message	Click once on the message
Messages grouped together	Hold down <SHIFT> and either click on each message or press the up or down arrow key
Messages not grouped together	Hold down the ⌘ key and click on each message

To de-select messages, click under the last entry in the box listing.

Entering your password

When you use TechMail commands that involve the use of your TechMail account or username (e.g. Check Mailbox, Get Mail, or Send), you are prompted for your password. Type your password _exactly_ as you entered it, either when you filled in your TechMail registration form or when you registered for your Athena account. TechMail checks for upper and lower case.

If you've been running TechMail, with your password entered, for more than eight hours and choose Check Mailbox, Get Mail, or Send, the message "Authentication failed: tickets expired" appears. This is a function of Kerberos authentication. Click on the **Try Again** button and you will be prompted for your password.

*See "Handling Difficult Errors" following this section

Using on-line help

On-line Help describes the functions of TechMail. You can use Help at any time during the TechMail session. To access Help,

-

1. Choose Help from the File menu.

   Result: A window appears displaying the beginning of the Help file.

2. To find a specific topic, choose Find from the Edit menu. Enter a topic in the Find String box. Click once on the **Case Sensitive** check box if you want to match exactly what you entered, i.e, upper- and lowercase.

   Result: The Help file will scroll to the first occurrence of the topic.

   To search further through the file for the same topic, choose Find Next from the Edit menu.

3. To browse through the Help file, use the scroll bar.

4. To exit Help, click once on the Close Box.

Exiting TechMail

To exit TechMail,

-

Select Quit from the File menu.

*See "Handling Difficult Errors" following this section

Chapter objectives

This chapter gives instructions for reading and responding to mail messages. Procedures are given for:

- Checking your mailbox
- Retrieving incoming messages
- Reading mail messages
- Responding to mail messages
- Forwarding mail messages
- Saving mail messages
- Printing mail messages
- Printing a box listing
- Deleting mail messages
- Retrieving deleted messages
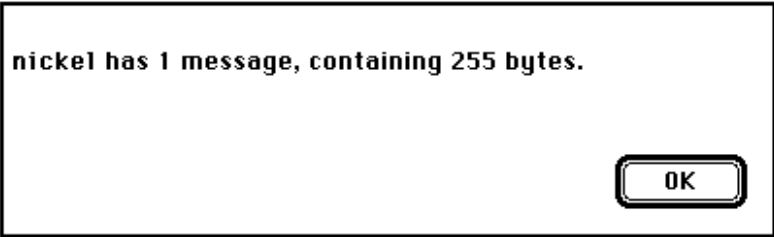
Checking your mailbox

To check your mailbox for new messages, but <u>not</u> to retrieve them,

-

Choose Check Mailbox from the Server menu.

Result: (A message may appear if you haven't entered your password or entered it over eight hours ago. See "Entering your password" in Chapter 2 for more instructions.) A screen appears telling you how many messages you have in your mailbox on the post office server.

```
nickel has 1 message, containing 255 bytes.



                                                    [ OK ]
```

*See "Handling Difficult Errors" following this section

Retrieving incoming messages

When you retrieve incoming mail messages, TechMail takes your incoming mail waiting for you on the post office server and transfers it to the inbox on your Macintosh.

Note: Once you've retrieved mail messages from the post office server, they are stored in your inbox and erased from the server.

To check your mailbox and retrieve your new messages,

-

Choose Get Mail from the Server menu.

Result: (A message may appear if you haven't entered your password or entered it over eight hours ago. See "Entering your password" in Chapter 2 for more instructions.) The inbox window appears with the listing of new messages you retrieved along with any other messages still in your inbox.

	Date	From	Size	Subject
✉	20-Dec	Steve Cruise	2K	
✗	19-Dec	Mary Ellen Beckett	1K	Selecting Multiple
✉	19-Dec	Joe Cosby	1K	QG-11 Revision
✉	19-Dec	Ellen Pauley	1K	BITNET Nodes
✉	19-Dec	Joe Cosby	1K	Update to MC-4

(inbox window — Delete, Refile, 5 messages)
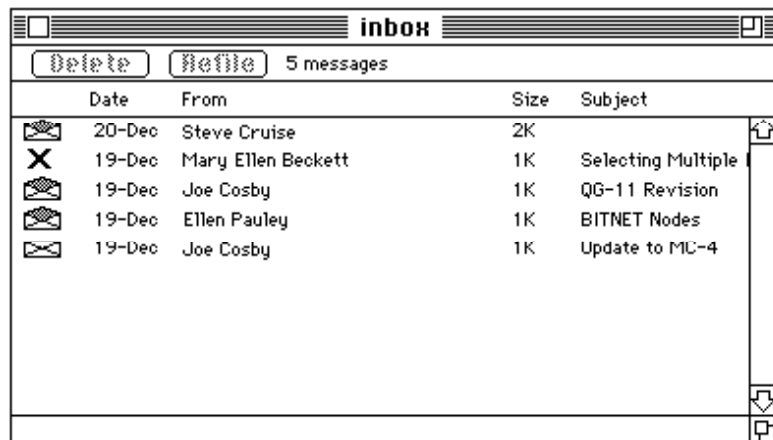
If you have no new mail messages, a message appears on the screen informing you of this. If you want to open the inbox window anyway, click on the **Open Inbox** button. Otherwise click on **OK**.

Note: If you have an Athena account and use Athena mail as well as TechMail, remember that once you use TechMail to retrieve your messages, they are deleted from the post office server and you will not be able to retrieve the same messages with Athena mail.

However, if you use Athena mail to retrieve your messages, you can retrieve them and leave a copy on the post office server. To do this, at the Athena prompt type,

```
inc -notruncate
```

You can then retrieve the same messages with TechMail.

*See "Handling Difficult Errors" following this section

Reading mail messages

To read a mail message, you must have your inbox open. (See the previous section, "Retrieving incoming messages.")

- Double click on the envelope icon next to the mail message you want to read or click once on the message and press **<ENTER>**.

Result: A window appears with the mail message displayed. The title of the window is the username of the sender.


```
☐ ══════════════ Mary Ellen Beckett ══════════════
 (Delete ) (Refile) (Forward) (Reply)
 Date: Tue, 17 Dec 91  21:38:40
 From: beckett@MITVMA.MIT.EDU (Mary Ellen Beckett)
 To: nickel@EAGLE.MIT.EDU (Sue Nickelson)
 Subject: Selecting Multiple Items

 There are a couple of ways you can select multiple mail messages for
 printing.  If you want to select messages grouped together, hold down
 the shift key and click once on each succeeding message you want to
 print.  If you want to select multiple messages not grouped together,
 hold down the command key and click once on each message you want to
 print.
```

Note: If you receive a message larger than 32K bytes and try to open it, TechMail will display a dialog box asking you if you want to save it as a text file or open the first 32K bytes of the message. Click once on the **Save as text file** button, enter a name, then click on the **Save** button. You can then open this text file using your word processing program and read the full message (you can't open and read the text file in TechMail). The original mail message is still in your Inbox so you can still open the first 32K or use it for a reply.

Responding to mail messages

When replying to a message you can either reply to the sender only, or to all recipients of the original message. Also, you can either include text from the original message or leave it out. To reply to an incoming mail message, you must have the message open. (See the previous section, "Reading mail messages.")

*See "Handling Difficult Errors" following this section

1. Choose one of the following types of replies:

Type of reply	Action
Reply to the sender only and omit the text	Click once on the **Reply** button or press ⌘-**R**
Reply to the sender only and include the text	Choose Reply with Text from the Local menu or press ⌘-**<shift>-R**
Reply to all recipients and omit the text	Choose Reply All from the Local menu or press ⌘-**<option>-R**
Reply to all recipients and include the text	Choose Reply All with Text from the Local menu or press ⌘-**<shift>-<option>-R**

Result: A window appears with the header information filled in. If you selected Reply with Text or Reply All with Text, the original message appears in the window with space below for your reply. Notice that each line of the text from the original message is preceded by a ">."


```
≣□≣≣≣≣≣≣≣≣≣≣≣ Re: Selecting Multi ≣≣≣≣≣≣≣≣≣≣≣
( Send )  ( Save Draft )  ( Outbox )  ( Expand )
To: beckett@EAGLE.MIT.EDU (Mary Ellen Beckett)
Cc:
Bcc:
Fcc:
Subject: Re: Selecting Multiple Items

> Date: Tue,17  Dec91  21:38:40
> From: beckett@EAGLE.MIT.EDU (Mary Ellen Beckett)
> To: nickel@MITVMA.MIT.EDU (Sue Nickelson)
> Subject: Selecting Multiple Items
>
> Sue,
> There are a couple of ways you can select multiple mail messages for
> printing.  If you want to select messages grouped together, hold down
> the shift key and click once on each succeeding message you want to
> print.  If you want to select multiple messages not grouped together,
> hold down the command key and click once on each message you want to
> print.

Thanks for the advice, it worked.  —Sue
```

If you click on **Reply**, the message area is blank.

```
┌─────────────────────────────────────────────────┐
│ ▤□▤▤▤▤▤▤▤▤▤ Re: Selecting Multi ▤▤▤▤▤▤▤         │
│ [ Send ]  [ Save Draft ]  [ Outbox ]  [ Expand ]│
│ To: nickel@MITVMA.MIT.EDU (Sue Nickelson)       │
│ Cc:                                             │
│ Bcc:                                            │
│ Fcc:                                            │
│ Subject: Re: Selecting Multiple Items           │
│ │                                          ⇧    │
│                                                 │
│                                                 │
│                                                 │
│                                                 │
│                                            ⇩    │
│                                            ⊡    │
└─────────────────────────────────────────────────┘
```
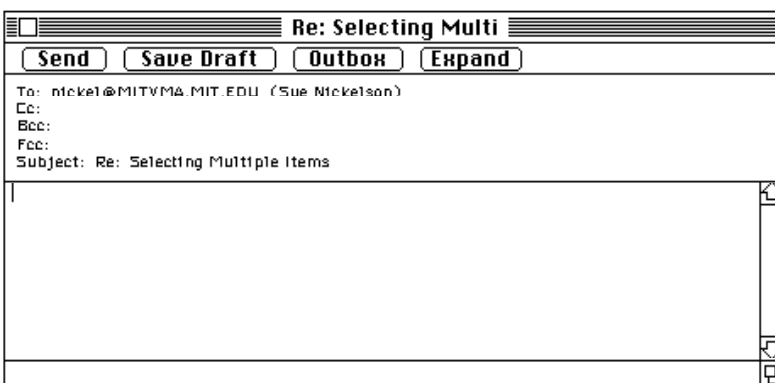
2. Type the text of the message. To send the message, click once on the **Send** button.

   Result: A message appears stating that your message is being sent.

Forwarding mail messages

You can forward one or more mail messages to another e-mail address either from the incoming message window or from the box listing window.

   -

1. To forward <u>one message from the incoming message window</u>, click once on the **Forward** button.

   To forward <u>one or more messages from the box listing window</u>, select the message, or messages, you want to forward then choose Forward from the Local menu.

   Result: A window appears with a header that includes your e-mail address in the "Subject:" field and the entire original mail message. If you are forwarding multiple messages, each message is separated by an "End of Forwarded Message" line.

```
┌─────────────────────────────────────────────────┐
│ ▤□▤▤▤▤▤▤▤▤▤ Re: Selecting Multi ▤▤▤▤▤▤▤         │
│ [ Send ]  [ Save Draft ]  [ Outbox ]  [ Expand ]│
│ To: beckett@EAGLE.MIT.EDU (Mary Ellen Beckett)  │
│ Cc:                                             │
│ Bcc:                                            │
│ Fcc:                                            │
│ Subject: Re: Selecting Multiple Items           │
│ > Date: Tue,17  Dec91  21:38:40            ⇧    │
│ > From: beckett@MITVMA.MIT.EDU (Mary Ellen Beckett)│
│ > To: nickel@MITVMA.MIT.EDU (Sue Nickelson)     │
│ > Subject: Selecting Multiple Items             │
│ >                                               │
│ > Sue,                                          │
│ > There are a couple of ways you can select multiple mail messages for│
│ > printing.  If you want to select messages grouped together, hold down│
│ > the shift key and click once on each succeeding message you want to│
│ > print.  If you want to select multiple messages not grouped together,│
│ > hold down the command key and click once on each message you want to│
│ > print.                                        │
│                                                 │
│ Thanks for the advice, it worked.  -Sue    ⇩    │
│                                            ⊡    │
└─────────────────────────────────────────────────┘
```
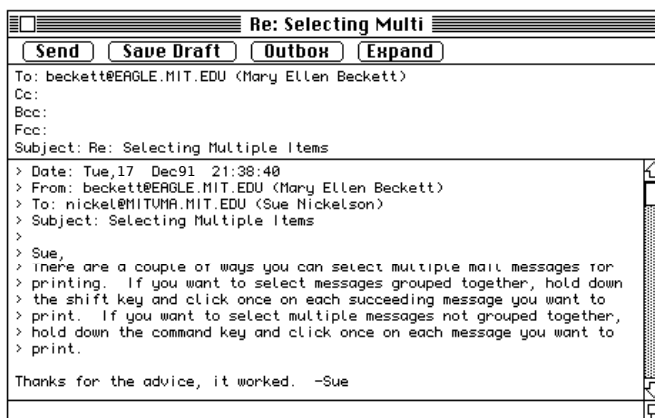
*See "Handling Difficult Errors" following this section

2. Fill in the rest of the header information. (For instructions on how to fill in the header field, see "Writing a mail message" in Chapter 4 of this guide). If you want to add text to the message, you can position the cursor anywhere in the text of the message and start typing.

3. When you are finished, send the message by clicking once on the **Send** button.


Saving mail messages

Any mail message you want to save can be filed in a box that you create. Messages can be saved as is, or you can edit them and then save them. You can save a message from either the inbox window or an incoming message window. (For instructions on saving multiple messages at one time, see "Refiling messages" in Chapter 4 of this guide.)

Note: If you do not save a message, it will remain in your inbox until you delete it. (See "Deleting mail messages" in this chapter.) Storing a large number of mail messages in your inbox will cause TechMail to function more slowly.

-

1. To save <u>from the inbox window</u>, click once on the mail message to highlight it, then click once on the **Refile** button.

To save <u>from an incoming message window</u>, click once on the **Refile** button.

Result: A dialog box appears prompting you to select a box.
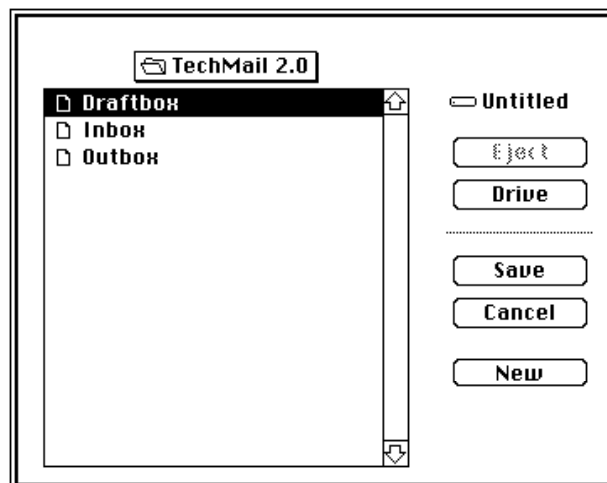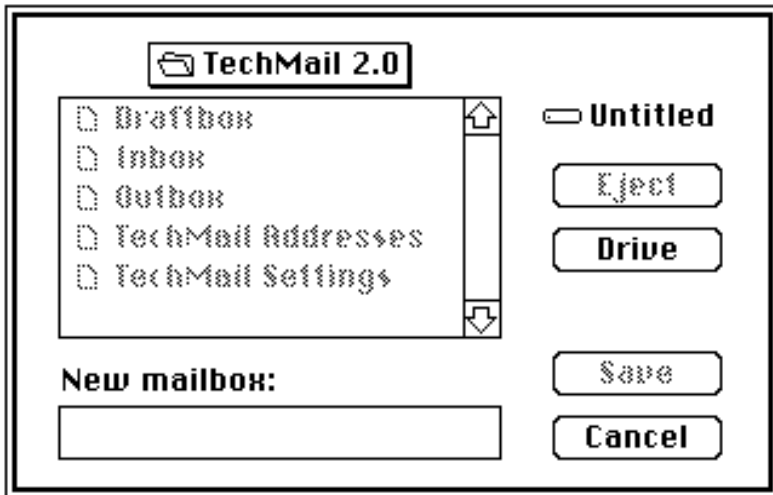

2. Choose an action:

- If you <u>already created a box</u> that you want to use, double click on the box name.

  Result: The dialog box closes and the message is filed

- If you <u>want to create a new box,</u> click once on the **New** button.

  Result: A dialog box appears prompting you for the name of the new box.

Type the name of the box and click once on the **save** button.

Result: Both dialog boxes close and the message is filed.

If you refiled from the incoming message window, the window closes and the inbox window appears.

An "X" appears next to the mail message you've just saved, indicating that it has been filed into the specified box and is marked for deletion from the inbox.

Modifying messages and saving them

You can make changes, such as adding or modifying text, to any incoming messages before saving them. To make changes, you must have the message open in the incoming message window.

-

1. After making all of your changes, click once on the **Refile** button.

   Result: A dialog box appears prompting you for a box name.

2. Save the message, as described in the previous procedure.

*See "Handling Difficult Errors" following this section

Result: A dialog box appears prompting you to save changes.

3. Click once on the **yes** button.

Result: The message is filed, along with your changes, the incoming message window closes, and the inbox window appears.

Note: If an incoming message has tabs in it and you modify the message <u>in any way</u>, the tabs will be converted to spaces, i.e., the number needed to preserve the formatting created by the tabs.

Printing mail messages

You can print mail messages from either a box listing window or you can print a message that is open in an incoming message window.

To print from the <u>box listing window</u>,

-

1. Select the message or messages you want to print, then choose Print from the File menu.

Result: The Print Dialog box appears. This is the standard Macintosh Print Dialog box.

2. Change the settings to those you want, then click on **OK**.

Result: The mail message prints on your local printer.

To print an open message in an <u>incoming message window</u>,

-

1. Choose Print from the File menu.

Result: The Print Dialog box appears. This is the standard Macintosh Print Dialog box.

2. Change the settings to those you want, then click on **OK**.

Result: The mail message prints on your local printer.

TechMail automatically inserts page breaks in messages that are longer than one page. A header at the top of each page contains the sender's name, the subject, the date the message was sent, your name, and the page number.

*See "Handling Difficult Errors" following this section

Quick way to print

If you want to bypass the dialog box, you can use the following technique for printing:

*See "Handling Difficult Errors" following this section

-

Press ⌘-**P** (the keyboard equivalent for the Print command) then press <**RETURN**>.

Printing a box listing

You can also print the list of messages in a box. To do this, you must have the box listing window open and active, and no messages in the listing can be selected.

-

1. Click once after the last message to deselect all messages.

2. Choose Print from the File menu.

   Result: The Print Dialog box appears. This is the standard Macintosh Print Dialog box.

3. Change the settings to those you want, then click on **OK**.

   Result: The list of mail messages in the box prints on your local printer.

Deleting mail messages

You can delete mail messages from either a box listing window or you can delete a message that is open in an incoming message window.

To delete from a <u>box listing window</u>,

-

Select the message or messages you want to delete, then click once on the **Delete** button.

Result: An "X" appears next to the entries of the deleted messages in the box listing window.

To delete an open message in an <u>incoming message window</u>,

-

Click once on the **Delete** button.

Result: The incoming message window closes and an "X" appears next to the entry for the deleted message in the box listing window.

Any entries marked with an "X" will remain in the box listing window until you close the window or exit

*See "Handling Difficult Errors" following this section

TechMail. After you exit, the entries marked for deletion are thrown out.

You can retrieve messages marked for deletion <u>before</u> you close the box listing window or exit TechMail. See the following section, "Retrieving deleted messages".

*See "Handling Difficult Errors" following this section

Hiding deleted messages

You can set TechMail so that deleted messages are not displayed in the box listing window. To do this,

-

Choose Hide Deleted Messages from the File menu.

Result: When you delete messages from the box listing window, they are no longer displayed on the screen.

To show deleted messages, choose Show Deleted Messages from the File menu.

Retrieving deleted messages

If you delete a mail message and then change your mind, you can retrieve it in one of the following ways:

• Retrieve a message from the inbox window

• Open a deleted message and retrieve it

• Refile a message from the box listing window

Note: These methods work <u>only</u> as long as you have <u>not closed the box listing window or exited TechMail</u>. Once you've either closed the window or exited TechMail, all messages marked for deletion are thrown out and you can't get them back.

Retrieving a message from the inbox window

If you have a box listing window open and active and want to retrieve a deleted message, select the message, then

-

Choose Retrieve from the Local menu.

Result: The "X" that marked the message as deleted is replaced with the envelope icon (or the dot icon if you have chosen it in User Preferences) and the message is restored to the mailbox.

Opening a deleted message and retrieving it

You can also open a message first before retrieving it. This technique of retrieving is useful when you want to look through the message before deciding to save it. To do this,

-

1. From the inbox window, double click on the message you

*See "Handling Difficult Errors" following this section

deleted and want to retrieve.

Result: A window appears with the message displayed.

*See "Handling Difficult Errors" following this section

```
┌─────────────────────────────────────────────────────────────┐
│ ▤□ ═══════════════ Mary Ellen Beckett ═══════════ ▣▤ │
├─────────────────────────────────────────────────────────────┤
│ (Retrieve) (Refile) (Forward) (Reply)                        │
├─────────────────────────────────────────────────────────┬───┤
│ Date: Tue, 17 Dec 91 21:38:40                            │ ⇧ │
│ From:  beckett@MITYMA.MIT.EDU (Mary Ellen Beckett)       │ ▓ │
│ To:  nickel@EAGLE.MIT.EDU (Sue Nickelson)                │ ▓ │
│ Subject: Selecting Multiple Items                         │ ▓ │
│                                                           │ ▓ │
│ There are a couple of ways you can select multiple mail messages for printing. If you │ ▓ │
│ want to select messages grouped together, hold down the shift key and click once on the │ ▓ │
│ first and last message of the group you want to print. If you want to select multiple │ ▓ │
│ messages not grouped together, hold down the command key and click once on each │ ▓ │
│ message you want to print.                                │ ▓ │
│                                                           │ ⇩ │
├─────────────────────────────────────────────────────────┴───┤
│                                                           │ ⌹ │
└─────────────────────────────────────────────────────────────┘
```

2. Click once on the **Retrieve** button.

   Result: The **Retrieve** button is replaced by the **Delete** button.

3. Click once on the Close box to close the message.

   Result: The inbox window appears. The "X" next to the message you retrieved is replaced with an open envelope icon.

Refiling a message from the box listing window

If you want to retrieve a message and store it in another box, you can use the refile command which will both "undelete" the message and refile it at the same time.

   -

1. From the box listing window, click once on the message you deleted and want to retrieve, to highlight it.

2. Click once on the **Refile** button.

   Result: A dialog box appears prompting you to select a box.

3. Select a box in which to refile the message, or create a new box (for detailed instructions on refiling, see "Saving mail messages" in this chapter).

*See "Handling Difficult Errors" following this section

Chapter objectives

This chapter gives instructions on topics related to creating and sending mail messages. Procedures are given for:

- Writing a mail message
- Saving a draft
- Sending a mail message
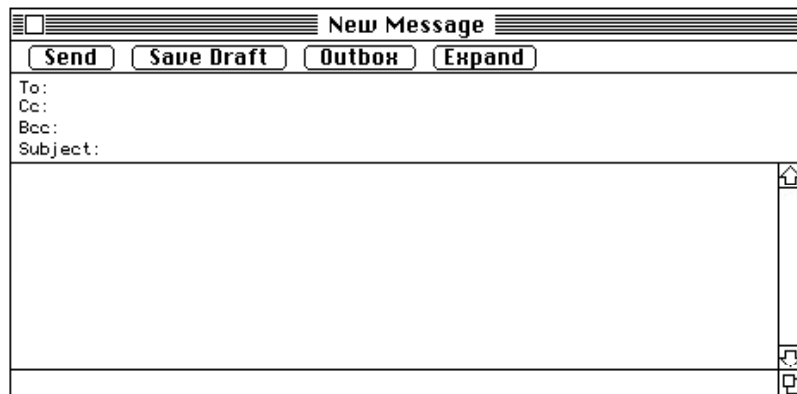- Automatically saving copies

---

Writing a mail message

To write a mail message,

-

1. Choose New Message from the Local menu.

   Result: The New Message window opens, displaying a blank message form.

2. Fill in the header information. To move down from one header field to another, press <**TAB**>, to move up, hold down <**SHIFT**> and press <**TAB**>. You can also click once in a field to fill it in.   Follow the instructions below for filling in the header.

Header fields

"To:" Type the e-mail address of the person to whom you want to send the mail message, for example, **smith@mit.edu**. To send a mail message to more than one address, separate each name and address with a comma followed by a space. For example,

```
joe@mit.edu, fred@mit.edu
```

If you need another line to add more addresses, press <RETURN>.

"Cc:" If you want to send a copy to someone else, type in his or her e-mail address. To send a mail message to more than one address, separate each address with a comma followed by a space.

"Bcc:" If you want to send a blind carbon copy, type in the electronic address of the person to whom you want it sent.

"Fcc:" This field appears only if you use the **File Copy to** function in the User Preferences. By using this function, you can either specify a box in which you want to automatically file a copy of all mail messages you create or you can enter a box name in the "Fcc:" field each time you create a mail message. See "Automatically saving copies" in this chapter for instructions on how to use the **File Copy to** function.

"Subject:" Type the subject of the mail message.

About e-mail addresses...

Electronic mail addresses include the username of the addressee and the host name, i.e., the destination. For example,

```
cosby@sloan.mit.edu
```

is the address of user "cosby" on the computer eagle.mit.edu. As a TechMail user, your e-mail address is *username*@mit.edu, where *username* is the username you chose when you registered to use TechMail.

It is recommended that you include the addressee's real name with their e-mail address. For example,

```
cosby@sloan.mit.edu  (Joe Cosby)
```

Some e-mail systems, such as TechMail, make use of this additional information, if available, to make e-mail listings and messages clearer.

To find someone's e-mail address use the Directory command. For instructions on using this command, see "Electronically looking up names and addresses" in Chapter 5 of this guide.

*See "Handling Difficult Errors" following this section

Editing text

Press <**TAB**> or click once in the text area and type the text of the mail message. When you reach the end of a line, continue typing and the text will automatically wrap to the next line.

Under the Edit menu, you can use the Cut, Copy, and Paste commands as you would in your word processing program.

You can use the tab key to format text; TechMail has tab stops every 8 spaces. Rather than using the tab character, TechMail inserts spaces, the number needed to retain the formatting that you created with tabs in the message. This way, the formatting is retained regardless of the kind of e-mail program that the recipient uses to read his or her mail.

If you want a larger window to write in, click once on the zoom box. This will lengthen the window and leave the width the same.

Printing a new message

You can print a new message at any time while you are creating it (for instructions on how to do this, see "Printing Mail Messages" in Chapter 3 and follow the procedure for printing a message from an incoming message window). Bear in mind that when you print a new message, the line breaks may not be the same as they appear on the screen.

Saving a draft

To save a draft of a mail message you've begun writing, but are not ready to send,

-

Click once on the **Save Draft** button.

Result: The message is saved in a box that is automatically created by TechMail, called Draftbox.

You can save as many drafts as you want in the Draftbox. Each draft is filed by the date it was created.

Retrieving a draft

To retrieve a draft, you need to open the Draftbox by using Open Box from the File menu. See "Opening boxes" in Chapter 5 of this guide.

Sending a mail message

*See "Handling Difficult Errors" following this section

To send a mail message,

-

Click once on the **Send** button in the New Message window.

Result: (A message may appear if you haven't entered your password or entered it over 8 hours ago. See "Entering your password" in Chapter 2 for more instructions.) A message appears stating that the message is being sent.

Note: If your mail message is not delivered, for example because of a typographical error in the address, you will receive a mail message to that effect the next time you retrieve mail. If you continue to have problems sending mail and have determined that the address is correct, call the Network Help Desk, x3-4101.

If you are planning to create and send several messages at one time, rather than sending each one separately, you can create each message, hold it in the outbox, then send them all at once. See "Sending messages in batches" in Chapter 5 of this guide.

Automatically saving copies

To automatically save copies of all your outgoing messages,

-

1. Choose User Preferences... from the File menu.

   Result: A dialog box appears with a box for you to specify where you want to store a file copy of your outgoing mail messages .

   Note: There are other options in this dialog box that you can set that affect TechMail functions. For instructions on how to use these options, see Appendix A, "Setting User Preferences" in this guide.

2. Click once on the **File Copy to** check box and type the name of the box you want to use.

   If you prefer to specify different boxes depending upon the message, leave the File Copy to box blank. When you create a mail message, type the box name in the "Fcc:" field.

3. Click on the **OK** button.

   Result: Each time you send a new mail message, a copy of it will automatically be filed in the box you specified.

*See "Handling Difficult Errors" following this section

Chapter objectives

This chapter gives instructions for several advanced procedures.   Procedures are given for:

- Creating and opening boxes
- Opening multiple mail messages
- Searching through mail messages
- Refiling messages
- Saving a message as a text file
- Including text from another message
- Including a text file with a new message
- Including binary files with a new message
- Extracting binary files from an incoming message
- Sending messages in batches
- Creating your own personal address book
- Using and creating public mailing lists
- Electronically looking up names and addresses


Creating and opening boxes

As described in the section "How mail is filed" in Chapter 2 of this guide, you can create boxes in which to store incoming mail messages. This function gives you the flexibility of organizing saved messages in different boxes and categorizing them however you want, for example, by project, name of sender, or by date.

Creating boxes

You create a new box when you refile a message. To do this,

-

1. From an incoming message window, click once on the **Refile** button or select Refile from the local menu.

   Result: A dialog box appears prompting you for the name of a box.

*See "Handling Difficult Errors" following this section
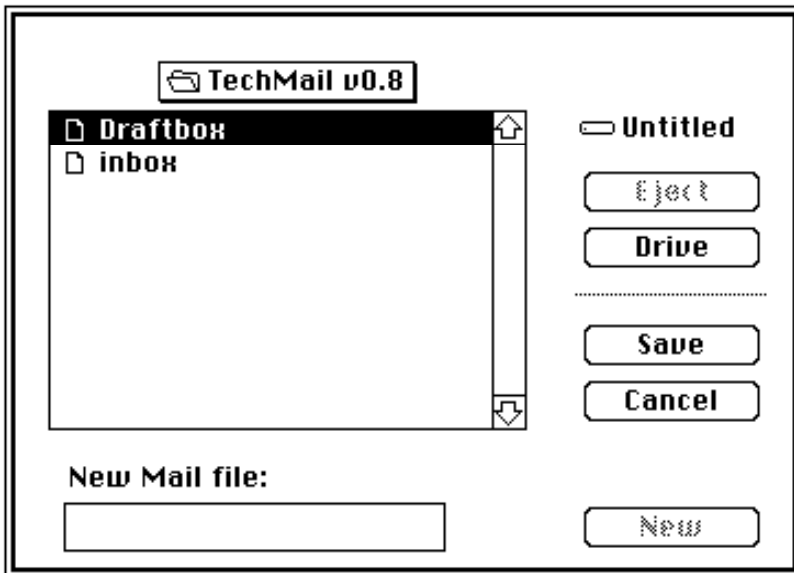
2. Enter a name for the box, then click once on the **New** button.

   Result: The dialog box closes and the message is filed in the box.

3. Click once on the Close box to close the message.

   Result: A box listing window appears. The message you've refiled has an "X" next to it indicating that the message has been refiled in the specified box and it is marked for deletion.

Opening boxes

You can open boxes to re-read messages or copy contents from an old message into a new message.

-

1. Choose Open Box from the File menu.

   Result: A dialog box appears listing the existing boxes.

2. Double click on the box you want to open.

   Result: A box listing window appears for the box you selected.

   You can open messages to read or use the standard Macintosh Cut, Copy, and Paste features to copy contents from stored message into a new message you are creating.

*See "Handling Difficult Errors" following this section

Opening multiple mail messages

From a box listing window, you can open more than one mail message at a time. To open multiple messages,

-

1. Select the messages you want to open (for instructions on selecting multiple messages, see "How to select messages" in Chapter 2 of this guide.)

2. Double click on any selected message or press the **<enter>** key.

   Result: A window opens for each selected message. The windows are stacked in an offset fashion.

Searching through mail messages

There are two ways you can search through mail messages in TechMail. You can either search through a box listing to find a particular message or messages, or you can search through the contents of one message or the contents of all of the messages in a mailbox Here are some guidelines for how to choose a method of searching:

- If you want to find a message or group of messages from a particular person, search through the box listing.

- If you want to find a message sent to you on a certain date, search through the box listing.

- If you want to find message(s) about a particular topic, search through the contents of messages in a mailbox.

- If you want to find a section within a message that deals with a particular subject, search through the contents of the message.

Searching through a box listing

Use this procedure to search through the list of messages in a particular box. To do this, you must have the mailbox open and nothing selected, i.e., no messages in the list can be highlighted.

-

1. Choose Find from the Edit menu.

   Result: The Find dialog box appears

*See "Handling Difficult Errors" following this section

Find String:

□ Case Sensitive

□ Search Oldest To Newest

□ Search Message Contents /
Search Other Messages

[Find] [Cancel]

2. Fill in the dialog box:

- Type a string of characters that appear in the message or messages you want to find.

- If distinguishing between upper and lower case characters is significant for the search, click once on the **Case Sensitive** check box.

- If you want the search to begin with the oldest message (the default search order is to begin with the newest message), click once on the **Search Oldest First** check box.

3. Click once on the **Find** button.

   Result: The first entry in the box listing that contains the string of characters is highlighted.

   If there is no match, the computer beeps.

4. If you want to find the next occurrence of the text, press **⌘-G** or choose **Find Next...** from the Edit menu.

   Result: The next entry in the box listing that contains the string of characters is highlighted.

5. Repeat step 4 until you have located what you need or until the computer beeps indicating that the entire box listing has been searched.

6. To open the messages, double click on any selected message.

*See "Handling Difficult Errors" following this section

**Searching through message
contents**

Use this procedure to search through the contents of one message or the contents of all of the messages in a mailbox.

To <u>search through the contents of one message</u>, the message must be open and active.

To <u>search through the contents of all messages in a mailbox</u>, the box listing window must be open.

-

1. Choose Find from the Edit menu.

   Result: The Find dialog box appears.

```
┌────────────────────────────────────┐
│                                    │
│   Find String:                     │
│                                    │
│   ┌────────────────────────────┐   │
│   │                            │   │
│   └────────────────────────────┘   │
│                                    │
│   ☐ Case Sensitive                 │
│   ☐ Search Oldest To Newest        │
│   ┌  Search Message Contents /     │
│   └  Search Other Messages         │
│   ┌────────┐      ┌────────┐        │
│   │  Find  │      │ Cancel │        │
│   └────────┘      └────────┘        │
└────────────────────────────────────┘
```

2. Fill in the dialog box:

   • Type a string of characters that appear in the message or messages you want to find.

   • If distinguishing between upper and lower case characters is significant for the search, click once on the **Case Sensitive** check box.

   • If you want the search to begin with the oldest message (the default search order is to begin with the newest message), click once on the **Search Oldest First** check box.

   • Click once on the **Search Message Contents/Search Other Messages** check box.

3. Click once on the **Find** button.

   Result: The first message containing the string of characters opens.

   If there is no match, the computer beeps.

4. If you want to find the next occurrence of the text, choose

*See "Handling Difficult Errors" following this section

Find Next... from the Edit menu.

*See "Handling Difficult Errors" following this section

Result: The next message containing the string of characters opens.

5. Repeat step 4 until you have found what you needed or until the computer beeps, indicating that the all of the messages in the mailbox has been searched.

Refiling messages

You can move messages you've stored from one box to another. To do this, the box listing window from which you want to move the messages must be open. For instructions on how to do this, see "Opening boxes" in this chapter.

-

1. Select the message or messages you want to refile and click once on the **Refile** button.

   Result: A dialog box appears

2. Refile the messages in the desired box.

   Result: The message(s) you've refiled has an "X" next to it indicating that the message has been refiled in the specified box and it is marked for deletion.

Saving a message as a text file

TechMail allows you to save either an incoming message or a new message as a text file. You can then use the file in your word processing program. To save a message as text you must have the message open.

-

1. Choose Save Text from the File menu.

   Result: A dialog box appears prompting you for a file name.

2. Use the standard Macintosh procedure for selecting a folder, type the name, then click on the **Save** button.

   Result: The message is saved in the form of a text file in the folder you selected. The text file icon looks like this

updates

Including text from
another message

TechMail supports the standard Cut, Copy, and Paste features of the Mac. You can use them to include text from another mail message into a mail message you are creating.

-

1. Open the mail message from which you want to take the text.

2. Click and drag over the selected text.

3. Choose Cut or Copy from the Edit menu.

4. Open the mail message into which you want to paste the text. For instructions on how to do this, see "Opening Boxes" in this chapter.

5. Click once where you want the text inserted.

6. Choose Paste from the Edit menu.

   Result: The text is pasted into the mail message.

   If there are tabs in the text you pasted into your message, the tabs are retained and displayed as arrows.

Including a text file with a
new message

You can include text files with your message by using the Insert file command. When using this command, the file must be a text-only (i.e., no special characters such as formatting characters can be in the file). If you want to include a graphics file, word processing file, or a program, use the Enclose Binhex command (for instructions on how to do this see "Including binary files with a new message."

-

1. Click once in the text of the mail message where you want the file included.

2. Choose Insert File from the Local menu.

   Result: A dialog box appears allowing you to choose the file you want to insert. Files that cannot be inserted will appear gray.

3. Locate the file you want to insert and click once on it.

*See "Handling Difficult Errors" following this section

Result: The text of the file appears where the cursor is positioned.

If there are tabs in the text file, the tabs are retained and displayed as arrows.

Including binary files with a new message

Besides including a text file with a message you send, you can also include a program, graphics file, or word processing document by using the Enclose Binhex command.

Note: With TechMail 2 version 2 you can include only one file with a mail message. If you want to send multiple files to a recipient, use an archive program such as Stuffit and create a single file, or send multiple messages, one for each file.

Sending binary files

To send a Binhex file, create a new message in the usual manner, then

-

1. Choose Enclose Binhex from the Local menu.

   Result: A dialog box appears allowing you to choose a file.

2. Select the file you want to enclose and click once on the **Open** button.

   Result: The dialog box closes and the message "Enclosure" appears at the bottom of the new message.

3. Send the message in the usual manner.

   Result: The message is sent with the file attached to it.

   If the recipient is using TechMail 2.0, he or she will see the message "Enclosure" indicating that a Binhex file is enclosed.

   If the recipient is using TechMail version 1, he or she will see the message "Binhex enclosure follows. Use Binhex 4.0 to convert." The recipient must save the message in a file, edit out the text part of the message using a word processor, then use Binhex to convert the file back into it's original format.

   Note: The sending process may take longer than usual because Binhex files are often large. Also, an enclosure is not actually attached to a message until it is sent. If you plan to throw out a file that you are enclosing in an outgoing message, you should enclose a file, send the message, then put the file in the trash. If you try to put the enclosed file in the trash before sending the message, this will produce unpredictable results.

*See "Handling Difficult Errors" following this section

Extracting binary files from an incoming message

If someone sends you a message with a binary file, e.g., graphic, program, or word processing file enclosed, it is indicated with a plus sign (+) next to the envelope icon in the box listing window.   You can extract the binary file from within TechMail. To do this, open the incoming message, then

-

1. Click on "Enclosure" in the bottom left corner of the message.

   Result: A dialog box appears allowing you to specify a folder and name for the extracted file.

2. Fill in the dialog box:

   • Select a folder and enter a name for the file.

   • If you want to keep a copy of the binary file with the message, click on the "Keep Enclosure" checkbox.

3. Click on the **save** button.

   Result: The Binhex enclosure is extracted from the mail message and stored as a file.

Sending messages in batches

If you want to send several mail messages at one time rather than creating and then sending each one separately, you can create each one, hold each in your outbox, then send the entire batch. It is not only easier for you, it is also a more efficient way of transmitting mail on MITnet. To send mail in batches,

-

1. After you create a message, click once on the **Outbox** button.

   Result: The window closes and the mail message is filed in the outbox.

2. When you complete all your mail messages, choose Send outbox from the Server menu.

   Result: A message appears confirming that your messages are being sent.

*See "Handling Difficult Errors" following this section

Note: If you file a message in the outbox and then want to change it, open the outbox and refile the message into the Draftbox. Make your changes, and repeat steps 1 and 2. Do not make changes to mail messages in the outbox.

*See "Handling Difficult Errors" following this section

Along with sending message in batches, you can check for mail at the same time. To do this,

-

Hold down <OPTION> and choose the Send Outbox/Get Mail from the Server menu.

Result: A message appears confirming that your messages are being sent. The Get Mail command is executed and the inbox window appears with the listing of new messages you retrieved along with any other messages still in your inbox.

Creating your own personal address book

You can store names and e-mail addresses in an e-mail address book. When you are creating a mail message you can retrieve names and addresses from this address book and include them in the "To:," "Cc:," or "Bcc:" fields, thus eliminating the need to type them each time. There are three functions you can use to maintain and use your address book:

- Add and remove entries to the book
- Select entries from the address book and insert them into a message you are creating
- Expand recipient names in a mail message you are creating to include their e-mail address

---

Adding and removing entries

Each entry in your address book includes an alias name for the person or group for which you want to store an e-mail address and the e-mail address itself. You can modify or remove entries.

Adding entries

You can add individual entries or create a mailing list by grouping many entries under one alias.

-

Choose Edit Addresses from the Address menu.

Result: The Addresses window appears.

*See "Handling Difficult Errors" following this section

```
▤□▤▤▤▤▤▤▤▤▤▤▤ Addresses ▤▤▤▤▤▤▤▤ ⊡▤
 Alias                    Address
 Steve                    cruise@eagle.mit.edu (Steve Cruise)      ⇧
 Mary Ellen               beckett@mitvma.mit.edu (Mary Ellen Beckett)  ▯
 Joe                      cosby@delphi.mit.edu (Joe Cosby)             ▒
 staff                    nickel@eagle.mit.edu (Sue Nickelson)         ▒
                          astaire@eagle.mit.edu (Ted Astaire)          ▒
                          jagger@mitvma.mit.edu (Betty Jagger)
                          thatcher@athena.mit.edu (Mary Thatcher)
                                                                   ⇩
                                                                   ⊡
```

To <u>add an individual entry</u>,

  -

1. Click once at the beginning of the Alias field to place the
   cursor, then type the person's name or nickname in the
   Alias field. It can be any form of his or her name, for
   example

      John_Doe

      John

      J_Doe

   Spaces are not allowed in the Alias field, but you can use
   an underscore to indicate a space. You can't use upper
   and lower case letters because aliases are not case
   sensitive.

2. Press <small>**<TAB>**</small>, then type the person's e-mail address in the
   Address field.

3. To add another entry, press <small>**<RETURN>**</small> and repeat steps 2
   and 3.

To <u>create a mailing list</u>,

  -

1. Type a group name in the Alias field. It can be one word,
   or more than one word separated by an underscore, for
   example

      faculty

      sponsored_research

   Spaces are not allowed in the Alias field.

2. Press <small>**<TAB>**</small>. Then type the first e-mail address in the
   Address field followed by a comma.

   Result: The cursor automatically moves to the next line in
   the address field.

*See "Handling Difficult Errors" following this section

3. Type each e-mail address, <u>followed by a comma</u>, until you've entered every e-mail address on the mailing list.

The maximum number of e-mail addresses allowed under one alias is 33.

To <u>remove entries</u> from the address book,

-

1. Choose Edit Addresses from the Address menu.

2. Click and drag the cursor over the entry(s) you want to delete.

3. Choose Cut from the Edit menu.

   Result: The entry(s) you selected is removed from the address book.

4. To close the Addresses window, click once on the Close box.

   Result: Your address book is up-to-date with e-mail addresses you will use in the mail messages you create.

   TechMail does not allow you to remove all of the entries from an address book, i.e., you must keep at least one entry.

Selecting entries for a message you are creating

To select entries from the address book and insert them into a message you are creating,

-

1. In the New Message window, position the cursor where you want to insert the addresses.

2. Choose Select Addresses from the Address menu.

   Result: The Addresses window appears.

3. To select <u>one address</u>, click once on the entry, then click once on the **Select** button or double click on the entry.

   To select several <u>addresses grouped together</u>, hold down the <**SHIFT**>, key and click once on the first and last address of the group you want to select. Then click once on the **Select** button.

*See "Handling Difficult Errors" following this section

To select several <u>addresses not grouped together,</u> hold down the ⌘ key and click once on each address you want to select. Then click once on the **Select** button.

Result: The name(s) and address(es) are inserted in the field where the cursor is positioned in the New Message window.

If you do not have a New Message window open when you use Select Addresses, your selection is stored in the Macintosh clipboard. At a later time during your TechMail session, you can then use Paste from the Edit menu to add the selection into a new message.

Note: If you select multiple aliases and they do not all appear in the mail message, see Chapter 7, "Troubleshooting Procedures" under the section, "Select Addresses or Expand options aren't working" for help.

Expanding recipient names to include their address

If you type an alias, as it appears in your address book, in any of the fields in the header or in the text of a message you are creating, you can automatically retrieve his or her e-mail address by using the Expand function. You can use this procedure to "expand" more than one name.

From the New Message window,

-

1. To <u>expand names in the header</u>, type the alias, as it appears in the Alias field of the address book, in the "To:," "Cc:," or "Bcc:" fields of the message you are creating.

   To <u>expand names in the text of the message</u>, type the alias, as it appears in the Alias field of the address book, in the text of the message, then click and drag over the name to highlight it.

2. Click once on the **Expand** button.

   Result: The alias(s) you've entered are replaced with the e-mail address(es) as they appear in your address book.

   To set TechMail so that any new message in the header that contains aliases is automatically expanded, see "Automatically addressing new messages" in Appendix A of this guide.

   Note: If you select multiple aliases and they do not all appear in the mail message, see Chapter 7,

*See "Handling Difficult Errors" following this section

"Troubleshooting Procedures" under the section, "Select Addresses or Expand options aren't working" for help.

*See "Handling Difficult Errors" following this section

Using and creating public mailing lists

Computer networks will often provide a service to their users by producing and maintaining public mailing lists. This service allows users to access a list of names and e-mail addresses for distributing mail. A mailing list is usually set up for a specific purpose, for example, a special interest group. Using public mailing lists provides many benefits over using and maintaining private mailing lists. Some benefits of public lists are:

- If a number of people in your office use the same list, only one person needs to maintain it.

- Use of and membership in the list can be supervised, thereby eliminating casual or malicious use.

- Members of the list can choose to join or drop out.

- The availability of the list can be easily publicized.

As a user of TechMail, you have access to a public mailing list manager called Listserv. Listserv is provided through BITNET, a network of universities and research sites in the United States, Canada, Europe, the Middle East, and Japan. For instructions on using Listserv, refer to *Listserv Quick Start* (QG-17), available in the MIT Computer Connection, W20-021.

You also have the option of creating your own public mailing list. Since you have a TechMail account, you have access to a service provided on MITnet that allows you to create your own public mailing list. For instructions on how to do this refer to *Creating and Maintaining Mailing Lists on MITnet (for registered MIT.EDU and Athena users* (NS-9).

Electronically looking up names and addresses

There are two ways to locate someone's e-mail address:

- If you want to find an e-mail address within MIT, use the Server menu option Directory.

- If you want to find an e-mail address outside MIT, use the Server menu option Finger.

The Directory option

The Directory option accesses an on-line version of the MIT directory of staff and students. It includes MIT white page information and student directory information. As with the printed directory, it is used only for Institute purposes. To

*See "Handling Difficult Errors" following this section

use the Directory option,

-

1. Choose Directory from the Server menu.

Result: You are prompted to enter a person's name.

2. Enter specific information using one of the following name formats

> *last name*
>
> *first name_last name*
>
> *first name_middle initial_last name*

For example,

> **John_Doe**

3. Then click once on the **Ask** button.

   Result: If an entry matches the name you requested, it is displayed on the screen along with the person's e-mail address and other information.

   If there is no match for the name you requested, a message to that effect will be displayed on the screen.

   If more than one entry matches the name you requested, all matches appear on the screen. To select one, enter the alias name of the person you want (replacing your original entry), then click on the **Ask** button.

   You can use the Macintosh Cut, Copy, and Paste features to include information, such as the e-mail address, from this screen in a mail message you are creating or in your address book.

The Finger option

The Finger option accesses directories, similar to the MIT on-line directory, at other computer sites on and off campus.

Note: This option is a facility that is implemented differently by each participating computer site nationwide. Bear in mind that the information you receive as a result of your query may be limited. Or, you may receive no information.

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1. Choose Finger from the Server menu.

   Result: You are prompted to enter a username and the host computer, i.e., the computer on which his or her e-mail address resides.

2. Enter the person's username and host computer, up to 100 characters maximum. For example,

> *Doe@umd.edu*

*See "Handling Difficult Errors" following this section

3. Then click once on the **Ask** button.

   Result: Information appears in the Finger screen if there are entries that match the name on the host you specified and if that host supports Finger. If Finger is not supported by the host computer you specified, no information appears on the screen or a message appears stating that the connection was refused.

   You can use the Macintosh Cut, Copy, and Paste function to include information, such as the e-mail address, from this screen in a mail message you are creating or in your address book.

For further information about the Finger option, refer to *MITnet On-Line Directory Quick Guide* (QG-18) available in the MIT Computer Connection, W20-021.

*See "Handling Difficult Errors" following this section

Chapter objectives

This chapter suggests ways to maximize the use of TechMail and e-mail in general. The topics covered are:

- Ways to use TechMail effectively
- Tips for using TechMail
- E-mail ethics and conventions
- E-mail customs

Ways to use TechMail effectively

If you find you are relying heavily on TechMail for corresponding with colleagues and friends, here are some ways you can use it more efficiently and effectively:

- **Send outgoing mail in batches.** By doing this, you eliminate having to wait each time TechMail connects to MITnet and transmits a single message. Sending many messages at once takes the same amount of time as sending one message. (See "Sending messages in batches" in Chapter 5 of this guide.)

- **Save and organize mail messages in boxes by subject.** If you find that you want to refer at a later time to incoming e-mail, create boxes in which to file the messages so that they are easy to find and retrieve. You can then re-read them and also use portions of them in mail messages you are creating.

  For instructions on how to organize mail messages into boxes, see "Saving mail messages" in Chapter 3 of this guide. For instructions on including portions of an incoming mail message in a message you are creating, see "Including text from another message" in Chapter 5 of this guide.

- **Create mailing lists for groups of people to whom you frequently send mail.** This will eliminate your typing an address incorrectly, thereby getting the mail message returned to you. (See "Creating your own personal address book" in Chapter 5 of this guide.)

- **Keep your inbox as neat as possible.** As you retrieve mail, take action on it, even if that means refiling it to another box until you have time to respond. This way, your inbox will not be cluttered with a lot of mail. The more messages you have in it, the more difficult it becomes to distinguish new from old; also, the processing time for receiving mail takes longer.

- **Use public mailing lists when possible.** Public mailing lists offer a lot of benefits. They are already set up for you and someone maintains them, so they are likely to be current.

Tips for using TechMail

The following is a list of tips that will make it easier to use TechMail.

How to move messages to another Mac

Some people use TechMail on more than one Mac, e.g., their Mac at work and their Mac at home. If you need to move a large number of e-mail messages from one Mac to another, here is an easy way to do it:

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1. Put a formatted diskette with adequate free space into the diskette drive.

2. Open TechMail, then open the box from which you want to move the messages

3. Select all of the messages you want to move. (For instructions on how to select multiple message, see "How to select messages" in Chapter 2 of this guide.)

4. Click once on the **Refile** button.

5. Click on the drive button in the refile dialog box until the diskette drive is selected.

6. Click once on the **new** button. When the new mailbox dialog box appears, enter a mailbox name, then click on the **Save** button.

   Result: A new mailbox is created on the diskette and the selected message are moved into it.

   Take the diskette to your other Mac and use the Open Box

*See "Handling Difficult Errors" following this section

command to see the message on your diskette.

*See "Handling Difficult Errors" following this section

Note: By using refile, the selected messages have been <u>moved</u> from the mailbox on your Mac to the new mail box on your diskette, i.e., there are no longer copies of these messages in the original mailbox. If you need to retrieve the original messages and the box listing window is still open, highlight the messages, then choose retrieve from the Local menu.

An easy way to temporarily store messages

If you find that you receive messages that you want to keep for a short period of time, then delete, rather than leaving them in your inbox and cluttering it up, try this technique:

-

1. Create a new mailbox called something like "(temp)." If you enclose it in parentheses, this mailbox will appear at the top of the list anytime you refile a message.

2. Whenever you receive a message that you want to store temporarily, select it, click on the **refile** button, then press return.

   Result: The message is refiled in the first mailbox in the list, i.e., (temp).

3. On a periodic basis, maybe once a month, open (temp) and go through it, deleting any messages you don't want.

   If you know that you want to delete messages older than a certain date, use this technique: go to the top of the list and click once on the first message, scroll down to the last message of the group, hold down the shift key and click on the last message, then click on the **delete button**.

   If you know that you want to delete all of the messages in the box, just move the box to the trash. You can start the process again by recreating the mailbox called (temp).

E-mail ethics and conventions

The arrival of e-mail as a medium of communication has prompted a number of questions and issues about ethics, conventions, and customs. For information on e-mail ethics and conventions, read *Toward an Ethics and Etiquette for Electronic Mail* (R-3283-NSF/RC), by Norman Z. Shapiro and Robert H. Anderson. It is available at a cost from The RAND Corporation, P.O. Box 2138, Santa Monica, CA 90406-2138.

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*See "Handling Difficult Errors" following this section

E-mail customs

Some labels have evolved into common usage in sending e-mail. They are a result of e-mail writers' attempts at clarifying their messages.

:-)   Indicates humor.

:-(Indicates unhappiness

*visual cue*Visual cues can be written into the message and enclosed in asterisks.

*See "Handling Difficult Errors" following this section

Chapter objectives

This chapter covers the kinds of problems you may encounter when you use TechMail and how to solve them. The sections in this chapter describe:

- Problems and solutions
- Error messages and corrections

Problems and solutions

The following is a list of problems that may occur when you are using TechMail and troubleshooting procedures that lead you to a solution.

Bear in mind that some problems you encounter may be caused by conditions external to the TechMail program running on your Mac. For example, MITnet or one of the servers (a computer that stores or directs data) on MITnet may have a problem, or a power outage can occur. If you encounter a problem when using TechMail that is external to your installation, call the Network Help Desk, x3-4101, and report it.   If the Help Desk is already aware of the problem, they may be able to update you on it's status.

Can't Check Mail or Get Mail

When you choose either Check Mail or Get Mail, TechMail has to access the post office server. Several steps are involved in each of these options which, when they occur successfully, are invisible to the user. If a problem occurs, it can be at one of these steps:

- Get an IP address (a numerical address that identifies your computer on MITnet) for your Macintosh.
- Check the nameserver for the host address.
- Check your username on the post office server.
- Check your password on the post office server.

The following list describes possible reasons why the Check Mail or Get Mail menu options are not working. Go

*See "Handling Difficult Errors" following this section

through the list in order and follow the instructions to determine where the problem is:

1. You entered your password incorrectly.

The error message "Incorrect password" appears on your screen. Choose the Check Mail or Get Mail menu option again and re-enter your password (remember, passwords are case sensitive).

2. The network connection behind your workstation is unplugged.

Check the connections in the back of your Macintosh. Make sure they are all plugged in.

3. The gateway is malfunctioning.

If you are connected to an AppleTalk network, a gateway, such as the Shiva Fastpath, is the means by which your Macintosh connects to the MITnet. If you have entered your password correctly, and checked the network connection behind your workstation, then talk to your AppleTalk network administrator to find out if there is a problem with the gateway.

4. There are no IP addresses available.

If you access the MITnet via AppleTalk, you are actually sharing access with all of the other users on your AppleTalk network.   This is because a limited number of IP addresses are assigned to your AppleTalk network. If many users on the AppleTalk network are all accessing IP addresses at the same time, some users may be shut out temporarily. If this is the case, just try again later.

5. There is a break in the MITnet.

If certain parts of MITnet are malfunctioning, it can affect TechMail's attempts to complete the process. If you have verified that you are entering your password correctly, and there is no problem with your connection to MITnet, call the Network Help Desk at x3-4101 and report the problem.

6. There is an Institute or city-wide power failure.

*See "Handling Difficult Errors" following this section

MITnet will shut down in the event of a widespread power failure. Even after power is restored, it may take some time for the entire network to become operational. If you try to use TechMail right after a power failure and are unsuccessful, wait awhile and try again.

Finger or Directory search
      fails

The following list gives reasons why you may be unable to locate an e-mail address with either Directory or Finger:

The person's name and/or host name is misspelled.

Make sure you've spelled the person's name correctly. If you are using Finger, make sure you've spelled the host name correctly.

The Directory server or specified host is down.

If you are using the Directory option and the Directory server is down or the Finger option and the specified host is down, the attempt made by TechMail to access the server or host will fail after a couple of minutes.   The failure will produce an error message.   If you have eliminated the first two reasons in this list, try the task again a while later.

No entry exists for your request.

For many reasons, there may not be an entry matching the request you made. In this case, you may need to call the person directly.

Finger may not be supported on the specified host.

Some host machines do not support Finger. When this is the case, you either receive no information, or you may get an error message such as "Connection Refused." In this case, you may need to call the person directly to get the information you want.

A problem exists with MITnet or your connection to MITnet.

If you have determined that none of the reasons above are the cause of the failure, go through the list of reasons in the previous section, "Can't Check Mail or Get Mail" to

*See "Handling Difficult Errors" following this section

determine if there is a problem with your connection to MITnet, or MITnet itself.

*See "Handling Difficult Errors" following this section

Mail you've sent is returned to you

When you send a message and TechMail cannot successfully deliver it, the message is returned to you. You receive a message that includes the text of your mail message along with information about why the mail was not delivered. Check spelling and syntax of the "To:" field and make sure you've spelled the username correctly and that the spelling and syntax of the e-mail address is correct.

Your password is not accepted

There are several reasons why your password may not be accepted:

You typed your password incorrectly.

You may have made made a typographical error when you entered your password. Click on the **OK** button, reselect the menu option, and try entering your password again. If you specified a password using mixed case, for example, "13FRob2" make sure you enter the upper-case letters in upper case and the lower-case letters in lower case.

The caps lock key is depressed.

Passwords are case sensitive. If you have the caps lock key depressed when you type your password, TechMail will not recognize your password (unless you specified a password in all upper case). Click on the **OK** button. Disengage the caps lock key, reselect the menu option, and try entering your password again.

You are not registered to use TechMail.

TechMail will not recognize your password if you have not completed the registration procedure for getting a mail box on the post office server. To complete the procedure you need to fill out the TechMail Registration Form on the last page of the *TechMail Getting Started Guide for Macintosh Computers* and send it to E40-311A. In about 10 business days, you will receive confirmation by campus mail that your account is set up. At this point, you've completed the registration process. If you're not sure whether your registration has been completed, call the Network Help Desk at x3-4101.

*See "Handling Difficult Errors" following this section

NCSA Telnet, MacIP, or TN3270 don't work

TechMail is not compatible with non-MacTCP versions of these programs. If you are using any of these programs, you can arrange to get the MacTCP versions by calling the Network Help Desk, x3-4101.

Select Addresses or Expand options aren't working

If you've included multiple addresses in a mail message you are creating by using the Select Addresses or Expand options, and some of them are not appearing, lengthen the window by clicking and dragging the size box in the lower right corner.

"???" appears in the header of an incoming message

If you open an incoming message and see question marks in any of the fields of the header, this means that the mail message has been damaged. If it is an old mail message for which you have a backup copy, retrieve the mail message from your backup. If it is an incoming message that you've just received, there is nothing you can do unless you know who the sender is and ask them to re-send the message. If you receive a number of messages like this from the same sender, it may be the e-mail system they are using. If you start to receive messages like this regularly from more than one e-mail system, there could be a problem with your hard disk. If this is the case, you may want to have your hard disk checked.

Error messages and what to do

If you see an error message on your screen, look it up in the "List of error messages" in the next section for instructions on how to proceed.

Every circumstance under which these error messages may occur has not been identified. If you experience any of these error messages under circumstances not described in this section, or if you have any other information to add to this section, send e-mail to bug-techmail@mit.edu.

List of error messages

The following is a list of error messages and what to do if

*See "Handling Difficult Errors" following this section

you receive them. They are organized alphabetically. If you are unsuccessful at solving the problem, call the Network Help Desk at x3-4101.

*See "Handling Difficult Errors" following this section

A configuration resource is missing

The file called TechMail Settings in your TechMail folder (or in your System folder if you are running TechMail from the desktop) is bad. Throw out the TechMail Settings file by dragging it to the Trash. Start up TechMail and reset your username. If you had previously set any other user preferences, reset them. TechMail will generate a new TechMail Settings file in the folder called TechMail Folder. If you are using TechMail from your desktop, move the TechMail Settings file into the System folder.

[3]* **Activating free window**

* **Asking about invalid attributes**

* **Attribute not found**

* **Bad format in mail file**

* **Bad length on TCP operation**

Cannot create file or Can't open file

Either your hard disk or a diskette from which you are trying to open a box is full, or you are trying to open a box on a locked diskette. Free up some space on the disk or diskette by moving some files onto another disk. If you're using a diskette, check to make sure it is not locked. Then try again.

Cannot delete old mail file

Restart your Mac.

Can't rename <filename> to <filename>

Make note of this error and call the Network Help Desk at x3-4101.

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[3]* See the following section "Handling difficult errors"

*See "Handling Difficult Errors" following this section

Cannot open TechMail Addresses

The file called TechMail Addresses may be missing or you are trying to use the Expand option and you have not created an address book. You must create an address book before you can use the Expand option. If you have created an address book, open the TechMail folder and see if the file called TechMail Addresses is there. If it is not there, check the rest of your hard disk to see if it has been moved. If you can't find it, you need to either restore the TechMail Addresses file from your backup diskette or recreate your address book.

Cannot open mail file

Either your hard disk or a diskette from which you are trying to open a box is full, or you are trying to open a box on a locked diskette. Free up some space on the disk or diskette by moving some files onto another disk. If you're using a diskette, check to make sure it is not locked. Then try again.

Cannot open new address file

You are trying to create an address book and your disk is full. Free up some space on your disk by moving some files onto another disk, then try again.

Cannot open Techmail Help

The file called TechMail Help may be missing. Open the TechMail folder and see if the file called TechMail Help is there. If it is not, check the rest of your hard disk to see if it has been moved. If you can't find it, get a copy of TechMail Help from the TechMail program diskette you received when you obtained TechMail, and copy it to your hard disk.

Cannot parse address book

The file called TechMail Addresses is bad. First, try using the Edit Addresses option from the Addresses menu and look at your address book to make sure it is correct, i.e., Aliases and Addresses are in the correct columns. If you can't find the problem using Edit Addresses, you need to either restore the TechMail Addresses file from your backup diskette or recreate your address book.

*See "Handling Difficult Errors" following this section

Cannot refile to same file

You chose Refile and selected the box in which the message was already filed. Choose Refile again and select a different box.

[4]*** Cannot reopen old rmail**

Cannot save settings

You have attempted to save new settings and either your hard disk is full or the diskette is locked. Free up some space on the disk or diskette by moving some files onto another disk. If you're using a diskette, check to make sure it is not locked. Then try again.

Cannot send to "<user>"

You have addressed a new message incorrectly. Check the "To:," "Cc:," and "Bcc:" fields and make sure each field contains the full e-mail address of each recipient, i.e., not just the user name. For example, **jdoe** is incorrect, but **jdoe@eagle.mit.edu** is correct.

Cannot write file

Either your hard disk or a diskette from which you are trying to open a box is full, or you are trying to open a box on a locked diskette. Free up some space on the disk or diskette by moving some files onto another disk. If you're using a diskette, check to make sure it is not locked. Then try again.

Cannot write mail file

You are trying to close a box and either the hard disk is full, or you are trying to close a box on a locked diskette. Free up some space on the disk or diskette by moving some files onto another disk. If you're using a diskette, check to make sure it is not locked. Then try again.

Cannot write new address book

You are trying to close your address book and either the hard disk is full, or you are trying to save your address book on a locked diskette. Free up some space on the disk or

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[4]* See the following section "Handling difficult errors"

*See "Handling Difficult Errors" following this section

diskette by moving some files onto another disk. If you're using a diskette, check to make sure it is not locked. Then try again.

* Can't expand rmail

* Can't get volume info

* Can't open free window

[5]*** Closing closed window**

Connection already open

You have two copies of TechMail in different folders and you have mistakenly started up TechMail twice. Click on the 🔥 menu and see if TechMail is listed twice. If so, select one of the copies and exit that copy of TechMail.

Connection closing

A problem has occurred when you were using one of the options under the Server menu. Also, this message can occur briefly during normal operation as well.

* Connection not open

Connection refused

A problem has occurred when you were trying to send or receive mail, or use the Finger or Directory options. If you are trying to use the Finger option, it can also mean that the Finger service is not supported on the host machine from which you are trying to get information.   If you are trying to send or receive mail, or use the Directory option, try again in a few minutes. If the problem persists, call the Network Help Desk, x3-4101.

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[5]* See the following section "Handling difficult errors
*See "Handling Difficult Errors" following this section

Connection reset by peer

A problem has occurred when you were trying to send or receive mail, or use the Finger or Directory options. Try again a few times at 10 minute intervals.

[6]*** Copying bad message**

* Copying negative string

* Deactivating free window

* Didn't fill headers correctly

* Drawing free window

Duplicate connection

You have 2 copies of TechMail in different folders and you have mistakenly started up TechMail twice. Click on the  menu and see if TechMail is listed twice. If so, select one of the copies and exit that copy of TechMail.

Error in getting address from server

There may be a problem with the gateway which connects the AppleTalk network, to which your Macintosh is connected, to MITnet. Contact the system administrator of the AppleTalk network to find out if there is a problem.

Error parsing address book

The file called TechMail Addresses is bad. First, try using the Edit Addresses option from the Addresses menu and look at your address book to make sure it is correct, i.e., Aliases and Addresses are in the correct columns. If you can't find the problem using Edit Addresses, you need to either restore the TechMail Addresses file from your backup diskette or recreate your address book.

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[6]* See the following section "Handling difficult errors"

*See "Handling Difficult Errors" following this section

Error reply from POP server

There is a problem with the post office server. Call the Network Help Desk at x3-4101 and report the problem.

Error reply from SMTP server

An address in the "To:," "Cc:," or "Bcc:" fields contains an extra parenthesis or there is a problem with the outgoing mail server. First, check all addresses in the header of the mail message to make sure they are correct. If they are correct, call the Network Help Desk at x3-4101 and report the problem.

[7]* **File is not a mail file**

* File too large for sending

From address <text> does not match user

The file called TechMail Settings in your TechMail folder (or in your System folder if you are running TechMail from the desktop) is bad. Throw out the TechMail Settings file by dragging it to the Trash. Start up TechMail and reset your username. If you had previously set any other user preferences, reset them.

* Getting wrong text

* Getwd failed

* Growing free window

Host is unknown

The post office server, outgoing mail server, or directory server settings under the User Preferences option have been changed or you have specified a non-existent host when using the Finger option. If you are using the Finger option, make sure you have spelled the host name correctly. If you are using the Check Mail, Get Mail, or Directory options, go into User Preferences and compare the settings in this box for post office server, outgoing mail server and directory

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[7]* See the following section "Handling difficult errors"

*See "Handling Difficult Errors" following this section

server with the settings listed in "See more options" in Appendix C of this guide to make sure they are correct. If any are different, correct them, then click once on the **OK** button.

Host not in name cache

Your connection to the MITnet may be malfunctioning. Check the back of your computer to make sure that no cables have been unplugged . If they are all plugged in and you are connected to MITnet via an AppleTalk network, talk to your AppleTalk network administrator and find out if there is a problem with the gateway. If you are unable to get an answer, call the Network Help Desk at x3-4101.

Hostname syntax error

Either you are using Finger and you specified an incorrect host, or the post office server, send mail server, or directory server has been changed under the User Preferences option. If you are using Finger, check your typing and make sure it is correct. If you are using the Check Mail, Get Mail, or Directory options, go into User Preferences and compare the settings in this box for post office server, outgoing mail server and directory server with the settings listed in "See more options" in Appendix A of this guide to make sure they are correct. If any are different, correct them, then click once on the **OK** button.

[8]* Inconsistent copying

* Inconsistent number of messages

Incorrect password

You've entered your password incorrectly when you were trying to send or receive mail. Try sending or receiving again and re-entering your password. Make sure the caps lock key is not depressed—passwords are case sensitive. If you still get the same message, this means your original password is not recognized by Kerberos. Try one of the following:

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[8]* See the following section "Handling difficult errors"
*See "Handling Difficult Errors" following this section

- If you were contacted by the Postmaster and chose a new password that is acceptable by Kerberos, use the new password.
- If you have an Athena account with a password that is different from your TechMail password, use your Athena password.
- If you don't know your Kerberos password, call x3-1325 to find out how to reset it.

Insufficient space for new messages

You've run out of disk space. Take some files from your hard disk and put them onto a diskette, then try Get Mail again.

[9]* **Invalid buffer**

* Invalid POP state

* Invalid message number

* Invalid RDS

* Invalid window

* Invalid window type

Maildrop for *username* is busy

When you are trying to receive mail, the post office server is simultaneously receiving mail for you from another source. Click on the **cancel** button, then try receiving again in a few minutes. If you continue to receive this error message, send e-mail to postmaster@mit.edu describing the problem and giving your phone number so you can be notified when the problem is fixed.

* Message is too large

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[9]* See the following section "Handling difficult errors"

*See "Handling Difficult Errors" following this section

[10]* **Mousing free window**

Name server returns an error

Try the task again. If the problem persists, restart your Mac and call the Network Help Desk at x3-4101.

No addresses in To: field

You have not entered a username and address in the "To:" field of a new message. Enter the recipient's name and e-mail address, then send the message.

No from field in message

Try exiting and restarting TechMail. If the problem still exists, call the Network Help Desk at x3-4101.

No name server found

The MacTCP configuration information may have been corrupted. Open your System folder and drag MacTCP to the Trash. Reinstall MacTCP from your TechMail program diskette, then restart your Mac. If you are connected to MITnet with an Ethernet card, follow the instructions in Appendix C of this guide to set MacTCP to run on your Mac. Then restart your Mac.

No name servers responding

A problem has occurred when you were trying to send or receive mail, or use the Finger or Directory options. Make sure that your connection to either MITnet or the AppleTalk network in the back of your Macintosh is plugged in. Then, try again a few times at 10 minute intervals.

No new mail

There are no mail messages waiting for you on the post office server.

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[10]* See the following section "Handling difficult errors"
*See "Handling Difficult Errors" following this section

No password given

Try exiting and restarting TechMail. If the problem still exists, call the Network Help Desk at x3-4101.

No recipients specified

You tried to send a new message without specifying any recipients in the header. Check the message to make sure that you've entered all usernames and e-mail addresses correctly in the "To:," "Bcc:," and "Fcc:" fields, then try sending it again.

[11]* **No result procedure**

* **Not enough room in application heap**

Operation timed out

A problem has occurred when you were trying to send or receive mail, or use the Finger or Directory options. Try a few times at 10 minute intervals.

Out of domain name memory

Exit TechMail, then restart your Mac. If the problem persists, call the Network Help Desk at x3-4101.

Out of memory

TechMail can't perform the task because there isn't enough memory. Make a note of what other programs, e.g., Excel, you are running, if any, and what task you were trying to do in TechMail (e.g., refile a message). Exit all other programs you may be running, then go back to TechMail and try the task again. If the problem persists, exit TechMail and restart your Macintosh. If this solves the problem, please send a message to bug-techmail@mit.edu describing the error and the circumstances. If the problem still persists, call the Network Help Desk at x3--4101.

POP server not set

The post office server setting under User Preferences has been changed. Choose User Preferences. Go into User

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[11]* See the following section "Handling difficult errors"

*See "Handling Difficult Errors" following this section

Preferences and make sure "eagle.mit.edu" is the setting for post office server. If it is different, correct it, then click once on the **OK** button.

Principal unknown

This means that your username is not recognized by Kerberos. Make sure your username is entered in all lower case in User Preferences. (Remember that usernames are case sensitive.) If you still get this message, call x3-4101, report the problem, and give them your username.

[12]* **Selecting free window**

* **Setvol failed**

SMTP server not set

The outgoing mail server setting under User Preferences has been changed. Go into User Preferences and make sure "mit.edu" is the setting for outgoing mail server. If it is different, correct it, then click once on the **OK** button.

* **Stream already open**

* **Stream not open**

The manually set address is configured improperly

You are connected to the MITnet with an Ethernet card and MacTCP has not been set correctly for use on your Mac. Complete the instructions in Appendix C of this guide if you've not already done so. If you already completed Appendix C, go over the instructions again to make sure you completed them correctly.

The Username field is not your email address; it should not contain the @ character. Please fix up the Username field and try again.

You have entered both your username and e-mail address in the Username field of the User Preferences dialog box. Delete everything <u>after</u> the @sign, leaving just your

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[12]* See the following section "Handling difficult errors"
*See "Handling Difficult Errors" following this section

username. For example, if jdoe@mit.edu was entered in the Username field, jdoe would delete "@mit.edu" and leave "jdoe" in the Username field.

Too many connections open

You have two copies of TechMail in different folders and you have mistakenly started up TechMail twice. Click on the 🍎 menu and see if TechMail is listed twice. If so, select one of the copies and exit that copy of TechMail.

Too many mail files open

You have too many boxes open at the same time. Close some boxes before trying to open another one.

Too many windows

You have too many windows open at the same time. Close some windows before trying to open another one.

Unable to initialize the local network handler

Restart your Mac.

Unable to write file

You are trying to close a box and either the hard disk is full, or you are trying to close a box that has changed on a locked diskette. Free up some space on the disk or diskette by moving some files onto another disk. If you're using a diskette, check to make sure it is not locked. Then try again.

Unknown user

Your username, as it is entered in User Preferences, is incorrect. Either you've entered your name wrong, or you have not completed the registration process for TechMail. If you have not registered to use TechMail, complete Section 2 of the *TechMail Getting Started Guide for Macintosh Computers*. If you've received confirmation that your registration has been processed, choose User Preferences from the File menu and check your username to make sure it is entered correctly.

User aborted operation

You have typed ⌘-period (.) to abort a command.

*See "Handling Difficult Errors" following this section

User not set

Try exiting Techmail and starting up again. If the problem persists, restart your Mac and call the Network Help Desk at x3-4101.

[13]* **Writing invalid message**

You cannot save text to an open mailbox

Try exiting Techmail and starting up again. If the problem persists, restart your Mac and call the Network Help Desk at x3-4101.

Handling difficult errors

If an error message has caused your Macintosh to "shut down" (crash), try restarting your Mac, then starting up TechMail. If the problem doesn't re-occur, just send e-mail to bug-techmail@mit.edu and report the error.

If the error re-occurs, gather as much information as possible about the circumstances under which the problem occurred, including:

- Is this the first time you've used TechMail or have you been using it for a while?

- Are you also running cdevs (third party programs that run automatically when you start your Mac)?

- Were you using any desk accessories?

- Have you installed a new program on your Mac since the last time you used TechMail? Is the program a cdev or desk accessory (resources you access under the ☠ menu)?

- Have you changed any of the TechMail User Preferences or moved any of the TechMail files around on the disk?

- Does more than one person use your Macintosh?

- Is your Macintosh directly connected to an Ethernet outlet (Ethernet drop)?

Then call the Network Help Desk at x3-4101.

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[13]* See the following section "Handling difficult errors"

*See "Handling Difficult Errors" following this section

User Preferences

The User Preferences feature in TechMail allows you to change some of the functions of TechMail to suit your working style.

TechMail retains your changes by saving them in a file called TechMail Settings. Your changes are activated each time you start up TechMail and remain in effect until you change them again.
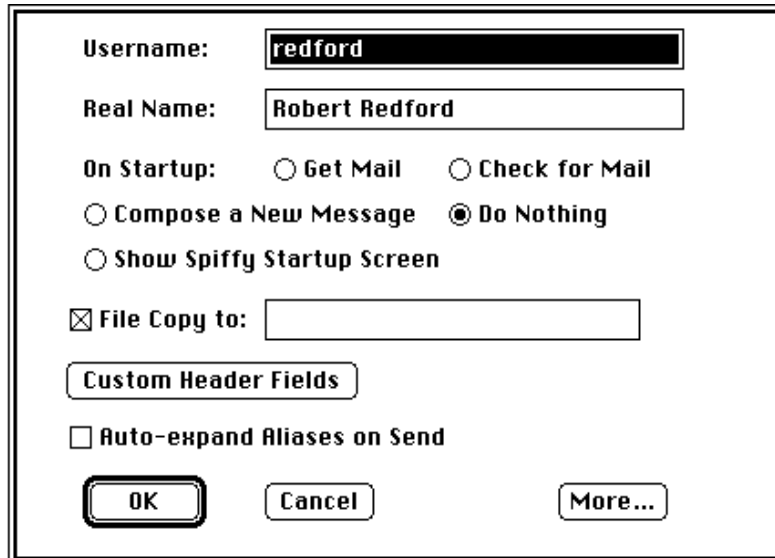
Setting User Preferences

To set User Preferences,

- Choose User Preferences... from the File menu.

Result: A dialog box appears with the functions you can set.

On Startup options

On Startup options are functions that will be performed each time you start TechMail. To activate any of the On Startup options,

- Click once on the radio button next to the option you want to set.

*See "Handling Difficult Errors" following this section

The following table lists the On Startup options and their purpose.

Option	Purpose
Get Mail	Gets your mail from the post office server and transfers it to the inbox on your Macintosh.
Check for Mail	Checks your mailbox on the post office server and informs you of how many incoming mail messages you have.
Compose a New Message	Opens the New Message window and displays a blank message form.
Do nothing	TechMail starts without performing a startup task or displaying the startup screen.
Show Spiffy Startup Screen	Displays the TechMail envelope and stamp. (This is the default setting.)

Saving outgoing messages

To automatically save a copy of each of your outgoing messages,

-

Click once on the **File Copy to** check box. Then type either the name of the box in which you want messages saved, or if you want to specify a box name at the time you created the message, leave it blank (the default is <u>no</u> file copy).

Note: Do not specify "inbox," "outbox," or "Draftbox" for filing copies. These boxes are already used by TechMail for other purposes. Also, when you click on Send, the FCC copy is saved <u>before</u> the message is sent. Therefore, the existence of the FCC copy in the specified box is not an indication that the message was successfully sent.

*See "Handling Difficult Errors" following this section

You can set TechMail so that the expand function is automatically performed each time you create and send a new message.   The expand function uses your address book to replace names you've typed in the header of your new message with e-mail addresses as they appear in your address book. It replaces only names that match aliases you've entered in your address book.

-

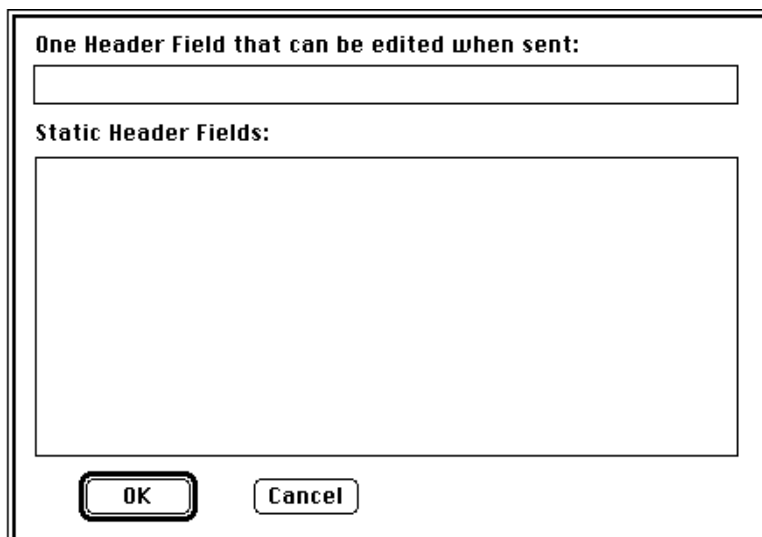Click once on the **Auto-expand Aliases on Send** check box, (the default is <u>no</u> auto-expand).

Customize the header

You can add a custom header field that can be edited before sending, or a static header field that is added to your message upon sending. A static header field is useful if you want to receive mail at a different e-mail address than your TechMail address. Or, use it to include additional personal information such as your mailing address and phone number. To add another field to the header of the messages you create,

-

1. Click once on the **Custom Header Field** button.

   Result: The custom header field screen appears:

2. Enter header fields in the appropriate box:

   • If you want a custom header field that you can edit

before sending, enter it in the "One Header Field that can be edited when sent:" box.

- If you want one or more static header fields, i.e., headers that you can't change, enter them in the "Static Header Field" box.

  Note: Use this option if you want to Bcc: yourself on all outgoing messages and have them sent to an e-mail address other than the one that is used when you select the Bcc: Myself on all outgoing messages option on the second screen of User Preferences.

3. Click on **OK**.

   Result: Header fields that can be edited will appear in the header of a New Message. Static header fields will appear when the recipient retrieves your mail message.
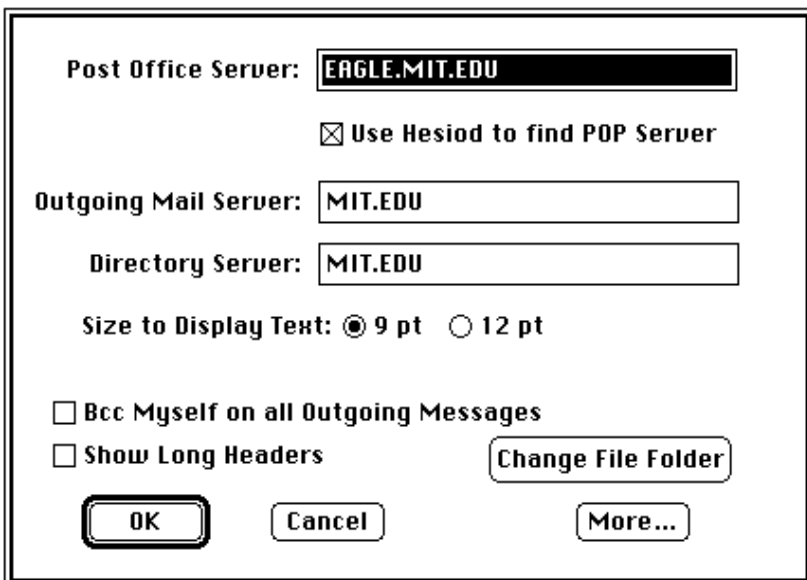

See second screen of options

To see a second screen of options,

-

Click once on the **More...** button.

Result: A dialog box appears with more options.

Note: Do not change the Outgoing Mail Server (mit.edu) and Directory Server (mit.edu).   Also, leave the Use Hesiod to find POP Server check box activated unless you've determined that you can't use Hesiod (for more information on turning off Hesiod, see the next section).

*See "Handling Difficult Errors" following this section

Turn off Hesiod

TechMail, by default uses Hesiod. Hesiod is a function, invisible to you, that finds your mailbox on MITnet. This means that the post office server box may be left blank if Hesiod is used. Hesiod will allow TechMail to find any user's mailbox, i.e., it is no longer necessary (as in TechMail version 1) to specify the name of the server on which your mailbox resides, e.g., eagle.mit.edu.

If you have determined that you should not use Hesiod,

-

1. Click once on the **Use Hesiod to find POP Server** check box.

   Result: Hesiod is no longer active.

2. Type the name of the post office server where the mailbox is located that you want to retrieve mail in the Post Office Server box, e.g., eagle.mit.edu.

   Result: When you use either Check Mail or Get Mail, TechMail will access your mailbox on the specified server.

Enlarge display text

To enlarge the size of text displayed on the screen,

-

Click on the **12 pt** radio button (the default is 9 point).

Result: The contents of TechMail windows are displayed in 12 point text. This takes place the next time you open a window.

Display entire header

To display the entire header information on all incoming mail messages (this can include more detailed information on who sent the message and the route taken),

-

Click once on the **Show Long Headers** check box (the default is not to show long headers).

Result: All incoming messages are displayed with the entire header information. This takes effect the next time you open an incoming message.

Carbon copy to yourself

*See "Handling Difficult Errors" following this section

To have a blind carbon copy of all outgoing messages mailed to you,

-

Click once in the **Bcc Myself on all Outgoing Messages** check box (the default is <u>not</u> to send blind carbon copies).

Result: Each time you create and send a message, a blind carbon copy is sent to you.

Note: If you use this feature, blind carbon copies will be addressed to *username*@mit.edu, the outgoing mail server. If you prefer to have blind carbon copies addressed to you at another address, e.g., *username*@athena.mit.edu, use the Custom Header option. For instructions on how to do this, see "Customize the Header" in this Appendix.

Change folder where boxes are stored

To change the folder in which your TechMail boxes are stored,

-

1. Click once on the **Change File Folder** button.

   Result: A dialog box appears allowing you to select a different folder.

2. Select a folder, then click on the **Set** button.

See third screen of options

To see the third screen of options,

-

Click once on the **More...** button.

Result: A dialog box appears with more options:

Icon Sets

◉　✉

○　●

Width of Send Window:　[72]

Message List:　○ From　　◉ From/To

☒ Use Kerberos Authentication

[OK]　(Cancel)

*See "Handling Difficult Errors" following this section

Choose icon sets

You can choose from two kinds of icons sets to be used for indicating read and unread messages in a box listing window. To do this,

-

Click once on either the desired icon or it's associated radio button.

Result: If you chose the envelope icon, closed envelopes appear next to unread messages, and open envelopes appear next to read messages.

If you chose the bullet icon, the bullet appears next to unread messages and nothing appears next to read messages.

Change width of send window

Do not change this number from 72 unless you've determined that all or most of your mail recipients can read your messages on a larger screen.

Change box listing window

The default setting for the box listing window is to show the From: field for all received messages. You can change this to show both the From: field and the To: field. To do this,

-

Click on the **From/To** radio button.

Result: All box listing windows will display both the From: field and the To: field.

To change back to just the From: field, click on the **From** radio button.

Turn off Kerberos authentication

TechMail, by default, uses Kerberos authentication. Kerberos gives TechMail the ability to send passwords encrypted over MITnet. We recommend that you use Kerberos to improve security when using TechMail. However, if you choose not to use Kerberos, you can turn it off. To do this,

-

Click once on the **Use Kerberos Authentication** checkbox.

*See "Handling Difficult Errors" following this section

Result: Your messages flow unencrypted (in clear text) across the network.

*See "Handling Difficult Errors" following this section

Exit User Preferences

To exit User Preferences,

-

Click once on the **OK** button in each User Preferences box.

Result: The changes you made are saved in a file called TechMail Settings and are activated each time you start up TechMail.   They remain in effect until you change them again.

Note: Some settings require that you exit TechMail and start up again for them to take effect.

*See "Handling Difficult Errors" following this section

Appendix B   TechMail Menu Selections

The following tables give each menu option and its function. When a keyboard equivalency has been assigned, it is indicated next to the menu option.

File Menu Selection	Key Equiv.	Function
Open Box	⌘-O	**Allows you to select a box to open. A listing of the contents of the box appears on the screen.**
Open Message	**<enter>**	**Opens a a selected message in a box listing window.**
Close	⌘-W	Closes the active window.
	⌘-<option>-W	Closes all windows.
Save Draft	⌘-S	Saves a draft of a message you are creating in the Draftbox.
Save text	none	Saves a copy of an incoming message as a text file.
Page setup	none	Allows you to specify certain settings for printing.
Print...	⌘-P	Prints the active window, selected messages, or box listing.
Help	none	Displays a Help file on the screen.
User Preferences	none	Allows you to change certain functions of TechMail.
Hide Deleted Msgs	none	Removes display of deleted messages from a box listing.
Quit	⌘-Q	Exits TechMail.

*See "Handling Difficult Errors" following this section

Edit Menu Selection	Key Equiv.	Function
Undo	⌘-Z	Undo the previous action if that action was a cut, paste, or delete of highlighted text. (Does not undo a paste in the Edit Addresses window.)
Cut	⌘-X	Removes selected text from a mail message or address book and stores it in the clipboard.
Copy	⌘-C	Copies selected text from a mail message or address book and stores it in the clipboard.
Paste	⌘-V	Inserts text from the clipboard in front of where the cursor is positioned in the active message.
Clear	\<delete\> or \<backspace\>	Removes selected text from a mail message or address book.
Find	⌘-F	Searches for an occurrence of a specified string of characters in a mail message or messages, box listing, or Help file.
Find Next	⌘-G	Searches for the next occurrence of a specified string of characters in a mail message, box, address, or Help file.
Select All	⌘-A	Selects all messages in a box, or selects all addresses in an address book.

*See "Handling Difficult Errors" following this section

Local Menu Selection	Key Equiv.	Function
New Message	⌘-N	Opens a window with a blank mail message.
Reply	⌘-R	Creates a blank mail message addressed to the sender of the incoming mail message you were just reading, i.e., the active window.
Reply with Text	⌘-<shift>-R	Creates a message with the header information and text of the message of the incoming mail message you were just reading i.e., the active window.
Reply All	⌘-<option>-R	Creates a blank reply to all recipients of an incoming message you were just reading, i.e., the active window. It includes those cc'd and bcc'd.
Reply All with Text	⌘-<shift>-<option>-R	Creates a reply along with the text of the incoming message you were just reading to all recipients, including those cc'd and bcc'd.
Forward	none	Creates a message containing the text from the incoming mail message you were just reading, i.e.,the active window.
Refile	none	Allows you to file a mail message into a different box.
Delete	none	Deletes an empty mailbox.
Retrieve	none	"Un-deletes" a mail message.
Insert File...	none	Allows you to include the text from another text file in front of where the cursor is positioned.
Enclose Binhex	none	Allows you to include a binary file with a message.

*See "Handling Difficult Errors" following this section

Address Menu Selection	Key Equiv.	Function
Select Addresses	⌘-L	Allows you to select e-mail addresses from your address book and insert in the header section of a message you are creating.
Expand Addresses	⌘-E	Expands recipient names in a message you are creating to include their e-mail addresses.
Edit Addresses	none	Allows you to add and remove entries from your address book.

Server Menu Selection	Key Equiv.	Function
Send Message	none	Sends a mail message you've cr and closes the window.
Send Outbox	none	Sends all outgoing messages in outbox. If you hold down the < key and select Send Outbox, it the Outbox and Get Mail.
Get Mail	⌘-M	Retrieves incoming mail waiting on the post office server and tr to the inbox on your Macintosh.
Check Mail	⌘-K	Queries the post office server a whether you have any incoming messages waiting for you.
Directory	⌘-D	Queries the MIT On-Line Direct the specified person's e-mail ad and other directory information
Finger	none	Requests specified user's inform from a specified host.

*See "Handling Difficult Errors" following this section

Windows Menu Selection	Key Equiv.	Function
Next Window	none	Activates the next window.
Window "x"	none	Activates the next window with title "x".

*See "Handling Difficult Errors" following this section