

Gordano Messaging Suite

Platforms

Windows, Solaris, Linux, AIX.

Integration

Works with any other Standards compliant Internet Mail Server – either on another machine (recommended) or the same machine as the current mail service.

• Windows

All services operate as Windows Services. Event log used for critical system events. Perfmon for viewing progress. Option to use Windows active directory, user database (SAM) accounts for account information including User, Password, Home directory, etc. NT database users have same account options as GMS users. Available on single server, PDC or BDC versions of Windows Server. Commands available to IIS .asp pages using COM. CFX_NTMail provided for use with Cold Fusion.

• Unix

Option to use standard user accounts & shadow passwords. Cfx_ntmail provided for use with Cold Fusion.

• Other products

Cold Fusion Tags allow users to be added, deleted and attributes to be get/set. Account information may be held in SQL server DB. COM object for administration and writing of messages, provides integration with any other application that supports COM connectivity.

• Services Provided

Provides SMTP, POP3, IMAP4rev1, Finger, PASSWD, WAP, ESMTP, SPOP, SSMTP, SIMAP, HTTP/FTP Proxy Internet services including SSL, HTTP, HTTPS included on domain or user level.

• Services Used

Uses DNS, onward SMTP. Optionally LDAP, POP3, IMAP, ODBC.

Port Requirements

All may be changed - granularity is SMTP (in & out), POP3, IMAP4, Finger, PASSWD, WAP, HTTP Proxy, HTTP Configuration. SSL ports configurable for each serve.

Disk & Directory Locations

Software may be installed on any disk. Out, Temp, Domain, Log directory, each domain's base directory and User directories may be individually specified. UNC path names may be used on Windows.

Security

• Resource Protection

Relay protection may be switched on or off. Maximum number RCPTs may be set. IPs of machines allowed to claim they are from local domains may be specified. Limit maximum SMTP sessions from one remote host. WWW auto timeout. Disable any ESMTP command. Disable any services, e.g. Password, Finger, etc. Servers. 4 types of ETRN. NTMETRN allows passworded ETRN queue restart from remote system. Limit configuration to specified IP Addresses. APOP log on may be optional or required. Passwords encrypted in GMS's database. Limit access by IP address list/range.

• Commercial

Configurable footer may be added to each outbound message. Disallow manuals on GUI. Set SMTP logon message. Messages encrypted during transfer using SSL across all services. Multiple SSL certificates

supported. Outbound POST authentication to remote SMTP. Delay in SMTP to prevent address harvesting. X-Authenticated header added if AUTH used. Traceability provided by primary email address included in head of each message. Insert optional "X-Mailer" clause.

• Passwords

Define policy with options: Maximum number times a letter occurs, Minimum length, must have a digit, letter or symbol. Must change password every X days with automatic change after expiration.

Resource Utilization

Ports may be set for SMTP in, SMTP out, POP3, IMAP4, DNS, Finger, Passwd, WWW Proxy, WWW Configuration. Number of threads may be set (up to 1000 per service).

Connection time per service may be set. Set minimum disk free space before rejecting incoming email (default 10MB).

Response Control

Maximum number connections, maximum number threads, maximum time between responses, maximum error commands. POST can limit outbound bandwidth used.

Tuning

DNS Caching, Expiry, Flush, Max C Name Depth, force UDP/TCP

Technology Supported

COM, ODBC, LDAP, SMTP, ESMTP, RAS, C, C++, C#, .Net, VB, Perl, Java, SAM. ETRN, CFX.

Account Options

Accounts may have any one or more of the following attributes: mail box, forwards, DLLs, Auto responder, Robots, Script. All messages may be processed by a script before delivery.

• Mailbox

Messages read/collected by HTTP, IMAP4, IMAP4rev1 or POP3 (with extensions XMIT, XLIST). Maximum mailbox size, account size, message set globally, by domain or per user. Default mailbox name may be changed. Bulk load management via Web or CSV file. Full management via CFX Tags. Multiple folder support. NT SAM users mailbox placed in user's home directory (if set). Define message sent to user at 90% account quota.

• Forward

Forward message to up to 20 other locations (local and remote). Forward is processed even if users are not logged on. Option allows on a user / domain / global basis.

• DLL

Specify DLL which will receive the message for processing. DLLs may be written in C, C++, VB, etc. Example C code in Reference Manual.

• Autoresponder

Send a message to the sender. May be a binary file which will automatically be MIME encoded. Limit number of responses to particular address over given time period. Autoresponse is processed even if users are not logged on. Option allowed on a user / domain / global basis.

• Robot

Start a customer executable on delivery of a message. Robot may receive message and send a message to up to 100 people using To:, CC: and BCC: clause. BCC: clause automatically removed. Robots are passed the following message information: content length, From and RCPT addresses, local and

remote IP and host names, number lines, subject. Robots may be written in C, C++, Java, Perl, VB, etc. Example C code in Reference Manual.

• Script

Execute MML code to carry out any function. Examples of rotating mail robot in option pack.

• Aliases

If allowed, user may define up to 20 aliases for their primary account. Option allowed on a user / domain / global basis.

• Passwords

User may change passwords - must know original (disable/enable on user/domain/global basis).

• Plan

Text to be returned to finger queries.

• Personal Details

Full details of the user can be stored including Name, Position, Telephone no., Fax no., etc.

• FAX Delivery

FAX DLL (additional software required from LGFax), DLL in option pack. Set page length, width, priority, filter scripts.

User Profiles

Any number of profiles. System wide and domain wide. Options include Account Control, Access, Configuration, Privileges and GUI Preferences.

• Account Control

Maximum message size, Maximum inbox size, Maximum account size, Maximum number of folders, Starting language for GLWebMail, Default group membership.

• Access

Allow access to email using POP3 and/or IMAP4 and/or GLWebMail and/or WWW. Allow HTTP access from anywhere or restrict to certain IP addresses. Password control - automatic expiration every X days, or never.

• Configuration

Defines what users with this profile may alter on the messaging system. Options include: Configuration Robots, DLLs, Scripts, Lists, Manage message logs, Anti-spam and Anti-virus. Complete system management. Log management. Management of Anti-spam and/or Anti-virus for all domains. Allow configuration from anywhere or restrict to certain IP addresses.

• Privileges

Defines what the user may alter of their own account. Options include: change passwords, set forwards, set vacation response, set plan, change personal details, add aliases, add their own personalities, collect email from POP3/IMAP4 servers, filter incoming email.

• GUI Preferences

Sets a different set of GUI display for users with this profile. Options include: background color, title color, font face and size.

Groups

Any number of groups. Secure access to groups. Additional security includes no posting, by password or anyone. Special group "everyone" includes all accounts on the domain. Special group "allusers" includes all accounts on the system.

Mail Delivery

Retry, warning and return time. Specific delivery rules for domains that match a given wild card – allows destination server, port and retry time to be set. View current queues. DNS

Cache size, flush and expiry times may be selected. Specific DNS servers may be set (instead of default OS DNS servers).

Rules

• Default Delivery

Unknown user action allows messages to be transferred, failed, delivered or rejected when the user account does not exist in a domain.

• Smart Host

Define default (MX resolution, warning time, return time) or define rule on a per destination server basis with the following options: destination domain, IP to deliver to, port, password for remote AUTH/ETRN commands.

• Smart Delivery

Allow redirection of inbound email to any address based on wildcard RCPT, incoming IP, MAIL, local IP parameters. Options include: Delete message, forward elsewhere, ignore rule, fail with 5xx or 4xx with specific message.

• IP/Domain Matching

Wildcard - "*", "?". Negation. Range masks. Absolute range. Inclusive selections.

• Regular Expressions

Start/end of line, pattern matching, range matching, etc.

Domains

• Multiple Domain support

Full Domains. Domains may share IP addresses (Virtual Domain), Robot Domain & DLL domain, POP domain. 200 domain aliases per domain. Aliases may be wildcarded.

• Full & Virtual

Automatic log of all messages with ZIP. Set maximum accounts. User message on account creation. Default delivery rule. NTSAM users. Message size limits & archiving. Footer text appended to messages.

• Robot

Start a customer executable on delivery of a message. Robot may receive message and send a message to up to 100 people using To:, CC: and BCC: clause. BCC: clause automatically removed. Robots are passed the following message information: content length, From and RCPT addresses, local and remote IP and host names, number lines, subject. Example C code in Reference Manual.

• POP

Collects all email for a single domain adding headers for later distribution.

• IP Requirements

One IP per full domain. None for virtual domains, pop domains or robot domains. ETRN options for queue restart.

Reports

System wide reports include Current Activity, Domain report, Outbound mail queue size (with restart options), listing of undeliverable email.

Per domain reports include account report (showing account name, last access time, profile, disk space used and available), Undeliverable mail, Virus scan results.

• Current Activity

Shows activity of each session all services showing service, thread id, IP address, status and connection time. Report may be ordered by any field.

• Domains

Shows all domains on the system with

domain name, IP address, type of domain (full, virtual, pop, robot, DLL), date created, number of users, disk space. Report may be ordered by any field. Select domain to see the accounts report.

• Outbound mail queue size

Display list of outbound mail updated every 5, 10, 30 or 60 seconds/minutes, with number of messages or queue size. Domain and queue size shown. Report may be ordered by any field.

• Undeliverable mail

Display messages that can't be delivered to local domains.

• Quarantine

Displays and manages all messages placed in the quarantine folders at system and domain levels. Accept, Forward or Delete quarantined messages.

• Virus Scan Report

Report an all virus activity at system and domain levels.

• Virus List Report

Queries the virus definition files for particular viruses, supports wildcards. Complete list of viruses covered can be returned.

• Search Email

Search logs for all activity for a particular email address over selected time frame.

• Alerts

Display a list of Alerts produced by the main services. Double click on any of the alerts for full description.

• Accounts

Display all accounts in any domain with account name, last access time, profile, disk space and percentage allocated disk space used. Report may be ordered by any field.

Delegation options

Manage complete system, logs, WWW configuration, Domain level. At domain level allow domain admin control over robots, DLLs, scripts, message logs, mailboxes.

Allow/disallow user access to read email via Web, update forwards, change passwords, set their automatic response, plan, change personal details or aliases. Menus may be switched on/off for some users.

Account handling

Derelict accounts may be deleted based on last access or last message delivered date. Bulk addition. Email to all users in a given domain – with same rights as all other users.

Access Control

Users can have the rights to administer domains, system options, support facilities, Anti-spam options and manipulate logs independently. Some menus can be switched on and off.

Customer Advertising

Footer may be added to all messages on per-domain basis. Configuration WWW pages may have header, footer, first page and support pages replaced by customer.

Dialup

• Collection

Multiple collection from multiple servers/connections at specified times. Repeat or single shot collection rules. Go now option. The following may be specified: Account name, password, phone number, proxy RAS, Time out, Disconnect delay, Proxy RAS Phone number.

• Delivery

Multiple ETRN support. NTMETRN provided for use with DHCP dialup networks.

ESMTP Options

• Receipt

AUTH, VRFY, DSN, Enhanced Status Commands, ETRN (4 options), Size, 8BitMIME, Return Receipt, Pipelining, Restart.

• Delivery

AUTH, VRFY, DSN, Enhanced Status Commands, ETRN, Size, 8BitMIME, Pipelining, Restart.

• SIZE Command

Option to negotiate message size before an attempt to send the message is made. Stops messages being sent that are too large to be accepted.

• 8BitMIME Command

Allows all 8-bits of the protocol to be used rather than 7-bits thus offering a saving of 12% bandwidth.

• Pipelining Command

Allows all SMTP commands to be put into one packet saving bandwidth and latency.

• Restart Command

Allows negotiation of status of message delivery so only those bytes not sent on previous occasions need be delivered subsequently. May dramatically reduce bandwidth requirements.

• AUTH Command

Option to require per domain with bypass IP addresses. Define error message. Can use AUTH on outbound connections for authentication.

• VRFY Command

Option to allow remote servers to check existence of accounts.

• DSN Command

Delivery Status Notification option allows GMS to confirm delivery status of messages to sending system.

• Enhanced Status Commands

Option to give more information about why a given SMTP Transaction has failed.

• ETRN Command

Allows remote delivery queue start up. Passwords available to work on networks with DHCP implemented.

• AUTH Command

Option to require per domain with bypass IP addresses. Define error message. Can use AUTH on outbound connections for authentication. X-Authenticated header added if AUTH used.

MML Scripts

• Execution

Multiple scripts may be executed at each SMTP phase. Scripts may redirect email or reject email. Scripts allow custom filtering for specific requirements to be created dependant on message content, sending server, receiving domain, sending address, etc. Messages may also be delivered to a script for further processing.

• Message Delivery

MML may be used in the following locations during delivery: each SMTP command, Incoming, Outgoing, Delivery, each Domain, each User (delivery - before mail delivered to account, script - deliver message to script).

• WWW

Web server allows scripts to be executed on the fly.

Session Management

By IP address, cookies or both. Maximum session time defined globally, domains or per user.

RFC's

• Compliance

RFCs 821, 822, 974, 1035, 1123, 1321, 1521, 1652, 1730, 1734, 1741, 1845, 1846, 1854, 1870, 1891, 1893, 1894, 1939, 1985, 2034, 2045, 2046, 2060, 2142, 2197, 2505, 2554.

• Over-ride options

RFC822 header may be enforced. RFC1123 return. Correction of SMTP From: & To: clauses. MSMail Address fix.

Disaster Recovery

All configuration data may be compressed and emailed at regular intervals to a safe haven for later recovery.

Error handling

Limit number of bad commands accepted from remote host before forcing disconnect.

Maximum hop count (default 17)

Error Management

Option to automatically send trap information (MML and CPU) to Gordano for resolution.

Log Management

Message Logs – per domain; delete, compress, email to remote location for archive automatically after given number of days. Search and View.

DLLs

DLLs may be written to receive email for user accounts & domains. Authentication DLL. GMS's User Management DLL may be replaced. DLLs allow SMTP behaviour to be controlled. Three DLLs – incoming, outgoing and delivery – may control mail message behaviour. DLL for mail logging. Protocol level SMTP DLL.

Mail Tools Provided

Mail: User maintenance (add, replace, extract), Lookup A, C NAME and MX records, display statistics, fix email addresses, run MML script, Kick servers, Start dialup, DNS Purge & Dump, Start/Stop individual or all services, sleep, rebuild indexes, dump and reload all configuration information.

AddUser: add/delete user, add/delete alias, get/set variable.

Admin: Allows emergency addition of system administrator account.

Mailbox Inspector: Check accounts on server, delete messages.

Mail Monitor: View protocol level transactions (view logs in real time).

NTMETRN: Allows dial-up to collect email securely including from DHCP clients.

FullToVirtual: Converts Full domains requiring an IP address into Virtual domains that do not.

VirtualToFull: Converts Virtual domains to Full domains

KeyCert: Allows the entering and creation of SSL certificates

UpgradeMBX: Converts mailboxes from earlier versions to the most recent.

WatchMail: Shows real-time server activity on the command line.

COM: Allows control of accounts via VB, C++, ASP etc.

Message Correction

Correct Outlook From: & To: Clauses. Adds missing Date: clause. MSMail Address fix. Convert LF terminated lines to CRLF. Enforce DSN, RFC822Header.

Message Manipulation

Insert optional "X-Mailer" clause. Add footer to all messages (per domain). X-Authenticated added if SMTP AUTH used.

Load Sharing

Split utility provided to split domains across machines. Rules to allow sharing of a domain across unlimited number GMS servers.

Configuration

Search (with global, domain & user opt-out). Context sensitive help. Change all post configurations.

Client Integration

Address books available to Outlook users

GMS Mail

Extended IMAP4 commands

Support client defined flags. LOGIN-REFERRALS, STARTTLS, ACL

Extended POP3 commands

XMIT, XLIST supported. Understand PDELETE flag (created by IMAP4). TOP, USER, PIPELINING, RESP-CODES, UIDL, STLS

• XMIT Command

Send email via POP3 server rather than SMTP server.

• XLIST Command

Request just headers from an email message.

Session Management

Prevent too frequent logons by POP3 clients.

Response Control

POP3 logon delay (for older clients where GMS is too fast to respond). POP can limit delivery bandwidth.

Authentication

POP3 authentication via plain text passwords and/or APOP (not NT SAM users). IMAP4 authentication via plain text, CRAM-MD5.

Session Management

Prevent too frequent log in by POP3 clients. Set timeouts for POP and IMAP clients.

RFC Over-rides

POP3 DELE works immediately.

Resource Protection

Limit maximum POP, and IMAP4 sessions from one remote host.

GMS WebMail

Choice of interface

• Professional

For the power user, full featured, works just like a traditional mail client

• Express

For those with limited bandwidth requiring remote access to email

• Mobile

Specifically designed for PDA's and iMode devices

Folders

Any number of folders. Special folders: Inbox, Sent, Drafts, Trash and Search Results. (If used in conjunction with GMS on the same machine, all folders are IMAP4 compatible).

Search

Search email messages based on message body, To:, From:, Cc: or Subject. Choose which folders to search. Search for messages with given Tags.

Appearance

• General

Use compact / verbose icons. Set the name for the Sent, Draft and Trash folders.

• Reading Mail

Define font, font size, enable / disable web links, empty trash on signoff, run executable on launch, show real names / mail addresses in folder list. Select refresh rate.

• Composing Mail

Define font, reply indent text (default is ">"), email history, maximum length of forwarded messages, whether to save sent messages.

Tags

Any number of tags may be defined and applied to any number of email addresses. Search on each tag.

Filters

• General

Any number of filters may be set and are acted upon when message arrives at server. Filter on To, From, Subject, CC, Reply-To, user-defined header, Message Text, collection rule. Match with Contain, Does not contain, Starts with, Ends With, Is, Is Not. Actions - copy to another folder, transfer to another folder, forward to another email address, redirect to another email address, reply with a given string, delete.

• Anti-spam Integration

Specific Anti-spam filters, Confirmation, Block List, Anti spam

Templates

Any number of templates may be set (with one default). Template is used to modify compose, forward and reply messages automatically. Template may contain attachments.

Attachments

Any number of attachments of any size may be added.

Personal Details

Users can provide personal details available through GUI Find option. User defined plans. Disable / enable on User / domain / global basis.

Mail Collection

Collect email from unlimited number of remote servers via POP3 on a per-user basis and deliver to local account. For each define Profile name, mail server, port, user name, password, whether to leave mail on the server and add header for filtering. Mail collection takes place even if user is not logged on.

Personalities

Any number of personalities may be set each with its own name, email address, default domain name, name, and signature. Default personality applied to all outgoing email messages.

Customisation

Administrator may replace GLWebMail icon and add additional buttons.

Anti-virus integration

Stops attachment of virus infected files.

Address Books

Address books at System, Domain and User levels. Special address books for Quarantine and Block lists at user level. All fully searchable. vCard compatible. Outgoing addresses automatically added to address book, vCards attached to outgoing mail.

Calendar

Display

Select display position, Week start, working days, working hours, meeting granularity. Display Calendars of other users (requires Access Rights)

Access Rights

Other users can be given Manage, Read Public, Read Private and Read Private as Busy access to your Calendar.

Show Through

Show events from other users in your Calendar (requires Access Rights)

Events

• General

Set Start and End time, Set Type, Set Access Rights (Private or Public)

• Repeating

Repeat Daily, Weekly, Monthly or Yearly. Control of Day for Weekly, Monthly and Yearly. Delete repeating events

Alarms

Notify by Email, SMS, Instant Message, Pop-up Window. Set time prior to event for Alarm activation.

Integration with IM

Full presence information from Calendar displayed in IM.

Anti-virus

Actions

Return to sender, Reject, Redirect to account, Deliver as normal, Quarantine. Each action additionally has the ability to **clean** the virus from the message. Actions can be set separately at both System and Domain levels.

Alerts

Optionally alert Postmaster, Sender or recipient, or any combination of these. Alerts can be set separately at both System and Domain levels. Alert via SMS, IM or email.

Updates

Definition files automatically updated every 15 minutes using Gordano's patent pending, firewall friendly, update mechanism. There is no interruption to service while the update occurs.

Boundary Protection

Protects all internal machines from email borne malicious content.

Proxy Server

Integrates with Proxy server to virus check all files transferred via HTTP or FTP.

Anti-spam

Content

Scan content for restricted words or phrases and act, Filters support weighting (number of occurrences), Attachment blocking, Quarantine available to all options

Connection

RBL Checks, Banned Hosts, Define Local Clients, Multiple relay options, POP and IMAP authentication, Maximum messages and recipients per remote server, MML Scripts at all protocol stages, Maximum connections allowed per remote server

Identity

Verify machine name and disconnect if no match in DNS. Verify domain of sender and reject if no match, Verify domain of recipient and reject if no match. All may optionally log rather than reject.

AI

Monitor sending IP address, sender and recipient for abnormal activity levels and action.

Message Quality

Check structure of messages entering server and reject if any contain malformed structure. Virus authors commonly use malformed mime to try and bypass detection.

Personal Anti spam

Confirmation filters, Block lists, Check for common spam traits.

Integration with IM

Warnings sent via IM if filter tripped.

Integration with SMS

Warnings sent via SMS if filter tripped.

Integration with Address Book

Only accept mail from users in address book, block users in specific address books, quarantine address book for suspicious senders.

Instant Messaging

Availability

IM available to all users

Usability

Send to one, Send to many. Multiple simultaneous conversations. Invite into existing conversation

Contact List

Display on or off line contacts or both. Add any user on server to contact list

Security

All transactions logged. Option for users to receive copy of transaction via email.

Presence

Fully integrated with Calendar to allow presence information delivery based on Calendar entries. Users may specifically override with their own Access settings. Do Not Disturb status respected. Custom presence strings. Preferred contact method if off line.

Language

Supports multiple languages, different users may simultaneously use different languages

Notification

Notification of new mail arrival to IM Client

WebMail Integration

Senders presence indicated when reading email. Start IM conversation from within WebMail (presence permitting). Filters to send IM if tripped.

Anti-virus Integration

Alerts to IM if virus found

Calendar Integration

Alerts to IM if Calendar alarm tripped. Full presence information displayed from Calendar.

Anti-spam Integration

Alerts to IM if spam filters tripped.

Mobile Gateway

Technologies

Send to SMS and Pager. Send via HTTP, SMTP, TCP, SNPP

WebMail Integration

Available directly from the WebMail Compose Window. Filters to send SMS if matched.

SMTP Integration

Via supplied DLL. Send to fixed Number, Send to any number. Cost groupings. Access Restrictions. Delivery Restrictions

Gateways

Range of pre-defined gateways available. Configure own Gateway

Access

Access based on User Profile

Anti-spam Integration

Can send SMS when anti-spam filter tripped.

Calendar Integration

Can send SMS when Calendar alarm tripped.

Proxy Server

WWW & SSL Proxy

Maximum number files or size in MB. How often to purge. Can drive automatic dialup on request. Error page definition. Specify MIME types. Change default page name.

FTP Proxy

Allows proxy of FTP Traffic.

Reverse Proxy

Protects internal web servers and allows chaining of proxies

Authentication

Username and password

Acceleration

Compression of cached files to improve download times to the client.

Security

• Anti-virus integration

Full integration with the virus scanner

• Anti-spam integration

Specify a list of file and/or mime types that are not allowed

• Trusted sites

List of specific sites whose content is trusted at all times

• Banned Sites

A list of sites to which connection is disallowed at all times

Accessory Pack

Contents

Example WebMail GUI using MML, example MML SMTP scripts, Example Event scripts, Robots, Example code, Authentication DLL examples, Mailbox Inspector, Domain Conversion, ETRN Client, Domain conversion tools, etc.

Communication Server

WWW User options

Join, leave, send a message to any list. Suspend list membership for a number of days. Commands available: Join, Leave, Quiet, Password, for, suspend, resume, vote.

HTML generation

Generates HTML for inclusion on company web site for subscription to a list.

Multiple domains support

Full and virtual domains may have list services.

List Management Personnel

High granularity of division of labor: list owner, post moderator (one or more), command moderator (one or more), acknowledgement receipts. List Owner may be given access to configure list variables, post limits, archive, MML processing options, and/or post adverts.

Database sources

High performance file. ODBC (to MS SQL Server, MS Access, MySQL, etc.) specifying DSN, user name and password in read only or read/write mode.

List Creation

Create list via Wizard, directly through GUI. Copy existing list.

Aliases

Lists may have up to 20 aliases for the primary list address. All commands may have aliases (e.g. Subscribe has aliases of Join, Sub and Add).

List status

Set list to active, paused (requests queued), stopped (requests returned).

Mail collection

Either or both of the following methods may be used to deliver mail for processing by Communication Server: inbound SMTP, automated collection from POP3 servers.

Statistics

Collects date, number of members, joins, leaves, bandwidth, number of posts, number of commands, number of messages returned, total message size for trend analysis on a daily basis.

Reporting

Display all lists on system, when created, number of members and number of posts.

Messages

Configure the following messages for each list: Help, Subscribe (join), Unsubscribe (leave), Join Confirmation, Join Reconfirmation, Inactive Member request, leave confirmation request, default confirmation request, maximum message size, membership expired, membership about to expire, List Charter. Option to copy messages from any other list. Option to send (or not send) help, join and leave messages.

Acknowledgements

Sent to originator, discard or send to particular address.

Inactivity Control

Request inactive members to rejoin the list if they are inactive for a given number of days. Option to force all members to rejoin after given number of days.

Templates

System wide templates for all messages. Domain wide templates for each domain also available.

List charter

List Charter may be posted to the list every given number of days automatically.

Management

Search all lists or specified lists in domains for specific email addresses

List members

Reject all requests, moderator control (with or without password), matching a wildcard email address, from a list of known addresses, by current list members only (with or without member password) and from any address (with or without password).

Join/Subscribe access options

Reject all joins, moderator control (with or without password), matching a wildcard email address, from a list of known addresses, by current list members only (with or without member password) and from any address (with or without password). Confirmation by applicant may be required, with a password or not, required within a number of hours. Reconfirmation may be requested after every n days. Verify MX record on join. Option to prevent users from rejoining a list. Default aliases for JOIN are "subscribe", "sub" and "add". Default aliases for LEAVE are "unsubscribe", "unsub" and "remove". Aliases are configurable.

Leave/Unsubscribe access options

Reject all leaves, moderator control (with or without password), matching a wildcard email address, from a list of known addresses, by current list members only (with or without member password) and from any address (with

or without password). Analyse posted subject fields for LEAVE request. Confirmation by applicant may be required within a number of hours.

Suspend & Resume

Allow users to suspend membership for a number of days. These options may be rejected, under moderator control (with or without password), matching a wildcard email address, from a list of known addresses, by current list members only (with or without member password) and from any address (with or without password). Confirmation by applicant may be required within a number of hours.

List variables

Define fields required or optional fields for a member to join the list. These values stored in the membership database.

Message routing

If messages fail security: ignore, send to originator, send to another address. If messages have syntax errors: ignore, send to originator, send to another address.

SET members data fields

List member may set any membership database field according to access restrictions. Reject all requests, moderator control (with or without password), matching a wildcard email address, from a list of known addresses, by current list members only (with or without member password) and from any address (with or without password).

STATUS command

Allows list member to discover all current information in database and current account attributes (e.g. digest or not, acknowledge posts, etc.). Reject all requests, moderator control (with or without password), matching a wildcard email address, from a list of known addresses, by current list members only (with or without member password) and from any address (with or without password). Default alias "stat".

DIR command

Allows list members to find a list of all files associated with a list. Options to reject all requests, moderator control (with or without password), matching a wildcard email address, from a list of known addresses, by current list members only (with or without member password) and from any address (with or without password). Default alias "index".

GET and PUT command

Allows list members to read and write files from the list's file management directory. Options to reject all requests, moderator control (with or without password), matching a wildcard email address, from a list of known addresses, by current list members only (with or without member password) and from any address (with or without password).

Directory Management

Hidden files are not displayed in directory listing. All files may be obtained using GET command. Default directory listing may be replaced by custom listing. Binary files automatically MIME encoded before delivery. Wildcard processing available.

Anti-spam Features

Require confirmation by applicant on joining list. Option to prevent users from rejoining a list. Analyse subject for list commands. Don't post messages with too many "To:" clauses.

Bounce Management

Actions - ignore, send to list owner, suspend then ignore. Forward to given address. Set maximum number of bounced messages in given time period.

Message Processing Options

Insert header, footer, modify subject. Remove sender's email address. Remove binary attachments, remove extraneous headers. Option that if subject or first line contains command, forward to command queue automatically. Allow confirmation of posting (with number of list members).

Bandwidth Control

Limit message size, maximum posts per list on a per-list basis. Reject messages with binary attachments.

Post Options

Post by address, domain, batch or automatic. One or more post moderators may approve posting. All mail may be delivered directly or forwarded to an external mail server for on-bound delivery. Special delivery rules for specific domains may be set up.

Post access control

Options to reject all requests, moderator control (with or without password), matching a wildcard email address, from a list of known addresses, by current list members only (with or without member password) and from any address (with or without password).

MML Processing

May be executed in headers only or in whole message.

MML Facilities

Simple Mail Meta Language to generate custom messages.

Temperature Management

Ban specific subject or authors. Send banned email to owner, originator, forward or ignore.

Digests

Send daily at a given time in either MIME, text or index format. Send when digest reaches maximum size.

Voting

Send a message to all list members and measure the response in the subject line.

Membership Management Date

List all members, date joined, left and membership expiry. Re-order by double-clicking. Examine each record in full detail.

Import Variables

Import from CSV files (with options for all database parameters). Data imported into current Membership Database (e.g. high performance file or ODBC database).

Export

Export to display or email address(es) in import format, tabulated or CSV file format. Include advert hits, membership expiration information. Select which fields to include.

Purge

Remove dead records from the database every given number of days.

Surveys

Email members of a list - all active members, anyone who has been a member of the list, those who have left, those who joined before a given date, those who have not yet confirmed.

Backup

Request automatic delivery of list of members via email to given email address every given number of days.

Moderate options

All commands may be moderated. Moderator may accept via web site or email. More than one moderator may moderate any action.

DLLs

DLLs may be written to receive email for user accounts & domains. Authentication DLL.

Compatibility

Will work with any other Internet Mail Server. Incoming SMTP and outgoing SMTP ports may be specified (to non-standard). Can collect incoming post using POP3.

Database Fields

Domain, User, Type, Date Joined, Date left, Reason left, and any other custom fields.

Adverts

Adverts may be placed in every list posting with the following options: Number of impressions, start or end of message, maximum number impressions, advert content. Any number adverts. Adverts cycled until maximum number impressions reached.

Customisation

Customise messages on any db fields. Include/exclude paragraphs. MML provided for maximum flexibility.

Message MS Correction

Correct Outlook From: & To: Clauses. Adds missing Date: clause. MSMail Address fix.

Archive

Automatic archive management generating files in Communication Server format or standalone HTML file format. Threaded and indexed by subject, date and author. Options include base Web directory, base URL, GIF URL, Wallpaper, Background colour, HTML code inserts for header, body and footer. Specify maximum lines of each message to file and maximum number messages to archive. Update archive every 15 min, 30 min, hour, 4 hours, 8 hours or day. Refresh option causes all files to be updated on demand (allows a change to any parameters to be applied retrospectively).

Campaign Facilities

Adverts can have automatic encoded, redirecting URL, each with hit monitoring on total number of hits, or hits per user.

List Server

WWW User options

Join, leave, send a message to any list. Commands available: Join, Leave.

HTML generation

Generates HTML for inclusion on company web site for subscription to a list.

Multiple domains support

Full and virtual domains may have list services.

List Management Personnel

Granularity of division of labor: list owner, acknowledgement receipts. List Owner may be given access to configure list variables, post limits.

Database sources

High performance file.

List Creation

Create list via Wizard, directly through GUI. Copy existing list.

Aliases

Lists may have up to 20 aliases for the primary list address. All commands may have aliases (e.g. Subscribe has aliases of Join, Sub and Add).

List status

Displays stats: number joined, left etc.

Mail collection

Either or both of the following methods may be used to deliver mail for processing by the list server: inbound SMTP, automated collection from POP3 servers.

Statistics

Collects date, number of members, joins, leaves, bandwidth, number of posts, number of commands, number of messages returned, total message size for trend analysis on a daily basis.

Reporting

Display all lists on system, when created, number of members and number of posts.

Messages

Configure the following messages for each list: Help, Subscribe (join), Unsubscribe (leave), Join Confirmation, Join Reconfirmation, leave confirmation request, default confirmation request, maximum message size. Option to send (or not send) help, join and leave messages.

Acknowledgements

Sent to originator, discard or send to particular address.

Join/Subscribe access options

Reject all joins, allow from any address (with or without password). Confirmation by applicant may be required, with a password or not, required within a number of hours. Default aliases for JOIN are "subscribe", "sub" and "add". Default aliases for LEAVE are "unsubscribe", "unsub" and "remove".

Leave/Unsubscribe access options

Reject all leaves, allow from any address (with or without password). Confirmation by applicant may be required within a number of hours.

Anti-spam Features

Require confirmation by applicant on joining list.

Message Processing Options

Insert header, footer, modify subject. Remove sender's email address. Allow confirmation of posting (with number of list members).

Post Options

All mail may be delivered directly or forwarded to an external mail server for on-bound delivery. Special delivery rules for specific domains may be set up.

Post access control

Options to reject all requests, allow from any address (with or without password).

Digests

Send daily at a given time in either MIME, text or index format.

Membership Management Date

List all members, date joined, left and membership expiry. Re-order by double-clicking. Examine each record in full detail.

Import Variables

Import from CSV files (with options for all database parameters). Data imported into current Membership Database.

Export

Export to display or email address(es) in import format, tabulated or CSV file format. Includes membership expiration information.

DLLs

DLLs may be written to receive email for user accounts & domains. Authentication DLL. Compatibility.

Compatibility

Will work with any other Internet Mail Server. Incoming SMTP and outgoing SMTP ports may be specified (to non-standard). Can collect incoming post using POP3.

Database Fields

Domain, User, Type, Date Joined, Date left, Reason left.

Message MS Correction

Correct Outlook From: & To: Clauses. Adds missing Date: clause. MSMail Address fix.

Training Courses

Gordano have been providing messaging systems to organizations around the world for the last nine years. This has resulted in a wealth of experience of the implications of installing and managing messaging systems. Over the last few years there have been some dramatic technical and regulatory changes to the messaging environment that affect all IT Staff. In some cases, IT Staff have a legal requirement to ensure that policies are in place and effectively implemented.

These courses have been designed to present a summary of the knowledge Gordano has gained when building, maintaining and helping customers manage their systems. The courses provide a general overview of messaging and using the Gordano Messaging Suite is not a requirement.

The Gordano Messaging Suite comprises of various modules so that you can select the functions that best suit your requirements whether you are looking for a messaging server or boundary protection. Components include traditional email, web mail, calendaring, address books, instant messaging, anti-spam, anti-virus, archiving, list services, and mass personalization of email.

Gordano can tailor material to suite specific requirements and deliver training on site if required. Organizations that have enjoyed the benefits of Gordano private training courses include: The British Computer Society, NTL, Clubhaus and The Western Mail and Echo.

About Gordano Ltd.

Founded in 1994, Gordano is a well-established developer of low-cost, high-performance Internet messaging software. Over 54 million accounts are served in more than 25,000 organizations worldwide using the company's flagship products to support business-critical operations.

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