VPOP3
Your email post office

Getting Started Guide

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1 Welcome to VPOP3

VPOP3 is a POP3, IMAP4[1] and SMTP email server as well as supporting shared CalDAV calendars[2]. It acts as the interface between your many email users and the Internet. It can work with POP3 or SMTP email accounts with your ISP, or even by receiving and sending mail directly, without your ISP's mail servers being involved at all (in most cases). By specifying rules you can determine how received mail is distributed to the intended recipients. VPOP3 also stores and forwards outgoing messages to your ISP's SMTP mail server.

A full description of VPOP3's many features is provided in the online help text.

1.1 About this Guide

The aim of this guide is to help you to get VPOP3 running quickly and efficiently. To do this, it goes through the steps necessary to install and set up a basic system.

This guide **does not** describe the more complex and advanced features of VPOP3. However, extensive documentation is provided as online help text that you can view and print. That documentation gives comprehensive information about VPOP3's many features.

The *Getting Started Guide* provides only enough information to achieve a basic set up. However, it may refer you to additional details in the help text. In these cases, an icon and cross-reference are given.

Note that this guide refers to a normal business licence for the VPOP3 Standard software. If you have a Home User licence, extra restrictions may apply.

1.2 Contents of this Guide

You should read this guide before you attempt to install and use VPOP3. It provides essential information for installation and set-up, and has contact details in case you have problems.

Since this is only a small document, you can read all chapters in sequence. You can also look at specific topics by reference to the table of contents and index.

Further chapters in this guide tell you how to:

- Install the software
- Define the users who can send and receive mail
- Connect VPOP3 to the Internet
- Retrieve and send mail
- Link VPOP3 to your email client software
- M7ake other settings that allow VPOP3 to work efficiently.

1.3 Pre-requisites

Neither this guide nor any other of the VPOP3 documentation describes basic input and processing techniques. It is assumed that you are familiar with keyboard and mouse use, and have some knowledge of Windows, email processing, and PC operation in general.

If you need more information in these areas, refer to the online and printed documentation that is provided with the appropriate equipment and software applications.

[1] VPOP3 Basic does not support IMAP4
[2] VPOP3 Basic supports individual calendars using CalDAV, but not shared calendars.

1.4 System Requirements

Before installing VPOP3, ensure that the PC on which it is to be installed meets the following basic requirements:

- Internet connectivity, either over a local area network (LAN) or by using dial-up networking (RAS/DUN)
- The operating system must be Windows XP or later. It does not need to be a 'Server' version of Windows. VPOP3 will run perfectly well on Windows XP, Vista, Windows 7, Windows 8 or Windows 8.1 as well as Windows 2003, 2008, 2008R2, 2012, 2012R2. (Note that the network user limits of Windows XP, Vista, 7 and 8.x only apply to file sharing, not to programs like VPOP3).
- A static IP address on the LAN (although a dynamic Internet address is permitted)
- At least a Pentium 4 processor running at a minimum 1GHz and with 1GB of memory. (A multi-core processor with 2GB RAM is recommended)
- 200MB of free disk space (for working files). Extra space will be needed for email storage
- The VPOP3 computer should be left turned on at any time when you will need to send/receive email. For this reason it is often not suitable for it to be a user's PC in case the user turns it off.

VPOP3 needs to be installed on a single machine per LAN. If VPOP3 is to be accessed from email client software on other machines, then these machines:

- Need to be connected to the VPOP3 server with a TCP/IP network
- Can run any operating system that supports TCP/IP networking.
- Need a standard POP3/SMTP email client, such as Microsoft Outlook Express, Mozilla Thunderbird etc.

1.5 Getting Help

Besides this *Getting Started Guide*, extensive documentation is available once you have installed VPOP3. You can access this documentation as follows:

- Access the online manual at **http://www.pscs.co.uk/manual/index.html**

NOTE:	You can also create a shortcut on your desktop to the manual.

- There is also a searchable knowledgebase of common questions, troubleshooting and other helpful advice at **http://wiki.pscs.co.uk**

If you have a problem that you cannot resolve through the documentation, you can contact the VPOP3 technical support team online at **http://support.pscs.co.uk** (this requires an active maintenance or priority support agreement – 1 year's maintenance is included with every new VPOP3 purchase).

NOTE:	Telephone support is also provided on **01484 855800**, but this is a chargeable service unless you have a priority support agreement.

More details on the support options are available online at **http://www.pscs.co.uk/helpdesk/purchase.php**

2 Installation

Before installing VPOP3 on your network, you must first ensure that the network is set up correctly and that the server is suitable.

2.1 Setting up the network

If you are installing VPOP3 for an existing network, it is quite possible that the network is correctly configured. The main aim is to ensure that the network, and all machines that will receive mail from VPOP3, support TCP/IP (the protocol used on the Internet).

Each machine on the network must also have a unique IP address.

Contact your network administrator or IT support company if you are not sure about setting up a network.

2.2 Choosing the VPOP3 Server

One machine on the network will be the VPOP3 server. You must select a machine that is suitable for the task. It does not have to be a “Server” version of Windows, but throughout this document, the computer on which VPOP3 is running will be referred to as the “server” or “VPOP3 server”.

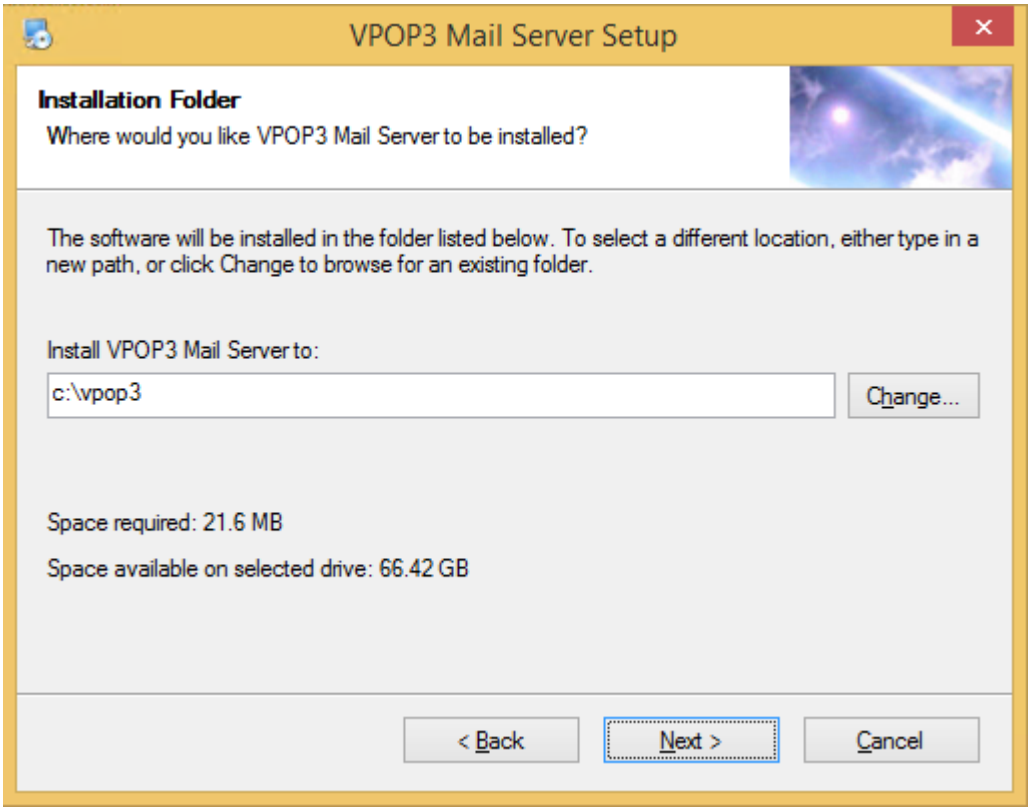
The requirements for the server are listed at “System Requirements” (section 1.4 of this document).

2.3 Installing VPOP3

The remaining steps are the same whether you are installing VPOP3 to a standalone PC or to a server on a network. First you need to download the installation program from the PSCS website at: **http://www.pscs.co.uk/downloads/vpop3.php**

During installation, usually you can just click on the ‘Next’ button to go through all the installation pages, using the default options, but more details are below in case you need them.

1. Double-click on the installation file.
2. At the start of the installation process, the installer may need to install some **Microsoft Visual C++ Redistributable** files. If it prompts to do so, just click **OK** to install them. Note that these may have already been installed for other software on the PC, so don’t be surprised if you do not have to install them again.
3. Click **Next** at the ‘Welcome’ screen, and choose **I agree to the terms of this license agreement** if you accept the displayed licence details and press **Next** again.
4. You must then choose where VPOP3 is to be installed:

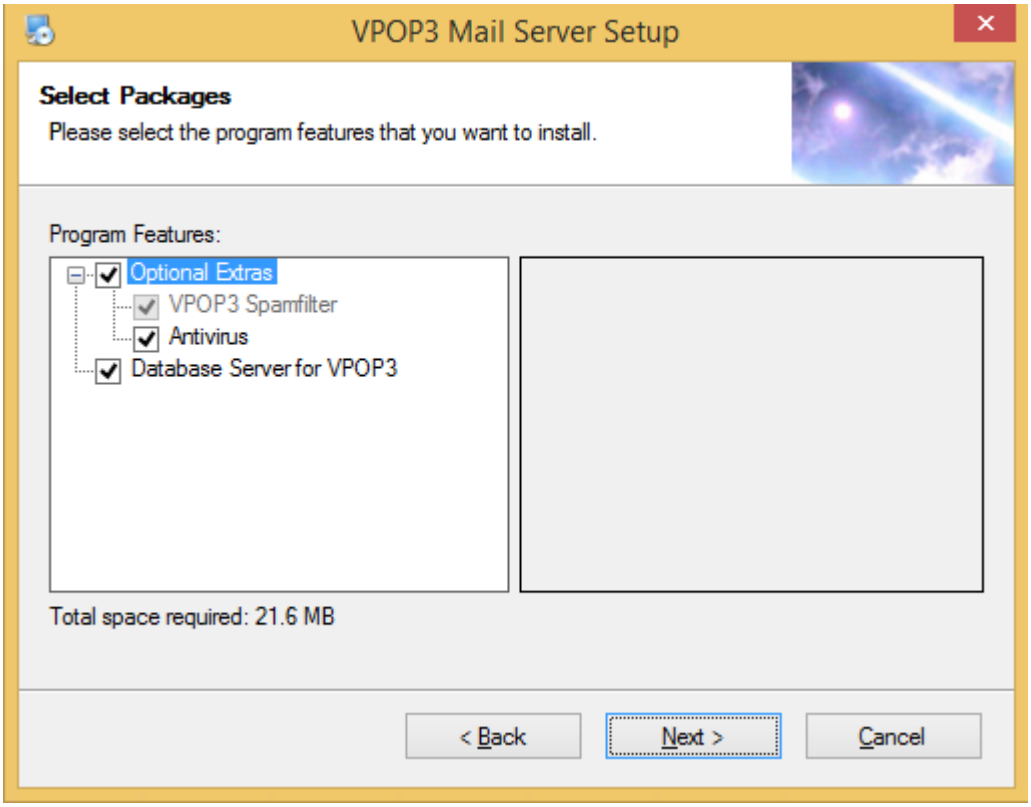


Change the default setting if it is not appropriate but ensure that any folder that you choose:

- Has long file name support.
- Is **not** visible to all users on the network.

VPOP3 stores mailbox data in a database system, which is by default in subdirectories under the installation directory, so it is best to make sure there is sufficient free disk space to store your expected mail volume. It is not recommended to install VPOP3 into a “Program Files” folder, especially on Windows Vista or later, because Windows restricts the use of these folders for data storage, which can cause issues with VPOP3.

5. Select to install the components that are applicable to your operating system:

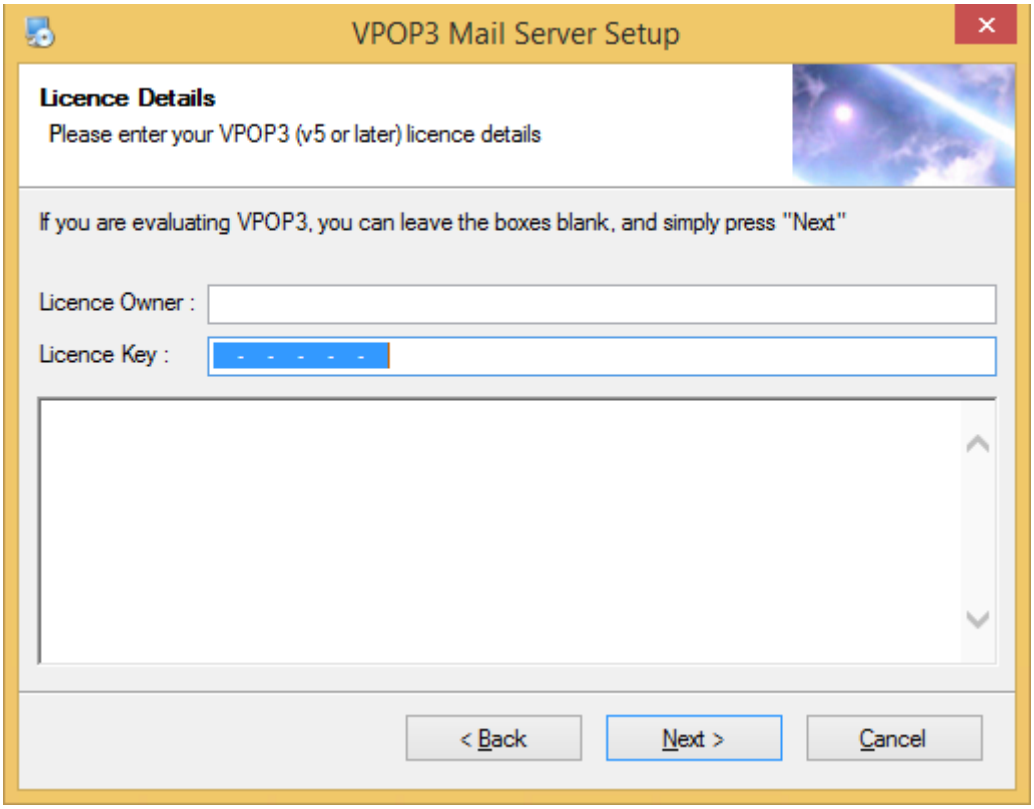


The components that are relevant to your system are generally selected by default. You will not normally change these selections.

If this is a fresh installation, then evaluation versions of “VPOP3 Antivirus” and the VPOP3 Spam Filter subscription will be installed by default. These evaluations last 30 days, and can be disabled at any point. If you wish to continue using these options after 30 days, then subscriptions will need to be purchased at extra cost. These can be purchased through our website.

You should normally install the **Database Server for VPOP3** component, as this is required by VPOP3. The only time when you would not want to do this is if you have installed the database service (PostgreSQL 9.1 or later) separately, either on this PC or another PC and you want VPOP3 to use that. That is an advanced usage, so it not covered by this guide.

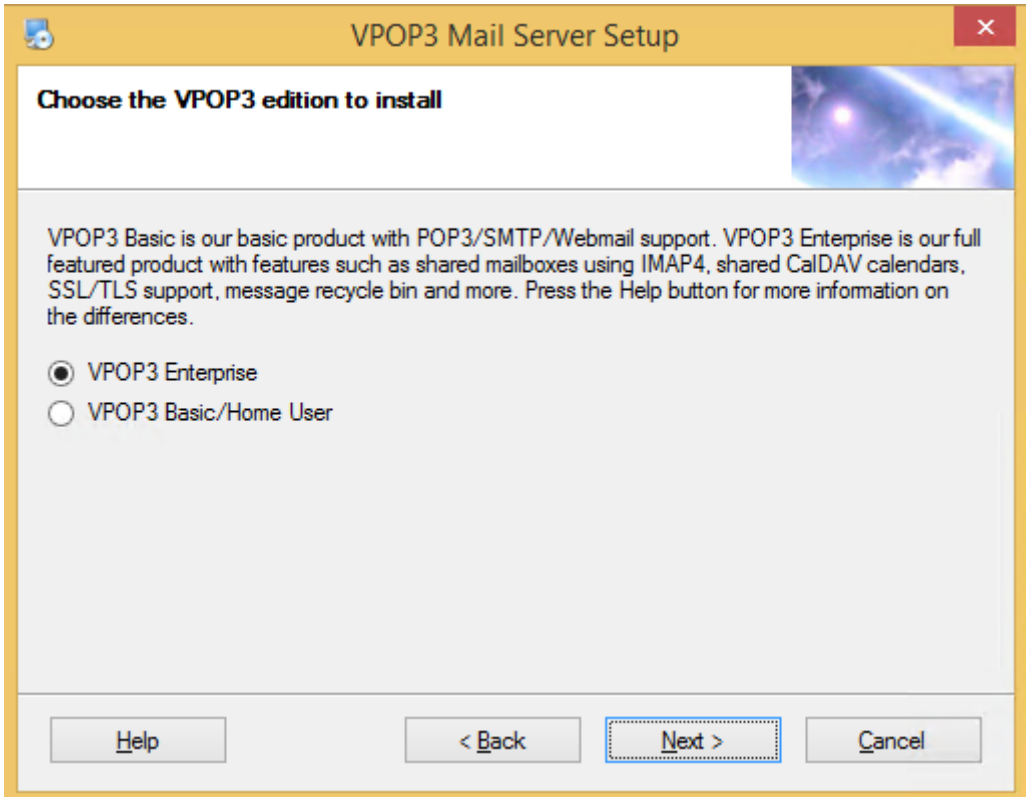
6. Enter VPOP3 Licence Details if you have them



If you leave the boxes blank the installer will generate a 100 user, 30 day evaluation licence for you. (Note that if you have previously used a VPOP3 evaluation licence on this computer, that licence will be continued, you will not get a further 30 day evaluation period).

If you have purchased a VPOP3 licence, then enter both the **Licence Owner** and **Licence Key** values you have been provided with. The installer will check online that your licence is valid for this version of VPOP3 and allow you to continue if it is.

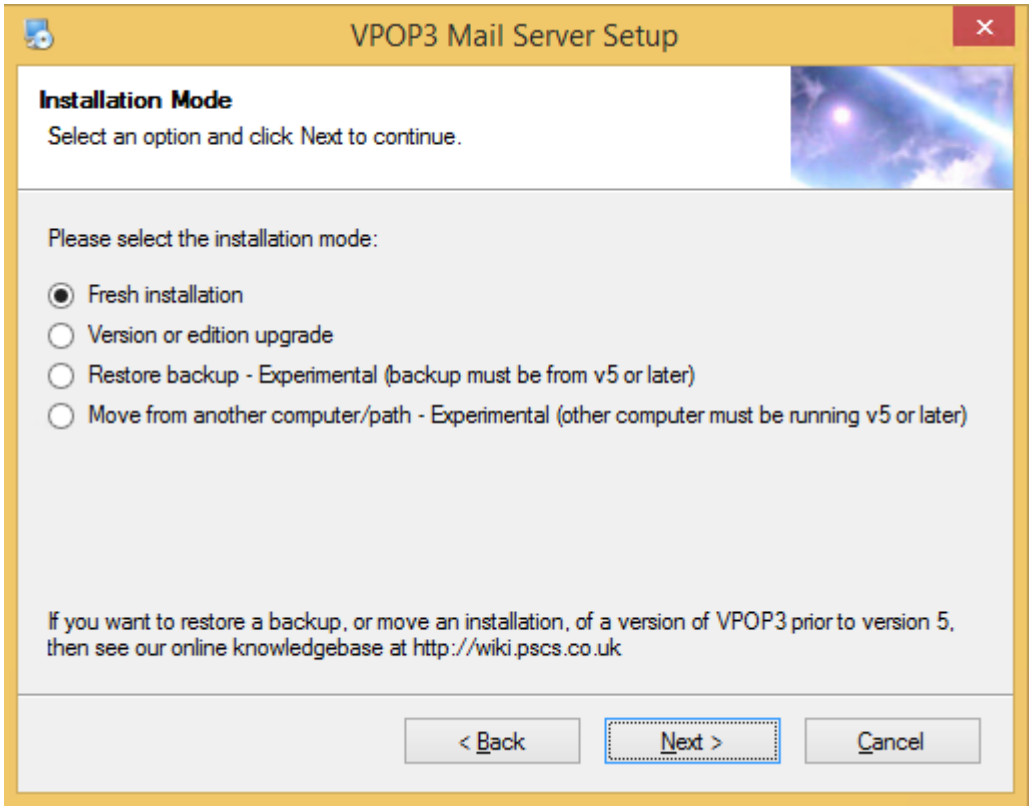
7. If you left the licence key fields blank, the installer will ask whether you want to install the Basic or Enterprise edition of VPOP3. If you entered licence details, then the installer will pick the appropriate edition for your licence.



We recommend choosing VPOP3 Enterprise because it is full featured. You can press the Help button on this page for more information on the features which VPOP3 Enterprise includes which aren't in VPOP3 Basic.

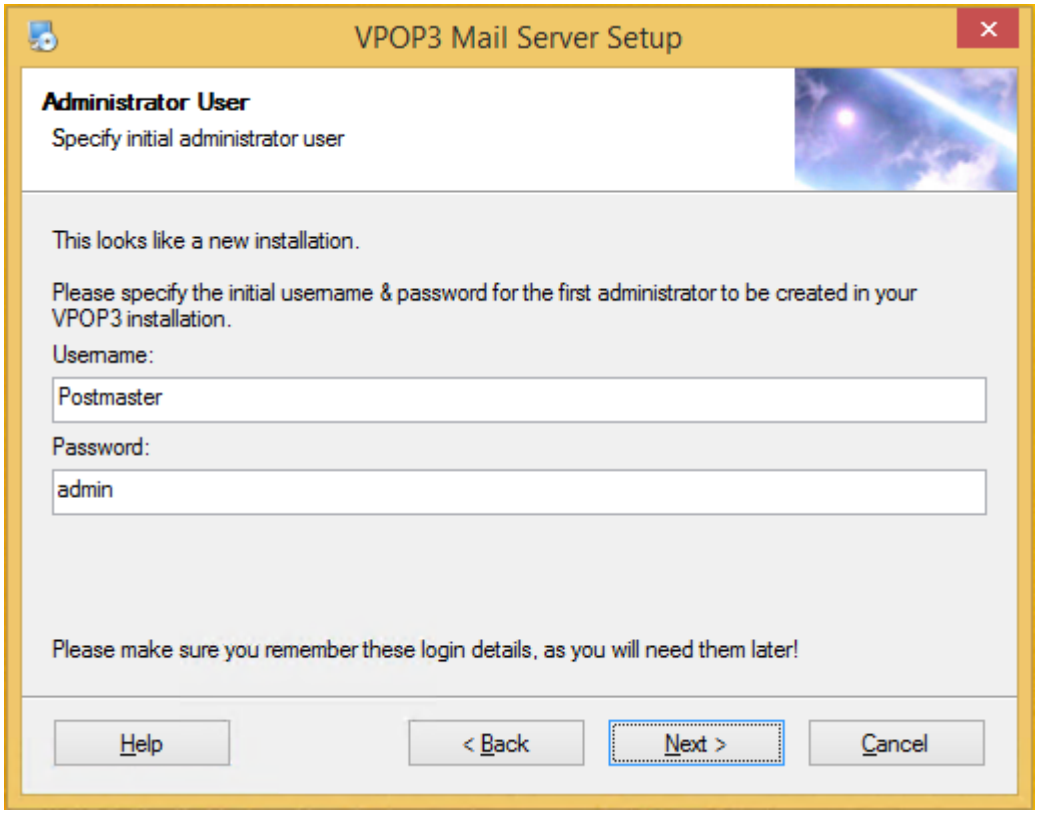
If you change your mind later, you can simply reinstall VPOP3 over the top (without uninstalling first) to change the edition, but keep your settings, users etc.

8. Next you will choose the installation mode



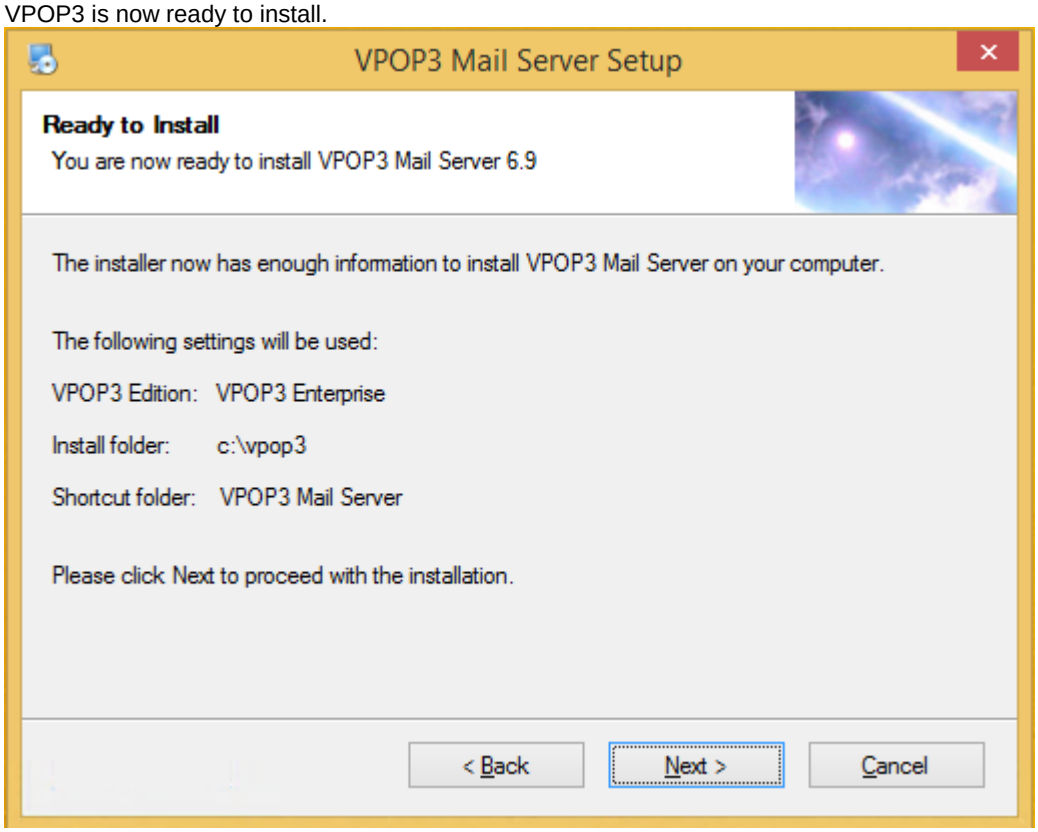
For the purpose of this guide we will assume that it is a fresh installation, so choose that option and press **Next**. The other options offer extra help if you are upgrading VPOP3, or moving VPOP3 to a new computer or restoring from a backup.

9. If this is a fresh installation and VPOP3 cannot detect an existing user database, it will ask you to create the initial user, who will also be the initial administrator.



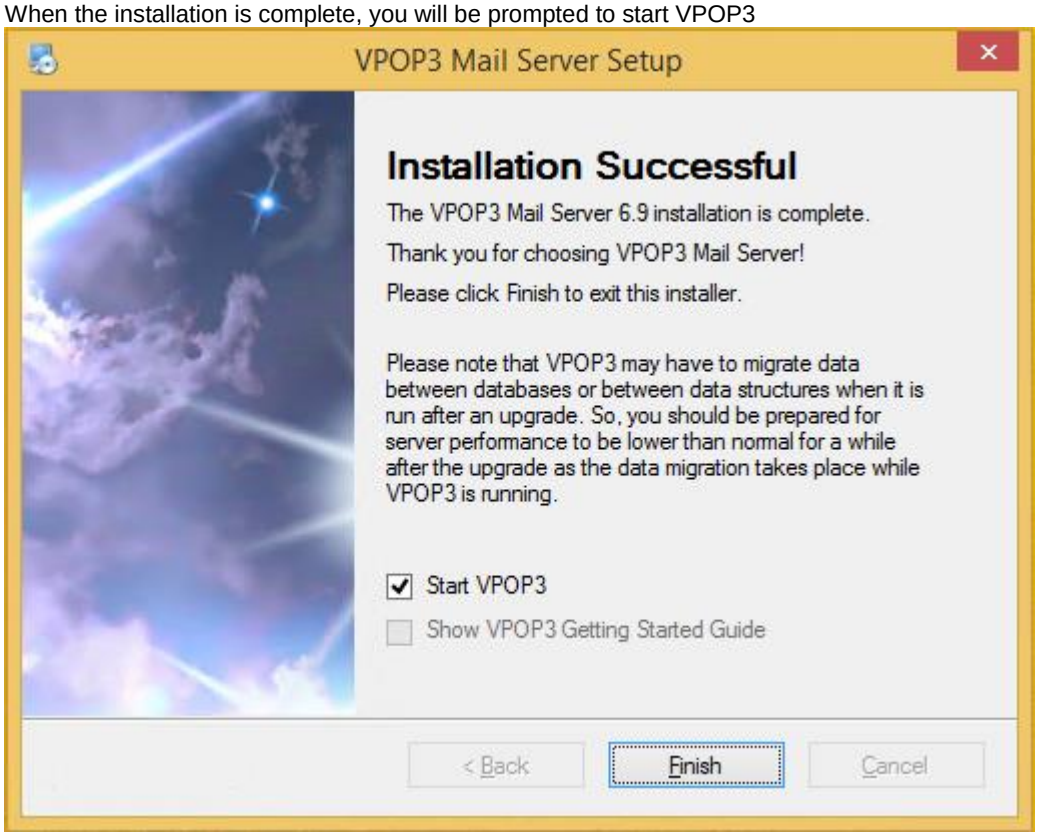
The default username it uses is ‘postmaster’, and the default password is ‘admin’. For security reasons, we recommend that you change these from the defaults, either now, or soon after installation. If you do change the user account details, *make sure you remember them*. You will need the account details to log into the VPOP3 settings later! Press **Next** when you are ready.

10. VPOP3 is now ready to install.



Press the **Next** button if you have entered details correctly and want to go ahead. The installation will now take place, which may take a few minutes depending on the speed of the computer on.

11. When the installation is complete, you will be prompted to start VPOP3



Press Finish to start VPOP3

2.4 The VPOP3 Status Monitor

In the Windows task tray you should see a small red icon, like a British Postbox.

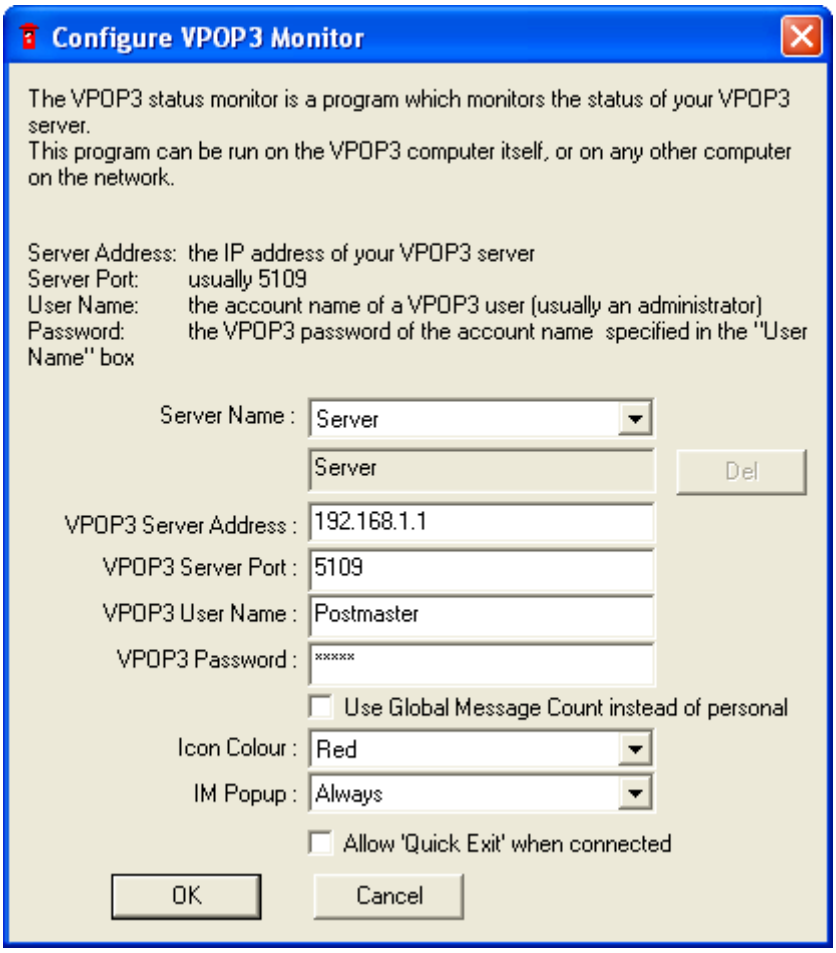
(If the icon is 'bulging' as above, that means there are messages in a user's Inbox. If there is a 'flashing light' on top of the icon, then VPOP3 is currently sending or collecting messages from the Internet).

Usually you will access VPOP3 through this icon, but if there are problems with this icon, you can access VPOP3 through menu items, such as **Start / Programs / VPOP3 / Configure VPOP3**.

This icon is displayed by a separate program called the **VPOP3 Status Monitor** (VPOP3Status.EXE). This can be run on any computer on the network to allow the VPOP3 status to be viewed from other PCs.

When the status monitor program is run the first time it may need configuring with the details of the VPOP3 server, in this case it will be shown with a black cross through it. On a fresh installation this will usually be done for you on the VPOP3 computer itself.

To configure the VPOP3 Status monitor, right-click the red postbox icon and choose the **Configure Status Monitor…** option:

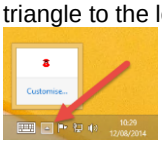


The **Server Address** is the IP address of the VPOP3 computer (or you can use **127.0.0.1** if the status monitor is being run on the same computer as VPOP3). The **Server Port** should usually be left at **5109**. The **User Name** and **Password** settings are the *VPOP3 Username and Password* details for the person using the status monitor – in this case the administrator's username and password.

If this is the first time you have installed VPOP3, you will have chosen the administrator's username and password during installation, and they should have been pre-entered here.

When you press **OK**, the status monitor will try to connect to the VPOP3 server, and, all being well, the black cross should disappear from the icon as it connects.

Once this has happened, to configure VPOP3 you will right-click the status monitor icon and choose **VPOP3 Settings**.

NOTE:	On Windows Vista and later, Windows may hide the VPOP3 Status Monitor icon by default, thinking it unimportant. You can click the little triangle to the left of the Windows notification area to view the icon.  If you want Windows to show the icon permanently, then click the **Customise…** link on the popup pane. Windows will show a list of the current notification icons, find the **vpop3status** icon, and choose **Show icon and notifications** from the drop-down box to the right of this icon, then press **OK**.

2.5 Logging On

Once VPOP3 and the VPOP3 Status Monitor are installed and running, the VPOP3 settings should appear in your web browser.

The settings only appear automatically just after installation. To enter the settings at a later stage, right-click the Status Monitor icon (see section above) and choose **VPOP3 Settings** (alternatively go to **Start/Programs/VPOP3/Configure VPOP3**).

Your web browser should start up at **http://127.0.0.1:5108/index.html?redirect=admin/index.html** (the IP address may be different, depending on how the status monitor is configured). This web page is shown by VPOP3 itself, and does not require a connection to the Internet.

Enter the username and password for the administrator. If you have just installed VPOP3 for the first time, you will have specified this username and password during the installation process. The defaults are:

Username: postmaster
Password: admin

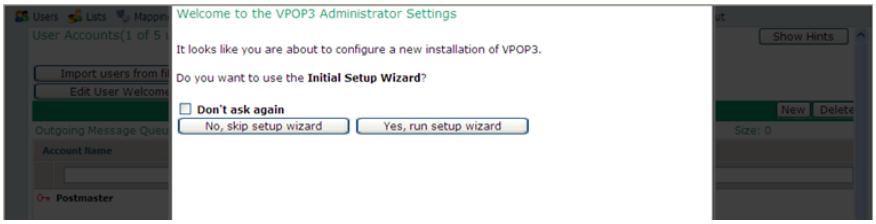
NOTE:	You must enter the password in the correct case.

This logon allows access to set up and maintenance routines for VPOP3. Consequently, only users who are defined as administrators can log in here. Normal mail users can access the same address to access their **WebMail**, or use their normal email client, such as Microsoft Outlook, Mozilla Thunderbird, Windows Live Mail etc to access mail from the POP3, IMAP4[3] & SMTP services in VPOP3.

[3] VPOP3 Basic does not support IMAP4

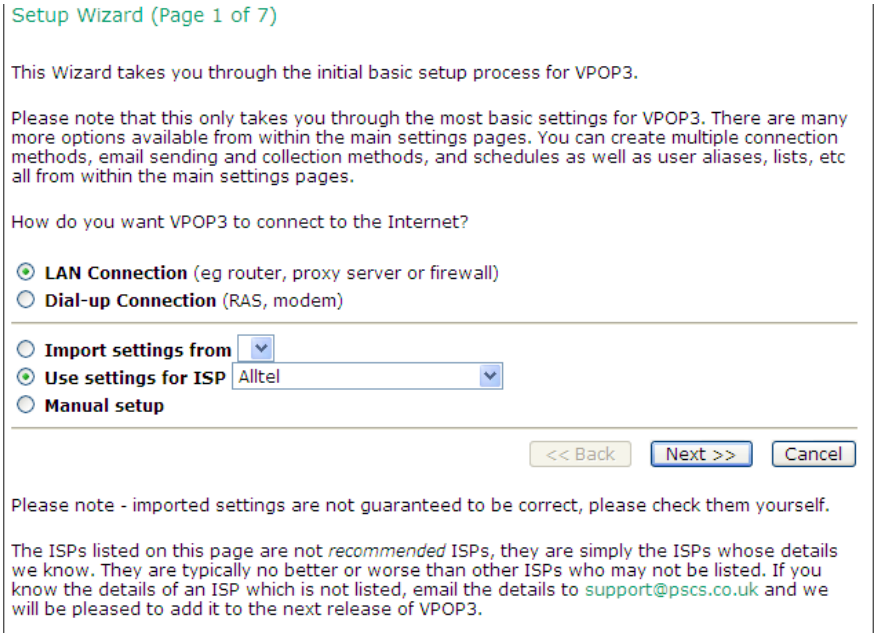
2.6 Configuring VPOP3

The first time you enter the VPOP3 settings, it will ask you whether you wish to run the **Initial Setup Wizard**. If you have not configured VPOP3 before, it is recommended that you use this 'Wizard' as it will take you through the necessary steps for a basic VPOP3 configuration. Choose **Next** as you complete each one and then **Finish** at the last screen to update the details.



NOTE:	The Configuration Wizard should ensure that the settings described in Chapters 4-6 of this guide are complete and correct. However, you may want to review these settings so that you understand them.

Identify Your ISP



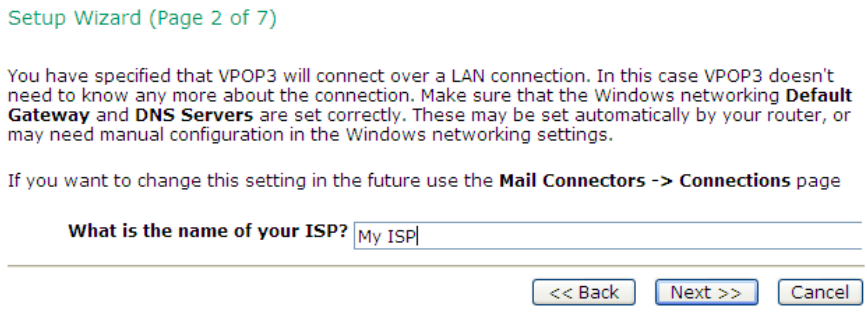
The first page of the wizard lets you specify whether VPOP3 will connect to the Internet through a network connection, or a dial-up connection.

It also lets you specify whether it should import settings from an email client on that PC. The **Import settings from** box will show any email programs which VPOP3 recognises and can import settings from. You can also use settings for some Internet providers (ISPs) VPOP3 knows about. If your ISP is not listed there, simply choose the **Manual setup** option.

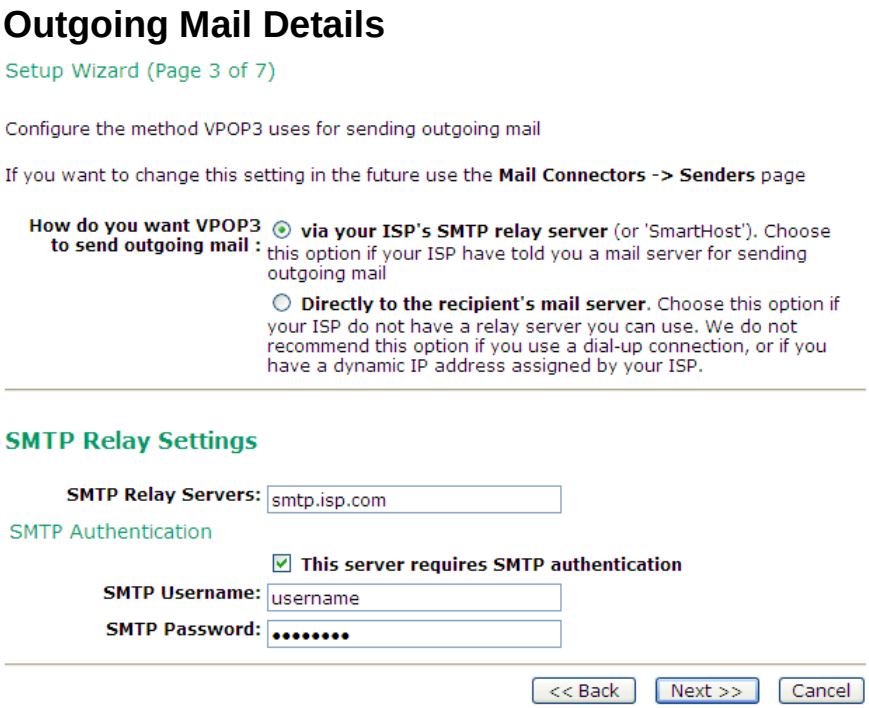
All the settings pages are the same, regardless of which option you choose here, but if you choose to import settings, or use known settings, the relevant settings will be filled in for you on the subsequent pages. You can change the settings later if you wish.

For the purpose of this guide we will assume a network connection to a simple manually configured ISP.

NOTE:	If you are unsure of any of the required details, check with your ISP.



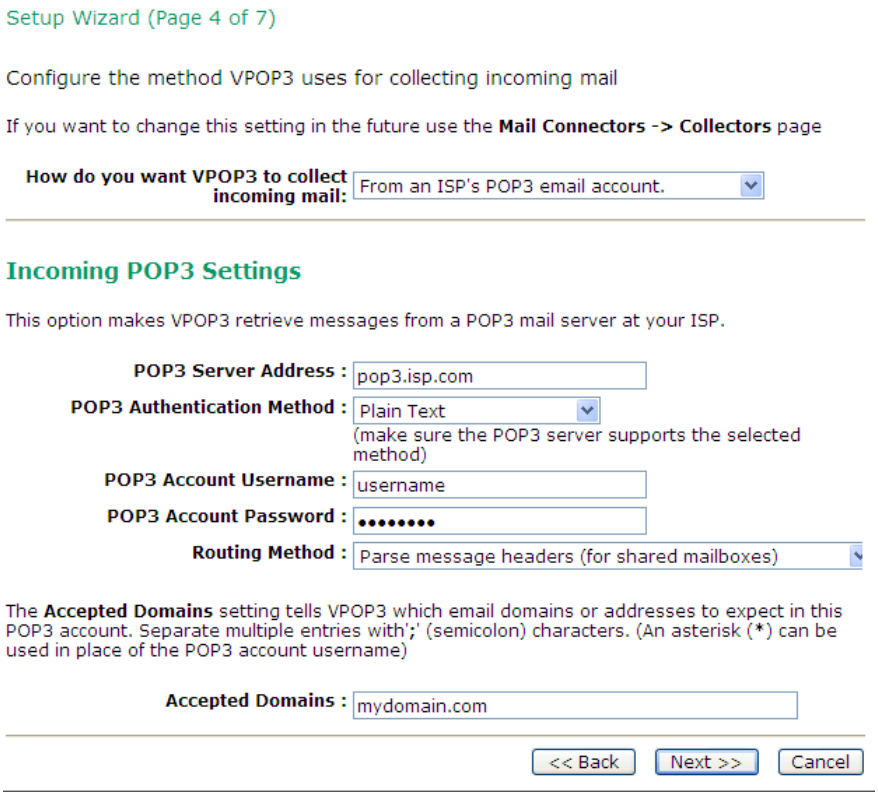
On the second page you simply enter the name of your ISP. VPOP3 names the connection and email collection and sending methods with this name for your reference.



On this wizard page you enter the details your ISP have given you for sending outgoing email. For most people we recommend you choose the **'via your ISP's SMTP relay server'** option and enter your ISP's outgoing mail details.

The "**Directly to the recipient's mail server"** option can cause mail to be treated as spam by some receiving mail server if your Internet account does not have a suitable IP address associated with it.

Incoming Mail Details

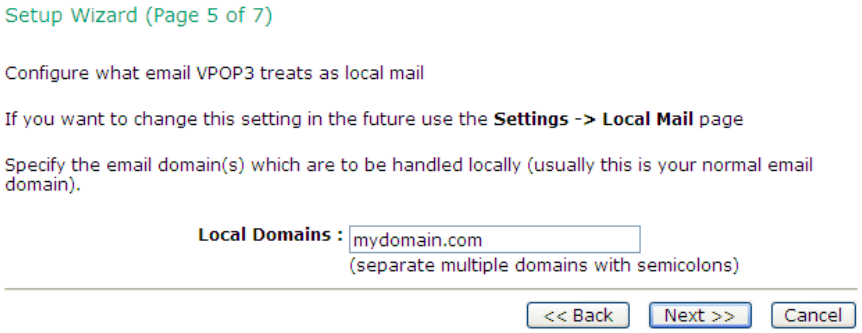


On this wizard page you tell VPOP3 how to retrieve incoming mail, and how to handle it. For the purpose of this guide we will assume the most common situation where incoming mail is downloaded from a POP3 mailbox at your ISP. The page options will change if you choose one of the other mail collection methods.

The **Accepted Domains** option tells VPOP3 which email addresses it should pay attention to. When VPOP3 downloads mail from a shared POP3 mailbox, it has to parse the message headers to work out who the message is for, so it has to know which addresses to look at, and to ignore any others. If you have a registered domain, you will simply put that domain name (without any preceding '@' symbol) in the Accepted Domains box.

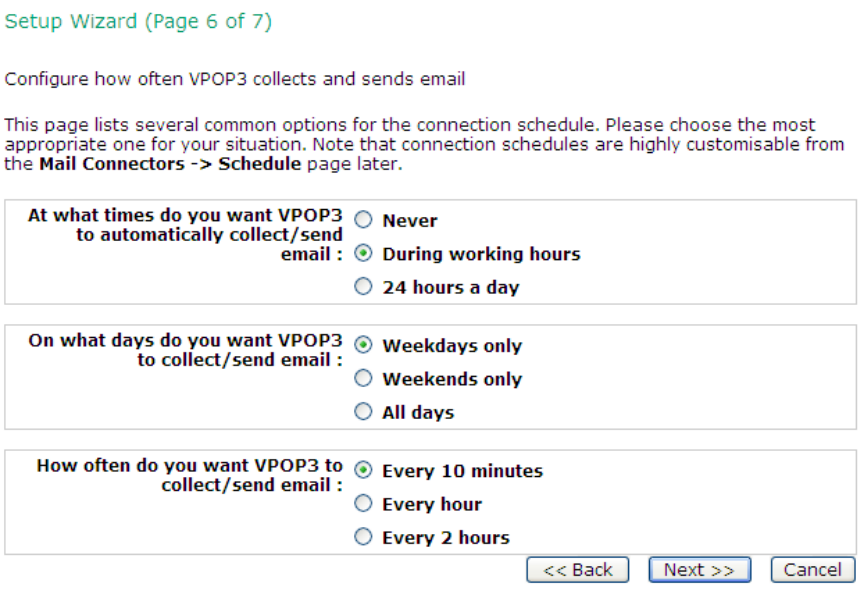
For a shared mailbox at your ISP you should choose the **Parse message headers** routing method. If you have individual mailboxes at your ISP, choose the **All messages to a single user** routing method, and choose the appropriate user to send mail from this ISP mailbox to.

Local Mail



VPOP3 will send mail for other local users directly to that user, without the mail going out to your ISP and then back in again. This wizard page lets you tell VPOP3 which email domains will be treated as local mail. If you have a registered domain, simply put that domain name (without any preceding '@' symbol) in the text box.

Connection Schedule



This wizard page let you specify how often, and when VPOP3 will connect to your ISP to collect/send email. You can change this later, or give more specific settings if you wish from the **Mail Connectors→ Schedule** settings page.

Finishing the wizard

Setup Wizard (Page 7 of 7)

Next Steps

This basic configuration will be created when you press the **Finish** button. Then, you will have to set up other things, such as creating any new **Users**, creating **Mappings** (or 'aliases') for those users, and modifying any of the new configuration that you have just made.

- To create users, go to **Users**, and press **New**. If you have lots of users to add, you may be better to go to **Users** and then pressing **Bulk Add Users**
- If you want users to have different email addresses (eg if you want **Fred** to also have the email address **Sales**), do this by going to **Mappings** and press **New**
- If you want to set up extra mail collection methods, go to Mail Connectors, and press **New Mail Collector**

You should also go to the **Schedule** page, and enable the scheduling once you have the rest of the settings set to your requirements.

<< Back | Finish | Cancel

You have now entered all the settings. When you press the **Finish** button, all the settings you have entered will be configured into VPOP3. This page also tells you that you need to do two further things to finish your configuration. (Depending on your exact requirements, you may need to do more, but we can't cover all eventualities in this guide).

First, you need to define users. See chapter 3 for details.

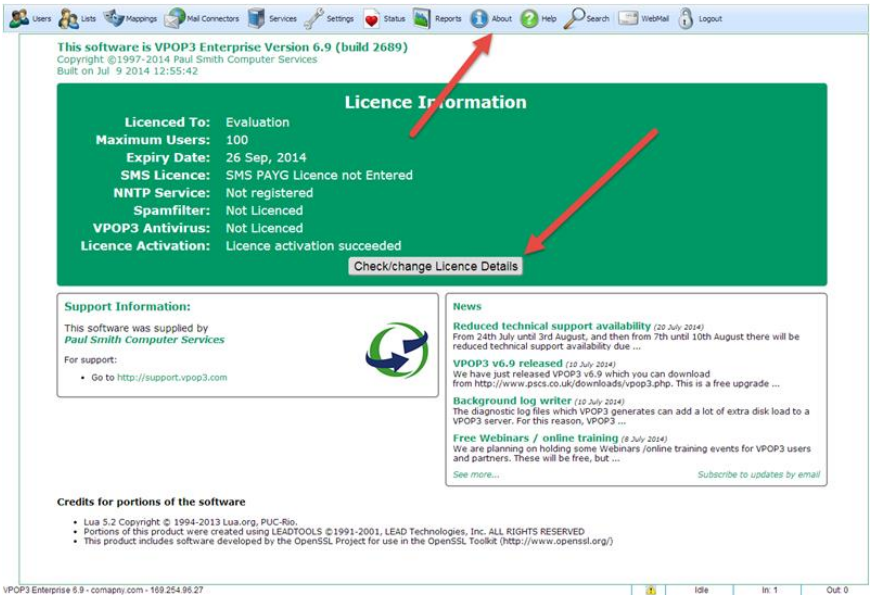
Then, you need to enable the scheduler in VPOP3 by going to **Mail Connectors** → **Scheduling** and clicking **Click here to resume scheduling**. This is disabled initially to prevent VPOP3 from downloading messages before it is fully configured.

2.7 Register VPOP3

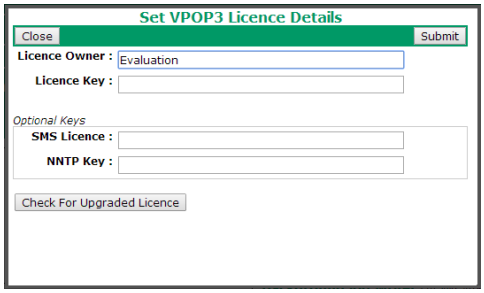
VPOP3 is available for a free 30 day evaluation period. If, during this time, you decide to purchase the product, you will need to register your licensed copy of VPOP3.

Purchase of a licence includes 1 year's software maintenance giving you access to email technical support and version upgrades for a year. After this year you can choose to renew the software maintenance if you wish for a small fee (25% of the full licence price) or let it lapse. The software will continue working without renewing the software maintenance, but you cannot get email technical support or version upgrades without paying extra. The self-service support resources are still available.

After logging on, choose the **About** page in the VPOP3 settings:



Click the **Check/change Licence Details** button to enter your details:



You must enter the **Licence Owner** and **Licence Key** details exactly as they are supplied to you. They will be checked when you have entered them, to ensure they are valid for this version of VPOP3. When they are entered and validated, press the **Submit** button to save them, and the **Close** button to close this screen.

The **SMS Licence** should be left blank unless you have purchased credit for our email-to-SMS gateway service. The **NNTP Key** should be left blank unless you have also purchased an NNTP service licence. This allows VPOP3 to download NNTP/Usenet/newsgroup messages and publish them to your local users.

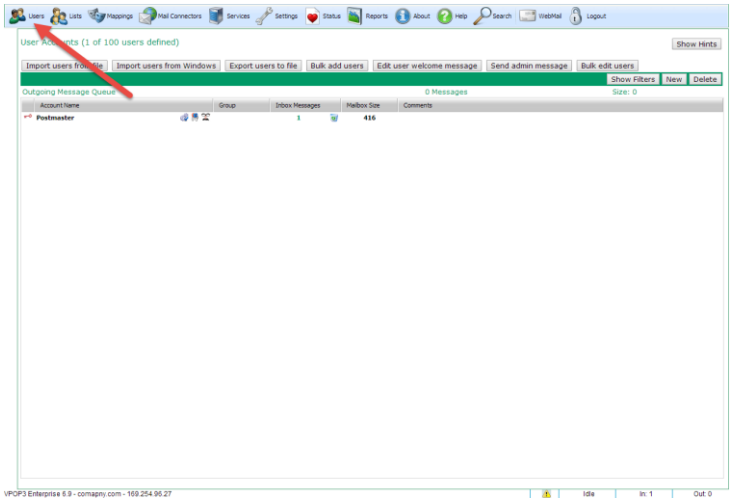
2.8 Uninstalling VPOP3

You may remove all the VPOP3 components with the Uninstall utility. From the **Start** menu, choose **Programs**, **VPOP3** and then **Uninstall VPOP3**. Note that we do not recommend doing an 'uninstall and then reinstall' to fix problems with VPOP3. Uninstalling will remove all settings, users, messages etc. In general, uninstalling VPOP3 should only be done if you do not want to use VPOP3 on this computer any more. Note that to prevent wanted files being deleted, the uninstall process may not delete all files related to VPOP3, such as custom scripts. After the undelete process, you can manually delete the VPOP3 installation directory and contents once you are sure there is nothing in there that you want to keep.

3 Defining Users

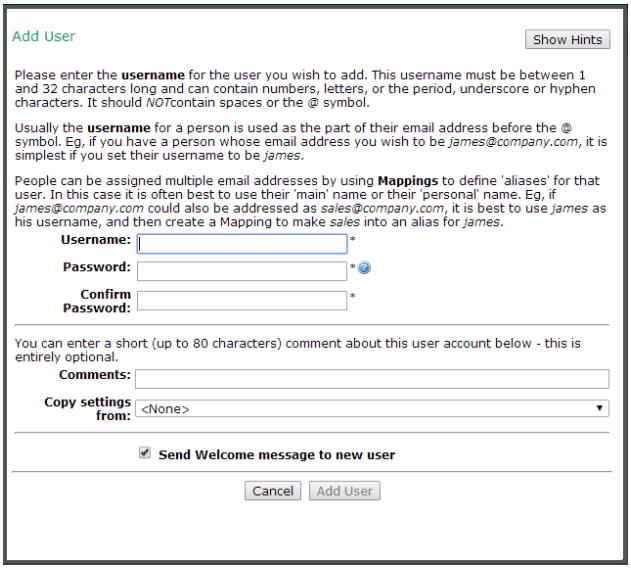
When VPOP3 is first installed, only a single user (usually 'postmaster') exists. You must add details of all other users who need to send and receive mail.

In the VPOP3 Configuration, select the Users page. All existing users are listed:



The symbols against an entry identify certain attributes of the user. For instance a magic wand indicates that the user has an autoresponder, a red key indicates that the user is a VPOP3 administrator and a blue arrow indicates that the user has email forwarding configured.

Click the **New** button to create a user account, this will take you to the **Add User** screen:



The basic information you **must** enter for a user is as follows:

User Id	to identify the person as a VPOP3 user. Enter the name without spaces.
Password	which must also be used when logging on to read mail, or to change settings if an administrator.

After entering these details press **Add User** to create the new user account. Note that a many more settings can be defined for the users after creation by clicking on the user account in the **Users** list.

The **Comments** optional setting lets you define an administrator comment for the user, for your future reference.

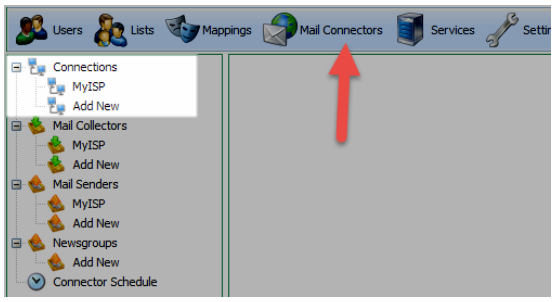
The **Copy settings from** option lets you copy all the settings from another user. This is useful if you want to create users the same as other users, except for their username & passwords.

The **Send Welcome message to new user** box lets you send a welcome email message to the new user (for instance, containing email terms & conditions). This can be customised from the main **Users** page.

4 Specifying Connections

NOTE:	If you have used the 'Initial Setup Wizard', then you will probably not need to change any of the settings described in this or the following three chapters since they should be correct. However, you may want to review the settings as this will help you to understand them.

You must identify one or more methods that determine how VPOP3 connects to the Internet. To do this, select the **Mail Connectors** page in the VPOP3 settings, then look at the **Connections**. (Everything to do with VPOP3 sending and receiving mail to external users is accessible through the **Mail Connectors** page and subpages).



A maximum of ten connections is possible[4]. You will normally have one connection for each ISP that you use to connect to the Internet. You can also specify **Mail Sender** and **Mail Collector** configurations to tell VPOP3 how to send and receive email to and from people outside your local network. When you connect to the specified ISP, VPOP3 will send and receive mail in the same operation.

It is possible to have:

- The same ISP specified through separate connections with different connection methods
- **Mail Collector** and **Mail Sender** configurations linked to separate connections
- A **Mail Collector** configuration linked to several connections so that mail is collected through each one
- A connection for each **Mail Sender** configuration.

NOTE:	Although each **Mail Sender** has only a single **Connection**, all **Connections** may have several **Mail Collectors** attached and similarly each **Mail Collector** may be attached to several **Connections**.

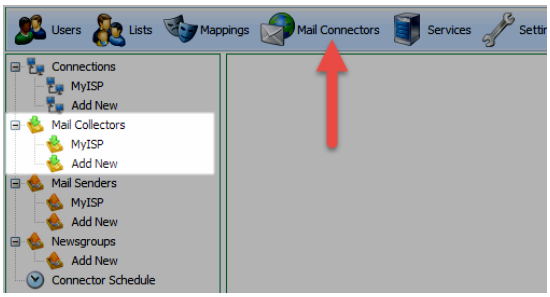
To add a new **Connection** (up to the maximum of ten), you press the **Add New** item in the Connections part of the tree on the left of the page, or to edit an existing **Connection**, you click on the **Connection** name.

When adding a new **Connection**, you will also configure the associated **Mail Sender** configuration at the same time. These are configured through the **Add Connection** wizard which displays relevant instructions during use.

[4] The Home User Licence is limited to a single Connection/Sender

5 Retrieving Mail

Here you will tell VPOP3 how to get mail from your ISP, via one or more of the connections you have set up previously. Choose the **Mail Connectors** page in the VPOP3 settings, then look at the **Mail Collectors**.



You can create as many Mail Collector configurations as you need[5]. You may have many email accounts at several ISPs.

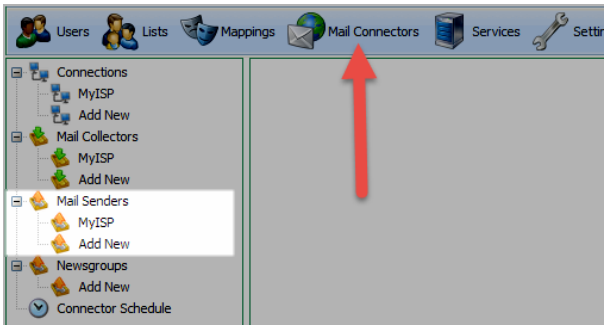
To create a new **Mail Collector** click on the **Add New** item in the **Mail Collectors** tree, to edit an existing configuration click on the **Mail Collector** setting name.

You will add a new **Mail Collector** using the **Add Mail Collector** wizard which contains detailed instructions for each step. You will need to know the email account details supplied by your ISP.

[5] The Home User licence is limited to 5 Mail Collectors

6 Sending Mail

In the same way that you tell VPOP3 how to get mail from your ISP, you must also define how external mail that your users create is to be sent to the ISP for distribution. Each of these methods is via one of the **Connections** that you have set up previously and so identifies the ISP, connection method and so on. Choose the **Mail Connectors** page in the VPOP3 settings, then look at the **Mail Senders**.



If you add a new **Mail Sender**, you will also add a new **Connection**, as each **Mail Sender** has an associated **Connection**, and vice-versa

To modify a **Mail Sender** click on the sender Name.

7 Email Client Software

You will have application software (such as Microsoft Outlook, Microsoft Outlook Express, Mozilla Thunderbird or eM Client) that you use to compose and read email messages. Prior to installing VPOP3, this software will handle the connection to your ISP to send and retrieve mail. Once VPOP3 is set up, however, you should configure the email client software to connect to VPOP3 rather than to the ISP, so that VPOP3 will in future handle the connection.

NOTE:	Configuration is necessary for every user that is to send or receive mail via VPOP3.

This set up is processed through your email client software rather than VPOP3, and so varies depending on the application you use. Refer to 'Email Configuration' in our Knowledgebase (https://wiki.pscs.co.uk/how_to:how_to#email_client_configuration) for more detailed information. This also gives examples for other common client applications, and similar principles apply to all those that work with POP3 and SMTP email.

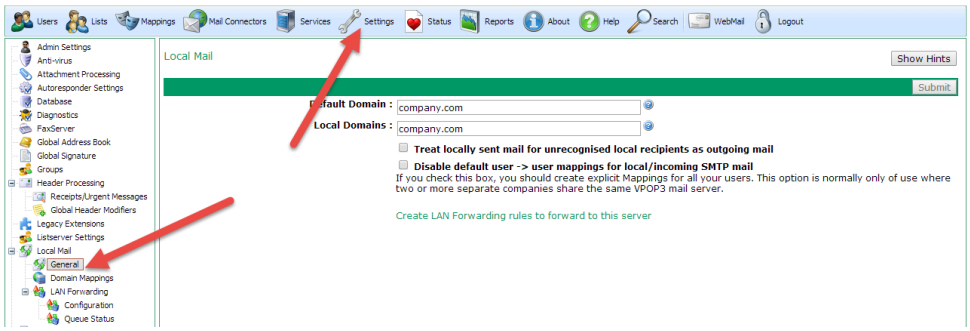
8 Other Settings

Previous chapters cover the main steps for installing and setting up VPOP3. It is now ready to retrieve and send mail through specified ISPs. However, there are other basic tasks that will make VPOP3 operate better.

8.1 Local Mail Settings

The **Mail Senders** and **Mail Collectors** cover email from and to locations outside your organisation. However, you should also configure VPOP3 so that messages can be sent **between** your local users.

Select the **Settings** → **Local Mail** → **General** page in the VPOP3 settings.



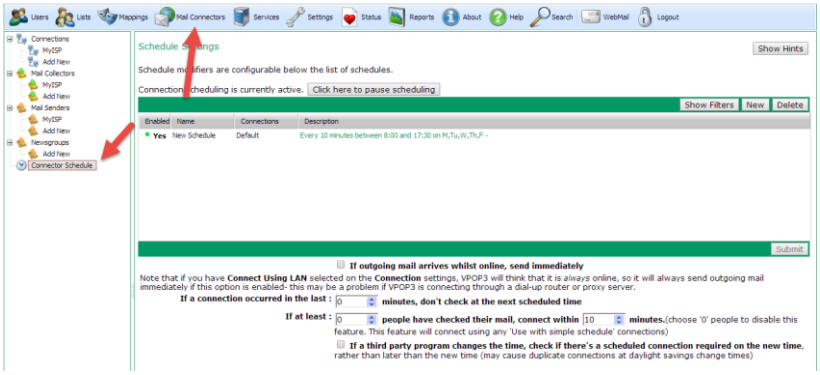
You must specify the following:

Default Domain	This domain name is added to the sender email address for messages that VPOP3 itself sends, such as delivery failure reports and delivery receipts. This must be a single Internet domain name.
Local Domains	This setting lists your company's email domains, separated by semicolons. VPOP3 treats these domains as local for the purposes of routing mail.
Treat Locally sent mail for unrecognised local recipients as outgoing mail	You should use this option if you have some email addresses on your 'Local Domains' which are not handled by VPOP3.

8.2 Scheduled Connections

Use this feature to determine when VPOP3 is to connect to your ISP to send and receive mail. You can choose to do this manually or automatically at pre-determined times.

Select the **Mail Connectors** then **Connector Schedule** page in the VPOP3 Settings. You can configure as many schedules as you wish, to cover any eventuality. Most people will just need a single schedule.



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