

# Rockliffe<sup>®</sup> MailSite<sup>™</sup>

Internet Mail and List Server  
For Windows 2000/2003 Servers  
Scalable - Reliable - Fast



MailSite, Version 6.1  
What's New Guide  
*for SE, LE, MP, and SP systems*

**Rockliffe Systems, Inc.**

Rock Solid Messaging Software<sup>™</sup>

<http://www.rockliffe.com>



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Certain algorithms used in parts of this software are derived from the RSA Data Security, Inc. MD5 Message-Digest Algorithm.

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## INTRODUCTION

Welcome to MailSite™, the Rock Solid Internet Software™ from Rockliffe Systems, Inc.®

MailSite is an Internet Mail and List Server for Microsoft Windows platforms. MailSite allows your computer to host e-mail accounts and mail lists, and to communicate with other Internet mail servers to send and receive e-mail. MailSite is 100% compliant with Internet electronic mail standards, including the SMTP, POP3, IMAP4, and LDAP3 RFC specifications.

MailSite's main job is to host *mailboxes*, which correspond to individual e-mail users. Each MailSite mailbox can be configured to forward mail to another address, and to automatically respond to incoming mail with a pre-defined message. You can create one or more *aliases* for each mailbox, allowing a single user to receive e-mail sent to multiple addresses. Users can access e-mail in their MailSite mailboxes with any POP3 or IMAP4 mail client, such as Microsoft Outlook, and can also use a web browser to check their mail through the MailSite Express webmail application. Users can even manage their own mailboxes through a standard web browser.

You can also create *mail lists* on your MailSite server. Mail lists allow messages sent to a single e-mail address to be broadcast to any number of *members*. You can control the access and security of each list, and delegate mail list administrative duties.

MailSite includes extensive *spam blocking*, *virus detection*, and other SMTP security features. MailSite can automatically protect your site from destructive or offensive emails, denial-of-service attacks, and third party relaying.

MailSite provides powerful mail *routing* capabilities. It can act as a staging post for mail destined for another host, which is useful for creating an e-mail proxy or relay server.

MailSite supports *virtual domains*, so you can configure a single MailSite server to send and receive mail for multiple domains.

MailSite also supports *dialup networking*, allowing your MailSite server to connect to your ISP or central office to send and receive mail intermittently.

## MailSite Packaging Options

This MailSite administration guide covers the following Rockliffe MailSite products.

- MailSite SE (Small Enterprise)
- MailSite LE (Large Enterprise)
- MailSite SP (Service Provider)
- MailSite MP (Message Protector)

### ***MailSite SE - For Small-to-Medium Size Enterprises***

MailSite SE is a full-featured mail server for small-to-medium sized (up to 500 employees) companies that is easy to install and maintain. It has been designed with the nonprofessional administrator in mind. It does not require extensive training or advanced certification in order to install and operate. This means that smaller companies don't need to employ a full time administrator to run their email system. MailSite SE is also an attractive choice for service providers who offer dedicated hosted email services.

### ***MailSite LE - For Large Enterprises***

MailSite LE is a full-featured mail server for large enterprises that is secure, reliable, and highly scalable. MailSite LE is designed with a modular, distributed architecture that scales across multiple, clustered application servers. The data repository is installed on a database server and the message store is installed on a file server. This modular architecture creates redundancy, accommodates scalability and helps deliver 24x7 uptime. The advanced clustering architecture allows MailSite LE to scale to support hundreds of thousands of users. This makes MailSite LE the only affordable, scalable choice for large enterprises on Microsoft Windows platforms.

### ***MailSite SP - For Service Providers***

MailSite SP is an affordable, scalable platform for email service providers that enable revenue generating service options. Although targeted primarily at the service provider market, MailSite SP shares the same secure, reliable, and highly scalable architecture as its sister product – MailSite LE. For service providers, this advanced clustering architecture allows MailSite SP to scale to support millions of subscribers. This makes MailSite SP the only scalable choice for service providers that run their operations on Microsoft Windows platforms.

### ***MailSite MP – For SMTP Gateways***

MailSite MP is a full-featured email gateway solution for enterprises that require an all-in-one solution for anti-spam, email viruses, denial of service and directory harvest attacks, and that require a flexible solution for corporate email policy enforcement and email archiving. MailSite MP enables the enforcement of custom corporate email policies and archiving policies using a powerful, multi-tier filtering system.

### ***MailSite Spam Filter***

MailSite Spam Filter is a part of the new MailSite 6 product line introduction. It is a next-generation spam blocking solution that uses a “cocktail” approach of technologies to detect and eliminate spam. By providing end-user controls, false positives are avoided. MailSite Spam Filter analyzes email during processing, to identify spam before it's delivered. Configuration options allow end users to review their server-identified spam, or an automated server quarantine of spam can be used.

### ***MailSite Virus Filter***

MailSite Virus Filter is an integrated MailSite add-in that blocks viruses at their network entry point – the email server. This prevents them from getting past user defenses and protects corporate data.

MailSite Virus Filter detects and removes viruses, worms and Trojans from incoming, outgoing and internal email traffic in real time, before viruses can enter or leave the network.

## MailSite Components

MailSite is comprised of two basic components: the *Engine*, which provides e-mail-related services, and *Consoles*, which provide administrative access to configuration values and mailbox data. If your license supports it, MailSite also provides access to mailboxes through the MailSite Express webmail interface.

### Engine

At the heart of MailSite is the Engine, a series of services that allow MailSite to send, receive, and deliver e-mail messages. The Engine also includes services that provide access to mailbox and mail list configuration information, and others that allow end users to retrieve their mail. The Engine's services typically run continuously on your server machine, and are equivalent to UNIX daemons such as sendmail and pop3.

The Engine includes the following services, which can be started and stopped independent of each other:

- **SMTP Receiver Service.** The Receiver Service listens for incoming messages from other mail servers on the Internet. It stores incoming messages for processing by the Delivery Service.
- **SMTP Delivery Service.** The Delivery Service is the core of the Engine. It delivers mail addressed to local users to their mailboxes and forwards other mail out onto the Internet. It uses MX records from your DNS server for routing mail.
- **POP3 Service.** The POP Service allows users to download mail from their mailboxes to their own computer using a POP3 mail client, such as Microsoft Outlook.
- **IMAP4 Service.** The IMAP Service allows users to read mail in their mailboxes using an IMAP4 mail client. IMAP users can also create folders within their mailboxes to organize messages.
- **LDAP3 Directory Service.** The LDAP Directory Service allows users to search for names and addresses of other users who have mailboxes on your site. It is fully compatible with e-mail clients that support the LDAP3 protocol for address searches.
- **HTTP Management Agent.** The HTTP Management Agent allows administrators and users to remotely manage mailboxes and mail lists using a web browser. It is fully compatible with web browsers that support the HTML 2.0 and later standards, such as Microsoft Internet Explorer and Netscape Navigator.
- **Mail Management Service.** The Mail Management Service allows you to remotely manage the mail server using the Windows Console. It also allows users of the Eudora mail client to change their password from Eudora.

### Windows Management Console

The Windows Management Console is a Windows desktop application that allows you to configure all aspects of MailSite, including the Engine services, domains, mailboxes, and mail lists. Among the operations that you can perform in the Windows Console are starting and stopping services, setting security policies, setting delivery schedules, creating and modifying mailboxes, and creating and modifying mail lists. Although the Web Console provides access to managing mailboxes and mail lists, the Engine can be managed only from Windows Console.

The Windows Console can be installed on a different computer than the one that runs the MailSite Engine. This means that you can run the Engine on a large server system but still manage it from your desktop computer using the Windows Console. The Windows Console can manage multiple instances



of MailSite, so if you have MailSite installed on two or more server machines, you can manage all of them from one Windows Console.

### ***Web Management Console***

The Web Management Console provides access to MailSite mailboxes and mail lists through a web browser, and can be used remotely. The Web Console supports Internet Explorer 2.0 (and above), Netscape Navigator 2.0 (and above), and any other browser that supports HTML 2.0 and later. Domain administrators, mail list moderators, and end users typically use this interface.

### ***MailSite Express***

MailSite Express is a full-featured web-based mail client that allows users to access their mailboxes through a web browser from any computer on the Internet. This allows your users to send and receive e-mail even if they are away from their own computers. Users can also organize their messages into folders and maintain an address book. MailSite Express is implemented using HTML and JavaScript, and does not require any complex installation of Java or ActiveX controls. MailSite Express is compatible with Internet Explorer 4.0 (and above) and Netscape Navigator 4.0 (and above).

### ***MailSite Pocket***

MailSite Pocket is an email client for Wireless Access Protocol (WAP) devices. MailSite Pocket allows users to access their mailboxes through any WAP-compatible device, such as cellular phones and other wireless Internet devices. Users can read messages, move messages between folders, and delete messages.

## Key MailSite Features

This section provides an overview of some of MailSite's many features. If you are upgrading from a previous version of MailSite and want to know which features are new to this version, see the following section.

### **Extremely Scalable**

MailSite can support an extremely large number of users, scaling to over 100,000 mailboxes on a single Windows 2000 server or on a cluster of servers. MailSite can also support over 100,000 members in a single mail list. Administrators can configure all MailSite servers in a cluster to be clones or to have specified roles (e.g. just inbound SMTP, just IMAP, etc.)

### **High Performance Engine**

MailSite has a multi-threaded and multi-processing Engine that quickly and efficiently sends and receives large volumes of messages.

### **Rock Solid**

MailSite is extremely reliable and has been engineered as Rock Solid Internet Software for sites where server down time cannot be tolerated.

### **Internet Standards**

MailSite is based on open standards and protocols of the Internet, and is completely interoperable with other Internet mail systems. This means that MailSite does not require a gateway to communicate with remote Internet e-mail servers. MailSite is 100% compatible with the Internet RFC Standards for SMTP, POP3, IMAP4 and LDAP3.

### **Anti-Spam Security**

Rockliffe has integrated the acclaimed spam-scanning engine from Sophos into the MailSite 6 server. MailSite 6 uses a “cocktail” approach to spam filtering; combining heuristics, profiles, keywords, white and black lists to offer very sensitive and accurate spam filtering. This approach offers the advantage of analyzing email and identifying spam during processing, before it is delivered to the users’ inbox.

As the Sophos spam scanning engine analyzes messages, it calculates a spam score for each message based on techniques such as pattern matching, spam definitions, and heuristic analysis. Regular updates to the spam engine heuristics ensure continued effectiveness against the changing tactics of spammers. The spam scores for each message can be used to determine how the message is handled by the system.

### **Anti-Virus Security**

MailSite Virus Filter can automatically scan all incoming mail for the presence of viruses. This allows your mail system to block e-mail borne viruses before they enter your network. MailSite’s virus scanning facility is provided by Kaspersky Labs, a leading developer of centrally managed security solutions for the mobile enterprise.

### **Message Filtering (Sieve rules)**

In addition to its anti-spam and anti-virus features, MailSite includes *message filtering*. With filters, you can create sophisticated rules for handling incoming messages based on the contents of their headers, bodies, and attachments.

## Directory Harvest Attack Prevention (DHAP)

MailSite 6 includes the ability to protect corporate data and further reducing spam by detecting directory harvest attacks and automatically dropping the harvester's connection and blacklisting the IP address for a configurable period of time.

Spammers use directory harvest attacks to steal corporate directories from their victims. They use this information to make their subsequent spam attacks easier for themselves and more costly to recipients. In addition to the obvious spam problem, directory harvest attacks can cause performance degradation issues while the harvesting action is in progress. MailSite now detects these attacks and automatically drops inbound harvest connections, and then denies future connections to the sender. This safeguards sensitive corporate data.

## Choice of Any Internet Mail Client

Because MailSite adheres to Internet e-mail standards, your users can choose any desktop operating system and any RFC-compliant POP3 or IMAP4 e-mail client to access their MailSite mailbox. For example, Netscape Messenger, Eudora, Microsoft Exchange, and Microsoft Outlook all work very well with MailSite.

## Windows and Web Management Consoles

MailSite provides two Management Console interfaces for managing mailboxes and mail lists, providing flexibility for both local and remote administration. These include a stand-alone application (Windows Console) and a browser-based interface (Web Console), both of which can be used to create, modify, and delete mailboxes and mail lists.

## Multi-Level Administration Privileges

MailSite supports multiple levels of administration. In addition to the *server administrator*, who has access over all domains and mailboxes, you can assign *domain administrators*, who can manage only the mailboxes and mail lists in their domain. The administration of mail lists can be delegated to *mail list moderators*, who can define parameters associated with their lists, moderate membership requests, and moderate the content of list postings.

## Mailbox Self-Administration

MailSite also allows end users to modify certain information related to their mailboxes. This allows each user to change their password, set delivery preferences, and enable a vacation message—all without requiring the help of the server administrator.

## Custom Default Mailbox Properties

The configuration data associated with a mailbox are called mailbox properties. Common mailbox properties items include mailbox quota size, POP/IMAP/webmail access, or anti-virus and anti-spam scanning options. MailSite 6 now provides the ability to customize these default mailbox properties to ideally suit customer implementation requirements.

Mailbox property defaults can be modified through a special mailbox named MailboxTemplate, which is automatically created and located in the default domain. All mailboxes properties that have not been explicitly set will inherit that property from the new MailboxTemplate. Changing a property in the MailboxTemplate mailbox can also change that same property for all mailboxes for which that property has not been explicitly set.

## Database Integration

MailSite allows you to access mailbox and mail list data stored in an ODBC database. This allows you to authenticate email users against an existing user database, and to create mail lists whose

membership is based on users in a database table. With the optional SQL features you can also store all mailbox data in a central database, providing even greater scalability and performance.

### **Web-Based Mailbox Access**

MailSite Express provides end users with access to their MailSite mailbox through a web browser from any computer on the Internet. This allows your users to send and receive e-mail even if they are away from their own computers.

### **Wireless Mailbox Access**

MailSite Pocket provides users with mailbox access through WAP-compatible wireless Internet devices, such as cell phones and personal digital assistants (PDA's).

### **Fast Installation**

MailSite's Installation Wizard allows you to quickly and effortlessly install the application. The MailSite Engine's services are installed as services, allowing them to be automatically started when the machine boots up. You can also start these services at the conclusion of the installation without rebooting your server.

### **Powerful Integrated List Server**

MailSite includes a *list server*, which allows groups of users—such as employees, customers, and discussion groups—to easily exchange messages. A message sent to a *mail list* is quickly broadcast to all of its members, allowing users to distribute mail to multiple users by sending it to one e-mail address. MailSite's comprehensive list server features include multiple moderators, e-mail moderation, e-mail subscription, message size limitation, digest distributions, configurable welcome and goodbye messages, web-based message archiving, and powerful header editing macros.

### **Automatic Reply Facility**

Each MailSite mailbox includes an optional *auto-reply message*, which defines a response that should be automatically sent to each user who sends a mail to the mailbox. You can use the auto-reply feature to create mailboxes dedicated to providing frequently requested information, such as product literature, newsletters, and product support assistance. Your users can also make use the auto-reply feature to set up an automatic response for when they are away from the office and unable to receive e-mail.

### **Integrated With Windows Account Passwords**

MailSite allows you to create mailboxes that correspond to Windows users on your server system. When a Windows mailbox is created, its password is automatically taken the Windows login password for the user, allowing your users to have a single password for your server. When you change a user's Windows login password, the user's MailSite mailbox immediately uses the new password.

### **Secure Logon**

You can enhance security on your e-mail system by encrypting mailbox passwords (including User passwords) using the secure APOP, AUTH, or AUTHORIZE protocols, which are all supported by MailSite.

### **Flexible Logging**

MailSite includes flexible logging options that support extensive message tracking and error detection information. You can direct logging information to a file, to a database, and to the Event Viewer.

## ***Virtual Domains***

You can configure a single MailSite server to send and receive mail for multiple domains. This allows your site to host e-mail for "virtual" domains. Mailbox names need not be unique across domains, so you can use a particular mailbox name in each domain on your server.

## ***Performance Monitoring***

The MailSite Engine is fully integrated with the performance monitoring and security features of Windows 2000/2003. All Engine services can be monitored with the Performance Monitor for tracking information such as number of active connections, amount of message data received, and number of failed POP/IMAP logins.

## ***Flexible Mailbox Authentication***

User login data can be authenticated in several ways, allowing you to integrate existing user databases into MailSite. Users can be authenticated against the user database, an ODBC database, a SQL Server directory, the Emerald Radius user database, or mailbox data stored in the registry.

## ***Programmability***

You can extend the capability of MailSite using *agents*, which are programs that are executed on individual e-mail messages that arrive for the server, for a particular mailbox, or for a particular mail list. For example, you can use an agent to automatically forward messages to your pager if they contain the word "emergency" in the subject header. Agents are extremely flexible and allow you to build-in almost any message-processing functionality.

## What's New in Version 6.1

### ***Domain Forwarding Support***

The domain properties have been enhanced to make it easier to use MailSite as an SMTP gateway to relay mail to and from other non-Rockliffe email servers. A new tab entitled "Relay Host" has been added to simplify the configuration of MailSite as an Internet gateway.

### ***Dynamic Host Configuration Protocol (DHCP) Support***

DHCP is a protocol that provides a means to dynamically allocate IP addresses to computers on a local area network. The system administrator assigns a range of IP addresses to DHCP and each client computer on the LAN has its TCP/IP software configured to request an IP address from the DHCP server. The request and grant process uses a lease concept with a controllable time period.

In order to use DHCP with MailSite, the administrator must configure the DNS settings in Windows rather than adding a DomainNameServer via MailSite. This is done by configuring the IP settings for the application server, nominating a DNS server and deciding whether the server is to be DHCP enabled. No application specific configuration is required for MailSite to resolve DNS queries. There are no MailSite user interface changes for DHCP support. DHCP is defined in RFC 2131.

### ***Enhanced Sieve Rules Wizard***

The Sieve Rules Wizard screen has been enhanced to include a checkbox for quarantine instead of relying on the name "Junk Mail" in the fileinto edit control. It is now also possible to insert spam score X-headers and tag subject headers at the Mailbox Delivery Script level. In previous versions of MailSite, this was only possible in Server Receive Scripts. This is particularly useful for system administrators who want to provide anti-spam services to a subset of their total MailSite user population.

### ***IP Address Binding***

MailSite services (POP, IMAP, SMTP, etc.) running on multi-homed hosts can now bind to specific IP addresses rather than binding to any available IP address.

### ***Secure Messaging (TLS/SSL) over IMAP, POP, and SMTP Protocols***

Transport Layer Security (TLSv.1) is the new Internet Standard by the Internet Engineering Task Force (IETF) for authenticating and encrypting transmissions across open networks. TLS is the evolution of Netscape's Secure Sockets Layer (SSLv.3), the implementation standard universally accepted on the World Wide Web for authenticated and encrypted communication between clients and servers.

### ***Kaspersky Labs Anti-Virus Filter***

Kaspersky Labs award winning anti-virus engine is now fully integrated with MailSite with no additional application installation or configuration required. Automatic updates to both the engine and the virus definition files ensure maximum protection with minimum administration.

## ***UIDPLUS Support***

The UIDPLUS extension of the Internet Message Access Protocol [IMAP4] provides a set of features intended to reduce the amount of time and resources used by some client operations. The features in UIDPLUS are primarily intended for disconnected-use clients.

MailSite “advertises” the use of the UIDPLUS extension in its response to the IMAP Capability command. No MailSite set-up or configuration is required. UIDPLUS will only be utilized if the Mail Client (MUA) supports this IMAP extension. There are no MailSite user interface changes for UIDPLUS support. IMAP UIDPLUS extension is defined in RFC 2359