





RedPort Email

Administrator's Guide

RedPort Routers wXa-2xx; wXa-3xx; wXa-5xx

Table of Contents

1.0 About this guide .	•	-	•		•	•	•	06
1.1 How to Use this Guid	de .							06
2.0 Introduction to RedPort E	mail		•					08
2.1 RedPort Email Featu	ires							09
3.0 Setting Up Your RedPort	wXa Ro	uter f	or Em	ail .				10
4.0 Primary Accounts .								14
4.1 Add a Primary Account								15
4.2 Edit a Primary Account								16
4.3 Delete a Primary Accou	nt .	-					-	18
4.4 Email Access by Primar	у Ассои	ınt						18
4.4.1 Using a Web Brow	ser							19
4.4.2 Using an Email Clie	ent							20
4.4.3 Using the Internet								21
5.0 Sub Accounts								23
5.1 Add a Sub Account								23
5.2 Edit a Sub Account								25
5.3 Delete a Sub Account								26
5.4 Email Access by Sub A	ccount							27
5.4.1 Using a Web Brow	ser			•	·			27
5.4.2 Using an Email Cli	ent			•	•			28



6.0	Managing Email			•	•	•				29
	6.1 Sending Email									29
	6.2 Receiving Email	-				•				29
	6.3 How to Bypass "	Update I	nterval	(min)"	Setting	١.	•	•	•	30
7.0	Filters									31
	7.1 Inbound Cuto	off Size								32
	7.2 Outbound Cu	toff Size	-						-	33
8.0	Managing BigMail		•							34
	8.1 Retrieving Inc	coming B	igMail							34
	8.1.1 Retri	eve BigM	lail usi	ng Rep	oly					35
	8.1.2 Retri	eve BigM	lail usi	ng We	b-Base	d GU	Ι.			35
	8.1.3 Retri	eve BigM	1ail usi	ng Red	dPort E	mail I	3igmai	l Tab		37
	8.2 Sending BigN	⁄lail				•				38
	8.2.1 Chai	nging Out	tbound	Cutof	f Size F	ilter				39
	8.2.2 Bypa	assing Ou	ıtbound	d Cuto	ff Size	Filter	•	•	•	40
	8.3 Email Notifica	ations Set	ttings	-						41
9.0	Administrator Acco	ess to Er	nail or	the F	Router					43
	9.1 Outbound En	nail (Outb	ox)			•				43
	9.1.1 Dele	te Pendir	ng Outl	oound	Email					43
	9.1.2 Man	age Pend	ding Ou	ıtboun	d Emai	۱.				45
	9.2 Primary Acco	unt								46
	9.3 Sub Account	(Crew Ac	count)) _				_		47



Appendix A: General Settings Tab	•	•	•	•	•	•	50
Appendix B: Connection Settings Tab)		•				56
Appendix C: Filters Settings Tab							62
Appendix D: Primary Accounts Tab							65
Appendix E: Sub Accounts Tab							66
Appendix F: Spool Management Tab							67
Appendix G: Tools Tab		-					68
Appendix H: BigMail Tab .							75
Appendix I: Logs Tab		-					76
Appendix J: Using RedPort WebMail			_	_	_		80



RedPort Email Administrator Guide Revision History

Date	Revision	Author
April 15, 2013	Initial Release	D. Brickhouse



1.0 About this guide

This document is divided into the following chapters:

- 1.0 About this guide
- 2.0 Introduction to RedPort Email
- 3.0 Setting up Your RedPort wXa Router for Email
- 4.0 Primary Accounts
- 5.0 Sub Accounts (crew/passenger)
- 6.0 Managing Email
- 7.0 Filters
- 8.0 Managing BigMail
- 9.0 Administrator Access To Email on the Router

Appendix A: General Settings: General Tab

Appendix B: General Settings: Connection Tab

Appendix C: General Settings: Filters Tab

Appendix D: General Settings: Primary Accounts Tab

Appendix E: General Settings: Sub Accounts Tab

Appendix F: General Settings: Spool Tab

Appendix G: General Settings: Tools Tab

Appendix H: General Settings: BigMail Tab

Appendix I: General Settings: Logs Tab

Appendix J: Using RedPort WebMail

1.1 How to Use this Guide

This guide is intended for Email Administrators of RedPort wXa routers.

wXa refers to the webXaccelerator by RedPort, a trademark of Global Marine Networks, LLC.



The following chapter references will help you in configuring your RedPort router for onsite email.

Chapter 2.0 Introduction to RedPort Email

Chapter 3.0 Setting Up Your RedPort wXa Router for Email

Chapter 4.0 Primary Accounts

Chapter 5.0 Create Sub Accounts (crew/passenger)

Find information about how to use RedPort Email in the following chapters:

Chapter 6.0 Managing Email

Chapter 7.0 Filters

Chapter 8.0 Managing BigMail

Find important information about management email on the router in:

Chapter 9.0 Administrator Access to Email Accounts

Find detailed information about each section of the RedPort Email Administrator's user interface in the following:

Appendix A: General Settings: General

Appendix B: General Settings: Connection

Appendix C: General Settings: Filters

Appendix D: General Settings: Primary Accounts

Appendix E: General Settings: Sub Accounts

Appendix F: General Settings: Spool

Appendix G: General Settings: Tools

Appendix H: General Settings: BigMail

Appendix I: General Settings: Logs



2.0 Introduction to RedPort Email

Global Marine Networks (GMN), the leaders in advancing satellite data speeds and services, helps Fixed and Mobile Satellite Services providers and their customers by offering the industry's fastest, most reliable and easy-to-use email, web, VoIP and other hardware and software services to maritime, oil and gas, first responder and business continuity users. The company's products include XGate high-speed satellite email, WeatherNet weather and oceanographic data software, and vessel tracking systems.

Ship to shore network management solutions are sold by GMN under the RedPort Global brand name at www.redportglobal.com and as white-label solutions for the world's premier satellite data service service providers.

XGate email has been incorporated into some RedPort Global routers under the name RedPort Email. All RedPort webXaccelerator routers in the wXa-200 series, the wXa-300 series and the wXa-500 series are capable of performing as a mail server. They are a POP and SMTP server as well as a webmail server. RedPort Email allows for onsite email on the Local Area Network.

At least one Primary Account is set up by the Email Administrator. Primary Accounts have access to email whether on or off the vessel and receive all email system messages.

Subaccounts are a solution for providing email access to transient crew members. They exist only at the router location, are subject to all the filtering rules set by the Primary Account, and cannot be accessed over the internet. There is no limit to the number of subaccounts allowed. Subaccounts can be added and deleted by the Administrator as needed. Usage is tracked for each subaccount allowing for billing of data transferred, if desired.



2.1 RedPort Email Features

Designed specifically for satellite email, RedPort Email is easy to use, fast, reliable and secure.

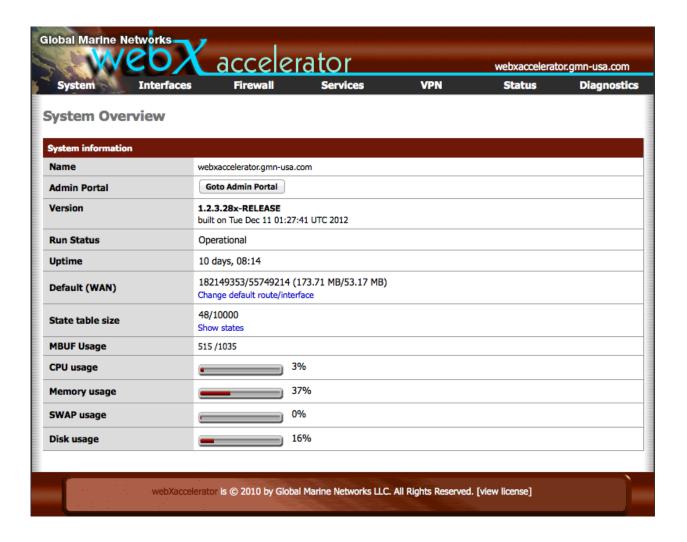
- Eliminates the back and forth of email protocols before using satellite airtime.
- Server-side filtering keeps large files out of the Inbox, safely saved on the main mail server for future access.
- BigMail Client-side filtering lets you preview headers and download just what is needed, saving the rest for later.
- Virus Scanning and Spam Filtering on the main mail server before download.
- · User defined white/black list via remote access login.
- Full support of Email attachments.
- Mid-file restart in case of dropped connections.
- · Email is created offline and sent in batches.
- Email can be read offline.
- Remote access login to the main mail server from any PC with an internet connection (email is kept on the main mail server until the next RedPort Email connection).
- Subaccounts available for multi-user access.



3.0 Setting Up Your RedPort wXa Router for Email

You must be logged in to the router with the username and password given to you by the System Administrator (see Section 4 of the RedPort Administrator's Guide for details).

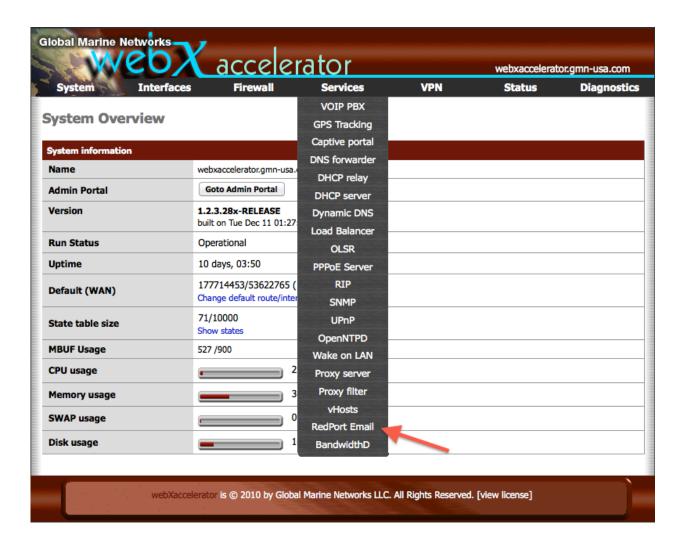
Once logged in, you will see the Web Administrator System Overview page.





To configure RedPort Email service:

1. Click on the <Services> tab and select <RedPort Email> from the drop-down menu.



(You will find detailed information about each section of the RedPort Email Settings in the Appendix of this Guide)

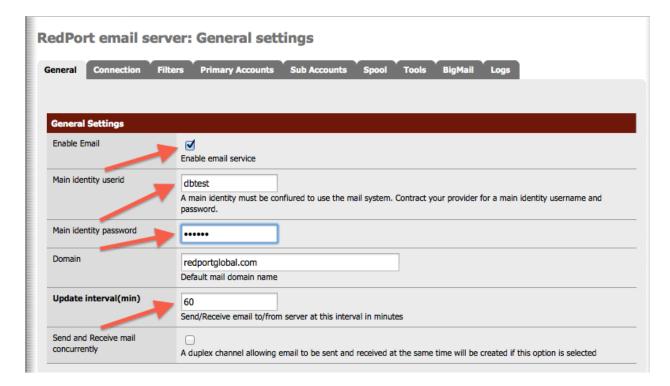
This takes you to the RedPort Email Server: General Settings.

2. Click the Checkbox to Enable Email.



3. Enter the username and password assigned to the Main Identity Primary Account for email. Typically this is the Email Administrator. It is possible to have more than one Primary Account; however, in this section use the Main Identity information.

See Chapter 4.0 for information about Primary Accounts.

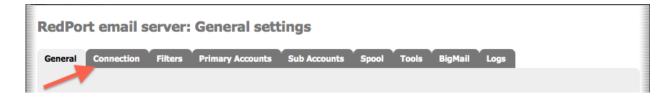


4. Update Interval(min)

This is how often (expressed in minutes) the mail program will automatically login to the satellite device to send any pending email and to receive any email pending. The default is set to 60 minutes. You can change this to fit your specific business needs.

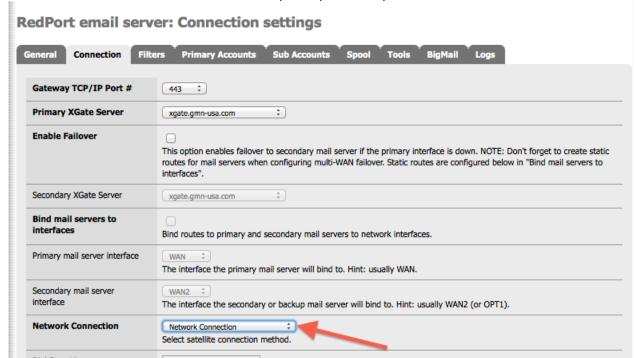
See Appendix A for information on email block compression and its impact on Update Intervals.

5. Click on the <Connection> Tab.



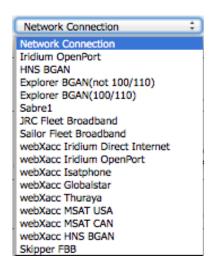


6. Click on <Network Connection> to open up the drop-down menu.

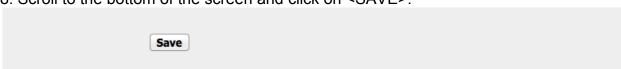


7. Select the appropriate setting for your satellite connection method. This tells the router which satellite device you are using and instructs the router to bring up the connection prior to attempting to send email. Otherwise, it will attempt to send email before the connection is up and because it cannot open the socket to the server it will fail due to a timeout error.

The router supports both Managed and Unmanaged connections for Inmarsat FleetBroadband, Inmarsat BGAN, and Iridium OpenPort users. See Appendix B: Connection Tab for more information.



8. Scroll to the bottom of the screen and click on <SAVE>.



Email is now enabled and the router will start using the satellite communication device to check email.



4.0 Primary Accounts

The Main Identity must be a Primary Account. There must be at least one primary account present on the system. The username and password are assigned to you by your service provider.

Typically there is only one Primary Account, however RedPort Email allows access to multiple primary accounts if needed. For example, a fleet manager that travels from vessel to vessel would have a primary account and would need access to that account from each vessel in the fleet.

Primary accounts have access to email whether on or off the vessel as the account exists on the GMN mail servers.

Primary accounts also have access to Filters to customize settings to meet the account needs. These filters include:

- Mail Management including BigMail. See Chapters 6.0 and 8.0 for details.
- Inbound Mail Filter. See Chapter 7.0 for details.
- Outbound Mail Filter. See Chapter 7.0 for details.

The Primary Account receives all Email system messages.

BEST PRACTICE: The Main Identity Primary Account is reserved for the Email Administrator. The Email Administrator does NOT have a sub account. With this arrangement, the Email Administrator will receive the system messages that cannot be viewed via a sub account.

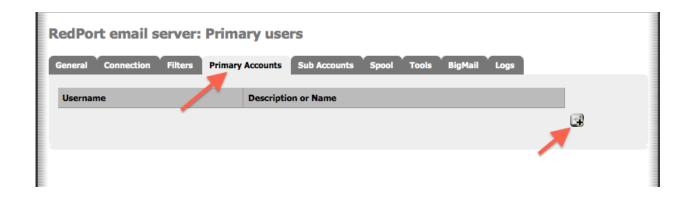
The email address of the primary account will be: username@redportglobal.com. See Appendix A for information on using a custom domain name for the email address.



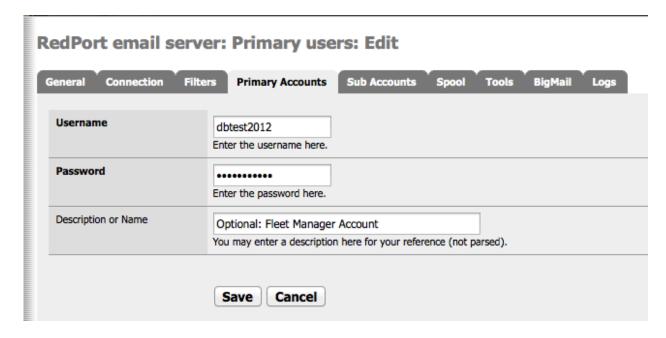
4.1 Add a Primary Account

To add a Primary Account:

1. Click on the <Primary Accounts> tab:



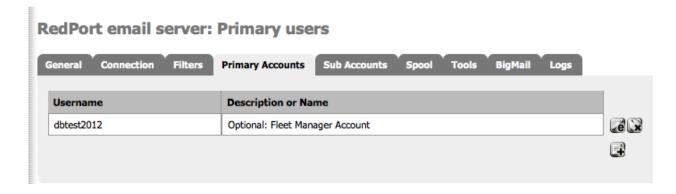
2. Click the add icon



3. Enter the Username of the Primary Account to be added.



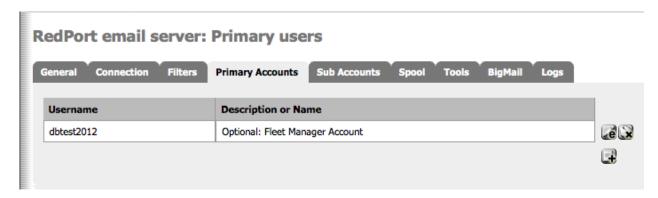
- 4. Enter the Password of the Primary Account to be added.
- 5. Optional: Enter a description of the Primary Account.
- 6. Click <Save> to add the Primary Account.
- 7. Wait for confirmation that the account has been added.



4.2 Edit a Primary Account

To edit a Primary Account:

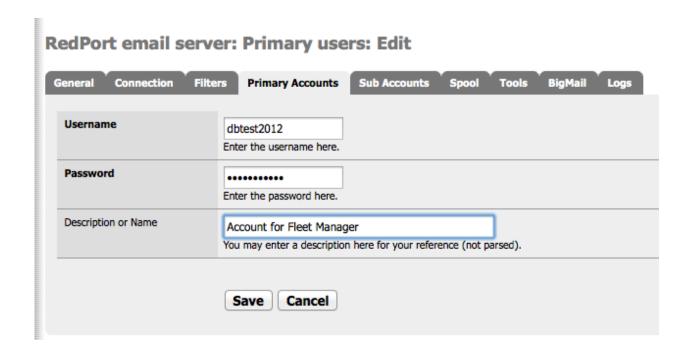
1. Click on the <Primary Accounts> Tab.



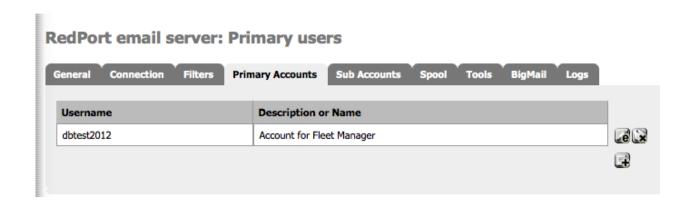
2. Click the edit icon ext to the username of the account you want to edit.



3. Make the desired edits.



4. Click <Save> to save the changes.

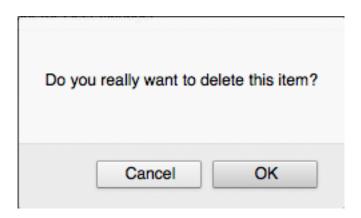




4.3 Delete a Primary Account

To delete a Primary Account:

- 1. Click on the <Primary Accounts> Tab.
- 2. Click the delete icon an ext to the username of the account you want to delete.



3. Click <OK> to confirm the deletion of this account. *CAUTION: This Action CANNOT be Undone!*

4.4 Email Access by Primary Account

Primary Accounts have access to email whether on or off the vessel.



4.4.1 Using a Web Browser

The router has an internal webmail program that can be accessed from any browser using any computer with local network access.

1. Open any web browser and enter the URL for the router: http://192.168.10.1:8888



- 2. Enter the Username of the Primary Account.
- 3. Enter the Password of the Primary Account.
- 4. Click <Login> to open RedPort Webmail.





RedPort Webmail works like most email clients. Incoming Email is stored in the Inbox. Outgoing Email is stored in the Sent box.

When service with the last service with the service with the service with the last service with the service

See Appendix J for detailed information on Using RedPort Webmail.

4.4.2 Using an Email Client

RedPort Email can be accessed from any computer on the local network using most POP email clients (i.e. Outlook, etc). The email client must be configured for POP access as follows:

POP Server: 192.168.10.1

POP Port: 110

POP User: username (this is the username of the primary account)
POP Password: password (this is the password of the primary account)

SMTP Server: 192.168.10.1

SMTP Port: 25

Authentication: none

When new email is composed and sent it will be placed in the outbound email queue to be sent during the next scheduled email session as dictated by the "Update Interval (min)" in the Email General Settings of the RedPort router.



4.4.3 Using the Internet

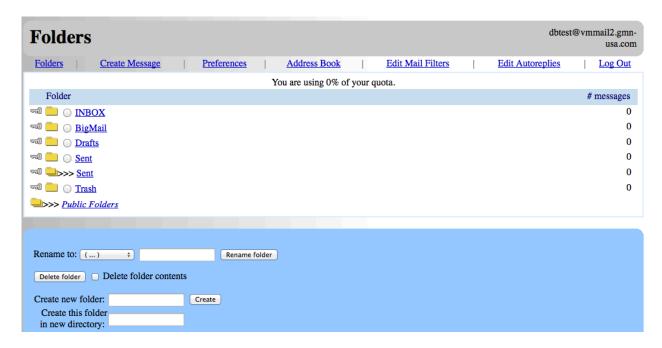
Primary Accounts can view and manage email on the GMN mail server from any computer with Internet access.

1. Open any web browser and enter the URL for the GMN mail server: webmail.gmn-usa.com



- 2. Enter the Primary Account username and password.
- 3. Click <Login> to access the email account.





Email on the server can be read and managed via this interface. It will remain on the server until the next RedPort Email session at which time it will be downloaded to the RedPort router.



5.0 Sub Accounts

Sub Accounts are a solution for providing email access to transient crew members. These accounts only exist at the router location (on the vessel or remote location).

Each sub account is bound to a primary account and subject to all the filtering rules set for that primary account.

Sub accounts can only be accessed on the local network. Users with sub accounts cannot view their email over the internet.

Sub accounts are managed in full by the RedPort Email Administrator. The Email Administrator can create, modify, and delete sub accounts as needed. Sub accounts can be created at any time for any duration.

Usage is tracked for each sub account allowing for billing of data transferred, if desired.

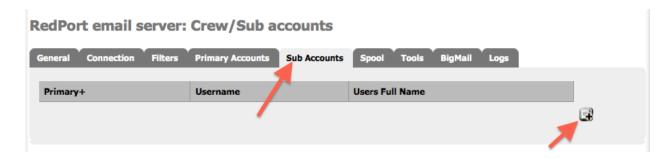
Each primary account may have an unlimited number of subaccounts, however, you are billed for the number of sub accounts you use. Contact your provider for details.

The email address of the sub account account will be: PrimaryUsername+SubAccountUsername@redportglobal.com. See Appendix A for information on using a custom domain name for the email address.

5.1 Add a Sub Account

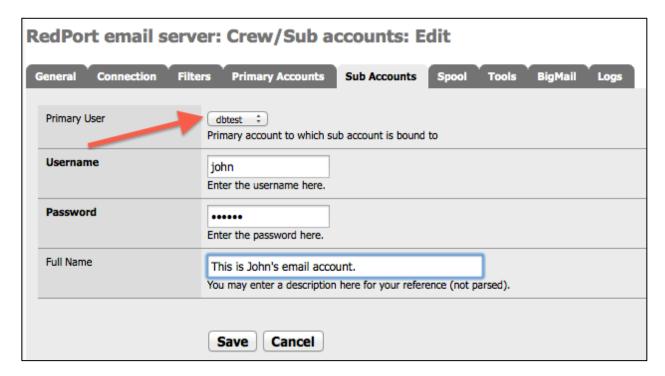
To create a Sub Account:

1. Click on the <Sub Accounts> tab

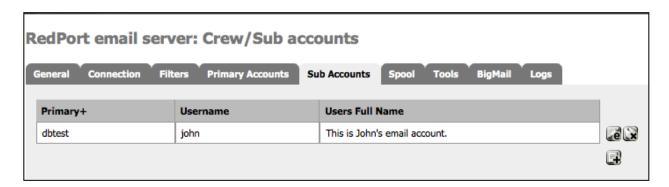


2. Click the add icon





- 3. Select the Primary User for this Sub Account
- 4. Enter the Username for this Sub Account
- 5. Enter the Password for this Sub Account
- 6. Enter the Full Name and/or description for this Sub Account
- 7. Click <Save> to add the Sub Account

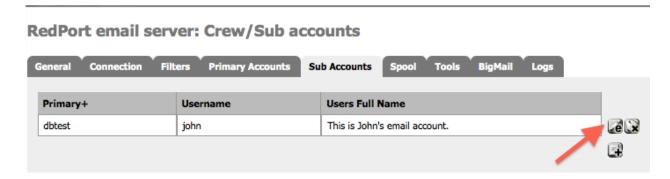




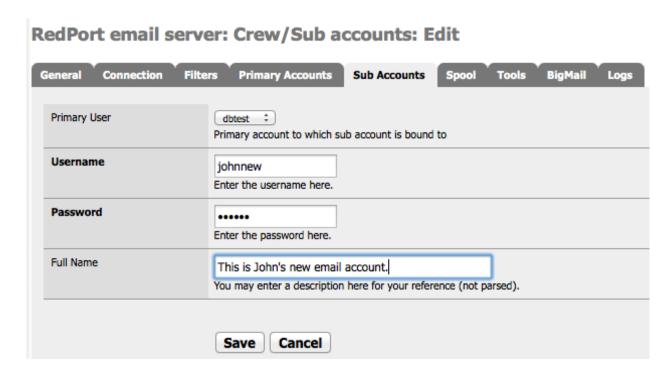
5.2 Edit a Sub Account

To edit a Sub Account:

- 1. Click on the <Sub Accounts> Tab.
- 2. Click the edit icon ext to the username of the account you want to edit.



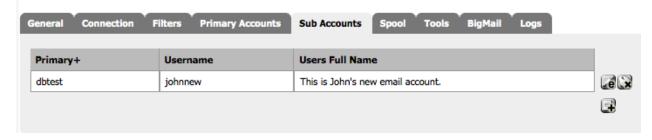
3. Make the desired edits.





4. Click <Save> to save the changes.

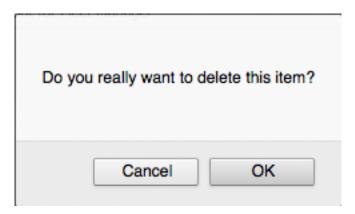
RedPort email server: Crew/Sub accounts



5.3 Delete a Sub Account

To delete a Sub Account:

- 1. Click on the <Sub Accounts> Tab.
- 2. Click the delete icon in next to the username of the account you want to delete.



3. Click <OK> to confirm the deletion of this account. *CAUTION: This Action CANNOT be Undone!*



5.4 Email Access by Sub Account

Sub Accounts only exist locally on the RedPort router; therefore, email access is limited to the local network only.

5.4.1 Using a Web Browser

The router has an internal webmail program that can be accessed from any browser using any computer with local network access.

1. Open any web browser and enter the URL for the router: http://192.168.10.1:8888



2. Enter the Username of the Primary Account, then the + sign, then the username of the Sub Account.

Example:

Username of Primary Account: dbtest

+

Username of Sub Account: johnnew

Is entered as: dbtest+johnnew

3. Click <Login> to open RedPort Webmail.





RedPort Webmail works like most email clients. Incoming Email is stored in the Inbox. Outgoing Email is stored in the Sent box.

When is composed, click to add the email to the outbound email queue. It will now appear in your Sent box; however, it has not yet been sent to the recipient. It will be sent to the recipient during the next scheduled email session as dictated by the "Update Interval (min)" in the Email General Settings of the RedPort router.

See Appendix J for detailed information on Using RedPort Webmail.

5.4.2 Using an Email Client

RedPort Email can be accessed from any computer on the local network using most POP email clients (i.e. Outlook, etc). The email client must be configured for POP access as follows:

POP Server: 192.168.10.1

POP Port: 110

POP User: username (this is the username of the primary account)
POP Password: password (this is the password of the primary account)

SMTP Server: 192.168.10.1

SMTP Port: 25

Authentication: none

When new email is composed and sent it will be placed in the outbound email queue to be sent during the next scheduled email session as dictated by the "Update Interval (min)" in the Email General Settings of the RedPort router.



6.0 Managing Email

6.1 Sending Email

Users compose and "send" email to the router at will. Periodically, at a pre-determined interval, the router will use the satellite terminal to connect to the GMN mail servers to send and receive pending email that meets the Filters Cutoff Size and then disconnect the call. For information on sending email that exceeds the Filters Cutoff Size see Chapter 8.0 Managing BigMail.

How frequently email is sent is determined by the entry that appears in the Email General Settings under "Update interval(min)". Update Interval is how often (expressed in minutes) the mail program will automatically login to the satellite device to send any pending email and to receive email. The default is set to 60 minutes. You can change the Update Interval to fit your specific business needs. See Appendix A for information on email block compression and its impact on Update Intervals.

6.2 Receiving Email

Incoming email is collected on the GMN mail servers and email that meets the Filters Cutoff size will be downloaded to RedPort Email during the next email session. For information on receiving email that exceeds the Filters Cutoff Size see Chapter 8.0 Managing BigMail.

The frequency of email sessions is determined by the entry that appears in the Email General Settings under "Update Interval(min)". The default is set to 60 minutes. You can change the Update Interval to fit your specific business needs. See Appendix A for information on email block compression and its impact on Update Intervals.

Once email is downloaded to RedPort Email, all account holders (Primary and Sub Accounts) can access their email using RedPort WebMail or other Email Client via the local network.

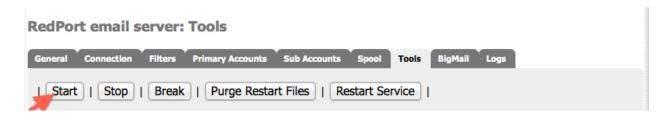


6.3 How to Bypass "Update Interval(min)" Setting

There may be occasions when you would like to initiate an email session outside the parameters of the "Update Interval(min)" setting (i.e. you must send an email immediately or you are waiting for one to arrive that you know has been sent to you).

To bypass the Update Interval(min):

- 1. Open RedPort Email
- 2. Select <Tools> Tab
- 3. Click on <Start> button.



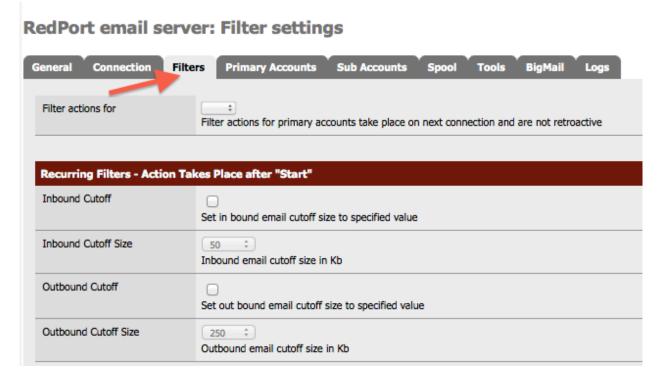
This initiates an email session immediately.



7.0 Filters

RedPort Email includes Inbound and Outbound filters to assist you in managing the mail that passes through your satellite connection. To access these Filters:

- 1. Open RedPort Email
- 2. Select <Filters> Tab



Filters must be linked to a Primary Account. A Sub Account is subject to the same filter parameters as its parent Primary Account.

Any modification to the Primary Account's filters will automatically apply to the all Sub Accounts associated with that Primary Account.



7.1 Inbound Cutoff Size

The default Inbound email size is set to 50 Kb. Any emails that arrive on the GMN email server that are equal to or smaller than the Inbound Filter Setting are queued to be downloaded to you automatically during the next email session.

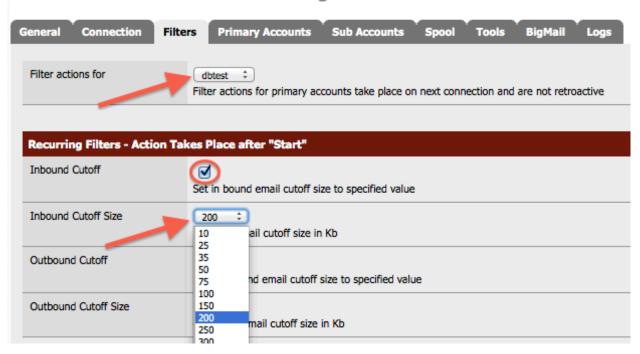
Email arriving on the GMN email server that exceeds the Inbound Filter Setting will be quarantined as BigMail on the GMN server and a notification is emailed to the recipient that a large email has arrived. The notification includes the email address of the sender, the subject line of the email and the uncompressed size of the email.

See Managing BigMail for options available when a large email arrives.

To modify the Inbound Cutoff Size:

1. Select the Primary Account for the filter action.

RedPort email server: Filter settings



- 2. Check the Inbound Cutoff box.
- 3. Select the Inbound Cutoff Size from the drop-down menu.
- 4. Scroll down and click <Save> to apply the changes. This prepares an alert that will be uploaded to the mail server during the next email session.



7.2 Outbound Cutoff Size

The default Outbound email size is set to 250 Kb.

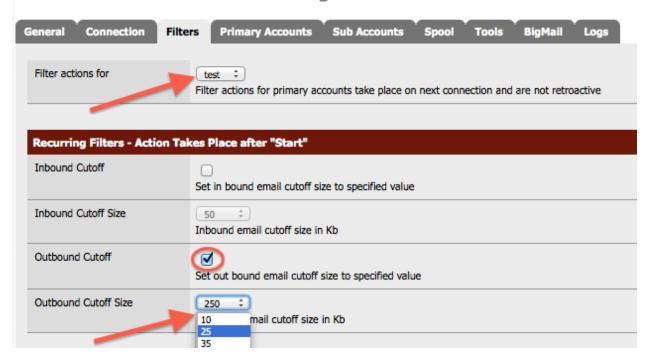
Any email that arrives on the RedPort router that is equal to or larger than the Outbound Cutoff Size is rejected and a notice is sent to the user.

See Managing BigMail for options available when sending a large email.

To modify the Outbound Cutoff Size:

1. Select the Primary Account for the filter action.

RedPort email server: Filter settings



- 2. Check the Outbound Cutoff box.
- 3. Select the Outbound Cutoff Size from the drop down menu.
- 4. Scroll down and click <Save> to apply the changes.



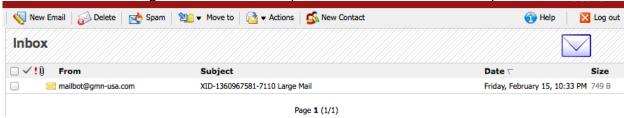
8.0 Managing BigMail

RedPort Email provides simple ways to manage emails larger than the Cutoff Size settings.

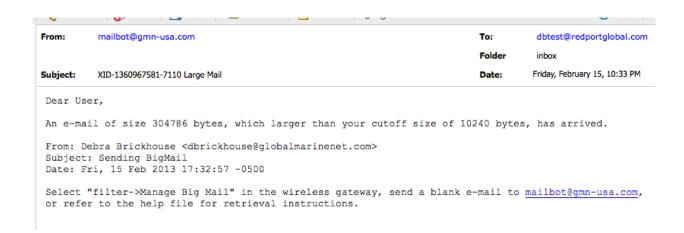
8.1 Retrieving Incoming BigMail

Email arriving on the GMN email server that exceeds the Inbound Filter Setting will be quarantined as BigMail and a notification is emailed to the recipient that a large email has arrived.

The notification of large email will show up in the email box of the recipient.



The body of the notification provides valuable information about the content of the email.





There are several methods to Retrieve BigMail:

8.1.1 Retrieve BigMail using Reply

You can simply open the mailbot email notification and select "Reply". Sending an empty "Reply" will queue the server to download the BigMail message during the next email session. The "Reply" email will now show in the Sent Folder.

During the next email session, the BigMail will be downloaded to the recipient.

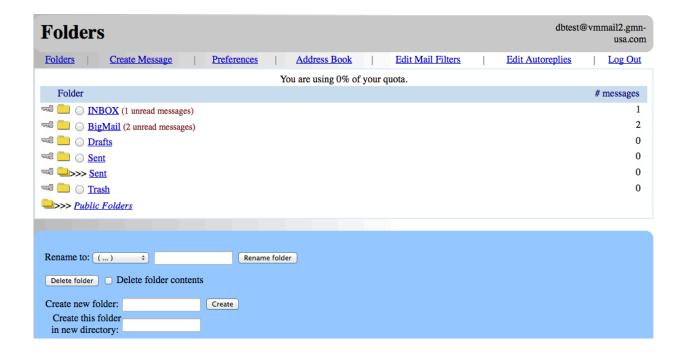
8.1.2 Retrieve BigMail using Web-Based GUI

Primary Account holders can access email on the server via a WebMail interface from any computer with an internet connection using this URL: webmail.redportglobal.com



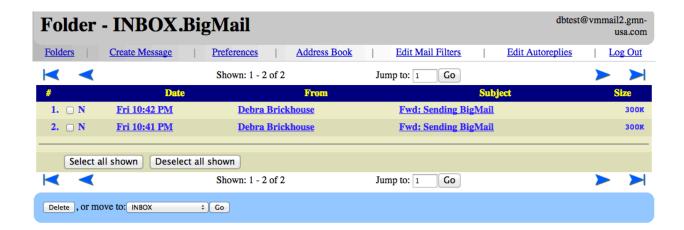
Enter the RedPort Email username and password to access the mail server.





This shows you all the email that is on the server for this Primary Account holder, including BigMail that is quarantined on the server because it exceeds the Inbound Cutoff Size Filter setting in RedPort email.

To view the pending BigMail select the BigMail folder to see a list of all the pending BigMail:





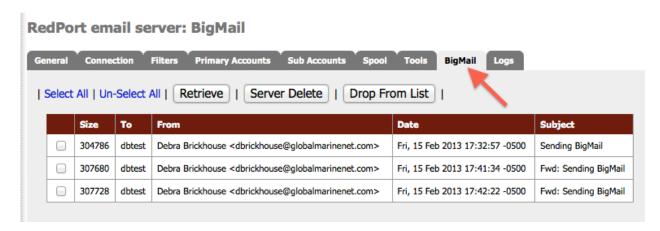
Select an email in the list to see the full email. Usually BigMail gets quarantined on the server due to large attachments. Scroll down to access the Attachment.

You can read, reply to, move or delete the BigMail.

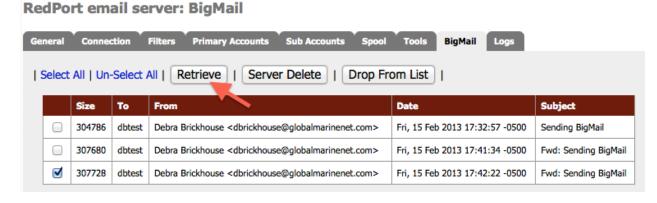
This webmail GUI can also be used to read, create, reply to, move and delete any email.

8.1.3 Retrieve BigMail using RedPort Email BigMail Tab

The RedPort Email Administrator can access pending BigMail via the BigMail Tab:



Select one or more emails by clicking on the checkbox next to the email you want to retrieve.

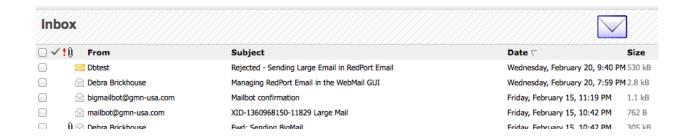


Select <Retreive> to download the BigMail during the next email session.



8.2 Sending BigMail

Outbound email that exceed the Outbound Cutoff Size Filter setting will be rejected by RedPort Email and a notification of the rejection is sent to the email sender.



The notification email includes options for sending the large email.



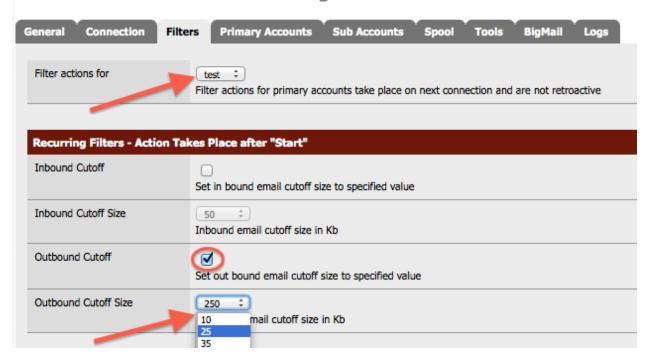


8.2.1 Changing the Outbound Cutoff Size Filter

To modify the Outbound Cutoff Size:

1. Select the Primary Account for the filter action.

RedPort email server: Filter settings

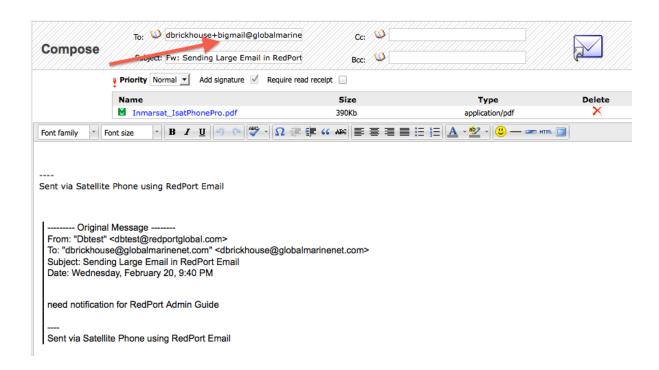


- 2. Check the Outbound Cutoff box.
- 3. Select the Outbound Cutoff Size from the drop down menu. Make sure the setting is larger than the size of the BigMail email that was rejected.
- 4. Scroll down and click <Save> to apply the changes.
- 5. Return to your email client and re-send the large email.



8.2.2 Bypassing the Outbound Cutoff Size Filter

Go to the Sent folder and open the email that was rejected. "Forward" the email to the recipient's address by appending +bigmail to the email address. (ex: username+bigmail@domain.com)



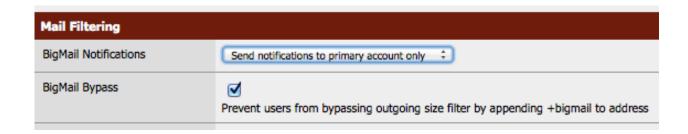
The email will be sent, bypassing the BigMail Filter.

Users can be prevented from bypassing the BigMail Filter.

- 1. Open RedPort Email to the General Settings Tab.
- 2. Scroll down to the Mail Filtering section.



3. Check the BigMail Bypass box.



4. Click on <Save> to apply the change.

8.3 Email Notifications Settings

The BigMail Notifications default is set to "Send notifications to everyone". This means:

- For every email that arrives that is larger than the Inbound Cutoff Size a
 notification is sent to the intended recipient (whether Primary User or Sub
 Account User) to let them know that a large email has arrived for them; and
- Every time a User attempts to send an email larger than the Outbound Cutoff Size a rejection notice is sent to the sender.

The BigMail Notification can be modified so that only the Primary Account holder receives the notifications. This prevents SubAccount Users from sending/receiving any email that exceeds the Cutoff Size or even knowing that a large email has arrived or has been rejected. The Email Administrator (Primary Account User) is the only User that can manage the BigMail via the RedPort Email GUI (see Section 8.1.3 for details).

Another setting is to send notifications to no one. This prevents anyone from requesting the download of a large email. It also keeps everyone from knowing that a large email has been rejected. The Email Administrator (Primary Account User) is the only one that can manage the BigMail via the RedPort Email GUI (see Section 8.1.3 for details).



To modify BigMail Notifications:

1. Open RedPort Email to the General Settings Tab and scroll down to the Mail Filtering section.



- 2. Using the drop-down menu in BigMail Notifications, select who you want to receive BigMail Notifications.
- 3. Click on <Save> to apply the change.

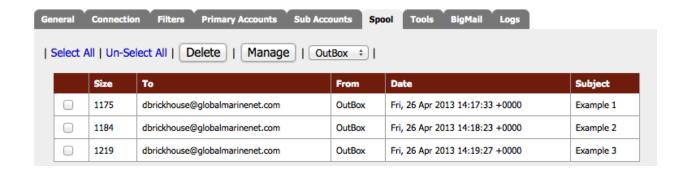


9.0 Administrator Access to Email on the Router

The Spool Tab allows the Email Administrator to view and manage email that is on the router.

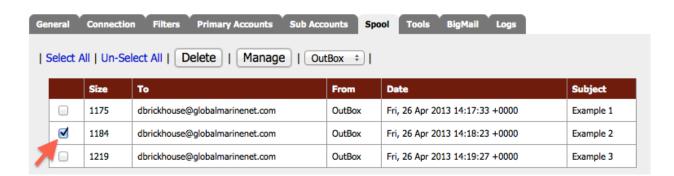
9.1 Outbound Email (OutBox)

The default view has **OutBox** selected. This is a list of all Outbound email that is pending on the router. These are the emails that will be transferred to the main mail server during the next email session.



9.1.1 Delete Pending Outbound Email

To select an email for removal from the list, click on the checkbox for the selected email.

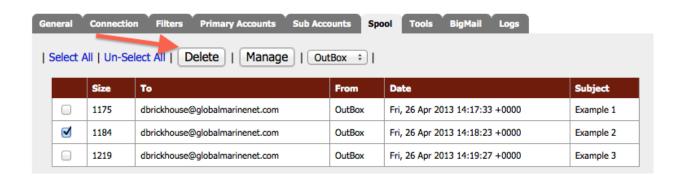




You may select more than one email by clicking on the corresponding checkboxes.

To select all emails on the list, click the Select All button.

Click the button to permanently remove the selected email from the list and the router. CAUTION: This Action CANNOT be Undone!



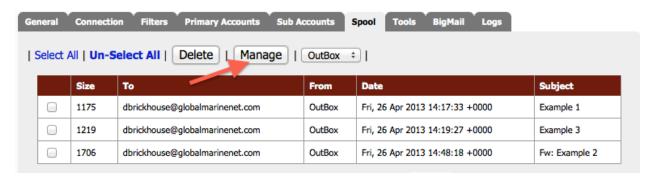
When the page refreshes the selected emails are gone.





9.1.2 Manage Pending Outbound Email

For greater access, to email on the router, click on the button.



From the mail management window, you can download

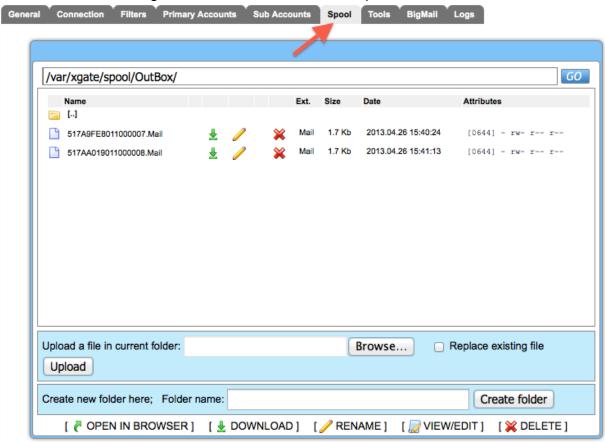
🛂 , rename '

, or delet

×

selected emails.

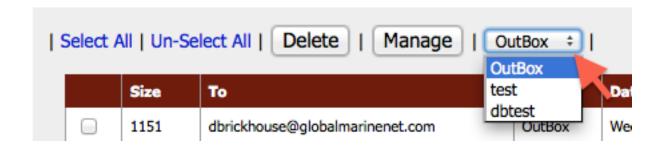
To exit the mail management window, click on the Spool Tab.



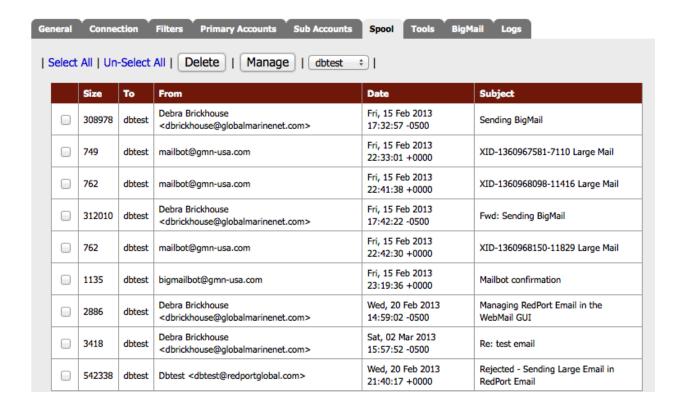


9.2 Primary Account

To manage email that is on the router for the Primary Accounts, click on the OutBox arrows for a drop down list of the Primary Accounts on this router.



When selected, you will see a list of email for that Primary account.

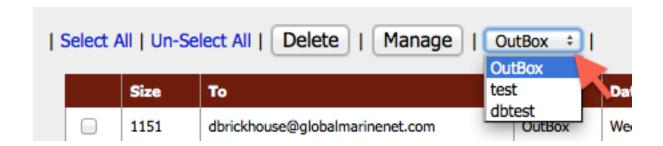


Follow the instructions in section 9.1 above for managing email for the Primary accounts.

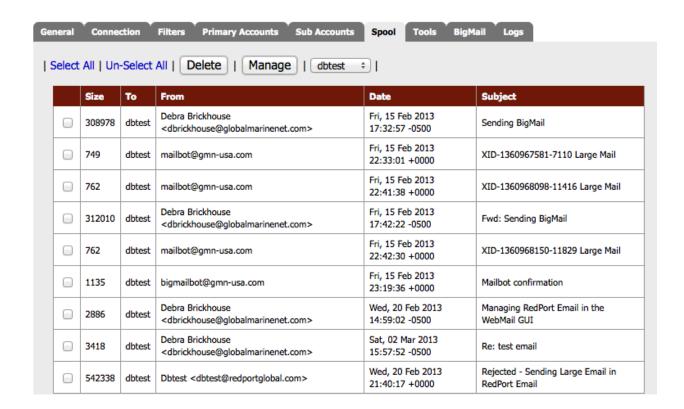


9.3 Sub Account (Crew Account)

To manage email that is on the router for a Sub Account, click on the OutBox arrows for a drop down list of the Primary Accounts on this router. Select the Primary Account to which the Sub Account is attached.



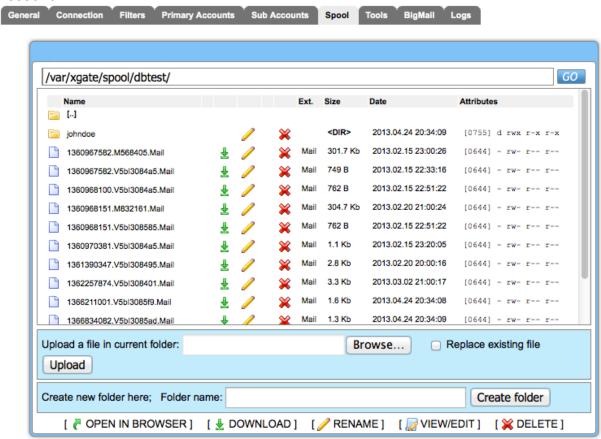
This opens the Spool tab for the Primary Account to which the Sub Account is attached.





Click on the Account.

Manage button to open the mail management window for this Primary Account.

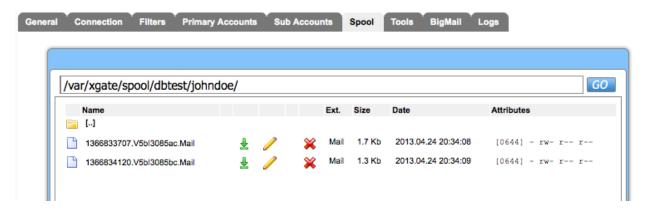


All Sub Accounts attached to this Primary account will show as a folder at the top of the list.



Double-click on the selected folder to view the mail management window for that Sub Account.



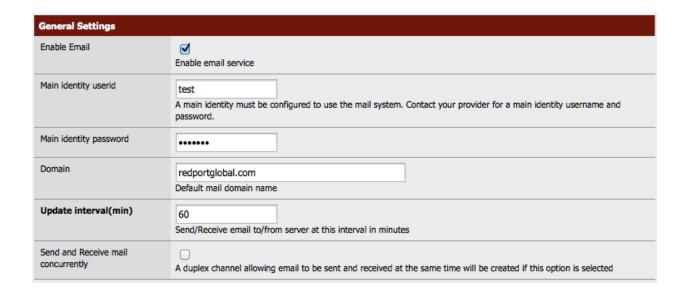


Follow the instructions in section 9.1 above for managing email for the Sub Accounts.



Appendix A: General Settings Tab

General Settings



Enable Email: This must be checked to enable RedPort Email service.

Main identity userid: Enter the username assigned to the Primary Account holder. One Main Identity is required. It must be a Primary Account.

Main identity password: Enter the password assigned to the Primary Account.

Domain: The default domain is redportglobal.com. This can be changed, however, the domain used MUST be registered and the domain owner must set the domain to the GMN Mail Servers.



Update Interval(min): This is how often (expressed in minutes) the mail program will automatically login to the satellite device to send any pending email and to receive any email pending. The default is set to 60 minutes. You can change this to fit your specific business needs. When modifying the Update Interval, keep in mind that RedPort Email uses block compression across all emails for that session.

BEST PRACTICE: Set the Update Interval to meet your business needs. See below for a description of block compression. It is better to not check email too often because the more email pending, the better compression. More compression means less satellite airtime expense.

BLOCK COMPRESSION: RedPort Email uses block compression. It takes ALL pending inbound email and compresses it into one block and sends the entire block at one time. Block compression across all emails is very efficient, so the more email being transferred, the more efficient the compression. For example, one email that is one page of text is typically 5kb in size. Compressed down about 50% turns that email into 2-3 kb. However, if you have 1000 emails at 5kb each, that is 5Mb. Using block compression and eliminating redundancy reduces that data transfer size to about 5kb total. Therefore, the more email pending, the greater the compression, the lesser the expense of email. The same block compression is applied to outbound email as well.

Send and Receive email concurrently: Checking this box will enable RedPort Email to send and receive mail at the same time. On devices that support true full duplex, this action can double the effective speed of data transfer. On simplex devices, selecting this option may actually slow down data transfer since the phone has to work harder to emulate duplex and slow switching rates can dampen the transfer rate.



Webmail Settings



Login Banner: This is the text that is displayed when a user logs in to RedPort Email using a web browser.



The Login Banner text can be modified to meet your needs. Click <Save> to apply the changes.

Signature: This is the text that is displayed at the end of every outgoing email. It can be modified or removed to meet your needs. Click <Save> to apply the changes.

Idle Timeout: The default Idle Timeout is 30 minutes. Users that are logged in to RedPort Webmail will be logged out automatically after 30 minutes of inactivity. You can modify this setting to meet your needs. Click <Save> to apply the changes.



Network Settings

Network Settings		
Relay by network address	Allow SMTP relay by network address. Otherwise allow relay for any user with an email From: address which matches the default mail domain	
Relay Network Address	0.0.0.0 Allow SMTP relay from this network address only. Use 0.0.0.0 for localhost/webmail access only	
POP3 Port #	Note: changing the POP port may require manual restart of service (under tools) or reboot. Check POP log to confirm port change	
SMTP Port #	Note: changing the SMTP port may require manual restart of service (under tools) or reboot. Check SMTP log to confirm port change	

Relay by network address: By default, RedPort Email is set to Relay by Domain. This allows any user that has connectivity to your network to send mail through RedPort Email as long as the users From: email address has the same domain name as that specified in the General Settings > Domain. Checking this box changes the relay from 'by domain' to 'by network address'. This prevents users on your network from using RedPort Email to transmit their mail and prevents spammers from using your network to forward emails to the internet. Enter the network address in the next box below.

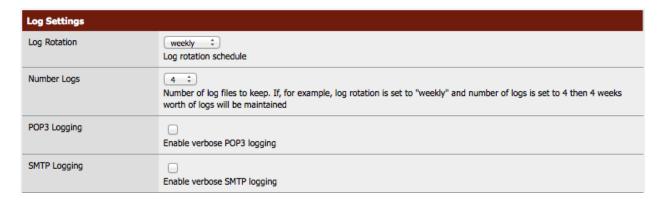
Relay Network Address: Using a Network Address of 0.0.0.0 allows any user to send email through RedPort Email as long as RedPort Email and the email client are running on the same computer. A network address other than 0.0.0.0 will allow any user on the network which matches the network address to send email through RedPort Email. For example, if the TCP/IP address of your RedPort router is 192.168.10.101, setting the network address to 192.168.1.0 will allow any user on any computer on your local LAN to send email through RedPort Email. Note that only the network address of the router is used to limit access to RedPort Email. Users email addresses or domains are ignored when using this option.

POP3 Port #: The POP3 port should be left at the default value of 110 unless it conflicts with something already installed on your system. If you change this value then you must configure the local email clients with the new port number. Click <Save> to apply the changes and restart RedPort Email to confirm the change.

SMTP Port #: The SMTP port should be left at the default value of 25 unless it conflicts with something already installed on your system. If you change this value then you must configure the local email clients with the new port number. Click <Save> to apply the changes and restart RedPort Email to confirm the change.



Log Settings



Log Rotation: This establishes the log rotation schedule for the Usage CDRs (see Logs tab). Logs can be set to rotate daily, weekly or monthly. The default is set to weekly,

Number Logs: This setting establishes the number of logs that are maintained. For example, if the Log Rotation above is set to daily and the Number Logs is set to 7, then 7 days of Usage CDRs will be maintained. The default is set to 4. The minimum is 1, the maximum is 9.

BEST PRACTICE: The default settings of Log Rotation = 4 and Number Logs = 4 are ideal for setting up monthly billing cycles, if required. The logs can be periodically downloaded for billing purposes.

POP3 Logging: Check this box to enable detailed POP3 logging.

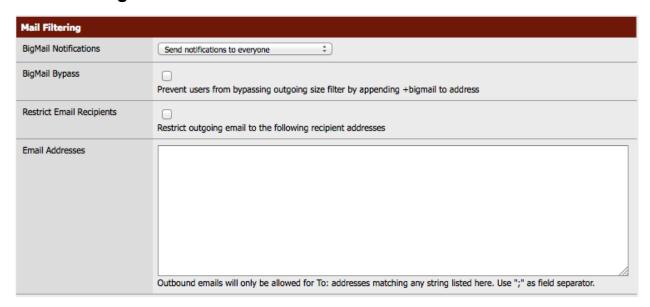
BEST PRACTICE: The default setting is POP3 Logging is disabled. POP3 logging can be enabled when troubleshooting connection issues.

SMTP Logging: Check this box to enable detailed SMTP logging.

BEST PRACTICE: The default setting is SMTP Logging is disabled. It can be enabled when troubleshooting connection issues.



Mail Filtering



BigMail Notifications: This setting determines which accounts will receive notifications when large email is received. Notifications can be sent to everyone, primary and subaccounts (the default) or to the primary account only or to no one. The Email Administrator always has access to BigMail that is waiting via the BigMail Tab in RedPort Email.

BigMail Bypass: Check this box to prevent all users from bypassing the outbound email size filter.

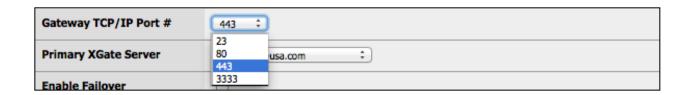
Restrict Email Recipients: Check this box to prevent email being sent to any email address that does not appear in the "Email Addresses" window below.

Email Addresses: Enter the "To:" email addresses approved for outbound email. Use ";" as a field separator.



Appendix B: Connection Settings Tab

Gateway TCP/IP Port #



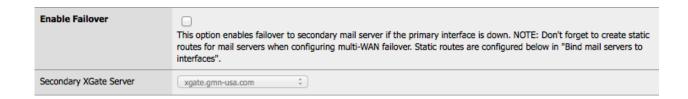
These TCP/IP Ports are available for access to the main mail servers. These should not be changed unless instructed to do so by your dealer.

Primary XGate Server



This is the default gateway to the main mail servers. The drop down menu will display a list of alternate mail servers. Alternate mail servers are used in many configurations and therefore may or may not contain your email account. Do not change this setting unless instructed to do so by your dealer.

Enable Failover





Check this box to enable failover to a secondary main mail server if the primary main mail server is not accessible due to server maintenance, internet disruption, or server or facility failure. If configuring multi-WAN failover, create static routes below in "Bind Mail Servers to Interfaces".

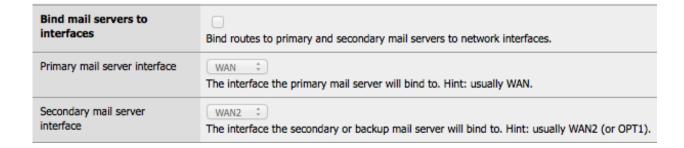
When failover is enabled, select a secondary mail server from the drop down menu.

BEST PRACTICE:

<u>Single WAN setup</u>: Select "Enable Failover" and select a secondary mail server so that redundancy at the server level is provided.

<u>Multi-WAN setup</u>: Select "Enable Failover" and complete "Bind Mail Servers to Interfaces" below. Failure to Bind to Mail Servers will prohibit email from working if your primary satellite network goes down.

Bind Mail Servers to Interfaces

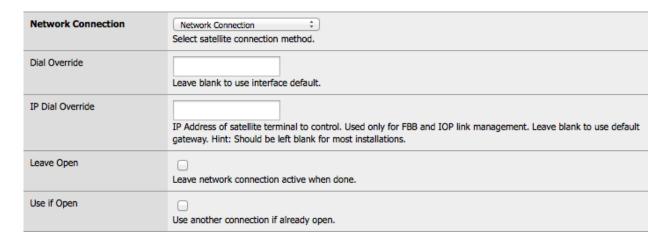


Check this box when static routes are created for multi-system setups and select the Primary and Secondary main mail server interface from the drop down menus.

This is required when the router has been configured for automatic failover as described in the RedPort wXa Admin Guide. When failover from a Primary satellite system to a Secondary satellite system is implemented, access to each main mail server must be bound or attached to a WAN.



Network Connection

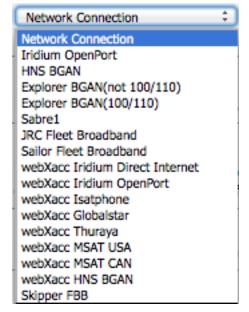


Select the appropriate satellite connection method from the drop down menu.

The router supports both Managed and Unmanaged connections for Inmarsat FleetBroadband, Inmarsat BGAN, and Iridium OpenPort users (see below).

Narrowband users should select the connection that begins with "webXacc..." For example, those using a handheld Iridium 9555 satphone as a backup device, would select "webXacc Iridium Direct Internet", when needed.

Inmarsat FleetBroadbrand / BGAN Setup:



Managed connections are intended for satellite terminals configured to be off-line except when a data session is taking place. Select the device name from the drop down list; and, configure the satellite terminal for "manual" connection mode. With this managed configuration RedPort Email will instruct the terminal to go online, send/receive email (or browse), and then close down the connection. Note: Inmarsat's minimum airtime billing increment will be incurred for every connection.

<u>Unmanaged connections</u> are intended for satellite terminals configured to be online all the time. Select "Network Connection" from the drop down list; and, configure the satellite terminal to automatically connect to the internet on network traffic. This unmanaged configuration typically results in lower airtime use since the number of



connections incurring minimum billing increments is reduced. . CAUTION: Be sure to set the router's Firewall rules to block all unwanted traffic prior to using this configuration.

<u>Hybrid Connection</u>: Setting the satellite connection method to the satellite terminal (as in Managed connections) and checking the option "Use if open" causes RedPort Email to use an active internet connection if available. If none is available, it will manage the satellite connection.

Iridium OpenPort Setup:

Managed connections (recommended) will keep the connection alive by issuing pings to a remote host every 5 seconds while either an email or web browsing session is in progress. Otherwise, the terminal will shut down the connection after 20 seconds causing the user to wait while the session is restarted. This connection delay can make it difficult to browse as there can be frequent timeouts and wait times while the connection is being reestablished. Select "webXacc Iridium OpenPort" from the drop down list.

<u>Unmanaged connections</u> will automatically connect to the internet when network traffic is detected. Select "Iridium OpenPort" from the drop down list.

Iridium does not have minimum billing increments for the OpenPort network so airtime fees for managed and for unmanaged connections are the same.

Dial Override: RedPort Email uses a default phone number to connect to the service provider selected in Network Connection above. Leave this field blank to use built-in default phone number. You can manually enter the phone number to be dialed to connect to the service provider. Under normal operating conditions, this feature is not needed.

IP Dial Override: Used only for FBB and Iridium OpenPort link management. To use the default gateway, leave this field blank. Enter the IP address of the satellite terminal to be controlled. Under normal operating conditions, this feature is not needed.

Leave Open: Check this box to keep the satellite connection open after email has downloaded. This Open condition is the preferred setting for those providers that charge a minimum billing increment for every connection. When unchecked, RedPort Email will terminate the connection after email is downloaded.



Use if Open: Under normal operating conditions RedPort Email will terminate any existing connection, then reconnect using the Network Connection selected above. When this box is checked, RedPort Email will NOT terminate the existing connection but will attempt to use the connection for the mail download.

Override Default Network Timeouts

Override default network timeouts		
Seconds before connection timeout	20	
Seconds before send/receive timeout	60	

Under normal operating conditions, the values here should not be changed. However, If you are experiencing time out errors you can change these values by checking the box and increasing the seconds for connection timeout and/or the seconds for send/receive timeout.

Persistent Connections

Persistent Connections	Persist with connections until transfer completes or num times.
Num Attempts	1 Number of times to attempt connection.
Seconds to Wait	180 Seconds to wait between connection.

Check this box to increase the default settings for Persistent Connections.

Num Attempts sets the number of times to accept connection before acknowledging failure.



Seconds to Wait sets the number of seconds to pause between connection attempts. Most service providers recommend a several minute wait between connection attempts to allow satellite orbits to reposition.



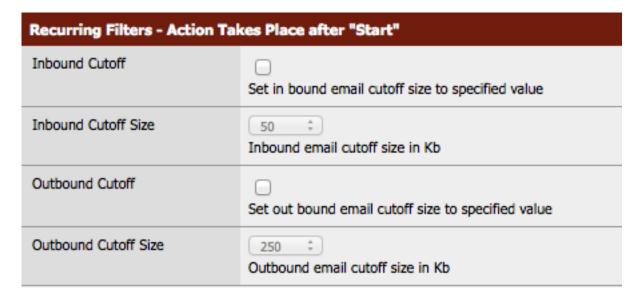
Appendix C: Filters Settings Tab

Filter Actions for:

Filter actions for	test ‡
	Filter actions for primary accounts take place on next connection and are not retroactive

Click on the drop down box for a list of Primary Accounts that exist on the router. Select the Primary Account for which the filter settings will apply; in this example "test".

Recurring Filters – Action Takes Place after "Start"



Inbound Cutoff: Check this box to enable a change to the Inbound Cutoff Size.

Inbound Cutoff Size: Use the drop down menu to increase or decrease the Inbound Cutoff Size. Scroll down and click <Save> to apply the new setting. This will generate a message that will be sent to the main mail server on the next RedPort Email connection. The change will be applied on all subsequent email connections.

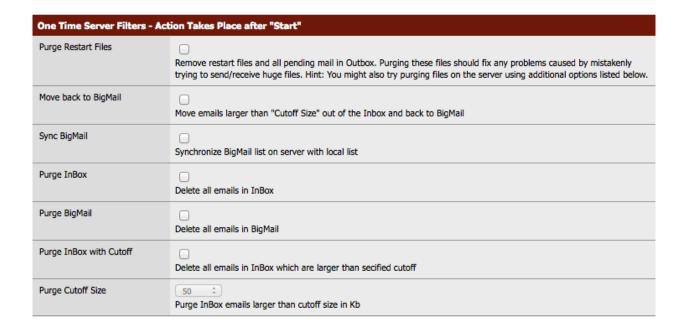


Outbound Cutoff: Check this box to enable a change to the Outbound Cutoff Size.

Outbound Cutoff Size: Use the drop down menu to increase or decrease the Outbound Cutoff Size. Scroll down and click <Save> to apply the new setting. This information resides on the router and is effective immediately.

One Time Server Filters – Action Takes Plan After "Start"

Checking any of these filters creates a message that is sent to the server on the next email connection only. The messages are acted upon during that next connection and never again. To use these filters a subsequent time, you must select it again for action during the following email connection.



Purge Restart Files: Restart Files are partial files that were interrupted during transfer, usually due to dropped signal, and therefore the file did not transfer completely. RedPort Email's Mid-File Restart feature allows the remaining portion of these files to transfer on the next connection before any other email is passed. Use this checkbox to bypass the Restart feature for the next connection. The partially transferred file will be removed from the Restart Files queue. This will allow other email to pass. Click <Save> to apply.



Move back to BigMail: Under normal conditions there should never be email larger than the Inbound Cutoff Size in the Inbox on the main mail server. It is, however, possible to retrieve large emails. If during the retrieval of a large email it is determined that it is undesirable to download the large email you can use this function to move the large email on the main mail server from the Inbox back into the BigMail box.

To use this function, cancel the current email session in RedPort Email by selecting the <Stop> button under the Tools Tab. Wait for the connection to stop. Check this box "Move back to BigMail". Click <Save> to apply. Return to the Tools Tab and select <Start> to initiate an email session. The large email will be moved into the BigMail folder on the main mail server and other mail transfers will resume as normal.

Sync BigMail: RedPort Email keeps track of the large emails stored on the main mail server (see BigMail Tab). At times, this list can become out of sync with the actual messages stored on the main mail server (i.e., if using the internet WebMail interface to delete large messages off the server, etc.) Use this checkbox to synchronize the RedPort Email BigMail list with the BigMail stored on the main mail server. Click <Save> to apply.

Purge InBox: Use this checkbox to delete all email in the InBox Folder on the main mail server. Click <Save> to apply.

Purge BigMail: Use this checkbox to delete all email in the BigMail Folder on the main mail server. Click <Save> to apply.

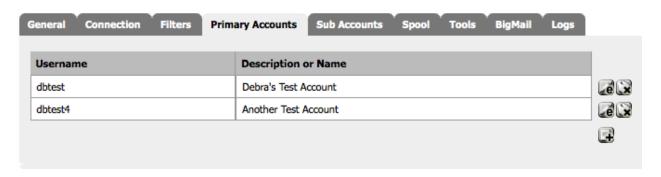
Purge InBox with Cutoff: Use this checkbox to enable "Purge Cutoff Size".

Purge Cutoff Size: Select the cutoff threshold from the drop down menu. Click <Save> to apply. All email that is larger than the threshold will be deleted from the InBox Folder on the main mail server.



Appendix D: Primary Accounts Tab

This is a list of the email Primary Accounts that are accessible using this router.



The Main Identity must be a Primary Account. There must be at least one primary account present on the system.

Typically, there is only one Primary Account however RedPort Email allows access to multiple primary accounts if needed.

Primary accounts have access to email whether on or off the vessel as the account exists on the GMN mail servers.

Primary accounts also have access to Filters to customize settings to meet the account needs. These filters include:

- Mail Management including BigMail. See Chapters 6.0 and 8.0 for details.
- Inbound Mail Filter. See Chapter 7.0 for details.
- Outbound Mail Filter. See Chapter 7.0 for details.

The Main Identity Primary Account receives all Email system messages.

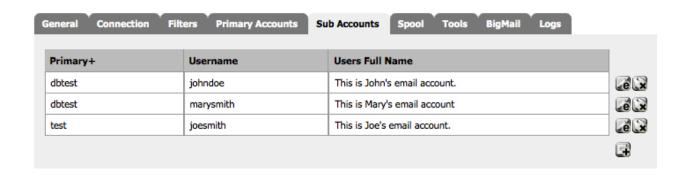
BEST PRACTICE: The Main Identity Primary Account is reserved for the Email Administrator. The Email Administrator does NOT have a sub account. With this arrangement, the Email Administrator will receive the system messages that cannot be viewed via a sub account.

See Chapter 4.0 of this guide for information on managing Primary Accounts.



Appendix E: Sub Accounts Tab

This is a list of the RedPort Email Sub Accounts that are accessible on this router.



Use Sub Accounts to provide email access to transient crew and/or passengers. These accounts can only be accessed on the local network; they cannot be viewed over the internet.

Each sub account must be bound to a primary account and is subject to all the filtering rules set by the primary account.

A primary account may have an unlimited number of sub accounts, however, you are billed for the number of sub accounts you use. Contact your provider for details and costs.

The Email Administrator can create, modify, and delete sub accounts as needed using this Sub Accounts Tab.

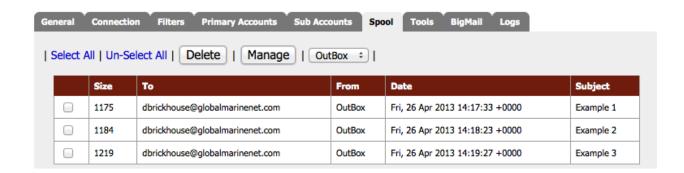
Usage is tracked for each sub account via CDRs allowing for billing of data transferred, if desired. (Appendix I: Logs Tab > Usage CDRs)

See Chapter 5 of this Guide for information on managing sub accounts.

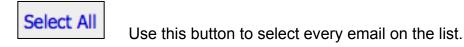


Appendix F: Spool Management Tab

The Spool Tab allows the Email Administrator to view and manage email that is on the router.



See Chapter 9.0 of this Guide for information on Administrator Access to Email on the Router.



Un-Select All Use this button to reverse the selection of emails on the list.

Use this button to remove all selected emails on the list. CAUTION:

This Action CANNOT be Undone!

Manage account.

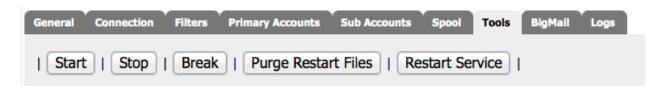
This button will open the Mail Management window for the selected

Clicking on this button will open a drop down menu that includes the Primary Accounts that exist on the router.



Appendix G: Tools

The Tools Tab allows the Email Administrator to manage various aspects of the email service.



Start

The Start button opens a connection and initiates an email session.

The Stop button terminates an email session in progress. It does not close the connection for web browsing.

The Break button closes any email and/or web browsing sessions and terminates the connection.

Purge Restart Files

Use this button to remove any partially transferred files from the queue. See Appendix : Filters for details on this feature. Wait for confirmation of the purge.

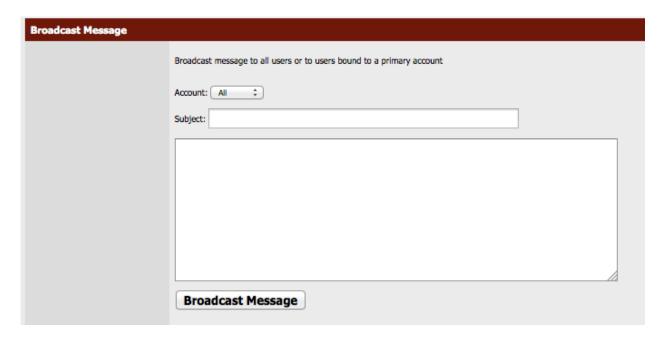


Restart Service
Under normal conditions there should never be a need to use this button. If, however, for some reason, RedPort Email becomes unresponsive click this button to stop and restart service in lieu of having to reboot the computer. Wait for confirmation of the restart.





Broadcast Message



Use Broadcast Message to send a blanket email to all users on the service or only to the Sub Accounts tied to a specific Primary Account.

Use the Account drop down menu to select the accounts to receive the broadcast message.

Enter the Subject.

Enter the text of the message.

Click Broadcast Message to send the broadcast email message.

Wait for confirmation that the email has been sent.



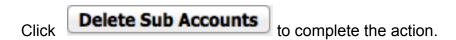


Delete Sub Accounts



Use Delete Sub Accounts to delete all Sub Accounts that exist on the router; or, only those Sub Accounts tied to a specific Primary Account.

Use the Primary Account drop down menu to select the Sub Accounts to be deleted.

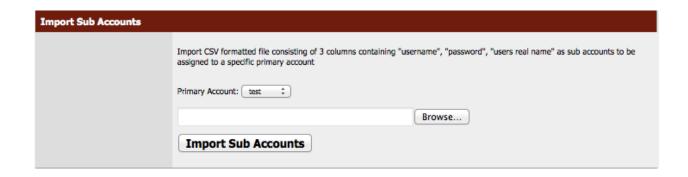


Wait for confirmation that the Sub Accounts have been removed.





Import Sub Accounts



Use Import Sub Accounts to avoid the data entry steps of adding each Sub Account individually.

The import file must be in .csv format. It must have three columns:

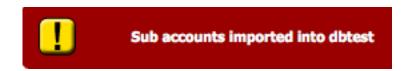
Username Password Users Real Name

Use the Primary Account drop down list to select the Primary Account that will host these Sub Accounts.

Browse to the correct .csv file.



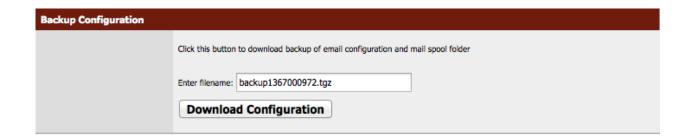
Wait for confirmation that the Sub Accounts have been imported into the Primary Account.



You can verify the import by clicking on the <Sub Accounts> Tab.



Backup Configuration



Use Backup Configuration to save the current configuration settings of the email service. All email in the Spool will be saved in this backup as well.

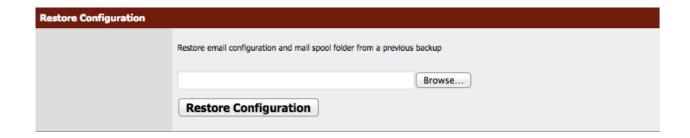
Accept the default filename or enter the filename of your choice. Note: the file must be in *.tgz format.

Click **Download Configuration** to save the current settings and the spool folder.

Save this backup file locally.



Restore Configuration



Use Restore Configuration to restore the email configuration and the mail spool folder from a previous backup.

Browse to where the backup file is stored.

Click Restore Configuration to load the backup file.

This action may take several minutes.

Wait for confirmation that the configuration has been restored.





Upgrade Email



Use Upgrade Email to install the newest software version. Contact your dealer for how to obtain the latest software version.

Browse to where the new software version is stored.

Click Upgrade to install the new version.

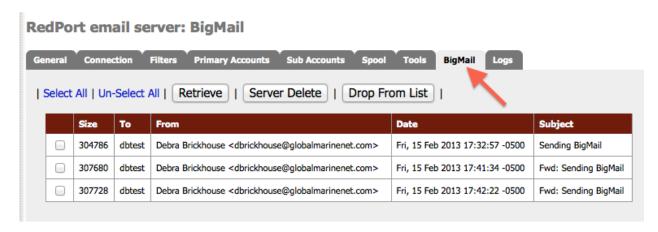
Wait for confirmation that the upgrade is complete.



Appendix H: BigMail Tab

The BigMail Tab allows the Email Administrator to manage large email that is quarantined on the main mail server before downloading it to the router.

See Chapter 8.0 of this Guide for additional information on Managing BigMail.



Select email for action by clicking on the checkbox.



Use this button to select every email on the list.

Un-Select All

Use this button to reverse the selection of emails on the list.

Selected emails are subject to the following actions:

Retrieve Clicking on this button prepares a message for the main mail server that these selected emails are to be downloaded on the next connection. During the following email session, these selected emails will be downloaded.

Server Delete Clicking on this button prepares a message for the main mail server that these selected emails are to be deleted from the main mail server. CAUTION: This Action CANNOT be Undone!

Drop From List Clicking this button removes the selected emails from this list. The email is not removed from the main mail server.

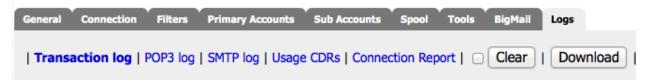
RedPort Email Administrator Guide



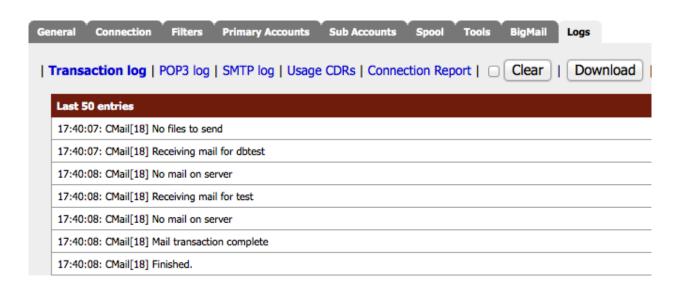
Appendix I: Logs Tab

The Logs Tab allows the Email Administrator access to the email system logs. These logs can be used monitor the connection and the usage.

RedPort email server: Log page



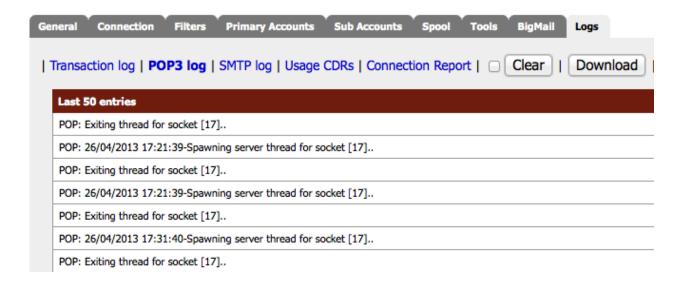
Transaction Log



Frequently used in troubleshooting connection issues, the Transaction Log displays the last 50 entries only and shows the progress of each connection.

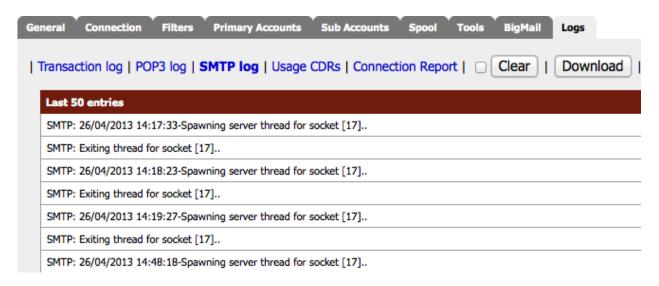


POP3 Log



Displays the last 50 entries of the POP log. Under normal conditions, this log is not needed. It can be useful, however, in debugging if there is a problem.

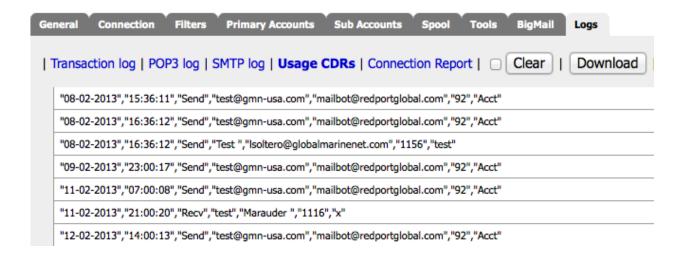
SMTP Log



Displays the last 50 entries of the SMTP log. Under normal conditions, this log is not needed. If can be useful, however, in debugging if there is a problem.



Usage CDRs



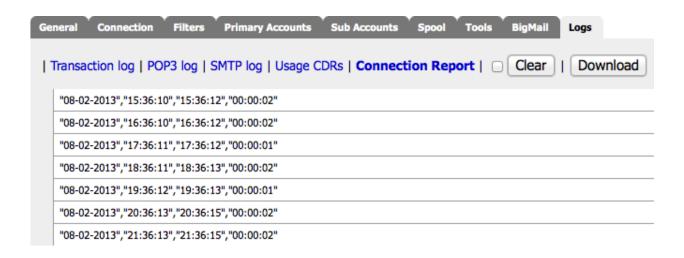
This log displays each transaction that passes through the email system. It includes:

Transmission date
Transmission time
Sent (Send) or Received (Recv)
Sender's identity
Receiver's identity
Email Size (uncompressed)
Email Subject

This log is useful when invoicing crew and/or passengers for airtime usage. It can be downloaded as a .csv file and opened in a spreadsheet application. For Windows OS or Mac OS X users there is a billing module available that will generate invoices using this file. Contact your dealer for details and costs.



Connection Report



This report displays each connection and includes the following:

Connection date
Time Connection is Opened
Time Connection is Closed
Duration of Connection in HH:MM:SS format

Use this button to clear the log currently displayed. it requires two steps to clear the log. First, click on the checkbox and then click on the Clear button. Refresh the page to view the blank log.

Use this button to download the log currently displayed. The download will be in the .csv format and can be viewed and manipulated in a spreadsheet application.

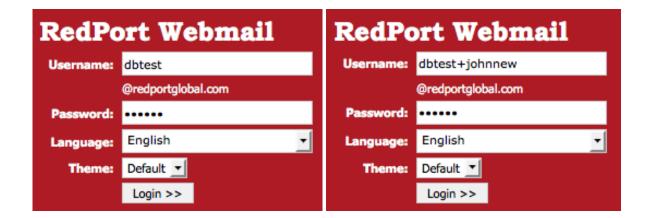


Appendix J: Using RedPort WebMail

RedPort WebMail is a simple to use email client bundled with RedPort Email Service. Primary Account users and Sub Account users can access the email on the router from any browser using any computer with Local Network access.

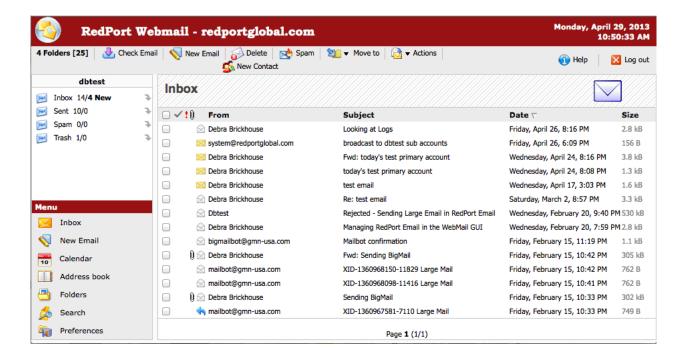
To access the router email:

- 1. Open any web browser and enter the URL for the router: http://192.168.10.1:8888
- 2. Enter the Username of the Account. For Primary Accounts enter only the username; for Sub Accounts enter the username for the primary account, then the + sign, then the username of the Sub Account (i.e. dbtest+johnnew)



- 3. Enter the Password of the Account.
- 4. Click <Login> to open RedPort Webmail.





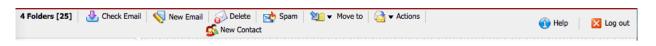
RedPort Webmail works like most email clients. Incoming Email is stored in the Inbox. Outgoing Email is stored in the Sent box.

When semail is composed, click to add the email to the outbound email queue. It will now appear in the Sent box; however, it has not yet been sent to the recipient. It will be sent to the recipient during the next scheduled email session as dictated by the "Update Interval (min)" in the Email General Settings of the RedPort router.

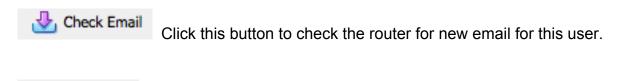


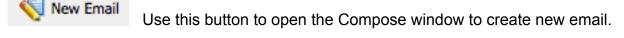
Main Toolbar

4 Folders [25]



Displays the current number of folders being used by this user (4) and the number of emails being stored on the router (25).





Use this button to delete selected emails. Emails are selected by clicking the checkbox for the desired email.

Use this button to mark selected email as spam. By default, marking a message as spam will remove it from the current folder and delete it from the system. See Preferences for other options when marking a message as spam.

Use this button to Move selected email to another folder. There are four default folders: Inbox, Sent, Spam and Trash. Email can be moved between folders, except for the Inbox. Email cannot be moved into the Inbox. Custom folders can be added, if needed. Instructions for creating Custom Folders appears later in this Appendix.



Use this button to mark selected emails in the current folder.



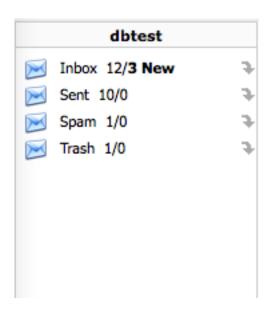
Use this button to add a contact to the Address book. See the Help File for how to add, edit and delete a contact.

Use this button to access the Help File. The Help File contains information on the basic operation of this email client. We will refer to it throughout these instructions but our focus here will be to provide details on features that are not addressed in the Help File.



Use this button to log out of the email session.

Folder List



This section of RedPort Webmail shows the username (dbtest) and the list of folders for this user. Next to the folder name (i.e. Inbox) appears the number of read emails currently stored in that folder (12) and the number of new email not yet read (3). Custom folders created by the user will also appear in this list.

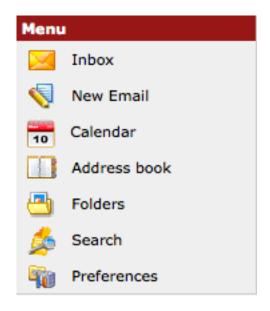
Click on the folder name to open it and view the email in that folder.

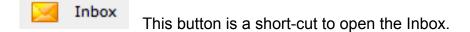
Click on the arrow next to a folder name to empty that folder.





Menu





New Email

This button is a short-cut to open the Compose window. See the Help File for information about composing new email.

Use this button to access the Calendar. Events can be added, edited and deleted. See the Help File for instructions.

Use this button to access the Address Book. Contacts can be added, edited and deleted. See the Help File for instructions.

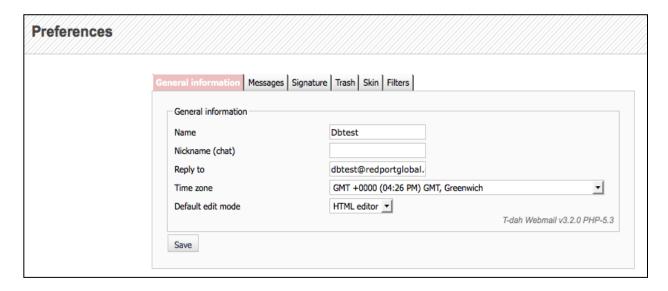




Use this button to add and delete Custom folders.

Use this button to perform a keyword search for specific emails. See the Help File for more information.

Use Preferences to customize the configuration. While the Help File contains details on these settings we advise CAUTION when making changes to the Reply To email address.



General Information Tab > Reply to: This is the email address that appears when you reply to a message. This email address can be different from your login email address. However, use caution when changing the Reply To address as all answers to your email will go to that email address and will not be available here in RedPort Email unless you first configured that new address to forward your email to your RedPort Email address.

If you have question that is not answered here or in the Help File, please email us for assistance at: support@gmn-usa.com



This concludes the RedPort Email Administrator's Guide. If you have a question that is not addressed in this Guide or if you have recommendations to improve the usefulness of this Guide, please contact us at: support@gmn-usa.com