PostMaster Enterprise ™ v 8.xx
Manual For Administrators - Advanced

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1. CONVENTIONS

Convention	Description
Bold	Indicates the name of the file, window, dialog, or user interface element such as a button or a field
Blue Text	Indicates a hyperlink to a place in the document or an external web page
📄 Note	Indicates additional information about the topic
📄 Tip	Indicates additional information about the topic. More in terms of what can be done.
🖰 License	Indicates that the features, actions, components or modules described may require the presence or purchase of licensed software.
ⓘ Warning	Warning for the user. Be careful of the possible problems noted here.
Menu -> Submenu	Indicates the navigational path to be followed through a menu.
<Bracket text>	Indicates that the text inside the brackets should be replaced by a string or value specific to the user's computer and operating system.

2. GETTING STARTED

Welcome to the world of PostMaster Enterprise™, a streamlined 'Internet Productivity Suite', that enables you to set up, monitor and refine the processes in your organization, that use the Internet as a medium of communication.

PostMaster Enterprise™ works over any type of Internet connection, even a dial-up connection. It can be installed on any one computer on your LAN.

> 📄 If you are using dial-up access for the Internet, the modem should also be connected to this computer.

2.1   About this Manual

This is the Operations Manual for the PostMaster Enterprise™ system. This manual is a guide to setting up, configuring and using PostMaster Enterprise™ and its modules- PME-Core, PME-PostMaster and PME-Mail along with the plug-ins of PME-Mail - AntiVirus for PME-Mail & AntiSpam for PME-Mail.

The manual serves as an Operations Manual for the PostMaster Enterprise™ System; hence, it also provides (in brief) general instructions on Internet, mailing, browsing, networking and connectivity concepts. It will, however, not teach you how to use your operating system.

The PostMaster Enterprise™ System is under constant development, and the Reference Manual is updated regularly as well. The most recent version of the manual is available online in a PDF format at http://download.qlc.co.in/PostMasterEnterpriseUserManual.zip

2.2   System Requirements

The System Requirements for computer on which PostMaster Enterprise™ is to be installed is detailed into the following sections:

  ‣ **Hardware**

  ‣ **Free Space**

  ‣ **Operating Systems**

  ‣ **Software**

  ‣ **Networking**

  ‣ **Licensing**

Hardware

The following is the minimum hardware requirements for PostMaster Enterprisev6

  ‣ Pentium-class or equivalent computer

  ‣ Color monitor and graphics adapter (Minimum 256 color display)

  ‣ Network Interface Card (NIC) i.e. a LAN card

  ‣ Modem (in case of dial-up Internet access)

  ‣ CD-ROM drive

  ‣ Minimum 128 MB RAM (512 MB Recommended).

📄 Note - For installation with up to 25 users 128 MB of RAM is mandatory. For installations with 50 users and above, minimum memory requirement for PostMaster Enterprisev6 is 512 MB. For installations with 250 users and above, minimum memory requirement for PostMaster Enterprisev6 is 1 GB. Memory requirements also increases with increase in the number of users and volume of the mails sent / received.

Free Space

  ‣ A sufficient amount of free space on the hard disk. As a thumb rule the free space should at minimum be double the RAM. Internally PostMaster Enterprise requires at least 50 MB for the program and another 500 MB to 10 GB depending on the number of users and the volume of mails sent and received.

  ‣ Ensure sufficient Hard Disk Space is available on the drive where PostMaster Enterprisev6 is installed. The free space should be 200 MB to 2 GB plus space required for the mails to be stored. This is obviously dependent on the number of users you have and the amount of mailbox quota you have allocated to each user.

- If MySQL Server in not installed on the same drive / partition as PostMaster Enterprisev6. Ensure sufficient Hard Disk Space is available on the drive where MySQL Server is installed. The free space required for MySQL should be more than 200 MB.

- The free space on C Drive (Windows) or / (Linux) should ALSO be more the Windows System Paging File (Windows) or System Swap File size (Linux). If free space is less than the size of Windows System Paging File (Windows) or System Swap File size (Linux), there will be a lot of file / disk swapping leading to high CPU Usage.

Operating System

PostMaster Enterprise™ has been developed in Java and is operating system independent. It can run on any operating system for which the Java Virtual Machine (JVM) is available. In most cases, JVM is part of the operating system installation.

The PostMaster Enterprisev6 has been tried and tested on the following operating systems:

- Microsoft Windows 98/ME/NT/2000/2003/XP with latest service packs installed

- Unix flavors / Linux / Solaris

Software

The following software packages are compatible with PostMaster Enterprise:

- Any POP and SMTP compliant e-mail client – Microsoft Outlook, Microsoft Outlook Express, Netscape Messenger, Eudora – to send and receive e-mail

- Any HTTP 1.0/1.1 compliant browser – Internet Explorer, Netscape Navigator, Mozilla – to view html pages over the internet using proxy.

- Any HTTP 1.0/1.1 compliant browser – Internet Explorer (recommended for best view), Netscape Navigator, Mozilla – to carry out any administrative tasks and effect any changes in PostMaster Enterprise configuration and to use PostMaster Enterprise WebMail.

- If PME-Calendar with Outlook connectivity is to be used, Microsoft Outlook is required.

Network Related

The following points related to networking need to be considered.

- ‣ Static IP address for the PostMaster Enterprise™ computer

- ‣ TCP/IP set up and configured in the LAN

- ‣ Dial-Up Networking/RAS (or equivalent for non-Microsoft platforms) set up and configured

2.3   Installing PostMaster Enterprise™

For a fresh installation of PostMaster Enterprise™ on Microsoft Windows:

1. Ensure that the computer on which you are setting up PostMaster Enterprise™ complies with the system requirements. Refer System Requirements.

2. Insert the PostMaster Enterprise™ CD into the CD-ROM drive.

3. Explore the CD to navigate to the folder **PostMaster Enterprise <version>**.
   The folder name includes the version number of PostMaster Enterprise™, for example, PostMaster Enterprise v7.0.00. The folder is located in the root directory of the PostMaster Enterprise™ CD).

4. Double-click **PME-setup.exe** to launch the PostMaster Enterprise™ installation.

5. Follow the steps displayed on screen.

📄 It is recommended that you accept the setup defaults for the installation.

2.4　　Upgrading to the Latest Version

To upgrade to latest version of PostMaster Enterprise:

1. Insert the PostMaster Enterprise™ CD into the CD-ROM drive.

2. Explore the CD to navigate to the folder **PostMaster Enterprise <version>**.

📄 The folder name includes the version number of PostMaster Enterprise™, for example, PostMaster Enterprise v7.0.00. The folder is located in the root directory of the PostMaster Enterprise™ CD.

3. Double-click **PME-upgrade.exe** to upgrade to the latest version.

4. Follow the steps displayed on screen.

📄 It is recommended that you accept the setup defaults for the upgrade.

2.5   Activating the License

On purchasing PostMaster Enterprise™, you receive a personalized license file to activate the installation. The license file is sent via e-mail or on a floppy disk and is typically named **license.<companyname>.**

Licensing of PostMaster Enterprise™ is based on Client Access Licenses (CALs) purchased for a single server installation.

All PostMaster Enterprise modules like PME-Mail, PME-Web and PME-Calendar have their individual CAL count. Plug-ins to modules like AntiVirus AttachmentControl and AntiSpam has the same CAL as their parent module.

For example, a 25-user PME-Mail license enables you to add and activate up to 25 users in PME-Mail. A 12-user PME-Web license enables you to add and activate up to 12 users in PME-Web.

Generally, all the modules in PostMaster Enterprise have the same CAL. However, technically it is possible to have different CALs for different modules.

To activate your license:

1. Locate the file named **license** (with no extensions) in the directory where PostMaster Enterprise™ has been installed.

   The default path is **C:\Program Files\QLC**.

2. Rename the file, license, from the C:\Program Files\QLC\ to license.old.

3. Copy the file license.<companyname> to C:\Program Files\QLC\

4. Rename license.<companyname> to license.

5. Start PostMaster Enterprise™.

📄 For more details about our licensing policy and other commercial information, write to services@qlc.in.

2.6   The KYC Screen

On successful installation of PostMaster Enterprise^{TM} application, a wizard asking for customer details appear. It is mandatory to provide required details in KYC (Know Your Customer) wizard to further use PME application. Note that, this screen will re-appear after every three months asking to confirm your details.

As shown in below figure, provide the required details and click the **Confirm** button to proceed.

Figure 2-1: The KYC Wizard

Module2 – PME Web

Chapter 1: PME Web

1. CONFIGURE

The Web option in Local Menu has the following tabs

- ‣ TPM Proxy

1.1   TPM Proxy

The TCP/IP Port Mapping (**TPM**) service enables users to access Internet servers that use proprietary TCP/IP protocols (other than HTTP, FTP, SOCKS, or RAV).

Port Mapping enables an unused port on the proxy server computer to be configured and mapped for contacting a server on the Internet. It does this on behalf of the client application.

The client application sends a request to the **TPM Proxy** server using the port specified. When the TPM proxy server receives a request on that port, it forwards the request to the address and port configured on the proxy server over the Internet. The response from the Internet server is then relayed back to the client application.

Accessing the TPM Proxy

To access TPM Proxy page:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click the **PME Web** tab. The **PME Web** page appears.

3. Expand **Configure** and then click **TPM Proxy**. The **TPM Proxy** page is displayed by default. Refer Figure 1-1.

Figure 1-1: TPM Proxy

Setting Access Control Rules for TPM Proxy

Access control rules act as a first level firewall against intruders. The rules define which machines to allow access to the services, which machines to restrict access to and which machines to except from the rules.

To set up Access Control Rules for TPM Proxy:

1. specify the following details:

Field	Field Description
Enabled	To enable the service, select the **Enabled** check box.
Rule Type	Select the rule from the **Rule Type** drop down list. Following are the options the administrator can choose from: **Allow All, Except or Deny All, Except**

Except List	Type the IP addresses or range of IP addresses in the **Except List/ Exceptions to Except List** text box in the Access Control section and click **Add**.
	📄 An IP address has the format #. #. #. #, where each # represents a number between and 255.

📄 If **Enabled** is selected and the **Rule Type** is **Allow All, Except**, all IP addresses in the Exceptions to Except List and all other than those in the **Except List** are allowed to use the TPM Proxy service.

📄 If **Enabled** is selected and the **Rule Type** is **Deny All, Except**, all IP addresses in the Exceptions to Except List and all other than those in the **Except List** are denied the use of the TPM Proxy service.

2. Click **Confirm** to save the changes. The specified access control rules are displayed.

Configuring TPM Service Details

To configure Server Details:

1. Access the **TPM Proxy** page. Refer

2. Accessing the TPM **Proxy**.

3. Select **Add** from the Service Details section.
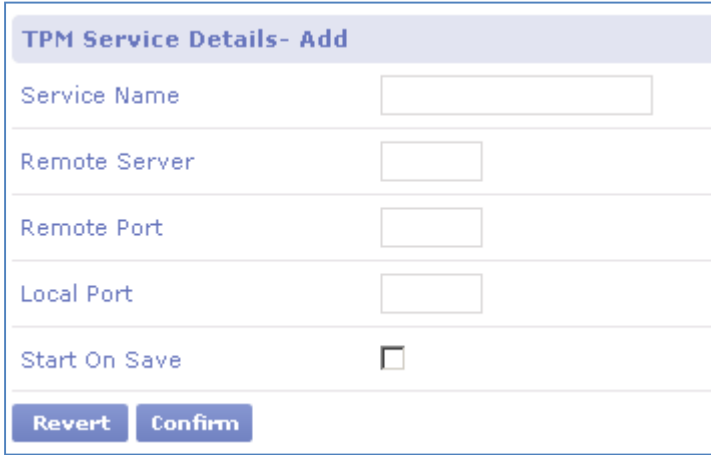   **TPM Service Details- Add** window is displayed. Refer Figure 1-2.

Figure 1-2: TPM Service Details- Add

4. Specify the following details:

Field	Field Description
Service Name	Type a name for the TPM service in this text box.

Field	Field Description
Remote Server	Type the IP address or the Host Name of the remote server (the Internet server) in this text box.
	📄 TPM Proxy will connect to this remote server and forward the request received from client application.
Remote Port	Type the port number on which the required service is running on the remote server in this text box.
	📄 The port number is a numeric value ranging from 0 to 65535.
Local Port	Type port number for the TPM server in the text box. The client applications should connect to this port to use the TPM proxy service.
	📄 The port number is a numeric value ranging from 0 to 65535.
Start on Save	Select this check box if you want the TPM proxy service to start once **OK** is clicked on the **TPM Service Details – Add dialog.**
	📄 If the checkbox is not selected, the TPM proxy service will be added but will not be started.

5. Click **Confirm** to save changes and return to the TPM Proxy page. The entry is added to the **Server Details** section. Refer Figure 1-2.

6. Click **Confirm** to save the changes.

Editing TPM Proxy Server Details

To edit TPM Proxy server details:

1. Access the **TPM Proxy** page. Refer

2. Accessing the TPM **Proxy**.

3. From the **Service Details** section, click **Edit** next to the server you want to modify.
   TPM Service Details- Edit window is displayed. Refer Figure 1-3 and Figure 1-4.

📄 The **Start on Save** check box gets selected accordingly, i.e. if the service is **ON** the **Start on Save** check box is selected. If the service is **OFF** the **Start on Save** check box is not selected**.**

📄 The **Status** button displays **ON** and is green **ON** when the service is enabled. Clicking the green button then disables the service

displaying **OFF**. The **Status** button displays **OFF** and when the service is disabled. Clicking the red button then enables the service displaying **ON**.

| Figure 1-3: Service Stopped | Figure 1-4: Service Started |

4. Click **Status** in the **Server Details** section to stop or start the service, as required.

5. Modify the fields. Refer Step 3 in Configuring TPM Service Details.

6. Click **Confirm** to save changes and return to the TPM Proxy server page.

Deleting TPM Proxy Server Details

To delete TPM Proxy Server Details:

1. Access the **TPM Proxy** page. Refer

2. Accessing the TPM **Proxy**.

3. From the **Service Details** section, click **Delete** corresponding to the service you want to remove. The **Confirm** dialog is displayed. Refer Figure 1-5.
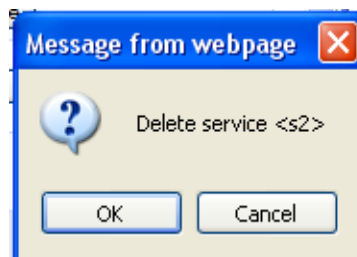
Figure 1-5: Delete Service Confirmation Dialog

4. Click **OK** to delete the service and return to the **TPM Proxy** server page.

5. Click **Confirm** to save the changes.

Configuring TPM Proxy Advanced Settings

To configure Advanced Settings:

1. Access the **TPM Proxy** page. Refer

2. Accessing the TPM **Proxy**.

3. Click **Advanced**.
   The TPM Proxy Server- Advanced Settings window is displayed. Refer Figure 1-6.

Figure 1-6: TPM Proxy Server- Advance Settings Window

4. Specify the following details:

Field	Field Description
Connections	
Max Simultaneous Connections	Specify the maximum number of clients that can connect simultaneously to the TPM Proxy Server.
	🖹 Default: 500, Range: 10-999
Socket Settings	
Connection Refresh	Specifies the time interval (in seconds) after which the server will terminate an unsuccessful connection attempt.
	🖹 Default: 30, Range: 15-300
Read Timeout	Specifies the time interval (in seconds) after which the server will terminate an unsuccessful read attempt.
	🖹 Default: 30, Range: 15-300

5. Click **Confirm** to save changes.

2. WEB FILTERS

The PME-Web proxy servers can be used to regulate users' access to websites. You can set up filters to restrict access to certain sites and certain types of files.

The **Web** option on the **Security** menu can be used to configure filtering in PME-Web for the following:

- ▸ URL Filters
- ▸ File Filters
- ▸ Advt Busters

2.1 URL Filters

PME-Web proxy servers can be used to regulate users' access to websites based on the URL. URL filter settings are available for the following proxy services:

> ‣ **HTTP Proxy**
>
> URL filter settings for this service restrict users from viewing HTML pages on certain web sites. You need to indicate the URLs of these websites in the Allow / Deny List.

> ‣ **FTP Proxy**
>
> URL filter settings for this service restrict users from connecting to certain FTP sites. You need to indicate the URLs of these websites in the Allow / Deny List.

> ‣ **SOCKS Proxy**
>
> URL filter settings restrict users from connecting to certain web sites that offer chat services. You need to indicate the URLs of these websites in the Allow / Deny List.

Access restriction can be implemented in multiple ways

> ‣ **QLC**
>
> When Web Defs download module is licensed and enabled, QLC is added to the access restriction mode. The access restrictions set here are applicable for PME-Web users.

> ‣ **Global**
>
> In addition to the QLC enabled access restrictions, you can define your own set of access restrictions which will be applicable for PME-Web users.

> ‣ **Group / User**
>
> In addition to the QLC / Global access restrictions, you can define Group wise Access Restrictions which will be applicable to all the user/s belonging to the Group
> User wise Access Restrictions (separate access restriction for each user) which will be applicable to the user/s not belonging to any Group

Accessing the URL Filters page

To access the URL filters page:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click the **PME Web** tab. The PME Web page appears.

3. Expand **Security** and then click **URL Filters**. The **URL Filters** page is displayed. Refer Figure 2-1.

Figure 2-1: Security - URL Filters

Setting up QLC URL Filters

To set up URL Filters Restrictions based on Web Defs downloaded from QLC:

1.   Access the **URL Filters** page. Refer

2.

3.

4.

5.   Accessing the URL **Filters page**.

6.   Select the duration from the drop-down list.

7.   Select **QLC** from the drop-down list corresponding to **Mode**.

8.   From the **Service** drop-down list, select the proxy service (**HTTP**, **FTP** or **SOCKS**), for which the filtering rules are to be set up

9.   Select **Enable Filters** to enable **QLC** based **URL filters**
     Clear the **Enable Filters** check box to disable **QLC** based **URL filters**.

📄   In QLC mode, the **Rule Type** is set to **Allow All, Except** and will always be read-only.

📄   In QLC mode, the Entries list is read-only. Since list comes from QLC and will be automatically updated periodically, there is no requirement to add entries to the list. The buttons below the Entries list are disabled.

10. Enter the URL of sites, as required, in the **Exceptions** list.
     Refer Adding an Entry to the Exceptions.

📄   If you want to allow access to a URL specified in the QLC Entries list, you can add the same in the Exceptions list to override the restriction.

📄   For example, to unblock a single site mp3.com from the list, type mp3.com in the Exceptions text box.

11. Click **Confirm** to save changes.

12. Repeat steps 3 to 6 for each service as required.

Setting up Global URL Filters

To set up Global URL Filters:

1.   Access the **URL Filters** page. Refer

2.

3.

4.

5.   Accessing the URL **Filters page**.

6.   Select the duration from the drop-down list.

7.   Select **Global** from the drop down list corresponding to **Mode**.

8. From the **Service** drop down list, select the proxy service (**HTTP**, **FTP** or **SOCKS**), for which the filtering rules are to be set up.

9. Select **Enable Filters** to enable **URL filters**.
   Clear the **Enable Filters** check box to disable **URL filters**.

10. Set the **Rule Type** to **Allow All, Except** or **Deny All, Except.**

📄 If **Rule Type** is **Allow All, Except**, all entries in the Entries List other than those in the **Exceptions list** blocked for the global user.

📄 If **Rule Type** is **Deny All, Except**, the global user is denied access to all sites except those listed in the Entries list and excluding those in the Exceptions list.

11. Enter the URL of sites, as required, in the **Entries** list. Refer Adding an Entry to the Entries List.

📄 Wild card characters can be used to define a site. For example, to block all sites with mp3 in the URL, type *mp3*.* in the text box.

12. Enter the URL of sites, as required, in the **Exceptions** list. Refer Adding an Entry to the Exceptions.

📄 For example, to unblock a single site mp3.com from the list, type mp3.com in the Exceptions text box.

13. Click **Confirm** to save changes.

14. Repeat steps 3 to 8 for each service as required.

Setting up Group URL Filters

To set up Group based URL Filters:

1. Access the **URL Filters** page. Refer

2.

3.

4.

5. Accessing the URL **Filters page**.

6. Select the duration from the drop-down list.

7. Select **Group** from the drop down list corresponding to **Mode**.

8. Select the **Group Name** from the drop down list corresponding to **Group / User**, for whom the filters are to be set up.

9. From the drop down list select the Proxy **Service** for which the filtering rules are to be set up (**HTTP**, **FTP** or **SOCKS**).

10. Select **Enable Filters** to enable **URL filtering**.
    Clear the **Enable Filters** check box to disable **URL Filters**.

11. Set the **Rule Type** to **Allow All, Except** or **Deny All, Except.**

📄 If **Rule Type** is **Allow All, Except**, all entries in the Entries list and other than those in the **Exceptions** list blocked for the Group.

📄 If **Rule Type** is **Deny All, Except**, the Group is denied access to all sites except those listed in the Except list excluding those in the Exceptions list.

12. Enter the URL of sites, as required, in the **Entries** list. Wild card characters can be used to define a site. For example, to block all sites with mp3 in the URL, type *mp3*.* in the text box.

13. Enter the URL of sites, as required, in the **Exceptions** list. Refer Adding an Entry to the Exceptions.

📄 For example, to unblock a single site mp3.com from the list, type mp3.com in the Exceptions text box.

14. Click **Confirm** to save changes.

15. Repeat steps 2 to 9 for each group / service combination selected.

Setting up User URL Filters

To set up User based URL Filters:

1. Access the **URL Filters** page. Refer

2.

3.

4.

5. Accessing the URL **Filters page**.

6. Select the duration from the drop-down list.

7. Select **User** from the drop-down list corresponding to **Mode**.

8. Select the user or login from the drop down list corresponding to **Group / User**, for whom the filters are to be set up.

9. From the drop-down list select the Proxy **Service** for which the filtering rules are to be set up (**HTTP**, **FTP** or **SOCKS**).

10. Select **Enable Filters** to enable **URL filtering**.
Clear the **Enable Filters** check box to disable **URL Filters**.

11. Set the **Rule Type** to **Allow All, Except** or **Deny All, Except.**

📄 If **Rule Type** is **Allow All, Except**, all entries in the Entries List and other than those in the **Exception List** are not blocked for the user.

📄 If **Rule Type** is **Deny All, Except**, the user is denied access to all sites except those listed in the Entries list excluding those in the Exceptions list.

12. Enter the URL of sites, as required, in the **Entries** list. Refer 0Adding an Entry to the Entries List.

📄 Wild card characters can be used to define a site. For example, to block all sites with mp3 in the URL, type *mp3*.* in the text box.

13. Enter the URL of sites, as required, in the **Exceptions** list. Refer Adding an Entry to the Exceptions.

📄 For example, to unblock a single site mp3.com from the list, type mp3.com in the Exceptions text box.

14. Click **Confirm** to save changes.

15. Repeat steps 2 to 9 for each user / service combination selected.

2.2   File Filters

PME-Web proxy servers can be used to regulate users' access to websites based on the File Names specified. File filter settings are available for the following proxy services:

▸ **HTTP Proxy**

File filter settings restrict users from downloading certain files from web sites. You need to indicate the file types/names in the **Allow / Deny List**.

▸ **FTP Proxy**

File filter settings restrict users from downloading certain files from FTP sites. You need to indicate the file types/names in the **Allow / Deny List**.

Access restriction can be implemented in multiple ways

▸ **QLC**

When Web Defs download module is licensed and enabled, QLC is added to the access restriction mode. The access restrictions set here are applicable for PME-Web users.

▸ **Global**

In addition to the QLC enabled access restrictions, you can define your own set of access restrictions which will be applicable for PME-Web users.

▸ **Group / User**

In addition to the QLC / Global access restrictions, you can define Group wise Access Restrictions which will be applicable to all the user/s belonging to the Group
User wise Access Restrictions (separate access restriction for each user) which will be applicable to the user/s not belonging to any Group

Accessing the File Filters Page

To access the File filters page:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.
2. Click the **PME Web** tab. The PME Web page appears.
3. Expand **Security** and then click **File Filters**. The **File Filters** page is displayed. Refer Figure 2-2.

Figure 2-2: Security – File Filters

Setting up QLC File Filters

To set up QLC File Filters:

1. Access the **File Filters** page. Refer

2.

3.

4.

5. Accessing the URL **Filters page**.

6. Select **QLC** from the drop down list corresponding to **Mode**.

7. From the **Service** drop down list, select the proxy service (**HTTP** or **FTP**), for which the filtering rules are to be set up

8. Select **Enable Filters** to enable **File filters**.
    Clear the **Enable Filters** check box to disable **File filters**.

▤ In QLC mode, the **Rule Type** is set to **Allow All, Except** and will always be read-only.

▤ In QLC mode, the Entries list is read-only. Since list comes from QLC and will be automatically updated periodically, there is no requirement to add entries to the list. The buttons below the Entries list are disabled.

9. Enter the file name or file type, as required, in the **Exceptions** list. Refer Adding an Entry to the Exceptions.

▤ If you want to allow access to a file type / file name specified in the QLC Entries list, you can add the same in the Exceptions list to override the restriction.

▤ For example, to unblock a single mp3 file, type allow.mp3 in the Exceptions text box.

10. Click **Confirm** to save changes.

11. Repeat steps 3 to 6 for each service as required.

Setting up Global File Filters

To set up Global File Filters:

1. Access the **File Filters** page. Refer

2. Accessing the File Filters **Page**.

3. Select **Global** from the drop-down list corresponding to **Mode**.

4. From the **Service** drop down list, select the proxy service (**HTTP** or **FTP**), for which the filtering rules are to be set up.

5. Select **Enable Filters** to enable **File filters**.
   Clear the **Enable Filters** check box to disable **File filters**.

6. Set the **Rule Type** to **Allow All, Except** or **Deny All, Except.**

▤ If **Rule Type** is **Allow All, Except**, all entries in the Entries list and other than those in the **Exception List** are blocked for the Global users.

▤ If **Rule Type** is **Deny All, Except**, the Global users is denied access to all sites except those listed in the Entries List excluding those in the Exceptions list.

7. Enter the file name or file type, as required, in the **Entries** list. Refer Adding an Entry to the Entries List.

▤ Wild card characters can be used. For example, to block access to all mp3 file, type *mp3* in the text box.

8. Enter the file name or file type, as required, in the **Exceptions** list. Refer Adding an Entry to the Entries List.

▤ For example, to unblock a single mp3 file, type allow.mp3 in the Exceptions text box.

9. Click **Confirm** to save changes.

10. Repeat steps 3 to 8 for each service as required.

Setting up Group File Filters

To set up Group based File Filters:

1. Access the **File Filters** page. Refer

2. Accessing the File Filters **Page**.

3. Select **Group** from the drop down list corresponding to **Mode**.

4. Select the **Group Name** from the drop down list corresponding to **Group / User**, for whom the filters are to be set up.

5. From the drop down list select the Proxy **Service** for which the filtering rules are to be set up (**HTTP** or **FTP**).

6. Select **Enable Filters** to enable **File filters**
Clear the **Enable Filters** check box to disable **File filters**.

7. Set the **Rule Type** to **Allow All, Except** or **Deny All, Except.**

📄 If **Rule Type** is **Allow All, Except**, all entries in the Entries list other than those in the **Exception List** blocked for the Group.

📄 If **Rule Type** is **Deny All, Except**, the Group is denied access to all sites except those listed in the Entries List excluding those in the Exception List.

8. Enter the file name or file type, as required, in the **Entries** list. Refer Adding an Entry to the Entries List.

📄 Wild card characters can be used. For example, to block access to all mp3 file, type *mp3* in the text box.

9. Enter the file name or file type, as required, in the **Exceptions** list. Refer Adding an Entry to the Exceptions.

📄 For example, to unblock a single mp3 file, type allow.mp3 in the Exceptions text box.

10. Click **Confirm** to save changes.

11. Repeat steps 2 to 9 for each group / service combination selected.

Setting up User File Filters

To set up User based File Filters:

1. Access the **File Filters** page. Refer

2. Accessing the File Filters **Page**.

3. Select **Group** from the drop down list corresponding to **Mode**.

4. Select the **Group Name** from the drop down list corresponding to **Group / User**, for whom the filters are to be set up.

5. From the drop down list select the Proxy **Service** for which the filtering rules are to be set up (**HTTP** or **FTP**).

6. Select **Enable Filters** to enable **File filters**.
Clear the **Enable Filters** check box to disable **File filters**.

7. Set the **Rule Type** to **Allow All, Except** or **Deny All, Except.**

📄 If **Rule Type** is **Allow All, Except**, all entries in the Except List and other than those in the **Exception List** blocked for the Group.

📄 If **Rule Type** is **Deny All, Except**, the Group is denied access to all sites except those listed in the Except List excluding those in the Exception to Except List.

8. Enter the file name or file type, as required, in the **Entries** List. Refer Adding an Entry to the Entries List.

📄 Wild card characters can be used. For example, to block access to all mp3 file, type *mp3* in the text box.

9. Enter the file name or file type, as required, in the **Exceptions** List. Refer Adding an Entry to the Exceptions.

📄 For example, while blocking all mp3 files, to unblock a single mp3 file, type allow.mp3 in the Exceptions text box.

10. Click **Confirm** to save changes.

11. Repeat steps 2 to 9 for each user / service combination selected.

Adding an Entry to the Entries List

To add an entry to the **Entries List**:

1. Access the **File Filters** page. Refer

2. Accessing the File Filters **Page**.

3. Type the file name or file type in the **Entries** text box.

📄 Wild card characters can be used. For example, to block access to all mp3 files, type *mp3* in the text box.

4. Click **Add**.
The Entry is added to the **Entries List**.

5. Click **Confirm** to save changes.

Deleting an Entry from the Entries List

To delete an entry from the **Entries List**:

1. Access the **File Filters** page. Refer

2.

3.

4.

5. Accessing the URL **Filters page**.

6. Select the file name or file type to be deleted from the **Entries List**.

7. Click **Delete**.
   The selected entry is deleted from the **Entries List**.

8. Click **Confirm** to save changes.

Editing an Entry in the Entries List

To edit an entry in the **Entries List**:

1. Access the **File Filters** page. Refer

2. Accessing the File Filters **Page**.

3. Select the file name or file name or file type to be edited from the **Entries List**.

4. Click **Edit**.
   The explorer user prompt is displayed.

5. Edit the file name or file type in the text box and click **OK**.
   The entry is modified in the **Entries List**.

6. Click **Confirm** to save changes.

Adding an Entry to the Exceptions List

To add an entry to the **Exceptions List**:

1. Access the **File Filters** page. Refer

2. Accessing the File Filters **Page**.

3. Type the file name or file type in the **Exceptions** text box.

📄 For example, while blocking all mp3 files, to unblock a single mp3 file, type allow.mp3 in the Exceptions text box.

4. Click **Add**.
   The entry is added to the list.

5. Click **Confirm** to save changes.

Deleting an Entry from the Exceptions List

To delete an entry from the **Exceptions List**:

1. Access the **File Filters** page. Refer

2. Accessing the File Filters **Page**.

3. Select the file name or file type to delete from the list.

4. Click **Delete**.
   The selected entry is deleted from the list

5. Click **Confirm** to save changes.

Editing an Entry from the Exceptions List

To edit an entry from the **Exception List**:

1. Access the **File Filters** page. Refer

2. Accessing the File Filters **Page**.

3. Select the file name or file type to edit from the list.

4. Click **Edit**.
   The explorer user prompt is displayed.

5. Edit the file name or file type in the text box and click **OK**.
   The entry is modified in the **Exceptions List**.

6. Click **Confirm** to save changes.

2.3   Ad Buster

Many web sites rely on banner-based advertising revenues. Mostly, the banner images are a waste of precious bandwidth and can be dispensed with.

Ad Buster allows you to define sites whose banners you don't want downloaded and displayed. You can also choose to display a default image in place of the banner.

Accessing the Ad Buster Page

To access the Ad Buster page:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click the **PME Web** tab. The PME Web page appears.

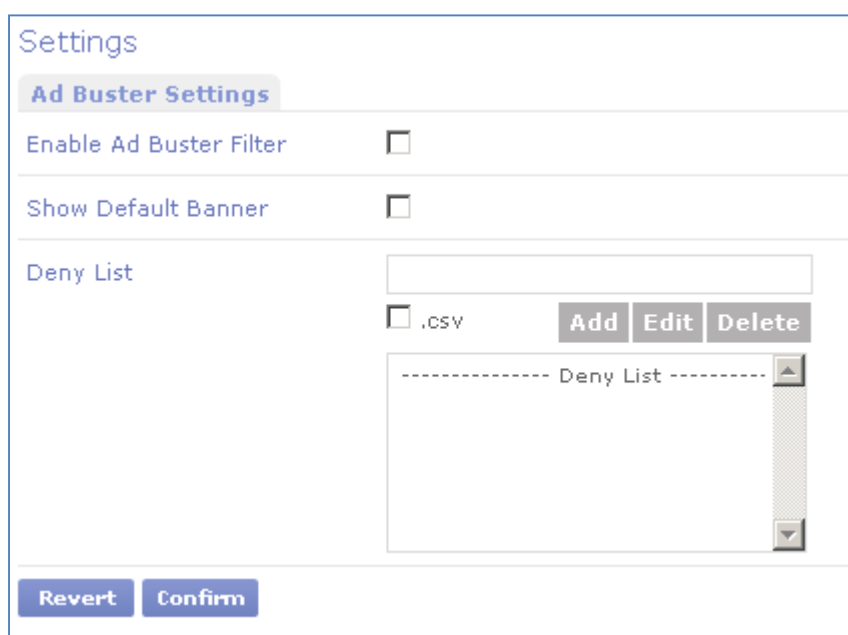3. Expand **Security** and then click **Ad Buster**. The **Ad Buster** page is displayed. Refer Figure 2-3.

Figure 2-3: The Ad-buster page

Configuring Ad Buster

To configure Ad Buster:

1. Access the **Ad Buster** page. Refer Accessing the Ad Buster Page.

2. Select the **Enable Ad Buster Filter** check box to enable blocking of ad banners.
    Clear the **Ad Buster Filter** check box to disable blocking of ad banners.

3. Select the **Show Default Banner** check box to enable displaying of default image in place of ad banner.
Clear the **Show Default Banner** check box to disable displaying of default image in place of ad banner.

4. Enter the banner file name or banner file type, as required, in the **Deny List**. Refer Adding an Entry to the Deny List.

5. Click **Confirm** to save changes.

Adding an Entry to the Deny List

To add an entry to the **Deny List**:

1. Access the **Ad Buster** page. Refer Accessing the Ad Buster Page.

2. Type the banner file name or banner file type in the **Deny List** text box.

📄 For example, to block banner mail_img.gif, type mail_img.gif in the Deny List text box.

3. Click **Add**.
The entry is added to the list.

4. Click **Confirm** to save changes.

Deleting an Entry from the Deny List

To delete an entry from the deny list:

1. Access the **Ad Buster** page. Refer 0Accessing the Ad Buster Page.

2. Select an entry from the deny list.

3. Click **Delete**.
The selected entry is deleted from the deny list.

4. Click **Confirm** to save changes.

Editing an Entry in the Deny List

To edit an entry in the deny list:

1. Access the **Ad Buster** page. Refer Accessing the Ad Buster Page.

2. Select an entry from the **Deny List**.

3. Click **Edit**.
The **Explorer User Prompt** is displayed.

4. Modify the entry and click **OK**.
The entry is modified in the **Deny List**.

5. Click **Confirm** to save changes.

3. SCHEDULER

The **Web** option on the **Scheduler** menu can be used to schedule the following:

‣ Connectivity / Disconnect

‣ Web Defs Download

3.1   Connect/Disconnect

Many networks use a dial-up connection to the Internet to send/receive e-mails and to access web- sites. The scheduler allows you to setup Internet connectivity options for PME-Web.

Accessing the Connect/Disconnect Page

To access the Connect /Disconnect page:

1. Access the **PostMaster Enterprise™ WebAdmin Console** Page.

2. Click the **PME Web** tab. The PME Web page appears.

3. Expand **Scheduler** and then click **Connect/Disconnect.** The **Connect/Disconnect** page will be displayed. Refer Figure 3-1. The **Connect Mode** displays the mode of connectivity (Dial up or Direct Connection).

📄 The Connect Method settings are accessible only if the Connect Mode is Dial-Up.

Setting up PME-Web Connectivity Options

To set up PME-Web Connectivity Options:

1. Access the **Connect/Disconnect Page**. Refer Accessing the Connect / Disconnect page.

2. Select **At Start-up** to connect to the Internet as soon as PostMaster Enterprise™ starts.
    Select **On Demand** to connect to the Internet when a user requests data from the Internet.

📄 If **At Start-up** is selected, PME-Web dials out and keeps the Internet Connection open, even if no PME-Web activity is happening.

📄 If **On-Demand** is selected, the first user who tries to access the Internet through PME-Web will experience a delay while PME-Web connects to the Internet.

Figure 3-1: Scheduler – PME-Web Connectivity Options

3.   Type the time of inactivity allowable before disconnection from the Internet in the **Disconnect After** text box.

4.   Click **Confirm** to save changes.

3.2　Web Defs Download

Web Def's is a list of restricted URLs or websites as supplied by QLC. For example, adult content, abusive language, etc. The scheduler allows you to automatically download the latest Web Def's from the Internet at scheduled intervals.

You can choose to manually update your Web Def's or automate the process by setting up an automated schedule for updating the files. The scheduler also allows you to specify other web sites from which you may download proxy definition files.

> ☞ Your organization needs to procure the Web Def's license to use the Web Def's Download service.

Accessing Web Defs Download Page

To access the Web Defs Download page:

1. Access the **PME Web** Page. Refer Accessing the Connect / Disconnect page.

2. Expand **Scheduler** and then click **Web Defs Download**. The **Web Defs Download** page is displayed. Refer Figure 3-2.

Figure 3-2: Web Defs Download Page

Configuring Web Defs Download Settings

To configure Web Defs Download settings:

1. Access the **Web Def's Download** page.
2. Specify the following settings:

Field	Field Description
Username	Specify username for the Web Defs download service.
Password	Specify your password.
Primary URL	Specify the URL from where the Web Defs are to be downloaded.
Alternate URL	Specify a mirror site for the Web Defs.

CTL File Name	Control File Name – required to control the download of the Web Defs. 📄 This is a non-editable entry. Leave as it is.
Categories	Specify the categories for which the Web Defs are to be downloaded.
Update Mode	Select this check box to enable automatic updating of Web Defs.
Update Every	Select the update time interval from the drop-down lists.
Retry Every	Specify the time interval between successive retries in case of failed operation.

ⓘ Username, Password, Primary URL, Secondary URL and CTL File Name are supplied by default and should be changed only on instructions of QLC Tech Support.

3. Click **Confirm** to save changes.

Enable/Disable automatic updating of Web Def files

To enable/disable automatic updation of Web Def files:

1. Access the **Web Defs Download** page. Refer Accessing Web Defs Download Page.

2. Specify the relevant details for download.

3. Select the **Update Mode Automatic** check box to enable automatic updation of Web Def files.
   Clear the **Update Mode Automatic** check box to disable automatic updation of Web Def files.

4. Click the **Confirm** button.

Downloading Web Defs Manually

To download Web Defs manually:

1. Access the **Web Defs Download** page. Refer Accessing Web Defs Download Page.

2. Click **Update** in the **Content Pane**.
   The **Web Defs Download** window is displayed.

3. Once the download process is completed, click **Close** to return to the **Web Defs Download** page.

4. WEB

Selecting the **Web** option from the **LogsReport Menu** displays the **Statistics** page.

4.1   Statistics
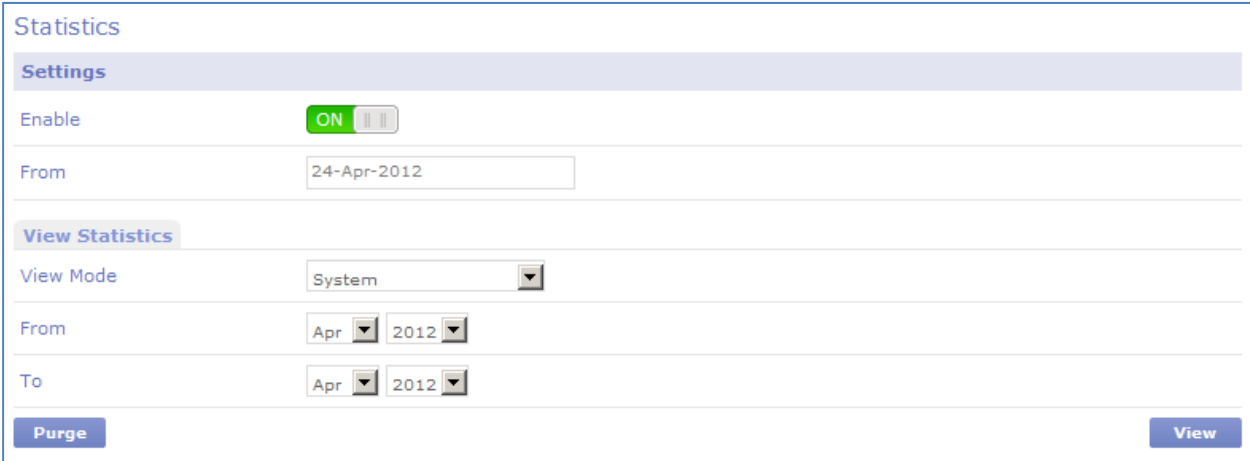
Using the **Statistics** page, you can:

▸ Enable or disable the PME-Web statistics feature

▸ Reset statistics maintained for the PME-Web services

▸ View PME-Web statistics for one, more or all users.

☞ You need to procure a license for the PME-Web module to view these statistics.

Accessing PME-Web Statistics Page

To access PME-Web statistics page:

1. Access the **PME™ WebAdmin Console Page**.

2. Click the **PME Web** tab. The PME Web page appears.

3. Expand **Log** and then click **Statistics**. The **Statistics** page is displayed.

Figure 4-1: Web Statistics Page

Enabling or Disabling PME-Web Statistics

To enable or disable PME-Web statistics:

1. Access the **Statistics** page. Refer Accessing PME-Web Statistics Page.

2. On the **Statistics** section, click the **ON/OFF** button.
   The **Confirm** dialog is displayed. Refer following figures.

📄 The button displays **ON** and is green [ON] when the service is enabled. Clicking the green button then disables the service displaying **OFF**. Similarly, the button displays **OFF** and when the service is disabled. Clicking the red button then enables the service displaying **ON**.

Figure 4-2: The Stop Service Confirmation Dialog

Figure 4-3: The Start Service Confirmation Dialog

3. Click **OK** to enable or disable statistics, as required, and return to the **Statistics** page.

Viewing PME-Web Statistics of the Entire System

To view PME-Web statistics of the entire system:

1. Access the **Statistics** page. Refer Accessing PME-Web Statistics Page.

2. In the **View Settings** section, select **System** from the **View Mode** drop down list.

3. Select the **From** month and year.
   Select the **To** month and year.

4. Click **View**.
   The **PME-Web System Statistics** page is displayed. Refer following fig.

Figure 4-4: PME-Web System Statistics

5. Click **Close** to return to the **Statistics** page.

Viewing PME-Web Statistics of User/s

To view PME-Web Statistics of User/s:

1. Access the PME-Web **Statistics** page. Refer Accessing PME-Web Statistics Page.

2. In the **View Statistics** section, select **Users** from the **View Mode** drop down list.

3. Select the **From** month and year.
   Select the **To** month and year.
   The statistics page expands to show all users in the system.
   Refer following fig.

4. To view PME-Web statistic for a particular user/s, select the corresponding check box.

5. Click **View**.
   The **PME-Web User Statistics** page is displayed.

6. Click Close to return to the **Statistics** page.

Viewing PME-Web Statistics of All Users

To view PME-Web statistics of All Users:

1. Access the PME-Web **Statistics** page. Refer Accessing PME-Web Statistics Page.

2. In the **View Settings** section, select **All Users** from the **View Mode** drop down list.

3. Select the **From** month and year.
   Select the **To** month and year.

4. Click **View**.

5. Click **Close** to return to the **Statistics** page.

Purging PME-Web Statistics

At times, you would like to reset the PME-Web statistics and start maintaining the statistics from scratch. To purge PME-Web statistics:

1. Access the PME-Web **Statistics** page. Refer Accessing PME-Web Statistics Page.

2. Click **Purge**.
   The PME-Web Statistics are reset.

4.2 Web Logs

PME-Web logs are helpful to analyze usage of the proxy services by the users.

PME-Web maintains logs of the following:

- ▸ System
- ▸ HTTP Requests
- ▸ FTP Requests
- ▸ SOCKS Requests
- ▸ RAV Requests
- ▸ ProxyDefs Download

Accessing PME-Web Logs Page

To access PME-Web logs page:

1. Access the **PME™ WebAdmin Console Page**. Refer 1.13 The PME™ WebAdmin Console Page.

2. Click the **PME Web** tab. The PME Web page appears.

3. Expand Logs and then click **Logs**. The **Logs** page is displayed.

Figure 4-5: Web Logs Page

Configuring PME-Web Logs

To configure PME-Web logs:

1. Access the **PME-Web Logs** page. Refer Accessing PME-Web Logs Page.

2. In the **Settings** section, corresponding to the log you want to configure, select required logging option from the Logging drop down list.

3. The following options are available
    Normal   Normal logging
    Detailed   Detailed logging
    Disabled   Disable logging service

4. Repeat Step 2 for other Web services, as required.

5. Click **Confirm** to save the changes.

Viewing PME-Web Logs

To view PME-Web logs:

1. Access the PME-Web **Logs** page. Refer Accessing PME-Web Logs Page.

2. Click **View** to view logs for the corresponding logs in the **Settings** section.
    PME-Web Logs View page is displayed. Refer following fig.

| Available Files | surfconsole.log | | ☐ Word Wrap | Page 1 of 1 |

```
24-Apr-2012 | 22:04:23 | INFOM | [Unlimited Users]
24-Apr-2012 | 22:04:23 | INFOM | Proxy: Initializing Proxy Server
24-Apr-2012 | 22:04:23 | INFOM | Proxy: Starting services...
24-Apr-2012 | 22:04:23 | INFOM | Loading ...
24-Apr-2012 | 22:04:24 | INFOM | Loading ......
24-Apr-2012 | 22:04:24 | INFOM | Initializing ...
24-Apr-2012 | 22:04:24 | INFOM | Loading ...
24-Apr-2012 | 22:04:24 | INFOM | Proxy: Initialization Complete
24-Apr-2012 | 22:04:24 | INFOM | HTTPProxy: Started successfully on port 8080
24-Apr-2012 | 22:04:24 | INFOM | RAVProxy: | Not Enabled
24-Apr-2012 | 22:04:24 | INFOM | FTPProxy: Started successfully on port 2121
24-Apr-2012 | 22:04:24 | INFOM | SOCKSProxy: Started successfully on port 8081
24-Apr-2012 | 22:04:24 | INFOM | Writing Statistics - Start
24-Apr-2012 | 22:04:24 | INFOM | Writing Statistics - End
24-Apr-2012 | 22:04:24 | INFOM | TPM Service | LocalPOP3S started on  192.168.1.133:995 | mapped to local port | 996
24-Apr-2012 | 22:04:24 | INFOM | TPM Service | LDAP-Remote started on  interarchbuildings-com-ldap.mail.lotuslive.com:636 |
24-Apr-2012 | 22:04:24 | INFOM | TPM Service | LocalSMTPS-S started on  192.168.1.133:465 | mapped to local port | 466
24-Apr-2012 | 22:19:24 | INFOM | Writing Statistics - Start
24-Apr-2012 | 22:19:24 | INFOM | Writing Statistics - End
24-Apr-2012 | 22:29:20 | INFOM | TPM Service | LDAP-Remote started on  interarchbuildings-com-ldap.mail.lotuslive.com:636 |
24-Apr-2012 | 22:34:24 | INFOM | Writing Statistics - Start
24-Apr-2012 | 22:34:24 | INFOM | Writing Statistics - End
24-Apr-2012 | 22:49:24 | INFOM | Writing Statistics - Start
```

Ok

Figure 4-6: PME-Web Logs View

3. For faster access the log file is displayed in small blocks. You can navigate to other blocks through **First**, **Previous**, **Next** and **Last** options.

4. Enabling Log Rotation causes many log files to remain on disk. To view logs from all the available files, select a file from the **Available Files** drop down list.

5. Click **OK** to return to the **Logs** page.

Purging PME-Web Logs

To purge PME-Web Logs:

1. Access the PME-Web **Logs** page. Refer Accessing PME-Web Logs Page.

2. Select corresponding **Purge** check box in the Settings section.

3. Click **Purge**.
   The corresponding log/s are cleared.

4.3 TPM Logs

The PME-Web module maintains separate logs for each of the TPM Proxy services that have been defined.

TPM Proxy services are defined in PME-Web module. Refer **Configuring TPM Service** Details.

Accessing TPM Logs Page

To access PME-Web TPM Logs page:

1. Access the **PME™ WebAdmin Console Page**.

2. Click the **PME Web** tab. The PME Web page appears.

3. Expand **Logs** and then click **TPM Logs**. The **Web TPM Logs** page is displayed. Refer following fig.

Figure 4-7: Web TPM Logs Page

Viewing TPM Logs

To view PME-Web TPM logs:

1. Access the PME-Web **TPM Logs** page.
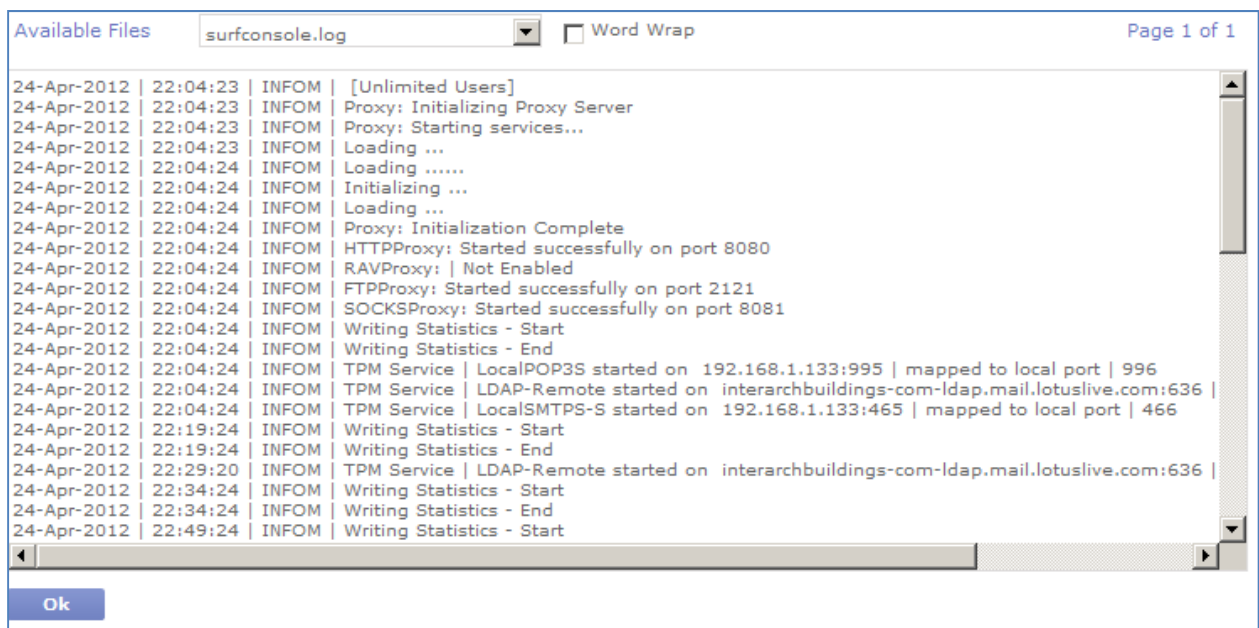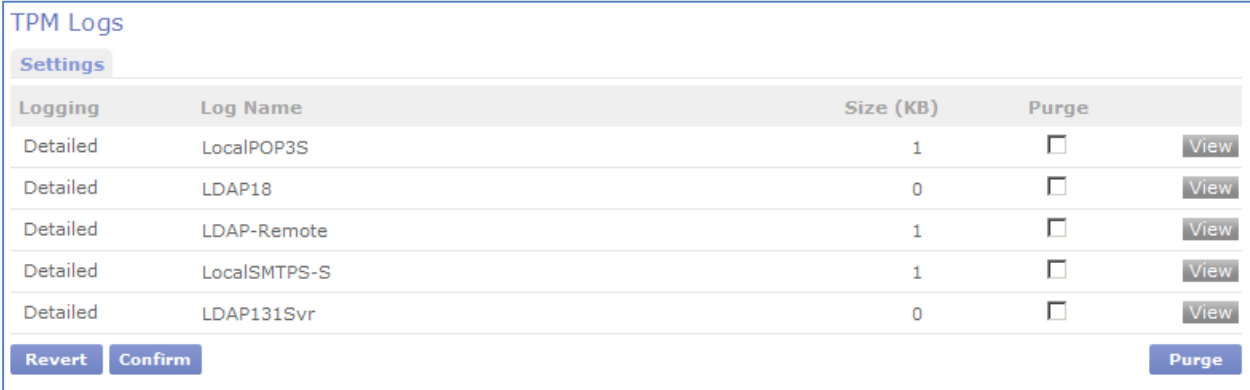
2. Click **View** to view logs for the corresponding logs in the **Settings** section.

3. For faster access the log file is displayed in small blocks. You can navigate to other blocks through **First**, **Previous**, **Next** and **Last** options.

4. Enabling Log Rotation causes many log files to remain on disk. To view logs from all the available files, select a file from the **Available Files** drop down list.

5. Click **OK** to return to the **Logs** page.

Purging TPM Logs

To purge PME-Web TPM logs:

1. Access the PME-Web **TPM Logs** page.

2. Select corresponding **Purge** check box in the **Settings** section.

3. Click **Purge**.
    The corresponding log/s are cleared.

4.4   Web MIS Standard

PME- Web MIS Standard maintains various detailed Web related reports for.

The different kind of Web MIS reports available in PME - Web MIS Standard section are:

▸ Internet Access Details - Report

▸ URL Based Reports / Stats

▸ User Based Reports / Stats

▸ Top n Summary - URL Based Reports / Stats

▸ Top n Summary - User Based Reports / Stats

Accessing Web MIS Standard Reports

To access PME-Web MIS Standard page:

1. Access the **PME™ WebAdmin Console Page**.

2. Click the **PME Web** tab. The PME Web page appears.

3. Expand Logs and then click **Web MIS Standard**.
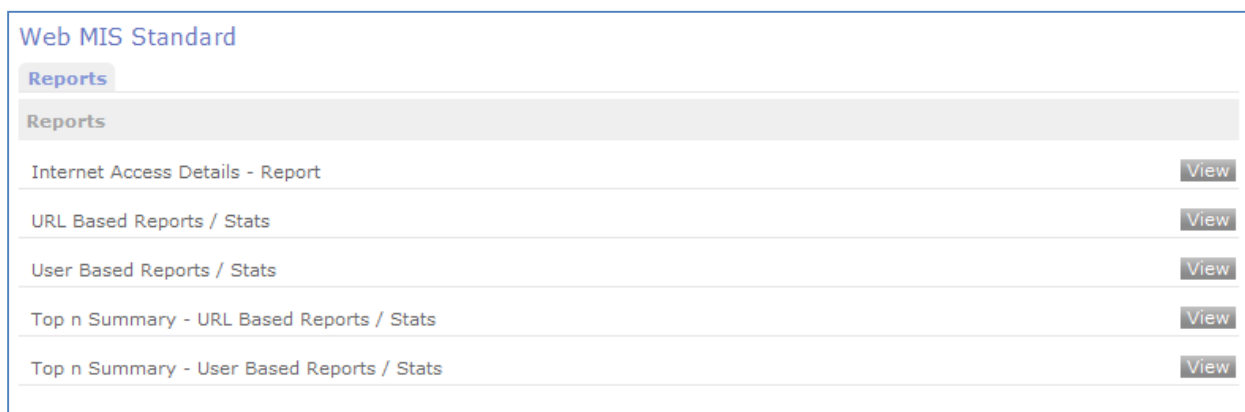   The **Web MIS Standard** page is displayed.

Figure: The MIS Standard page

Viewing Web MIS Standard Reports

To view Web MIS Standard Reports:

1. Access Web MIS Standard page. Refer

Accessing Web MIS Standard **Reports**.

2. Click the **View** link next to the desired Reports. The respective report window will appear.

📄 Note that the below screen shot is common for all, and it may or may not have all the fields for the report you are going to view.

3. Enter details as shown in below table to the applicable fields:

Field Name	Field Description	How to fill
Top n Number	This shows the top n number of Urls / Users. Here n is number specified by the PME admin.	From the drop-down, select the desired number.
Protocol Type	This shows report based on specified protocol used.	From the drop-down, select the desired option.
View Mode	This is used for getting report based on different system/urls/all urls	From the drop-down, select the desired option.
Report Mode	This is used for filtering report view	From the drop-down, select the desired option.
Day From	It shows the start date of report logs	Specify the desired Day, Month, and Year
Day Till	It shows the end date of report logs	Specify the desired Day, Month, and Year

4. Click on the **View** button. The respective reports details window will appear.

📄 You can save this report as html or excel on your disk, as well as you can also print this report as per your convenience.

4.5   Web MIS Exception

The Web MIS Exception Report allows you to view all reports pertaining to Web restrictions settings configured in PostMaster Enterprise™.

Accessing Web MIS Exception Reports

To access Web MIS Exception screen:

1. Access the **PME™ WebAdmin Console Page**.

2. Click the **PME Web** tab. The PME Web page appears.

3. Expand Logs and then click **Web MIS Exception**. The Web **MIS Exception** page is displayed.
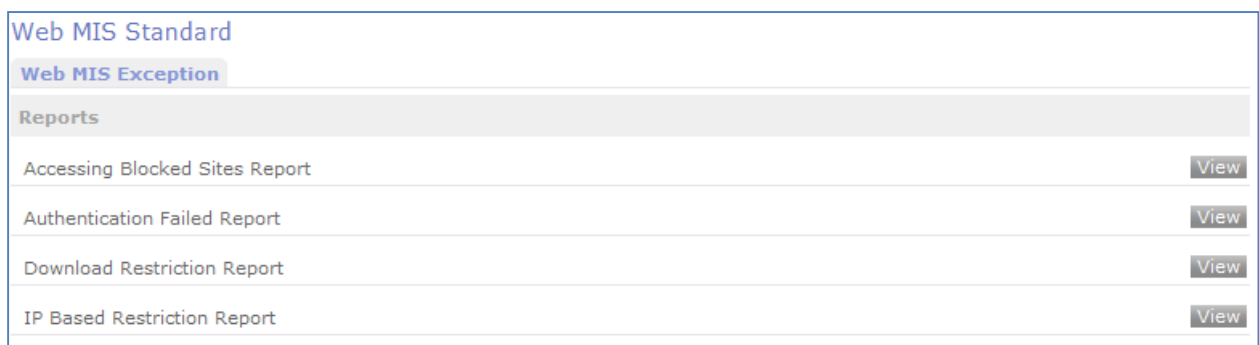
Figure: The Web MIS Standard page

Viewing Web MIS Exception Reports

To view Web MIS Exception Reports:

1. Access Web Standard page. Refer Accessing Web MIS Exception Reports.

2. Click the **View** link next to the desired Reports. The respective report window will appear.

Figure : The Reports filter window

3. Enter details as shown in below table to the applicable fields:

Field Name	Field Description	How to fill
Protocol Type	This shows report	From the drop-down,

	based on specified protocol used.	select the desired option.
View Mode	This is used for getting report based on different system/urls/all urls	From the drop-down, select the desired option.
View Order	This is used for filtering report view	From the drop-down, select the desired option.
Day From	It shows the start date of report logs	Specify the desired Day, Month, and Year
Day Till	It shows the end date of report logs	Specify the desired Day, Month, and Year

4. Click on the View button. The respective reports details window will appear.

📄 You can save this report as html or excel on your disk, as well as you can also print this report as per your convenience.

Module2 – PME Colab

Chapter 2: PME Colab

5. CALENDAR

5.1   Status

The Calendar **Status** page displays the status of the PME-Calendar service. It enables the administrator to stop or start the PME-Calendar service.

Accessing the Calendar Status Page

To access the Calendar Status Page:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click the **PME Collab** tab.

3. Click **Calendar** and click **Status**.
   The **Status** page is displayed. Refer Figure 5-1.

📄 Ensure that the **Status** is active ON.

Figure 5-1 Calendar Status page

Enabling / Disabling Calendar Status

To enable/ disable the Calendar service:

1. Access the Calendar **Status** Page.

2. To enable/ disable Calendar service; click the **OFF/ON** button in the status section.

📄 The **Status** button displays **ON** and is green when the service is enabled. Clicking the green button then disables the service displaying **OFF**. The **Status** button displays **OFF** and is red when the service is disabled. Clicking the red button then enables the service displaying **ON**.

3. The **Confirm** dialog is displayed. Refer Figure 5-2 and Figure 5-3.
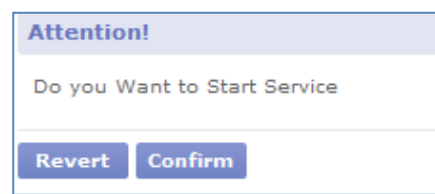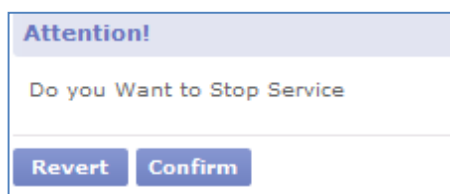
Figure 5-2: Stop Service   Figure 5-3: Start Service

4. Click **OK** to enable/ disable the service.

5.2　Configure

5.2.1 Settings

The Calendar **Settings** page displays additional settings of the Calendar service. Specify

It also enables administrator to:

▸ Set generic and weekly settings for the users, such as start day of week, date format, weekly offs.

▸ Specify the number of months to publish the free/busy information of the users.

▸ Specify the time interval after which to publish the free/busy information of the users.

Accessing the Calendar Settings Page

To access the Calendar Status Page:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click **PME Collab**.

3. Click **Calendar** and expand **Configure**.

4. Click **Settings**.
   The **Settings** page is displayed. Refer Figure 5-4

Figure 5-4 Calendar Settings

Configuring Calendar Settings

To configure Calendar Settings:

1. Access the Calendar **Settings** page. Refer 3.7.2.1 Accessing the Calendar Settings Page.

2. Specify the following details:

Field	Field Description
Generic Settings	
Start Day Of Week	Select the start day of week from the drop-down list.
	📄 When the users view their calendars, the first day of week shown will be as selected.
Date Format	Select the date format from the drop-down list.
	📄 When the users view their calendars, the date format used will be as selected.
Publish Free/Busy Info For	Specify the months to publish free/busy information.
	📄 While publishing Free / Busy information too much will cause process overhead while too little may not be useful for the users. Two months is recommended.
Publish Free/Busy After Every	Specify the minutes after which to publish free/busy information.
	📄 Free / Busy information is published periodically, frequent publishing causes process overheads. 30 to 60 minutes is recommended
Auto Response Email	Specify the email address for sending an autoresponse mail.
Weekly Settings	
Day Of Week	Specify the weekly off days by selecting the appropriate day/s.
	📄 Weekly offs are displayed in a separate color compared to normal days, hence distinction is required.

3. Click **Confirm** to save changes.

5.2.2 Category
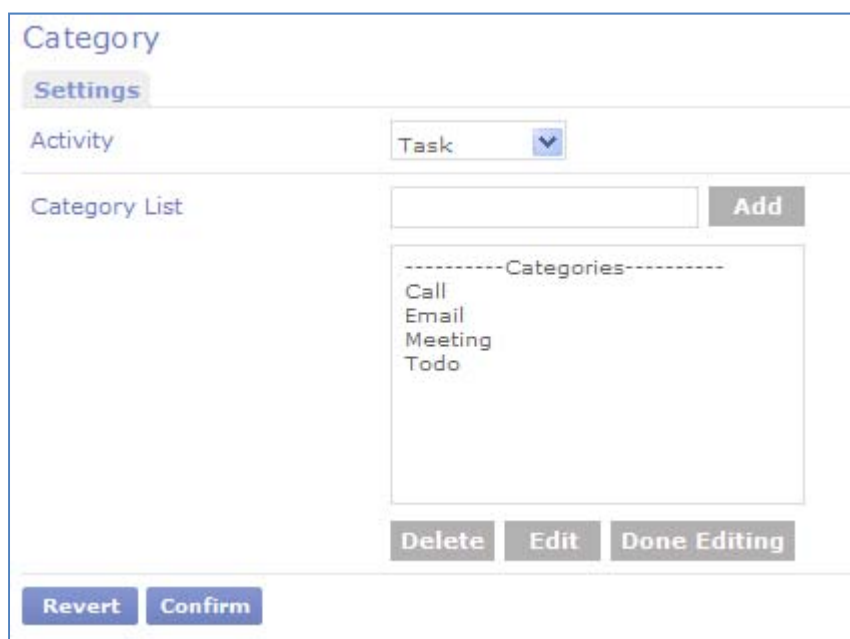
PostMaster Enterprise provides pre-defined categories for activities. In addition to this, PostMaster Enterprise enables an administrator to change the category list for any activity selected. It enables the administrator to add, edit or delete a category for any activity.

Accessing the Category Page

To access Category:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click **PME Collab**.

3. Click **Calendar** and expand **Configure**.

4. Click **Category**.
   The **Category** page is displayed. Refer Figure 5-5.

Figure 5-5 Category page

Viewing the Category Settings

To view the Category Settings:

1. Access the Category **Settings** page. Refer Accessing the Category Page.

2. Select the **Activity** (from the drop-down list) for which you want to view the category.
   The categories for the selected **Activity** will be seen in the **Category List**.

Adding a Category to the Category List

To add a category to the Category list:

1. Access the Category **Settings** page. Refer Accessing the Category Page.

2. Select the **Activity** (from the drop-down list) for which you want to view the category.
    The categories for the selected **Activity** will be seen in the **Category List**.

3. In the **Category List**, enter the category in the text box below and click **Add**. The category is entered in the list.

4. Click **Confirm** to save changes.

Editing a Category from the Category List

To edit a category from the Category list:

1. Access the Category **Settings** page. Refer Accessing the Category Page.

2. Select the **Activity** (from the drop-down list) for which you want to view the category.
    The categories for the selected **Activity** will be seen in the **Category List**.

3. In the **Category List**, select the category you want to edit and click **Edit.**

4. In the edit popup window, enter a new value for the category and click **OK**. The modified category is seen in the **Category List** box.

5. Click **Confirm** to save changes.

Deleting a Category to the Category List

To delete a category from the Category list:

1. Access the Category **Settings** page. Refer Accessing the Category page.

2. Select the **Activity** (from the drop-down list) for which you want to view the category.
    The categories for the selected **Activity** will be seen in the **Category List**.

3. In the **Category List**, select the category you want to delete and click **Delete.** The category selected is deleted from the **Category List** box.

4. Click **Confirm** to save changes.

5.2.3 Holidays
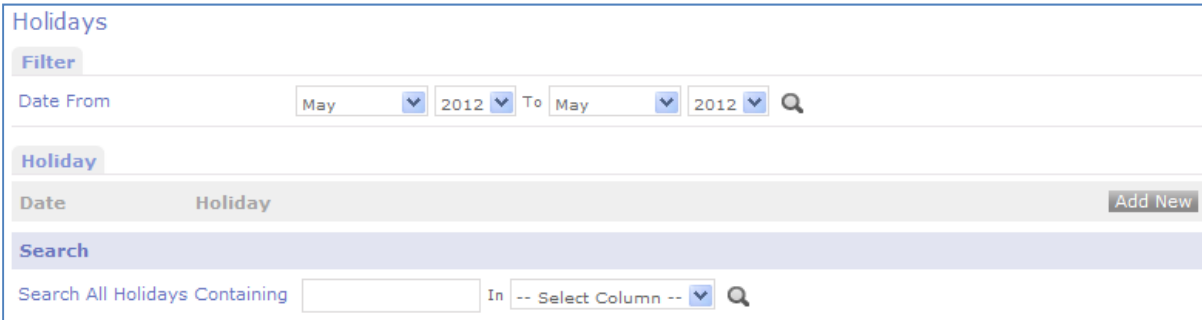
PostMaster Enterprise™ enables the administrator to keep track of holidays. A holiday can be set for any day. Holiday cannot be repetitive. When the users view their calendar, like the Weekly Offs the day marked as Holidays will be displayed in a separate color compared to normal days.

Accessing the Holidays Page

To access Holiday:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click **PME Collab**.

3. Click **Calendar** and expand **Configure**.

4. Click **Holidays**.
   The **Holidays** page is displayed. Refer Figure 5-6.
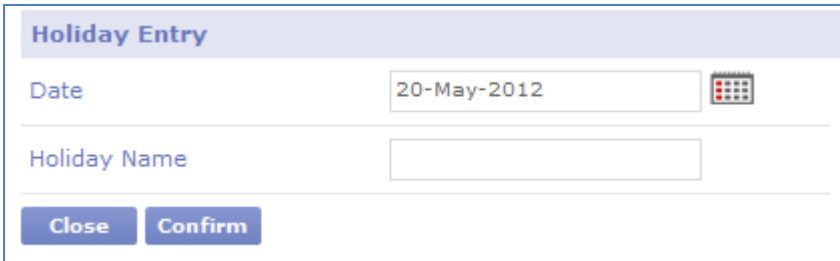
Figure 5-6 Holidays page

Adding a new Holiday

To add a new Holiday:

1. Access the **Holidays Page**. Refer Accessing the Holidays Page.

2. Click **Add New** link to create a new Holiday.
   The **Holiday Entry** window is displayed. Refer Figure 5-7.

Figure 5-7 Holiday Entry window

3. Specify the following details:

Field	Field Description
Date	Specify the date for scheduling the holiday. Select as applicable from the day, month and year lists.
Holiday Name	Specify a name for the holiday.

4. Click **Confirm** to save changes.

Editing a Holiday

To edit a holiday:

1. Access the **Holidays** page. Refer Accessing the Holidays Page.

2. Click **Edit** corresponding to the holiday you want to modify. The **Holiday Entry** window is displayed. Refer Figure 5-7.

3. Make the necessary changes. Refer to table in Adding a new Holiday.

4. Click **Confirm** to save the changes.

Deleting a Holiday

To delete a holiday:

1. Access the **Holidays** page. Refer Accessing the Holidays Page.

2. Click **Delete** corresponding to the holiday you want to remove. For example, the holiday name **Independence Day** is to be deleted.
   The **Confirm** dialog is displayed.

3. Click **OK** to delete the holiday.

Filtering Holidays

Filtering is a quick and easy way to display a subset of Holiday in a range. A filtered range displays only those records that meet the criteria you specify for a column.

To filter holidays:

1. Access the **Holidays** page. Refer Accessing the Holidays Page.

2. Select the criteria based on which you want to filter your holidays.

3. In the **Date From** and **To** drop-down list, select the Month-Year range from the lists and click **GO**.

4. The holidays matching the filter criteria are displayed in the Holiday List table. This will be indicated by text in the table

heading. For example, if you have selected **March 2006** in the **Date From** drop-down list and **June 2006** in the **To** drop-down list, **[Between March 2006 & June 2006]** is displayed in the table heading. If the Filtered Holiday List is empty it means no records have matched the filter criteria.

5. You may perform any standard operation (edit / delete) on the Holiday being displayed in the Filtered Holiday List.

6. Click **Clear Filter** to see all the holidays.

Searching for a Specific Holiday

The Search feature of PostMaster Enterprise enables you to search for specific holidays. You can perform a search by providing search criteria, such as the holiday name.

To search for a specific holiday:

1. Access the **Holidays** page. Refer Accessing the Holidays Page..

2. Enter the keywords in the **Search All Holidays Containing** field.

3. Select the column in which you want the search to be performed from the **Select Column** drop-down list.

4. Click **Search**.

5. The holidays matching the search criteria are displayed in the Holiday List table. This will be indicated by text in the table heading. For example, if you enter **Labor** in the **Search All Holidays containing** field and select column as **Holiday Name**, **[Search For Labor in Holiday Name]** is displayed in the table heading. If the Searched Holiday List is empty it means no records have matched the search criteria.

6. You may perform any standard operation (edit / delete) on the Holiday being displayed in the Searched Holiday List.

7. Click **Clear Search** to see all the holidays.

5.2.4　　　Notice

PostMaster Enterprise™ enables the administrator to publish notices. A notice as set by the Administrator is seen by all the users when they view their calendar for that date.
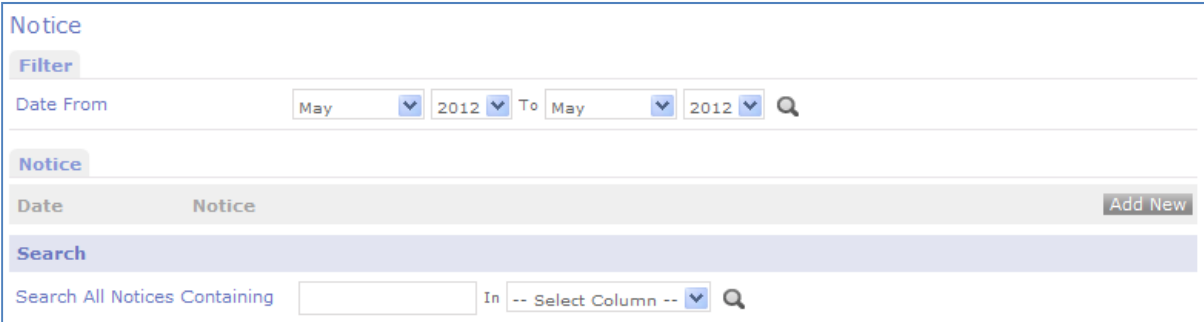
PostMaster Enterprise™ provides date based auto response. If auto response is set then on a particular date all incoming mails will receive a System Generated mail with text as defined / configured. It will generate only one mail per incoming-mail-sender. You can send mail to local users or remote users or both.

Accessing the Notice Page

To access Notice:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click **PME Collab**.

3. Click **Calendar** and expand **Configure**.

4. Click **Notices**.
   The **Notices** page is displayed. Refer Figure 5-8.

Figure 5-8 Notices page

Adding a new Notice

To add a new Notice:

1. Access the **Notices Page**. Refer Accessing the Notices Page.

2. Click **Add New** link to create a new Notice.
   The **Notice Entry** window is displayed. Refer Figure 5-9.

Figure 5-9 Notice Entry window

3. Specify the following details:

Field	Field Description
Date	Specify the date for scheduling the notice. Select as applicable from the day, month and year lists.
Notice Name	Specify a name for the notice.
Notice Description	Specify a description for the notice.
Auto Response	
Enable Auto Response	Select the check box to enable auto response for the notice.
Enable For Local Mails	Select the check box to enable local mails for the notice.
Enable For Remote Mails	Select the check box to enable remote mails for the notice.

Subject Text	Specify the subject for notice mail.
Auto Message Text	Specify the auto message text for notice mail.

4. Click **Confirm** to save changes.

Editing a Notice

To edit a notice:

1. Access the **Notices** page. Refer Accessing the Notices Page.

2. Click **Edit** corresponding to the notice you want to modify. The **Notice Entry** window is displayed. Refer Figure 5-9.

3. Make the necessary changes. Refer to table in Adding a new Notice.

4. Click **Confirm** to save the changes.

Deleting a Notice

To delete a notice:

1. Access the **Notices** page. Refer Accessing the Notices Page.

2. Click **Delete** corresponding to the notice you want to remove. For example, the notice name **Holiday** is to be deleted. The **Confirm** dialog is displayed.

3. Click **OK** to delete the notice.

Filtering Notices

Filtering is a quick and easy way to display a subset of Notice in a range. A filtered range displays only those records that meet the criteria you specify for a column.

To filter notices:

1. Access the **Notices** page. Refer Accessing the Notices Page.

2. Select the criteria based on which you want to filter your notices.

3. In the **Date From** and **To** drop-down list, select the Month-Year range from the lists and click **GO**.

4. The notices matching the filter criteria are displayed in the Notice List table. This will be indicated by text in the table heading. For example, if you have selected **March 2006** in the **Date From** drop-down list and **June 2006** in the **To** drop-down list, **[Between March 2006 & June 2006]** is displayed in the

table heading. If the Filtered Notice List is empty it means no records have matched the filter criteria.

5. You may perform any standard operation (edit / delete) on the Notice being displayed in the Filtered Notice List.

6. Click **Clear Filter** to see all the notices.

Searching for a Specific Notice

The Search feature of PostMaster Enterprise enables you to search for specific notices. You can perform a search by providing search criteria, such as the notice name or the notice description.

To search for a specific notice:

1. Access the **Notices** page. Refer Accessing the Notices Page.

2. Enter the keywords in the **Search All Notices Containing** field.

3. Select the column in which you want the search to be performed from the **Select Column** drop-down list.

4. Click **Search**.

5. The notices matching the search criteria are displayed in the Notice List table. This will be indicated by text in the table heading. For example, if you enter **Holiday** in the **Search All Notices containing** field and select column as **Notice Name**, **[Search For Holiday in Notice Name]** is displayed in the table heading. If the Searched Notice List is empty it means no records have matched the search criteria.

6. You may perform any standard operation (edit / delete) on the Notice being displayed in the Searched Notice List.

7. Click **Clear Search** to see all the notices.

5.3   Scheduler

5.3.1 Purge

PostMaster Enterprise enables the administrator to delete old and unneeded activity information permanently. The purge will act on activities of all the users as per conditions specified.

Accessing the Purge Page

To access Purge:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click **PME Collab**.

3. Click **Calendar** and expand **Scheduler**.
   Click **Purge**.
   The **Purge** page is displayed. Refer Figure 5-10.

Figure 5-10 Purge page

Configuring the Purge Settings

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click **PME Collab**.

3. Click **Calendar** and expand **Scheduler**.

4. Click **Purge**.
   The **Purge** page is displayed.

5. Specify the following details:

Field	Field Description
Purge Mode	Specify the purge mode: **Manual** To purge manually.

Field	Field Description
	Automatic To purge automatically.
Notice	In the **Days Old** textbox. specify the number of days from the current date to purge notices. 🖺 For example, if you specify 2 Days Old, then all notices that are 2 days old are purged.
Tasks	From the first drop-down list: Select **All** to purge all the tasks. **OR** Select **Completed** to purge completed tasks. From the second drop-down list: Select **AND** to purge tasks matching the criteria. **OR** Select **OR** to purge tasks matching any one of the criteria. In the **Days Old** textbox. specify the number of days from the current date to purge tasks. 🖺 For example, if you select All, AND and specify 2 Days Old, then all tasks that are 2 days old are purged.
Events	From the first drop-down list: Select **All** to purge all the tasks. **OR** Select **Completed** to purge completed tasks. From the second drop-down list: Select **AND** to purge tasks matching the criteria. **OR** Select **OR** to purge tasks matching any one of the criteria. In the **Days Old** textbox. specify the number of days from the current date to purge events. 🖺 For example, if you select **All, AND** and specify **2 Days Old**, then all events that are 2 days old are purged.
Conferences	From the first drop-down list: Select **All** to p*urge all the tasks. **OR** Select **Completed** to purge completed tasks. From the second drop-down list:

Field	Field Description
	Select **AND** to purge tasks matching the criteria.
	OR
	Select **OR** to purge tasks matching any one of the criteria.
	In the **Days Old** textbox. specify the number of days from the current date to purge conferences
	📄 For example, if you select **All, AND** and specify **2 Days Old**, then all conferences that are 2 days old are purged.
Archive Before Purging	Select this check box to make a backup copy of data before purging it.

6. Click **Confirm** to save the changes.

📄 Click **Purge Now** to start a manual purge operations.

6. WORKFLOW

Workflow Management is a system that monitors & ensures the process of passing information/ documents from one employee to another, within an organization.

Proper filling of forms and documents is an integral part of business process of any organization. While a proper electronic system is generally established for the core business of the organization, many forms / docs that are required / mandatory are not integral to the core business.

Workflow Management for PME-Mail addresses automating of such non-core areas of the organization. It provides a quick and simple way, for employee, create and exchange such documents.

Workflow Management for PME-Mail simplifies the processes of filling forms and getting approvals (or rejection) of requests within the forms. By ensuring that all mandatory data is part of the Workflow Document, it ensures that unnecessary steps and iterations are eliminated, thus increasing productivity. Workflow Management for PME-Mail makes sure that established procedures are being consistently adhered to.

The four major functions of Workflow Management for PME-Mail are:

‣ Document Template Creation

‣ Document Sending

‣ Document Viewing

‣ Document Responding

How it Works

Document Template Creation - Create unlimited number of Workflow Document Templates and configure each template according to your own specifications. Each document can have unlimited document fields, which are wholly configurable

  - ➢ Field Caption - Choose any Caption what-so-ever.
  - ➢ Field Type - Specify Field Type as Text, Number, Date, PreDefinedList, TextArea.
  - ➢ Field Default Value - Specify default value for the field.
  - ➢ Mandatory Field Tag Ensures entering data is mandatory

Document Sending

  - ➢ All PME-Mail Users can access WebMail to-
  - ➢ Compose a new Workflow Document and fill data in the same
  - ➢ Send the Workflow Document to predefined users
  - ➢ If required, add new recipients to the Workflow Document

Document Receiving / View

  - ➢ The Workflow Document recipients will receive mails as normal. However, they view the mails
  - ➢ in a "special" Workflow Document format.

Document Responding [Accept/Reject]

  - ➢ Workflow Document can be responded to as follows-
  - ➢ The "To" recipients can Accept or Reject the request contained within the work-flow-doc
  - ➢ The "Cc" recipients can only view the request contained within the work-flow-doc

Key Benefits for the organization
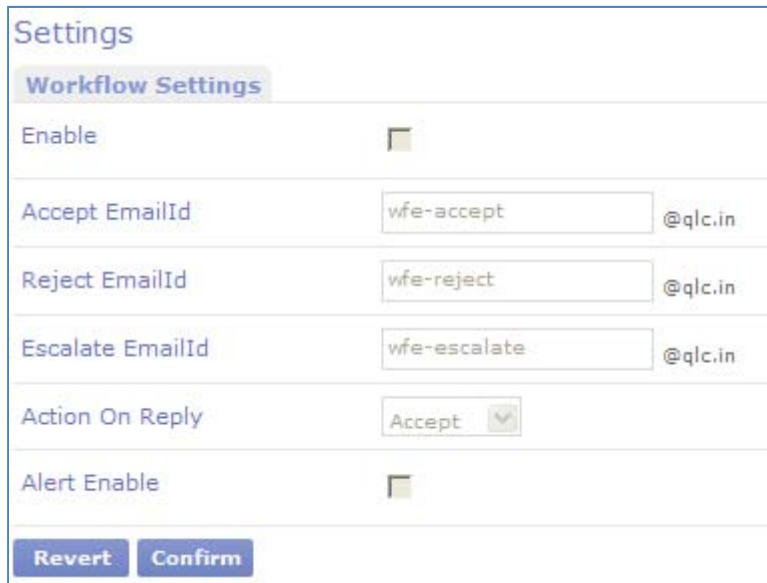
  - ➢ Enforce compliance of company process and systems
  - ➢ Eliminate document iteration and increase productivity
  - ➢ No limit on the number of documents that can be created
  - ➢ All documents are configurable based on individual requirements
  - ➢ Sample Templates provide to quick-start Workflow Management

6.1   Configure

To access the workflow Page:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**.

2. Click **PME Collab**.

3. Click **Workflow** and expand **Configure**.

4. Click **Settings**.
    The **Workflow Page** is displayed.

6-1: Workflow Page

6.1.1   Settings

To configure workflow settings:

1. Access the **Workflow** page.

2. Click **Settings**. The Settings page is displayed.

3. Specify the following details:

Settings	
Enable	Select the check box to enable the workflow settings.
Accept EmailId	Specify the email id for accepted request contained within the work-flow-doc.
Reject Email Id	Specify the email id for rejected request contained within the work-flow-doc.
Escalate Email Id	Specify the email id for escalated request contained within the work-flow-doc.
Action on Reply	Select the action to be performed on the request contained in the workflow document. **Accept** You can select this option to accept the request. **Reject** You can select this option to reject the request. **Escalate** You can select this option to escalate the request.
Alert Enable	Select the check box to enable alerts.

4. Click **Confirm** to save changes.

6.1.2 Documents

Add new workflow document details

To add new workflow document details:

1. Access the **PostMaster Enterprise™ WebAdmin Console Page**. Refer.

2. Click **PME Collab**.

3. Click **Workflow** and expand **Configure**.

4. Click **Documents**.
   The Documents page is displayed.

5. Click **Add New**. The Workflow document page is displayed.

6. Specify the following details:

Settings	
Enable	Select the check box to enable the workflow document.
Send to Reporting Officer	Select the check box if the document should be sent to the reporting officer.
Escalate Enable	Select the check box if request escalation is to be allowed for the document.
Document Name	Specify the name of the document.
Document Description	Specify a brief description of the document.
Send To Email Address(es)	Specify the email addresses to which the document is to be sent.
Send Cc Email Address(es)	Specify the email addresses of the users to whom a Cc of the document is to be sent.
Mail Subject	Specify the subject of the mail.
Add More Details	Click the button to add more attributes to the document.
Position	Select the check box corresponding to a attribute whose position is to be changed i.e. either move up or down the order.
Mandatory	Select the check box corresponding to the attribute which is mandatory.
Data Label	Specify the label name for the attribute.

Data Type	Select the data type for the attribute.
Default Data	Specify the default data for the attribute.
Non Editable	Select the check box if the attribute is not editable.

7. Click **Confirm**.

Edit workflow document details

To add new workflow document details:

1. Access the Documents page.
2. Click **Edit**. The Edit Workflow document page is displayed.
3. Make the necessary changes.
4. Click **Confirm**.

View workflow variables

To view workflow variables:

1. Access the **Documents** page.
2. Click the **Add New** link.
    OR
    Click the **Edit** link.
    The Workflow Document page is displayed.
3. Click the **Workflow Variables** link at the top of the Workflow Document page.
    The Workflow Variable Details are displayed.