



Midwest Data, Inc.

“Good Practice” use of Outlook, and HORDE Webmail

This document is merely suggested setups and usage that in MDI’s experience works best. For any questions please e-mail mdisupport@midwestdatainc.com.

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PC Based E-Mail Clients

PORT 587 FOR SMTP

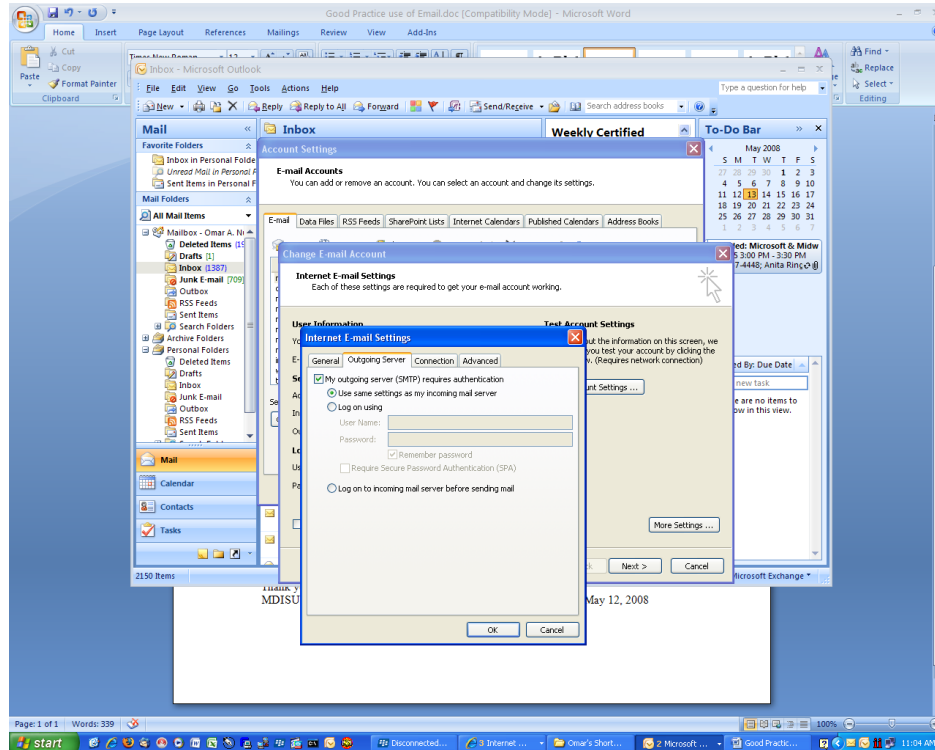
The use of Port 587 for SMTP in PC based email clients enforces account sign on, which helps eliminate script based spamming viruses known as BOTs. This will help keep unnecessary traffic off your own network, as well as your Internet connection.

The mail servers are set up to cater for both the existing port 25 and port 587 authentication protocols. Port 465 is used for older versions of mail clients that support SSL and not TLS.

Outlook 2016/2019

1. In Outlook 2016 Open Tools > Account settings / In Outlook 2019 File > Account Settings > Add & Remove or Change
2. Select account > double click to open
3. Choose more settings
4. Choose Outgoing Server
5. Click My outgoing server (SMTP) requires authentication, and also choose Use same settings as my incoming mail server
6. Choose Advanced
7. Check the box for outgoing SMTP and change the port number from 25 to 587 and choose Auto for encrypted connection. See below for more information on Encrypted Connection.
8. Click OK to Save

Outlook & Outlook 2016/2019 - Outgoing Server Tab:



Click OK to Save

iPhone Email setup:

Go to Settings/Passwords & Accounts/Add Account/Other
Add Mail Account

Fill in:

Name John Appleseed

Email john.appleseed@example.com

Password XXXXXXXXX

Description My example.com email

Choose mail type IMAP (synchronizes iPhone mailbox with server mailbox, so deletions are instant, BUT

ensure phone has enough storage for your entire mailbox.)

or POP (allows separate handling of mailboxes, so you can keep only what mail you want on the phone,

and set when to remove the copy from the server)

Incoming Mail Server:

Host Name yourdomainname.tld

User Name john.appleseed@ yourdomainname.tld

Password XXXXXXXXX

Outgoing Mail Server:

Host Name yourdomainname.tld

User Name john.appleseed@ yourdomainname.tld

Password XXXXXXXXX

Verify that you have chosen the appropriate mail type and that the typing is all correct.
And touch SAVE.
Any errors will not allow it to continue until you correct them.
Enjoy your mobile email experience.

General email settings for use with MDI mail servers using SNI technology:

Incoming mail server
Yourdomainname.tld

Outgoing mail server
Yourdomainname.tld
(server requires authentication)

Supported incoming mail protocols
POP3, POP3 over SSL/TLS, IMAP, IMAP over SSL/TLS

Supported outgoing mail protocols
SMTP

To connect via POP3 securely over SSL/TLS, use port 995.

To connect via IMAP securely over SSL/TLS, use port 993.

To send messages via SMTP securely, use port 465.

OR

To send messages via SMTP securely, use port 587

Web Based E-Mail Clients

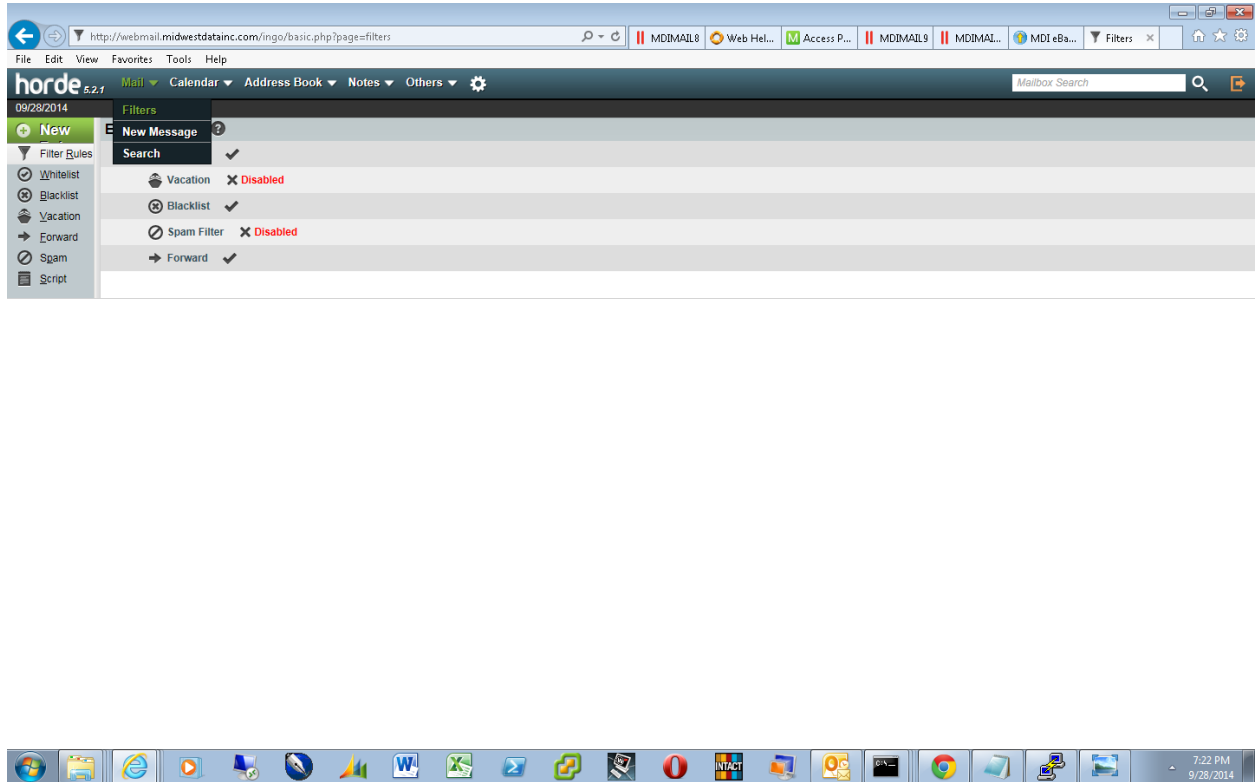
HORDE WEBMAIL

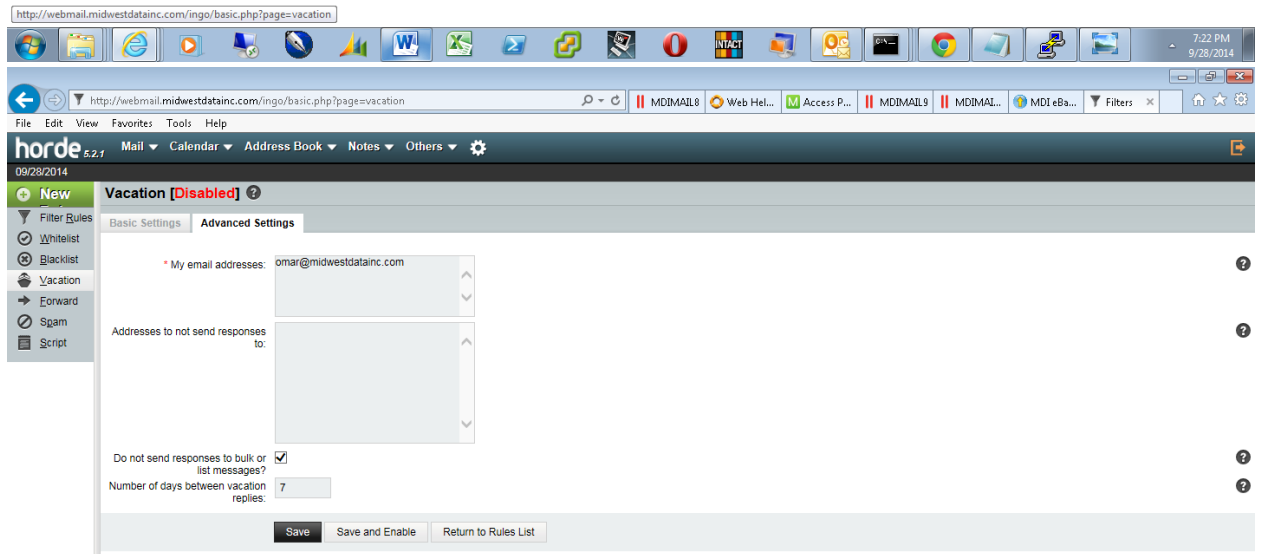
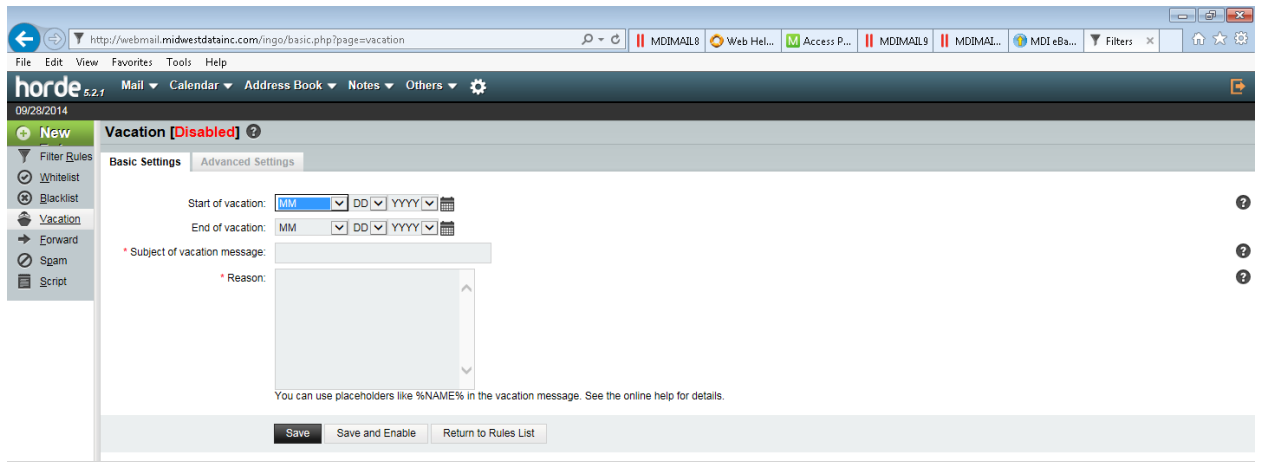
Webmail is a useful tool for accessing your email while “on the road”. Webmail can be accessed by opening your browser and typing `webmail.yourdomainname.tld`”

Users may also run a secured session of webmail by accessing it by going to `https://webmail.yourdomain name .tld`

AutoReply

The new version of webmail gives the user the ability to set their own Auto Responder.





PASSWORDS

Users have the ability to change their password for the email account from within a webmail login session. MDI strongly recommends complex passwords, for security.

A good password is 12 or more characters that are a mix of capital, small, numbers and special characters intermixed, such as MyP@\$w0rd98

1. Click on My Account
2. Click on Password

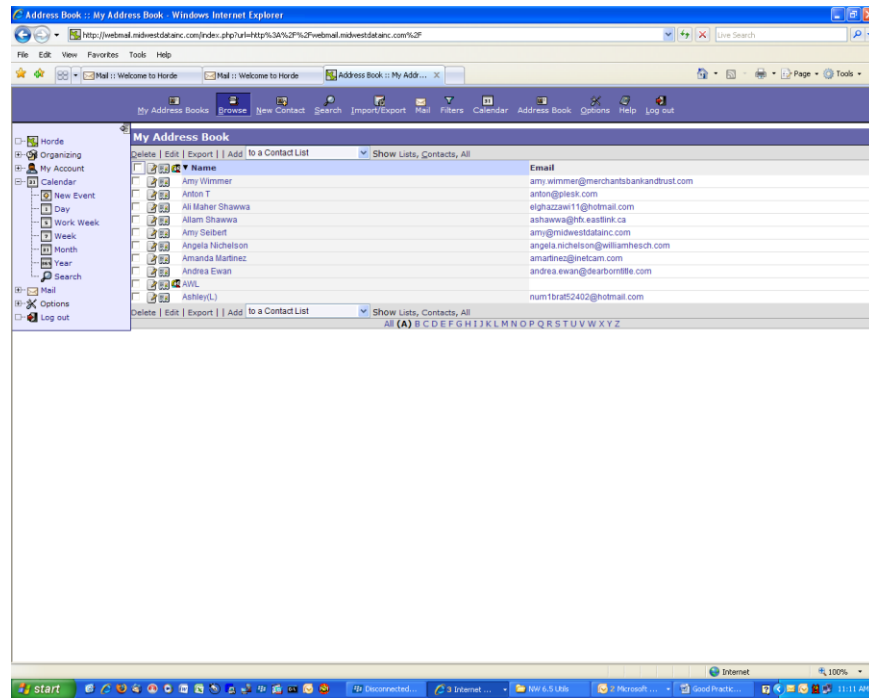
IMPORT/EXPORT

HORDE Webmail also has the built in facilities to allow you to import and export address books, calendars, etc. to and from other applications. These utilities should be also used on a regular basis to export a backup copy of these items for times that Horde security upgrades/updates are not able to carry them forward during the upgrade process. Emails are retained through upgrades.

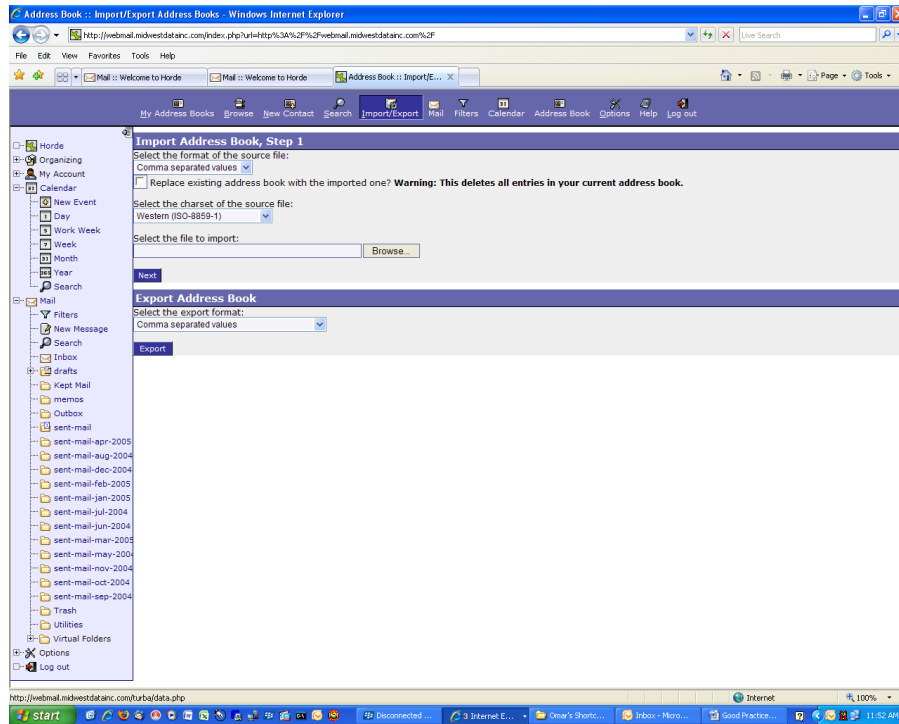
To Export Address Book

1. Open your Address Book
2. Choose Import > Export located on the tool bar
3. Click Export
4. Browse to where you want to store the file

HORDE - Address book



HORDE - Import/Export



To Export Calendar

1. Open your Calendar
2. Click the Edit Pencil on the right
3. Click Export
4. Browse to where you want to store the .ics file

HORDE – Calendar

01/04/2022

+ New Event

← January 2022 →

	Su	Mo	Tu	We	Th	Fr	Sa
52	26	27	28	29	30	31	1
1	2	3	4	5	6	7	8
2	9	10	11	12	13	14	15
3	16	17	18	19	20	21	22
4	23	24	25	26	27	28	29
5	30	31	1	2	3	4	5

- ▼ My Calendars +
- Calendar of mdisupport@midwestdatainc ✎
 - ▶ Shared Calendars
 - ▶ Resources +
 - ▶ Resource Groups +
 - ▶ Address Book
 - ▶ Remote Calendars +

01/04/2022		← January 2022 →		📅 Day	📄 Wo
Sunday					
52	26			27	M
1	2			3	
2	9			10	
3	16			17	
4	23			24	
5	30			31	

Calendar title:
Calendar of mdisupport@midwestdatainc

Color: #3b3a99

Description
📄 iCalendar is a standard for exchanging calendar information via email, or sharing it with other applications.

Export ICS file:

Save **De**

HORDE – Calendar Import/Export

01/04/2022

+ New Event

← January 2022 →

	Su	Mo	Tu	We	Th	Fr	Sa
52	26	27	28	29	30	31	1
1	2	3	4	5	6	7	8
2	9	10	11	12	13	14	15
3	16	17	18	19	20	21	22
4	23	24	25	26	27	28	29
5	30	31	1	2	3	4	5

- ▼ My Calendars +
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5	30			31	

Calendar title:
Calendar of mdisupport@midwestdatainc

Color: #3b3a99

Description
📄 iCalendar is a standard for exchanging calendar information via email, or sharing it with other applications.

Import ICS file:
Importing should be done with caution.

Save **Delete**

To share a calendar in Horde Webmail Version 5.2.23

Select the Calendar tab in Horde

The screenshot shows the Horde webmail interface. At the top, there is a browser address bar with the URL <http://webmail.net1501.com/kronolith/#month%3A20131011>. Below the browser is the Horde application header with menus for File, Edit, View, Favorites, Tools, and Help. The main interface is titled "horde 5.1.4" and includes a search bar and a "New Event" button.

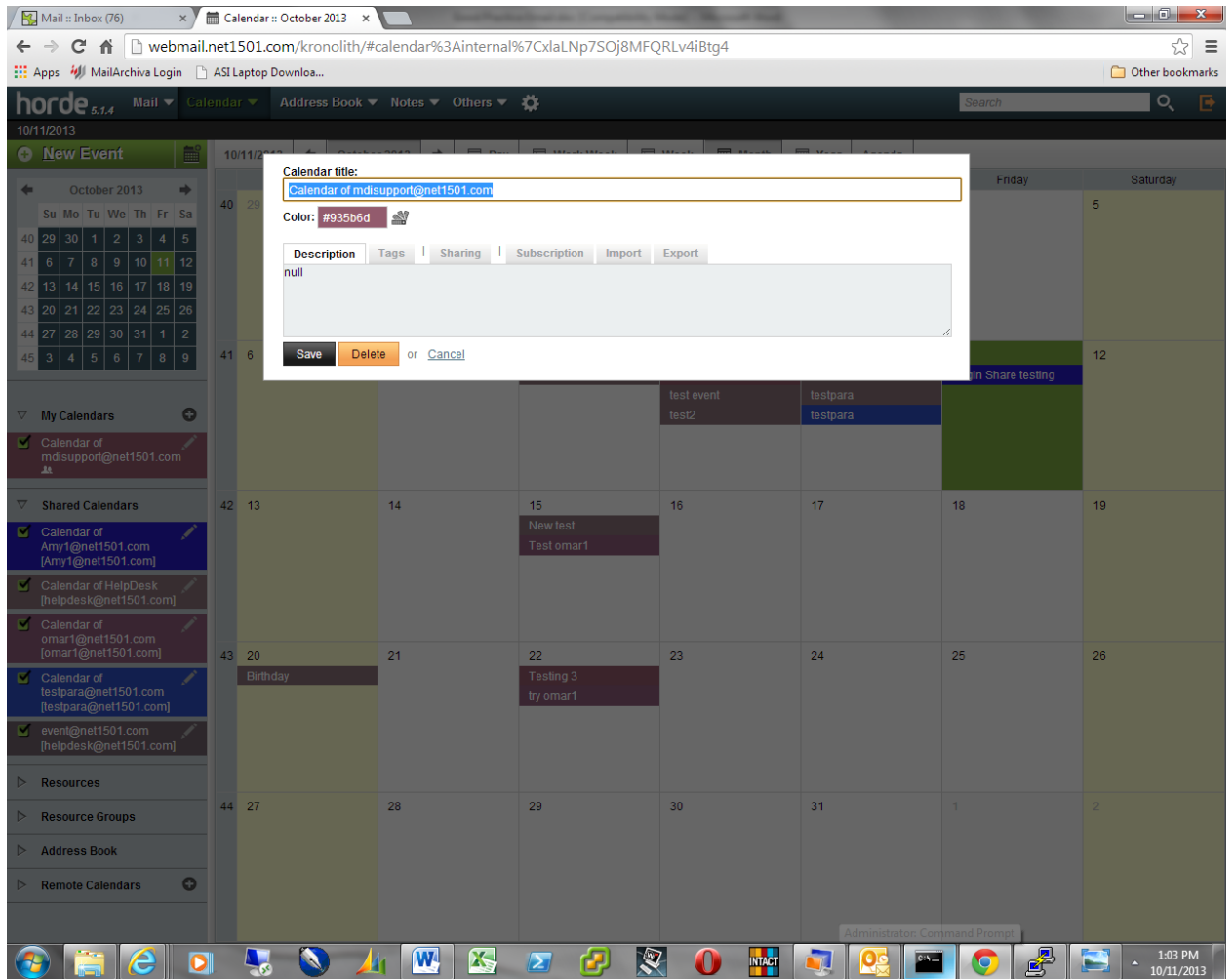
The calendar view is for October 2013, displayed in a grid format. The days of the week are labeled at the top: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. The calendar shows several events:

- October 29 (Sunday):** No events.
- October 30 (Monday):** No events.
- October 31 (Tuesday):** "Testing 1" (purple bar).
- October 6 (Monday):** "help desk test" (purple bar).
- October 9 (Thursday):** "Testing 2" (purple bar), "test event" (purple bar), "test2" (purple bar).
- October 10 (Friday):** "testpara" (blue bar), "nwe event" (purple bar), "testpara" (purple bar).
- October 13 (Sunday):** No events.
- October 15 (Tuesday):** "Test omar 1" (purple bar), "New test" (purple bar).
- October 20 (Sunday):** "Birthday" (purple bar).
- October 22 (Tuesday):** "try omar1" (purple bar), "Testing 3" (purple bar).
- October 27 (Sunday):** No events.

The sidebar on the left contains "My Calendars" with a list of calendars, including "Calendar of omar1@net1501.com" and "Calendar of HelpDesk [helpdesk@net1501.com]". There are also sections for "Shared Calendars", "Resources", "Resource Groups", "Address Book", and "Remote Calendars".

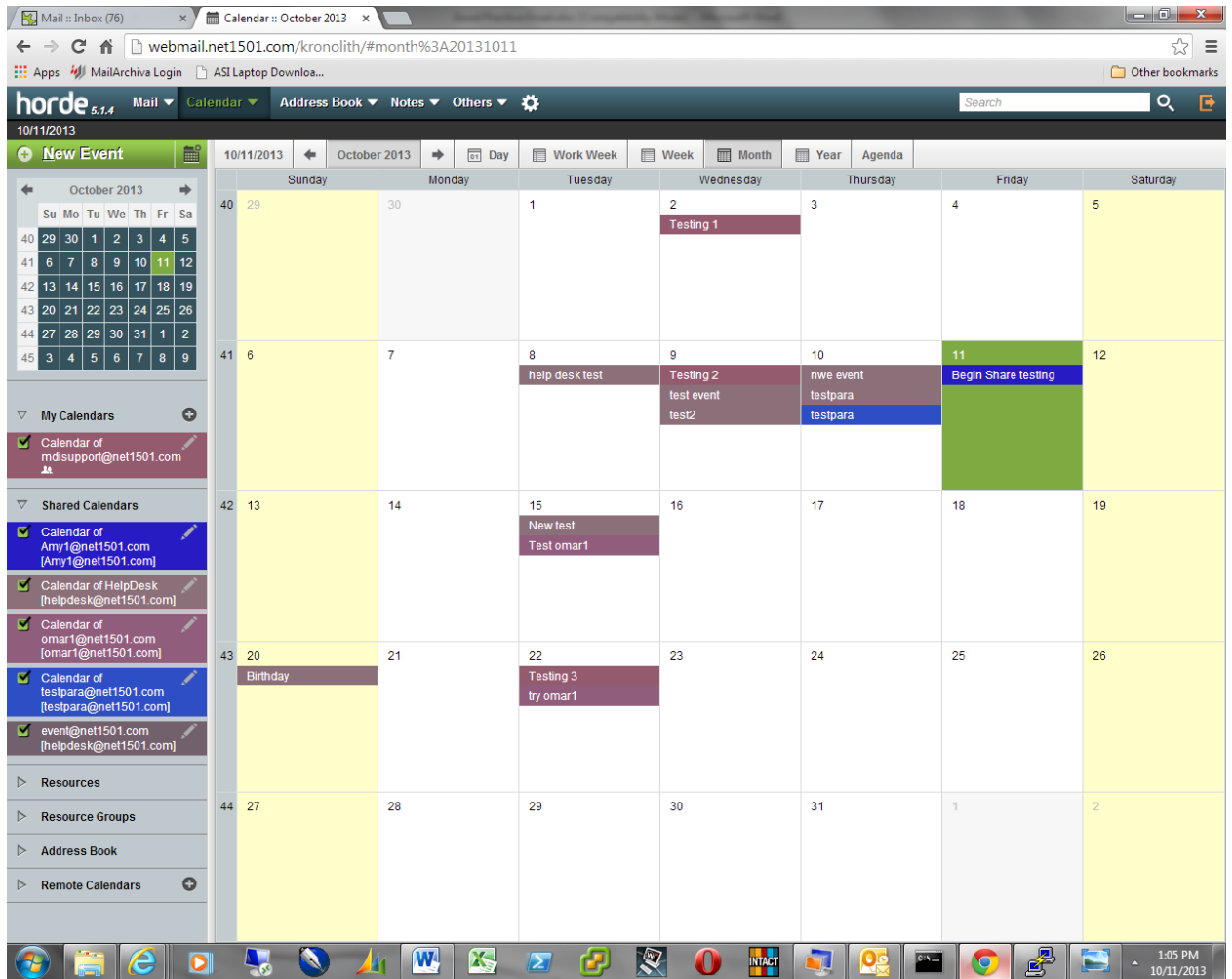
The taskbar at the bottom shows various application icons and the system clock indicating 12:58 PM on 10/11/2013.

Simply click on the edit (pencil) icon on the right of the calendar that you wish to share, and you will get the following screen:



Now click on Sharing, and add the user addresses from your domain that you wish to share with and the rights assigned, read or read/write.

The shared calendars that you have rights to will appear under Shared Calendars tab for the email accounts included in your domain. Put a check in the box of the users you would like to view on your calendar.



They will appear in different colors in the grid.

Purge Deleted Messages

When deleting messages it is important to choose “PURGE DELETED” to permanently remove the messages and not “HIDE DELETED”, as the deleted messages will reappear whenever services are restarted if they are “hidden” and not “purged”.

HORDE – Purge Delete

Mail :: Welcome to Horde

Quota status: NO LIMIT

Page 1 of 7

1 to 20 of 140 Messages

#	Date	From	Subject [Thread]	Size
140	10:58:46 AM	Microsoft	Weekly Certified Partner Learning Newsletter	76 KB
139	10:18:36 AM	Barnes & Noble	This Week -- Coupons, B&N Studio Premier, James Frey, More	31 KB
137	09:30:47 AM	HP Promotions	While supplies last: HP 530 Notebook PC with carrying case for just \$519	37 KB
138	09:21:52 AM	equusmktg@equuscs.com	Power and Versatility in a Small Rack Chassis>	14 KB
136	08:23:49 AM	Stock Rageous News	BSHF: \$56 Million Contract signed and another in the works	10 KB
135	08:03:22 AM	CRN Daily	May 13: More On The XP SP3 Glitch / HP To Buy EDS? / A 3G BlackBerry	14 KB
134	08:00:09 AM	SYNNEX-US	PowerUP this Power Season with APG!	40 KB
133	05:06:55 AM	SYNNEX-US	PG Wholesale: Hot Deals	10 KB
132	05:02:42 AM	SYNNEX-US	SYNNEX: Find Your Blue Solution	20 KB
131	04:10:10 AM	SYNNEX-US	Kingston ValueRAM Partner Plus Program	14 KB
130	04:02:10 AM	SYNNEX-US	Register Today! ASCII Tech Boot Camp Cleveland	24 KB
129	03:40:18 AM	Finance4YourBiz	Cash for your business NOW!	3 KB
128	03:04:54 AM	SYNNEX US	Questioning Postini's channel commitment? Make the switch to Perimeter.	11 KB
127	03:04:33 AM	John Stulak	Preventing Mistakes in Microsoft Dynamics GP	8 KB
126	12:41:32 AM	Finance4YourBiz	Cash for your business NOW!	3 KB
125	05/12/2008	Finance4YourBiz	Cash for your business NOW!	3 KB
124	05/12/2008	Intel Inside(R) Program	Intel Inside® Program Track 2 eNews: May 12, 2008	36 KB
123	05/12/2008	Linksys Channel Marketing	Linksys Online Event Series 2008 - Attract More Business With Linksys!	14 KB
122	05/12/2008	Beach Front Condos	Great Vacation Condos - Own Waterfront for less	2 KB
121	05/12/2008	Beach Front Condos	Great Vacation Condos - Own Waterfront for less	2 KB

Done

All E-Mail Clients

EMAIL ETIQUETTE

Considerations

The internet in general, especially major ISPs (Internet Service Providers) such as Microsoft, Yahoo, RoadRunner AOL and others are cracking down on SPAM, and servers considered sources of SPAM. Here are a few considerations that you the email user should be aware of the measures taken by ISPs to limit and reduce the damage made by SPAM:

- 1) Limiting the number of recipients of the same message, usually to less than 10. Therefore you the user should limit your CCs to less than 10, and vary the subject and send times if you need to send to more than 10.
- 2) Stay aware of any possible BOT viruses on your PC (the robotic virus that uses your PC to relay SPAM to thousands of recipients), by watching the hard drive activity light when not in heavy use, as well as email client behavior.
- 3) Report SPAM to postmaster@domain.tld or abuse@domain.tld of the SPAM email sender.
- 4) Keep in mind that Microsoft's SENDER ID program is picking up steam, and that makes it very easy to track SPAM senders. It is easy to pick up a bad reputation, and less easy to clear it. MDI registers it's hosted domains with a SENDER ID, other users would be well advised to.
- 5) Remember that the other guy can also report you, so do unto others what you would have them do unto you.
- 6) Most email servers have limits to the attachment size, so be aware if you get a message rejected, or truncated, to heed the alert.

STORAGE

Considerations

- Allocation of email space is 50MB per address. Emails should be pulled down to the workstation and archived to your company file server, storage server or archive server.
- Keep in mind that the server does not delete messages, the user has to by choice, and it is important to note that it is a mail server, and not a storage server, so please help us keep it “Lean and Mean”.
- By using PC based email clients, you can keep as much email as you wish, without taxing the mail server.
- In an environment where multiple years of archiving is required such as in education, financial and others, please contact us for suggested storage/archiving solutions for your organization.
- MDI’s eArchive service may be used if you need email archiving as a service, for compliance purposes, or long term archival of emails for personal or company easy access and use. Please visit our website www.midwestdatainc.com for more details on eArchive.
- MDI’s eEncrypt service based on ZIX encryption may be used if you need email encryption for compliance purposes, or for security and privacy of email content for personal or company easy access and use. Please visit our website www.midwestdatainc.com for more details on eEncrypt.
- If you use a yet different PC based email client than those mentioned above, we would be happy to help you configure that as well.

DEFAULT ANTI-VIRUS AND SPAM SETTINGS

When new email accounts are set up on our servers, we start the account with the following Server Anti-Virus and Spam settings.

Anti-Virus Protection

Antivirus softwares are computer programs that attempt to identify, neutralize or eliminate malicious software. User PCs may also have built in Anti Virus software that the users can control at their own volition.

As a default this Server Anti-Virus Protection is turned on for both Send and Receive.

Available Options:

1. Only on send
2. Only on receive
3. None

Spam Protection

SPAM is basically unsolicited email, usually some form of advertising, and it is a huge problem on the Internet today. SPAM wastes connection bandwidth, email server storage and processing capacity, and is frustrating to users when they have to delete all the SPAM messages in their mailbox. We do our best to filter out as much SPAM on incoming email as possible at the server by the Spam Assassin content filter. The user can also set their individual content filter setting inside their webmail account under Mail/Filters, as well as white list or black list email accounts.

The user PC based email clients may also have built in SPAM filtering that the users can control at their own volition.

MDI mail servers also use MagicSpam for email spam filtering by industry rules enforcement, where servers and email accounts that do not follow standards are blocked, and our users may request those individuals and or private email domains be whitelisted for future communications.

As a default this option is set to the moderate level of detection of 3, and to delete detected SPAM email. SPAM detection as based on a 1 – 7 meter of SPAM evaluation, with 1 being the highest.

Available options:

1. Mark email as SPAM and forward to the recipient as an attachment with the assessment outlined in the message.
2. Delete, which is what we enforce by default.
3. Whitelist specific e-mail addresses.

4. Whitelist e-mail from private email servers.

It is only after years of experience that we came to these default settings, but we do not require all users to stay at those levels. The user can set different individual settings, if they understand the implication of what they are setting, meaning that if a lower level of SPAM protection is requested the email account will be receiving a lot more SPAM.

Whitelist Alternatives

An alternative to lowering SPAM Protection is to request a Whitelist of specific email addresses at the Server level, example someone@hotmail.com, which we will happily do. We can also do a Whitelist of all email from private email servers that are of your organization's concern, example *@abcdcompany.com (where * is a wildcard allowing all addresses at that server). We obviously cannot allow wildcard for public email servers such as Hotmail, Comcast etc because we would be allowing in thousands of SPAM email. For public servers it is best to handle those type of email servers by specific address than "open up the gates" to all senders.

We just ask our users to be reasonable with what they ask for, and allow us to do our best to serve them.

Please contact us with any questions.

Thank you

MDISUPPORT

Friday, May 7 2021