



# **SkyFile Mail Premium POP3/SMTP Configuration manual**

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Ref: v.9

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## 1. REVISION HISTORY

DATE	VERSION	REVISION	NAME
18 April 11	V1	Original document	Jean Marc Duc
06 July 11	V2	Sub account configuration	Jean Marc Duc
07 July 11	V3	How to send an SMS	Jean Marc Duc
20 July 11	V4	Add multiple SkyFile account in Outlook	Alexandre Lac / Jean Marc Duc
08 Aug 11	V5	Minor corrections	Jean Marc Duc
01 April 12	V6	Final updates	Jean Marc Duc
07 June 12	V6.1	IP range allowed	Jean Marc Duc
15 June 12	V6.2	Sleep Mode	Jean Marc Duc
8 Jan 15	V7	SkyFile Mail v9	Jean Marc Duc
20 Feb 15	V7b	Minor correction of typo page 14	Jean Marc Duc
05 Nov 15	V8	Prerequisites – Sum up	Jean Marc Duc
28 June 16	V9	Rebranding Marlink	Jean Marc Duc

## 2. INTRODUCTION

SkyFile® Mail v8.2x and following offers the possibility to use an alternate applications such as Outlook, Outlook Express, Thunderbird to send and receive emails and SMS.

The objective of this document is to describe how to configure SkyFile Mail, Outlook or Thunderbird.



POP3/SMTP features are part of SkyFile Mail Premium offer. To know more about SkyFile Mail Premium, please contact your Key Account Manager or Marlink Customer Care.

## 3. IMPORTANT NOTE

**When used with an alternate email program SkyFile Mail Premium acts as a local mail server.**

**To avoid conflicts between both applications, SkyFile Mail editor must be disabled. This is done automatically as SkyFile Mail switches to "sleep mode" after a period of inactivity. While SkyFile Mail is in "sleep mode", you can send and receive emails with your alternate program.**

**By default this period is configured at 2 minutes. When you select "New Mail" in SkyFile Mail and the "Alternate email program" is activated, the program switches automatically to your own program and SkyFile Mail engine is immediately switched to "sleep mode".**



If you want to change this default setting, please go to FAQ at the end of this document.

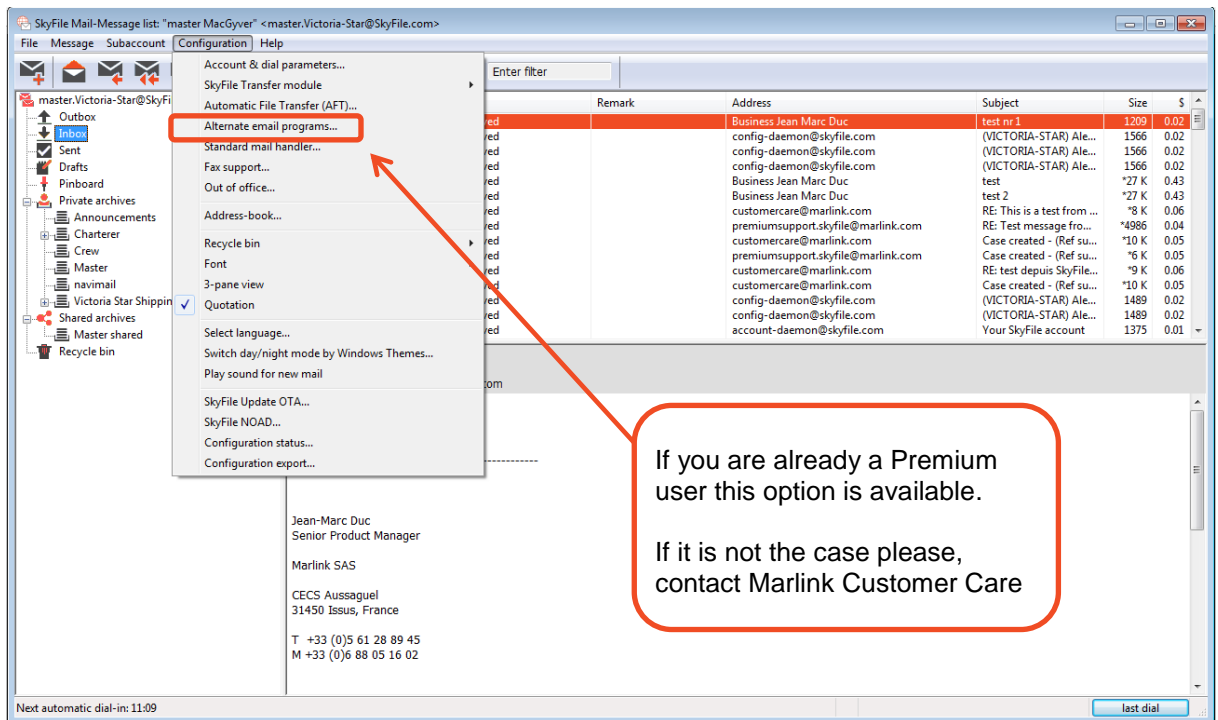
Please find more details about "sleep mode" on 5.2.5. Please read them carefully.

## 4. PREREQUISITES

### 4.1 Prerequisites, checks to be performed

Before using an alternate email program, please make sure that:

- The version of SkyFile Mail you are using is a Premium one or a trial-version allowing POP3/SMTP.



- The “Alternate email programs” options such as “SMTP” “POP3” or IP ranges are activated and correctly configured.
- A master-account has been created. POP3/SMTP does not work with the root-account only.
- A first dial-in has been performed.

**Note:** Only the Master-account can be configured in your alternate email program without password. All the other sub-accounts must have a password configured in SkyFile Mail.

### 4.2 Prerequisites, sum up

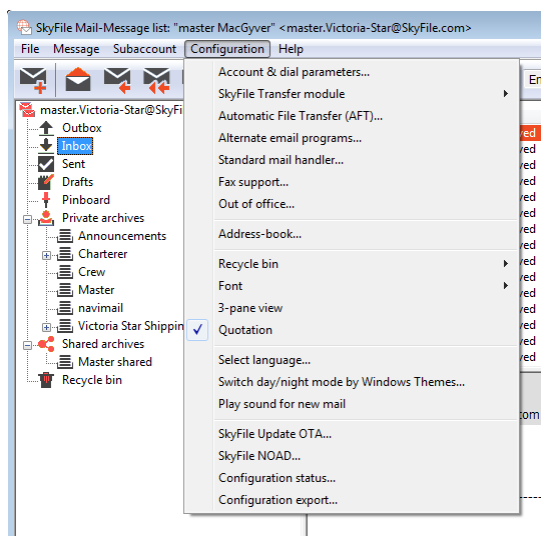
- Your account shall be **Premium**
- A **first dial-in** for synchronization with the server shall be performed. At the end of the dial-in you get a pop-up confirming your Premium features (if you were not Premium before or if it is a new account)
- A **master-subaccount** shall be created prior to the configuration
- **Alternate email programs** features shall be activated and configured

## 5. HOW TO CONFIGURE SKYFILE® MAIL PREMIUM

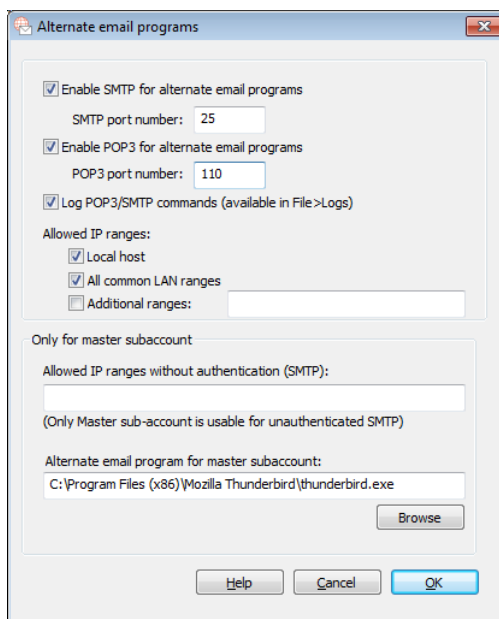
The SkyFile Mail software includes an SMTP and POP3 server which can be used with alternate email programs like Outlook or Thunderbird or devices (like sensors, cameras etc.) to send emails through the SkyFile Mail system to local or external addresses or to retrieve new emails.

At least one subaccount is required for this.

### 5.1 ALTERNATE EMAIL PROGRAMS



The configuration menu "Alternate email programs" requires to log-in with the master credentials and shows these fields:

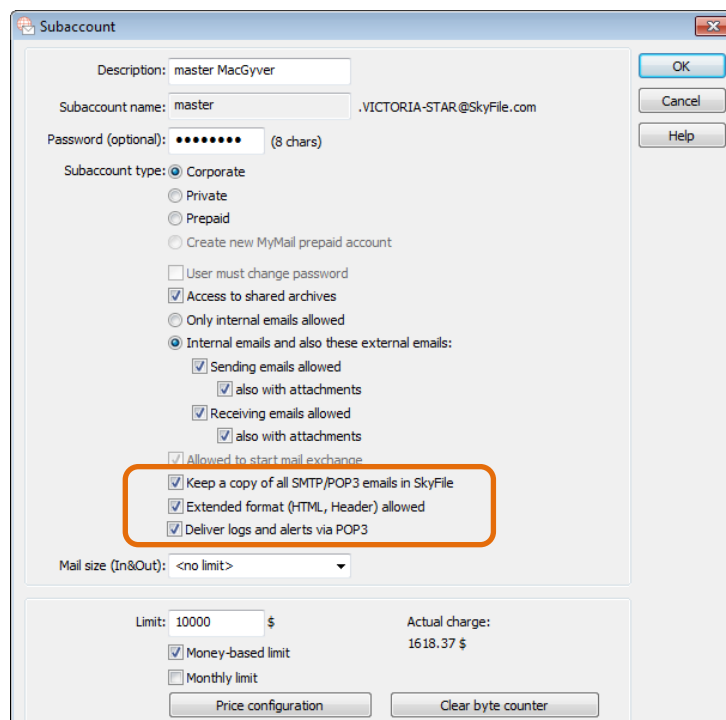


- **Enable SMTP for alternate email programs:** This option enables or disables the SMTP server. The default is "Off".

- **SMTP port number**: The typical port number is either 25 or 587. Please make sure that the configured port is not used by any other program on the same PC and that the SMTP client software is configured for the same port.
- **Enable POP3 for alternate email programs**: This option enables or disables the POP3 server. The default is “Off”.
- **POP3 port number**: The default setting is 110.
- **Allowed IP ranges**: This menu specifies which IP address will be allowed to connect to the SkyFile POP3/SMTP interface.
  - **Local Host**: any mail client installed on same PC will be allowed.
  - **All common LAN Ranges**: Mail clients on same Local Area Network will be allowed. This concerns following IP ranges:
    - 10.0.0.0/8
    - 172.16.0.0/12
    - 192.168.0.0/16
  - **Additional ranges**: if an IP-range out of the above standard range is used, indicate it here. Do not enter a public IP range, otherwise your system could be abused for relaying spam and viruses; the first two options are enabled by default, additional ranges are normally not required.
- **Allowed IP ranges without authentication (SMTP)**: Some SMTP applications do not allow an authentication. In this case you can enter addresses or CIDR ranges as a subset of "Allowed IP ranges" from where no authentication is required. Only the master subaccount can be used as the sender in this case. Normally this field should be empty.
- **Log POP3/SMTP commands (available in File>Logs)**: If this option is enabled, the complete POP3 and SMTP dialogue except the authentication credentials will be written to the file Log\_3rd.txt. Default is off; the option should be enabled temporarily only for diagnosing problems.
- **Alternate mail program for Master subaccount**: you can enter here the path where your email program is located. Use the “browse” function to retrieve it. If a program is specified, SkyFile Mail will automatically launch it when clicking on “New Message” button.

If you are using a firewall software like the one built into Windows or an anti-virus software, SMTP and POP3' ports should be allowed for the program HOST32.EXE.

## 5.2 HOW TO CONFIGURE YOUR SUB-ACCOUNT



### 5.2.1 Keep a copy of all SMTP/POP3 emails in SkyFile Mail

If this option is activated all incoming and outgoing emails will be stored in the SkyFile Mail client. Even emails deleted in your alternate email application will remain in SkyFile Mail. The only way to remove these emails is via the SkyFile Mail software.

If this option is not activated sent mails are not stored in the SkyFile Mail client. Incoming emails are synchronized between SkyFile Mail and alternate email programs. They will be removed in SkyFile Mail when deleted in the alternate email program.

Default value is “OFF”, like this inboxes will not increase when a POP3/SMTP client is used.

### 5.2.2 HTML formatted mails allowed (POP3/SMTP)

If this option is activated the server will accept HTML parts. If this option is disabled (this is the default setting), HTML parts are removed in both directions, and the text-only alternative is transmitted. This prevents customers from extra costs in case they forgot to disable HTML in the various mail clients.

By default HTML is off.

For MyMail accounts, this option is available in their “option” window.

More information about HTML support by SkyFile Mail



The SkyFile Mail server and clients still transfer text parts and attachments in separate files to ensure best compression and crash and recovery. The complete mechanism is supporting UNICODE encoding in both directions for text parts, HTML parts and attachment names.



If the HTML option is activated for a subaccount, the HTML alternative part of mail is transferred to the client in a separate HTML file. All included related HTML parts like inlay pictures are transferred as separate files. The same is done for mobile-to-fixed emails.

At the receiving side, the mail is recompiled again to one MIME-encoded mail with according headers for related, multi-part and alternative MIME parts. HTML-related pictures are located and referenced correctly within the HTML section.

The SkyFile Mail client itself does not support creating or displaying the HTML parts of mails. Received HTML parts, if allowed, are available as attachments and will be opened by the default web browser.

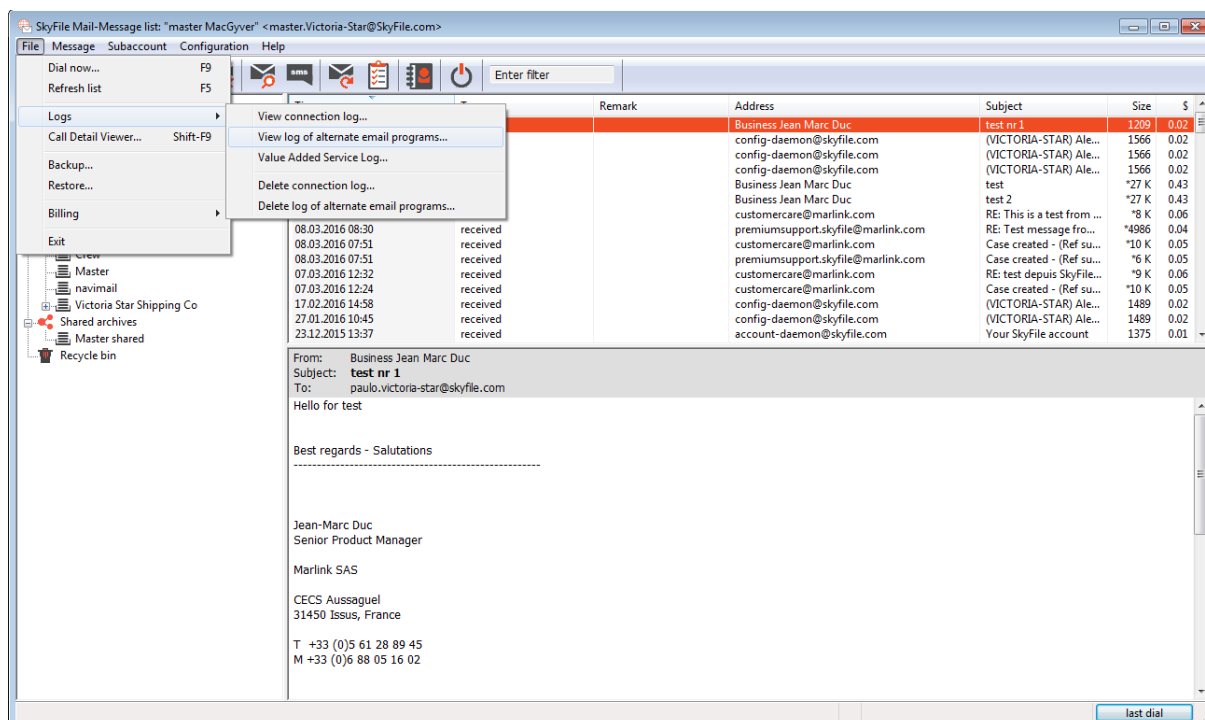
### 5.2.3 Deliver a log via POP3 for sent emails

If this option is activated, a short notification is sent to your alternate email program when the emails are transferred to the shore over the air.



### 5.2.4 LOGS

A new menu is now available in the “Logs” menu. “View log of alternate email programs” allows the user to consult only the connections that were done via an alternate email program.



```

LOG_3RD - Notepad
File Edit Format View Help
[25.11.14 21:42:26 POP3 1 ***** Connected from 127.0.0.1 *****
25.11.14 21:42:26 POP3 1 > +OK WKS-AUS-026 SkyFile-POP3 8.28 ready
25.11.14 21:42:26 POP3 1 < AUTH
25.11.14 21:42:26 POP3 1 > -ERR
25.11.14 21:42:26 POP3 1 < CAPA
25.11.14 21:42:26 POP3 1 > +OK Capability list follows||TOP||USER||UIDL||.
25.11.14 21:42:27 POP3 1 ***** passive disconnect*****
01.12.14 07:29:28 POP3 1 ***** Connected from 127.0.0.1 *****
01.12.14 07:29:28 POP3 1 > +OK WKS-AUS-026 SkyFile-POP3 8.28 ready
01.12.14 07:29:28 POP3 1 < AUTH
01.12.14 07:29:28 POP3 1 > -ERR
01.12.14 07:29:28 POP3 1 < CAPA
01.12.14 07:29:28 POP3 1 > +OK Capability list follows||TOP||USER||UIDL||.
01.12.14 07:29:59 POP3 1 ***** Disconnect *****
01.12.14 11:31:35 POP3 1 ***** Connected from 127.0.0.1 *****
01.12.14 11:31:35 POP3 1 > +OK WKS-AUS-026 SkyFile-POP3 8.28 ready
01.12.14 11:31:50 POP3 1 < AUTH
01.12.14 11:31:50 POP3 1 > -ERR
01.12.14 11:31:53 POP3 1 < CAPA
01.12.14 11:31:53 POP3 1 > +OK Capability list follows||TOP||USER||UIDL||.
01.12.14 11:31:58 POP3 1 ***** passive disconnect*****
01.12.14 18:51:33 POP3 1 ***** Connected from 127.0.0.1 *****
01.12.14 18:51:33 POP3 1 > +OK WKS-AUS-026 SkyFile-POP3 8.28 ready
01.12.14 18:51:33 POP3 1 < AUTH
01.12.14 18:51:33 POP3 1 > -ERR
01.12.14 18:51:33 POP3 1 < CAPA
01.12.14 18:51:33 POP3 1 > +OK Capability list follows||TOP||USER||UIDL||.
01.12.14 18:51:35 POP3 1 ***** passive disconnect*****
05.12.14 12:19:51 SMTP 1 ***** Connected from 127.0.0.1 *****
05.12.14 12:19:51 SMTP 1 > 220 WKS-AUS-026 SkyFile-SMTP 8.28
05.12.14 12:19:51 SMTP 1 < CAPA
05.12.14 12:19:51 SMTP 1 > 500 Syntax error: CAPA
05.12.14 12:19:51 SMTP 1 < QUIT
05.12.14 12:19:51 SMTP 1 > 221 WKS-AUS-026 Good bye
05.12.14 12:19:51 SMTP 1 ***** Disconnect *****
05.12.14 12:19:59 SMTP 1 ***** Connected from 127.0.0.1 *****
05.12.14 12:19:59 SMTP 1 > 220 WKS-AUS-026 SkyFile-SMTP 8.28
05.12.14 12:19:59 SMTP 1 < EHLO we-guess.mozilla.org
05.12.14 12:19:59 SMTP 1 > 250-SkyFile.com||250-AUTH LOGIN||250-AUTH=LOGIN||250-8BITMIME||250-
05.12.14 12:19:59 SMTP 1 < QUIT
05.12.14 12:19:59 SMTP 1 > 221 WKS-AUS-026 Good bye
05.12.14 12:20:00 SMTP 1 ***** Disconnect *****
05.12.14 12:20:27 SMTP 1 ***** Connected from 127.0.0.1 *****
05.12.14 12:20:27 SMTP 1 > 220 WKS-AUS-026 SkyFile-SMTP 8.28
05.12.14 12:20:27 SMTP 1 < EHLO we-guess.mozilla.org
05.12.14 12:20:27 SMTP 1 > 250-SkyFile.com||250-AUTH LOGIN||250-AUTH=LOGIN||250-8BITMIME||250-
05.12.14 12:20:27 SMTP 1 < QUIT
05.12.14 12:20:27 SMTP 1 > 221 WKS-AUS-026 Good bye
05.12.14 12:20:27 SMTP 1 ***** Disconnect *****

```

### 5.2.5 Sleep mode



When used with an alternate email program SkyFile Mail Premium acts as a local mail server.

To avoid conflicts between both applications, **SkyFile Mail editor must be disabled**. This is done automatically as SkyFile Mail switches to “sleep mode” after a period of inactivity. While SkyFile Mail is in “sleep mode”, you can send and receive emails with your alternate program.

By default this period is configured at 2 minutes. When you select “New Mail” in SkyFile Mail and the “Alternate email program” is activated, the program switches automatically to your own program and SkyFile Mail engine is immediately switched to “sleep mode”.

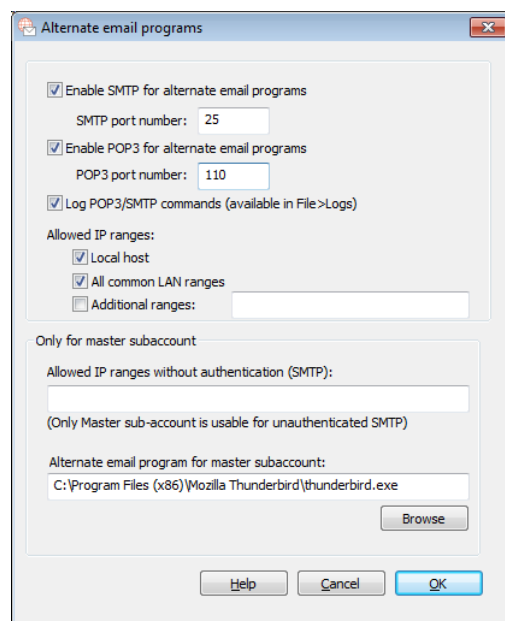
Sleep mode (normal sleep mode and after clicking on "New Mail" if an alternate email software is specified) is only done if **POP3 was used in the last 48 hours**. This should prevent the customer to have the sleep mode forever after he has done only a POP3 test.

## 6. SMTP/POP3 CLIENT CONFIGURATION

### 6.1 SMTP SETTINGS

The SMTP settings in the sending application must be configured as follows, their names might slightly differ:

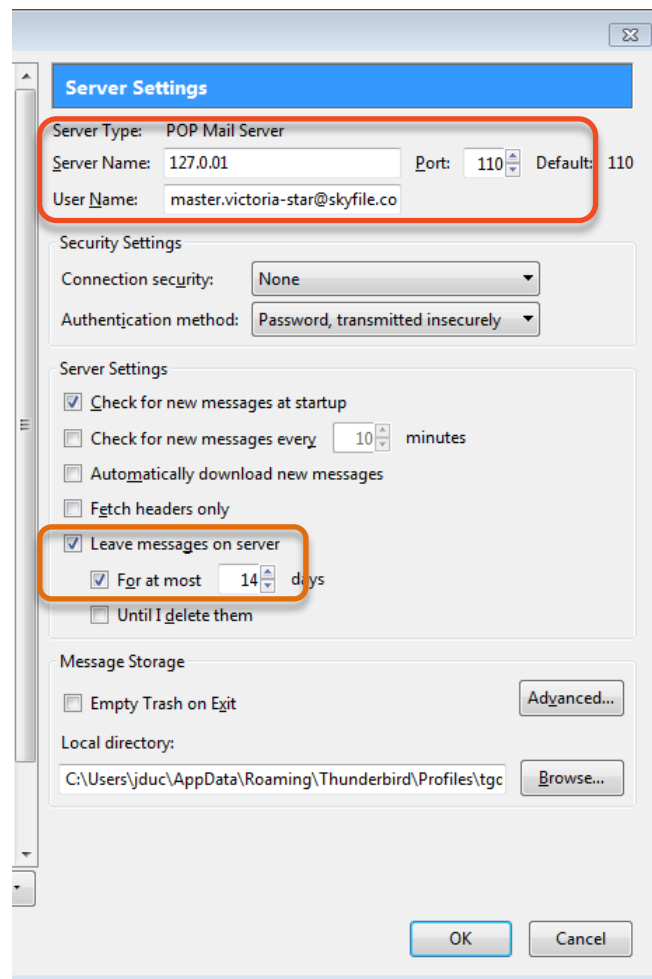
- **SMTP server**: The computer name or local static IP address of the SkyFile Mail PC.
- **SMTP port**: Same port as configured in SkyFile Mail, typically 25 or 587. Some programs do not have this setting, assuming the port is always 25, but sometimes allow a colon and the port number behind the server name.
- **Authentication**: Enabled, "login" method (secured authentication off), user name and password as configured in a corporate subaccount of SkyFile Mail.
- **Email address**: The full external address of the subaccount, e.g. master.victoria-star@skyfile.com. Note that the subaccount must be the same as the one used in the authentication setting.



## 6.2 POP3 settings

The POP3 settings in the receiving application must be configured as follows, again the names might slightly differ:

- POP3 server: The computer name or local IP address of the SkyFile Mail PC.
- POP3 port: Same port as configured in SkyFile Mail, typically 110.
- Authentication: "Password" method, user name and password as configured in a corporate subaccount of SkyFile Mail.
- Leave mails on server: Disable this setting to avoid that the "New" email folder in SkyFile Mail grows indefinitely.



### 6.3 ADDITIONAL DETAILS

The sub-account configuration allows choosing if an account is being used with a POP3/SMTP client exclusively.

If this option is set, incoming mails are finally deleted in SkyFile Mail when they are deleted on the mail client. Additionally mails sent with this subaccount are not stored in SkyFile Mail. Archiving mails is then a task of the external mail program.

If this option is disabled, mails which are retrieved and deleted by POP3 are only marked as read.

The POP3 access will fail while the same subaccount is opened in SkyFile Mail.

## 7. CONFIGURE MICROSOFT OUTLOOK

### 7.1 ACCOUNT SETUP

In Outlook please go to “tools” → “account setting” → “POP3, IMAP, HTTP”.

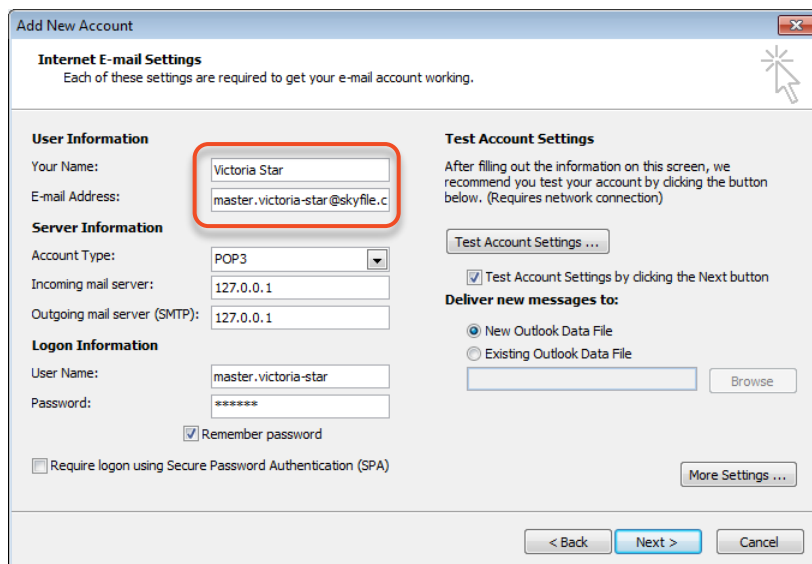
Enter your full SkyFile Mail email address like “master.victoria-star”

### 7.2 SMTP/POP3 SETTINGS

On the next screen please enter POP3 in account type and enter the IP address of the computer where SkyFile Mail is installed (here 127.0.0.1 because SkyFile Mail is installed on the same computer as Outlook).

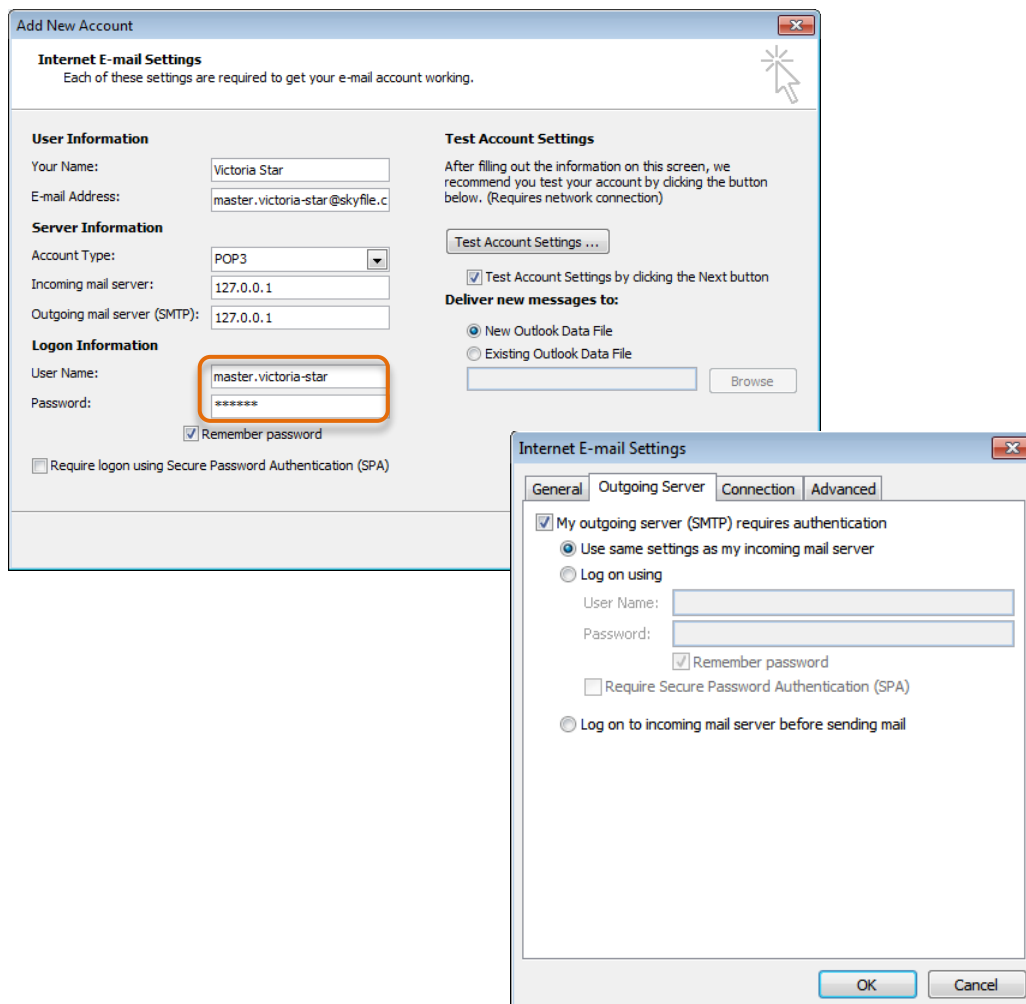
Enter the same IP address for the SMTP server (outgoing server).

Then specify your SkyFile Mail account as the username and enter your SkyFile Mail password.



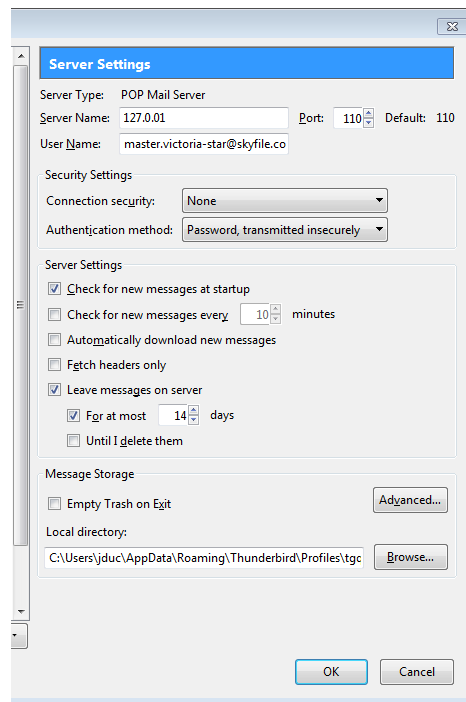
### 7.3 ADD MULTIPLE SKYFILE SUBACCOUNTS IN OUTLOOK

To add multiple SkyFile subaccounts in Outlook you need to activate the authentication for all subaccounts by clicking on “More Settings” and in the Outgoing server tab tick the “My outgoing server (SMTP) requires authentication”.

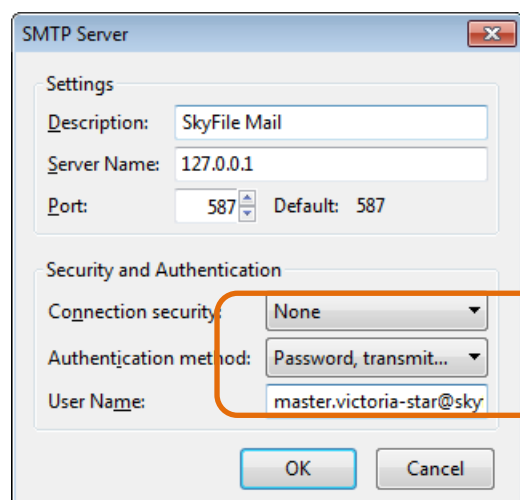


## 8. CONFIGURE THUNDERBIRD

Create a new account and setup the POP3 setting in « Server settings ». Enter the name or the IP address of the computer where SkyFile Mail is installed (here 127.0.0.1 because SkyFile Mail is installed on the same computer as Thunderbird. Another example might be 192.168.0.2)



Configure the SMTP server by clicking on outgoing server (SMTP) and enter the server IP (here 127.0.0.1 again). Finally specify your SkyFile Mail address as your username.



## 9. HOW TO SEND AN SMS FROM OUTLOOK OR THUNDERBIRD

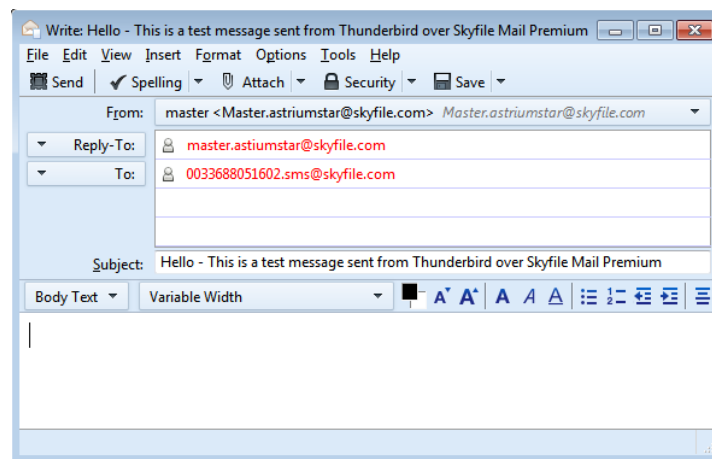
To send an SMS from Outlook or Thunderbird please proceed as followed:

- In the field “**TO**” enter the mobile phone number of your contact like this:

[mobile\_phone\_number].[sms@skyfile.com](mailto:0033688051602.sms@skyfile.com)

For instance = [0033688051602.sms@skyfile.com](mailto:0033688051602.sms@skyfile.com)

- In the field “**subject**” enter your text and then press “send”.



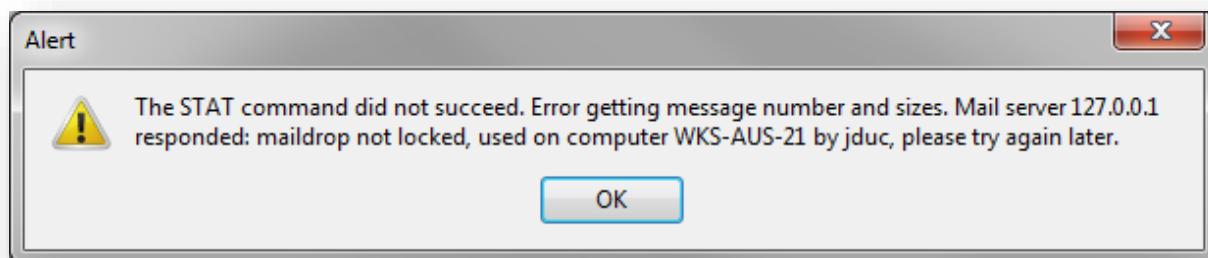
The SMS is transferred to SkyFile Mail and stored in the outgoing queue waiting for the next dial-in.



## 10. FAQ

### 10.1 MAILDROP NOT LOCKED

When I try to use my alternate email program or when I check my emails, I get this error message. What does it mean?



➔ This alert means that your email program cannot access to the mail server. SkyFile Mail is still active (not in sleeping mode). To avoid this effect, please wait for the sleep-mode phase of SkyFile Mail or close it. Only the transfer module should be active. If you consider that the time-out for sleep-mode is too long, change it. The procedure is indicated at the point 10.3 of this document.

### 10.2 10.2 SMTP CONFLICT

**I can retrieve emails via my email program (POP3 works correctly), but I cannot send emails (SMTP does not work). The call logs are showing a SMTP conflict. How to solve this problem?**

```
14.12.11 16:33:27 POP3 1 > +OK TPM-D5942B5413D SkyFile-POP3 8.20 ready
14.12.11 16:33:27 POP3 1 < USER max
14.12.11 16:33:27 POP3 1 > +OK
14.12.11 16:33:27 POP3 1 < PASS xxxxxxxx
14.12.11 16:33:27 POP3 1 > +OK maildrop has 0 messages (0 octets)
14.12.11 16:33:27 POP3 1 < STAT
14.12.11 16:33:27 POP3 1 > +OK 0 0
14.12.11 16:33:27 POP3 1 < QUIT
14.12.11 16:33:27 POP3 1 > +OK TPM-D5942B5413D bye
14.12.11 16:33:27 POP3 1 ***** Disconnect *****
14.12.11 17:33:44 SMTP 1 SMTP port cannot be opened, conflict?
14.12.11 17:36:05 POP3 1 ***** Connected from 127.0.0.1 *****
14.12.11 17:36:05 POP3 1 > +OK TPM-D5942B5413D SkyFile-POP3 8.20 ready
14.12.11 17:36:05 POP3 1 < USER max.arcachon\_wave@skyfile.com
14.12.11 17:36:05 POP3 1 > +OK
14.12.11 17:36:05 POP3 1 < PASS xxxxxxxx
14.12.11 17:36:05 POP3 1 > +OK maildrop has 0 messages (0 octets)
14.12.11 17:36:05 POP3 1 < QUIT
```

► Your SMTP PORT (usually PORT 25) is already used by another application generating conflicts between both.

Please close this application or modify the PORT in your email program and SkyFile Mail configuration.

### 10.3 SLEEP MODE

#### I would like to change the time-out of the sleep-mode. How to do it?

► The time-out of SkyFile Mail editor is configured at 2 minutes.  
To add your own setting, please go to:

- C:\SkyFile Mail
- Open the “master-account” folder
- Open the configuration settings

In the [settings] list of parameters add the following line :

- Sleeping="xx" where “xx” is the sleep-mode’s setting in seconds.

*[Settings]*

*AutoDrafted=0*

*Trashcan=10*

*Tray=10*

*Autoresponder=0*

*FontType=Prop*

*FontSize=Medium*

*Language=English*

*CDRWarning=11*

*LastPop=1324312248*

*Sleeping=20*

*[SMS]*

In this example SkyFile Mail will go into sleep-mode after 20 seconds of inactivity.



Please note that the initial setting (time-out: 2 minutes) is hardcoded. Therefore your own setting must be less than 2 minutes.



## 11. NEED SUPPORT?

If you have any questions, please contact your Key Account Manager or Marlink Customer Care:

Email: [customercare@marlink.com](mailto:customercare@marlink.com)

EMEA: +33 (0)1 70 48 98 98

Americas: +1 (310) 616-5594

+1 855 769 39 59 (toll free)

Asia Pacific: +65 64 29 83 11