



Version 6.0

Troubleshooting Guide

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"SpearMail" Sets up Complete Messaging System

Before any support call can be entertained, ensure that the client has the latest build of SpearMail 6.0. To identify the version of SpearMail, click on the menu Help → About to get the “About SpearMail” screen. The version number is mentioned in the first few lines of the screen. The current version is Version 6.0

1. SpearMail does not install properly.

If any application is running while installing SpearMail close all the applications. Temporarily stop Antivirus and then start installation once again.

2. SpearMail not starting

When SpearMail starts up, it may appear to not respond for a long time. This may happen if there is a problem with database. Another reasons could be SpearMail taking time to validate License, or taking time to check folder structure.

3. SMTP / POP3 services of SpearMail not starting.

For SpearMail to function correctly, both the SMTP & POP3 services should start. Either of these services may not start because of a various reasons. To know what the specific reason is, click on the Local Console -> POP Consol tab of SpearMail.

SMTP service stopped.

Only one usage of each socket address (protocol/network address/port) is normally permitted

Ensure that TCP/IP is installed correctly on the SpearMail machine and that the IP address is static. Also, check if another service is listening on the ports 110 or 25. You can do this by opening telnet and connecting to the SpearMail machine on these ports. The first line obtained on the telnet screen after the connection must contain the word SpearMail in it. Any other message will indicate the identity of the conflicting service.

In case of Windows 2000 Server or Windows 2003 server as your operating system its own inbuilt SMTP service must be running on Port 25

To stop this service Go to Start -> Settings -> Control Panel -> Administrative Tools -> Services -> Select Simple Mail Transfer Protocol -> Right Click on that Mail Service Start-up type as Manual and Stop the service. Then Restart SpearMail once, now your SMTP Service should start.

4. SpearMail Not Responding

This normally happens on a slow machine. This is because SpearMail has sent a command and is waiting for a response. Usually just waiting for some time should solve the problem. If the problem persists even after waiting for a reasonably long period, then check the task manager of the machine (got by pressing ctrl-alt-Del). When SpearMail starts 1 process gets added to the task manager – SpearMail. Check if SpearMail.exe is shown as “Not responding” in the task manager. If so, kill all that processes and restart SpearMail.

5. Unable to send / receive local mail

Ensure that the SMTP / POP3 service has been started. Refer point no. 3 to resolve such issues. If the services have been started, then check for problems in the following order.

- Ensure that TCP/IP is installed on the client machine. Use the ping command to test the connection between the client machine and the SpearMail machine.
- Check configuration of the client program. Ensure that the server name is correct and the username, password and email address configured in the client matches that of the specific user in SpearMail.
- Ensure that the port SpearMail is listening is the standard port i.e. 25 for SMTP and 110 for POP3. If for some reason the server ports have been changed, then make sure the client port number and server port number match.

- Ensure that firewall has not blocked POP3 and SMTP Traffic.
- Ensure that Antivirus has not blocked POP3 and SMTP Traffic.

6. Not dialing properly

If any dialup problems occur, always test the dialup connection used by SpearMail manually. If there are dialup problems outside, then the same is guaranteed to occur in SpearMail. If the connection works outside, then check the dialup login and password – sometimes a user provides his domain pop accounts username and password here. Make sure it is the ISP's. Ensure that the user provides ISP specific usernames correctly – e.g. VSNL requires you to provide the [username@servername](#) whereas few ISP's has only the username. Make sure all hardware is correctly installed and ready – modems, cables etc.

If the problem occurring is “Port already open”, ensure that another program is not trying to dial at the same time SpearMail is also trying to dial.

7. Timing out frequently

This could be because of one or more reasons. The most common is because of a bad Internet connection due to poor phone lines or defective hardware etc. The other reason could be because the server SpearMail was trying to connect to could not be reached or is busy. Also a better modem or better connection mechanism (e.g.: ISDN) will help in reducing this problem.

8. Mail that was sent a few hours back has not yet reached the recipient.

When mail is sent to an address, it has to pass through several mailserver gateways before reaching its destination. Sometimes one or more of these gateways could be temporarily down or it could be too busy. In such case there is a delay in transmission of mail. The user simply has to wait till the Internet mail routing process completes.

Another problem could be recipient servers might be running AntiSpam service it might have quarantined mail as it might have treated as Spam Mail.

This is outside the scope of SpearMail and does not happen always.

9. I am getting error message “mailbox locked / user lock” or “ERR access denied” in SpearMail Internet POP Consol, why?

If a connection were broken when SpearMail is downloading mail from a POP3 server, then SpearMail would not have sent a normal termination sequence to the remote server. According to the POP3 protocol guidelines, a server should lock a mailbox when a client is downloading mail, so that other clients do not attempt to download at the same time. Some servers do not release this lock when the connection is broken abruptly. However all servers must release such locks after a timeout period. Therefore if SpearMail re-establishes an Internet connection and tries to download mail from this mailbox before the timeout period has expired, then the above message will be displayed in the Internet tab of SpearMail. The solution is to wait for some – usually a few minutes depending on the particular remote server.

10. I am getting error message “Relaying Denied.”

This message indicates that the remote SMTP server configured in SpearMail is refusing to relay messages to the specified recipients. Usually this happens if you established an Internet connection using one ISP and are using the SMTP server of another ISP to relay mail. E.g.: If you made an Internet connection using Satyam and tried to use the smtp.vsnl.com server of VSNL then the server will not relay the message. Usually this is because of business policies of the organization controlling the SMTP server gateway.

It could also be that the SMTP server is experiencing heavy load and is temporarily too busy to relay your message.

Normally commercial servers have a mechanism by which they relay messages only to genuine existing domains to prevent hackers from bringing down their servers with large number of messages to unknown domains. This check means that some new domains whose names have not yet been updated to the SMTP server's domain database will not be relayed. The solution is to wait till such updating happens – sometimes it may take a couple of days because of a variety of reasons.

A mail server will produce a "Relaying Denied" error when an unauthorized user attempts to send non-local email through the server. Non-local email is email which is addressed to a different server.

Mail servers will not relay mail from just anyone. Otherwise, spammers could flood the mail server, making it do their dirty work. You must be authorized to use a mail server. Unauthorized users will always receive the "Relaying Denied" error.

Note: this error has nothing to do with the software that actually sends the email.

To use a mail server, you must prove to the mail server that you are authorized to send email.

Following way are there to authorize email :

- The sender of the email must be a user on the server.
- The "From:" email header should be a user on the server.
- It may be necessary to specify the mail server's local IP address, not its name.
- This error can sometimes be solved by first checking for incoming email. Some servers are smart enough to recognize that when you are properly authenticated to receive mail, then you should also be able to send mail.
- It is also possible that the mail server will only relay mail for users that are currently connected to the ISP. If you want to be able to send mail when using a different connection, you will need to ask your ISP if "SMTP authenticated login" is supported. If it is, they will give you a user name and password.
- Occasionally, a mail server may require that the email program say hello properly. This corresponds to the HELO or EHLO command in the SMTP protocol. The mail server may require that this command reports a proper domain name that is authorized to send email. Even though this practice is discouraged, some mail servers perform this check as a form of spam prevention.

11. Though POP3/SMTP server name correct unable to connect through SpearMail

Check that the client has not made spelling mistakes. Often a support call continues for almost half an hour before realizing that there was a spelling error. If no such problems, then first clear Local DNS cache or check if any firewall has blocked the ports.

It may happen if antivirus has set to scan message before they downloaded.

12. How to save the SpearMail data (messages, configuration, users etc.)

In the event of re-installing SpearMail, because of various reasons (maybe the client wants to re-install windows or maybe the installation needs to be moved to another machine), then it may be desirable that the previous messages, configuration data, userlist etc. not be re-entered. In such cases ask the client to shut down SpearMail and copy the MailData directory from installation path i.e. C:\Program Files\SpearMail 6.0 to a separate location. Once the new installation is complete then the saved MailData directory can be copied to the Installation i.e. C:\Program Files\SpearMail 6.0 overwriting the existing MailData directory present there.

13. Many messages that a particular user expects are going to Orphan Account.

If mail is downloaded from a domain POP account, and if a message was sent to a user as a blind carbon copy (BCC), then SpearMail would not be able to determine recipient. Therefore the message is sent to the orphan mailbox. This is because a bcc recipient name is not mentioned in a message and cannot be identified by SpearMail. We have taken care of this by Adding custom header. If still you are facing this problem then you can add following custom headers in Tool -> Options -> Headers

Received
Apparently-To
EnvelopeTo
Envelope-To
XEnvelopeTo
XEnvelope-To
X-recipient
Deliver-To
Delivered-To
Resent-to
x-listmember

14. Hangs up when downloading the particular mail

If you are facing problem in downloading the mails this could be because of corrupted mail in the mailbox

Check which message is giving the problem i.e. if while downloading second mail you are SpearMail

Type following line in start---run command:

Telnet your POP3 server IP address 110

Then in **telnet** window type following lines:

User login name of your pop3 server (press enter)

Pass login password (press enter)

List (press enter)

Dele message no where your SpearMail hangs up (press enter)

15. After installing any standard antivirus, problem arises in retrieving mails.

As any antivirus is installed, it uses a port in some cases i.e. 110 which is also the port used by SpearMail to retrieve local mail i.e. in the LAN. In such cases, just reconfigure the SpearMail to use any other port than 110 e.g. 111 for local mail. Also, configure e-mail clients to receive mail using port 111.

Steps to do configure SpearMail to change port:

- Go to Tools – Options
- Go to Ports tab
- Change port of local mail from 110 to 111.
- Click Apply.
- Shutdown SpearMail and restart it.
- Also now, make the changes in e-mail clients to use port 111 to retrieve mails.

16. How do I download mails from IMAP account using SpearMail?

Go To Tools -> IMAP Accounts -> Click on “Create New” and enter following information :

1. IMAP Server Name :
2. IMAP Login Name :
3. IMAP Password :
4. IMAP Port : 143 (Default) – Do not change until your ISP does explicitly tells you change it.

17. When a person tries to send a mail to spearbom@bom2.vsnl.net.in (deepak), it gives an error message. Why?

Certain e-mail service providers do not allow one to send e-mail to an account having this type of naming scheme. In this case, a person can send the message to "deepak"<spearbom@vsnl.com> SpearMail supports a variety of naming schemes.

The long-term solution is to get the customer to get his company a registered domain name so that it can be used universally.

18. A user can send/receive mails from one machine on the Network but cannot send from another machine. Why?

This is a symptom of improper TCP/IP network configuration. In all probability, the machine from which you cannot send the mail and the machine on which SpearMail is installed are on different subnet i.e. different sub-networks within a Network.

Another reason could be you have not configure Email client i.e. Outlook Express properly.

If you still cannot solve the problem, contact the local Network Administrator or Support Cell at Spearhead on 27893218 / 27895727. Or E-mail us at support@spearheadtech.com.

19. Sometimes SpearMail does not close the Internet connection automatically. Why?

SpearMail will close the Internet connection only when it has used its own Auto Dialer and not otherwise. Therefore, if the connection was set up manually by dialing out to the Internet, SpearMail does not interfere with the connection.

20. SpearMail gives error while connecting to the ISP after changing the ISP's password.

When the ISP's account password is changed, it should also be changed in SpearMail in the schedule wizard – Dial in profiles tab. In certain cases, where SpearMail uses ISP's POP server to download mails (not of Spearhead) it should also be changed in the configuration wizard – incoming mail server –change the password. Shutdown SpearMail and restart it and now do send/receive.

21. Want to use a single domain name in all their offices.

A single domain name can be used in the entire organisation irrespective of its location as in such cases the individual POP account and aliases are made on the web server itself. Hence, any user with the alias can access it irrespective of where the user is accessing it. In such cases, no control of aliases is local but it is managed by the one who has provided this web space. Even deletion or any modification in the alias is done remotely.

Alternatively, you can also suggest going for sub-domain names for different locations based on the topology of offices. In such cases, SpearMail will be installed in each location and with different license copies in each location i.e. each LAN one licensed copy of SpearMail.

If you still finding difficulties in doing this then , contact your Domain Web Hosting Provider or call Spearhead Support Cell at on 27893218 / 27895727. Or E-mail us at support@spearheadtech.com.

22. How do I Configure TCP/IP?

TCP/IP is the protocol needed to install in each computer of the LAN where SpearMail is to be installed. In addition, Dial up adapter is installed on the machine, which is connected with the modem. Specify IP address to all the machines in the network for the TCP/IP protocol of the NIC card. The machine with the modem has two Sets of protocols, one for LAN and the other for the modem. Do not specify IP address for the TCP/IP Dialup adapter. Restart machine to restore the settings.

23. How do I Troubleshoot TCP/IP settings?

1. Ping

Ping is done to check the physical connectivity between two machines in the LAN. It is also done to check the TCP/IP configurations of the localhost.

2. Telnet

To check the POP account you need to do telnet where you need to know the details of the same i.e. POP3 server name, login name and password.

- From start – run Type **telnet (pop3 server name) 110** and click ok.
- Notepad screen will appear telling POP3 server ready.
- Type **user (login name)**
- Type **Pass (password)**
- Type **list**

3. Ipconfig

The utility is used to check the current TCP/IP configuration of the localhost.

It displays all the configuration details of the machine it is configured for and is used to check the same only in NT O/S.

4. Winipcfg

The utility is used to check the current TCP/IP configuration of the Windows 95/98 machines. This is done from start – run, type winipcfg and say OK. It will display all the current configurations. Alternatively, you can also check the same in network neighborhood properties in the IP address tab.

24. How do I check Internet Usage Time?

This will give you total time consumed by the SpearMail during his send and receive operation.

You can go to **Reports -> Internet Usage**

25. How do I get list of Users List?

You can get a list of all users listed on the server and import them into your personal address book.

You can go to Users -> Export, it will ask you to save file called "UserList.csv" in some path.

26. How do I get Server Configuration Report?

You can get most of the configuration detail in this report.

You can go to **Reports -> Sever Configuration**, it will display server configuration report on your screen

27. How do I get User wise Mail Statistics?

You can get all statistics of mail send/received by all the user. i.e. can see the Name of the sender/receivers mail address, Message Size, no of messages sent/received, Day, Month, Year.

28. Can I get Detailed Report of Mail Statistics?

You can get all statistics of mail send/received by all the user. i.e. can see the Name of the sender/receivers mail address, Message Size, no of messages sent/received, Day, Month, Year. This will give you last 30 days details.

29. I am getting error "Invalid User Name or Password" in Internet POP Console, Why?

This could be because of improper details provide in SpearMail.

Possible reasons could be :

1. You have provided invalid POP3 Server Name
2. You have entered invalid POP3 account user name or password .

3. You have change the POP3 account password and forgot to update in SpearMail.
4. Your Domain service provider has changed the password of your account.
5. Your Domain service provider has changed the server.

30. I am getting error “Unable to establish connection” in Internet SMTP Console, why?

This is error will come when SpearMail is not able to connect to SMTP Server

Possible reasons could be :

1. Internet connection is not present
2. Bad internet connection
3. SMTP Server is not working.
4. Firewall has blocked SMTP Port.
5. Antivirus has SMTP Traffic.
6. Invalid SMTP port has configured in SpearMail.
7. SMTP server name has been entered instead of its IP Address.

31. I am getting error “Unable to establish connection” in Internet POP3 Console, why?

This is error will come when SpearMail is not able to connect to POP3 Server

Possible reasons could be :

1. Internet connection is not present
2. Bad internet connection
3. POP3 Server is not working.
4. Firewall has blocked POP3 Port.
5. Antivirus has blocked POP3 Traffic.
6. Invalid POP3 port has configured in SpearMail.
7. POP3 server name has been entered instead of its IP Address.

32. I am getting error message “500 failed authentication” in Internet SMTP Console, why?

This is due to invalid user name and password for SMTP Authentication. Another reason could be you have changed the POP3 account password and forgot to update in SpearMail.

33. I am getting error message “Administration prohibition” while sending mails, why?

This error will come when invalid email address provided in outlook express configuration. Some server verifies the email address or email address syntax before accepting mails.

34. I am getting error message “501 maximum recipient count exceeded” while sending mails, why?

This error will come when sender is sending mails to more recipients than allowed by SMTP Server. Inform all senders not to send emails to multiple mails as it could result Blocking of your SMTP Server address.

In such cases SpearMail will send messages to allowed number of recipients in first batch and will send mail to next recipients. This process will go on till it finishes sending mails to all the recipients.

35. I am getting error message “Server Timeout” in internet POP/SMTP Console, why?

This error could come when there is bad internet connection or there is not response from POP3/SMTP Server name.

36. I am getting error message "550 unknown user" while sending mails, why?

This error could come when sender is sending mail to invalid user, or mail has one of invalid recipients in a mail. Many mail server check the recipient email address before accepting email on server.

SpearMail will identify such recipients and then send message to rest of the recipients. Later on will send alert message to sender saying message has not sent to so and so recipients.

37. How do I register SpearMail to License Version?

To register License Pls. follow below procedure:

1. Click Help
2. Click on SpearMail Registration
3. Click on "Copy Serial No" Next to Serial No.(This serial No is generated for that computer only)
4. Email serial No. to us along with following details:
 1. Company Name:
 2. Full Address:
 3. Tel No:
 4. Fax No:
 5. Email Address:
 6. Alternate Email Address:
 7. Contact Person:
 8. No of Users (10/25/Unlimited Users):
5. Once we get Serial No, based on that we will send License key file.
6. Save License key file to SpearMail installation directory i.e. (c:\proram files\SpearMail 6.0) or any other location
6. Once you get License key file Click Help->SpearMail Registration-> Click on Load key from file
7. Give License key file path and click on Open
8. Shutdown & Restart SpearMail.

38. In Outlook Express I can see the attachment but is not allowing me to open or save it, why?

This is because Microsoft has added the security feature in Outlook Express.

To remove this security follows below steps :

1. Open Outlook Express
2. Go To Tools -> Options -> Security -> Remove tick mark from "Do not allow attachments to be saved or opened that could potentially be a virus"

39. How do I configure roaming user who is frequently traveling and sometimes come to office?

Now user can maintain same email address in SpearMail as well as on Internet. They do not need to maintain 2 account one for internal and one for external.

User has to just select status "**I am Away**" if he is traveling so that any local mail sent to him will be routed to another specified account. If user do not want to download copy of his mails then he can disable to external account, so that SpearMail will not download the mails. These changes can be done thru Main Interface of SpearMail or user can make the changes thru web mail access.

40. How do I move SpearMail MailServer from one machine to another?

You need to follow below steps :

1. Shutdown SpearMail

2. Copy MailData Directory from SpearMail Installation directory (e.g. c:\program files\SpearMail 6.0) to directory on another machine where you are going to install SpearMail.
3. Copy BackupRestore.mdb from SpearMail Installation directory (e.g. c:\program files\SpearMail 6.0) to directory on another machine where you are going to install SpearMail.
4. Install SpearMail on new machine.
5. Copy MailData Directory from directory where you have copied earlier to SpearMail Installation directory (e.g. c:\program files\SpearMail 6.0)
6. Copy BackupRestore.mdb from directory where you have copied earlier to SpearMail Installation directory (e.g. c:\program files\SpearMail 6.0)
7. Start SpearMail.
8. Now your SpearMail will be running in 30 Hrs. evaluation mode.
9. Go To Help -> SpearMail Registration -> Copy Serial No and send it to support@spearmail.com along with your complete details.
10. Once you receive the License key follow the instruction given in email.

******* HAVE A GREAT EXPERIENCE USING SPEARMAIL *******

For more details Contact Spearhead Support Cell by following ways :

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