

MailBasketMD Reference Guide

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Introduction

Welcome to TurboGeeks MailBasketMD, the multidomain catch-all mailbox utility for Microsoft Exchange 2000 & 2003 Server. This document is designed to help you install, configure, test and if necessary uninstall MailBasketMD.

Installing MailBasketMD

NOTE: To install MailBasketMD you must be logged in as a Domain Administrator.

If you already have MailBasket 1.5 installed the installation routine will uninstall it as part of the MailBasketMD installation process. The two programs cannot be run simultaneously on the same server, and as MailBasketMD does everything and more that MailBasket 1.5 does there is no need for them to.

If your copy of MailBasketMD is on a CD sent to you from TurboGeeks you can install the program by inserting the disc into your server's CD drive; the installation program should start automatically. If the installation program does not start, navigate to the CD through Explorer and double click on the Setup program in the root directory of the disk.

If you downloaded MailBasketMD from our Web site the program will be in a single, self extracting executable file. Doubleclick on the file after you have downloaded it to install the program.

During the installation process you will be required to provide the user name, password and Active Directory Domain of an account with Domain Administrator privileges. The MailBasketMD COM+ DLL runs in this security context. If you change the password of this account you will need to update the information in the Windows Component Services configuration program, which can be found in the Start menu at Programs / Administrative Tools / Component Services.

Please note that MailBasketMD is not compatible with any POP3 downloaders that TurboGeeks has tested. POP3 downloaders bypass the SMTP service and/or modify the headers of incoming messages such that downloaded messages are not properly formatted as SMTP messages. If you have a POP3 downloader that works with MailBasketMD we'd love to hear from you!

Configuring MailBasketMD

MailBasketMD is configured using a simple configuration application. To run the configuration utility, navigate through the Start menu to Programs / MailBasketMD /Configure MailBasketMD. The utility allows you to:

- Enter a permanent or temporary serial number for the product

- Activate or suspend the interception of misaddressed messages
- Define SMTP domains and corresponding SMTP email addresses that will receive misaddressed email
- Modify or delete SMTP domains that will be handled by MailBasketMD
- Specify a default SMTP email address that will be used by one or more domains

Serial Numbers: MailBasketMD requires a temporary or permanent serial number before it will run. A temporary serial number is provided in the email you receive prior to downloading the trial version of the product. The temporary serial number is good for 30 days. If you do not have a temporary serial number simply go to the [download site](#), enter a valid email address and request a code - one will be emailed to you promptly.

When you purchase MailBasketMD we will send you a permanent serial number. Just enter the permanent serial number in the configuration applet, save the change and you will have the full version of MailBasketMD.

Activating or Suspending MailBasketMD: When you have entered a valid serial number the configuration applet will enable the Activate/Suspend button. This button is located near the bottom center of the configuration window. Clicking the button switches between the two states. After MailBasketMD is configured and activated you can exit the program and log off the server if desired - you do not need to be logged in for MailBasketMD to redirect messages.

Defining SMTP domains and alternate delivery addresses: MailBasketMD will redirect messages to alternate mailboxes on a per domain basis. This means that you can redirect misaddressed email to separate mailboxes for DOMAIN1.TLD, DOMAIN2.TLD, DOMAIN3.TLD, etc. You can also choose to specify a default mailbox for one or more of the domains. In addition, you can have MailBasketMD delete misaddressed emails on a per domain basis.

If you wish to delete misaddressed email for a given domain enter the word "DELETE" in the catch-all address field for the domain being modified or added rather than a legitimate SMTP address. The keyword "DELETE" is not case sensitive.

If you wish to use the default SMTP address for a given domain enter the word "DEFAULT" rather than a legitimate SMTP address. The keyword "DEFAULT" is not case sensitive. Note that if you change the default address that all misaddressed email to domains using the default address will be redirected to the new address.

Testing MailBasketMD

MailBasketMD only checks mails that arrives from outside your server. To test it you must use a mail account that's not a part of the Exchange system that MailBasketMD is installed on.

To test MailBasketMD from an external account just send emails to invalid addresses at each of the domains that you have configured MailBasketMD to respond to on your server. In each case you should see the email appear in the mailbox you specified when configuring that domain, and you should not receive a Non-Delivery Report (NDR) in the mailbox of the external account you sent the test message from.

Uninstalling MailBasketMD

To uninstall MailBasketMD go to the Start menu / Programs / MailBasketMD and select Uninstall MailBasketMD. Note that if you uninstall MailBasketMD and reinstall it later that most of your settings will be retained.

On rare occasions the uninstallation routine will be unable to delete the COM+ DLL (MB20.DLL). This appears to be an issue with Microsoft's COM+ subsystem. If this occurs you can delete the DLL by following these steps:

- Run the Component Services application, which can be found in the Start menu at Programs / Administrative Tools / Component Services).
- Navigate to Component Services / Computers / My Computer / COM+ Applications then rightclick MailBasketMD and select Delete.
- Delete the file MB20.DLL from the directory you installed MailBasketMD into.

If you need additional support to uninstall MailBasketMD please contact us at Support@turbogeeks.com. Please be certain to include your temporary or permanent serial number in your message.

Additional Information

If you need information regarding purchasing MailBasketMD or are interested in becoming a reseller, please email us at Sales@turbogeeks.com.

If you need product support, please email us at Support@turbogeeks.com (please be certain to include your temporary or permanent serial number).

Thanks! The TurboGeeks Team