

# MailBasket 3.0 Reference Guide

## Introduction

Welcome to TurboGeeks MailBasket 3.0, the catchall mailbox utility for Microsoft Exchange Server 2007 and 2010. This document is designed to help you install, uninstall, configure and test MailBasket 3.0.

## System Requirements

MailBasket 3.0 requires 64 bit Exchange Server 2007 or 2010 running on 64 bit Microsoft Windows Server 2003, 2003 R2, 2008 or 2008 R2. The Windows Server version may be Small Business Server, Standard, Enterprise or Data Center. MailBasket does not run on any 32 bit version of Exchange and/or Windows Server.

If you have multiple Exchange servers you should only install MailBasket on the server(s) that receive SMTP email from the Internet. One license is required for each server that MailBasket is installed on.

MailBasket has not been tested in clustered environments and TurboGeeks cannot provide assistance with the product in a clustered environment.

## Installing MailBasket 3.0

**NOTE: To install MailBasket you must be logged in with an account that has full Administrator rights on the Exchange server.**

You may download MailBasket 3.0 from the TurboGeeks website at <http://turbogeeks.com/downloads>. Save the file to the local drive of the Exchange server and double click on it to start the installation process. During the installation process you will need to specify the directory to install MailBasket 3.0 in; we recommend the default directory C:\Program Files\MailBasket 3.0.

When the installation finishes you will be given the option to launch the MailBasket configuration applet. You must configure MailBasket before it will be able to catch misaddressed messages for your domain(s).

## Configuring MailBasket 3.0

To launch the MailBasket configuration utility navigate through the Start menu to Programs / MailBasket 3.0 and click on Configure MailBasket 3.0. The configuration utility allows you to:

- Specify the email domains you want to redirect misaddressed mail for and the corresponding email addresses to redirect these messages to
- Enter a temporary (evaluation) or permanent serial number for the product
- Activate or suspend MailBasket
- Modify the above settings

After you have completed configuring the program there is no need to leave the configuration utility running, nor is there any need to remain logged into the Exchange server.

**Serial Numbers:** MailBasket requires a temporary or permanent serial number before it will function. A temporary serial number (good for 30 days) is provided in the email you receive when you request a download. If you need a temporary serial number please go to our download site at <http://turbogeeks.com/downloads>, select the product you wish to download and enter a valid email address – a serial number will be emailed to you promptly.

When you purchase a license for MailBasket we will send you a permanent serial number by email. Start the configuration utility, enter the permanent serial number in the configuration applet, save the serial number and you will have the full version of the program.

**Activating or Suspending MailBasket:** When you have entered a valid serial number the configuration applet will enable a button that allows you to turn MailBasket on and off. Clicking the button switches between the two modes.

**Defining SMTP domains and catchall delivery addresses:** Many organizations today use multiple domain names. MailBasket allows you to choose whether to redirect misaddressed messages on a per domain basis and to specify different catchall addresses for each of these domains.

Note that the catchall addresses do not have to be part of your email system – external addresses (addresses that are part of domains that your Exchange server is not responsible for) will be forwarded with no server reconfiguration. Note that depending on the junk mail filtering properties of other servers that such messages may be blocked; this is outside of the control of MailBasket and/or your Exchange server.

When entering domains and catchall addresses you may enter “DELETE” for the catchall address. This will result in misaddressed messages to the specified domain being deleted with no NDR generated.

If you are dealing with multiple domains and wish to have one or more of these domains redirected to a common address you may either enter the same address for each of the domains or enter “DEFAULT” for the address, then input a default catchall address in the box provided. Using the “DEFAULT” keyword is particularly useful if you will need to change the catchall address for these domains occasionally.

## Testing MailBasket 3.0

MailBasket operates only on messages that arrive from outside your Exchange server. To test MailBasket you must use a mail account that is not part of the Exchange system that MailBasket is installed on.

To test MailBasket from an external account simply send an email to an invalid address at the domain you wish to test. The message should arrive in the mailbox of the catchall address and you should not receive a Non-Delivery Report (NDR) in the mailbox of the external account you sent the message from.

## Uninstalling MailBasket 3.0

To uninstall MailBasket go to the Start menu / All Programs / MailBasket 3.0 and click on Uninstall MailBasket 3.0. Note that you must be logged in with an account that has full Administrator rights on the server you are uninstalling the program from.

If you reinstall MailBasket at a later date your old settings (e.g., domains, catchall addresses, serial number, etc. will be used by the new installation as these settings are stored in the Registry and are not deleted when MailBasket is uninstalled.

## Additional Information

If you need information regarding MailBasket please email us at [Sales@turbogeeks.com](mailto:Sales@turbogeeks.com).

If you need support regarding MailBasket please email us at [Support@turbogeeks.com](mailto:Support@turbogeeks.com). Please be certain to include your serial number when requesting support.

*Thanks! The TurboGeeks Team*