



Software Product Description

PRODUCT NAME: MailWorks for OpenVMS, Version 1.3A

SPD 39.59.03

DESCRIPTION

This document describes the following components of the MailWorks product family: MailWorks Server for OpenVMS and MailWorks for OpenVMS Video Terminals. These components are layered software products that reside on OpenVMS.

MailWorks is an electronic messaging application that implements the international messaging standards set by the CCITT X.400 P2 recommendations. It provides a means of exchanging messages and attached data with other users.

Layered on top of Compaq Computer Corporation's VAX Message Router (SPD 26.33.14), MailWorks interacts with all other MAILbus gateways and complementary products.

The MailWorks Server for OpenVMS supports clients on Microsoft Windows environment and Apple Macintosh computers. The supported clients include the TeamLinks products for Microsoft Windows and Macintosh. The MailWorks Server for OpenVMS supports the MailWorks for OpenVMS Video Terminals residing with the MailWorks Server.

MailWorks for OpenVMS on VAX and Alpha are identical in functionality, with the following restrictions:

- Clusters of mixed VAX and Alpha systems are not supported.
- The MailWorks WAN package is available only on VAX.
- DX, WPL, DDIF, and DTIF converters are not included on Alpha.

MailWorks was formerly named ALL-IN-1 MAIL and DEC MAILworks.

Client software performs services for users. This software resides on an intelligent desktop device and takes advantage of the processing power on the desk. The OpenVMS components for Video Terminals run on the OpenVMS VAX operating system and must reside within the same node or VAXcluster as the server.

Clients are connected to the MailWorks Server, which performs local and wide area network delivery services.

Transport between MailWorks Servers, and between MailWorks Servers and the ALL-IN-1 and Office Server product families is performed by the VAX Message Router. Optional gateways may also be connected to the VAX Message Router as needed for mail transfer in a multivendor environment.

Users might alternately use an intelligent workstation in the office, a video terminal at home, or a laptop PC while traveling. Clients are provided for all three situations and for others, all using the same user mailbox and files on the server.

MailWorks adheres to the National Institute for Science and Technology (NIST) profile of 1984 CCITT X.400 recommendations. It provides a level of messaging service compatible with that of the electronic messaging subsystem of the ALL-IN-1 integrated office system, and adds new service elements defined in X.400 and MailWorks.

Features

Transports

The MailWorks Server for OpenVMS supports three different client-to-server transport connections. They are DECnet, TCP/IP, and asynchronous connections with Kermit or Zmodem.

The MailWorks Server can support all of these transports simultaneously. The client specifies which transport it will use to connect to the server. By default the server will support DECnet and asynchronous connections. To make a TCP/IP connection, the proper software must be running on the server along with the correct configuration modifications to enable this transport.

Even if DECnet is not being used to connect from the client to the MailWorks Server, it is still required to run on the VAX with the MailWorks Server for the various network connections made by the MailWorks Server.

Compatibility with VMSmail

Users can migrate easily from VMSmail to MailWorks. The interfaces are logical extensions of the VMSmail interface, and commands and services will be familiar. Addresses and distribution lists used in VMSmail can be used in MailWorks. From the OpenVMS components, nickname logicals may be used. Most addresses used in VMSmail distribution lists can be used in MailWorks with similar restrictions as found when using such a list from another node.

No file cabinet conversion is required for the Video Terminal component. A one-time file cabinet conversion is required to make OpenVMS mail messages available from the PC.

Messages can be exchanged with VMSmail on the same system or elsewhere in the network by means of the VAX Message Router VMSmail Gateway. This is included in the MailWorks Wide Area Network and Local Area Network Server Packages for VAX or can be purchased as an option.

Users can select an editor for use in MailWorks Video Terminal. Any editor called or spawned under VMSmail can be called or spawned from MailWorks.

Compatibility with ALL-IN-1

Messages can be exchanged with the ALL-IN-1 and Office Server systems by means of the VAX Message Router using the same style of addressing.

The services of MailWorks are compatible with services in the electronic messaging subsystem of ALL-IN-1. For example, read receipts from either product are honored by the other.

Distribution lists created in ALL-IN-1 can be used in MailWorks. They work with the same restrictions found when sending a list to another ALL-IN-1 office system node. (Refer to product documentation for details.) Addressing strings used in the ALL-IN-1 office system work equally well in MailWorks, with the exception of addressing strings that invoke ALL-IN-1 foreign protocol hook (those beginning with an underscore).

X.400 Message Transport

Messages can be exchanged with other MailWorks domains and services that meet international X.400 P2 conformance criteria.

Within a customer network, messages are transported by means of VAX Message Router. Transport to another vendor's X.400 service requires an OSI networking stack and the VAX Message Router X.400 Gateway (MRX).

OSI message exchange requires at least one MRX Gateway in each DIGITAL domain (usually one per customer network). Refer to the VAX Message Router X.400 Gateway Software Product Description (SPD 26.33.14) for hardware/software requirements.

Supporting the Multivendor Environment

MAILbus offers a series of off-the-shelf gateways and a gateway development kit to create other gateways for message exchange with other vendors' proprietary mail systems. Refer to the appropriate Software Product Description for the products' hardware/software requirements.

Addressing Options

MailWorks uses Compaq's Enterprisewide Distributed Directory Service (DDS) as its user address directory. This distributed directory, available as part of the VAX Message Router, links MailWorks, TeamLinks Mail, the ALL-IN-1 integrated office system, Office Server, the gateways, and any other agents sharing its directory services.

The DDS directory is a networking resource available only while the server connection is in place.

In addition, the MailWorks OpenVMS components provide a Personal Address Book (PAB). The PAB allows users to store and retrieve commonly used mail addresses, along with name, phone number, and nickname.

The MailWorks OpenVMS components also support creation and access of distribution lists, which provides an easy way to address large groups of users. These distribution lists can be shared among a group of users by using the OpenVMS Access Control facilities.

During addressing, users can easily access DDS, the PAB, and distribution lists. All three services can be used in combination during message creation.

Filing Services

MailWorks provides a filing structure of drawers and folders as well as access to RMS files. Filing services are similar in nature to VMSmail.

OpenVMS based drawers can be shared among groups of users, with each user's privileges defined by OpenVMS access controls.

Message Retrieval

Messages can be retrieved based on user specification of certain header fields and filing structures.

File Formats

MailWorks is designed to handle various file formats with features that allow configuration for maximum readability of messages. The system allows for the automated handling of messages in different formats and for invocation of other file formatting or conversion routines.

The MailWorks OpenVMS components can be set up to invoke viewers or applications based on the file type of each attachment.

For advice on interchange of specific file formats, especially across gateways, consult your local Compaq office or Compaq Partner.

Help

Users can get help for MailWorks using the Help facility. Help provides basic information on how to perform the function in question without users having to reference the documentation.

Printing

MailWorks takes advantage of Compaq's standard OpenVMS printing. Users can specify the printer destination and options.

Messaging Functions

Users can create, read, and send messages using the commands provided. Messages can contain information in a variety of file format types.

Messages can be forwarded to another destination. Message attachments may include another message, a document or file, or even a binary file.

When replying to a message, the system automatically addresses the answer for transfer back to the original sender. Users can reply to the sender, all the original recipients, or to a reply to list.

Messages can be addressed to one or more users at any valid MAILbus destination (for example, VMSmail, X.400, and so on.) worldwide. File formats may possibly be modified by gateways or user agents to make the memo readable to the recipient. Not all file formats are supported by all gateways and user agents. Care should be taken in planning the network capabilities to ensure maximum readability of memos.

Delivery Reports and Read Receipts

Users can specify Delivery Reports and Read Receipts when sending a message. This causes a message to be generated and returned to the originator when the message is delivered or read.

New Mail Notification

Users can choose to receive notification of the arrival of new messages.

Message Redirection

Users can request that all incoming messages be automatically redirected to a secondary address.

Priority-Based Delivery

Users can choose priority for message delivery. The grade of delivery (express, first class, second class) can be specified.

Message Classes

Users can set a number of indicators to give the recipient information about the nature of the message: Importance (high, medium, low), Sensitivity (not restricted, personal, private, company confidential).

These fields may also be used to locate classes of messages in the file cabinet.

System Management

Required local system management for the mail system is minimal and usually automated. A system manager or administrator is required to create a standard OpenVMS account; when the user first accesses MailWorks, basic account setup functions are performed automatically; most routine functions can be performed by the users.

There are no special utilities to run for file cabinet maintenance. All user areas on the server should be backed up or restored using standard OpenVMS utilities.

The mail management design adheres to the coordinated management system used by the MAILbus family of products. The MailWorks Server provides a management utility that allows configuration changes to be made and the status of the mail system to be checked.

Internationalization

MailWorks Server for OpenVMS and MailWorks for OpenVMS Video Terminals are designed to support multilingual operations. They can be deployed in a multilingual network and can support multilingual operations on a single server system. MailWorks Server for OpenVMS and MailWorks for OpenVMS Video Terminals support the Compaq Multinational character set.

MailWorks Documentation

MailWorks Server documentation consists of the MailWorks for OpenVMS Installation and the MailWorks for OpenVMS System Manager's Guide. The installation guide includes information on installing the Video Terminals components. The documentation also includes user guides for the Video Terminal components.

MailWorks for OpenVMS Video Terminals

MailWorks for OpenVMS Video Terminals looks like VMSmail but communicates directly with the MailWorks Server, and uses a rich protocol that accesses the full range of messaging services. This component is collocated with the MailWorks Server. It provides ordinary terminals with the same access to the services of MailWorks.

Access from Other Platforms

MailWorks supports TeamLinks Windows Clients V3.0, V4.0 and V4.5.

MailWorks supports TeamLinks Macintosh Clients V2.6.2.

YEAR 2000 READY

This product is Year 2000 Ready.

"Year 2000 Ready" products are defined by Compaq as products capable of accurately processing, providing, and/or receiving date data from, into and between the twentieth and the twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the associated product documentation and provided that all hardware, firmware and software used in combination with such products properly exchange accurate date data with the products.

For additional information visit the DIGITAL Brand area on Compaq's Year 2000 Ready web site located at: <http://www.openvms.digital.com/openvms/products/year-2000/index.html>

MATURE PRODUCT SUPPORT

Mature Product Support with Sustaining Engineering is offered for MailWorks V1.3A from July 1st, 1999, that is equivalent to current version support and includes telephone support, tested software patches for any new problems and availability of engineering-level resources for problem escalation. However, Compaq will not be adding new features or functionality to MailWorks V1.3A and no new versions of the product are planned. Accordingly, License Subscription and Software Update Distribution Services will no longer be available. Please contact your local Compaq Services Sales Specialist for more information about Mature Product Support with Sustaining Engineering for MailWorks V1.3A.

HARDWARE REQUIREMENTS

All VAX, VAXserver, VAXstations, MicroVAX and VAXft models are supported except: VAX-11/725, VAX-11/730, VAX-11/782, MicroVAX 1, VAXstation 1 and VAXstation 8000

All Alpha, AlphaServer and AlphaStation systems are supported, with the exception of all new models that have shipped since Summer 1997.

Other Hardware Requirements

MailWorks for OpenVMS Video Terminals

The software for MailWorks for OpenVMS Video Terminals is packaged with the MailWorks Server for OpenVMS and runs on all the same supported processors as the server.

The MailWorks command-line interface is supported on any VT1xx, VT2xx, VT3xx terminal or any output device running a Compaq supplied and supported emulator for the above.

MailWorks for OpenVMS DECwindows

Is retired.

Processor Restrictions

A TK50 tape drive is required for standalone MicroVAX 2000 and VAXstation 2000 systems.

The component software must run within the same VAX-cluster as the server software.

Disk Space Requirements for OpenVMS Components (Block Cluster Size = 1)

22,000 blocks during installation and 15,000 blocks upon completion of installation.

The sizes are approximate; actual sizes may vary depending on the user's system environment, configuration, and software options.

The user space required on the server is determined by the amount of mail the user files.

CLUSTER ENVIRONMENT

The OpenVMS layered product components of this product are fully supported when installed on any valid and licensed VAXcluster* configuration without restrictions. The HARDWARE REQUIREMENTS sections of this Software Product Description detail any special hardware required by this product.

* V5.x VAXcluster configurations are fully described in the VAXcluster Software Product Description (SPD 29.78.xx) and include CI, Ethernet, and Mixed Interconnect configurations.

SOFTWARE REQUIREMENTS

REQUIRED SOFTWARE

For the MailWorks Server for OpenVMS to support any or all of the clients, and for MailWorks for OpenVMS Video Terminals:

OpenVMS VAX:

- OpenVMS VAX Operating System V5.5-2 with Y2K Patch
- OpenVMS VAX Operating System V6.2 with Y2K Patch
- OpenVMS VAX Operating System V7.1 with Y2K Patch
- DECnet
 - DECnet for OpenVMS VAX V5.5 or higher, or
 - DECnet/OSI for OpenVMS VAX V5.6B ECO 10 or higher (Note: long node names are not supported)

OpenVMS Alpha:

- OpenVMS Alpha Operating System, V6.1
- OpenVMS Alpha Operating System, V6.2
- OpenVMS Alpha Operating System, V7.1
- DECnet
 - DECnet for OpenVMS AXP V6.1 and above
 - DECnet/OSI for OpenVMS Alpha V5.8 (Note: long node names are not supported)

The MailWorks Server delivers messages among all the users of any combination of the available clients or components that use this one server. Thus, all users on a single VAXcluster or on a single LAN may exchange messages via a single MailWorks Server.

The VAX Message Router Transfer Service is required to exchange messages with users on other servers or other electronic messaging products. On OpenVMS VAX, it may co-reside with the MailWorks Server or may reside on another DECnet node. On OpenVMS Alpha, it must reside on another VAX node. To communicate with VMSmail users, the VMSmail Gateway is also required.

Most configurations will require VAX Message Router, and all sites migrating from or interacting with a VMSmail product will require the VMSmail Gateway. The MailWorks Wide Area Network and Local Area Network Server Packages combine these underlying software components with the MailWorks Server on VAX.

OPTIONAL SOFTWARE

OpenVMS VAX:

- TCP/IP
- VAX Message Router V3.5 (SPD 26.33.14)

- VAX Message Router VMSmail Gateway V3.5 (SPD 26.33.14)
- VAX Message Router X.400 Gateway V3.5 (SPD 26.33.14)

OpenVMS Alpha:

- TCP/IP
- VAX Message Router V3.5 (Note: Message Router only runs on a VAX and must be accessed remotely from the Alpha system).

DISTRIBUTION MEDIA

TK50 Streaming Tape and CD-ROM

ORDERING INFORMATION

MailWorks for OpenVMS has been retired but may be ordered by existing customers who wish to expand their server populations or migrate to MailWorks for OpenVMS Alpha.

Server Options

Choose one of the following server options:

- MailWorks Wide Area Network Server Package

This package is used in multiserver configurations where there is a requirement to work with another X.400 messaging product and/or VMSmail.

Software Licenses: QL-YFUA*-**

Software Product Services: QT-YCZA*-**

This package includes licenses for MailWorks Server for OpenVMS, VAX Message Router VMSmail Gateway, and VAX Message Router X.400 Gateway. Media and documentation update services for these components must be purchased separately depending upon which components will be implemented. Refer to service offerings for MailWorks Server for OpenVMS, plus the two gateway packages: VAX Message Router VMSmail Gateway (SPD 26.33.14) or VAX Message Router X.400 Gateway (SPD 26.33.14). Service on either gateway covers service for the Message Router itself.

Software Media: QA-YFUAA-H*

This part number includes media and documentation for MailWorks Server for OpenVMS VAX, VAX Message Router, and VMSmail Gateway. Media and documentation for the VAX Message Router X.400 Gateway must be purchased separately.

- MailWorks Server for OpenVMS

This product implements MailWorks Server on a node, VAXcluster, or Local Area Network where the VAX Message Router is already licensed, or where it is not necessary to connect to any other node or any other messaging product.

Software Licenses:

QL-YCZ9*—** for VAX

QL-3NG9*—** for Alpha

Software Media:

QA-YCZA*—** for VAX

QA-3NGAA-H8 for Alpha

Software Documentation:

QA-YCZAA-GZ for VAX

QA-3NGAA-GZ for Alpha

Software Product Services:

QT-YCZA*—** for VAX

QT-3NGA*—** for Alpha

SOFTWARE LICENSING

This software is furnished under the licensing provisions of Compaq Computer Corporation's Standard Terms and Conditions. For more information about Compaq's licensing terms and policies, contact your local Compaq office or Compaq Partner.

License Management Facility Support

The OpenVMS layered products support the OpenVMS License Management Facility. The MailWorks Server for OpenVMS is licensed for either unlimited use or for a specific number of concurrent users on a single processor.

For more information on the License Management Facility, refer to the OpenVMS VAX Operating System Software Product Description (SPD 25.01.xx) or the License Management Facility manual of the OpenVMS Operating System documentation set.

SOFTWARE PRODUCT SERVICES

A variety of service options are available from Compaq. For more information, contact your local Compaq office.

SOFTWARE WARRANTY

Warranty for these software products is provided by Compaq with the purchase of a license for the product. This software is provided by Compaq with a 90 day conformance warranty in accordance with the Compaq warranty terms applicable to the license purchased.

© Digital Equipment Corporation 1999. All rights reserved.

Compaq, the Compaq logo, and the Digital logo are registered in the U.S. Patent and Trademark Office.

Alpha, AlphaServer, AlphaStation, ALL-IN-1, CI, DDIF, DEC, DECnet, DIGITAL, DTIF, DX, MAILbus, MailWorks, MicroVAX, OpenVMS, TeamLinks, TK, VAX, VAXcluster, VAXft, VAXserver, VAXstation, and VT are trademarks of Compaq Computer Corporation.

Apple and Macintosh are registered trademarks of Apple Computer, Inc.

Microsoft and Windows are registered trademarks of Microsoft Corporation.

OSI is a registered trademark of CA Management, Inc.