

OpenMail Motif Client

for Linux

Technical Guide



HP Part No. B4791-90002

Edition 1.0

E1099

Printed in: USA

Notices

The information contained in this document is subject to change without notice.

Hewlett-Packard makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

Unix is used here as a generic term covering all versions of the UNIX® operating system. UNIX is a registered trademark in the United States and other countries, licensed exclusively through X/Open Company Limited.

Linux is a registered trademark of Linus Torvalds.

Red Hat is a registered trademark, and RPM is a trademark of Red Hat Software, Inc.

Printing History

First published 1999 (for version B.06.00)

Restricted Rights Legend

Use, duplication or disclosure is subject to restrictions as set forth in contract subdivision (c)(1)(ii) of the Rights in Technical Data and Computer Software clause 52.227-FAR14.

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304, USA

About this Guide

This manual is intended to enable a system administrator to install and support the OpenMail Motif Client for Linux.

This edition of the manual supports OpenMail B.06.00, or later, on the server.

© Copyright 1999 Hewlett-Packard Company

Contents

1. Installing the Client

Where to Install the Client	2
System Requirements	3
Installing the Software	5
Logging In for the First Time	6
Accessing the Online Help	8
Configuration Options	9

2. Configuring the Client

Configuring the Client on a System-Wide Basis	12
System-Wide Configuration Files	12
Processing Order of the Configuration Files	13
Creating System-Wide Configuration Files	15
Tracing	16
Restricting Access to the Client	18

3. Supporting the Client

Files and Directory Structure	20
Problems Connecting to the Mail Server	22
If none of the Client machines can connect to the mail server	22
If one Client machine cannot connect, while others can	22
Error Messages and Problems	23

Index

1

Installing the Client

This chapter describes how to install the OpenMail Motif Client on a workstation connected to an OpenMail server.

The installation procedure consists of the following steps:

1. Decide where to install the Client software.
2. Check the system and data communications.
3. Install the Client software.
4. Log in from the Client to the OpenMail server.
5. Access the online help for user and administrator information.

If you encounter any problems during the installation procedure, refer to Chapter 3, “Supporting the Client” for help.

Where to Install the Client

Although you can install the Client on a server system, and access it from your workstation, it is recommended that you install the Client on each user's workstation.

System Requirements

Before you install the OpenMail Client, make sure your system is set up correctly and that the Client machine can connect to the mail server.

1. Check that Red Hat Linux version 5.2 or later has been installed on the Client machine. Look in the file `/etc/redhat-release` to see the Red Hat release version.
2. Check that OpenMail for Linux version 6.0 or later has been installed on the server. Log in to the OpenMail server, change to the `openmail sys` directory and look at the version file.
3. Ensure that the correct networking software is running on both the OpenMail server and Client machine.
4. On the OpenMail server, check that the network daemon `advmail.sckd` is active. You can do this by typing the command:

```
ps ax | grep advmail.sckd
```

If the daemon is not running, log in as root and execute it.

After a few seconds, check that the daemon is still running. If it has stopped running, contact your support representative.

5. Ensure that the Remote Client Interface has been started on the OpenMail server.
 - a. Log in to the OpenMail server as `root`, or as an OpenMail user with Administration capability.
 - b. Type the following command to list the status of OpenMail services:
6. Ensure that the Client machine can connect to the OpenMail server.
 - a. On the Client machine, type:

```
/bin/ping server_name
```

1 Installing the Client

System Requirements

where *server_name* is the name of the OpenMail server to which you are trying to connect.

- b. If the message `ping: unknown host` is returned:
 - If the Client machine uses a name server, add the OpenMail server IP address and name to the `/etc/hosts.local` file on the name server.
 - If the Client machine uses `/etc/hosts`, add the OpenMail server name to this file.
- c. If the server name is valid, but no echo is received, contact your network administrator.

You have successfully completed this step when the server returns an echo.

Installing the Software

The Linux OpenMail Client software is supplied as a **package** for installation by the Red Hat Package Manager (RPM).

Follow these steps to install the Linux OpenMail Client software:

1. Log in to the Client system as `root`.
2. Change to the root directory:
3. Install the Linux OpenMail Client software using the following command:

```
cd /
```

```
rpm -i [ /directory ] /openmail-gui-version.rpm
```

where *directory* is the name of the directory in which the `rpm` file is located, if not in the root directory, and *version* is the version-specific part of the filename.

Logging In for the First Time

Make sure that your users can log in to the OpenMail server.

1. Set the LANG shell variable to the value C, to indicate American English:

```
export LANG=C
```

2. Start the Client by entering a command in the following format:

```
/usr/bin/X11/omgui [-display display] &
```

For example, to substitute the Client user's hostname automatically for the display variable, enter the command as follows:

```
/usr/bin/X11/omgui -display `hostname`:0.0 &
```

The User Configuration window is displayed. (If you have previously used the Linux OpenMail Client from this login, the OpenMail Password window is displayed instead. To display the User Configuration window, click on the Config button.)

3. In the OpenMail User Name field, type the user's OpenMail user name (and mailnode information, if there is more than one user with the same name). For example:

```
Suzanne Chang
```

```
Chris Wolf/ny,hq,mis
```

4. In the OpenMail Server Name field, type the network name of the OpenMail server. For example:

```
chicago
```

5. Click OK.

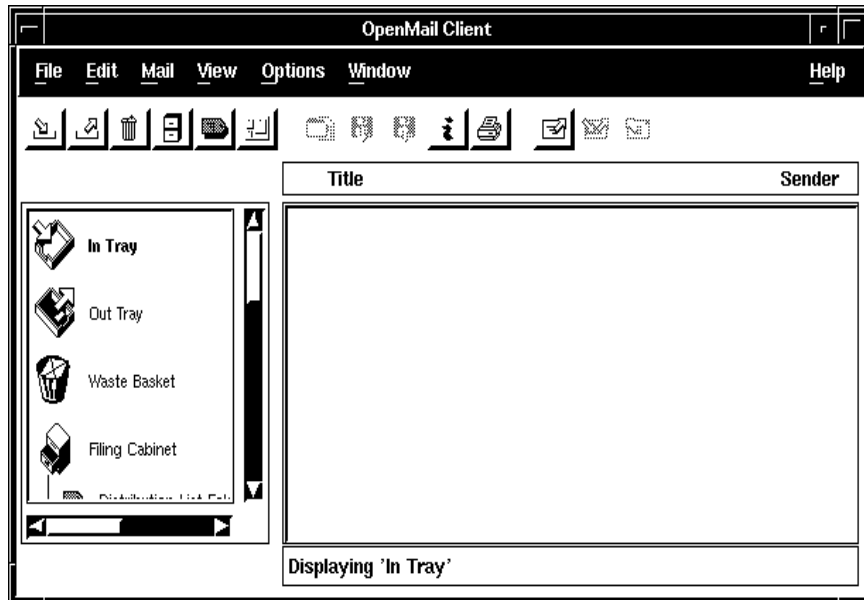
The Password window is displayed.

6. Type the user's OpenMail password as configured on the OpenMail server (not the user's server password).

7. Click Login.

The OpenMail Client window is displayed. You can now begin using the Client.

1 Installing the Client Logging In for the First Time



Accessing the Online Help

The online help contains information on using and configuring the Client. It is intended for both users and administrators.

Make sure that your users know how to access the online help:

- In the Login dialog box and other dialog boxes, choose the Help button. (Note that help is available without having to log in to the Client.)
- In the Client window, use the Help menu.

Configuration Options

The OpenMail Client can be configured by changing configuration files on the Openmail server, and also by changing configuration files on the workstation that the Client is installed on.

The files on the workstation that contain configurable items are the `omguiconfig` configuration file and the `XOpenMailGUI` resources file. The online “Help On Configuration” (Help menu) provides full details of the configuration options available to users. For details on the system-wide configuration files and other options that only the system administrator should change, see Chapter 2, “Configuring the Client”.

This chapter describes the Linux OpenMail Client configuration set up. It also describes some of the options that only the system administrator should change.

The topics covered are as follows:

(Those features that require super user privileges, or those that should not normally be performed by users, are described in the latter two sections.)

- “Configuring the Client on a System-Wide Basis” describes how to configure the Client across an OpenMail system.
- “Tracing” describes how to record a mail session in trace files.
- “Restricting Access to the Client” describes how to restrict access to a Client.

Overview

The Clients will run without customization, using default configuration information. However, you can change the configuration information to meet the needs of your OpenMail system and its users.

Most of the configurable features do not require super user privileges and can therefore be configured both by you and by Client users. For a description of the configuration files and user-configurable entries, use the “Help on Configuration” command in the Client online help.

Client configuration and resource information is stored in the following files:

- `/usr/lib/omgui/omguiconfig`
Contains the standard configuration settings. This can be overridden for an individual user by a `$HOME/.omguiconfig` file (in the user’s home directory).
- `/usr/lib/X11/app-defaults/XOpenMailGUI`
Contains the default resource specifications. This can be overridden for an individual user by an `XOpenMailGUI` file in the user’s home directory.

Configuring the Client on a System-Wide Basis

You can specify configuration options for the Client on a per-user, per-workstation, and on a system-wide basis.

You can create the `omguiconfig` file in the user's home directory, `$HOME/.omguiconfig`, or you can use the workstation's `/usr/lib/omgui/omguiconfig` file, or you can create system-wide files to specify options for all Motif based OpenMail clients on your OpenMail system.

For example, you can set appropriate defaults for new users, or make linked applications available to all users, by setting up a default configuration file on the OpenMail server.

You can override any settings in the workstation's `omguiconfig` file, as well as any settings in the `$HOME/.omguiconfig` file (in the user's home directory), by setting up an override configuration file on the OpenMail server.

This section describes how to set up these system-wide configuration files. The entries you can use in these files are described in the online help under "Help on Configuration".

System-Wide Configuration Files

There are four optional system-wide configuration files, which are located in the `/usr/lib/omgui` directory. These files affect the operation of the client for all users who connect to that server.

- `omguisave.default` and `omguiconfig.default` contain default settings. These settings are used if they are not set in any other configuration file.
- `omguisave.override` and `omguiconfig.override` contain settings that will override those in any other configuration file.

The `.override` and `.default` files are not supplied with the system. You can create any of these files using an existing `omguisave` or `omguiconfig` file as a template.

Creating the system-wide configuration files can add to the complexity of administrating an OpenMail installation. However, through judicious use, they also can provide a great deal of flexibility in configuring and controlling the Motif Client.

Note that you need only create the configuration files that you want. If you create any of these files, take care that they only contain entries that are of value to all users. For example, while having a `ServerName` field in a `omguisave.default` is useful, a `UserName` field is not.

Sample uses of the system-wide configuration files

- To alter the appearance of the Main window tool bar for all the Motif Clients connecting to the OpenMail server, change the definition of the `MainToolBar` field of the `omguiconfig.override` file.
- To disable the use of auto-login feature for all the Motif Clients, modify the `AllowAutoLogin` field of the `omguisave.override` file to read:

```
AllowAutoLogin: 0
```

Processing Order of the Configuration Files

The configuration files are read and interpreted in a certain order; the last entry to be read overrides any previous value for that entry type.

Note that `$HOME` refers to the user's home directory.

The omguisave files

The `omguisave` files contain information about the state, appearance and operation of the client. These files are ASCII files, and while they can be modified with an editor, they were not designed with end-user editing in mind.

The Client records its current state, in a file called `$HOME/.omguisave` (note the leading period), every time the Client finishes running.

When the Client is started:

- If the `$HOME/.omguisave` file exists, it is read to get the previous values used for login ID and server name. These values are used as defaults for the login dialog box.

After logging on, the `omguisave` files are read in the following order:

1. If the `omguisave.default` file exists, it is interpreted.
2. A search is then made for the first occurrence of an `omguisave` file in three possible locations on the user's workstation (in the listed order):
 - a. `$HOME/.omguisave` (created by the user)

2 Configuring the Client

Configuring the Client on a System-Wide Basis

- b. `$OMGUI_LIB_PATH/omguisave` (optional group path)
- c. `/usr/lib/omgui/omguisave` (shipped with the Client)

As soon as one of the above `omguisave` files is found, it is interpreted, and the search is discontinued.

3. If an `omguisave.override` file exists on the OpenMail server, it is interpreted.

The last entry to be read overrides any previous settings.

The omguiconfig files

The `omguiconfig` files contain entries that are configurable by the end user. To find out more about the function and format of available entries, read the comments in these files. All entries are also documented in the online help topic “Help on Configuration”.

After logging on, the `omguiconfig` files are read in the following order:

1. If the `omguiconfig.default` file exists on the OpenMail server, it is interpreted.
2. A search is then made for the first occurrence of an `omguiconfig` file in three possible locations on the user’s workstation (in the listed order):
 - a. `$HOME/.omguiconfig` (created by the user)
 - b. `$OMGUI_LIB_PATH/omguiconfig` (optional group path)
 - c. `/usr/lib/omgui/omguiconfig` (shipped with the Client)

As soon as one of the above `omguiconfig` files is found, it is interpreted, and the search is discontinued.

3. If an `omguiconfig.override` file exists on the OpenMail server, it is interpreted.

The last entry to be read overrides any previous values. For example, if there are entries for `MainToolBar` in `omguiconfig.default`, `omguiconfig.override` and in the user’s `omguiconfig`, then the entry in the `omguiconfig.override` will take precedence since it is the last file that is read.

Creating System-Wide Configuration Files

Create the `.override` and `.default` files using an existing `omguisave` or `omguiconfig` file as a template.

Ensure that all the entries in the default and override files are valid for each workstation that will be running the client. For example, if you specify a path, be sure that the path is valid for each workstation running the client.

To create or modify the files

1. Log in to the OpenMail server as root.
2. Change directory to the `/usr/lib/omgui` directory.
3. Create a file with one of the following names:

```
omguisave.default  
omguisave.override  
omguiconfig.default  
omguiconfig.override
```

Use the name that is appropriate to the type of file that you are trying to create. You can use an existing `omguisave` or `omguiconfig` file as a template.

Ensure that the file owner and group for the file are `openmail` and `hpooffice`, as with other OpenMail files. Ensure that the permissions on the files are at least `-r--r--r--`.

4. Add or modify the desired entries in the file(s) you have created. Take care to insure that the entries are valid for all users and workstations that will run the OpenMail Client.
5. Restart the Client and check that each setting works as anticipated.

Caution: *An entry with a null string sets the value to a blank string. This may override a value in another configuration file. If you do not want to set an entry, delete or comment-out the line. Do not leave the entry blank.*

Tracing

You can set the Client to record a mail session in trace files. Your support representative may ask you to do this if you experience problems.

1. Log in to the home directory of the user whose mail session you want to trace.
2. Ensure that the user is not in a mail session.
3. Check the user has a `$HOME/.omguiconfig` file. If not, create one. Read the “omguiconfig” topic in the “Help on Configuration” online help if you are not sure how to do this.
4. Add the following entry to the file:

```
HostTraceLevel: number
```

You can log as many kinds of information as you wish. Add up their numbers and set the entry to the total.

1	Raw (unformatted) command/reply tracing
2	Symbolic command/reply tracing
4	Content filename mapping
8	Full tracing of command/reply and file transfer data. (This can be used to rerun a client session. Level 8 and above can produce very large files.)
16	Raw command/reply tracing plus file transfer data

You can also use this entry to set event logging on the server. Set the entry to the required OpenMail logging level multiplied by 100. See the *OpenMail Technical Reference Guide* for details.

5. Run the Client and reproduce the problem. Note that performance will be slower than usual.
6. Exit the Client.

7. Log in to the OpenMail server system and look for the trace files in the `/var/opt/openmail/tmp` directory. Filenames begin with the user's login name; file extensions are `.trc`, `.log`, and `.fnnnn`, according to the levels set.
8. Remember to remove the trace entry from the user's `$HOME/.omguiconfig` file when you have finished. Always delete the trace files when you have finished with them.

Restricting Access to the Client

By default, anyone who is configured on the OpenMail server can use the Client. To make the Client more secure, you can restrict access to users specified in the `/usr/lib/omgui/access` file.

This file initially contains one entry:

```
AccessLevel:          0
```

You can set the entry to:

- 0 The default setting. All users can run the Client on this system.
- 1 Users listed in the access file can run the Client and log in to the server only as the user specified in the file. Anyone else can log in as any user.
- 2 Users listed in the access file can run the Client and log in only as the user specified in the file. No one else can run the Client.

For options 1 and 2, list the relevant users in the access file in this format:

```
User: login server "user's name"
```

<i>login</i>	The user's own login
<i>server</i>	The OpenMail server where the user is configured
<i>user's name</i>	The user's name and mail address exactly as it is entered on the OpenMail server

For example, this is the entry for Suzanne Chang who is configured on an OpenMail server system called `chicago`. Her login is `chang`.

```
User: changs chicago "Suzanne Chang/west,sales,admin"
```

3

Supporting the Client

This chapter provides information on solving problems with the OpenMail Client. It covers the following:

- “Files and Directory Structure”
- “Problems Connecting to the Mail Server”
- “Error Messages and Problems”

Files and Directory Structure

By default, the Client's files are installed in the following directory structure:

`/usr/bin/X11:`

`omgui` Client executable

`/usr/lib/X11/app-defaults:`

`XOpenMailGUI` Client resources file

`/usr/lib/nls/C:`

`XOpenMailGUI.cat` The default language message catalog

`omguicfg.idx` Help On Configuration index

`omguicfg.txt` Help On Configuration text

`omguihelp.idx` Help index

`omguihelp.txt` Help text

`/usr/lib/nls/language:`

`XOpenMailGui.cat` Other language message catalog

`omguicfg.idx` Other language Help On Configuration index

`omguicfg.txt` Other language Help On Configuration text

`omguihelp.idx` Other language Help index

`omguihelp.txt` Other language Help text

`/usr/lib/omgui:`

<code>access</code>	User access file
<code>omguiconfig</code>	Client configuration file

`/usr/lib/omgui/icons:` Directory containing pixmaps used within the Client

`/usr/lib/omgui/templates:` Directory for storing default template files for use with linked applications

The following files are created in the directory specified by the `$HOME` environment variable when the Client is run:

<code>.omguiconv</code>	Copy of the <code>convert</code> file on the OpenMail server
<code>.omguitypes</code>	Copy of the <code>filetype</code> file on the OpenMail server
<code>.omguisave</code>	Created to store current settings (such as window positions and login details) between sessions

The following configuration files may also exist in the home directory, if the user has created them:

<code>.omguiconfig</code>	User's version of default Client configuration file
<code>XOpenMailGUI</code>	User's version of default Client resources file

Problems Connecting to the Mail Server

This section describes the checks you should make if:

- No Client machine has been able to connect to the mail server since the Client was installed.
- One Client machine can no longer connect to the mail server, while others can.

If none of the Client machines can connect to the mail server

1. Perform the checks described in “System Requirements” in Chapter 1.
2. On the OpenMail server, use `ping` to test communications between the server and another machine on the network. If no response is received from the target machine, or if an error is reported, contact your network administrator.

If one Client machine cannot connect, while others can

1. Check that the user is still configured as an OpenMail user, and that their details have not been changed.
 - a. Log in to the OpenMail server as `root`, or as an OpenMail user with administration capability.
 - b. Use the `omshowu` command to list local users. For example:

```
omshowu -n name[ /mailnode ]
```

where *name/mailnode* uniquely identifies the user. (In many cases a surname is sufficient.)

For example, to check whether Chris Wolf is a local OpenMail user, type:

```
omshowu -n "Chris Wolf/ny,hq,mis"
```

Ensure that each user has Remote capabilities. If necessary, use the OpenMail administration tools to add or modify the user (see the *OpenMail Technical Reference Guide*).

2. If you suspect that a Client file or directory has been deleted, check for the files listed in “Files and Directory Structure”; then, if necessary, reinstall the Client (see Chapter 1, “Installing the Client”).

Error Messages and Problems

This section describes solutions to some of the error messages and problems you may encounter while connecting to the OpenMail server or using the Client.

<i>Message</i>	Login failed. Unable to open the connection to the server.
<i>Causes</i>	<ol style="list-style-type: none">1. The wrong port number for OpenMail is specified in the <code>/etc/services</code> file.2. The sockets daemon, <code>advmail.sckd</code>, is not running on the OpenMail server.
<i>Solutions</i>	<ol style="list-style-type: none">1. Edit the <code>/etc/services</code> file and correct the tcp line: <pre>openmail 5729/tcp #OpenMail Sockets port</pre>2. Restart the daemon <code>advmail.sckd</code>
<i>Message</i>	Login failed. Unknown server name.
<i>Causes</i>	<ol style="list-style-type: none">1. An incorrect server name was entered during login.2. If a name server is being used – the name server does not know the OpenMail server’s address.3. If a name server is being used – the name server is not responding quickly enough.4. If a name server is not being used – the OpenMail server is not specified in the <code>/etc/hosts</code> file.

3 Supporting the Client

Error Messages and Problems

Solutions	<ol style="list-style-type: none">1. Correct the server name in the User Configuration window.2. Add the OpenMail server name to the <code>/etc/hosts.local</code> file on the name server.3. Enter the IP Address for the server in the Login Options dialog box, instead of the server name. Also try adding the OpenMail server name to the <code>/etc/hosts</code> file.4. Add the OpenMail server name to the <code>/etc/hosts</code> file on the Client machine.
<i>Message</i>	<code>Login failed. User access to the mail server is disabled</code>
Cause	The Remote Client Interface on the OpenMail server is not enabled.
Solution	Log in to the OpenMail server and use the following command: <code>omon -s r-client</code>
<i>Message</i>	<code>OpenMail Client could not start, unable to download the OpenMail FileTypes file</code>
Cause	The Client cannot copy the <code>filetype</code> file to the directory specified by the <code>\$HOME</code> environment variable.
Solution	Ensure that this variable is set (for example, that you are not logged on as <code>root</code>) and that the specified directory can be written to.
<i>Message</i>	<i>Action that failed.</i> <code>Problem communicating with the server</code>
Causes	<ol style="list-style-type: none">1. The networking software on the server was stopped.2. The <code>ual.remote</code> process was terminated abruptly (for example, killed, or the machine was switched off).3. The network cable was disconnected and the connection timed out.

Solutions	<ol style="list-style-type: none">1. Check the server configuration.2. Check the server configuration.3. Check the LAN cable.
<i>Message</i>	<i>Action that failed.</i> The server connection has been lost.
Cause	The Client has attempted to communicate with the server after the connection has failed.
Solution	Exit and restart the Client after saving any modified data to the file system.
<i>Problem</i>	When reading messages, the time (and possibly date) displayed at the top are incorrect.
Cause	The time displayed at the top of a message is produced by the server. Therefore, if the server is in a different time zone from the Client, the time will not match the times displayed in folder/tray listings (which are calculated locally on the Client).
Solution	None.
<i>Problem</i>	The keyboard accelerators do not work correctly when using an X terminal with a PC-style keyboard (Enter key instead of a Return key, Insert and Delete keys instead of Insert Line/Char and Delete Line/Char, Home and End keys). For example, the Delete key does not delete an item.
Cause	The keys on the PC-style keyboard have not been remapped to match an HP Workstation keyboard. This problem is global to the X terminal, and not specific to the Client.
Solution	Re-map the keys using the <code>xmodmap</code> command. You can do this by running <code>xmodmap</code> from the command line, but it is more convenient to use a script like the example below, which is read every time the X server is booted: <pre>xmodmap -e "keysym Delete = DeleteChar" xmodmap -e "keysym Insert = InsertChar"</pre>

Index

-
- A**
advmail.sckd, 3, 23
- C**
checking
 networking, 3
 OpenMail users, 22
 the system, 3
configuring the Client, 11
connection problems, 22
- D**
data communications, 3
date incorrect, 25
directory structure, 20
- E**
error messages, 23
- F**
files, 20
- H**
help configuring the Client, 8
HOME variable, 24
hosts file, 4, 23
HostTraceLevel, 16
- I**
installing the Client, 1
installing the Client software
 installing media, 5
- K**
keyboard accelerators, 25
- L**
location
 help files, 20
- pixmaps, 20
 logging in, 6
 Login Options dialog box, 6
 login problems, 23
- M**
mapping keys, 25
message catalog, 20
messages, error, 23
- N**
name resolution, 23
networking, 3
 problems, 24
- O**
omgui command, 6
omguiconfig, 11, 16
 location, 20
omguiconv, 21
omguisave, 21
omguitypes, 21, 24
online help, 8
OpenMail users, checking, 22
- P**
ping, 3
problem-solving, 19
- R**
Remote Client Interface, 3, 24
requirements
 server, 3
 workstation, 3
- S**
security access file, 18
server
 name resolution, 4, 23
 requirements, 3
 services file, 23
 software
 versions, 3
 starting the Client, 6
 supporting the Client, 19
- T**
time incorrect, 25
tracing, 16
troubleshooting, 19
- V**
versions
 OpenMail, 3
 operating system, 3
- W**
workstation
 requirements, 3
- X**
XOpenMailGUI, 11
 location, 20

