

SCCo ARES/RACES E-Mail Service

Client Setup Instructions

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E-mail System Overview

The Santa Clara County ARES/RACES network provides a standard Internet-style e-mail service. The service is available for use by any Santa Clara County ARES/RACES member. It is specifically designed to work even when all other Internet services are not available.

Before configuring your e-mail account(s), you should read the e-mail service description to get an overview of how it works. Doing so will help you to understand the answers to some of the configuration questions.

Use of the network and e-mail service is subject to the Acceptable Use Policy.

The e-mail service description and the Acceptable Use Policy are available on the Santa Clara County ARES/RACES website at:

<http://www.scc-ares-races.net/email>

Quick Reference for E-Mail Client Settings

If you are familiar with configuring e-mail clients, the following information may be all that you need.

Server Numbers:

Server	Location	Same Location as BBS
1	San Jose	W1XSC
2	Crystal Peak	W2XSC
3	Palo Alto	W3XSC
4	Frazier Peak	W4XSC
5	Varies (backup/training)	W5XSC
6	Varies (backup/test)	W6XSC

Account / E-mail Address:

<callsign>@email#.scc-ares-races.net

Where:

- <callsign> is an FCC or tactical call sign
- # is from the table above

Receiving e-mail:

- Incoming Server: mail#.scc-ares-races.net
- Incoming Port: 110
- Encryption: STARTTLS
- Authentication Method: Encrypted Password

Sending E-mail:

- Outgoing Server: smtp#.scc-ares-races.net
- Outgoing Port: 587
- Encryption: STARTTLS
- Authentication Method: Encrypted Password

Example:

Herman Munster, with call sign W6XRL4, uses the San Jose site for e-mail. Therefore:

- His email address is: w6xrl4@email1.scc-ares-races.net
- His incoming server is: mail1.scc-ares-races.net
- His outgoing server is: smtp1.scc-ares-races.net

Setting Up the Client Software

Step 1: Install Thunderbird

Note: The folks at Mozilla will update their web site from time-to-time. They may also update the installer program to prompt with different questions. Therefore, if the installation instructions may differ slightly from what you see on the screen. If you have any questions, ask for support at:

<https://groups.yahoo.com/group/scc-email>

Step 1.1: Download the installer

- Go to: <https://www.mozilla.org/en-US/thunderbird/>
- Click on the “Free Download” button or find the download link for your operating system type.
- Save the installer to your hard drive
- Double-click on the installer filename to start the installation process

Step 1.2: Run the installer

I didn't capture any screen shots when I installed it months ago. For now, anyone who is computer literate should be able to run the installer.

If it asks to create an account during install, say no.

Step 2: Create a Primary Personal E-mail Account

You will now create an e-mail account for your personal use on your primary server.

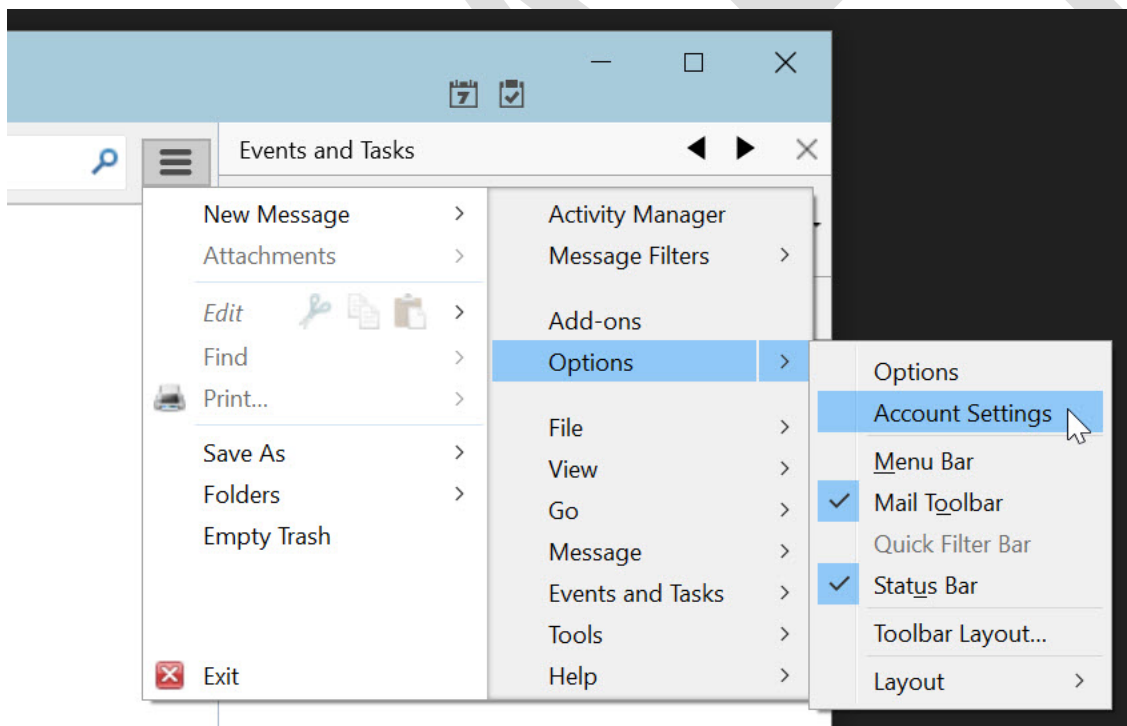
For testing, this is server 6: email6.scc-ares-races.net

Example User: These instructions use the example of Herman Munster, with fictitious call sign W6XRL4, and an e-mail address of w6xrl4@email6.scc-ares-races.net. Substitute your own call sign and your own email address.

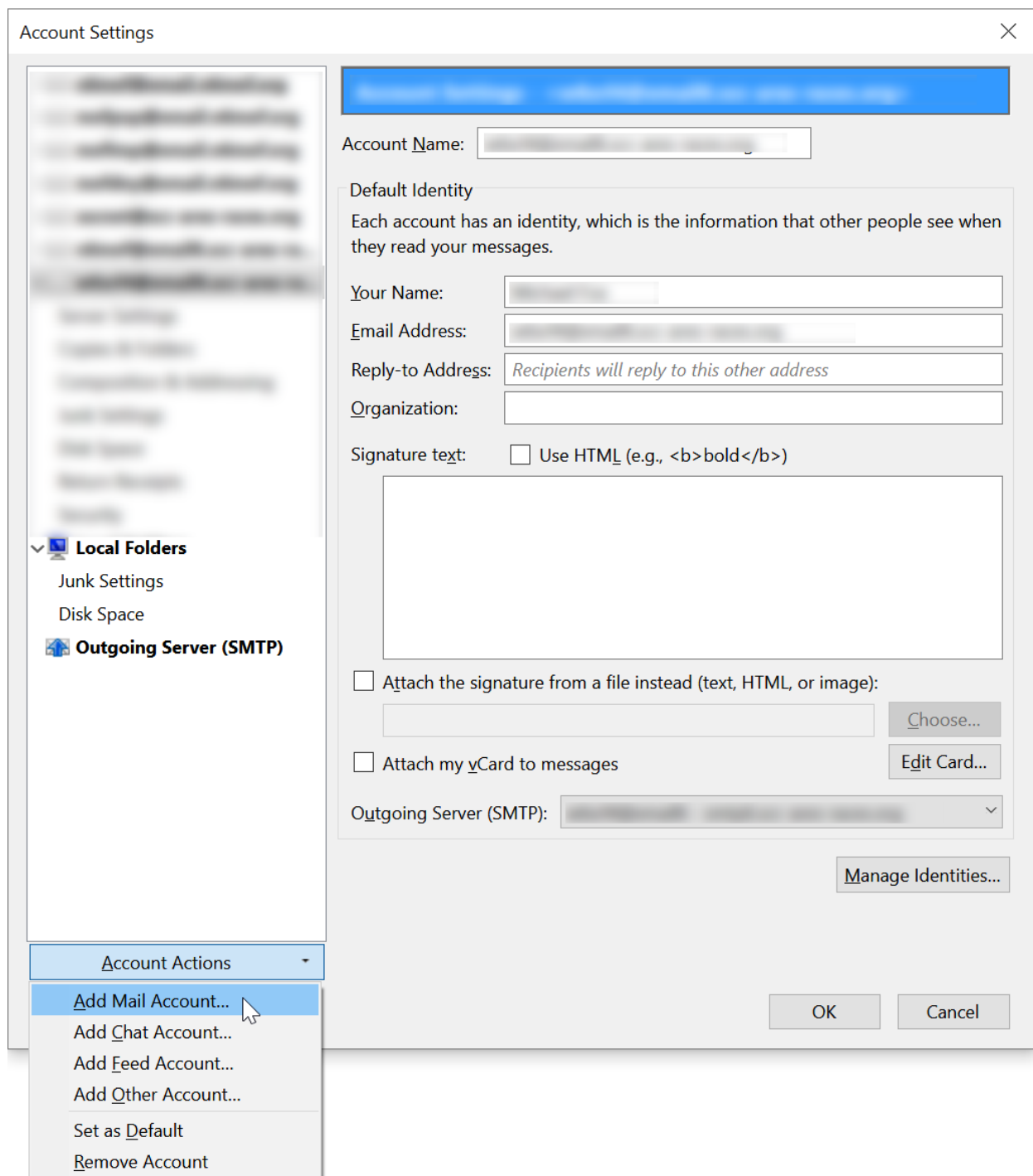
Step 2.1: Account Creation

Navigate to the Account Settings dialog. From the main window click on the Menu Icon (three horizontal bars), then: Options > Account Settings

Note: Getting to the account setting screen on a newly installed copy may be a little different than shown here. I'm sure you can figure it out until I can try it out on a fresh machine and capture screenshots.



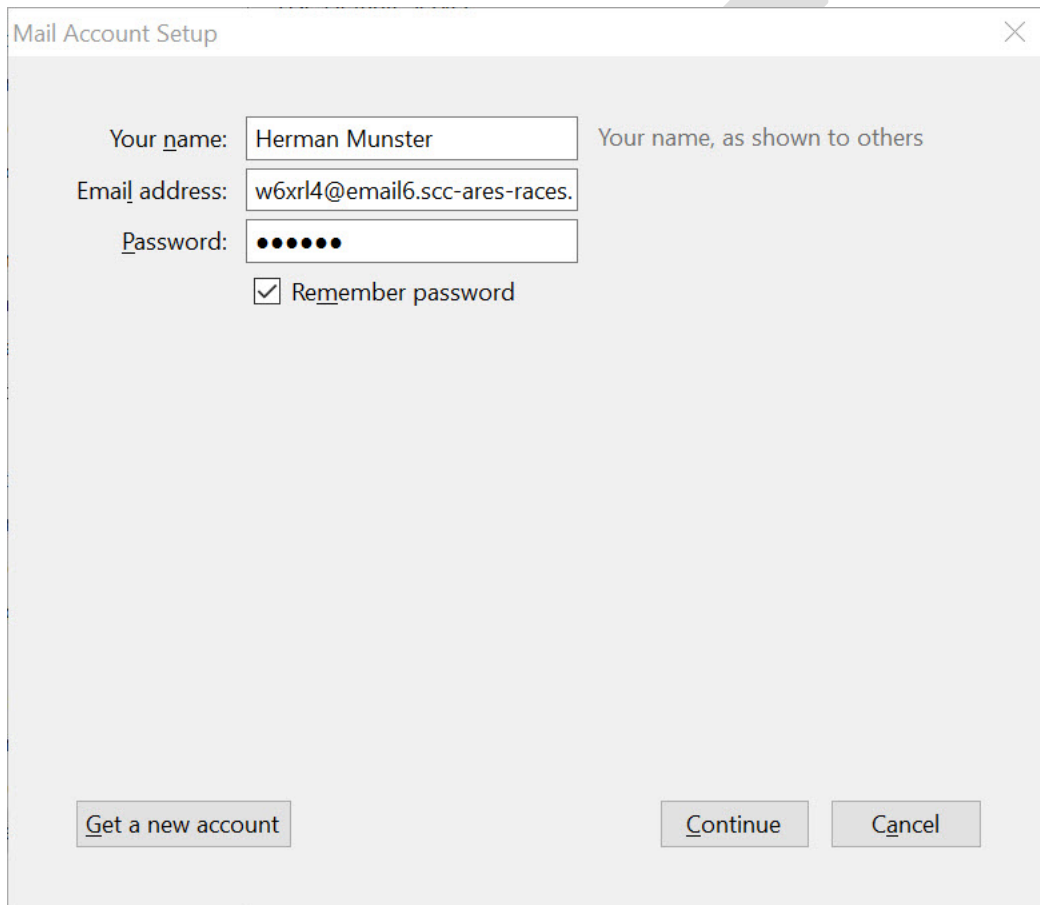
In the lower left corner, click on: Account Actions > Add Mail Account ...



Enter your name, email address and password. Check the “Remember password” box.

For example:

Your name: Herman Munster
Email address: w6xrl4@email6.scc-ares-races.net
Password: *****
[X] Remember password

A screenshot of a 'Mail Account Setup' dialog box. The dialog has a title bar with a close button (X). Inside, there are three input fields: 'Your name' with the text 'Herman Munster', 'Email address' with the text 'w6xrl4@email6.scc-ares-races.', and 'Password' with seven dots. To the right of the 'Your name' field is the text 'Your name, as shown to others'. Below the password field is a checked checkbox labeled 'Remember password'. At the bottom, there are three buttons: 'Get a new account', 'Continue', and 'Cancel'.

Mail Account Setup

Your name: Herman Munster Your name, as shown to others

Email address: w6xrl4@email6.scc-ares-races.

Password: ●●●●●●●

☒ Remember password

Get a new account Continue Cancel

Press “Continue”

Thunderbird will attempt look up the email address and will probably display “Configuration found at email provider”. This is misleading. Thunderbird is being fooled by the server for the main scc-ares-races.net domain. Just ignore that.

Select “POP3”

Mail Account Setup

Your name: Herman Munster Your name, as shown to others

Email address: w6xrl4@email6.scc-ares-races.org

Password: ••••••

☒ Remember password

Configuration found at email provider

☐ IMAP (remote folders) ☒ POP3 (keep mail on your computer)

Incoming: POP3, mail.s414.sureserver.com, SSL

Outgoing: SMTP, mail.s414.sureserver.com, STARTTLS

Username: w6xrl4@email6.scc-ares-races.org

Get a new account Manual config Done Cancel

Click “Manual config”

Step 2.2: Basic Manual Configuration

Configure the following values:

- Incoming – POP3:
 - Server hostname: mail6.scc-ares-races.net
 - Port: 110
 - SSL: STARTTLS
 - Authentication: Encrypted password
- Outgoing – SMTP:
 - Server Hostname: smtp6.scc-ares-races.net
 - Port: 587
 - SSL: STARTTLS
 - Authentication: Encrypted Password
- Username:
 - Incoming: w6xrl4@email6.scc-ares-races.net (i.e. your own full email address)
 - Outgoing: w6xrl4@email6.scc-ares-races.net (i.e. your own full email address)

The image shows a 'Mail Account Setup' dialog box. At the top, it has a title bar with a close button. Below the title bar, there are fields for 'Your name' (Herman Munster), 'Email address' (w6xrl4@email6.scc-ares-races.net), and 'Password' (masked with dots). There is a checkbox for 'Remember password' which is checked. Below these fields, it says 'Configuration found at email provider'. Then, there is a table-like structure with columns: Incoming, Server hostname, Port, SSL, and Authentication. The Incoming row shows POP3, mail6.scc-ares-races.org, 110, STARTTLS, and Encrypted password. The Outgoing row shows SMTP, smtp6.scc-ares-races.org, 587, STARTTLS, and Encrypted password. Below this, there are fields for 'Username: Incoming' (w6xrl4@email6.scc-ares-races.org) and 'Outgoing' (w6xrl4@email6.scc-ares-races.org). At the bottom, there are buttons: 'Get a new account', 'Advanced config', 'Re-test', 'Done', and 'Cancel'.

	Server hostname	Port	SSL	Authentication
Incoming: POP3	mail6.scc-ares-races.org	110	STARTTLS	Encrypted password
Outgoing: SMTP	smtp6.scc-ares-races.org	587	STARTTLS	Encrypted password

Username: Incoming: w6xrl4@email6.scc-ares-races.org Outgoing: w6xrl4@email6.scc-ares-races.org

Click "Advanced config"

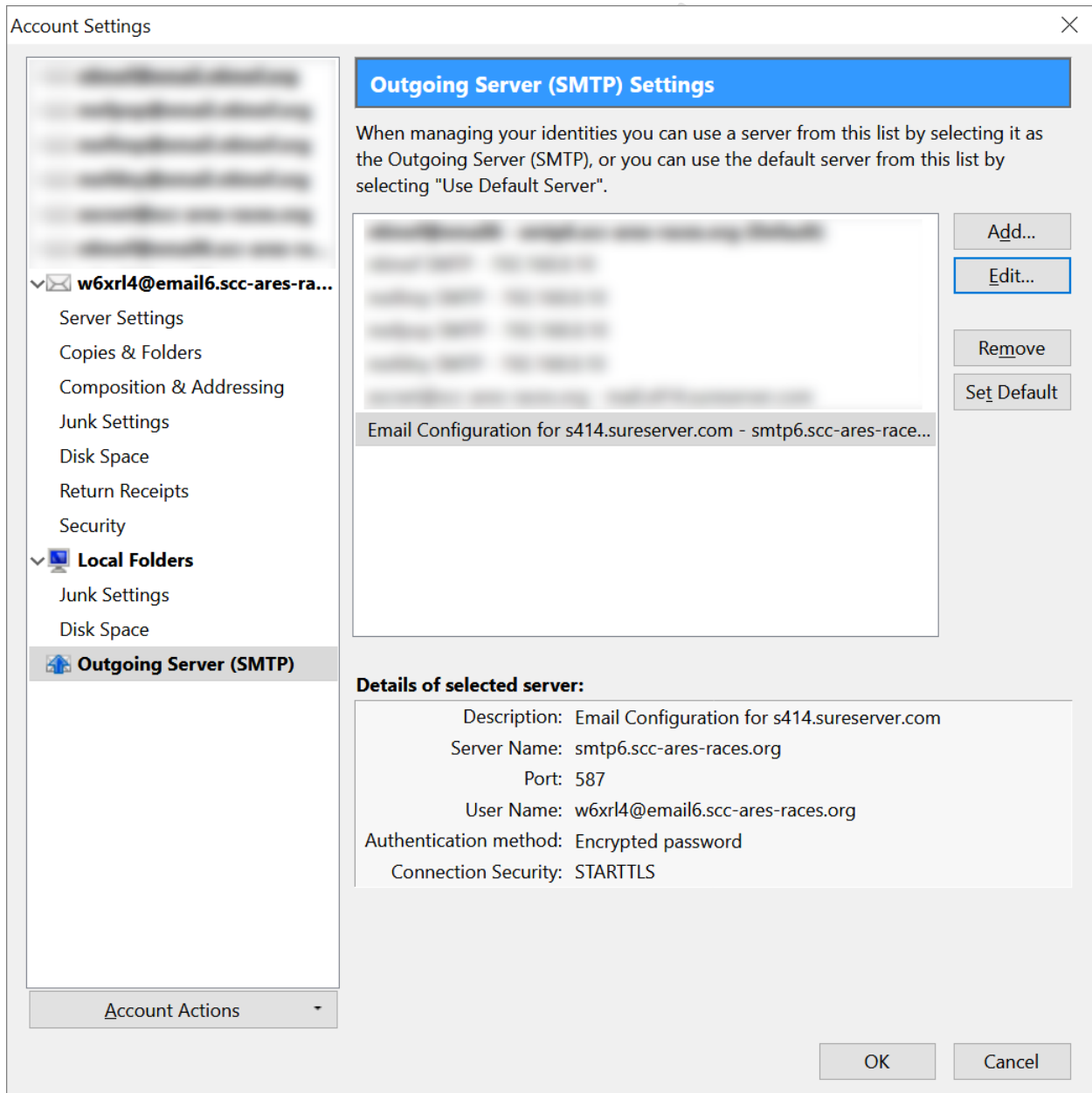
Step 2.3: Advanced Manual Config

The following sections show screen shots of the Account Settings screen for

Step 2.3.1: Outgoing Server (SMTP)

From the list on the left, select “Outgoing Server (SMTP)”

From the list on the right, select “Email Configuration for s414.sureserver.com – ...”



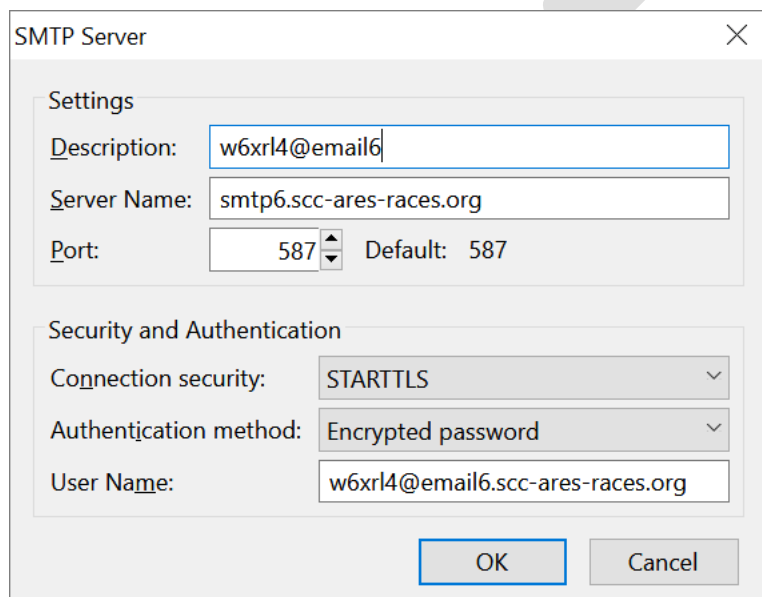
Click “Edit...”

Change the name of the “Description:” field to “<your call sign>@email#”

This will be helpful to distinguish between accounts, such as if you configure a person account plus one or more tactical accounts.

By the way: Where does this “s414.sureserver.com” hostname come from in the first place? Thunderbird is trying to be helpful by looking for an automatic configuration server. It gets confused by the server assigned by the hosting company for the main scc-ares-races.net domain. So, we need to do a little cleanup of the descriptive name.

(Perhaps we can fix this with our own config server. I haven’t looked into that yet.)



SMTP Server

Settings

Description: w6xrl4@email6

Server Name: smtp6.scc-ares-races.org

Port: 587 Default: 587

Security and Authentication

Connection security: STARTTLS

Authentication method: Encrypted password

User Name: w6xrl4@email6.scc-ares-races.org

OK Cancel

Click “OK”

Step 2.3.2: Server Settings

In the list of accounts on the left, ensure that the list of settings is showing under your email account, such as shown below. If not, click the arrow to the left of the email address to expand the list.

Select “Server Settings”

- Uncheck “Check for new messages at startup”
- Uncheck “Check for new messages every ...”
- Uncheck “Leave messages on server”
- Check “Empty Trash on Exit”

Account Settings

Server Settings

Server Type: POP Mail Server

Server Name: mail6.scc-ares-races.org Port: 110 Default: 110

User Name: w6xrl4@email6.scc-ares-races.org

Security Settings

Connection security: STARTTLS

Authentication method: Encrypted password

Server Settings

☐ Check for new messages at startup

☐ Check for new messages every 10 minutes

☒ Automatically download new messages

☐ Fetch headers only

☒ Leave messages on server

☒ For at most 14 days

☒ Until I delete them

Message Storage

☒ Empty Trash on Exit Advanced...

Message Store Type: File per folder (mbox)

Local directory: C:\Users\...\AppData\Roaming\Thunderbird\Profiles\2xmz23c... Browse...

Account Actions

OK Cancel

Step 2.3.3: Composition & Addressing

Select “Composition & Addressing”

- Uncheck “Compose messages in HTML format” (this is for compatibility with packet)
- Uncheck “Include signature for replies

Account Settings

Composition & Addressing

Composition

☐ Compose messages in HTML format

☒ Automatically quote the original message when replying

Then, start my reply above the quote

and place my signature below the quote (recommended)

☐ Include signature for replies

☐ Include signature for forwards

Global Composing Preferences...

Addressing

When looking up addresses:

☒ Use my global LDAP server preferences for this account

☐ Use a different LDAP server:

None Edit Directories...

Global Addressing Preferences...

Account Actions

OK Cancel

Step 2.3.4: Junk Settings

Select “Junk Settings”

- Check “Trust junk mail headers set by: SpamAssassin”

Account Settings

Junk Settings

Selection

☒ Enable adaptive junk mail controls for this account

If enabled, you must first train Thunderbird to identify junk mail by using the Junk toolbar button to mark messages as junk or not. You need to identify both junk and non junk messages. After that Thunderbird will be able to mark junk automatically.

Do not automatically mark mail as junk if the sender is in:

☐ Collected Addresses

☒ Personal Address Book

☒ Trust junk mail headers set by: SpamAssassin

If enabled, Thunderbird will automatically consider messages marked by this external classifier as junk.

Destination and Retention

☐ Move new junk messages to:

☒ "Junk" folder on: w6xrl4@email6.scc-ares-races.org

☐ Other: Choose Folder...

☐ Automatically delete junk mail older than 14 days

[Global Junk Preferences...](#)

Account Actions

OK Cancel

Step 2.3.5: Return Receipts

Select "Return Receipts"

- Select "Customize return receipts for this account"
- Check "When sending messages, always request a return receipt"
- For "When a receipt arrives:" select "Leave it in my Inbox"
- For "When I receive a request for a return receipt:" select "Allow return receipts for some messages"
 - For "If I'm not in the To or Cc of the message", select "Always Send"
 - For "If the sender is outside my domain:", select "Always Send"
 - For "In all other cases:", select "Always send"

Account Settings

Return Receipts

Return Receipts

☐ Use my global return receipt preferences for this account

[Global Preferences...](#)

☒ Customize return receipts for this account

☒ When sending messages, always request a return receipt

When a receipt arrives:

☒ Leave it in my Inbox

☐ Move it to my "Sent" folder

When I receive a request for a return receipt:

☐ Never send a return receipt

☒ Allow return receipts for some messages

If I'm not in the To or Cc of the message: Always send ▼

If the sender is outside my domain: Always send ▼

In all other cases: Always send ▼

Account Actions ▼

OK Cancel

Step 2.3.6: Finish setup

When you have completed making changes: Click OK

Now, it's time to test.

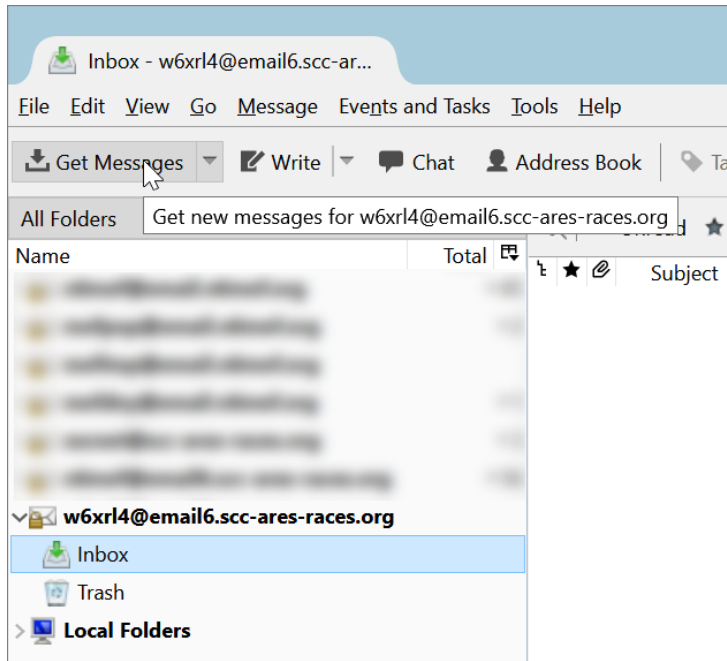
DRAFT

Step 3: Test Your Configuration

Step 3.1: Check connectivity to the POP3 server

Select the “Inbox” for the account. Press the “Get Messages”.

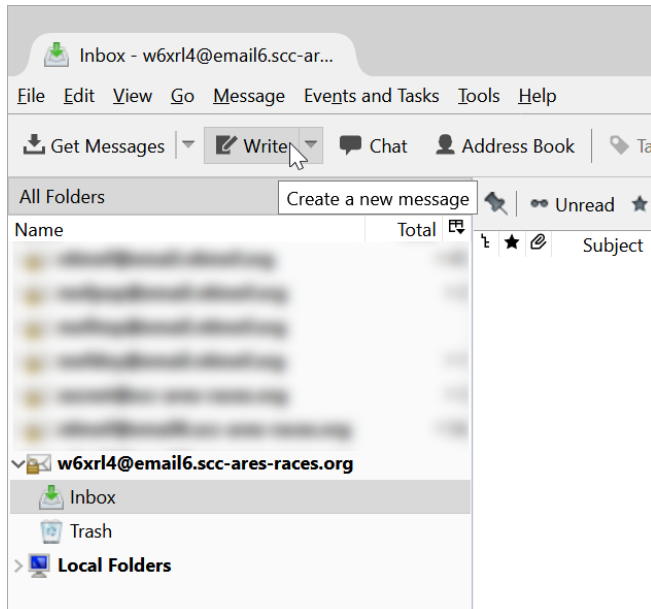
Or, use the Get Messages pull-down menu to select the account.



Step 3.2: Send a mail to yourself

Select the account from which you want to send your mail. Click on “Write”.

Or, use the Write pull-down menu to select the account.



Enter a To: address

Enter a Subject

Enter the message body

Press “Send”

To retrieve the message, press “Get Messages”

Step 3.3: Send a mail TO an external account

From your Thunderbird email client, create and send a message to yourself at your regular home or office mail account.

Step 3.4: Send a mail FROM an external account

From your regular home or work e-mail account, create and send a message to your SCCo ARES/RACES email account.

Step 4: Create a Secondary Personal E-mail Account

Repeat the above process for your secondary e-mail account.

Step 5: [Optional] Create Tactical E-mail Accounts – If Authorized

Repeat the above process for any tactical call signs for which you have e-mail access.

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