

Resource Ordering and Status System

DISPATCH MESSAGING SYSTEM

INSTALLATION AND CONFIGURATION

INSTRUCTIONS



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WELCOME TO THE DISPATCH MESSAGING SYSTEM

Welcome to the Dispatch Messaging System (DMS). The following is the background for the DMS and its installation and configuration using Netscape Messenger.

PREFACE

In 1998 the National Wildfire Coordinating Group (NWCG) agreed that agencies administrative mail systems did not support the needs of the emergency dispatch community. Based on this, the NWCG tasked the Resource Ordering and Status System (ROSS) project team with developing and implementing an alternative-e-mail system for transmission of mission critical information.

The DMS is not an agency administrative system. Individuals will still use their agency system for administrative use. There are no personal profiles on the DMS, only generic profiles. Eight profiles for each office have been set up, including a generic office profile and profiles for a coordinator, intelligence, overhead, crews, aircraft, equipment and supplies, and the .mob profile.

The DMS will initially be used between dispatch offices and caches for .mob, commit messages, document exchange, team rotation schedules, and other mission critical information. It has the ability to expand to incidents at the direction of the dispatch business community.

These instructions are for setting up Netscape Messenger for the DMS server not how to use the Netscape Messenger e-mail software. There are some basic instructions in the appendix for Messenger use and more can be found through the help menu in Messenger.

Remember, Netscape Messenger is not the only way to hook into the DMS server in Kansas City. You can also configure Out Look Express and possibly other e-mail applications to DMS. There are basic Out Look Express instructions in Appendix D of these instructions.

We welcome any questions, comments, or suggestions you may have. Please feel free to contact any member of the ROSS team (there is a list on the ROSS web site at <http://www.nwcg.gov/ross>), or send us an e-mail at helpdesk@dms.nwcg.gov

DISPATCH MESSAGING SYSTEM OVERVIEW

SOFTWARE DESCRIPTION

Netscape Messenger was chosen as the software to support for the DMS because it is an of the shelf software, free to all users. Netscape Messenger is part of the Netscape Communicator Suite. Messenger is an IMAP4 e-mail carrier. It is similar to other Internet-based e-mail carriers such as aol.com, juno.com, etc. Messenger can send messages with attachments both text and graphic, send and receive mail from users that are not on the DMS, save attachments in your personal files, create personal mailing lists, provide global mailing lists, access the DMS address directory, and much more. Messenger will run with Communicator 4.51 or better, and the latest version of Communicator is available for down loading off the Internet.

BEFORE LOADING NETSCAPE COMMUNICATOR

Before you start loading and/or configuring your system for DMS, there are several things you need to know and/or do.

- If you have a copy of Netscape Communicator 4.51 or newer on your computer, there is no need to load a new version. You can start the instructions at **CONFIGURING NETSCAPE MESSENGER TO THE DMS (GENERIC INSTRUCTIONS)**.
- If you already have Netscape Communicator, but you want to upgrade you can download the latest version from the Internet. (If for some reason you do an uninstall of Communicator, be aware that Communicator leaves some residue files when uninstalling that may cause these installation instructions to vary.)
- **You will need to know the following before you start the process:**
 1. Are you authorized to load and configure software on your PC?
 2. Your DMS user name and password.
 3. You **may** need the IP address of each computer you want to configure (See instructions under **IP Addresses**)
 4. Is there is a version of Communicator already loaded on your computer?
 5. The drive to load the Communicator software on.
 6. Do you want to use Communicator as your default browser?
 7. Do you have WebTerm loaded on the computer you want to configure?
- **You should have these items before you start:**
 1. These instructions
 2. Communicator 4.51 or better loaded on your computer.

DISPATCH MESSAGING SYSTEM OVERVIEW

SPECIAL NOTES

You may access the DMS through any e-mail carrier that is capable of changing configurations. These configuration instructions are for setting up the Netscape Messenger software, although the key information for setting up any e-mail system can be found under Special Notes.

These instructions are for setting up Netscape Messenger for the DMS server, not how to use the Netscape Messenger e-mail software. There are some basic instructions in the appendix for Messenger use and more can be found through the help menu in Messenger.

Things to know to configure other systems to DMS

- Incoming and Outgoing mail server address is **dms.nwcg.gov**
- The mail server user name (the DMS profile name) you are configuring for.
- The DMS server is an IMAP4.

FIREWALLS

There are firewall settings that could prevent you from configuring the DMS. Resolve the following with your system administrators before configuring the DMS.

- **Ports:**

The following firewall ports need to be open to access the DMS:

- Port 25 needs to be open to send mail using SMTP.
- Port 80 needs to be open to access HTTP.
- Port 143 needs to be open to access the DMS server.
- Port 389 needs to be open to access the LDAP server (the DMS directory).

- **IP Address:**

You may need to have the IP address for each machine using DMS listed in the domain name system (DNS). To find your IP address:

1. Click on **Start** in the lower left of your screen.
2. Click on **Run**.
3. Type in **winipcfg** and click on **OK**.
4. A box comes up with your IP address.

- **Proxies:**

The Proxies of each machine using the DMS may have to be set to access the browser where you change passwords, forward mail etc.

DISPATCH MESSAGING SYSTEM OVERVIEW

DMS E-MAIL ADDRESS EXAMPLES AND BREAKDOWN

Example Profile (AKA User Name/Inbox Name): **ornwc**

Example e-mail address.

Translation for ornwc@dms.nwcg.gov is:

ornwc = Oregon Northwest Coordination Center

@ = at the server address

dms = Dispatch Messaging System

nwcg = National Wildfire Coordinating Group

gov = government

The Eight Basic DMS Profiles

Generic Office	ornwc
Coordinator	ornwc_cod
Equipment & Supply	ornwc_es
Overhead	ornwc_o
Crew	ornwc_c
Aircraft	ornwc_a
Intelligence	ornwc_I
.Mob	ornwcmob

NOTE: No _ or . in this profile.

DISPATCH MESSAGING SYSTEM OVERVIEW

DMS GLOBAL MAIL GROUPS

The DMS server currently has several global mail groups available for anyone's use. Mail group naming follows the unit identifiers in the Unit Identifiers book (NFES 2080).

Mail Groups may be accessed through Messenger by doing a name search in the *DMS Directory Server* for **Mail Group**. This will bring up all the available groups.

Global Mail Groups

GACC	The eleven GACCs and NICC. (The GACCs that are not currently using DMS, have had DMS profiles set up that have been automatically forwarded to their regular dispatch mail systems.)
GACC_I	The Intelligence profiles of the eleven GACCs and NICC.
ACC - Alaska ONC - Northern CA OSC - Southern CA EAC - Eastern Area EBC - Eastern Great Basin WBC - Western Great Basin NRC - Northern Rockies NWC - Northwest Area RMC - Rocky Mountain SAC - Southern Area SWC - Southwest Area	All the units within the specified GACC. (The mailing group name is the three-letter identifier only.)

DISPATCH MESSAGING SYSTEM OVERVIEW

CAUTION

BOOKMARKS

If you already have a copy of Netscape Communicator or Navigator installed on your computer, loading a new or different version may **write over** your bookmarks and replace them with the generic bookmarks that come with Communicator. To rectify this, save your current bookmark file to a disc so you can download them back into your bookmark file when you're done updating Communicator.

To save your bookmarks:

To find your bookmarks click on the *Start* button in the lower left of your Windows screen and follow the directions below:

- Arrow up to *Find*.
- Click on *File and Folders*.
- In the *Named* box enter **bookmark**.
(Make sure the drive in the *Look in* box is where your bookmarks are filed. If you are not sure where they are you can run a *Find* on each drive to find them.)
- Click on *Find Now*.
- Several *bookmark.htm* files should come up.
- Highlight the file folder that contains your name as the user.
- Write down the name of this file, you will need it later.
- Click on *File* and drop down to *Send To* (Make sure there is a floppy in the disc drive).
- Select *3½ Floppy (A)* and you will see the file being saved to the floppy disc.
- Exit the *Find* box.

After installing the new version of Communicator:

- Check and see if your bookmark file survived. You can do this by opening Communicator and checking if your bookmarks are there.
- If they are gone, follow the path name you wrote down earlier to locate the bookmark files on your hard drive.
- Open the A drive with the floppy disc containing your saved bookmarks.
- Drag and drop the bookmark file from the floppy to the drive and location that contains the bookmarks.
- Close out of everything and you're done.

WEB TERM

Setting up Communicator 4.51 as your default browser for access to WebTerm may invalidate WebTerm keystrokes. There doesn't seem to be a problem with later versions of Communicator.

<p style="text-align: center;">DMS INSTALLATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER</p>

NETSCAPE COMMUNICATOR/MESSENGER SETUP INSTRUCTIONS

Note: To be fully operational you will need to **complete all the setup instructions**, no fair skipping.

You can load Communicator on your machine one of two ways. By downloading the most current version from the Internet, or by installing from a CD.

A. DOWNLOADING NETSCAPE COMMUNICATOR/MESSENGER SOFTWARE FROM THE INTERNET

The most current version of Netscape Communicator is available from the Internet.

Note: Because of the FS configuration of Communicator, if you are configuring a FS machine with Messenger it is highly recommended that you uninstall the version of Communicator that came with the computer and install the web version.

Using any Internet Browser.

1. Go to the Internet site:
<http://home.netscape.com/computing/download/index.html?cp=cindepdr>
2. At the **Full Download of Communicator (the most current version)** click on your PCs operating system.
3. Click **Download**.
4. Save to the directory listed (write down the location).
5. Click **Save**.
6. After the download has been saved, close all open windows.
7. Go to **Windows Explorer** and find the location of the file called sd_cc32e461en.exe. (461 refers to version 4.61 so this number changes as the versions change.)
8. Double click on the file name.
9. This could take 1-2 hours depending on your system.

DMS INSTALLATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER
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B. INSTALLING NETSCAPE COMMUNICATOR/MESSENGER FROM A CD

1. Click on the *My Computer* icon then choose:
Control Panel>Add/Remove Programs>Install/Uninstall Programs>Install>OK.
2. Insert the Netscape Communicator CD and click **Next**.
The computer looks for a 3 $\frac{1}{2}$ inch floppy and won't find it.
3. At the *Run Installation-Program* window, the prompt *Command line for installation program* appears. Leave it blank and choose **Browse**.
 - a. In the *Browse* drop down menu select your CD-ROM drive
Double click on:
Windows folder>Set Up>Win32>Setup>Setup.exe>Finish
4. At *Netscape Communicator Setup* select **Next**.
5. At *Software License Agreement* select **Yes**.
6. At *Setup Type* select **Typical>Next**
7. At *Question* screen select **Yes**.
8. At *Netscape Desktop Preferences Options* select your own preferences.
Note: If you have a browser **un-click** all options. If you are unsure ask your systems person. Select **Next**.
9. In the *Select Program Folder* window, **Netscape Communicator** should be in the *Program Folder* box. (If not, delete what is there and type Netscape Communicator.) Select **Next**.
10. At *Start Copying Files* select **Install**.
11. After the install is complete, you have the option to view the *Read Me* file. (This is a general information file concerning Netscape Communicator.) Choose **Yes** or **No**.
12. At the *Information* screen select **OK**.
13. You will be prompted to restart your computer. Select **OK**. (You will need to reboot for Netscape Communicator to become operational.)

<p style="text-align: center;">DMS INSTALLATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER</p>

C. PUTTING A NETSCAPE MESSENGER ICON ON YOUR DESKTOP

This enables you to start Messenger by double clicking on the icon.

1. Click **Start** at the bottom left of your task bar.
2. Select **Find.>Files or Folders**.
3. At the *Name & Location* tab, in the *Named* box, enter **Netscape Communicator**.
4. At the *Look in* box, enter the drive where Netscape Communicator is loaded.
 - a. Click **Find Now**.
 - b. Double click the *Netscape Communicator* file with the file type *File Folder*. The Netscape Communicator window will pop up.
 - c. Drag and drop the **Netscape Messenger** icon to your desktop. The Messenger icon should be displayed on your screen.

OK, Communicator and Messenger should now be on your computer, but you still need to configure Netscape Messenger so it can locate the DMS server.

<p style="text-align: center;">DMS CONFIGURATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)</p>

CONFIGURING NETSCAPE MESSENGER TO THE DMS (GENERIC INSTRUCTIONS)

Note: These step-by-step instructions may vary depending on the agency system you are using. The information remains the same, but the order in which you see the screens may vary.

Note: Throughout these instructions you will be asked to enter a username and password. This will **always** be the username and password for the DMS profile you are setting up, not your agency profile names.

Note: The DMS profile information you enter is stored on the computer, not the server. Each profile you want to access has to be independently loaded on each computer. For example, if you want to access your overhead, aircraft, and intelligence from two different computers, you will have to configure each profile on that computer.

Note: You must be in Messenger to set up a DMS profile.

A. SETTING UP A DMS PROFILE IN NETSCAPE MESSENGER

Open Messenger **one** of three ways:

The First Way:

Click **Start** at the bottom left of your screen and select in sequence:

- (1) **Programs**
- (2) **Netscape Communicator**
- (3) **Netscape Messenger**

The Second Way:

Open Communicator.

- (1) From the top tool bar, choose **Communicator**.
- (2) From the drop down menu choose **Messenger**.

The Third Way:

Click on the **Messenger** desktop icon.

Once in Messenger you may be asked, "Do you want to make Netscape Messenger your default application for Windows?" Select Yes or No.

DMS CONFIGURATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)
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In Messenger:

1. At the *Netscape Communications Services - Inbox - Netscape Folder* window (the *Messenger* window) click on **Edit** from tool bar.
2. Select **Preferences**.
3. Under *Mail & Newsgroups*:
 - a. Click on **Identity** on the directory tree:
 - (1) Input **your profile name** (it may already be entered).
Example: oreic is the profile name for the Eugene Interagency Communication Center.
 - (2) Input your **e-mail user name** (e-mail address).
Example: oreic@[dms.nwcg.gov](mailto:oreic@dms.nwcg.gov)
 - (3) Leave the other options on this screen blank.
 - b. Click on **Mail Servers** on the directory tree:
 - (1) The *Incoming Mail Servers* should have **dms.nwcg.gov** as the default.
(If not, delete what is there, select **Add** and enter **dms.nwcg.gov**)
 - (2) In the *Incoming Mail Servers* box, click on **Edit**. Under the *General* tab:
 - (a) *Server Type* should be **IMAP** Server. If not, click on the drop down arrow and select **IMAP**.
 - (b) *User Name* should be your profile name. If not, delete what is there and enter your user name. (example: oreic_o is the Eugene Interagency Communication Center overhead profile.)
 - (c) In the *Check for mail every __minutes*, enter **1**. Put a [in the box at the left. Click on **OK** to return to the *Preferences* and *Mail Servers* screen.
 - (3) In *Outgoing Mail [SMTP] Server* **dms.nwcg.gov** should be the default.
(If not, delete what is there and enter *dms.nwcg.gov*)
 - (4) At *Outgoing Mail Server User Name* **your profile name** should be the default. (If not, delete what is there and enter your user name. Example: ornwc)
 - (5) At Use Secure Socket Layer SSL or TLS for outgoing messages, select **Never**.

**DMS CONFIGURATION INSTRUCTIONS
FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)**

Select **OK** to return to the *Messenger Inbox* screen.

B. ADDRESS DIRECTORY SETUP

This setup will enable you to use the DMS address book.

Note: You **must** be logged onto Messenger to set up Address directories.

1. Select **Communicator** on the title bar.
2. Select **Address Book>File>New Directory**.
3. On the *General Tab* enter the following:
 - a. *Description* - **dms.directory server**
 - b. *LDAP Server* - **dms.nwcg.gov**
 - c. *Search root* - **o=nwcg.gov** (That's the small letter "o", not a zero.)
 - d. The *Port Number* should be **389**.
 - e. At *Don't show more than 100 results*, delete 100 and type **5000**.
(This enables you to see up to 5000 addresses in the address book.)
 - f. Select **OK**.
 - g. Select **Edit>Preferences**.
 - h. From the *Directory Tree* select **Addressing**.
 - i. Place a [in the *Address Book* box.
 - j. Place a [in the *Directory Server* box.
 - k. Select **OK**.

The *dms.directory server* appears in the directory tree. Close the *Address Book* setup window to return to the *Messenger* window.

DMS CONFIGURATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)
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C. TO DISPLAY A USERNAME IN THE INBOX

Note: You must be logged into Messenger to create a new folder.

Messenger does not automatically display the name of the profile being used. For an on-screen display of the profile in use, create a folder and label it with the profile name.

1. In the *Messenger Inbox* screen under *Name* (upper left), highlight **dms.nwcg.gov** (There may be a time lag; be patient).
2. From the *Tool Bar* click **File>New Folder**.
 - a. Under *Name*:
 - 1) Enter your **profile name**. Example: ornwc
 - 2) Click **OK**.
 - 3) On the left of the screen under *Name/dms.nwcg.gov* a very small folder appears with the profile name you have entered.

D. SAVING MAIL

You initially want all your messages saved on the DMS server. This is automatic when you set the default to save mail on the DMS server. All the messages you receive, send, delete, or save in individual folders in DMS, will be saved on the DMS server. These messages are deleted from the server and archived when they are 30 days old. The archive period is consistent with the national standard (currently seven years). You can retrieve archived messages by calling the ROSS help desk

Messages you want to reference often, edit, or have easy access to should be saved on your local hard drive. They will still be archived from the DMS server, but you will also have a local copy to work with.

1. Saving Mail on the DMS Server

A. In Messenger, click on **Edit>Preferences>Copies and Folders** :

1. The *When sending a mail message, automatically* box should read *Place a copy in folder 'Sent' on 'dms.nwcg.gov'* (If not, proceed to step b. If so, go to *Deleting Messages*.)

<p style="text-align: center;">DMS CONFIGURATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)</p>

2. Select **Choose Folder**.

- a. At *Folder "Sent" on*, click the drop down menu and choose **dms.nwcg.gov**
- b. The *Folder "Sent" on* button should be on.
- c. Click **OK** to return to the *Copies and Folders* screen.

3. Click **OK** to exit the *Preferences* box and return to the main *Messenger Inbox*.

2. Saving Mail to Your Local Hard Drive

Note: Directions for saving a message differ depending on whether it is the body of an E-mail (a .mob for instance) or an attachment. No matter how you save a message, it is necessary to select the *location* to save the message, and give it a *file name*.

A. Save the body of a message to a local hard drive

1. In the index window (where it shows subject, date, etc.) highlight the message to be saved. From the top tool bar choose **File>Save As>File**.

B. To save an attachment to a local hard drive:

1. Click on the attachment. A screen opens asking if you want to *Open it or Save it to a disk*. Click on **Save it to a disk** and then **OK**.

E. DELETING MESSAGES

This enables you to customize how messages are deleted in DMS.

1. In Messenger click on **Edit>Preferences**.

- a. In *Mail & Newsgroups* choose **Mail Servers>Edit** and the **IMAP** tab.
- c. Under *When I delete a message*: click on the box next to the option of your choice.
- d. Click **OK**.

2. In *Preferences* click **OK** to return to the main Messenger Inbox.

DMS CONFIGURATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)
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F. CHANGING PASSWORDS

Note: If you are denied access to the below DMS site, and you have more than one profile loaded on a single computer, the profile proxies may have to be set. Refer to the *Setting Proxies for Each Profile* section of this document.

There are two ways to access the *DMS Services for Users* web site. Choose one of the following ways, and then follow the instructions for changing your password or forwarding your mail.

The first way to get to the *Services for Users* web site:

1. From the Netscape Messenger tool bar choose *Communicator>Server Tools>Mail Accounts*. This takes you to the Username and Password screen.
2. Enter the username and password of the profile you want to change the password on. Click on Enter.
3. In the *Account User* screen click on *Password* to enter the password screen, and follow the instructions on the screen.
4. When you are done, click on *Change Password* to save the change. Confirmation that your password has been changed will come up at the top of the screen.

The second way to get to the *Services for Users* web site:

1. Using a web browser (i.e. Netscape Communicator, Internet Explorer etc.) go to the *Services for users* site at <http://dms.nwcg.gov:22740>
2. Once in the *Services for Users* web page you will be ask for your user name and password. Enter the user name and password of the profile for which you want to change the password.
3. Click on *Password* to enter the Password screen, and follow the instructions on the screen.
4. When you are done, click on *Change Password* to save the change. Confirmation that your password has been changed will come up at the top of the screen.

If you want to forward mail, stay at this site and go to the next step. Otherwise, close out this screen and you will be able to log onto the profile using the new password.

DMS CONFIGURATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)
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G. FORWARDING E-MAIL ON DMS

You may forward mail from DMS to any other DMS profile or e-mail system

Go to the *Services for Users* web site the same way as described in "Changing Passwords". Once you have logged on with the user name and password of the profile you wish to forward:

1. Click on *Deliver Options*. The current settings for the profile you have logged into will come up.
 - a. At *Deliver incoming messages to these mailboxes* there are two options, *Your POP3/IMAP4 mailbox* and *Your Unix mailbox*. Ignore the Unix mailbox. **Do not put a check in the Unix mailbox.**
 - b. At the *POP3/IMAP*:
 - If you want copies of the messages being forwarded to be dropped off in the inbox it is being forwarded from, as well as a copy in the inbox it is being forwarded to, check the POP3/IMAP mailbox.
 - If you want only a copy to appear in the mailbox the message is being forwarded to, do not check the POP3/IMAP mailbox.
 - c. In *Forward a copy of your messages to*, enter the **e-mail address to forward mail to**. Example: **nvwgb@dms.nwcg.gov**
 - e. Click on **Save Options**. Confirmation that the change has been made will come up at the top of the screen

H. To Unforward E-mail on DMS

To unforward a profile, go to the same *Services for Users* Internet site where you forwarded you mail. Once you have logged on with the user name and password of the profile you wish to forward:

1. Click on *Deliver Options*. The current settings for the profile you have logged into will come up.
 - a. In the *Mail Delivery* section click on the box next to *Your POP3/IMAP mailbox*.
 - b. Under *Forward a copy of your messages to* delete any address that is there. Be sure there are no invisible spaces in the box. (Try to arrow down. If you can, back space until the cursor is at the upper left of the box).
 - c. Click on **Save Options**. (If you get a message that says enter a valid address, it means there is a hidden space some where in the *Forward a copy of your messages to* box). Confirmation that changes to your profile have been saved will come up at the top of the screen.
 - d. Close this window to exit the web site.

DMS CONFIGURATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)
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I. CREATING MULTIPLE PROFILES ON THE SAME COMPUTER

Note: When you have more than one profile on a computer the following things will happen:

- The first profile you set up will become the default profile, and all profiles after that will be dependant profiles.
- Messages sent from profiles other than the default profile will be stamped with the default profile name. (There is a way to display a name card on messages. See Displaying Name Cards, Section XB below).
- Replies to messages sent from dependant profiles will go to the default profile inbox.
- The preferences (how to delete a message, how often to check the mail, etc) set in the default profile may be inflicted on the dependent profiles.

Note: When accessing Netscape Communicator or Messenger on a computer with multiple DMS profiles, you may be asked to specify the profile you want to open.

You can create multiple inboxes on the same computer and view them from a single inbox. If you already use Messenger as e-mail in your office, check with your systems people before configuring for the DMS. Follow these instructions for each additional profile you want to set up.

1. At the main *Messenger Inbox* screen, click on **Edit >Preferences>Mail Servers**. If you only have one DMS profile setup on your computer, the *Incoming Mail Server* box should only have *dms.nwcg.gov (default)* in it.
2. In the *Incoming Mail Server* box click on **Add**.
 - a. Under *Server Name*, type in the address of the profile you want to set up.
(Example: *nmswc_o@dms.nwcg.gov*)
 - b. Under *User Name* type in just the profile name of the profile you are setting up.
(Example: *nmswc_o*)
 - c. In the *Check for mail every__minutes* box, enter 1. Make sure the box to the left is checked.
 - d. Click **OK**.
3. At the *Preferences Box* click **OK** to return to the main Messenger window.
4. Back in Messenger, the new profile will show up on the left in the Profile Name.
5. To open an *Inbox*, click on the inbox name and enter the password.

<p style="text-align: center;">DMS CONFIGURATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)</p>

J. CREATING PERSONAL NAME CARDS

This will create a name card that will be displayed in the body of each message you send. This helps if you are using multiple profiles and as described in the Multiple Profile section of these instructions.

1. While *in Netscape Messenger* choose the following:
Edit>Preferences>Identity
2. On the left of the screen at the bottom click on
Attach my personal card to messages (as a vcard)
3. You will be prompted to create a card. Click on create a card.
4. The information card will come up. Fill out all or some of the information on the card. What ever you fill out will show up on in the messages.
5. Click OK to go back to the Preferences Screen.
6. Click OK to go back to the main Messenger screen.

<p style="text-align: center;">DMS CONFIGURATION INSTRUCTIONS FOR NETSCAPE COMMUNICATOR/MESSENGER (Generic Instructions)</p>

K. SETTING PROXIES FOR EACH PROFILE

Note: Some systems require the proxies to be set for each profile. If you are unable to access one of the multiple profiles, you may need to set the proxies.

Before setting proxies, you have to reboot your computer after setting up a new profile. There are some proxy settings you may have to get from your systems administrator.

1. While in *Netscape Messenger* choose the following:
Edit>Preferences>Advanced>Proxies.
2. Click the **Manual Proxy Configuration** button and Choose *View*.
 - a. At *HTTP*:
 - (1) Enter the **proxy server** for your area.
 - (2) Enter a **port number**.
 - b. At *Security*:
 - (1) Enter the **proxy server** for your area.
 - (2) Enter a **port number**.
 - c. At *Exceptions* under *Don't use proxy servers for domains beginning with*, enter what is **appropriate for your area**.
 - d. Click **OK** to return to the Preferences box.
3. At the *Preferences* box click **OK** to return to the main Messenger Inbox.

That is it. You are done. If you have completed all of these set up instructions, you should be ready to use Messenger.

APPENDIX A GLOSSARY

The following definitions (and many more) can be found on the web at www.whatis.com.

BROWSER

A browser is an application program that provides a way to look at and interact with all the information on the World Wide Web. Technically, a Web browser is a client program that uses the Hypertext Transfer Protocol (HTTP) to make requests of Web servers throughout the Internet on behalf of the browser user.

Dispatch Messaging System (DMS)

The e-mail system developed for the dispatch community to expedite the mailing of mission critical information between dispatch offices and caches. (Not to be confused with Netscape Messenger)

DNS

The domain name system (DNS) is the way that Internet domain names are located and translated into IP (Internet Protocol) addresses. A domain name is a meaningful and easy-to-remember "handle" for an Internet address.

GEEK

In computers and the Internet, a geek is a person who is inordinately dedicated to and involved with technology to the point of sometimes not appearing to be normal. (Historically, a geek was a circus person whose role in the sideshow was to swallow swords or perform other bizarre feats.)

IMAP (Internet Message Access Protocol)

IMAP (Internet Message Access Protocol) is a standard protocol for accessing e-mail from your local server. IMAP (the latest version is IMAP4) is a client/server protocol in which e-mail is received and held for you by your Internet server. You can view just the heading and the sender of the letter and then decide whether to download the mail. IMAP requires continual access to the server during the time that you are working with your mail.

IP ADDRESS

An IP address is a 32-bit number that identifies each sender or receiver of information that is sent in packets across the Internet. When you request a HTML page or send e-mail, the Internet Protocol part of TCP/IP includes your IP address in the message and sends it to the IP address or the e-mail address you're sending a note to. At the other end, the recipient can see the IP address of the Web page requestor or the e-mail sender and can respond by sending another message using the IP address it received.

APPENDIX A GLOSSARY

LAN (local area network)

A LAN is a network of interconnected workstations sharing the resources of a single processor or server within a relatively small geographic area. Usually, the server has applications and data storage that are shared in common by multiple workstation users. A local area network may serve as few as four or five users or up to several thousand.

The main LAN technologies are:

- Ethernet
- Token ring
- ARCNET
- FDDI (Fiber Distributed Data Interface)

Typically, a suite of application programs can be kept on the LAN server. Users who need an application frequently can download it once and then run it from their local hard disk. Users can order printing and other services as needed through applications run on the LAN server. A user can share files with others at the LAN server.

LDAP

LDAP (Lightweight Directory Access Protocol) is a software protocol for enabling anyone to locate organizations, individuals, and other resources such as files and devices in a network, whether on the Internet or on a corporate Intranet.

NETSCAPE MESSENGER

The off-the-shelf e-mail carrier chosen to be supported by the ROSS group in the use of the DMS. Netscape Messenger is part of the Netscape Communicator suite.

PROXY SERVER

A proxy server receives a request for an Internet service (such as a Web page request) from a user. If it passes filtering requirements, the proxy server, assuming it is also a cache server, looks in its local cache of previously downloaded Web pages. If it finds the page, it returns it to the user without needing to forward the request to the Internet. If the page is not in the cache, the proxy server, acting as a client on behalf of the user, uses one of its own IP addresses to request the page from the server out on the Internet. When the page is returned, the proxy server relates it to the original request and forwards it on to the user.

To the user, the proxy server is invisible; all Internet requests and returned responses appear to be dealing directly with the addressed Internet server. (The proxy is not quite invisible; its IP address has to be specified as a configuration option to the browser or other protocol program.)

APPENDIX A GLOSSARY

SERVER

In general, a server is a computer program housed in a computer that provides services to other computer programs in the same or other computers. The server awaits and fulfills requests from other client programs.

Specific to the Web, a Web server is the computer program (housed in a computer) that serves requested HTML pages or files. A Web client is the requesting program associated with the user. The Web browser in your computer is a client that requests HTML files from Web servers.

POP3 (Post Office Protocol 3)

POP3 is the most recent version of a standard protocol for receiving e-mail. POP3 is a client-server protocol in which e-mail is received and held for you by your Internet server. Periodically, you check your mailbox on the server and download any mail.

NOTE: POP and IMAP deal with the receiving of e-mail from your local server and are not to be confused with Simple Mail Transfer Protocol (SMTP), a protocol for transferring e-mail between points on the Internet. You send e-mail with SMTP and a mail handler receives it on your recipient's behalf. Then the mail is read using POP or IMAP. An e-mail message deleted locally is still on the server. E-mail can be kept and searched for on the server.

PORT

Ports are designated pathways to and from specific servers. Some ports have preassigned numbers. These are known as "well-known ports" that have been assigned by the Internet Assigned Numbers Authority (IANA). Other application processes are given port numbers dynamically for each connection. When a service (server program) initially is started, it is said to bind to its designated port number. As any client program wants to use that server, it also must request to bind to the designated port number.

APPENDIX B

NETSCAPE MESSENGER BASIC HELP GUIDE

You can find this and more help information from the Help menu in Netscape Messenger.

A. New Mail Notification

1. The Inbox icon on the component bar notifies you when you have new messages. Netscape Messenger checks your server periodically using the settings in the Mail Servers Preferences panel. After Messenger finds new messages, the Inbox icon displays a green arrow. A yellow arrow indicates that Messenger has not checked for messages yet (generally when you first launch Communicator). You can also set Messenger to play a sound when it receives new messages (Windows and Mac OS only).
2. To set up sound when messages arrive you must be in Netscape messenger:
 - Select **Edit**.
 - Click **Preferences**.
 - Under the **Mail & Newsgroups** heading, check *Play Sound when message Arrives*.

Make sure your speakers are on. If they don't work, check the following:

- Start**.
- Settings**.
- Control Panel**.
- Sounds**.
- Under *Events*, scroll down to *New Mail Notification* and highlight.
- Under *Sound*, scroll until you find a sound you like.
- Click **OK**.

B. Getting Messages

Messenger automatically downloads new messages to your Inbox if you've set it to check for messages at timed intervals, you can retrieve them manually at any time.

1. To get new messages, click on *Get Msg* from the Messenger window toolbar.

C. Printing Messages

You can print any message from a window in which it is displayed, including messages composed in the HTML composition window. In Windows, you can print multiple messages at a time.

1. Printing Messages
 - a. To **print** a displayed message:
 - Click on **Print**. If you are in a composition window, open the *File* menu and choose **Print**.
 - b. To set up the page layout for printing:
 - Choose **Page Setup** from the *File* menu.
 - c. To preview how the page will look:
 - Choose **Print Preview** from the *File* menu.
 - d. To **print multiple messages**:

APPENDIX B

NETSCAPE MESSENGER BASIC HELP GUIDE

Highlight top message to print; hold down **shift** and **control**; highlight bottom message to print; choose **print**.

D. Forwarding a Message

When you forward a message, you can specify how to place any new text relative to the original text: in line, as an attachment, or quoted.

1. To forward a message:
Click and hold Forward and make a selection (Windows and Mac OS only).
2. To set the default for forwarding:
From the **Edit** menu, choose **Preferences** and then select **Messages** from the *Mail & Newsgroups* category.

E. Composing Mail and Messages

1. To open a composition window to address, compose, and send a new message or reply:
For a new message, while in *Netscape Messenger*, select **New Message** from the tool bar.
To Forward, Reply or Reply All, while displaying a message, click **Forward, Reply** or **Reply All** on the toolbar.

F. Using the Message Composition Window

Use the message composition window to address, compose, and send e-mail messages. First specify whether you want to compose messages in plain text or HTML in the Formatting Preferences Panel of the Mail & Newsgroups Preferences dialog box (choose **Preferences** from the *Edit* menu).

1. The message composition windows tool bar contains the following:
 - Send: Send a completed message.
 - Quote: Include the text of a message you're replying to.
 - Address: Search for and select names in your address books or directories.
 - Attach: Attach a file, web page, or address card to a message.
 - Options: Set additional message sending options.
 - Spelling: Check the spelling of the new message.
 - Save: Save the message as a draft, template, or file.
 - Print: Print the contents of the message composition window (Windows only).
 - Security: Display the security information and status for the message.
 - Stop: Cancel sending the message.
2. Tabs at the left of the address name fields:
 - Address List tab: Select to create or edit the recipient list.

APPENDIX B

NETSCAPE MESSENGER BASIC HELP GUIDE

- Attachments List tab: Drag a file to this paper clip icon to attach the file to outgoing message.
- Message Options tab: Select to request a return receipt, prevent encryption, prevent attachment of your digital signature, and designate the default character set labeling (Uuencode or MIME).

Tip: You can also display this panel by clicking Options on the toolbar.

G. To Use an Address Book in Netscape Messenger

There are two ways to use the DMS address book in Messenger:

1. Log onto Netscape Messenger:
 - Click on the *New Message* (place the cursor in the "to" box).
 - Type in the state id or the first name of the dispatch office.
 - Select **Enter**.
 - If the correct name comes up:
 - Select **Enter**, and type in or select the 2nd address (if needed). (If you receive "multiple matches found" click **Enter**, and select the appropriate address.)
 - Move to the subject line and compose the message.

2. Log onto Netscape Messenger:
 - Click on *New Message*.
 - Click on **Address** and the *Select Address* box pops up.
 - In the *Directory* box, click on **dms directory server**.
 - Click on the **Search For** box.
 - The *Advance Search* box pops up.
 - Choose one of the buttons to indicate how you want your search (Match the entire search or just a portion).
 - Click on the arrow of the first drop down menu, and choose how you want to search. (By name, by e-mail address, phone etc.)
 - Click on the second drop down menu and make your choice.
 - In the third drop down menu, enter the information you are searching for.
 - Click **Search**.

Remember, the narrower you make your search the fewer addresses will show up.

H. Creating a Mailing List in Netscape Messenger

If you regularly send messages to a group of recipients, you can quickly address a message by creating and naming a mailing list. To create a mailing list and add it to your address book:

1. Log onto Netscape Messenger:
 - Click on **Communicator**.
 - Click on **Address Book**.
 - In the *Address Book* window, click **New List**.

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NETSCAPE MESSENGER BASIC HELP GUIDE

-Enter the following information in the *Mailing List* dialog box:

- List name: When you use this name as an address, everyone on the list receives the message.
- List nickname: Alias for the list name.
- Description: appears after the last name in the address line of the composition window.

-Drag entries from the *Address Book* window into the list, or type in addresses.

-Click **OK**.

2. To remove a member from the list:

-Select the member's entry and click **Remove**.

I. Addressing a Message

1. To address an e-mail message:

-Type the name in the address field, or type the first few letters of the recipient's name and wait for messenger to complete the address. You can also type the name and immediately press enter to have Messenger try to complete the address.

-If multiple addresses are found, press enter, select the address you want, and click **OK**.

Note: Use a comma to separate multiple addresses in the same field. Do not use a comma to separate first or last names.

-If necessary, click **To: @** to select a different recipient type:

To = primary recipients of your message.

Cc = carbon copy, for secondary recipients.

Bcc = blind carbon copy, for secondary recipients not identified to the other recipients, including those in the cc list.

J. Replying to a Message

1. To reply to a message:

-Click **Reply** to respond to the sender alone.

-Click **Reply All** to respond to all addressees in the message.

2. To automatically include the text of a message to which you are replying:

-In the composition window, click **Quote**.

3. To automatically include the original message each time you reply:

-Choose **Preferences** from the *Edit* menu, and then select **Messages** from the *Mail & Newsgroups* category.

K. Forwarding a Message

When you forward a message, you can specify how to place new text relative to the original text: in line, as an attachment, or quoted.

1. To forward a message:

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NETSCAPE MESSENGER BASIC HELP GUIDE

- Click and hold forward and make a selection (Windows and Mac OS only).
- 2. To set the default for forwarding:
 - From the *Edit* menu, choose **Preferences** and then select **Messages** from the *Mail & Newsgroups* category.

L. Filing Messages

1. Select the message, click **File**, and then choose the destination folder.

M. Using Attachments

Attaching a file, web page:

1. To attach a file to an outgoing e-mail message:
 - In the message composition window, click and hold **Attach** and then choose **File**.
 - Select the file you want to attach and click **Open**. The file appears in the attachments list.
2. To attach a web page to an outgoing e-mail message:
 - In the composition window, click and hold **Attach** and choose web page.
 - In the dialog box displayed, select the file you want to attach and click **Open**.
 - Click **OK**. (On Mac OS or Unix, click attach.) The icon and title of the web page you have attached will appear in the attachments list.

N. Viewing and Opening Attachments

To view image and web page attachments on line (displayed in the body of the message):

1. While displaying a message with links, open the view menu and choose view attachments in line. (This menu item toggles with view attachments as links.)
2. To view image and web page attachments as links:
 - While displaying a message with attachments in line, open the view menu and choose view attachments as links.
 - Note:** If you use IMAP mail servers, and you select "view attachments as links," all attachments remain on the server until you download or open the attachment (click the link).
3. To view attachments as icons:
 - Click the paper clip icon at the top of a message header.
4. To open an attachment's link or icon:
 - Click the attachment's link in the message, or double click its icon in the attachment pane.
 - Image and web page attachments open in a navigator window. When you open a file attachment, messenger asks you to choose whether to open the attachment in its native application (such as a word processing program) or save the attachment to your computer.

APPENDIX C OUTLOOK EXPRESS INSTRUCTIONS
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A. Setup in MS Outlook Express

1. Click on the **MS Outlook Express** icon if you have one.
2. If you have no icon then:
 - Click **Start** button.
 - Select **Find**.
 - Select **Files or Folders**.
 - Input **Outlook Express**.
 - Click on **Find Now**.
 - After it stops searching, double click on **Outlook Express**.Outlook Express will start up.

B. From MS Outlook Express Window

1. In the Outlook Express window:
 - Select **Tools** from the menu bar.
 - Select **Accounts**.
 - Click on **Add** button.
 - Click on **Mail**.
 - Input **Display** name. Example: Eugene Interagency Communications Center
 - Click on **Next**.
 - Input **E-mail** address. Example: oreic@dms.nwcg.gov
 - Click on **Next**.
 - Input **Server** type. Example: IMAP
 - Input **Incoming** and **Outgoing Server** name. For both: dms.nwcg.gov
 - Click on **Next**.
 - Input **IMAP account** name. Example: oreic
 - Select **Log on Using**
 - DO NOT enter a **Password**. (Leave Blank.)
 - Click on **Next**.
 - Input **Friendly Name**. Example: Eugene Dispatch
 - Click on **Next**.
 - Select **Connect using a LAN** type.
 - Click on **Next**.
 - Select **No** for downloading folders.
 - Click on **Finished** when done.
 - Close the Accounts window
 - Click on **Tools** from the toolbar menu.
 - Click on **Options**.
 - With the **General** tab selected choose your options for the general settings.
 - Click on the **Send** tab.
 - Under *Mail sending Format* click on **Plain Text**.
 - Select any other options you wish using the tabs for other settings.
 - Click on **OK** when finished.

APPENDIX C OUTLOOK EXPRESS INSTRUCTIONS
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C. Address Directory Set Up

- Select Tools from the menu bar.
- Select Accounts.
- Select the **Directory** Tab
- Click on **Add** button
- Click on **Directory** Service
- Internet Directory (LDAP Server) **dms.nwcg.gov**
- Click on **Next**
- Click on **Yes**
- Click on **Next**
- Internet Directory Service name **DMS Directory**
- Click on **Next**
- Click on **Finished** when done
- Click on the **DMS Directory**
- Click on **Properties**
- Select the **Advanced** Tab
- Change Maximum Number of Entries to **5000**
- Enter in Search Base **o=nwcg.gov** with the letter “o” and not zero
- Click on **Apply**
- Click on **OK**
- Close the Account window

To Use the Address Book

- Click on the **Address Book** icon
- Click on the **Find** Icon
- Look In **DMS Directory**
- Enter data, such as **ornwc**
- Click **Find Now**

D. To Send an E-Mail Message

1. Sending e-mail messages
 - On the toolbar, click the **Compose Message** button.
 - In the **To, CC and BCC** boxes, type the e-mail name of each recipient.
 - In the **Subject** box, type a message title.
 - Type your message and then click the **Send** button on the toolbar.
2. To use a mail account other than your default account, click on the **File** menu, **Send Message Using**, and then click the account you want.

point to

E. To Insert a File Attachment to a Message

1. Inserting a file attachment
 - Click the **Insert** menu.
 - Click **File Attachment**
 - Double-click the file you want to send.

APPENDIX C OUTLOOK EXPRESS INSTRUCTIONS
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F. Setting Up Outlook Express to Check for New Messages

1. Checking for new messages set up
 - Click on **Tools** menu.
 - Click on **Accounts**.
 - Click on **Properties**.
 - On the **General** tab, make sure the option *Check for new messages in subscribed folders* is checked.
 - On the **Tools** menu, click on **Options**.
 - On the **General** tab, select the *Check for new messages every x minutes* box.
 - Specify how often you want Outlook Express to check for new messages.
 - To check for messages immediately, click the **Send and receive** button on the toolbar. Any messages in your Outbox are also sent.

G. To Read Your Messages

After Outlook express downloads your messages, or you click the **Send and Receive** button on the toolbar, you can read messages in a separate window or in the preview pane.

1. Click the **Inbox** on either the Outlook bar or the folder list.
2. To view the message in a separate window, double-click the message in the message list.
3. To view the message in the previous pane, click the message in the message list.
4. To view all the information about a message, such as when it was sent, click the **File** menu and then click **Properties**.

H. To View a File Attachment

1. Two ways to view a file attachment
 - At the bottom of the message window, double-click on the **File Attachment** icon.
 - or
 - In the *Preview* pane, click the **File Attachment** icon in the message header, and then click the file name.
2. To save a file attachment
 - Click the **File** menu.
 - Point to **Save Attachments**.
 - Click the file name.
 - To save the attachment from the previous pane, press and hold down the **CTRL** key while clicking the file name.

I. To Forward an E-mail Message

1. Forwarding e-mail messages
 - Open or select the message you want to forward.
 - On the toolbar, click the **Forward Message** button, and then type the e-mail name for each recipient.
 - Type your message, and then click the **Send** button on the toolbar.

APPENDIX C OUTLOOK EXPRESS INSTRUCTIONS
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J. To Move or Copy a Message to Another Folder

1. Moving or copying messages
 - In the message list, right-click the message you want to move or copy.
 - Click **Move To** or **Copy To** and then click the folder you want to move it to.

K. To Delete a Message

1. Deleting Messages
 - In the message list, click on the message.
 - On the toolbar, click the **Delete** button.
2. To restore a deleted message
 - Open the *Deleted Items* folder.
 - Copy the message to the Inbox or other folder.
3. If you don't want messages to be saved in the *Deleted Items* folder when you quit Outlook Express.
 - Click on the **Tools** menu.
 - Click **Options**.
 - On the *General* tab, select the box named **Empty messages from the Deleted Items** folder on exit.

APPENDIX D
DMS TROUBLE SHOOTING GUIDE

THE PROBLEM	POSSIBLE ERROR MESSAGE	POSSIBLE RESOLUTION
1. Unable to connect to the DMS server.	There is no response. The server could be down or is not responding. If you are unable to connect again later, contact the server's administrator.	-If more than one profile is configured on one machine, check that the proxies are set for each profile. -Make sure fire wall port #143 is open.
2. Unable to connect to the DMS server.	Mail box unavailable, this site may not be used as a relay agent.	Ensure the IP address of the computer is entered in the DNS.
3. Unable to connect to the LDAP server (the DMS address directory).	Failed to search the 'dms.directory server' due to LDAP error. 'No such object'. Failed to bind to 'dms.directory server' due to LDAP error 'Can't connect to the LDAP server'.	-Check settings in the directory server preferences. Look in: Communicator/Address Book/dms directory (double click on the directory for the preferences). -Make sure fire wall port #143 is open.
4. Unable to send a message (but able to receive a message).	Netscape is unable to locate the server. Please check the server name and try again.	Check the outgoing mail server name under Preferences/Mail and Newsgroup/Mail Servers.
5. Unable to receive a message (but able to send a message).	Netscape is unable to locate the server. Please check the server name and try again.	Check the incoming mail server name under Preferences/Mail and Newsgroup/Mail Servers.
6. Unable to locate an address in the DMS directory.	When a directory search is run on a profile name, no matches are found.	-Ensure address is correctly entered in the directory search box. -Enter only a few letters of the address to search a wider range of addresses. -Search on the name not the e-mail address.

APPENDIX D
DMS TROUBLE SHOOTING GUIDE

THE PROBLEM	POSSIBLE ERROR MESSAGE	POSSIBLE RESOLUTION
7. Bookmarks are missing after loading a new version of Communicator.	No error message here, just some frustration.	A new version of Communicator was loaded over old book marks wiping them out. No fix except to re-enter (unless you saved them to a disc).
8. Error message after entering one or two letters as a password.	An error occurred while connecting to the LDAP server (invalid credentials).	-Incorrect password. Exit the browser and try again. -If your password needs to be reset, it has to be done at NITC; call or e-mail the helpdesk for assistance.
9. While in the Profile Management internet site: Error message after changing a password and trying to click on Password again in the Server Account Information box.	An error occurred while connecting to the LDAP server (invalid credentials).	Exit and go back in again for new password to work.
10. Unable to access additional profiles on the same computer.		Proxies may have to be set for each profile.
11. Unable to access the internet site 22740.	Authorization Failed. Try again?	-Make sure password is correct. -Check validity of profile.
12. Relay errors.	Any type of error message regarding relays.	IP address may need to be entered into the DNS.

APPENDIX D
DMS TROUBLE SHOOTING GUIDE

THE PROBLEM	POSSIBLE ERROR MESSAGE	POSSIBLE RESOLUTION
13. Delay in time needed for messages to forward out of DMS to a FS system and vice versa.		Messages get hung up at the FS DC gateway. Only way to avoid this is to send directly from one DMS profile to another DMS profile.
14. Unable to access a profile.		<ul style="list-style-type: none"> -Check to see that profile is the same as was set up at NITC. -Make sure agency user name is nowhere in the DMS preferences. -Only DMS user profiles work. -Make sure caps lock is off. -Check for an underscore between profile name and function. -For the .mob profile, check for no spaces or periods.
15. Screen freezes up when you send mail.	No error message here, just some frustration.	Check that there are not two e-mail carriers running at the same time (i.e. Lotus Notes and Netscape Messenger, CC Mail and Netscape Messenger, Aplex and Lotus Notes).