

Most Recent FAQ's for SLMail Pro

Installation/Registration

Ensure that your server meets the following minimum requirements and configuration guidelines prior to installation of SLMail Pro.

- a) Pentium III or equivalent is required.
- b) At least 1 GB of space available on the hard drive that SLMail Pro will be installed on.
- c) At least 256 Mb of RAM is required.
- d) Color display & adapter; a minimum resolution of 800X600 pixels and at least 256 colors recommended, optimally 1024X768 pixels.
- e) Windows NT 4.0 SP 6a with latest Windows Updates, MDAC and Internet Information Server 4.0. or
- f) Windows 2000 SP1 or higher and Internet Information Server 5.0.
- g) If Microsoft SMTP is installed, it must be turned off and disabled in Windows Services.
- h) Hard drive must be formatted as NTFS.
- i) TCP/IP Stack (MS Winsock 2.0 or greater)
- j) Static TCP/IP Address
- k) Internet Explorer 6.0 recommended with cookies enabled
- l) Local Administrator rights to install SLMail Pro

Can I install SLMail Pro as an upgrade of my SLMail installation?

No, the current version of SLMail Pro will not install as an upgrade of previous versions of SLMail. Previous versions of SLMail must be uninstalled prior to installation of SLMail Pro. A Backup/Restore utility and instructions for migrating your users and other data from your SLMail to your new SLMail Pro is available at <http://www.seattlelab.com/products/slmailpro/Utilities.asp>

When I attempt to run the migration utility I receive the error Run-time error '-2147467238 (8000401a)':

The error message [Run-time error '-2147467238 (8000401a)': frmMain_Load(): Automation] error is caused by the COM+ application being associated to the incorrect identity. To resolve this problem you just need to change the identity.

- a) (Start->Settings->Control Panel-> Admin Tools-> Components Services)
- b) Double click on Computers -> My Computer -> COM+ Applications
- c) Right click on SLMailPro, Left Click on Properties, Click on Identity tab
- d) Change option to 'This User'. Browse to Administrator account for that machine and enter password. OK

- e) Right click on SLMailPro, Left click on SHUTDOWN
- f) Right Click on SLMailPro, Left click on START.

You will now be about to run the migration utility again with out the error.

How do I register my purchased version of SLMail Pro?

- a) Go to *Start -> Programs -> SLMail Pro Configuration*
- b) Once the configuration page is open, go to the *License Control* tab.
- c) If the Company Name is blank, enter in your company name.
- d) Click on *Register*
- e) Select Automatic Registration.
- f) In the field "Enter Certificate", enter in your certificate number that was provided when you purchased the product.
- g) Select *Register*
- h) You will receive a message "License key successfully registered" Select *OK*
- i) You will then be prompted to save the details of your license information. Select *Save Details*. Select the location you wish to save your license information to and select *Save*.
- j) You have now successfully registered SLMail Pro.

How do I register my demo version of SLMail Pro?

- a) Go to Start -> Programs -> SLMail Pro -> SLMail Pro Configuration
- b) Next, select the "License Control" Tab.
- c) Enter in your Company Name, and select "Register".
- d) Review the License Terms and accept if you wish to continue.
- e) Select "Manual Registration" leave the "Enter Certificate" field blank.
- f) In the "Enter Key" field, copy and paste the License Key that was provided with your download confirmation.
- g) Select "Register"
- h) Select "Save Details" Select the location that you would like your demo license details saved to and select "Save"
- i) SLMail Pro is now in a fully functional state for 4 weeks.

What do I do if I receive a socket error or connection time out when registering SLMail Pro?

A few of our customers that are behind firewalls are unable to automatically register SLMail Pro. If this happens to you, please contact Customer Support via email or Live Person Chat, and provide us with the following information:

- a) The certificate number that was issued to you at the time of purchase.
- b) The name of the company or individual that purchased the product.

- c) The hardware fingerprint. (This can be found on the License Control Page of the SLMail Pro configuration (Start -> Programs -> SLMail Pro -> SLMail Pro Configuration).)
- d) The exact message that you received when you try to register the product.

After you submit this information, we can then manually activate your license and provide you with a registration key.

Administration

How do I know what version and patch level of SLMail Pro I have installed?

Choose Start > Programs > SLMail Pro > SLMail Pro Internet Configuration, and log in. Once logged in, open Servers and then right click on your server. Left click on SLMail Pro version. You will see a screen with your build level and patch level.

I receive an Error 424 when I try to log into the SLMail Pro Internet Configuration page?

An Error 424 is caused by the user that is being associated in the SLMail Pro COM+ Application. To resolve the issue:

- a) Go to Start > Settings > Control Panel > Admin Tools > Components Services.
- b) Double click on Computers > My Computer > COM+ Applications.
- c) Right click on SLMailPro, Left Click on Properties, Click on Identity tab
- d) Change option to 'This User'. Browse to Local Administrator account for the server and enter password. Select OK
- e) Right click on SLMailPro, Left click on SHUTDOWN.
- f) Right Click on SLMailPro, Left click on START.

How do I change the default admin password and/or account in SLMail Pro?

To change the default admin password, log in to the SLMail Pro Internet Configuration. Right click on SLMail Installation at the top of the tree. You will then see an option for Administrator Privileges, left click on this and a new page will appear in the right side frame. You can change the default account/password and add or delete admin accounts on this page.

How do I keep my SLMail Pro server from being used as an open relay?

By default SLMail Pro is an open relay. After installation you will need to log in to the SLMail Pro Internet Configuration. Open Servers > “Your Server” > Filters > Relay Filtering. At this point you should select “Enable Relay Filtering” and “Restrict All”.

Additional settings can be found in the SLMail Pro Administrator's Manual under Filters/Relay Filtering.

When someone tries to send email to one of my users they receive an Error 452 "user is not accepting mail".

An error 452 normally indicates a problem with a user quota being set to zero. To fix this problem, log in to SLMail Pro Internet Configuration. Open Organizations -> "Organization name -> Security Group -> Users -> User Name -> Options. On the Option page checkmark user mailbox quota. This will default to unlimited. Select Apply.

Why do I get an Error 5 when I try to view or change one of my anti-spam rules in SLMail Pro?

The problem is that the rule does not have a rule type associated to it. The rule is corrupt and needs to be deleted and recreated in order to resolve the problem.